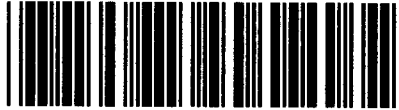


Control Number: 36893



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36893

COPY

TELEPHONE SERVICE REPORT

Lake Dallas

T137

UTILITY CenturyTel of Lake Dallas, Inc.

Period Ending March 2009

Project

35534

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)

Jan	Feb	Mar
100%	100%	100%
100%	100%	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 CenturyTelServices not provided
by CenturyTelServices not provided
by CenturyTel

7. Directory assistance answer time

% over 10 seconds

Services not provided
by CenturyTelServices not provided
by CenturyTelServices not provided
by CenturyTel

8. Business office answer time
% answered within 20 seconds

80%

84%

89%

9. Repair service answer time
% answered within 20 seconds

92%

80%

81%

TROUBLE REPORTS

10. Customer trouble reports per 100 access lines

0.3

0.5

0.6

11. % of out of service reports cleared in 8 working hours

90%

93%

93%

46



Corrective Action Plan-CenturyTel of Lake Dallas, 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 1st Quarter, 2009

Service Level and ASA have been impacted by several factors in Q1 2009 and we are monitoring the situation and mitigating against any state service shortfalls. Impacts include the following:

- We are trending 3.7% above forecast for Q1 2009
- Due to operational changes around call handling procedure we have seen a 5.3% increase in average handle times
- Targeted cost savings around some OT worked on high volume Mondays