

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%	100%	N
Milam	100%	100%	100%	N
Newton	100%	100%	100%	N
Pineland	100%	100%	100%	N
Tenaha	100%	100%	100%	N
Zavalla	100%	100%	100%	N

Huntington 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
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
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	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
3RD QTR 2010 SERVICE QUALITY REPORT, 36893

Service Due Date Commitment Met

Exchange Name	Jul	Aug	Sep	Corrective Action
Booker	100%	100%	100%	N
Clarendon	96%	99%	100%	N
Claude	97%	100%	100%	N
Darrouzett	100%	89%	100%	N
Dodson	100%	100%	100%	N
Estelline	100%	100%	100%	N
Follett	100%	94%	95%	N
Groom	100%	100%	100%	N
Hedley	100%	100%	100%	N
Higgins	95%	100%	100%	N
Lakeview	100%	100%	100%	N
Memphis	97%	99%	100%	N
Miami	94%	100%	100%	N
Mobeetie	100%	92%	100%	N
Panhandle	94%	100%	100%	N
Perryton	99%	100%	100%	N
Spearman	96%	96%	100%	N
Wellington	98%	98%	100%	N
Wheeler	98%	96%	100%	N
White Deer	100%	100%	100%	N

Booker Area	98%	99%	100%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Andrews	99%	99%	99%	N
Brownfield	99%	100%	98%	N
Denver City	99%	100%	99%	N
Forsan	100%	100%	100%	N
Frankel City	100%	100%	100%	N
Lamesa	97%	100%	98%	N
Meadow	100%	100%	94%	N
Post	100%	100%	100%	N
Ropesville	100%	95%	95%	N
Seagraves	97%	100%	100%	N
Tahoka	100%	100%	100%	N
Wilson	100%	100%	100%	N

Brownfield Area	99%	99%	99%	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	97%	100%	100%	N
Benjamin	100%	100%	100%	N
Blackwell	100%	100%	100%	N
Clyde	99%	98%	99%	N
Cross Plains	100%	100%	99%	N
Haskell	100%	99%	96%	N
Holliday	100%	100%	95%	N
Kamay	100%	100%	100%	N
Knox City	100%	97%	97%	N
Loraine	100%	100%	100%	N
May	100%	100%	100%	N
Megargel	100%	100%	100%	N
Merkel	99%	99%	98%	N
Moran	100%	100%	100%	N
Munday	93%	100%	100%	N
Putnam	100%	100%	100%	N
Rising Star	98%	98%	98%	N
Rochester	100%	100%	100%	N
Rule	100%	100%	100%	N
Seymour	100%	100%	98%	N
Throckmorton	100%	97%	100%	N
Trent	91%	100%	100%	N
Winert	100%	100%	100%	N

Clyde Area	99%	99%	99%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Crawford	100%	100%	97%	N

Crawford Area	100%	100%	97%	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	97%	99%	99%	N
Douglasville	100%	100%	100%	N
Hughes Springs	99%	100%	100%	N
Karnack	100%	97%	96%	N
Linden	98%	99%	98%	N
Lonestar	97%	98%	99%	N
Marietta	98%	100%	100%	N
Naples	99%	99%	100%	N
Uncertain	100%	100%	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%	99%	99%	N
Channing	100%	100%	100%	N
Dalhart	97%	99%	100%	N
Dimmitt	99%	98%	98%	N
Dumas	98%	99%	99%	N
Frona	100%	96%	100%	N
Fritch	98%	100%	100%	N
Happy	100%	100%	100%	N
Hart	100%	100%	94%	N
Hartley	100%	89%	100%	N
Nazareth	100%	100%	100%	N
Sanford	93%	100%	100%	N
Stratford	100%	100%	93%	N
Sunray	100%	100%	100%	N
Tulia	99%	99%	98%	N
Vega	100%	100%	100%	N
Wildorado	100%	100%	93%	N

Dumas Area	99%	99%	99%	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	97%	99%	100%	N
Bynum	100%	100%	100%	N
Dawson	96%	98%	100%	N
Elkhart	98%	99%	100%	N
Fairfield	100%	99%	99%	N
Frost	100%	100%	100%	N
Hubbard	99%	99%	99%	N
Irene	100%	100%	100%	N
Malone	100%	96%	100%	N
Milford	100%	97%	100%	N
Mt Calm	100%	100%	100%	N
Oakwood	100%	100%	100%	N
Purdon	100%	100%	100%	N
Richland	100%	100%	100%	N
Slocum	98%	98%	91%	N
Streetman	100%	98%	100%	N
Whitney	99%	99%	99%	N

Fairfield Area	99%	99%	99%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Bedias	100%	99%	98%	N
Buffalo	99%	99%	99%	N
Burlington	50%	100%	100%	N
Centerville	99%	100%	98%	N
Chilton	100%	98%	100%	N
Franklin	99%	97%	99%	N
Hilltop Lakes	97%	100%	100%	N
Iola	100%	96%	98%	N
Leona	100%	97%	100%	N
Lott	98%	100%	98%	N
Marquez	100%	98%	98%	N
Normangee	100%	97%	99%	N
North Zulch	100%	100%	95%	N
Riesel	100%	94%	98%	N
Rogers	95%	96%	100%	N
Rosebud	95%	100%	100%	N

Franklin Area	99%	98%	99%	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	99%	100%	99%	N
Morgan	100%	100%	100%	N
Walnut Springs	100%	100%	100%	N

Glen Rose	99%	100%	99%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Beckville	100%	98%	98%	N
Bon Weir	100%	96%	100%	N
Broaddus	98%	100%	98%	N
Bronson	100%	96%	100%	N
Burkville	98%	100%	100%	N
Colmesneil	98%	99%	99%	N
Fairmont	97%	97%	98%	N
Gary	100%	94%	94%	N
Hemphill	99%	100%	100%	N
Huntington	97%	99%	100%	N
Joaquin	100%	100%	100%	N
Milam	99%	99%	99%	N
Newton	98%	96%	100%	N
Pineland	98%	100%	99%	N
Tenaha	97%	98%	98%	N
Zavalla	99%	100%	98%	N

Huntington Area	98%	99%	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	99%	98%	100%	N
Amherst	96%	100%	97%	N
Anton	100%	100%	97%	N
Crosbyton	97%	100%	100%	N
Hurlwood	100%	98%	98%	N
Idalou	98%	100%	100%	N
Levelland	98%	100%	99%	N
Littlefield	97%	100%	98%	N
Lorenzo	97%	97%	96%	N
Morton	97%	96%	100%	N
Petersburg	100%	100%	100%	N
Ralls	96%	100%	98%	N
Shallowater	100%	96%	100%	N
Smyer	100%	92%	100%	N
Spade	100%	67%	100%	N
Sundown	100%	100%	100%	N
Whiteface	100%	100%	95%	N
Whitharral	100%	100%	100%	N
Wolfforth	100%	100%	100%	N

Levelland Area	98%	99%	99%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Annona	100%	93%	100%	N
Avery	100%	100%	100%	N
Bagwell	100%	100%	100%	N
Bogata	100%	100%	98%	N
Clarksville	99%	99%	99%	N
Dekalb	99%	99%	99%	N
Deport	98%	100%	98%	N
Detroit	100%	100%	96%	N
Hooks	99%	99%	100%	N
Maude	99%	100%	100%	N
Negley	95%	95%	100%	N
New Boston	98%	99%	99%	N
Redwater	98%	100%	99%	N
Simms	98%	100%	97%	N

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

Exchange Name	Jul	Aug	Sep	Corrective Action
Balmorehea	100%	100%	100%	N
Coyanosa	100%	100%	100%	N
Fabens	99%	97%	99%	N
Fort Hancock	100%	100%	100%	N
Imperial	100%	100%	100%	N
Mentone	100%	100%	100%	N
Orla	100%	100%	100%	N
Pecos	99%	100%	100%	N
Sierra Blanca	100%	100%	96%	N
Toyah	100%	100%	100%	N
Valentine	100%	100%	80%	N
Van Horn	98%	98%	97%	N

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

Texarkana Area	99%	99%	99%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Austonio	97%	100%	100%	N
Crockett	98%	99%	99%	N
Cushing	95%	97%	100%	N
Grapeland	97%	100%	100%	N
Groveton	99%	100%	99%	N
Kennard	100%	100%	100%	N
Lovelady	98%	100%	100%	N
Pennington	100%	100%	100%	N
Reklaw	100%	100%	100%	N
Trinity	98%	99%	99%	N

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

Held Re-grade Orders				
Exchange Name	Jul	Aug	Sep	Corrective Action
Booker	0%	0%	0%	N
Clarendon	0%	0%	0%	N
Claude	0%	0%	0%	N
Darrouzett	0%	0%	0%	N
Dodson	0%	0%	0%	N
Estelline	0%	0%	0%	N
Follett	0%	0%	0%	N
Groom	0%	0%	0%	N
Hedley	0%	0%	0%	N
Higgins	0%	0%	0%	N
Lakeview	0%	0%	0%	N
Memphis	0%	0%	0%	N
Miami	0%	0%	0%	N
Mobeetie	0%	0%	0%	N
Panhandle	0%	0%	0%	N
Perryton	0%	0%	0%	N
Spearman	0%	0%	0%	N
Wellington	0%	0%	0%	N
Wheeler	0%	0%	0%	N
White Deer	0%	0%	0%	N

