



Control Number: 36893



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**Southwestern Bell Telephone d/b/a AT&T Texas  
Service Quality Report  
Project No. 36893**

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Texas Regulatory

AT&T Texas  
400 W. 15th Street  
Suite 950  
Austin, TX 78701

November 16, 2009

Filing Clerk  
Public Utility Commission of Texas  
1701 N. Congress Avenue  
Austin, Texas 78701

Attached is Southwestern Bell Telephone d/b/a AT&T Texas, Texas Telephone Service Quality Report for the Third Quarter of 2009. This report is filed in compliance with Substantive Rules §26.81 and §26.54 as required by the Public Utility Commission of Texas. AT&T Texas is a Chapter 65 Transitioning Company, and as such, it has excluded service quality results for exchanges deregulated in Docket Nos. 31831 and 32977. The excluded exchanges are: Houston, Dallas, Fort Worth, San Antonio, Austin, El Paso, Corpus Christi, Mission, Lubbock, Waco, Laredo, Amarillo, Brownsville, Spring, Tomball, Frisco, McAllen, Tyler, Pharr, Odessa, Abilene, Beaumont, Midland, Wichita Falls, Longview, McKinney, Edinburg, Harlingen, Allen, New Braunfels, Temple, Nederland, Seguin, San Benito, Rockwall, Mercedes, Cypress, Bastrop, Donna, Big Spring, Alice, Anthony, Beeville, Belton, Bridge City, Lockhart, Luling, Orange, San Diego, Silsbee, Smithville, Snyder, Sweetwater, Taylor and Vidor

Should you need further information, please call me at 512 870-2107.

Sincerely,

A handwritten signature in black ink, appearing to read "Emily Steele".

Emily Steele  
AT&T Texas

Attachments

**UTILITY: Southwestern Bell Telephone Company PERIOD ENDING: September 30, 2009**

**TELEPHONE SERVICE QUALITY REPORT**

		<b>2009</b>		
<b>Service Objective</b>	<b>Statewide Objective</b>	<b>July</b>	<b>August</b>	<b>September</b>
<b>SERVICE ORDERS</b>				
% Regular orders completed in 5 working days	90%	99.7%	99.7%	99.7%
% Primary orders completed in 5 working days	95%	98.0%	97.8%	97.7%
% All orders completed in 30 days	99%	100.0%	99.9%	100.0%
% All orders completed in 90 days	100%	100.0%	100.0%	100.0%
% Installation commitments met	90%	99.2%	99.2%	99.2%
<b>ANSWER TIME</b>				
Toll & Assistance ("0") Answer Time	85%	85.7%	86.0%	89.0%
% within 10 Seconds				
Directory Assistance Answer Time	5.9	5.1	5.6	5.5
Average answer time (Seconds)				
Repair Service Answer Time	90%	93.24%	94.27%	92.82%
% within 20 Seconds				
<b>TROUBLE REPORTS</b>				
Customer Trouble Reports per 100 Access Lines	3	2.71	2.61	<u>3.25</u>
% of Out-Of-Service Reports Cleared in 8 working hours	90%	<u>86.9%</u>	<u>89.3%</u>	90.2%
% Repeated Trouble Reports	22%	12.0%	12.2%	11.8%

- **Bold and underline indicates a missed objective**

**ATTACHMENT I**

**Third Quarter 2009 Corrective Action Plan for  
"Primary Orders Completed Within 5 Days"**

**Performance Benchmark:** At least 95% of the DCTU's service orders for installing primary service shall be completed within five working days, excluding those orders where a later date was specifically requested by the customer. If the performance is below 95% in any exchange area for a period of 3 consecutive months, the DCTU shall provide a detailed corrective action plan for such exchange or wire-center. Listed below are the exchanges that missed the performance benchmark for at least 3 consecutive months:

<b>Exchange</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>
ALBANY	66.7%	80.0%	85.7%	90.9%	90.0%
BATESVILLE	*	*	85.7%	83.3%	83.3%
DEADWOOD	87.5%	71.4%	80.0%	*	*
EAGLE LAKE	*	93.3%	93.5%	91.3%	*
PT BOLIVAR	90.3%	80.0%	88.0%	94.4%	80.0%
ZAPATA	*	90.5%	90.0%	81.5%	88.5%

\* means the objective was met

**Corrective Action Plan:**

- Close attention is being given to the appointment intervals set in each wire center to ensure the technician's ability to meet both the PUC objective and the appointment.
- Proactively anticipate workload increases and adjust manpower when appropriate. The technician manpower is adjusted daily in response to the workload.
- Improved data analysis tools are continually being developed and deployed to provide for improved order and report tracking and analysis.
- Coordinate with marketing groups to reduce errors and ensure better accuracy in order issuance for a quicker response servicing customers.
- Coordinate with the Business Office to insure that proper due date coding is used on customer requested appointments beyond five days.

**ATTACHMENT II**

**Third Quarter 2009 Corrective Action Plan for  
"All Orders Completed in 90 days"**

**Performance Benchmark:** One hundred percent of the DCTU's service orders for service installations shall be completed within 90 days. **Performance Benchmark for Corrective Action:** If the performance is below 100% in any exchange area, the DCTU shall provide a detailed corrective action plan for such exchange or wirecenter.

Exchange	July	August	September
ALVIN	*	*	99.9%
ATLANTA	99.9%	*	*
AUBREY	99.8%	*	*
COLUMBUS	*	*	99.8%
FORNEY	99.9%	*	*
GRAHAM	99.9%	*	*
HEREFORD	*	*	99.8%
HONDO	*	*	99.8%
MAURICEVILLE	*	99.8%	*
MT PLEASANT	*	99.9%	*
Paris	*	99.9%	*
Port Isabel	99.8%	*	99.8%
PROSPER	*	99.9%	*
ROCKPORT	*	99.8%	*
SINTON	*	99.7%	*
SKIDMORE	98.6%	*	*
SOUR LAKE	99.3%	*	*
TEAGUE	*	*	99.7%
Texas City	*	99.8%	*
WALLER	99.9%	*	*
ZAPATA	99.8%	*	*

\* means the objective was met

**Corrective Action Plan:**

- Close attention is being given to the appointment intervals set in each wire center to ensure the technician's ability to meet both the PUC objective and the appointment.
- Proactively anticipate workload increases and adjust manpower when appropriate. The technician manpower is adjusted daily in response to the workload.
- Improved data analysis tools are continually being developed and deployed to provide for improved order and report tracking and analysis.
- Coordinate with marketing groups to reduce errors and ensure better accuracy in order issuance for a quicker response servicing customers. Coordinate with the Business Office to insure that proper due date coding is used on customer requested appointments beyond five days.

### **ATTACHMENT III**

## **National Customer Service Centers Third Quarter 2009 Corrective Action Plan for the "Repair Call Center Answer Time"**

**Performance Benchmark:** *Ninety percent of repair service calls shall be answered within 20 seconds or average answer time shall not exceed 5.9 seconds.*

**Benchmark for Corrective Action:** *If the performance is below 90% within 20 seconds or the average answer time exceeds 5.9 seconds at any answering location for a period of five days within any given month, the DCTU shall provide a detailed corrective action plan for such exchange or wire center.*

### **Details of Performance Benchmark Misses by Month:**

**Location:** AT&T Repair Center serving the 512, 210, 956, 361, 972, 903, 469, 214, 254, 806, 817, 915, 940, 682, 432, 325, 420, 281, 713, 409, 832, 936, 979 and 830 areas.

### **Details of Performance Benchmark Misses:**

#### **July 2009**

AT&T's Repair Center Grade of Service (GOS) in July 2009 for the Texas repair customers was 93.24%. The July average met the monthly objective of 90% of the calls answered in 20 seconds. The 90% within 20 seconds objective was missed on 7 separate days. The misses were attributed to higher than expected call volumes.

#### **August 2009**

AT&T's Repair Center Grade of Service (GOS) in August 2009 for the Texas repair customers was 94.27%. The August average met the monthly objective of 90% of the calls answered in 20 seconds. The 90% within 20 seconds objective was missed on 4 separate days. Both regulatory components for Texas were met for the month of August.

#### **September 2009**

AT&T's Repair Center Grade of Service (GOS) in September 2009 for the Texas repair customers was 92.82%. The September average met the monthly objective of 90% of the calls answered in 20 seconds. The 90% within 20 seconds objective was missed on 5 separate days. Both regulatory components for Texas were met for the month of September.

