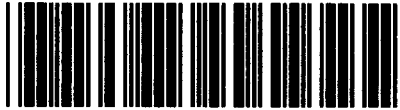




Control Number: 33807



Item Number: 47

Addendum StartPage: 0

VERIZON SOUTHWEST
FOR QUARTER ENDING MARCH 2007
SERVICE QUALITY REPORT
CONTROL NO. 33807

RECEIVED

MAY 15 PM 4:17

FILING CLERK

REPORT MONTH:

Jan

Feb

Mar

SERVICE ORDERS

| | | | | |
|---|--|-----|-----|-----|
| 1 | % Installation Commitments Met | 96 | 98 | 97 |
| 2 | % Regular Orders Completed in 5 Working Days | 99 | 99 | 99 |
| 3 | % Primary Orders Completed in 5 Working Days | 96 | 97 | 97 |
| 4 | % All Order Completed in 30 days | 100 | 100 | 100 |
| 5 | % All Order Completed in 90 days | 100 | 100 | 100 |

ANSWER TIME

| | | | | |
|---|---|-----|-----|-----|
| 6 | Repair Service Answer Time % Within 20 Seconds | 94 | 94 | 92 |
| 7 | Directory Assistance Answer Time Average Answer Time * | 2.0 | 2.0 | 1.3 |
| 8 | Toll & Assistance (U) Answer Time Average Answer Time * | 0.7 | 0.8 | 0.6 |

TROUBLE REPORTS

| | | | | |
|----|--|------|------|------|
| 9 | % Repeated Reports | 13.9 | 12.6 | 11.7 |
| 10 | % Out of Service Reports Cleared in 8 Working Hours | 79 | 92 | 86 |
| 11 | Customer Trouble Reports Per 100 Access Lines > 10,000 Lines | 0.9 | 0.6 | 0.7 |
| 12 | Customer Trouble Reports Per 100 Access Lines < 10,000 Lines | 2.5 | 1.7 | 2.1 |

* Fill in according to recording methods used

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Cash

| | | | |
|------------------------|-----------|-----------|-----------|
| OOS in 8 Working Hours | Feb 78.7% | Jan 54.2% | Dec 66.7% |
| | Nov 81.0% | | |

Root Cause:

67.5% of all OOS trouble (108 of 160) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 93.1% in March.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Celeste

OOS in 8 Working Hours Jan 80.0% Dec 63.6% Nov 72.2%

Root Cause:

72.7% of all OOS trouble (32 of 44) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 91.7% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Charlotte

| | | | |
|------------------------|-----------|-----------|-----------|
| OOS in 8 Working Hours | Mar 63.2% | Feb 76.9% | Jan 57.7% |
| | Dec 81.5% | Nov 80.0% | Oct 77.8% |

Root Cause:

70.7% of all OOS trouble (70 of 99) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Collinsville

OOS in 8 Working Hours Feb 85.7% Jan 65.5% Dec 89.3%

Root Cause:

78.9% of all OOS trouble (56 of 71) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 92.9% in March.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Comanche

| | | | |
|------------------------|-----------|-----------|-----------|
| OOS in 8 Working Hours | Mar 75.0% | Feb 88.9% | Jan 83.9% |
| | Dec 79.2% | | |

Root Cause:

82.0% of all OOS trouble (73 of 89) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Como

| | | | |
|------------------------|-----------|-----------|-----------|
| Repeated Reports | Jan 28.0% | Dec 36.7% | Nov 34.4% |
| OOS in 8 Working Hours | Feb 75.0% | Jan 62.9% | Dec 71.1% |
| | Nov 78.9% | | |

Root Cause:

Repeated Reports: This exchange experienced 32.8% repeated reports (43 of 131) over the months reported primarily due to a state road move project that has caused cable cuts, and problems with an eight-line carrier.

