



Control Number: 37960



Item Number: 127

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WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
3rd QTR 2010 SERVICE QUALITY RPT.
PROJECT NO. 37960

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PUBLIC UTILITY COMMISSION
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Answer Time - Repair
Objective 90%

	J	F	M	A	M	J	J	A	S	O	N	D
Texas Windstream							96%	95%	97%			
Windstream Kerrville							96%	95%	97%			
Windstream Sugarland							96%	95%	97%			
Windstream Communications SW							96%	95%	97%			

Primary Service Installation Worked Within 5 Days
Objective 95%

Area	J	F	M	A	M	J	J	A	S	O	N	D
Texas Windstream							100%	99%	100%			
Windstream Kerrville							100%	100%	100%			
Windstream Sugarland							99%	98%	100%			
Windstream Communications SW							98%	99%	100%			

Regular Service Installation Worked Within 5 Days
Objective 90%

Area	J	F	M	A	M	J	J	A	S	O	N	D
Texas Windstream							100%	100%	100%			
Windstream Kerrville							100%	100%	100%			
Windstream Sugarland							100%	100%	100%			
Windstream Communications SW							99%	100%	100%			

Service Order Installations Within 30 Days
Objective 90%

Area	J	F	M	A	M	J	J	A	S	O	N	D
Texas Windstream							100%	100%	100%			
Windstream Kerrville							100%	100%	100%			
Windstream Sugarland							100%	100%	100%			
Windstream Communications SW							100%	100%	100%			

Service Order Installations Within 90 Days
Objective 100%

Area	J	F	M	A	M	J	J	A	S	O	N	D
Texas Windstream							100%	100%	100%			
Windstream Kerrville							100%	100%	100%			
Windstream Sugarland							100%	100%	100%			
Windstream Communications SW							100%	100%	100%			

Service Order Due Date Commitment Met
Objective 90%

Area	J	F	M	A	M	J	J	A	S	O	N	D
Texas Windstream							99%	99%	99%			
Windstream Kerrville							99%	99%	99%			
Windstream							99%	99%	99%			
Sugarland							99%	99%	99%			
Windstream							99%	99%	99%			
Communications SW							99%	99%	99%			

% Repeat Trouble Reports
Objective 22%

Area	J	F	M	A	M	J	J	A	S	O	N	D
Texas Windstream							17%	21%	12%			
Windstream Kerrville							12%	10%	14%			
Windstream							12%	9%	13%			
Sugarland							12%	9%	13%			
Windstream							15%	15%	14%			
Communications SW							15%	15%	14%			

Customer Trouble Reports per 100 Access Lines
Objective 3.0 < 10,000 AL / 6.0 > 10,000 AL

Area	J	F	M	A	M	J	J	A	S	O	N	D
Texas Windstream							2.7	1.9	2.1			
Windstream Kerrville							1.1	1.0	1.7			
Windstream							1.2	1.0	0.8			
Sugarland							1.2	1.0	0.8			
Windstream							2.3	1.9	2.0			
Communications SW							2.3	1.9	2.0			

Held Re-grade Orders
Objective 1%

Area	J	F	M	A	M	J	J	A	S	O	N	D
Texas Windstream							0%	0%	0%			
Windstream Kerrville							0%	0%	0%			
Windstream							0%	0%	0%			
Sugarland							0%	0%	0%			
Windstream							0%	0%	0%			
Communications SW							0%	0%	0%			

Out-of-Service Trouble Cleared Within 8 Working Hours
Objective 90%

Area	J	F	M	A	M	J	J	A	S	O	N	D
Texas Windstream							99%	99%	98%			
Windstream Kerrville							99%	100%	100%			
Windstream							99%	100%	100%			
Sugarland							98%	99%	99%			
Windstream							97%	97%	99%			
Communications SW							97%	97%	99%			

WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
3RD QTR 2010 SERVICE QUALITY REPORT, 36893

Answer Time Repair				
Company	Jul	Aug	Sep	Corrective Action
Texas Windstream	97%	96%	93%	N

Customer Trouble Reports per 100 Access Lines				
Exchange Name	Jul	Aug	Sep	Corrective Action
Acton	1.8	1.9	2.6	N
Anahuac	3.5	1.3	0.9	N
Blum	1.8	3.0	3.3	N
Bonita	3.1	1.6	1.6	N
Brandon	2.9	2.9	6.6	N
Covington	2.6	3.2	3.8	N
Cressen	1.4	0.8	1.4	N
Double Bayou	9.4	2.5	2.8	N
Godley	3.6	5.7	4.0	N
Grandview	1.7	2.3	2.6	N
Hamshire	5.3	1.5	1.0	N
Hankamer	4.8	0.9	2.1	N
Higginbotham	3.1	1.9	2.5	N
Iredell	2.2	0.9	2.2	N
Kopperl	2.7	0.8	2.4	N
Lakeside Village	1.9	1.6	4.1	N
Montague	1.3	1.9	1.9	N
Mosheim	0.8	2.5	5.0	N
Nocona	1.0	0.9	1.4	N
Paluxy	1.0	0.5	2.0	N
Plains	3.6	1.9	1.5	N
Ringold	2.4	0.0	0.0	N
Rio Vista	2.6	2.2	2.8	N
Scurry	1.6	2.0	2.9	N
Smith Point	6.3	1.1	3.3	N
Spanish Fort	6.5	6.5	0.0	N
Tolar	1.8	1.9	1.4	N
Valley Mills	1.2	1.3	1.4	N
Wallisville	9.0	0.5	0.3	N
Winnie	4.5	0.8	1.2	N
Texas Windstream	2.7	1.9	2.1	N

WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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PRIMARY SERVICE ORDERS WITHIN 5 DAYS				
Exchange Name	Jul	Aug	Sep	Corrective Action
Acton	100%	100%	100%	N
Anahuac	100%	100%	100%	N
Blum	100%	89%	100%	N
Bonita	100%	100%	100%	N
Brandon	100%	100%	100%	N
Covington	100%	100%	100%	N
Cressen	100%	100%	100%	N
Double Bayou	100%	100%	100%	N
Godley	100%	100%	100%	N
Grandview	100%	100%	100%	N
Hamshire	100%	100%	100%	N
Hankamer	100%	100%	100%	N
Higginbotham	100%	100%	100%	N
Iredell	100%	100%	100%	N
Kopperl	100%	100%	100%	N
Lakeside Village	100%	100%	100%	N
Montague	100%	100%	100%	N
Mosheim	100%	100%	100%	N
Nocona	100%	95%	100%	N
Paluxy	100%	100%	100%	N
Plains	100%	100%	100%	N
Ringold	100%	100%	100%	N
Rio Vista	100%	100%	100%	N
Scurry	100%	100%	100%	N
Smith Point	100%	100%	100%	N
Spanish Fort	100%	100%	100%	N
Tolar	100%	100%	100%	N
Valley Mills	100%	100%	100%	N
Wallisville	100%	100%	100%	N
Winnie	100%	97%	100%	N
Texas Windstream	100%	99%	100%	N

WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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REGULAR SERVICE ORDERS WITHIN 5 DAYS				
Exchange Name	Jul	Aug	Sep	Corrective Action
Acton	100%	100%	100%	N
Anahuac	100%	100%	100%	N
Blum	100%	97%	100%	N
Bonita	100%	100%	100%	N
Brandon	100%	100%	100%	N
Covington	100%	100%	100%	N
Cressen	100%	100%	100%	N
Double Bayou	97%	100%	100%	N
Godley	100%	100%	100%	N
Grandview	100%	100%	100%	N
Hamshire	100%	100%	100%	N
Hankamer	100%	100%	100%	N
Higginbotham	100%	100%	100%	N
Iredell	100%	100%	100%	N
Kopperl	100%	100%	100%	N
Lakeside Village	100%	100%	100%	N
Montague	100%	100%	100%	N
Mosheim	100%	100%	100%	N
Nocona	100%	99%	100%	N
Paluxy	100%	100%	100%	N
Plains	100%	100%	100%	N
Ringold	100%	100%	100%	N
Rio Vista	100%	100%	100%	N
Scurry	100%	100%	100%	N
Smith Point	100%	100%	100%	N
Spanish Fort	100%	100%	100%	N
Tolar	98%	100%	100%	N
Valley Mills	100%	100%	100%	N
Wallisville	100%	100%	100%	N
Winnie	100%	100%	100%	N
Texas Windstream	100%	100%	100%	N

WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Service Order Installations 30 Days				
Exchange Name	Jul	Aug	Sep	Corrective Action
Acton	100%	100%	100%	N
Anahuac	100%	100%	100%	N
Blum	100%	100%	100%	N
Bonita	100%	100%	100%	N
Brandon	100%	100%	100%	N
Covington	100%	100%	100%	N
Cressen	100%	100%	100%	N
Double Bayou	100%	100%	100%	N
Godley	100%	100%	100%	N
Grandview	100%	100%	100%	N
Hamshire	100%	100%	100%	N
Hankamer	100%	100%	100%	N
Higginbotham	100%	100%	100%	N
Iredell	100%	100%	100%	N
Kopperl	100%	100%	100%	N
Lakeside Village	100%	100%	100%	N
Montague	100%	100%	100%	N
Mosheim	100%	100%	100%	N
Nocona	100%	99%	100%	N
Paluxy	100%	100%	100%	N
Plains	100%	100%	100%	N
Ringold	100%	100%	100%	N
Rio Vista	100%	100%	100%	N
Scurry	100%	100%	100%	N
Smith Point	100%	100%	100%	N
Spanish Fort	100%	100%	100%	N
Tolar	100%	100%	100%	N
Valley Mills	100%	100%	100%	N
Wallisville	100%	100%	100%	N
Winnie	100%	100%	100%	N
Texas Windstream	100%	100%	100%	N

WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Service Order Installations 90 Days

Exchange Name	Jul	Aug	Sep	Corrective Action
Acton	100%	100%	100%	N
Anahuac	100%	100%	100%	N
Blum	100%	100%	100%	N
Bonita	100%	100%	100%	N
Brandon	100%	100%	100%	N
Covington	100%	100%	100%	N
Cressen	100%	100%	100%	N
Double Bayou	100%	100%	100%	N
Godley	100%	100%	100%	N
Grandview	100%	100%	100%	N
Hamshire	100%	100%	100%	N
Hankamer	100%	100%	100%	N
Higginbotham	100%	100%	100%	N
Iredell	100%	100%	100%	N
Kopperl	100%	100%	100%	N
Lakeside Village	100%	100%	100%	N
Montague	100%	100%	100%	N
Mosheim	100%	100%	100%	N
Nocona	100%	100%	100%	N
Paluxy	100%	100%	100%	N
Plains	100%	100%	100%	N
Ringold	100%	100%	100%	N
Rio Vista	100%	100%	100%	N
Scurry	100%	100%	100%	N
Smith Point	100%	100%	100%	N
Spanish Fort	100%	100%	100%	N
Tolar	100%	100%	100%	N
Valley Mills	100%	100%	100%	N
Wallisville	100%	100%	100%	N
Winnie	100%	100%	100%	N
Texas Windstream	100%	100%	100%	N

WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Service Due Date Commitment Met				
Exchange Name	Jul	Aug	Sep	Corrective Action
Acton	99%	99%	100%	N
Anahuac	99%	97%	98%	N
Blum	93%	100%	100%	N
Bonita	100%	100%	100%	N
Brandon	100%	100%	95%	N
Covington	100%	97%	100%	N
Cressen	100%	100%	100%	N
Double Bayou	94%	96%	100%	N
Godley	100%	99%	100%	N
Grandview	99%	99%	100%	N
Hamshire	98%	100%	100%	N
Hankamer	100%	100%	100%	N
Higginbotham	100%	100%	100%	N
Iredell	100%	96%	100%	N
Kopperl	95%	100%	100%	N
Lakeside Village	100%	97%	100%	N
Montague	100%	100%	100%	N
Mosheim	89%	100%	100%	N
Nocona	99%	99%	99%	N
Paluxy	100%	100%	100%	N
Plains	100%	96%	98%	N
Ringold	100%	100%	100%	N
Rio Vista	100%	100%	100%	N
Scurry	100%	100%	99%	N
Smith Point	100%	100%	100%	N
Spanish Fort	100%	100%	100%	N
Tolar	100%	96%	98%	N
Valley Mills	96%	98%	100%	N
Wallisville	100%	100%	100%	N
Winnie	99%	99%	99%	N
Texas Windstream	99%	99%	99%	N

WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Held Re-grade Orders				
Exchange Name	Jul	Aug	Sep	Corrective Action
Acton	0%	0%	0%	N
Anahuac	0%	0%	0%	N
Blum	0%	0%	0%	N
Bonita	0%	0%	0%	N
Brandon	0%	0%	0%	N
Covington	0%	0%	0%	N
Cressen	0%	0%	0%	N
Double Bayou	0%	0%	0%	N
Godley	0%	0%	0%	N
Grandview	0%	0%	0%	N
Hamshire	0%	0%	0%	N
Hankamer	0%	0%	0%	N
Higginbotham	0%	0%	0%	N
Iredell	0%	0%	0%	N
Kopperl	0%	0%	0%	N
Lakeside Village	0%	0%	0%	N
Montague	0%	0%	0%	N
Mosheim	0%	0%	0%	N
Nocona	0%	0%	0%	N
Paluxy	0%	0%	0%	N
Plains	0%	0%	0%	N
Ringold	0%	0%	0%	N
Rio Vista	0%	0%	0%	N
Scurry	0%	0%	0%	N
Smith Point	0%	0%	0%	N
Spanish Fort	0%	0%	0%	N
Tolar	0%	0%	0%	N
Valley Mills	0%	0%	0%	N
Wallisville	0%	0%	0%	N
Winnie	0%	0%	0%	N
Texas Windstream	0%	0%	0%	N

WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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% Repeat Trouble Reports				
Exchange Name	Jul	Aug	Sep	Corrective Action
Acton	12%	15%	8%	N
Anahuac	21%	17%	13%	N
Blum	22%	7%	6%	N
Bonita	13%	0%	0%	N
Brandon	0%	0%	11%	N
Covington	6%	18%	4%	N
Cressen	0%	14%	8%	N
Double Bayou	25%	44%	10%	N
Godley	16%	49%	20%	N
Grandview	7%	13%	5%	N
Hamshire	19%	11%	0%	N
Hankamer	26%	25%	11%	N
Higginbotham	0%	67%	25%	N
Iredell	10%	0%	10%	N
Kopperl	0%	33%	13%	N
Lakeside Village	0%	0%	0%	N
Montague	20%	14%	14%	N
Mosheim	0%	0%	17%	N
Nocona	8%	5%	15%	N
Paluxy	0%	0%	0%	N
Plains	27%	17%	14%	N
Ringold	0%	0%	0%	N
Rio Vista	15%	0%	21%	N
Scurry	0%	10%	11%	N
Smith Point	33%	0%	0%	N
Spanish Fort	20%	50%	0%	N
Tolar	13%	6%	42%	N
Valley Mills	15%	14%	33%	N
Wallisville	26%	0%	0%	N
Winnie	17%	17%	6%	N
Texas Windstream	17%	21%	12%	N

WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Out-of-Service Trouble Cleared Within 8 Working Hours				
Exchange Name	Jul	Aug	Sep	Corrective Action
Acton	100%	100%	100%	N
Anahuac	100%	100%	100%	N
Blum	100%	100%	100%	N
Bonita	100%	100%	100%	N
Brandon	100%	100%	100%	N
Covington	100%	100%	100%	N
Cressen	100%	100%	100%	N
Double Bayou	100%	100%	100%	N
Godley	100%	100%	90%	N
Grandview	100%	100%	96%	N
Hamshire	100%	100%	100%	N
Hankamer	97%	100%	100%	N
Higginbotham	100%	100%	100%	N
Iredell	100%	100%	100%	N
Kopperl	100%	100%	100%	N
Lakeside Village	100%	100%	100%	N
Montague	100%	100%	86%	N
Mosheim	100%	100%	100%	N
Nocona	100%	100%	100%	N
Paluxy	100%	100%	100%	N
Plains	91%	82%	100%	N
Ringold	100%	100%	100%	N
Rio Vista	94%	100%	100%	N
Scurry	100%	96%	96%	N
Smith Point	100%	100%	100%	N
Spanish Fort	100%	100%	100%	N
Tolar	100%	100%	100%	N
Valley Mills	100%	100%	100%	N
Wallisville	97%	100%	100%	N
Winnie	100%	100%	100%	N
Texas Windstream	99%	99%	98%	N

WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Answer Time Repair				
Company	Jul	Aug	Sep	Corrective Action
Windstream Kerrville	97%	96%	93%	N

Customer Trouble Reports per 100 Access Lines				
Exchange Name	Jul	Aug	Sep	Corrective Action
Harper	2.2	1.7	2.3	N
Kerrville	1.1	0.9	1.6	N

Windstream Kerrville	1.1	1.0	1.7	N
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Shaded exchange indicates access lines over 10,000 and are subject to 3.0 per 100, exchanges less than 10,000 are subject to 6.0 per 100

