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

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AT&T Texas
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Austin, TX 78701-1600

May 15, 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 First 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 cursive script, appearing to read "Emily Steele".

Emily Steele
AT&T Texas

Attachments

UTILITY: Southwestern Bell Telephone Company PERIOD ENDING: March 31, 2009

TELEPHONE SERVICE QUALITY REPORT

		2009		
Service Objective	Statewide Objective	January	February	March
SERVICE ORDERS				
% Regular orders completed in 5 working days	90%	99.8%	99.8%	99.8%
% Primary orders completed in 5 working days	95%	97.8%	97.7%	97.8%
% All orders completed in 30 days	99%	100.0%	99.9%	99.9%
% All orders completed in 90 days	100%	100.0%	100.0%	100.0%
% Installation commitments met	90%	99.2%	99.1%	99.1%
ANSWER TIME				
Toll & Assistance ("0") Answer Time	85%	85.0%	87.0%	85.5%
% within 10 Seconds				
Directory Assistance Answer Time	5.9	4.8	4.8	4.9
Average answer time (Seconds)				
Repair Service Answer Time	90%	95.42%	91.69%	92.11%
% within 20 Seconds				
TROUBLE REPORTS				
Customer Trouble Reports per 100 Access Lines	3	2.15	1.93	2.49
% of Out-Of-Service Reports Cleared in 8 working hours	90%	<u>76.2%</u>	<u>84.3%</u>	<u>84.3%</u>
% Repeated Trouble Reports	22%	12.1%	11.2%	11.8%

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

**First 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:

Exchange	November	December	January	February	March
ANNA	*	94.1%	93.8%	88.9%	*
GALVESTON	90.4%	91.3%	92.3%	91.6%	91.9%
LA BELLE	92.9%	89.5%	88.9%	*	80.0%
PT BOLIVAR	*	*	66.7%	78.8%	70.2%
SABINE PASS	21.4%	77.8%	50.0%	*	*

* 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.
- The continuing clean-up of damage caused by hurricane Ike increased our workload during the first quarter and contributed to missed PUC objectives. That work is now complete as of the end of April and our workforce allowed to return to normal operations.
- 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

First 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	January	February	March
ALVARADO	*	*	99.8%
CLEBURNE	*	99.9%	*
CLUTE	*	99.9%	99.9%
CORSICANA	99.9%	*	*
GAINESVILLE	*	*	99.9%
GALVESTON	*	99.9%	99.9%
GRANBURY	*	*	99.9%
PINEHURST	*	*	99.9%
PT BOLIVAR	*	98.8%	98.8%
ROSENBERG	99.9%	99.9%	*
ROYSE CITY	*	*	99.8%
WEATHERFORD	*	99.9%	*
WHARTON	*	99.6%	*

* 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.
- The clean-up of damage caused by hurricane Ike increased our workload during the first quarter and contributed to missed PUC objectives. That work is now complete as of the end of April and our workforce allowed to return to normal operations.
- 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.

**National Customer Service Centers
First 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.*

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:

January 2009

AT&T's Repair Center Grade of Service (GOS) in January 2009 for the Texas repair customers was 95.45%. The January average met the monthly objective of 90% of the calls answered in 20 seconds. The 90% within 20 seconds objective was missed on 3 separate days.

February 2009

AT&T's Repair Center Grade of Service (GOS) in February 2009 for the Texas repair customers was 91.69%. The February average met the monthly objective of 90% of the calls answered in 20 seconds. The 90% within 20 seconds objective was missed on 6 separate days due to weather and/or staffing shortages.

March 2009

AT&T's Repair Center Grade of Service (GOS) in March 2009 for the Texas repair customers was 92.11%. The March average met the monthly objective of 90% of the calls answered in 20 seconds. The 90% within 20 seconds objective was missed on 8 separate days due to weather events.