OOS in 8 Working Hours: 70.7% of all OOS trouble (82 of 116) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

Repeated Reports: Damaged cable facilities have been repaired, and preventative maintenance work completed on the carrier. **This exchange met the objective with 11.1% in February.**

OOS in 8 Working Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 89.7% in March.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Crosby

| | | | |
|------------------------|-----------|-----------|-----------|
| OOS in 8 Working Hours | Jan 77.9% | Dec 59.2% | Nov 88.0% |
| | Oct 70.4% | | |

Root Cause:

73.7% of all OOS trouble (378 of 513) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 98.8% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Deanville

| | | | |
|--------------------------|-----------|-----------|-----------|
| Primary Orders in 5 Days | Jan 86.7% | Dec 90.9% | Nov 92.3% |
| | Oct 92.3% | Sep 86.7% | |

| | | | |
|------------------------|-----------|-----------|-----------|
| OOS in 8 Working Hours | Mar 75.0% | Feb 78.9% | Jan 75.0% |
| | Dec 70.6% | Nov 84.6% | Oct 77.8% |

Root Cause:

Primary Orders in 5 Days: 89.6% of all primary orders (60 of 67) were completed within the five-day objective. Orders completed beyond the objective were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reported. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

OOS in 8 Working Hours: 76.8% of all OOS trouble (129 of 168) was cleared within eight working hours. The misses can be attributed to intermittent periods of heavy rain and thunderstorms during the months reported that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

Primary in 5 Days: Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. A maintenance focus with dedicated technicians for repair work should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 100% in February.**

OOS in 8 Working Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Devers

| | | | |
|------------------------|-----------|-----------|-----------|
| Repeated Reports | Jan 28.0% | Dec 36.7% | Nov 34.4% |
| OOS in 8 Working Hours | Feb 56.3% | Jan 68.8% | Dec 83.3% |
| | Nov 88.2% | Oct 82.1% | |

Root Cause:

Repeated Reports: 73.7% of all OOS trouble (378 of 513) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

OOS in 8 Working Hours: 76.4% of all OOS trouble (68 of 89) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

Repeated Reports: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 98.8% in February.**

OOS in 8 Working Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 100% in March.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Dilley

Primary Orders in 5 Days Jan 88.9% Dec 93.8% Nov 90.9%

OOS in 8 Working Hours Jan 55.6% Dec 68.8% Nov 70.0%

Root Cause:

Primary Orders in 5 Days: 91.1% of all primary orders (41 of 45) were completed within the five-day objective. Orders completed beyond the objective were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reported. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

OOS in 8 Working Hours: 63.6% of all OOS trouble (28 of 44) was cleared within eight working hours. The misses can be attributed to intermittent periods of heavy rain and thunderstorms during the months reported that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands

Action Plan:

Primary in 5 Days: Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. A maintenance focus with dedicated technicians for repair work should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 100% in February.**

OOS in 8 Working Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 92.3% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Dime Box

| | | | |
|------------------------|-----------|-----------|-----------|
| OOS in 8 Working Hours | Jan 75.0% | Dec 83.3% | Nov 72.7% |
| | Oct 38.1% | Sep 84.6% | |

Root Cause:

70.1% of all OOS trouble (61 of 87) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 100% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Dripping Springs

Primary Orders in 5 Days Jan 89.6% Dec 84.2% Nov 86.3%

Root Cause:

86.9% of all primary orders (119 of 137) were completed within the five-day objective. Orders completed beyond the objective were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reported. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

Action Plan:

Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. A maintenance focus with dedicated technicians for repair work should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 98.2% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

East Bernard

| | | | |
|------------------------|-----------|-----------|-----------|
| OOS in 8 Working Hours | Mar 75.5% | Feb 84.4% | Jan 75.6% |
| | Dec 74.4% | | |

Root Cause:

77.0% of all OOS trouble (124 of 161) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Ector

| | | | |
|------------------------|-----------|-----------|-----------|
| OOS in 8 Working Hours | Feb 66.7% | Jan 33.3% | Dec 66.7% |
| | Nov 40.0% | Oct 40.0% | |

Root Cause:

48.0% of all OOS trouble (12 of 25) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 100% in March.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Emory

| | | | |
|--------------------------|-----------|-----------|-----------|
| Primary Orders in 5 Days | Mar 82.1% | Feb 94.0% | Jan 92.5% |
| | Dec 90.9% | | |
| OOS in 8 Working Hours | Feb 75.0% | Jan 82.7% | Dec 88.0% |
| | Nov 88.2% | | |

Root Cause:

Primary Orders in 5 Days: 90.2% of all primary orders (156 of 173) were completed within the five-day objective. Orders completed beyond the objective were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reported. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

OOS in 8 Working Hours: 84.4% of all OOS trouble (195 of 231) was cleared within eight working hours. The misses can be attributed to intermittent periods of heavy rain and thunderstorms during the months reported that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands

Action Plan:

Primary in 5 Days: Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. A maintenance focus with dedicated technicians for repair work should improve our plant and reduce our trouble volume during times of inclement weather.

OOS in 8 Working Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 94.6% in March.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Fredericksburg

| | | | |
|--------------------------|-----------|-----------|-----------|
| Primary Orders in 5 Days | Jan 89.4% | Dec 93.8% | Nov 88.0% |
| | Oct 86.9% | | |

Root Cause:

89.4% of all primary orders (378 of 423) were completed within the five-day objective. Orders completed beyond the objective were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reported. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

Action Plan:

Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. A maintenance focus with dedicated technicians for repair work should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 96.0% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Georgetown

| | | | |
|------------------------|-----------|-----------|-----------|
| OOS in 8 Working Hours | Mar 83.6% | Feb 79.1% | Jan 68.2% |
| | Dec 79.5% | | |

Root Cause:

76.8% of all OOS trouble (822 of 1071) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Giddings

| | | | |
|------------------------|-----------|-----------|-----------|
| OOS in 8 Working Hours | Mar 76.5% | Feb 84.6% | Jan 68.8% |
| | Dec 72.2% | | |

Root Cause:

74.4% of all OOS trouble (212 of 285) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Gillett

OOS in 8 Working Hours Jan 50.0% Dec 0.0% Nov 50.0%

Root Cause:

44.4% of all OOS trouble (4 of 9) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 100% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Gladewater

| | | | |
|------------------------|-----------|-----------|-----------|
| OOS in 8 Working Hours | Jan 75.0% | Dec 84.1% | Nov 85.6% |
| | Oct 83.8% | Sep 78.8% | Aug 80.0% |
| | Jul 74.7% | Jun 85.3% | |

| | | | |
|--------------------------|-----------|-----------|-----------|
| Primary Orders in 5 Days | Feb 86.7% | Jan 93.4% | Dec 85.7% |
|--------------------------|-----------|-----------|-----------|

Root Cause:

OOS in 8 Working Hours: 80.7% of all OOS trouble (631 of 782) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Primary Orders in 5 Days: 88.7% of all primary orders (235 of 265) were completed within the five-day objective. Orders completed beyond the objective were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reported. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

Action Plan:

OOS in 8 Working Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 97.8% in February.**

Primary Orders in 5 Days: Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. A maintenance focus with dedicated technicians for repair work should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 96.3% in March.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Gonzales

| | | | |
|------------------------|-----------|-----------|-----------|
| OOS in 8 Working Hours | Jan 64.1% | Dec 85.7% | Nov 81.6% |
| | Oct 88.1% | Sep 76.3% | |

Root Cause:

78.8% of all OOS trouble (290 of 368) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 97.9% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Gordonville

| | | | |
|------------------------|-----------|-----------|-----------|
| OOS in 8 Working Hours | Mar 82.8% | Feb 71.4% | Jan 70.0% |
| | Dec 69.4% | | |

Root Cause:

73.3% of all OOS trouble (85 of 116) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Grand Saline

OOS in 8 Working Hours Feb 77.5% Jan 63.3% Dec 86.7%

Root Cause:

76.0% of all OOS trouble (152 of 200) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 90.0%.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Granger