Booker Area	0%	0%	0%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Andrews	0%	0%	0%	N
Brownfield	0%	0%	0%	N
Denver City	0%	0%	0%	N
Forsan	0%	0%	0%	N
Frankel City	0%	0%	0%	N
Lamesa	0%	0%	0%	N
Meadow	0%	0%	0%	N
Post	0%	0%	0%	N
Ropesville	0%	0%	0%	N
Seagraves	0%	0%	0%	N
Tahoka	0%	0%	0%	N
Wilson	0%	0%	0%	N

Brownfield Area	0%	0%	0%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
3RD QTR 2010 SERVICE QUALITY REPORT, 36893

Exchange Name	Jul	Aug	Sep	Corrective Action
Aspermont	0%	0%	0%	N
Baird	0%	0%	0%	N
Benjamin	0%	0%	0%	N
Blackwell	0%	0%	0%	N
Clyde	0%	0%	0%	N
Cross Plains	0%	0%	0%	N
Haskell	0%	0%	0%	N
Holliday	0%	0%	0%	N
Kamay	0%	0%	0%	N
Knox City	0%	0%	0%	N
Loraine	0%	0%	0%	N
May	0%	0%	0%	N
Megargel	0%	0%	0%	N
Merkel	0%	0%	0%	N
Moran	0%	0%	0%	N
Munday	0%	0%	0%	N
Putnam	0%	0%	0%	N
Rising Star	0%	0%	0%	N
Rochester	0%	0%	0%	N
Rule	0%	0%	0%	N
Seymour	0%	0%	0%	N
Throckmorton	0%	0%	0%	N
Trent	0%	0%	0%	N
Winert	0%	0%	0%	N

Clyde Area	0%	0%	0%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Crawford	0%	0%	0%	N

Crawford Area	0%	0%	0%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
3RD QTR 2010 SERVICE QUALITY REPORT, 36893

Exchange Name	Jul	Aug	Sep	Corrective Action
Avinger	0%	0%	0%	N
Daingerfield	0%	0%	0%	N
Douglasville	0%	0%	0%	N
Hughes Springs	0%	0%	0%	N
Karnack	0%	0%	0%	N
Linden	0%	0%	0%	N
Lonestar	0%	0%	0%	N
Marietta	0%	0%	0%	N
Naples	0%	0%	0%	N
Uncertain	0%	0%	0%	N

Daingerfield	0%	0%	0%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Adrian	0%	0%	0%	N
Bovina	0%	0%	0%	N
Boys Ranch	0%	0%	0%	N
Cactus	0%	0%	0%	N
Channing	0%	0%	0%	N
Dalhart	0%	0%	0%	N
Dimmitt	0%	0%	0%	N
Dumas	0%	0%	0%	N
Friona	0%	0%	0%	N
Fritch	0%	0%	0%	N
Happy	0%	0%	0%	N
Hart	0%	0%	0%	N
Hartley	0%	0%	0%	N
Nazareth	0%	0%	0%	N
Sanford	0%	0%	0%	N
Stratford	0%	0%	0%	N
Sunray	0%	0%	0%	N
Tulia	0%	0%	0%	N
Vega	0%	0%	0%	N
Wildorado	0%	0%	0%	N

Dumas Area	0%	0%	0%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
3RD QTR 2010 SERVICE QUALITY REPORT, 36893

Exchange Name	Jul	Aug	Sep	Corrective Action
Avalon	0%	0%	0%	N
Blooming Grove	0%	0%	0%	N
Bynum	0%	0%	0%	N
Dawson	0%	0%	0%	N
Elkhart	0%	0%	0%	N
Fairfield	0%	0%	0%	N
Frost	0%	0%	0%	N
Hubbard	0%	0%	0%	N
Irene	0%	0%	0%	N
Malone	0%	0%	0%	N
Milford	0%	0%	0%	N
Mt Calm	0%	0%	0%	N
Oakwood	0%	0%	0%	N
Purdon	0%	0%	0%	N
Richland	0%	0%	0%	N
Slocum	0%	0%	0%	N
Streetman	0%	0%	0%	N
Whitney	0%	0%	0%	N