### **Corrective Action Plan:**

- *Repair Representatives are working within a call-sharing environment that assists in the handling of repair calls.*
- *Continue to maintain close coordination with the centers to ensure agent availability during peak timeframes.*
- *Modify offline activities and consistently right-size the offline resources to accommodate call volume needs by providing more FTE for call taking as needed.*
- *Continued partnering among Care Work Force Management teams to ensure adequate forecasting, scheduling and intraday management and discuss changes in call patterns in order to implement solutions for improvement.*
- *Continue to utilize ambush messaging for significant call volume increases.*

#### ATTACHMENT IV

### **Third Quarter 2009 Corrective Action Plan for "Trouble Reports per 100 Access Lines"**

**Performance Benchmark:** The DCTU that serves more than 10,000 access lines shall maintain its network service in a manner that it receives no more than three customer trouble reports on a company-wide basis, excluding customer premises equipment (CPE) reports, per 100 customer access lines per month (on average). **Performance Benchmark Applicable for Corrective Action:** If the customer trouble report exceeds 3.0% (three per 100 access lines) for a large exchange or 6.0% (six per 100 access lines) for a smaller exchange for three consecutive months, the DCTU shall provide a detailed corrective action plan for such exchange or wirecenter. For purposes of this section, a large exchange is defined as serving 10,000 or more access lines and a small exchange is defined as serving less than 10,000 access lines.

Exchange	May	June	July	August	September
ALVIN	4.5	3.5	3.7	3.7	4.6
GALVESTON	5.2	4.4	4.7	3.7	4.1
PT BOLIVAR	34.2	25.6	21.2	17.5	16.6
TEXAS CITY	4.8	3.8	4.1	3.2	4.4

\* means the objective was met

Note: The large increase in the report rate for Pt. Bolivar was due to the backlog of repair work after the Hurricane Ike restoration efforts and customers returning to their homes.

#### **Corrective Action Plan:**

- Continue the emphasis and awareness to reduce cut cables, which has increased the report rate in some exchanges. Hold contractors responsible for damages to our facilities.
- Continue with the ongoing TXTORD rehab process of identifying the highest priority projects to reduce the higher volume trouble spots and aggressively continue the TRAIS/TRIM rehabilitation program to reclaim cables and their compliments not qualifying for replacement.
- Perform detailed analysis to identify and initiate cable replacement to improve existing facilities within these exchanges.
- Track cable replacement and rehab processes monthly in the district's Steering Committee meetings to insure accountability by all disciplines.
- Properly equip and train technicians to improve their technical abilities in an effort for them to recognize and correct potential service affecting conditions.
- In 2009, AT&T has completed 2813 rehab jobs in Texas at a cost of \$39M. These projects are for high trouble exchanges and affect the repeated reports experienced by individual subscribers.
- Improved data analysis tools have been developed and are being deployed to provide for improved report tracking and analysis
- In the Pt. Bolivar area we are still experiencing an unacceptable report rate and repeat report rate due to problems with our plant as customers rebuild and we attempt to return service to a residence, but also there are many contractors working in this area that occasionally damage our facilities causing customer reports and repeated reports.



**Third Quarter 2009 Corrective Action Plan for  
"Out-of-Service Cleared in 8 Hours"**

**Performance Benchmark:** At least 90% of out-of-service trouble reports on service provided by a DCTU shall be cleared within eight working hours, except where access to the customer's premises is required but not available or where interruptions are caused by unavoidable casualties and acts of God affecting large groups of customers. If the performance is below 90% in any exchange area for a period of three consecutive months, the DCTU shall provide a detailed corrective action plan for such exchange or wire-center.

Exchange	May	June	July	August	September
ALBANY	69.44%	51.11%	53.13%	84.62%	83.33%
ALVIN	89.07%	89.31%	47.67%	80.77%	81.25%
ANSON	76.92%	77.42%	56.25%	86.49%	*
BAY CITY	89.56%	69.35%	79.19%	*	*
BRECKENRIDGE	*	60.49%	68.75%	80.43%	*
BUNA	*	87.23%	76.92%	89.89%	*
CENTER	88.75%	77.97%	71.50%	*	*
CISCO	*	69.23%	83.33%	75.00%	89.29%
CLEBURNE	*	*	87.64%	73.63%	83.61%
CLEVELAND	64.94%	69.63%	80.37%	*	*
DAYTON	89.25%	86.26%	88.81%	*	*
EAGLE LAKE	*	89.47%	68.12%	86.79%	*
EASTLAND	*	82.35%	63.64%	57.89%	*
EVADALE	76.47%	67.78%	72.22%	*	*
FANNETT	*	73.47%	87.30%	88.57%	*
FREEPORT	76.12%	58.11%	85.71%	47.07%	89.04%
GARWOOD	80.00%	50.00%	71.43%	*	*
GORDON	*	*	75.00%	37.50%	83.33%
HAMLIN	*	69.57%	63.16%	87.50%	71.43%
HONDO	88.04%	81.73%	80.72%	*	*
Jasper	73.26%	87.50%	75.37%	86.30%	*
KENEDY	73.33%	75.93%	81.40%	83.33%	*
KINGSVILLE	87.39%	85.37%	74.17%	84.56%	70.64%
KIRBYVILLE	85.90%	74.63%	72.73%	85.45%	*
LA BELLE	82.22%	67.74%	84.62%	*	80.00%
LADONIA	*	*	80.00%	57.14%	53.85%
LAMPASAS	*	86.76%	83.78%	86.67%	*
LIVERPOOL	85.71%	81.82%	45.45%	83.33%	80.00%
MATAGORDA	70.00%	81.82%	83.33%	*	87.50%
MATHIS	*	87.76%	70.69%	89.74%	*
MIDLOTHIAN	*	*	83.87%	79.59%	88.17%
MINERAL WELLS	*	70.32%	73.24%	67.39%	*
PINEHURST	71.26%	84.15%	87.70%	88.52%	*
Port Isabel	86.87%	80.43%	82.14%	*	*

