

WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
1ST QTR 2010 SERVICE QUALITY REPORT, 37960

| Exchange Name | Jan | Feb | Mar | 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 |
|-----------|------|------|------|---|

| Exchange Name | Jan | Feb | Mar | 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 | 99% | 99% | 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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| Exchange Name | Jan | Feb | Mar | 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 |
|----------------|------|------|------|---|

| Exchange Name | Jan | Feb | Mar | 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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| Exchange Name | Jan | Feb | Mar | 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 |
|------------|------|------|------|---|

| Exchange Name | Jan | Feb | Mar | Corrective Action |
|----------------------|------------|------------|------------|--------------------------|
| Texarkana | 100% | 100% | 100% | N |

| | | | | |
|----------------|------|------|------|---|
| Texarkana Area | 100% | 100% | 100% | N |
|----------------|------|------|------|---|

| Exchange Name | Jan | Feb | Mar | Corrective Action |
|----------------------|------------|------------|------------|--------------------------|
| Austonio | 100% | 100% | 100% | N |
| Crockett | 100% | 100% | 100% | N |
| Cushing | 100% | 100% | 100% | N |
| Grapeland | 100% | 100% | 100% | N |
| Groveton | 100% | 99% | 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 |
|--------------|------|------|------|---|

| | | | | |
|------------------------------|------|------|------|---|
| Windstream Communications SW | 100% | 100% | 100% | N |
|------------------------------|------|------|------|---|

WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
1ST QTR 2010 SERVICE QUALITY REPORT, 37960

| Service Due Date Commitment Met | | | | |
|--|------------|------------|------------|--------------------------|
| Exchange Name | Jan | Feb | Mar | Corrective Action |
| Booker | 96% | 100% | 100% | N |
| Clarendon | 98% | 96% | 98% | N |
| Claude | 100% | 100% | 100% | N |
| Darrouzett | 90% | 100% | 100% | N |
| Dodson | 100% | 100% | 86% | N |
| Estelline | 100% | 100% | 100% | N |
| Follett | 100% | 92% | 100% | N |
| Groom | 100% | 100% | 100% | N |
| Hedley | 100% | 90% | 100% | N |
| Higgins | 100% | 92% | 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 | 100% | 98% | 98% | N |
| Spearman | 100% | 98% | 98% | N |
| Wellington | 100% | 98% | 98% | N |
| Wheeler | 100% | 97% | 100% | N |
| White Deer | 100% | 100% | 100% | N |

| | | | | |
|--------------------|------------|------------|------------|----------|
| Booker Area | 99% | 98% | 99% | N |
|--------------------|------------|------------|------------|----------|

| Exchange Name | Jan | Feb | Mar | Corrective Action |
|----------------------|------------|------------|------------|--------------------------|
| Andrews | 97% | 99% | 100% | N |
| Brownfield | 99% | 99% | 99% | N |
| Denver City | 99% | 99% | 100% | N |
| Forsan | 100% | 100% | 100% | N |
| Frankel City | 100% | 100% | 100% | N |
| Lamesa | 99% | 99% | 99% | N |
| Meadow | 100% | 100% | 100% | N |
| Post | 96% | 100% | 98% | N |
| Ropesville | 100% | 100% | 100% | N |
| Seagraves | 100% | 96% | 100% | N |
| Tahoka | 100% | 100% | 97% | N |
| Wilson | 100% | 89% | 100% | N |

| | | | | |
|------------------------|------------|------------|------------|----------|
| Brownfield Area | 99% | 99% | 99% | N |
|------------------------|------------|------------|------------|----------|

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| Exchange Name | Jan | Feb | Mar | Corrective Action |
|----------------------|------------|------------|------------|--------------------------|
| Aspermont | 94% | 100% | 100% | N |
| Baird | 98% | 98% | 98% | N |
| Benjamin | 100% | 100% | 100% | N |
| Blackwell | 100% | 92% | 93% | N |
| Clyde | 100% | 98% | 100% | N |
| Cross Plains | 100% | 96% | 97% | N |
| Haskell | 98% | 98% | 98% | N |
| Holliday | 100% | 100% | 100% | N |
| Kamay | 100% | 100% | 100% | N |
| Knox City | 100% | 93% | 100% | N |
| Loraine | 100% | 94% | 100% | N |
| May | 100% | 100% | 100% | N |
| Megargel | 100% | 100% | 100% | N |
| Merkel | 100% | 99% | 99% | N |
| Moran | 100% | 93% | 100% | N |
| Munday | 97% | 100% | 100% | N |
| Putnam | 100% | 100% | 100% | N |
| Rising Star | 100% | 98% | 98% | N |
| Rochester | 100% | 100% | 100% | N |
| Rule | 100% | 100% | 100% | N |
| Seymour | 100% | 100% | 100% | N |
| Throckmorton | 100% | 92% | 100% | N |
| Trent | 100% | 100% | 100% | N |
| Winert | 100% | 100% | 100% | N |

| | | | | |
|------------|------|-----|-----|---|
| Clyde Area | 100% | 97% | 99% | N |
|------------|------|-----|-----|---|

| Exchange Name | Jan | Feb | Mar | Corrective Action |
|----------------------|------------|------------|------------|--------------------------|
| Crawford | 100% | 92% | 87% | N |

| | | | | |
|---------------|------|-----|-----|---|
| Crawford Area | 100% | 92% | 87% | N |
|---------------|------|-----|-----|---|

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| Exchange Name | Jan | Feb | Mar | Corrective Action |
|----------------|------|------|------|-------------------|
| Avinger | 100% | 100% | 98% | N |
| Daingerfield | 100% | 98% | 97% | N |
| Douglasville | 100% | 98% | 98% | N |
| Hughes Springs | 99% | 98% | 100% | N |
| Karnack | 98% | 100% | 100% | N |
| Linden | 99% | 100% | 99% | N |
| Lonestar | 100% | 99% | 100% | N |
| Marietta | 100% | 100% | 100% | N |
| Naples | 100% | 100% | 100% | N |
| Uncertain | 100% | 100% | 100% | N |

| | | | | |
|--------------|------|-----|-----|---|
| Daingerfield | 100% | 99% | 99% | N |
|--------------|------|-----|-----|---|

| Exchange Name | Jan | Feb | Mar | Corrective Action |
|---------------|------|------|------|-------------------|
| Adrian | 100% | 100% | 100% | N |
| Bovina | 100% | 100% | 100% | N |
| Boys Ranch | 86% | 100% | 100% | N |
| Cactus | 100% | 98% | 97% | N |
| Channing | 100% | 100% | 100% | N |
| Dalhart | 100% | 100% | 99% | N |
| Dimmitt | 98% | 100% | 100% | N |
| Dumas | 100% | 99% | 99% | N |
| Friona | 100% | 100% | 100% | N |
| Fritch | 100% | 100% | 99% | 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% | 93% | 100% | N |
| Sunray | 100% | 100% | 97% | N |
| Tulia | 98% | 100% | 98% | N |
| Vega | 100% | 100% | 100% | N |
| Wildorado | 100% | 100% | 100% | N |

| | | | | |
|------------|------|-----|-----|---|
| Dumas Area | 100% | 99% | 99% | N |
|------------|------|-----|-----|---|

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| Exchange Name | Jan | Feb | Mar | Corrective Action |
|----------------|------|------|------|-------------------|
| Avalon | 100% | 100% | 94% | N |
| Blooming Grove | 99% | 100% | 100% | N |
| Bynum | 100% | 100% | 100% | N |
| Dawson | 97% | 96% | 98% | N |
| Elkhart | 98% | 99% | 99% | N |
| Fairfield | 100% | 99% | 99% | N |
| Frost | 100% | 100% | 100% | N |
| Hubbard | 100% | 96% | 100% | N |
| Irene | 100% | 94% | 98% | N |
| Malone | 100% | 100% | 100% | N |
| Milford | 100% | 100% | 100% | N |
| Mt Calm | 100% | 100% | 100% | N |
| Oakwood | 100% | 100% | 98% | N |
| Purdon | 100% | 97% | 89% | N |
| Richland | 100% | 100% | 100% | N |
| Slocum | 100% | 100% | 100% | N |
| Streetman | 98% | 98% | 100% | N |
| Whitney | 100% | 99% | 100% | N |

| | | | | |
|----------------|-----|-----|-----|---|
| Fairfield Area | 99% | 99% | 99% | N |
|----------------|-----|-----|-----|---|

| Exchange Name | Jan | Feb | Mar | Corrective Action |
|---------------|------|------|------|-------------------|
| Bedias | 99% | 98% | 100% | N |
| Buffalo | 100% | 98% | 99% | N |
| Burlington | 100% | 100% | 100% | N |
| Centerville | 100% | 97% | 98% | N |
| Chilton | 100% | 98% | 100% | N |
| Franklin | 99% | 98% | 100% | N |
| Hilltop Lakes | 91% | 99% | 98% | N |
| Iola | 100% | 95% | 98% | N |
| Leona | 100% | 100% | 100% | N |
| Lott | 100% | 98% | 100% | N |
| Marquez | 98% | 100% | 100% | N |
| Normangee | 98% | 99% | 100% | N |
| North Zulch | 100% | 100% | 100% | N |
| Riesel | 100% | 100% | 100% | N |
| Rogers | 100% | 100% | 100% | N |
| Rosebud | 99% | 100% | 99% | N |

| | | | | |
|---------------|-----|-----|-----|---|
| Franklin Area | 99% | 98% | 99% | N |
|---------------|-----|-----|-----|---|

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| Exchange Name | Jan | Feb | Mar | Corrective Action |
|----------------------|------------|------------|------------|--------------------------|
| Glen Rose | 99% | 98% | 98% | N |
| Morgan | 97% | 100% | 100% | N |
| Walnut Springs | 100% | 100% | 100% | N |

| | | | | |
|-----------|-----|-----|-----|---|
| Glen Rose | 99% | 99% | 98% | N |
|-----------|-----|-----|-----|---|

| Exchange Name | Jan | Feb | Mar | Corrective Action |
|----------------------|------------|------------|------------|--------------------------|
| Beckville | 100% | 100% | 100% | N |
| Bon Weir | 100% | 100% | 100% | N |
| Broaddus | 100% | 100% | 100% | N |
| Bronson | 100% | 100% | 86% | N |
| Burkville | 100% | 99% | 99% | N |
| Colmesneil | 100% | 100% | 100% | N |
| Fairmont | 99% | 99% | 101% | N |
| Gary | 100% | 100% | 100% | N |
| Hemphill | 98% | 98% | 96% | N |
| Huntington | 99% | 99% | 100% | N |
| Joaquin | 100% | 100% | 98% | N |
| Milam | 100% | 98% | 99% | N |
| Newton | 99% | 98% | 99% | N |
| Pineland | 97% | 100% | 101% | N |
| Tenaha | 100% | 100% | 98% | N |
| Zavalla | 100% | 99% | 98% | N |

| | | | | |
|-----------------|-----|-----|-----|---|
| Huntington Area | 99% | 99% | 99% | N |
|-----------------|-----|-----|-----|---|

WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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| Exchange Name | Jan | Feb | Mar | Corrective Action |
|----------------------|------------|------------|------------|--------------------------|
| Abernathy | 100% | 97% | 100% | N |
| Amherst | 100% | 100% | 97% | N |
| Anton | 100% | 100% | 100% | N |
| Crosbyton | 100% | 100% | 100% | N |
| Hurlwood | 100% | 100% | 100% | N |
| Idalou | 98% | 100% | 99% | N |
| Levelland | 100% | 98% | 99% | N |
| Littlefield | 100% | 98% | 99% | N |
| Lorenzo | 100% | 100% | 100% | N |
| Morton | 99% | 100% | 100% | N |
| Petersburg | 95% | 100% | 98% | N |
| Ralls | 98% | 98% | 100% | N |
| Shallowater | 99% | 98% | 98% | N |
| Smyer | 100% | 100% | 100% | N |
| Spade | 100% | 100% | 100% | N |
| Sundown | 100% | 100% | 100% | N |
| Whiteface | 100% | 100% | 100% | N |
| Whitharral | 93% | 100% | 100% | N |
| Wolfforth | 97% | 97% | 97% | N |

| | | | | |
|----------------|-----|-----|-----|---|
| Levelland Area | 99% | 99% | 99% | N |
|----------------|-----|-----|-----|---|

| Exchange Name | Jan | Feb | Mar | Corrective Action |
|----------------------|------------|------------|------------|--------------------------|
| Annona | 100% | 100% | 100% | N |
| Avery | 100% | 97% | 100% | N |
| Bagwell | 100% | 100% | 100% | N |
| Bogata | 100% | 98% | 100% | N |
| Clarksville | 100% | 100% | 99% | N |
| Dekalb | 100% | 100% | 99% | N |
| Deport | 96% | 100% | 100% | N |
| Detroit | 100% | 100% | 98% | N |
| Hooks | 100% | 100% | 99% | N |
| Maude | 98% | 100% | 99% | N |
| Negley | 100% | 100% | 96% | N |
| New Boston | 99% | 99% | 99% | N |
| Redwater | 100% | 99% | 99% | N |
| Simms | 98% | 100% | 100% | N |

| | | | | |
|-----------------|-----|------|-----|---|
| New Boston Area | 99% | 100% | 99% | N |
|-----------------|-----|------|-----|---|

WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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| Exchange Name | Jan | Feb | Mar | Corrective Action |
|---------------|------|------|------|-------------------|
| Balmorhea | 100% | 100% | 95% | N |
| Coyanosa | 100% | 100% | 100% | N |
| Fabens | 100% | 98% | 98% | N |
| Fort Hancock | 97% | 100% | 100% | N |
| Imperial | 100% | 89% | 100% | N |
| Mentone | 100% | 100% | 100% | N |
| Orla | 100% | 100% | 100% | N |
| Pecos | 99% | 99% | 99% | N |
| Sierra Blanca | 100% | 100% | 100% | N |
| Toyah | 100% | 100% | 100% | N |
| Valentine | 100% | 100% | 100% | N |
| Van Horn | 100% | 97% | 100% | N |

| | | | | |
|------------|------|-----|-----|---|
| Pecos Area | 100% | 98% | 99% | N |
|------------|------|-----|-----|---|

| Exchange Name | Jan | Feb | Mar | Corrective Action |
|---------------|-----|-----|------|-------------------|
| Texarkana | 99% | 99% | 100% | N |

| | | | | |
|----------------|-----|-----|------|---|
| Texarkana Area | 99% | 99% | 100% | N |
|----------------|-----|-----|------|---|

| Exchange Name | Jan | Feb | Mar | Corrective Action |
|---------------|------|------|------|-------------------|
| Austonio | 97% | 100% | 100% | N |
| Crockett | 99% | 99% | 99% | N |
| Cushing | 99% | 99% | 98% | N |
| Grapeland | 100% | 97% | 99% | N |
| Groveton | 99% | 100% | 100% | N |
| Kennard | 98% | 100% | 102% | N |
| Lovelady | 98% | 100% | 98% | N |
| Pennington | 100% | 100% | 100% | N |
| Reklaw | 100% | 93% | 100% | N |
| Trinity | 100% | 99% | 99% | N |

| | | | | |
|--------------|-----|-----|-----|---|
| Trinity Area | 99% | 99% | 99% | N |
|--------------|-----|-----|-----|---|

| | | | | |
|------------------------------|-----|-----|-----|---|
| Windstream Communications SW | 99% | 99% | 99% | N |
|------------------------------|-----|-----|-----|---|

WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
1ST QTR 2010 SERVICE QUALITY REPORT, 37960

| Held Re-grade Orders | | | | |
|-----------------------------|------------|------------|------------|--------------------------|
| Exchange Name | Jan | Feb | Mar | 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 |
|--------------------|----|----|----|---|

| Exchange Name | Jan | Feb | Mar | 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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| Exchange Name | Jan | Feb | Mar | 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 |
| Lorraine | 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 |
|------------|----|----|----|---|

| Exchange Name | Jan | Feb | Mar | Corrective Action |
|----------------------|------------|------------|------------|--------------------------|
| Crawford | 0% | 0% | 0% | N |

| | | | | |
|---------------|----|----|----|---|
| Crawford Area | 0% | 0% | 0% | N |
|---------------|----|----|----|---|

WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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| Exchange Name | Jan | Feb | Mar | 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 |
|--------------|----|----|----|---|

| Exchange Name | Jan | Feb | Mar | 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 |
|------------|----|----|----|---|

WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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| Exchange Name | Jan | Feb | Mar | 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 |
|-----------------------|----|----|----|---|

| Exchange Name | Jan | Feb | Mar | 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 |
|----------------------|----|----|----|---|

WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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| Exchange Name | Jan | Feb | Mar | 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 |
|-----------|----|----|----|---|

| Exchange Name | Jan | Feb | Mar | Corrective Action |
|---------------|-----|-----|-----|-------------------|
| Beckville | 0% | 0% | 0% | N |
| Bon Weir | 0% | 0% | 0% | N |
| Broaddus | 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 |
|-----------------|----|----|----|---|

| Exchange Name | Jan | Feb | Mar | 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 |
|----------------|----|----|----|---|

WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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| Exchange Name | Jan | Feb | Mar | 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 |
|-----------------|----|----|----|---|

| Exchange Name | Jan | Feb | Mar | Corrective Action |
|----------------------|------------|------------|------------|--------------------------|
| Balmorea | 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 |
|------------|----|----|----|---|

| Exchange Name | Jan | Feb | Mar | Corrective Action |
|----------------------|------------|------------|------------|--------------------------|
| Texarkana | 0% | 0% | 0% | N |

| | | | | |
|----------------|----|----|----|---|
| Texarkana Area | 0% | 0% | 0% | N |
|----------------|----|----|----|---|

WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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| Exchange Name | Jan | Feb | Mar | 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 | Jan | Feb | Mar | Corrective Action |
| Booker | 0% | 0% | 23% | N |
| Clarendon | 8% | 0% | 9% | N |
| Claude | 0% | 21% | 20% | N |
| Darrouzett | 0% | 0% | 0% | N |
| Dodson | 0% | 13% | 75% | N |
| Estelline | 0% | 0% | 0% | N |
| Follett | 0% | 0% | 0% | N |
| Groom | 25% | 0% | 0% | N |
| Hedley | 0% | 0% | 0% | N |
| Higgins | 33% | 0% | 0% | N |
| Lakeview | 0% | 0% | 0% | N |
| Memphis | 15% | 4% | 10% | N |
| Miami | 0% | 0% | 0% | N |
| Mobeetie | 25% | 0% | 20% | N |
| Panhandle | 10% | 10% | 5% | N |
| Perryton | 0% | 14% | 3% | N |
| Spearman | 0% | 8% | 8% | N |
| Wellington | 7% | 21% | 25% | N |
| Wheeler | 0% | 0% | 10% | N |
| White Deer | 0% | 0% | 33% | N |

| | | | | |
|--------------------|----|----|-----|---|
| Booker Area | 7% | 8% | 13% | N |
|--------------------|----|----|-----|---|

| Exchange Name | Jan | Feb | Mar | Corrective Action |
|----------------------|------------|------------|------------|--------------------------|
| Andrews | 0% | 6% | 8% | N |
| Brownfield | 14% | 15% | 20% | N |
| Denver City | 6% | 11% | 20% | N |
| Forsan | 17% | 43% | 0% | N |
| Frankel City | 0% | 0% | 0% | N |
| Lamesa | 11% | 19% | 13% | N |
| Meadow | 0% | 36% | 22% | N |
| Post | 11% | 20% | 17% | N |
| Ropesville | 50% | 0% | 11% | N |
| Seagraves | 9% | 23% | 12% | N |
| Tahoka | 7% | 31% | 14% | N |
| Wilson | 33% | 7% | 33% | N |

| | | | | |
|------------------------|-----|-----|-----|---|
| Brownfield Area | 11% | 16% | 17% | N |
|------------------------|-----|-----|-----|---|

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| Exchange Name | Jan | Feb | Mar | Corrective Action |
|----------------------|------------|------------|------------|--------------------------|
| Aspermont | 0% | 33% | 0% | N |
| Baird | 0% | 21% | 23% | N |
| Benjamin | 0% | 0% | 0% | N |
| Blackwell | 100% | 0% | 20% | N |
| Clyde | 3% | 11% | 10% | N |
| Cross Plains | 0% | 11% | 13% | N |
| Haskell | 17% | 13% | 17% | N |
| Holliday | 0% | 29% | 0% | N |
| Kamay | 0% | 0% | 0% | N |
| Knox City | 14% | 10% | 5% | N |
| Loraine | 29% | 33% | 25% | Y |
| May | 0% | 0% | 17% | N |
| Megargel | 0% | 0% | 0% | N |
| Merkel | 5% | 6% | 6% | N |
| Moran | 0% | 17% | 25% | N |
| Munday | 33% | 0% | 0% | N |
| Putnam | 0% | 17% | 0% | N |
| Rising Star | 0% | 11% | 7% | N |
| Rochester | 25% | 0% | 20% | N |
| Rule | 0% | 0% | 20% | N |
| Seymour | 13% | 16% | 25% | N |
| Throckmorton | 29% | 14% | 20% | N |
| Trent | 0% | 20% | 0% | N |
| Winert | 0% | 0% | 0% | N |

| | | | | |
|------------|----|-----|-----|---|
| Clyde Area | 9% | 13% | 12% | N |
|------------|----|-----|-----|---|

| Exchange Name | Jan | Feb | Mar | Corrective Action |
|----------------------|------------|------------|------------|--------------------------|
| Crawford | 8% | 27% | 14% | N |

| | | | | |
|---------------|----|-----|-----|---|
| Crawford Area | 8% | 27% | 14% | N |
|---------------|----|-----|-----|---|

| Exchange Name | Jan | Feb | Mar | Corrective Action |
|----------------------|------------|------------|------------|--------------------------|
| Avinger | 0% | 17% | 23% | N |
| Daingerfield | 12% | 18% | 19% | N |
| Douglasville | 20% | 15% | 26% | N |
| Hughes Springs | 6% | 21% | 27% | N |
| Karnack | 11% | 32% | 18% | N |
| Linden | 26% | 22% | 26% | N |
| Lonestar | 24% | 18% | 21% | N |
| Marietta | 16% | 18% | 14% | N |
| Naples | 29% | 27% | 19% | N |
| Uncertain | 15% | 0% | 13% | N |

| | | | | |
|--------------|-----|-----|-----|---|
| Daingerfield | 16% | 20% | 21% | N |
|--------------|-----|-----|-----|---|

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| Exchange Name | Jan | Feb | Mar | Corrective Action |
|---------------|-----|------|-----|-------------------|
| Adrian | 0% | 100% | 67% | N |
| Bovina | 0% | 0% | 0% | N |
| Boys Ranch | 0% | 0% | 0% | N |
| Cactus | 0% | 6% | 8% | N |
| Channing | 0% | 0% | 33% | N |
| Dalhart | 19% | 15% | 20% | N |
| Dimmitt | 10% | 9% | 14% | N |
| Dumas | 4% | 13% | 10% | N |
| Frona | 0% | 0% | 40% | N |
| Fritch | 15% | 17% | 22% | N |
| Happy | 0% | 20% | 0% | N |
| Hart | 0% | 0% | 0% | N |
| Hartley | 0% | 14% | 0% | N |
| Nazareth | 0% | 20% | 0% | N |
| Sanford | 50% | 0% | 0% | N |
| Stratford | 25% | 0% | 0% | N |
| Sunray | 23% | 17% | 13% | N |
| Tulia | 10% | 0% | 0% | N |
| Vega | 25% | 29% | 25% | Y |
| Wildorado | 17% | 14% | 50% | N |

| | | | | |
|------------|----|-----|-----|---|
| Dumas Area | 9% | 13% | 15% | N |
|------------|----|-----|-----|---|

| Exchange Name | Jan | Feb | Mar | Corrective Action |
|----------------|-----|-----|-----|-------------------|
| Avalon | 29% | 17% | 15% | N |
| Blooming Grove | 14% | 8% | 17% | N |
| Bynum | 0% | 0% | 50% | N |
| Dawson | 11% | 14% | 16% | N |
| Elkhart | 7% | 10% | 6% | N |
| Fairfield | 17% | 19% | 21% | N |
| Frost | 7% | 10% | 21% | N |
| Hubbard | 32% | 30% | 13% | N |
| Irene | 17% | 28% | 22% | N |
| Malone | 17% | 20% | 25% | N |
| Milford | 5% | 28% | 10% | N |
| Mt Calm | 33% | 22% | 8% | N |
| Oakwood | 11% | 36% | 33% | N |
| Purdon | 23% | 9% | 16% | N |
| Richland | 40% | 7% | 0% | N |
| Slocum | 30% | 11% | 11% | N |
| Streetman | 22% | 13% | 14% | N |
| Whitney | 13% | 9% | 10% | N |

| | | | | |
|----------------|-----|-----|-----|---|
| Fairfield Area | 16% | 16% | 16% | N |
|----------------|-----|-----|-----|---|

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| Exchange Name | Jan | Feb | Mar | Corrective Action |
|----------------------|------------|------------|------------|--------------------------|
| Bedias | 29% | 17% | 27% | N |
| Buffalo | 13% | 14% | 23% | N |
| Burlington | 0% | 0% | 0% | N |
| Centerville | 11% | 16% | 16% | N |
| Chilton | 8% | 22% | 19% | N |
| Franklin | 11% | 11% | 14% | N |
| Hilltop Lakes | 19% | 9% | 8% | N |
| Iola | 22% | 5% | 26% | N |
| Leona | 14% | 12% | 22% | N |
| Lott | 5% | 21% | 6% | N |
| Marquez | 18% | 20% | 18% | N |
| Normangee | 27% | 13% | 17% | N |
| North Zulch | 10% | 0% | 17% | N |
| Riesel | 27% | 10% | 15% | N |
| Rogers | 18% | 24% | 14% | N |
| Rosebud | 7% | 30% | 13% | N |
| Franklin Area | 15% | 15% | 17% | N |

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| Exchange Name | Jan | Feb | Mar | Corrective Action |
|----------------|-----|-----|-----|-------------------|
| Glen Rose | 15% | 15% | 18% | N |
| Morgan | 0% | 23% | 11% | N |
| Walnut Springs | 32% | 19% | 13% | N |

| | | | | |
|-----------|-----|-----|-----|---|
| Glen Rose | 17% | 17% | 16% | N |
|-----------|-----|-----|-----|---|

| Exchange Name | Jan | Feb | Mar | Corrective Action |
|---------------|-----|-----|-----|-------------------|
| Beckville | 24% | 27% | 7% | N |
| Bon Weir | 0% | 0% | 21% | N |
| Broadus | 7% | 0% | 19% | N |
| Bronson | 0% | 36% | 14% | N |
| Burkville | 2% | 16% | 24% | N |
| Colmesneil | 19% | 23% | 23% | N |
| Fairmont | 14% | 11% | 11% | N |
| Gary | 0% | 29% | 21% | N |
| Hemphill | 27% | 13% | 17% | N |
| Huntington | 18% | 8% | 16% | N |
| Joaquin | 11% | 22% | 20% | N |
| Milam | 11% | 15% | 9% | N |
| Newton | 7% | 7% | 8% | N |
| Pineland | 9% | 20% | 30% | N |
| Tenaha | 16% | 15% | 18% | N |
| Zavalla | 10% | 21% | 0% | N |

| | | | | |
|-----------------|-----|-----|-----|---|
| Huntington Area | 14% | 17% | 17% | N |
|-----------------|-----|-----|-----|---|

| Exchange Name | Jan | Feb | Mar | Corrective Action |
|---------------|-----|-----|-----|-------------------|
| Abernathy | 6% | 15% | 17% | N |
| Amherst | 0% | 0% | 0% | N |
| Anton | 29% | 19% | 7% | N |
| Crosbyton | 6% | 18% | 15% | N |
| Hurlwood | 10% | 15% | 10% | N |
| Idalou | 13% | 7% | 12% | N |
| Levelland | 16% | 11% | 12% | N |
| Littlefield | 15% | 13% | 11% | N |
| Lorenzo | 0% | 33% | 11% | N |
| Morton | 40% | 0% | 0% | N |
| Petersburg | 11% | 6% | 17% | N |
| Rails | 18% | 9% | 23% | N |
| Shallowater | 17% | 9% | 4% | N |
| Smyer | 8% | 53% | 24% | N |
| Spade | 0% | 20% | 25% | N |
| Sundown | 0% | 0% | 20% | N |
| Whiteface | 0% | 0% | 0% | N |
| Whitharral | 25% | 0% | 0% | N |
| Wolfforth | 0% | 18% | 14% | N |

| | | | | |
|----------------|-----|-----|-----|---|
| Levelland Area | 14% | 13% | 12% | N |
|----------------|-----|-----|-----|---|

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| Exchange Name | Jan | Feb | Mar | Corrective Action |
|---------------|-----|-----|-----|-------------------|
| Annona | 0% | 14% | 0% | N |
| Avery | 27% | 0% | 0% | N |
| Bagwell | 0% | 0% | 0% | N |
| Bogata | 15% | 6% | 18% | N |
| Clarksville | 24% | 13% | 15% | N |
| Dekalb | 10% | 13% | 12% | N |
| Deport | 28% | 21% | 6% | N |
| Detroit | 19% | 9% | 0% | N |
| Hooks | 0% | 16% | 11% | N |
| Maude | 19% | 14% | 6% | N |
| Negley | 0% | 0% | 0% | N |
| New Boston | 6% | 15% | 15% | N |
| Redwater | 14% | 23% | 9% | N |
| Simms | 0% | 18% | 14% | N |

| | | | | |
|-----------------|-----|-----|-----|---|
| New Boston Area | 14% | 13% | 11% | N |
|-----------------|-----|-----|-----|---|

| Exchange Name | Jan | Feb | Mar | Corrective Action |
|---------------|------|-----|------|-------------------|
| Balmorhea | 38% | 7% | 20% | N |
| Coyanosa | 25% | 50% | 11% | N |
| Fabens | 6% | 3% | 4% | N |
| Fort Hancock | 0% | 0% | 17% | N |
| Imperial | 17% | 38% | 33% | N |
| Mentone | 0% | 0% | 0% | N |
| Orla | 0% | 67% | 100% | N |
| Pecos | 11% | 20% | 22% | N |
| Sierra Blanca | 0% | 25% | 30% | N |
| Toyah | 0% | 17% | 0% | N |
| Valentine | 100% | 0% | 0% | N |
| Van Horn | 9% | 26% | 22% | N |

| | | | | |
|------------|-----|-----|-----|---|
| Pecos Area | 12% | 19% | 19% | N |
|------------|-----|-----|-----|---|

| Exchange Name | Jan | Feb | Mar | Corrective Action |
|---------------|-----|-----|-----|-------------------|
| Texarkana | 17% | 16% | 14% | N |

| | | | | |
|----------------|-----|-----|-----|---|
| Texarkana Area | 17% | 16% | 14% | N |
|----------------|-----|-----|-----|---|

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| Exchange Name | Jan | Feb | Mar | Corrective Action |
|-------------------------------------|------------|------------|------------|--------------------------|
| Austonio | 35% | 33% | 13% | N |
| Crockett | 42% | 34% | 19% | N |
| Cushing | 12% | 17% | 6% | N |
| Grapeland | 30% | 31% | 19% | N |
| Groveton | 13% | 9% | 8% | N |
| Kennard | 13% | 14% | 0% | N |
| Lovelady | 6% | 25% | 17% | N |
| Pennington | 0% | 14% | 0% | N |
| Reklaw | 17% | 20% | 33% | N |
| Trinity | 18% | 19% | 15% | N |
| Trinity Area | 29% | 27% | 16% | N |
| Windstream Communications SW | 16% | 16% | 15% | N |

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1ST QTR 2010 SERVICE QUALITY REPORT, 37960

| Out-of-Service Trouble Cleared Within 8 Working Hours | | | | |
|--|------------|------------|------------|--------------------------|
| Exchange Name | Jan | Feb | Mar | Corrective Action |
| Booker | 100% | 100% | 100% | N |
| Clarendon | 100% | 100% | 100% | N |
| Claude | 100% | 100% | 100% | N |
| Darrouzett | 100% | 100% | 0% | 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 | 86% | 100% | 100% | N |
| Miami | 100% | 100% | 100% | N |
| Mobeetie | 100% | 100% | 100% | N |
| Panhandle | 100% | 100% | 100% | N |
| Perryton | 100% | 92% | 100% | N |
| Spearman | 100% | 100% | 100% | N |
| Wellington | 100% | 92% | 100% | N |
| Wheeler | 100% | 100% | 100% | N |
| White Deer | 100% | 100% | 100% | N |

| | | | | |
|--------------------|------------|------------|------------|----------|
| Booker Area | 98% | 98% | 99% | N |
|--------------------|------------|------------|------------|----------|

| Exchange Name | Jan | Feb | Mar | Corrective Action |
|----------------------|------------|------------|------------|--------------------------|
| Andrews | 100% | 100% | 100% | N |
| Brownfield | 98% | 91% | 100% | N |
| Denver City | 93% | 95% | 94% | N |
| Forsan | 100% | 83% | 100% | N |
| Frankel City | 100% | 100% | 100% | N |
| Lamesa | 99% | 94% | 100% | N |
| Meadow | 100% | 100% | 80% | N |
| Post | 100% | 100% | 100% | N |
| Ropesville | 100% | 100% | 95% | N |
| Seagraves | 88% | 88% | 100% | N |
| Tahoka | 100% | 95% | 100% | N |
| Wilson | 100% | 100% | 100% | N |

| | | | | |
|------------------------|------------|------------|------------|----------|
| Brownfield Area | 98% | 94% | 98% | N |
|------------------------|------------|------------|------------|----------|

WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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| Exchange Name | Jan | Feb | Mar | 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% | 89% | 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% | 99% | N |
|------------|------|------|-----|---|

| Exchange Name | Jan | Feb | Mar | Corrective Action |
|---------------|------|------|------|-------------------|
| Crawford | 100% | 100% | 100% | N |

| | | | | |
|---------------|------|------|------|---|
| Crawford Area | 100% | 100% | 100% | N |
|---------------|------|------|------|---|

| Exchange Name | