



Control Number: 35534



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TELEPHONE SERVICE REPORT

COPY

UTILITY CenturyTel of San Marcos, Inc.

Period Ending June 2008

Project 35534

2008 AUG 15 PM 1:53

FILING CLERK

REPORT MONTHS

SERVICE ORDERS

1. % Regular orders completed in 5 working days
2. % Primary orders completed in 5 working days
3. % Installation commitments met
4. Number of held primary service orders at month end (over 30 days old)
5. Number of held regrade orders at month end (over 30 days old)

Apr	May	June
100%	100%	99%
100%	99%	100%
100%	100%	100%
0	0	0
0	0	0

ANSWER TIME

6. Toll & assistance ("0") answer time
& over 10 seconds

Services not provided by CenturyTel	Services not provided by CenturyTel	Services not provided by CenturyTel
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7. Directory assistance answer time
% over 10 seconds

Services not provided by CenturyTel	Services not provided by CenturyTel	Services not provided by CenturyTel
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8. Business office answer time
% answered within 20 seconds

77%	90%	81%
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9. Repair service answer time
% answered within 20 seconds

85%	82%	81%
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TROUBLE REPORTS

10. Customer trouble reports per 100 access lines
11. % of out of service reports cleared in 8 working hours

0.8	0.8	0.7
90%	98%	95%

SEND TO: GOVERNMENT-RELATIONS@CENTURYTEL.COM



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Corrective Action Plan-CenturyTel of San Marcos, Inc.

The Customer Service Department has made several changes to improve our call answer time in Texas. Our goal is to continue to monitor our progress and make necessary changes to improve the service level going forward.

Changes for Improvements reported in 2nd Quarter, 2008

CenturyTel experiences a call transfer problem from one of our outsourcers. We are working a routing solution, or separate 800 number, for the outsourcer to use. This volume will then be spread out among other call center creating bandwidth for San Marcos call center to focus on Texas calls.