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 center operational contacts to ensure agent availability during peak timeframes.*
- *Continue to utilize ambush messaging for significant call volume increases.*
- *Continue to utilize offline resources during peak periods for call taking.*

**First 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	November	December	January	February	March
ALVIN	5.17	4.66	3.4	3.4	4.1
FALCON HEIGHTS	7.51	9.72	7.3	*	*
GALVESTON	19.88	9.51	7.3	6.1	6.3
PORT ARTHUR	3.08	3.57	3.6	*	*
SABINE PASS	9.06	12.04	6.6	*	8.7
TEXAS CITY	7.52	6.56	6.5	3.5	4.5

* means the objective was met

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. We are also attempting to negotiate a new contract with our Cable Locate contractor that will reward them for fewer cable damages per 1000 locates
- Continue with the ongoing Capital Rehab, 1st Mile rehab and Targeted Proactive Maintenance processes identifying the highest priority projects to reduce the higher volume trouble spots.
- 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 2008, we completed 508 1st Mile copper rehabilitation projects. So far in 2009 we have completed 276. These projects target high report rate locations and reduce our repair load when completed allowing quicker restoration of out of service trouble by the remaining work force.
- Improved data analysis tools have been developed and are being deployed to provide for improved report tracking and analysis.
- The clean-up of damage caused by hurricane Ike increased our workload during the first quarter and contributed to missed PUC objectives. That work is now complete as of the end of April and our workforce allowed to return to normal operations.

**First 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	November	December	January	February	March
ANGLETON	80.2	45.4	47.8	77.0	72.3
ANNA	71.4	58.5	43.8	35.5	86.7
AUBREY	83.0	*	77.1	30.0	84.0
BAY CITY	51.8	74.2	72.4	81.6	73.0
BELLVILLE	*	73.9	89.4	71.6	77.4
BENAVIDES	88.9	75.0	87.5	*	*
BORGER	*	73.1	62.1	61.0	84.4
BRACKETTVILLE	*	65.0	82.1	88.9	76.7
BRUNI	66.7	66.7	87.5	*	*
CALVERT	*	40.0	65.2	66.7	45.0
CANADIAN	88.9	79.2	88.9	85.7	42.9
CANUTILLO	51.4	31.0	50.0	53.6	*
CARRIZO SPRINGS	69.0	75.9	83.3	*	62.9
CARTHAGE	39.8	36.8	47.6	63.6	72.4
CELINA	48.9	67.9	35.0	86.2	75.0
CHRISTINE	*	75.0	66.7	75.0	*
CLINT	55.3	52.3	65.0	68.3	*
CLUTE	83.3	50.3	37.2	73.4	74.5
COMBINE	72.7	87.5	33.3	*	81.8
CORSICANA	*	87.0	76.5	75.3	*
COTULLA	80.0	71.4	57.1	*	*
CRANDALL	85.7	75.0	75.0	*	85.7
CRYSTAL CITY	63.2	50.7	67.3	88.1	81.2
DEADWOOD	83.7	36.7	54.8	75.0	73.9
DENISON	76.2	86.3	89.9	87.0	*
EAGLE LAKE	41.9	42.9	58.0	85.7	79.6
EDCOUCH	54.0	45.1	57.3	52.6	83.9
EL CAMPO	23.4	75.5	79.4	*	76.4
ELGIN	63.2	36.5	55.4	56.3	76.4
ENNIS	*	84.0	89.5	86.8	*
FALCON HEIGHTS	61.5	69.0	56.0	88.9	86.7
FANNETT	*	33.3	32.1	60.5	71.8
FARMERSVILLE	54.5	48.7	50.0	30.8	61.5
FLATONIA	85.7	23.5	78.6	88.9	*

* means the objective was met

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

Exchange	November	December	January	February	March
FORNEY	41.3	44.8	61.3	66.7	79.5
FREEPORT	68.8	38.5	31.6	63.4	71.1
FT DAVIS	60.0	87.5	67.5	87.5	*
GARWOOD	33.3	60.0	40.0	85.7	81.8
GOLIAD	83.3	86.2	82.6	68.2	82.2
GREENVILLE	71.7	62.9	53.4	83.5	79.2
GRUVER	65.0	*	72.7	71.4	62.5
HALLETTSVILLE	78.1	61.5	70.6	83.3	76.6
HEARNE	*	49.1	40.5	57.1	55.8
HEBBRONVILLE	78.8	88.2	86.8	*	*
HEMPSTEAD	*	88.2	85.4	89.6	67.1
HONEY GROVE	80.0	86.4	78.2	83.3	72.0
HUNTSVILLE	35.2	50.9	61.5	*	60.9
JASPER	*	66.2	51.9	81.3	*
JEFFERSON	80.2	68.6	53.8	*	*
KARNES CITY	73.7	38.9	76.4	78.2	54.7
KENEDY	58.3	40.5	62.2	66.7	54.8
KINGSVILLE	62.7	69.8	69.1	82.9	74.6
KIRBYVILLE	*	59.6	67.6	85.1	88.9
KOUNTZE	*	59.4	74.1	88.9	87.1
LA BELLE	*	52.0	38.6	61.9	88.0
LA PRYOR	66.7	75.0	57.1	*	77.8
LACOSTE	82.0	62.1	87.5	75.0	*
LAMPASAS	59.3	58.5	73.0	83.7	81.2
LOS FRESNOS	66.7	61.2	59.7	80.0	81.3
LUMBERTON	*	43.8	72.4	88.7	*
MADISONVILLE	*	38.8	52.0	66.1	74.0
MARLIN	77.8	62.8	52.4	76.9	75.0
MARSHALL	57.0	66.8	69.2	82.7	73.2
MATAGORDA	61.5	57.1	55.6	80.0	72.0
MATHIS	62.9	52.6	64.5	63.1	73.1
MAURICEVILLE	*	62.5	70.0	86.2	*
NORDHEIM	66.7	66.7	50.0	*	*
PAMPA	82.0	*	78.3	34.2	79.1
PARIS	78.2	82.4	81.4	85.5	87.0
PEARSALL	88.9	78.4	88.9	*	*
PINEHURST	*	69.2	74.0	73.1	74.8
PLEASANTON	79.5	78.9	84.0	87.2	*
PORT ARTHUR	*	56.7	49.9	84.3	87.3

* means the objective was met

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

Exchange	November	December	January	February	March
PORT ISABEL	31.2	28.2	33.9	58.1	81.3
PRINCETON	34.2	59.6	71.2	57.4	75.0
PROSPER	70.2	71.4	67.2	48.6	68.1
REAGAN	25.0	25.0	37.5	50.0	50.0
REFUGIO	72.0	62.5	77.8	75.0	47.4
RIO HONDO	28.6	47.8	50.0	86.2	*
ROSENBERG	*	79.8	66.7	76.5	71.5
ROYSE CITY	75.3	65.5	75.9	86.4	73.2
RUNGE	25.0	33.3	50.0	33.3	44.4
SABINAL	50.0	44.4	83.3	87.5	76.9
SABINE PASS	*	42.9	28.6	70.0	*
SEALY	*	76.7	86.2	86.4	66.7
SEMINOLE	*	76.0	80.3	70.2	*
SHAMROCK	81.3	*	70.0	75.0	44.0
SHINER	85.0	77.8	84.6	*	*
SINTON	71.9	33.3	59.0	79.4	86.7
SKELLYTOWN	*	*	50.0	85.7	80.0
SMITHERS LAKE	*	*	89.2	83.3	81.4
SOUR LAKE	*	39.0	55.6	75.0	85.0
SPURGER	*	48.2	50.0	80.0	*
STINNETT	80.0	66.7	60.0	33.3	33.3
TEXAS CITY	*	70.4	78.1	75.5	55.7
UVALDE	63.3	58.9	68.9	88.7	67.4
VALLEY LODGE	*	82.8	75.9	62.9	68.3
WHARTON	79.6	71.2	80.0	*	80.8
WOLFE CITY	53.3	73.1	50.0	69.6	87.9
WOODSBORO	80.0	61.5	61.5	66.7	75.9
YORKTOWN	84.2	67.7	81.3	80.0	75.0
ZAPATA	62.4	56.8	69.6	*	*

* means the objective was met

Corrective Action Plan:

- The changed dispatch logic we trialed in several wire centers proved effective and is now being used state wide in regulated exchanges. This change has resulted in AT&T meeting our 90% out of service cleared in 8 hours objective in recent weeks when we experienced fair weather.
- In 2008, we completed 508 1st Mile copper rehabilitation projects. So far in 2009 we have completed 276. These projects target high report rate locations and reduce our repair load when completed allowing quicker response to out of service trouble by the remaining work force.

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

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.*
- *We have adjusted Core Installation and Maintenance technicians to the Texas workforce in to reduce response times to OOS conditions affecting Texas customers.*
- *We've made capital improvements to our outside plant in 2008. These improvements are designed to replace defective sections of copper cable and thereby reduce customer reports due to those defects. With fewer customer reports to respond to, AT&T technicians can more quickly address OOS conditions affecting Texas customers.*
- *Improved data analysis tools are continually being developed and deployed to provide for improved report tracking and analysis*
- *The clean-up of damage caused by hurricane Ike increased our workload during the first quarter and contributed to missed PUC objectives. That work is now complete as of the end of April and our workforce allowed to return to normal operations.*