OOS in 8 Working Hours Jan 67.7% Dec 86.7% Nov 88.9%

Root Cause:

76.4% of all OOS trouble (42 of 55) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 100% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Gunter

OOS in 8 Working Hours Feb 83.3% Jan 60.0% Dec 83.3%

Root Cause:

72.7% of all OOS trouble (16 of 22) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 100% in March.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Hallsville

| | | | |
|------------------------|-----------|-----------|-----------|
| OOS in 8 Working Hours | Feb 72.1% | Jan 77.6% | Dec 75.0% |
| | Nov 69.6% | Oct 88.2% | Sep 84.4% |

Root Cause:

78.4% of all OOS trouble (337 of 430) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 100% in March.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Henderson

| | | | |
|------------------------|-----------|-----------|-----------|
| OOS in 8 Working Hours | Feb 79.3% | Jan 72.2% | Dec 73.3% |
| | Nov 83.0% | Oct 85.1% | Sep 76.9% |

Root Cause:

78.4% of all OOS trouble (537 of 685) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 97.4% in March.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Highlands

| | | | |
|------------------------|-----------|-----------|-----------|
| OOS in 8 Working Hours | Jan 84.0% | Dec 76.8% | Nov 89.4% |
| | Oct 68.1% | Sep 82.6% | |

Root Cause:

80.3% of all OOS trouble (384 of 478) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 93.9% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Hitchcock

| | | | |
|------------------------|-----------|-----------|-----------|
| OOS in 8 Working Hours | Mar 83.0% | Feb 83.3% | Jan 76.6% |
| | Dec 59.0% | | |

Root Cause:

74.3% of all OOS trouble (159 of 214) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Howe

| | | | |
|------------------------|-----------|-----------|-----------|
| OOS in 8 Working Hours | Jan 67.9% | Dec 86.7% | Nov 81.3% |
| | Oct 56.3% | Sep 65.4% | |

Root Cause:

70.3% of all OOS trouble (71 of 101) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 100% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Huffman

| | | | |
|------------------------|-----------|-----------|-----------|
| OOS in 8 Working Hours | Jan 83.3% | Dec 76.2% | Nov 79.4% |
| | Oct 60.8% | | |

Root Cause:

73.7% of all OOS trouble (241 of 327) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 96.8% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Ingleside

| | | | |
|------------------------|-----------|-----------|-----------|
| OOS in 8 Working Hours | Mar 87.0% | Feb 84.4% | Jan 85.5% |
| | Dec 75.5% | | |

Root Cause:

83.2% of all OOS trouble (163 of 196) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Jackson

| | | | |
|------------------------|-----------|-----------|-----------|
| OOS in 8 Working Hours | Mar 75.0% | Feb 82.4% | Jan 76.2% |
| | Dec 75.0% | | |

Root Cause:

76.7% of all OOS trouble (79 of 103) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Jacksonville

| | | | |
|------------------------|-----------|-----------|-----------|
| OOS in 8 Working Hours | Feb 87.4% | Jan 74.8% | Dec 74.8% |
| | Nov 86.1% | Oct 89.0% | |

Root Cause:

82.4% of all OOS trouble (1277 of 1550) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 96.9% in March.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Jarrell

Primary Orders in 5 Days Mar 94.1% Feb 94.4% Jan 90.9%

Root Cause:

93.5% of all primary orders (43 of 46) were completed within the five-day objective. Orders completed beyond the objective were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reported. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

Action Plan:

Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. A maintenance focus with dedicated technicians for repair work should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Justin

OOS in 8 Working Hours Mar 89.4% Feb 89.2% Jan 70.9%

Root Cause:

84.3% of all OOS trouble (172 of 204) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Kilgore Liberty City

| | | | |
|------------------------|-----------|-----------|-----------|
| OOS in 8 Working Hours | Feb 80.4% | Jan 79.6% | Dec 71.6% |
| | Nov 78.6% | Oct 82.7% | Sep 88.1% |