PRIMARY SERVICE ORDERS WITHIN 5 DAYS				
Exchange Name	Jul	Aug	Sep	Corrective Action
Harper	100%	100%	100%	N
Kerrville	100%	100%	100%	N

Windstream Kerrville	100%	100%	100%	N
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REGULAR SERVICE ORDERS WITHIN 5 DAYS				
Exchange Name	Jul	Aug	Sep	Corrective Action
Harper	100%	100%	100%	N
Kerrville	100%	100%	100%	N

Windstream Kerrville	100%	100%	100%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Service Order Installations 30 Days

Exchange Name	Jul	Aug	Sep	Corrective Action
Harper	100%	100%	100%	N
Kerrville	100%	100%	100%	N

Windstream Kerrville	100%	100%	100%	N
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Service Order Installations 90 Days

Exchange Name	Jul	Aug	Sep	Corrective Action
Harper	100%	100%	100%	N
Kerrville	100%	100%	100%	N

Windstream Kerrville	100%	100%	100%	N
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Service Due Date Commitment Met

Exchange Name	Jul	Aug	Sep	Corrective Action
Harper	97%	99%	98%	N
Kerrville	99%	99%	99%	N

Windstream Kerrville	99%	99%	99%	N
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Held Re-grade Orders

Exchange Name	Jul	Aug	Sep	Corrective Action
Harper	0%	0%	0%	N
Kerrville	0%	0%	0%	N

Windstream Kerrville	0%	0%	0%	N
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% Repeat Trouble Reports

Exchange Name	Jul	Aug	Sep	Corrective Action
Harper	20%	10%	19%	N
Kerrville	11%	10%	13%	N

Windstream Kerrville	12%	10%	14%	N
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Out-of-Service Trouble Cleared Within 8 Working Hours

Exchange Name	Jul	Aug	Sep	Corrective Action
Harper	100%	100%	100%	N
Kerrville	99%	100%	100%	N

Windstream Kerrville	99%	100%	100%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Answer Time Repair				
Company	Jul	Aug	Sep	Corrective Action
Windstream Sugar Land	97%	96%	93%	N

Customer Trouble Reports per 100 Access Lines				
Exchange Name	Jul	Aug	Sep	Corrective Action
Ben Hur	4.8	8.3	4.8	N
Coolidge	2.0	2.0	2.3	N
Garrison	1.1	1.0	0.8	N
Old Ocean	1.9	2.4	1.3	N
Prairie Hill	18.7	2.6	4.0	N
Sandy	1.8	0.6	1.9	N
Sugar Land	1.1	0.9	0.8	N
Sweeny	2.5	1.8	1.6	N
Tehuacana	0.0	2.0	0.0	N
Waterwood	0.7	0.7	0.7	N

Windstream Sugar Land	1.2	1.0	0.8	N
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Shaded exchange indicates access lines over 10,000 and are subject to 3.0 per 100, exchanges less than 10,000 are subject to 6.0 per 100

PRIMARY SERVICE ORDERS WITHIN 5 DAYS				
Exchange Name	Jul	Aug	Sep	Corrective Action
Ben Hur	100%	100%	100%	N
Coolidge	100%	100%	100%	N
Garrison	100%	100%	100%	N
Old Ocean	100%	100%	100%	N
Prairie Hill	100%	100%	100%	N
Sandy	100%	100%	100%	N
Sugar Land	99%	98%	100%	N
Sweeny	100%	100%	100%	N
Tehuacana	100%	100%	100%	N
Waterwood	100%	100%	100%	N

Windstream Sugar Land	99%	98%	100%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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REGULAR SERVICE ORDERS WITHIN 5 DAYS

Exchange Name	Jul	Aug	Sep	Corrective Action
Ben Hur	100%	100%	100%	N
Coolidge	100%	100%	100%	N
Garrison	100%	100%	100%	N
Old Ocean	100%	100%	100%	N
Prairie Hill	100%	100%	100%	N
Sandy	100%	100%	100%	N
Sugar Land	100%	100%	100%	N
Sweeny	100%	100%	100%	N
Tehuacana	100%	100%	100%	N
Waterwood	100%	100%	100%	N

Windstream Sugar Land	100%	100%	100%	N
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Service Order Installations 30 Days

Exchange Name	Jul	Aug	Sep	Corrective Action
Ben Hur	100%	100%	100%	N
Coolidge	100%	100%	100%	N
Garrison	100%	100%	100%	N
Old Ocean	100%	100%	100%	N
Prairie Hill	100%	100%	100%	N
Sandy	100%	100%	100%	N
Sugar Land	100%	100%	100%	N
Sweeny	100%	100%	100%	N
Tehuacana	100%	100%	100%	N
Waterwood	100%	100%	100%	N

Windstream Sugar Land	100%	100%	100%	N
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Service Order Installations 90 Days

Exchange Name	Jul	Aug	Sep	Corrective Action
Ben Hur	100%	100%	100%	N
Coolidge	100%	100%	100%	N
Garrison	100%	100%	100%	N
Old Ocean	100%	100%	100%	N
Prairie Hill	100%	100%	100%	N
Sandy	100%	100%	100%	N
Sugar Land	100%	100%	100%	N
Sweeny	100%	100%	100%	N
Tehuacana	100%	100%	100%	N
Waterwood	100%	100%	100%	N

Windstream Sugar Land	100%	100%	100%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Service Due Date Commitment Met

Exchange Name	Jul	Aug	Sep	Corrective Action
Ben Hur	100%	100%	100%	N
Coolidge	98%	100%	100%	N
Garrison	100%	100%	100%	N
Old Ocean	100%	100%	100%	N
Prairie Hill	100%	100%	100%	N
Sandy	100%	100%	100%	N
Sugar Land	99%	99%	99%	N
Sweeny	99%	97%	99%	N
Tehuacana	100%	100%	88%	N
Waterwood	100%	97%	100%	N

Windstream Sugar Land	99%	99%	99%	N
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Held Re-grade Orders

Exchange Name	Jul	Aug	Sep	Corrective Action
Ben Hur	0%	0%	0%	N
Coolidge	0%	0%	0%	N
Garrison	0%	0%	0%	N
Old Ocean	0%	0%	0%	N
Prairie Hill	0%	0%	0%	N
Sandy	0%	0%	0%	N
Sugar Land	0%	0%	0%	N
Sweeny	0%	0%	0%	N
Tehuacana	0%	0%	0%	N
Waterwood	0%	0%	0%	N

Windstream Sugar Land	0%	0%	0%	N
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% Repeat Trouble Reports

Exchange Name	Jul	Aug	Sep	Corrective Action
Ben Hur	0%	29%	0%	N
Coolidge	11%	22%	10%	N
Garrison	9%	0%	21%	N
Old Ocean	9%	0%	17%	N
Prairie Hill	14%	25%	17%	N
Sandy	0%	0%	0%	N
Sugar Land	13%	9%	12%	N
Sweeny	6%	8%	13%	N
Tehuacana	0%	0%	0%	N
Waterwood	50%	0%	0%	N

Windstream Sugar Land	12%	9%	13%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Out-of-Service Trouble Cleared Within 8 Working Hours

Exchange Name	Jul	Aug	Sep	Corrective Action
Ben Hur	67%	100%	100%	N
Coolidge	89%	100%	100%	N
Garrison	100%	100%	100%	N
Old Ocean	100%	100%	75%	N
Prairie Hill	100%	100%	100%	N
Sandy	100%	100%	100%	N
Sugar Land	99%	100%	99%	N
Sweeny	97%	90%	96%	N
Tehuacana	100%	100%	100%	N
Waterwood	100%	100%	100%	N
Windstream Sugar Land	98%	99%	99%	N

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Answer Time Repair

Company	Jul	Aug	Sep	Corrective Action
Windstream Communications SW	97%	96%	93%	N

Customer Trouble Reports per 100 Access Lines

Exchange Name	Jul	Aug	Sep	Corrective Action
Booker	0.8	1.2	0.9	N
Clarendon	2.1	1.3	1.4	N
Claude	1.9	2.0	1.1	N
Darrouzett	0.8	1.2	0.0	N
Dodson	2.7	1.8	0.0	N
Estelline	3.7	3.0	2.3	N
Follett	0.9	0.9	0.9	N
Groom	1.1	2.6	0.8	N
Hedley	1.0	1.5	1.0	N
Higgins	0.9	1.3	1.1	N
Lakeview	2.4	3.1	3.8	N
Memphis	1.7	1.0	1.2	N
Miami	0.8	1.6	0.5	N
Mobeetie	4.0	4.1	3.2	N
Panhandle	2.1	1.6	2.5	N
Perryton	1.2	1.2	0.6	N
Spearman	0.7	1.1	0.8	N
Wellington	1.8	1.5	2.8	N
Wheeler	1.4	1.3	1.4	N
White Deer	2.3	1.5	0.5	N

Booker Area	1.5	1.4	1.3	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Exchange Name	Jul	Aug	Sep	Corrective Action
Andrews	0.6	0.7	0.5	N
Brownfield	3.5	2.0	2.0	N
Denver City	3.0	1.5	1.1	N
Forsan	1.0	2.6	0.0	N
Frankel City	1.2	3.7	2.4	N
Lamesa	3.4	1.8	2.1	N
Meadow	6.1	1.6	1.3	N
Post	3.9	1.5	1.9	N
Ropesville	4.8	4.4	1.9	N
Seagraves	10.8	4.8	3.7	N
Tahoka	5.5	2.4	2.8	N
Wilson	10.7	3.2	1.8	N

Brownfield Area	3.2	1.7	1.6	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Aspermont	0.7	3.2	0.3	N
Baird	0.9	1.1	1.2	N
Benjamin	1.4	0.0	2.8	N
Blackwell	1.0	0.3	2.8	N
Clyde	1.3	0.5	1.2	N
Cross Plains	1.6	0.9	1.9	N
Haskell	1.1	0.8	1.0	N
Holliday	0.5	0.8	2.4	N
Kamay	1.9	0.5	2.3	N
Knox City	2.7	1.4	3.9	N
Loraine	1.7	2.1	1.0	N
May	1.0	2.3	2.3	N
Megargel	1.4	1.4	6.7	N
Merkel	1.6	1.4	1.3	N
Moran	1.3	1.9	1.8	N
Munday	2.0	0.8	2.1	N
Putnam	1.8	0.9	5.6	N
Rising Star	1.8	2.2	1.6	N
Rochester	5.9	0.8	4.4	N
Rule	3.6	0.4	4.0	N
Seymour	1.1	0.9	1.5	N
Throckmorton	0.7	0.8	0.9	N
Trent	4.4	1.5	2.3	N
Winert	4.6	1.5	6.3	N

Clyde Area	1.5	1.1	1.7	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Exchange Name	Jul	Aug	Sep	Corrective Action
Crawford	1.0	1.3	0.8	N

Crawford Area	1.0	1.3	0.8	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Avinger	2.3	2.7	1.9	N
Daingerfield	2.8	1.7	2.5	N
Douglasville	5.6	4.8	3.0	N
Hughes Springs	3.2	2.1	2.3	N
Karnack	2.3	2.8	2.9	N
Linden	3.8	3.3	1.9	N
Lonestar	3.8	3.2	2.3	N
Marietta	1.8	2.5	4.1	N
Naples	2.5	2.6	1.4	N
Uncertain	4.5	2.0	3.4	N

Daingerfield	3.2	2.7	2.4	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Adrian	1.0	5.9	1.0	N
Bovina	2.2	1.5	0.0	N
Boys Ranch	1.1	0.0	0.0	N
Cactus	1.9	1.3	1.1	N
Channing	0.6	0.6	1.8	N
Dalhart	2.2	4.5	1.5	N
Dimmitt	1.6	1.0	1.1	N
Dumas	1.5	1.3	1.1	N
Friona	0.8	2.0	1.3	N
Fritch	3.2	2.0	1.7	N
Happy	1.0	0.3	0.6	N
Hart	0.9	1.2	1.5	N
Hartley	1.2	4.2	2.4	N
Nazareth	1.3	1.3	0.3	N
Sanford	2.5	0.8	0.8	N
Stratford	2.0	3.3	2.9	N
Sunray	1.7	0.5	0.8	N
Tulia	0.9	0.9	0.5	N
Vega	0.8	0.8	1.8	N
Wildorado	0.8	0.8	0.4	N

Dumas Area	1.7	1.5	1.1	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Exchange Name	Jul	Aug	Sep	Corrective Action
Avalon	0.0	0.4	1.8	N
Blooming Grove	2.1	0.8	1.7	N
Bynum	4.1	2.0	4.6	N
Dawson	3.8	2.5	3.3	N
Elkhart	2.9	2.9	2.1	N
Fairfield	2.2	1.8	1.7	N
Frost	1.3	1.1	0.7	N
Hubbard	1.9	3.0	2.5	N
Irene	6.4	2.9	7.3	N
Malone	3.3	3.5	3.3	N
Milford	3.8	3.7	4.4	N
Mt Calm	1.5	3.0	3.1	N
Oakwood	2.1	1.5	2.7	N
Purdon	2.4	3.0	1.2	N
Richland	2.4	1.6	3.9	N
Slocum	2.9	4.6	3.9	N
Streetman	5.3	2.4	4.8	N
Whitney	1.4	1.6	2.5	N

Fairfield Area	2.3	2.1	2.5	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Bedias	2.2	1.6	4.0	N
Buffalo	3.5	2.4	3.2	N
Burlington	0.9	2.5	0.8	N
Centerville	2.2	2.4	1.6	N
Chilton	1.8	1.3	4.0	N
Franklin	2.0	2.0	3.5	N
Hilltop Lakes	3.5	1.3	3.7	N
Iola	3.6	1.5	4.3	N
Leona	1.8	3.0	1.2	N
Lott	2.4	2.1	1.1	N
Marquez	5.3	2.5	4.1	N
Normangee	3.6	2.1	5.6	N
North Zulch	0.7	2.1	6.2	N
Riesel	1.1	1.7	2.0	N
Rogers	2.6	1.5	1.7	N
Rosebud	2.3	1.1	2.1	N

Franklin Area	2.6	2.0	3.2	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Exchange Name	Jul	Aug	Sep	Corrective Action
Glen Rose	2.1	2.7	3.1	N
Morgan	1.6	1.6	3.2	N
Walnut Springs	1.2	2.4	3.7	N

Glen Rose	2.0	2.6	3.2	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Beckville	3.9	1.6	1.6	N
Bon Weir	5.2	5.1	2.4	N
Broaddus	3.6	2.4	1.5	N
Bronson	3.6	2.6	3.6	N
Burkville	1.1	1.4	0.7	N
Colmesneil	3.9	2.3	3.2	N
Fairmont	2.8	1.3	2.7	N
Gary	1.1	1.3	1.9	N
Hemphill	1.8	2.3	1.9	N
Huntington	1.9	1.0	1.9	N
Joaquin	3.9	3.2	5.3	N
Milam	3.5	2.4	2.4	N
Newton	1.6	1.1	1.8	N
Pineland	1.7	2.4	2.0	N
Tenaha	4.3	5.3	3.5	N
Zavalla	2.0	2.7	1.5	N

Huntington Area	2.6	2.1	2.3	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Exchange Name	Jul	Aug	Sep	Corrective Action
Abernathy	3.1	1.5	0.9	N
Amherst	3.9	1.3	1.5	N
Anton	4.3	3.6	4.2	N
Crosbyton	4.3	1.4	2.1	N
Hurlwood	3.8	2.1	1.9	N
Idalou	1.0	0.6	0.3	N
Levelland	2.4	1.6	1.0	N
Littlefield	1.7	1.5	1.1	N
Lorenzo	2.5	0.5	0.2	N
Morton	1.3	1.2	0.1	N
Petersburg	3.8	1.6	2.7	N
Ralls	3.8	2.3	1.3	N
Shallowater	2.6	1.0	1.5	N
Smyer	5.0	6.1	3.5	N
Spade	5.0	6.0	1.9	N
Sundown	1.1	1.2	0.3	N
Whiteface	1.0	1.3	1.3	N
Whitharral	3.0	2.3	1.8	N
Wolfforth	2.0	1.9	1.6	N

Levelland Area	2.5	1.6	1.2	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Annona	0.9	0.6	6.0	N
Avery	2.0	0.7	2.1	N
Bagwell	5.8	6.7	1.1	N
Bogata	2.1	2.3	1.6	N
Clarksville	2.3	2.5	2.9	N
Dekalb	2.2	2.1	1.4	N
Deport	3.8	5.5	2.3	N
Detroit	2.8	1.1	2.6	N
Hooks	1.3	1.2	1.2	N
Maude	1.3	1.9	2.0	N
Negley	1.6	2.2	2.2	N
New Boston	2.1	1.4	1.6	N
Redwater	1.1	0.9	0.8	N
Simms	4.2	1.9	2.8	N

New Boston Area	2.1	1.9	1.9	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Balmorhea	5.1	6.8	2.2	N
Coyanosa	4.0	1.7	4.0	N
Fabens	1.3	1.5	1.8	N
Fort Hancock	2.2	2.8	3.5	N
Imperial	3.3	3.8	0.5	N
Mentone	1.4	1.4	2.9	N
Orla	5.0	6.7	0.0	N
Pecos	4.7	2.6	4.4	N
Sierra Blanca	1.7	2.5	2.2	N
Toyah	5.8	3.7	1.8	N
Valentine	7.0	20.7	6.7	Y
Van Horn	5.3	3.1	3.7	N