Fairfield Area	0%	0%	0%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Bedias	0%	0%	0%	N
Buffalo	0%	0%	0%	N
Burlington	0%	0%	0%	N
Centerville	0%	0%	0%	N
Chilton	0%	0%	0%	N
Franklin	0%	0%	0%	N
Hilltop Lakes	0%	0%	0%	N
Iola	0%	0%	0%	N
Leona	0%	0%	0%	N
Lott	0%	0%	0%	N
Marquez	0%	0%	0%	N
Normangee	0%	0%	0%	N
North Zulch	0%	0%	0%	N
Riesel	0%	0%	0%	N
Rogers	0%	0%	0%	N
Rosebud	0%	0%	0%	N

Franklin Area	0%	0%	0%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Exchange Name	Jul	Aug	Sep	Corrective Action
Glen Rose	0%	0%	0%	N
Morgan	0%	0%	0%	N
Walnut Springs	0%	0%	0%	N

Glen Rose	0%	0%	0%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Beckville	0%	0%	0%	N
Bon Weir	0%	0%	0%	N
Broaduss	0%	0%	0%	N
Bronson	0%	0%	0%	N
Burkville	0%	0%	0%	N
Colmesneil	0%	0%	0%	N
Fairmont	0%	0%	0%	N
Gary	0%	0%	0%	N
Hemphill	0%	0%	0%	N
Huntington	0%	0%	0%	N
Joaquin	0%	0%	0%	N
Milam	0%	0%	0%	N
Newton	0%	0%	0%	N
Pineland	0%	0%	0%	N
Tenaha	0%	0%	0%	N
Zavalla	0%	0%	0%	N

Huntington Area	0%	0%	0%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Abernathy	0%	0%	0%	N
Amherst	0%	0%	0%	N
Anton	0%	0%	0%	N
Crosbyton	0%	0%	0%	N
Hurlwood	0%	0%	0%	N
Idalou	0%	0%	0%	N
Levelland	0%	0%	0%	N
Littlefield	0%	0%	0%	N
Lorenzo	0%	0%	0%	N
Morton	0%	0%	0%	N
Petersburg	0%	0%	0%	N
Ralls	0%	0%	0%	N
Shallowater	0%	0%	0%	N
Smyer	0%	0%	0%	N
Spade	0%	0%	0%	N
Sundown	0%	0%	0%	N
Whiteface	0%	0%	0%	N
Whitharral	0%	0%	0%	N
Wolfforth	0%	0%	0%	N

Levelland Area	0%	0%	0%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Annona	0%	0%	0%	N
Avery	0%	0%	0%	N
Bagwell	0%	0%	0%	N
Bogata	0%	0%	0%	N
Clarksville	0%	0%	0%	N
Dekalb	0%	0%	0%	N
Deport	0%	0%	0%	N
Detroit	0%	0%	0%	N
Hooks	0%	0%	0%	N
Maude	0%	0%	0%	N
Negley	0%	0%	0%	N
New Boston	0%	0%	0%	N
Redwater	0%	0%	0%	N
Simms	0%	0%	0%	N

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

Pecos Area	0%	0%	0%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Texarkana	0%	0%	0%	N

Texarkana Area	0%	0%	0%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Exchange Name	Jul	Aug	Sep	Corrective Action
Austonio	0%	0%	0%	N
Crockett	0%	0%	0%	N
Cushing	0%	0%	0%	N
Grapeland	0%	0%	0%	N
Groveton	0%	0%	0%	N
Kennard	0%	0%	0%	N
Lovelady	0%	0%	0%	N
Pennington	0%	0%	0%	N
Reklaw	0%	0%	0%	N
Trinity	0%	0%	0%	N
Trinity Area	0%	0%	0%	N
Windstream Communications SW	0%	0%	0%	N

WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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% Repeat Trouble Reports				
Exchange Name	Jul	Aug	Sep	Corrective Action
Booker	0%	0%	14%	N
Clarendon	17%	5%	15%	N
Claude	8%	29%	13%	N
Darrouzett	0%	0%	0%	N
Dodson	67%	0%	0%	N
Estelline	40%	25%	33%	Y
Follett	0%	0%	13%	N
Groom	0%	14%	0%	N
Hedley	0%	0%	0%	N
Higgins	0%	0%	0%	N
Lakeview	0%	0%	0%	N
Memphis	11%	0%	11%	N
Miami	0%	17%	0%	N
Mobeetie	11%	0%	29%	N
Panhandle	5%	0%	8%	N
Perryton	13%	3%	7%	N
Spearman	11%	0%	18%	N
Wellington	13%	10%	14%	N
Wheeler	0%	6%	11%	N
White Deer	0%	0%	0%	N

Booker Area	10%	6%	12%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Andrews	0%	8%	11%	N
Brownfield	15%	16%	14%	N
Denver City	8%	12%	3%	N
Forsan	0%	20%	0%	N
Frankel City	0%	0%	0%	N
Lamesa	10%	10%	12%	N
Meadow	11%	20%	0%	N
Post	8%	15%	4%	N
Ropesville	4%	14%	11%	N
Seagraves	14%	18%	0%	N
Tahoka	17%	10%	0%	N
Wilson	23%	33%	20%	N

Brownfield Area	11%	14%	10%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Exchange Name	Jul	Aug	Sep	Corrective Action
Aspermont	0%	0%	100%	N
Baird	14%	14%	7%	N
Benjamin	0%	0%	0%	N
Blackwell	0%	0%	14%	N
Clyde	12%	24%	19%	N
Cross Plains	21%	0%	3%	N
Haskell	18%	0%	0%	N
Holliday	0%	0%	11%	N
Kamay	50%	0%	0%	N
Knox City	6%	13%	23%	N
Loraine	0%	10%	0%	N
May	0%	11%	11%	N
Megargel	0%	0%	0%	N
Merkel	18%	4%	17%	N
Moran	25%	17%	17%	N
Munday	0%	0%	20%	N
Putnam	0%	0%	17%	N
Rising Star	0%	27%	6%	N
Rochester	43%	0%	0%	N
Rule	13%	0%	11%	N
Seymour	18%	22%	6%	N
Throckmorton	40%	17%	14%	N
Trent	12%	33%	22%	N
Winert	0%	0%	25%	N

Clyde Area	13%	12%	13%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Crawford	25%	0%	0%	N

Crawford Area	25%	0%	0%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Avinger	4%	13%	21%	N
Daingerfield	23%	17%	10%	N
Douglasville	30%	29%	8%	N
Hughes Springs	16%	11%	10%	N
Karnack	19%	29%	9%	N
Linden	17%	22%	17%	N
Lonestar	28%	16%	15%	N
Marietta	24%	22%	13%	N
Naples	23%	13%	18%	N
Uncertain	38%	17%	30%	N

Daingerfield	22%	19%	13%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Exchange Name	Jul	Aug	Sep	Corrective Action
Adrian	0%	17%	100%	N
Bovina	50%	0%	0%	N
Boys Ranch	0%	0%	0%	N
Cactus	20%	31%	18%	N
Channing	100%	0%	0%	N
Dalhart	7%	16%	5%	N
Dimmitt	3%	17%	4%	N
Dumas	12%	13%	9%	N
Friona	0%	0%	0%	N
Fritch	16%	11%	5%	N
Happy	25%	0%	0%	N
Hart	33%	25%	0%	N
Hartley	50%	29%	50%	Y
Nazareth	0%	0%	0%	N
Sanford	0%	0%	0%	N
Stratford	0%	29%	0%	N
Sunray	18%	0%	11%	N
Tulia	6%	0%	0%	N
Vega	25%	0%	0%	N
Wildorado	0%	0%	0%	N

Dumas Area	13%	14%	8%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Avalon	0%	0%	0%	N
Blooming Grove	8%	10%	5%	N
Bynum	13%	0%	22%	N
Dawson	21%	17%	7%	N
Elkhart	16%	13%	17%	N
Fairfield	21%	14%	25%	N
Frost	0%	17%	0%	N
Hubbard	17%	8%	29%	N
Irene	30%	13%	28%	N
Malone	12%	10%	24%	N
Milford	13%	13%	32%	N
Mt Calm	17%	42%	33%	N
Oakwood	14%	33%	17%	N
Purdon	17%	7%	33%	N
Richland	0%	0%	0%	N
Slocum	5%	24%	17%	N
Streetman	27%	21%	26%	N
Whitney	8%	24%	11%	N

Fairfield Area	16%	18%	19%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Exchange Name	Jul	Aug	Sep	Corrective Action
Bedias	22%	18%	4%	N
Buffalo	21%	13%	9%	N
Burlington	0%	0%	0%	N
Centerville	14%	24%	16%	N
Chilton	9%	13%	11%	N
Franklin	8%	12%	16%	N
Hilltop Lakes	21%	29%	15%	N
Iola	14%	12%	12%	N
Leona	0%	0%	17%	N
Lott	17%	13%	0%	N
Marquez	28%	4%	9%	N
Normangee	23%	16%	14%	N
North Zulch	0%	0%	16%	N
Riesel	33%	17%	19%	N
Rogers	27%	0%	14%	N
Rosebud	16%	7%	10%	N
Franklin Area	18%	13%	13%	N

WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Exchange Name	Jul	Aug	Sep	Corrective Action
Glen Rose	19%	27%	17%	N
Morgan	17%	0%	25%	N
Walnut Springs	13%	13%	17%	N

Glen Rose	18%	25%	18%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Beckville	58%	13%	31%	N
Bon Weir	30%	47%	18%	N
Broaddus	14%	32%	8%	N
Bronson	18%	25%	14%	N
Burkville	19%	20%	9%	N
Colmesneil	24%	17%	12%	N
Fairmont	12%	4%	14%	N
Gary	0%	0%	29%	N
Hemphill	20%	14%	6%	N
Huntington	24%	18%	10%	N
Joaquin	17%	11%	19%	N
Milam	20%	14%	17%	N
Newton	6%	9%	11%	N
Pineland	0%	8%	19%	N
Tenaha	7%	25%	19%	N
Zavalla	9%	12%	15%	N

Huntington Area	19%	17%	16%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Abernathy	8%	9%	0%	N
Amherst	28%	33%	29%	Y
Anton	17%	4%	18%	N
Crosbyton	10%	0%	9%	N
Hurlwood	29%	24%	20%	N
Idalou	0%	30%	0%	N
Levelland	11%	11%	10%	N
Littlefield	5%	14%	13%	N
Lorenzo	0%	0%	0%	N
Morton	0%	23%	0%	N
Petersburg	0%	0%	15%	N
Ralls	12%	15%	7%	N
Shallowater	11%	14%	10%	N
Smyer	27%	37%	27%	Y
Spade	40%	50%	0%	N
Sundown	10%	0%	33%	N
Whiteface	0%	25%	0%	N
Whitharral	0%	0%	33%	N
Wolfforth	5%	11%	27%	N

Levelland Area	12%	14%	13%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Exchange Name	Jul	Aug	Sep	Corrective Action
Annona	0%	0%	4%	N
Avery	0%	0%	19%	N
Bagwell	0%	8%	0%	N
Bogata	5%	14%	13%	N
Clarksville	6%	16%	18%	N
Dekalb	12%	12%	7%	N
Deport	11%	25%	23%	N
Detroit	9%	0%	21%	N
Hooks	21%	13%	0%	N
Maude	21%	7%	13%	N
Negley	40%	0%	14%	N
New Boston	17%	10%	10%	N
Redwater	13%	8%	0%	N
Simms	12%	0%	14%	N

New Boston Area	12%	13%	13%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Balmorhea	17%	17%	25%	N
Coyanosa	29%	33%	0%	N
Fabens	11%	6%	3%	N
Fort Hancock	17%	20%	21%	N
Imperial	17%	0%	100%	N
Mentone	0%	0%	50%	N
Orla	0%	50%	0%	N
Pecos	14%	8%	17%	N
Sierra Blanca	0%	10%	22%	N
Toyah	0%	0%	0%	N
Valentine	17%	22%	17%	N
Van Horn	14%	33%	8%	N

Pecos Area	14%	14%	14%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Texarkana	14%	13%	9%	N

Texarkana Area	14%	13%	9%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Exchange Name	Jul	Aug	Sep	Corrective Action
Austonio	18%	32%	20%	N
Crockett	19%	12%	16%	N
Cushing	14%	20%	4%	N
Grapeland	18%	10%	24%	N
Groveton	5%	4%	3%	N
Kennard	14%	19%	13%	N
Lovelady	17%	19%	10%	N
Pennington	0%	0%	25%	N
Reklaw	14%	0%	0%	N
Trinity	12%	14%	18%	N
Trinity Area	15%	14%	16%	N
Windstream Communications SW	15%	15%	14%	N

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Out-of-Service Trouble Cleared Within 8 Working Hours				
Exchange Name	Jul	Aug	Sep	Corrective Action
Booker	100%	100%	100%	N
Clarendon	100%	100%	100%	N
Claude	100%	67%	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	95%	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	99%	99%	100%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Andrews	94%	100%	100%	N
Brownfield	91%	97%	100%	N
Denver City	83%	100%	100%	N
Forsan	100%	100%	100%	N
Frankel City	100%	100%	100%	N
Lamesa	95%	98%	99%	N
Meadow	100%	100%	100%	N
Post	91%	100%	100%	N
Ropesville	94%	100%	83%	N
Seagraves	74%	95%	100%	N
Tahoka	82%	100%	100%	N
Wilson	91%	100%	100%	N