\* means the objective was met

**Third Quarter 2009 Corrective Action Plan for  
"Out-of-Service Cleared in 8 Hours"**

Exchange	May	June	July	August	September
RANGER	*	75.00%	80.00%	75.00%	*
ROSENBERG	85.67%	63.77%	73.70%	*	89.72%
RUNGE	*	76.92%	76.92%	83.33%	85.71%
SAN AUGUSTINE	80.68%	73.89%	77.03%	*	*
STAMFORD	83.33%	77.05%	81.82%	85.71%	*
STRAWN	*	50.00%	88.89%	85.71%	75.00%
RANGER	*	75.00%	80.00%	75.00%	*
ROSENBERG	85.67%	63.77%	73.70%	*	89.72%
RUNGE	*	76.92%	76.92%	83.33%	85.71%
SAN AUGUSTINE	80.68%	73.89%	77.03%	*	*
STAMFORD	83.33%	77.05%	81.82%	85.71%	*
STRAWN	*	50.00%	88.89%	85.71%	75.00%

\* means the objective was met

**Corrective Action Plan:**

- Close attention is being given to the appointment intervals set in this wire center to ensure the technician's ability to meet both the PUC objective and the appointment.
- Proactively anticipate workload increases and adjust manpower when appropriate. The technician manpower is adjusted daily in response to the workload.
- Improved data analysis tools are continually being developed and deployed to provide for improved report tracking and analysis on a daily basis.
- In 2009, AT&T has completed 2813 rehab jobs in Texas at a cost of \$39M. These projects are for high trouble exchanges and affect the repeated reports experienced by individual subscribers.
- We have adjusted Core Installation and Maintenance technicians to the Texas workforce in to reduce response times to OOS conditions affecting Texas customers.
- We have implemented a different dispatch strategy using rolling clocks where possible, based on force available and load. This change in the dispatch process enables the OOS tickets to be addressed more quickly, and to have a better chance of meeting the objective
- In October we met the percent out of service cleared in 8 hours or less for the state of Texas.

## ATTACHMENT VI

### **Third Quarter 2009 Corrective Action Plan for "Repeated Trouble Reports"**

**Performance Benchmark:** Each DCTU shall establish procedures to insure the prompt investigation and correction of trouble reports so that the percentage of repeated trouble reports on residence and single line business lines does not exceed 22% of the total customer trouble reports on those lines. Performance Benchmark applicable for Corrective Action: If repeat reports exceed 22% of the total customer trouble report in any exchange for three consecutive months, the DCTU shall provide a detailed corrective action plan for such exchange or wire-center.

Exchange	May	June	July	August	September
ALBANY	26.1%	23.9%	23.3%	*	26.6%
HONDO	*	34.4%	23.9%	22.0%	*
POTEET	*	24.1%	23.7%	25.5%	*
PT BOLIVAR	33.2%	33.0%	27.7%	26.1%	*

\* means the objective was met

Note: The large increase in the repeat rate for Pt. Bolivar was due to the backlog of repair work after the Hurricane Ike restoration efforts and customers returning to their homes.

#### **Corrective Action:**

- Provide reports to field managers to identify the technicians who have caused the repeat report for improvement and for training purposes.
- Continue to coordinate with engineering to monitor facility issues.
- Improved data analysis tools have been developed and are being deployed to provide for improved report tracking and analysis
- In 2009, AT&T has completed 2813 rehab jobs in Texas at a cost of \$39M. These projects are for high trouble exchanges and affect the repeated reports experienced by individual subscribers.
- In the Pt. Bolivar area we are still experiencing an unacceptable report rate and repeat report rate due to problems with our plant as customers rebuild and we attempt to return service to a residence, but also there are many contractors working in this area that occasionally damage our facilities causing customer reports and repeated reports.