Pecos Area	3.5	2.6	3.2	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Texarkana	1.5	1.7	1.5	N

Texarkana Area	1.5	1.7	1.5	N
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Shaded exchange indicates access lines over 10,000 and are subject to 3.0 per 100, exchanges less than 10,000 are subject to 6.0 per 100

Exchange Name	Jul	Aug	Sep	Corrective Action
Austonio	4.9	4.2	6.7	N
Crockett	1.9	2.1	2.2	N
Cushing	6.3	2.7	1.7	N
Grapeland	3.3	3.9	3.7	N
Groveton	2.6	1.6	1.5	N
Kennard	4.4	4.0	8.3	N
Lovelady	2.8	3.5	2.9	N
Pennington	1.2	0.3	2.4	N
Reklaw	4.6	1.5	1.5	N
Trinity	2.0	2.0	2.8	N
Trinity Area	2.6	2.4	2.8	N

Windstream Communications SW	2.3	1.9	2.0	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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PRIMARY SERVICE ORDERS WITHIN 5 DAYS

Exchange Name	Jul	Aug	Sep	Corrective Action
Booker	100%	100%	100%	N
Clarendon	100%	100%	100%	N
Claude	100%	100%	100%	N
Darrouzett	100%	100%	100%	N
Dodson	100%	100%	100%	N
Estelline	100%	100%	100%	N
Follett	100%	100%	100%	N
Groom	100%	100%	100%	N
Hedley	100%	100%	100%	N
Higgins	100%	100%	100%	N
Lakeview	100%	100%	100%	N
Memphis	93%	100%	100%	N
Miami	100%	100%	100%	N
Mobeetie	100%	100%	100%	N
Panhandle	100%	100%	100%	N
Perryton	100%	94%	100%	N
Spearman	100%	100%	100%	N
Wellington	100%	100%	100%	N
Wheeler	100%	100%	100%	N
White Deer	100%	100%	100%	N

Booker Area	99%	99%	100%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Andrews	92%	100%	100%	N
Brownfield	96%	100%	100%	N
Denver City	100%	100%	100%	N
Forsan	100%	100%	100%	N
Frankel City	100%	100%	100%	N
Lamesa	97%	100%	100%	N
Meadow	100%	100%	100%	N
Post	88%	100%	100%	N
Ropesville	100%	100%	100%	N
Seagraves	100%	100%	100%	N
Tahoka	100%	100%	100%	N
Wilson	100%	100%	100%	N

Brownfield Area	96%	100%	100%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Exchange Name	Jul	Aug	Sep	Corrective Action
Aspermont	100%	100%	100%	N
Baird	100%	100%	100%	N
Benjamin	100%	100%	100%	N
Blackwell	100%	100%	100%	N
Clyde	100%	100%	100%	N
Cross Plains	93%	100%	100%	N
Haskell	100%	100%	100%	N
Holliday	100%	100%	100%	N
Kamay	100%	100%	100%	N
Knox City	100%	100%	100%	N
Loraine	100%	100%	100%	N
May	100%	100%	100%	N
Megargel	100%	100%	100%	N
Merkel	100%	100%	100%	N
Moran	100%	100%	100%	N
Munday	100%	100%	100%	N
Putnam	100%	100%	100%	N
Rising Star	100%	100%	89%	N
Rochester	100%	100%	100%	N
Rule	100%	100%	100%	N
Seymour	100%	100%	100%	N
Throckmorton	100%	100%	100%	N
Trent	100%	100%	100%	N
Winert	100%	100%	100%	N

Clyde Area	99%	100%	99%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Crawford	100%	100%	100%	N

Crawford Area	100%	100%	100%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Exchange Name	Jul	Aug	Sep	Corrective Action
Avinger	100%	100%	100%	N
Daingerfield	79%	100%	100%	N
Douglasville	100%	75%	100%	N
Hughes Springs	100%	100%	78%	N
Karnack	100%	83%	60%	N
Linden	96%	86%	100%	N
Lonestar	78%	100%	100%	N
Marietta	100%	100%	100%	N
Naples	89%	100%	100%	N
Uncertain	100%	100%	100%	N

Daingerfield Area	91%	96%	95%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Adrian	100%	100%	100%	N
Bovina	100%	100%	100%	N
Boys Ranch	100%	100%	100%	N
Cactus	100%	100%	100%	N
Channing	100%	100%	100%	N
Dalhart	100%	100%	100%	N
Dimmitt	100%	100%	100%	N
Dumas	100%	100%	100%	N
Friona	100%	100%	100%	N
Fritch	100%	100%	100%	N
Happy	100%	100%	100%	N
Hart	100%	100%	100%	N
Hartley	100%	100%	100%	N
Nazareth	100%	100%	100%	N
Sanford	100%	100%	100%	N
Stratford	100%	100%	100%	N
Sunray	100%	100%	100%	N
Tulia	100%	100%	100%	N
Vega	100%	100%	100%	N
Wildorado	100%	100%	100%	N

Dumas Area	100%	100%	100%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Exchange Name	Jul	Aug	Sep	Corrective Action
Avalon	100%	100%	100%	N
Blooming Grove	100%	100%	100%	N
Bynum	100%	100%	100%	N
Dawson	100%	100%	100%	N
Elkhart	91%	100%	100%	N
Fairfield	100%	100%	100%	N
Frost	100%	100%	100%	N
Hubbard	100%	90%	100%	N
Irene	100%	100%	100%	N
Malone	100%	100%	100%	N
Milford	100%	100%	100%	N
Mt Calm	100%	100%	100%	N
Oakwood	100%	100%	100%	N
Purdon	100%	100%	100%	N
Richland	100%	100%	100%	N
Slocum	100%	100%	100%	N
Streetman	100%	75%	100%	N
Whitney	98%	100%	100%	N

Fairfield Area	99%	99%	100%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Bedias	100%	100%	100%	N
Buffalo	92%	100%	100%	N
Burlington	100%	100%	100%	N
Centerville	100%	100%	95%	N
Chilton	100%	100%	100%	N
Franklin	100%	100%	100%	N
Hilltop Lakes	75%	100%	100%	N
Iola	100%	100%	100%	N
Leona	100%	100%	100%	N
Lott	100%	100%	100%	N
Marquez	100%	100%	100%	N
Normangee	82%	100%	100%	N
North Zulch	100%	83%	100%	N
Riesel	100%	100%	100%	N
Rogers	100%	100%	100%	N
Rosebud	100%	100%	100%	N

Franklin Area	96%	99%	99%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Exchange Name	Jul	Aug	Sep	Corrective Action
Glen Rose	100%	100%	100%	N
Morgan	100%	100%	100%	N
Walnut Springs	100%	100%	100%	N

Glen Rose	100%	100%	100%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Beckville	100%	67%	100%	N
Bon Weir	100%	100%	100%	N
Broadus	100%	100%	100%	N
Bronson	100%	100%	100%	N
Burkville	100%	100%	100%	N
Colmesneil	100%	100%	100%	N
Fairmont	100%	86%	100%	N
Gary	100%	100%	100%	N
Hemphill	95%	100%	100%	N
Huntington	97%	88%	100%	N
Joaquin	90%	100%	91%	N
Milam	92%	100%	100%	N
Newton	100%	100%	100%	N
Pineland	100%	100%	100%	N
Tenaha	100%	91%	100%	N
Zavalla	100%	100%	100%	N

Huntington Area	98%	96%	99%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
3RD QTR 2010 SERVICE QUALITY REPORT, 36893

Exchange Name	Jul	Aug	Sep	Corrective Action
Abernathy	100%	100%	100%	N
Amherst	100%	100%	100%	N
Anton	100%	100%	100%	N
Crosbyton	100%	100%	100%	N
Hurlwood	100%	100%	100%	N
Idalou	100%	83%	100%	N
Levelland	98%	100%	100%	N
Littlefield	100%	96%	100%	N
Lorenzo	100%	100%	100%	N
Morton	100%	100%	100%	N
Petersburg	100%	67%	100%	N
Ralls	100%	100%	100%	N
Shallowater	92%	100%	100%	N
Smyer	100%	100%	100%	N
Spade	100%	100%	100%	N
Sundown	100%	100%	100%	N
Whiteface	100%	100%	100%	N
Whitharral	100%	100%	100%	N
Wolfforth	100%	100%	100%	N