Brownfield Area	90%	98%	99%	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%	93%	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%	96%	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	94%	100%	100%	N
Rochester	100%	100%	100%	N
Rule	75%	100%	100%	N
Seymour	100%	100%	100%	N
Throckmorton	67%	100%	100%	N
Trent	93%	100%	83%	N
Winert	100%	100%	100%	N

Clyde Area	98%	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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Exchange Name	Jul	Aug	Sep	Corrective Action
Avinger	100%	100%	91%	N
Daingerfield	91%	100%	100%	N
Douglasville	100%	98%	100%	N
Hughes Springs	100%	94%	100%	N
Karnack	95%	89%	95%	N
Linden	97%	100%	100%	N
Lonestar	98%	97%	96%	N
Marietta	100%	95%	100%	N
Naples	100%	100%	100%	N
Uncertain	100%	100%	100%	N

Daingerfield	98%	98%	99%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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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	95%	52%	100%	N
Dimmitt	100%	100%	100%	N
Dumas	100%	99%	99%	N
Friona	100%	100%	100%	N
Fritch	95%	97%	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	98%	84%	99%	N
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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	97%	100%	100%	N
Elkhart	98%	100%	100%	N
Fairfield	99%	100%	100%	N
Frost	100%	100%	100%	N
Hubbard	100%	100%	100%	N
Irene	100%	100%	100%	N
Malone	100%	95%	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%	93%	N
Streetman	98%	100%	100%	N
Whitney	97%	100%	98%	N

Fairfield Area	99%	100%	99%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Exchange Name	Jul	Aug	Sep	Corrective Action
Bedias	94%	100%	100%	N
Buffalo	100%	98%	98%	N
Burlington	100%	100%	100%	N
Centerville	100%	100%	100%	N
Chilton	100%	86%	100%	N
Franklin	100%	97%	100%	N
Hilltop Lakes	100%	100%	97%	N
Iola	100%	100%	98%	N
Leona	100%	100%	100%	N
Lott	100%	100%	75%	N
Marquez	100%	100%	96%	N
Normangee	100%	100%	100%	N
North Zulch	100%	100%	100%	N
Riesel	100%	89%	92%	N
Rogers	100%	100%	85%	N
Rosebud	100%	100%	96%	N

Franklin Area	100%	98%	98%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Glen Rose	99%	95%	98%	N
Morgan	100%	100%	88%	N
Walnut Springs	100%	100%	100%	N

Glen Rose	99%	96%	98%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Beckville	86%	100%	100%	N
Bon Weir	100%	100%	83%	N
Broaddus	92%	100%	100%	N
Bronson	100%	90%	93%	N
Burkville	100%	100%	100%	N
Colmesneil	100%	100%	100%	N
Fairmont	98%	100%	98%	N
Gary	100%	100%	100%	N
Hemphill	100%	100%	97%	N
Huntington	100%	91%	100%	N
Joaquin	94%	98%	99%	N
Milam	98%	97%	96%	N
Newton	100%	100%	100%	N
Pineland	94%	91%	84%	N
Tenaha	95%	100%	100%	N
Zavalla	90%	97%	100%	N

Huntington Area	96%	98%	98%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Exchange Name	Jul	Aug	Sep	Corrective Action
Abernathy	97%	93%	100%	N
Amherst	100%	100%	100%	N
Anton	94%	100%	100%	N
Crosbyton	89%	100%	100%	N
Hurlwood	100%	100%	100%	N
Idalou	92%	100%	75%	N
Levelland	96%	100%	100%	N
Littlefield	98%	100%	100%	N
Lorenzo	82%	100%	100%	N
Morton	100%	100%	100%	N
Petersburg	95%	100%	100%	N
Ralls	73%	100%	100%	N
Shallowater	96%	90%	100%	N
Smyer	93%	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	94%	99%	99%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Annona	100%	100%	100%	N
Avery	100%	100%	100%	N
Bagwell	90%	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	97%	100%	100%	N
Maude	100%	92%	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	99%	100%	100%	N
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WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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Exchange Name	Jul	Aug	Sep	Corrective Action
Balmorea	83%	100%	100%	N
Coyanosa	100%	50%	80%	N
Fabens	89%	100%	100%	N
Fort Hancock	100%	100%	93%	N
Imperial	75%	83%	100%	N
Mentone	100%	100%	100%	N
Orla	67%	100%	100%	N
Pecos	83%	97%	100%	N
Sierra Blanca	100%	100%	88%	N
Toyah	33%	100%	100%	N
Valentine	100%	100%	100%	N
Van Horn	98%	100%	100%	N

Pecos Area	87%	98%	99%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Texarkana	99%	99%	100%	N

Texarkana Area	99%	99%	100%	N
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Exchange Name	Jul	Aug	Sep	Corrective Action
Austonio	100%	100%	100%	N
Crockett	99%	100%	99%	N
Cushing	100%	68%	87%	N
Grapeland	100%	99%	100%	N
Groveton	100%	100%	100%	N
Kennard	100%	100%	100%	N
Lovelady	96%	100%	96%	N
Pennington	100%	0%	100%	N
Reklaw	100%	100%	67%	N
Trinity	99%	100%	100%	N

Trinity Area	99%	97%	99%	N
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Windstream Communications SW	97%	97%	99%	N
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Percentage of Repeat Trouble Reports

Benchmark for Corrective Action: Greater than 22% for a period of three consecutive months.

<u>Exchange</u>	<u>JULY</u>	<u>AUGUST</u>	<u>SEPTEMBER</u>
Amherst	28%	33%	29%

Detail of Missed Objectives

The repeated reports in the small exchange were in one aerial lead with deteriorated splices and one rural county road with gopher damage to the cable.

Corrective Action to be Taken

The splice locations will be repaired and the buried cable has already been repaired.

<u>Exchange</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>
Estelline	40%	25%	33%

Detail of Missed Objectives

This exchange is very small and has very little trouble so any repeats give a high percentage. July only had two repeats, Aug had one, and Sept had one. Sept repeat was a calling feature and never came outside (2 tickets same day a few min apart). Aug repeat county cut the drop and cable 1 day apart. The 2 in July were due to county graders cutting cable and drop in several locations, the drop was placed on the ground for a few weeks and we got a second trouble before we got it buried.

Corrective Action to be Taken

The Aug trouble (cut cable and cut drop) were both repaired permanent on the original trouble tickets. The 2 repeats in July (cut drop and cable) have been replaced by Local techs in Aug. The repeat in July never came to the field it was repaired by assignment.

<u>Exchange</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>
Hartley	50.0	29.0	50.0

Detail of Missed Objectives

This exchange has little trouble activity. A few reports will drive repeat % up over the limit. In this exchange, I have a route with a bad section of cable. It has been hit by lightning and a pedestal has been destroyed by mowers. A temp is on the ground in this section which also has been damaged several times.

Corrective Action to be Taken

Currently a work order is in place to replace the bad section of cable. Work Order #74000003500270. In-service date 12-8-10

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 3RD QTR 2010 SERVICE QUALITY RPT. PROJECT NO. 37960
 CORRECTIVE ACTION PLANS

<u>Exchange</u>	<u>JULY</u>	<u>AUGUST</u>	<u>SEPTEMBER</u>
Smyer	27%	37%	27%

Detail of Missed Objectives

This exchange experienced a high level of damage by County Road Maintenance Crews. Due to several wet weather events that delayed construction activity, we were unable to replace sections of damaged facilities in a timely manner.

Corrective Action to be Taken

We have identified the sections of cable that will be replaced as soon as the county completes rebuilding the washed out county roads. This will reduce the number of additional repair request associated with damage to Outside Plant facilities.

Customer Trouble Reports Per 100 Access Lines

Benchmark for Corrective Action: Above 6.0 per 100 access lines in an exchange with less than 10,000 access lines.

<u>Exchange</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>
Valentine	7.0	20.7	6.7

Detail of Missed Objectives

During this quarter Valentine experienced a fiber cut in July that isolated the town. In the month of August Valentine experienced two major cut cables in town that generated several trouble reports on both occasions. In the month of September Valentine had several severe weather outbreaks in which the Central Office had experienced severe power influence that caused issues with different pieces of equipment

Corrective Action to be Taken

The cut fiber was permanently repaired and follow up calls where made to several key agencies in the Valentine area to verify service restoral to the town. The following day more calls where made to other services that where closed during the outage. The two times that cable was cut we submitted a plant damage request and repaired with a permanent closure and restored service. The local techs made calls to all customers involved and verified all was working properly. The outages that occurred when the weather was severe the central office tech from Van Horn was dispatched to the office in Valentine and found several blown fuses on various office equipment. The tech replaced the fuses and cards that where in trouble and made several test calls both in the area and out of the area.