Root Cause:

80.1% of all OOS trouble (1000 of 1248) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 97.2% in March.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Kingsland

| | | | |
|------------------------|-----------|-----------|-----------|
| OOS in 8 Working Hours | Jan 86.5% | Dec 89.0% | Nov 82.0% |
| | Oct 78.1% | Sep 86.3% | |

Root Cause:

83.3% of all OOS trouble (554 of 665) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 98.5% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Kosciusko

| | | | |
|------------------------|-----------|-----------|-----------|
| OOS in 8 Working Hours | Jan 35.7% | Dec 40.0% | Nov 66.7% |
| | Oct 50.0% | Sep 75.0% | |

Root Cause:

53.2% of all OOS trouble (25 of 47) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 100% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Kurten

Primary Orders in 5 Days Jan 91.3% Dec 87.5% Nov 90.5%

Root Cause:

90.0% of all primary orders (54 of 60) were completed within the five-day objective. Orders completed beyond the objective were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reported. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

Action Plan:

Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. A maintenance focus with dedicated technicians for repair work should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 100% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

La Feria

| | | | |
|------------------------|-----------|-----------|-----------|
| OOS in 8 Working Hours | Mar 84.5% | Feb 78.4% | Jan 71.9% |
| | Dec 61.0% | Nov 80.0% | Oct 65.5% |
| | Sep 79.5% | | |

Root Cause:

73.6% of all OOS trouble (338 of 459) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

La Vernia

| | | | |
|------------------------|-----------|-----------|-----------|
| OOS in 8 Working Hours | Feb 81.8% | Jan 47.7% | Dec 69.4% |
| | Nov 55.2% | Oct 80.0% | Sep 60.9% |

Root Cause:

63.7% of all OOS trouble (114 of 179) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 100% in March.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

League City

| | | | |
|--------------------------|-----------|-----------|-----------|
| Primary Orders in 5 Days | Feb 79.1% | Jan 78.1% | Dec 79.3% |
| | Nov 93.2% | | |

Root Cause:

82.5% of all primary orders (889 of 1077) were completed within the five-day objective. Orders completed beyond the objective were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reported. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

Action Plan:

Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. A maintenance focus with dedicated technicians for repair work should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 98.3% in March.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Lyford

| | | | |
|------------------------|-----------|-----------|-----------|
| OOS in 8 Working Hours | Mar 81.3% | Feb 74.2% | Jan 72.0% |
| | Dec 87.5% | Nov 78.6% | |

Root Cause:

78.2% of all OOS trouble (86 of 110) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Martindale

| | | | |
|------------------------|-----------|-----------|-----------|
| OOS in 8 Working Hours | Mar 75.0% | Feb 88.0% | Jan 42.9% |
| | Dec 78.9% | | |

Root Cause:

66.9% of all OOS trouble (79 of 118) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

McDade

OOS in 8 Working Hours Jan 59.1% Dec 76.5% Nov 81.3%

Root Cause:

69.1% of all OOS trouble (56 of 81) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 91.7% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Merit

| | | | |
|--------------------------|-----------|-----------|-----------|
| Primary Orders in 5 Days | Jan 0.0% | Dec 87.5% | Nov 87.5% |
| Commitments Met | Mar 83.3% | Feb 88.9% | Jan 84.6% |
| OOS in 8 Working Hours | Feb 88.9% | Jan 57.1% | Dec 57.1% |

Root Cause:

Primary Orders in 5 Days: 77.8% of all primary orders (14 of 18) were completed within the five-day objective. Orders completed beyond the objective were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reported. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

Commitments Met: 86.0% of all commitments (37 of 43) were met. Orders completed beyond the commitment were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reports. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

OOS in 8 Working Hours: 69.6% of all OOS trouble (16 of 23) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Merit Cont.

Action Plan:

Primary in 5 Days: Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. **This exchange met the objective with 100% in February.**

Commitments Met: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

OOS in 8 Working Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 100% in March.**