Levelland Area	99%	98%	100%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Annona	100%	100%	100%	N
Avery	100%	100%	100%	N
Bagwell	100%	100%	100%	N
Bogata	100%	100%	100%	N
Clarksville	97%	100%	100%	N
Dekalb	100%	100%	100%	N
Deport	100%	100%	100%	N
Detroit	100%	100%	100%	N
Hooks	100%	100%	100%	N
Maude	100%	100%	100%	N
Negley	100%	100%	100%	N
New Boston	93%	100%	100%	N
Redwater	100%	100%	100%	N
Simms	100%	100%	100%	N

New Boston Area	98%	100%	100%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
3RD QTR 2010 SERVICE QUALITY REPORT, 36893

Exchange Name	Jul	Aug	Sep	Corrective Action
Balmorhea	100%	100%	100%	N
Coyanosa	100%	100%	100%	N
Fabens	100%	100%	100%	N
Fort Hancock	100%	100%	100%	N
Imperial	0%	100%	100%	N
Mentone	100%	100%	100%	N
Orla	100%	100%	100%	N
Pecos	95%	100%	100%	N
Sierra Blanca	100%	100%	100%	N
Toyah	100%	100%	100%	N
Valentine	100%	100%	100%	N
Van Horn	100%	100%	100%	N

Pecos Area	97%	100%	100%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Texarkana	98%	99%	100%	N

Texarkana Area	98%	99%	100%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Austonio	100%	100%	100%	N
Crockett	100%	100%	100%	N
Cushing	100%	92%	100%	N
Grapeland	100%	100%	100%	N
Groveton	100%	100%	100%	N
Kennard	80%	100%	100%	N
Lovelady	100%	100%	100%	N
Pennington	100%	100%	100%	N
Reklaw	100%	100%	100%	N
Trinity	98%	100%	98%	N

Trinity Area	99%	99%	99%	N
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Windstream Communications SW	98%	99%	100%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
3RD QTR 2010 SERVICE QUALITY REPORT, 36893

REGULAR SERVICE ORDERS WITHIN 5 DAYS

Exchange Name	Jul	Aug	Sep	Corrective Action
Booker	100%	100%	100%	N
Clarendon	100%	100%	100%	N
Claude	100%	100%	100%	N
Darrouzett	100%	100%	100%	N
Dodson	100%	100%	100%	N
Estelline	100%	100%	100%	N
Follett	100%	100%	100%	N
Groom	100%	100%	100%	N
Hedley	100%	100%	100%	N
Higgins	100%	100%	100%	N
Lakeview	100%	100%	100%	N
Memphis	99%	100%	100%	N
Miami	100%	100%	100%	N
Mobeetie	100%	100%	100%	N
Panhandle	100%	100%	100%	N
Perryton	99%	99%	99%	N
Spearman	99%	98%	100%	N
Wellington	100%	100%	100%	N
Wheeler	100%	100%	100%	N
White Deer	100%	100%	100%	N

Booker Area	99%	100%	100%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Andrews	99%	100%	100%	N
Brownfield	99%	100%	100%	N
Denver City	98%	100%	100%	N
Forsan	80%	100%	100%	N
Frankel City	100%	100%	100%	N
Lamesa	100%	100%	100%	N
Meadow	100%	100%	100%	N
Post	99%	100%	100%	N
Ropesville	100%	100%	100%	N
Seagraves	100%	100%	100%	N
Tahoka	100%	100%	100%	N
Wilson	100%	100%	100%	N

Brownfield Area	99%	100%	100%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
3RD QTR 2010 SERVICE QUALITY REPORT, 36893

Exchange Name	Jul	Aug	Sep	Corrective Action
Aspermont	100%	100%	100%	N
Baird	100%	100%	100%	N
Benjamin	100%	100%	100%	N
Blackwell	97%	100%	100%	N
Clyde	100%	100%	100%	N
Cross Plains	97%	99%	100%	N
Haskell	100%	100%	100%	N
Holliday	100%	100%	100%	N
Kamay	100%	100%	100%	N
Knox City	100%	100%	100%	N
Loraine	100%	100%	100%	N
May	100%	100%	100%	N
Megargel	100%	100%	100%	N
Merkel	100%	100%	100%	N
Moran	100%	100%	100%	N
Munday	100%	100%	100%	N
Putnam	100%	100%	100%	N
Rising Star	100%	100%	98%	N
Rochester	100%	100%	100%	N
Rule	100%	100%	100%	N
Seymour	100%	100%	100%	N
Throckmorton	100%	100%	100%	N
Trent	100%	100%	100%	N
Winert	100%	100%	100%	N

Clyde Area	100%	100%	100%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Crawford	100%	100%	100%	N

Crawford Area	100%	100%	100%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Exchange Name	Jul	Aug	Sep	Corrective Action
Avinger	100%	100%	100%	N
Daingerfield	95%	99%	100%	N
Douglasville	100%	98%	100%	N
Hughes Springs	99%	100%	98%	N
Karnack	100%	97%	95%	N
Linden	99%	99%	100%	N
Lonestar	96%	100%	100%	N
Marietta	100%	100%	100%	N
Naples	98%	100%	100%	N
Uncertain	100%	95%	100%	N

Daingerfield	98%	99%	99%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Adrian	100%	100%	100%	N
Bovina	100%	100%	100%	N
Boys Ranch	100%	100%	100%	N
Cactus	100%	100%	100%	N
Channing	100%	100%	100%	N
Dalhart	100%	100%	100%	N
Dimmitt	99%	100%	100%	N
Dumas	100%	100%	100%	N
Friona	100%	100%	100%	N
Fritch	100%	100%	100%	N
Happy	100%	100%	100%	N
Hart	100%	100%	100%	N
Hartley	100%	100%	100%	N
Nazareth	100%	100%	100%	N
Sanford	100%	100%	100%	N
Stratford	100%	100%	100%	N
Sunray	100%	100%	100%	N
Tulia	99%	97%	100%	N
Vega	100%	100%	100%	N
Wildorado	100%	100%	100%	N

Dumas Area	100%	100%	100%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Exchange Name	Jul	Aug	Sep	Corrective Action
Avalon	100%	92%	100%	N
Blooming Grove	100%	100%	100%	N
Bynum	100%	100%	100%	N
Dawson	100%	100%	100%	N
Elkhart	98%	100%	100%	N
Fairfield	100%	99%	100%	N
Frost	100%	97%	100%	N
Hubbard	100%	99%	100%	N
Irene	100%	100%	100%	N
Malone	100%	100%	100%	N
Milford	100%	100%	100%	N
Mt Calm	100%	100%	100%	N
Oakwood	100%	100%	100%	N
Purdon	100%	100%	100%	N
Richland	100%	100%	100%	N
Slocum	100%	100%	100%	N
Streetman	100%	98%	100%	N
Whitney	99%	100%	100%	N

Fairfield Area	100%	99%	100%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Bedias	100%	100%	100%	N
Buffalo	98%	100%	99%	N
Burlington	100%	100%	100%	N
Centerville	99%	100%	99%	N
Chilton	100%	100%	100%	N
Franklin	99%	98%	100%	N
Hilltop Lakes	98%	100%	100%	N
Iola	100%	100%	100%	N
Leona	100%	100%	100%	N
Lott	100%	100%	100%	N
Marquez	100%	98%	100%	N
Normangee	96%	100%	100%	N
North Zulch	100%	98%	100%	N
Riesel	100%	100%	100%	N
Rogers	100%	100%	100%	N
Rosebud	98%	100%	100%	N

Franklin Area	99%	100%	100%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Exchange Name	Jul	Aug	Sep	Corrective Action
Glen Rose	100%	100%	100%	N
Morgan	100%	100%	100%	N
Walnut Springs	97%	100%	100%	N

Glen Rose	99%	100%	100%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Beckville	98%	96%	100%	N
Bon Weir	100%	100%	100%	N
Broadus	98%	100%	100%	N
Bronson	100%	96%	96%	N
Burkville	100%	100%	100%	N
Colmesneil	100%	100%	100%	N
Fairmont	99%	99%	100%	N
Gary	100%	100%	100%	N
Hemphill	99%	100%	100%	N
Huntington	99%	98%	100%	N
Joaquin	96%	100%	99%	N
Milam	99%	99%	100%	N
Newton	100%	100%	99%	N
Pineland	99%	100%	100%	N
Tenaha	99%	99%	100%	N
Zavalla	100%	96%	100%	N

Huntington Area	99%	99%	100%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
3RD QTR 2010 SERVICE QUALITY REPORT, 36893

Exchange Name	Jul	Aug	Sep	Corrective Action
Abernathy	100%	100%	100%	N
Amherst	100%	100%	100%	N
Anton	100%	97%	100%	N
Crosbyton	100%	100%	100%	N
Hurlwood	100%	100%	100%	N
Idalou	100%	99%	100%	N
Levelland	100%	100%	100%	N
Littlefield	100%	99%	100%	N
Lorenzo	100%	100%	100%	N
Morton	100%	100%	100%	N
Petersburg	100%	97%	100%	N
Ralls	100%	100%	100%	N
Shallowater	99%	100%	100%	N
Smyer	100%	100%	100%	N
Spade	100%	100%	100%	N
Sundown	100%	100%	100%	N
Whiteface	100%	100%	100%	N
Whitharral	100%	100%	100%	N
Wolfforth	100%	100%	100%	N

Levelland Area	100%	100%	100%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Annona	100%	100%	100%	N
Avery	100%	100%	98%	N
Bagwell	100%	100%	100%	N
Bogata	100%	100%	100%	N
Clarksville	99%	99%	100%	N
Dekalb	100%	100%	100%	N
Deport	100%	100%	100%	N
Detroit	98%	100%	100%	N
Hooks	99%	100%	100%	N
Maude	99%	100%	100%	N
Negley	100%	100%	100%	N
New Boston	99%	100%	100%	N
Redwater	100%	100%	100%	N
Simms	100%	100%	100%	N

New Boston Area	99%	100%	100%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
3RD QTR 2010 SERVICE QUALITY REPORT, 36893

Exchange Name	Jul	Aug	Sep	Corrective Action
Balmorhea	100%	100%	100%	N
Coyanosa	100%	100%	100%	N
Fabens	100%	100%	100%	N
Fort Hancock	100%	100%	100%	N
Imperial	91%	100%	100%	N
Mentone	100%	100%	100%	N
Orla	100%	100%	100%	N
Pecos	100%	100%	100%	N
Sierra Blanca	100%	100%	100%	N
Toyah	100%	100%	100%	N
Valentine	100%	100%	100%	N
Van Horn	100%	100%	100%	N

Pecos Area	100%	100%	100%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Texarkana	100%	100%	100%	N

Texarkana Area	100%	100%	100%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Austonio	100%	100%	100%	N
Crockett	100%	100%	100%	N
Cushing	100%	98%	100%	N
Grapeland	99%	100%	100%	N
Groveton	100%	100%	100%	N
Kennard	98%	100%	100%	N
Lovelady	100%	100%	100%	N
Pennington	100%	100%	100%	N
Reklaw	100%	100%	100%	N
Trinity	100%	100%	100%	N

Trinity Area	100%	100%	100%	N
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Windstream Communications SW	99%	100%	100%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
3RD QTR 2010 SERVICE QUALITY REPORT, 36893

Service Order Installations 30 Days

Exchange Name	Jul	Aug	Sep	Corrective Action
Booker	100%	100%	100%	N
Clarendon	100%	100%	100%	N
Claude	100%	100%	100%	N
Darrouzett	100%	100%	100%	N
Dodson	100%	100%	100%	N
Estelline	100%	100%	100%	N
Follett	100%	100%	100%	N
Groom	100%	100%	100%	N
Hedley	100%	100%	100%	N
Higgins	100%	100%	100%	N
Lakeview	100%	100%	100%	N
Memphis	100%	100%	100%	N
Miami	100%	100%	100%	N
Mobeetie	100%	100%	100%	N
Panhandle	100%	100%	100%	N
Perryton	100%	100%	100%	N
Spearman	99%	100%	100%	N
Wellington	100%	100%	100%	N
Wheeler	100%	100%	100%	N
White Deer	100%	100%	100%	N

Booker Area	100%	100%	100%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Andrews	100%	100%	100%	N
Brownfield	100%	100%	100%	N
Denver City	100%	100%	100%	N
Forsan	100%	100%	100%	N
Frankel City	100%	100%	100%	N
Lamesa	100%	100%	100%	N
Meadow	100%	100%	100%	N
Post	100%	100%	100%	N
Ropesville	100%	100%	100%	N
Seagraves	100%	100%	100%	N
Tahoka	100%	100%	100%	N
Wilson	100%	100%	100%	N

Brownfield Area	100%	100%	100%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
3RD QTR 2010 SERVICE QUALITY REPORT, 36893

Exchange Name	Jul	Aug	Sep	Corrective Action
Aspermont	100%	100%	100%	N
Baird	100%	100%	100%	N
Benjamin	100%	100%	100%	N
Blackwell	100%	100%	100%	N
Clyde	100%	100%	100%	N
Cross Plains	100%	100%	100%	N
Haskell	100%	100%	100%	N
Holliday	100%	100%	100%	N
Kamay	100%	100%	100%	N
Knox City	100%	100%	100%	N
Loraine	100%	100%	100%	N
May	100%	100%	100%	N
Megargel	100%	100%	100%	N
Merkel	100%	100%	100%	N
Moran	100%	100%	100%	N
Munday	100%	100%	100%	N
Putnam	100%	100%	100%	N
Rising Star	100%	100%	100%	N
Rochester	100%	100%	100%	N
Rule	100%	100%	100%	N
Seymour	100%	100%	100%	N
Throckmorton	100%	100%	100%	N
Trent	100%	100%	100%	N
Winert	100%	100%	100%	N

Clyde Area	100%	100%	100%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Crawford	100%	100%	100%	N

Crawford Area	100%	100%	100%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
3RD QTR 2010 SERVICE QUALITY REPORT, 36893

Exchange Name	Jul	Aug	Sep	Corrective Action
Avinger	100%	100%	100%	N
Daingerfield	100%	100%	100%	N
Douglasville	100%	98%	100%	N
Hughes Springs	100%	100%	100%	N
Karnack	100%	100%	100%	N
Linden	100%	100%	100%	N
Lonestar	100%	100%	100%	N
Marietta	100%	100%	100%	N
Naples	100%	100%	100%	N
Uncertain	100%	100%	100%	N

Daingerfield	100%	100%	100%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Adrian	100%	100%	100%	N
Bovina	100%	100%	100%	N
Boys Ranch	100%	100%	100%	N
Cactus	100%	100%	100%	N
Channing	100%	100%	100%	N
Dalhart	100%	100%	100%	N
Dimmitt	100%	100%	100%	N
Dumas	100%	100%	100%	N
Friona	100%	100%	100%	N
Fritch	100%	100%	100%	N
Happy	100%	100%	100%	N
Hart	100%	100%	100%	N
Hartley	100%	100%	100%	N
Nazareth	100%	100%	100%	N
Sanford	100%	100%	100%	N
Stratford	100%	100%	100%	N
Sunray	100%	100%	100%	N
Tulia	100%	100%	100%	N
Vega	100%	100%	100%	N
Wildorado	100%	100%	100%	N

Dumas Area	100%	100%	100%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
3RD QTR 2010 SERVICE QUALITY REPORT, 36893

Exchange Name	Jul	Aug	Sep	Corrective Action
Avalon	100%	100%	100%	N
Blooming Grove	100%	100%	100%	N
Bynum	100%	100%	100%	N
Dawson	100%	100%	100%	N
Elkhart	100%	100%	100%	N
Fairfield	100%	100%	100%	N
Frost	100%	100%	100%	N
Hubbard	100%	100%	100%	N
Irene	100%	100%	100%	N
Malone	100%	100%	100%	N
Milford	100%	100%	100%	N
Mt Calm	100%	100%	100%	N
Oakwood	100%	100%	100%	N
Purdon	100%	100%	100%	N
Richland	100%	100%	100%	N
Slocum	100%	100%	100%	N
Streetman	100%	100%	100%	N
Whitney	100%	100%	100%	N

Fairfield Area	100%	100%	100%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Bedias	100%	100%	100%	N
Buffalo	100%	100%	99%	N
Burlington	100%	100%	100%	N
Centerville	100%	100%	100%	N
Chilton	100%	100%	100%	N
Franklin	100%	100%	100%	N
Hilltop Lakes	100%	100%	100%	N
Iola	100%	100%	100%	N
Leona	100%	100%	100%	N
Lott	100%	100%	100%	N
Marquez	100%	100%	100%	N
Normangee	100%	100%	100%	N
North Zulch	100%	100%	100%	N
Riesel	100%	100%	100%	N
Rogers	100%	100%	100%	N
Rosebud	100%	100%	100%	N

Franklin Area	100%	100%	100%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
3RD QTR 2010 SERVICE QUALITY REPORT, 36893

Exchange Name	Jul	Aug	Sep	Corrective Action
Glen Rose	100%	100%	100%	N
Morgan	100%	100%	100%	N
Walnut Springs	100%	100%	100%	N

Glen Rose	100%	100%	100%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Beckville	100%	100%	100%	N
Bon Weir	100%	100%	100%	N
Broaddus	100%	100%	100%	N
Bronson	100%	100%	100%	N
Burkville	100%	100%	100%	N
Colmesneil	100%	100%	100%	N
Fairmont	100%	100%	100%	N
Gary	100%	100%	100%	N
Hemphill	100%	100%	100%	N
Huntington	100%	100%	100%	N
Joaquin	100%	100%	99%	N
Milam	100%	100%	100%	N
Newton	100%	100%	100%	N
Pineland	100%	100%	100%	N
Tenaha	100%	100%	100%	N
Zavalla	100%	99%	100%	N

Huntington Area	100%	100%	100%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Exchange Name	Jul	Aug	Sep	Corrective Action
Abernathy	100%	100%	100%	N
Amherst	100%	100%	100%	N
Anton	100%	100%	100%	N
Crosbyton	100%	100%	100%	N
Hurlwood	100%	100%	100%	N
Idalou	100%	100%	100%	N
Levelland	100%	100%	100%	N
Littlefield	100%	100%	100%	N
Lorenzo	100%	100%	100%	N
Morton	100%	100%	100%	N
Petersburg	100%	100%	100%	N
Ralls	100%	100%	100%	N
Shallowater	100%	100%	100%	N
Smyer	100%	100%	100%	N
Spade	100%	100%	100%	N
Sundown	100%	100%	100%	N
Whiteface	100%	100%	100%	N
Whitharral	100%	100%	100%	N
Wolfforth	100%	100%	100%	N

Levelland Area	100%	100%	100%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Annona	100%	100%	100%	N
Avery	100%	100%	100%	N
Bagwell	100%	100%	100%	N
Bogata	100%	100%	100%	N
Clarksville	100%	100%	100%	N
Dekalb	100%	100%	100%	N
Deport	100%	100%	100%	N
Detroit	100%	100%	100%	N
Hooks	100%	100%	100%	N
Maude	100%	100%	100%	N
Negley	100%	100%	100%	N
New Boston	100%	100%	100%	N
Redwater	100%	100%	100%	N
Simms	100%	100%	100%	N

New Boston Area	100%	100%	100%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Exchange Name	Jul	Aug	Sep	Corrective Action
Balmorea	100%	100%	100%	N
Coyanosa	100%	100%	100%	N
Fabens	100%	100%	100%	N
Fort Hancock	100%	100%	100%	N
Imperial	100%	100%	100%	N
Mentone	100%	100%	100%	N
Orla	100%	100%	100%	N
Pecos	100%	100%	100%	N
Sierra Blanca	100%	100%	100%	N
Toyah	100%	100%	100%	N
Valentine	100%	100%	100%	N
Van Horn	100%	100%	100%	N

Pecos Area	100%	100%	100%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Texarkana	100%	100%	100%	N

Texarkana Area	100%	100%	100%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Austonio	100%	100%	100%	N
Crockett	100%	100%	100%	N
Cushing	100%	100%	100%	N
Grapeland	100%	100%	100%	N
Groveton	100%	100%	100%	N
Kennard	100%	100%	100%	N
Lovelady	100%	100%	100%	N
Pennington	100%	100%	100%	N
Reklaw	100%	100%	100%	N
Trinity	100%	100%	100%	N

Trinity Area	100%	100%	100%	N
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Windstream Communications SW	100%	100%	100%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Service Order Installations 90 Days

Exchange Name	Jul	Aug	Sep	Corrective Action
Booker	100%	100%	100%	N
Clarendon	100%	100%	100%	N
Claude	100%	100%	100%	N
Darrouzett	100%	100%	100%	N
Dodson	100%	100%	100%	N
Estelline	100%	100%	100%	N
Follett	100%	100%	100%	N
Groom	100%	100%	100%	N
Hedley	100%	100%	100%	N
Higgins	100%	100%	100%	N
Lakeview	100%	100%	100%	N
Memphis	100%	100%	100%	N
Miami	100%	100%	100%	N
Mobeetie	100%	100%	100%	N
Panhandle	100%	100%	100%	N
Perryton	100%	100%	100%	N
Spearman	100%	100%	100%	N
Wellington	100%	100%	100%	N
Wheeler	100%	100%	100%	N
White Deer	100%	100%	100%	N

Booker Area	100%	100%	100%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Andrews	100%	100%	100%	N
Brownfield	100%	100%	100%	N
Denver City	100%	100%	100%	N
Forsan	100%	100%	100%	N
Frankel City	100%	100%	100%	N
Lamesa	100%	100%	100%	N
Meadow	100%	100%	100%	N
Post	100%	100%	100%	N
Ropesville	100%	100%	100%	N
Seagraves	100%	100%	100%	N
Tahoka	100%	100%	100%	N
Wilson	100%	100%	100%	N

Brownfield Area	100%	100%	100%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Aspermont	100%	100%	100%	N
Baird	100%	100%	100%	N
Benjamin	100%	100%	100%	N
Blackwell	100%	100%	100%	N
Clyde	100%	100%	100%	N
Cross Plains	100%	100%	100%	N
Haskell	100%	100%	100%	N
Holliday	100%	100%	100%	N
Kamay	100%	100%	100%	N
Knox City	100%	100%	100%	N
Loraine	100%	100%	100%	N
May	100%	100%	100%	N
Megargel	100%	100%	100%	N
Merkel	100%	100%	100%	N
Moran	100%	100%	100%	N
Munday	100%	100%	100%	N
Putnam	100%	100%	100%	N
Rising Star	100%	100%	100%	N
Rochester	100%	100%	100%	N
Rule	100%	100%	100%	N
Seymour	100%	100%	100%	N
Throckmorton	100%	100%	100%	N
Trent	100%	100%	100%	N
Winert	100%	100%	100%	N

Clyde Area	100%	100%	100%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Crawford	100%	100%	100%	N

Crawford Area	100%	100%	100%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Exchange Name	Jul	Aug	Sep	Corrective Action
Avinger	100%	100%	100%	N
Daingerfield	100%	100%	100%	N
Douglasville	100%	100%	100%	N
Hughes Springs	100%	100%	100%	N
Karnack	100%	100%	100%	N
Linden	100%	100%	100%	N
Lonestar	100%	100%	100%	N
Marietta	100%	100%	100%	N
Naples	100%	100%	100%	N
Uncertain	100%	100%	100%	N

Daingerfield	100%	100%	100%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Adrian	100%	100%	100%	N
Bovina	100%	100%	100%	N
Boys Ranch	100%	100%	100%	N
Cactus	100%	100%	100%	N
Channing	100%	100%	100%	N
Dalhart	100%	100%	100%	N
Dimmitt	100%	100%	100%	N
Dumas	100%	100%	100%	N
Friona	100%	100%	100%	N
Fritch	100%	100%	100%	N
Happy	100%	100%	100%	N
Hart	100%	100%	100%	N
Hartley	100%	100%	100%	N
Nazareth	100%	100%	100%	N
Sanford	100%	100%	100%	N
Stratford	100%	100%	100%	N
Sunray	100%	100%	100%	N
Tulia	100%	100%	100%	N
Vega	100%	100%	100%	N
Wildorado	100%	100%	100%	N

Dumas Area	100%	100%	100%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Exchange Name	Jul	Aug	Sep	Corrective Action
Avalon	100%	100%	100%	N
Blooming Grove	100%	100%	100%	N
Bynum	100%	100%	100%	N
Dawson	100%	100%	100%	N
Elkhart	100%	100%	100%	N
Fairfield	100%	100%	100%	N
Frost	100%	100%	100%	N
Hubbard	100%	100%	100%	N
Irene	100%	100%	100%	N
Malone	100%	100%	100%	N
Milford	100%	100%	100%	N
Mt Calm	100%	100%	100%	N
Oakwood	100%	100%	100%	N
Purdon	100%	100%	100%	N
Richland	100%	100%	100%	N
Slocum	100%	100%	100%	N
Streetman	100%	100%	100%	N
Whitney	100%	100%	100%	N

Fairfield Area	100%	100%	100%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Bedias	100%	100%	100%	N
Buffalo	100%	100%	100%	N
Burlington	100%	100%	100%	N
Centerville	100%	100%	100%	N
Chilton	100%	100%	100%	N
Franklin	100%	100%	100%	N
Hilltop Lakes	100%	100%	100%	N
Iola	100%	100%	100%	N
Leona	100%	100%	100%	N
Lott	100%	100%	100%	N
Marquez	100%	100%	100%	N
Normangee	100%	100%	100%	N
North Zulch	100%	100%	100%	N
Riesel	100%	100%	100%	N
Rogers	100%	100%	100%	N
Rosebud	100%	100%	100%	N

Franklin Area	100%	100%	100%	N
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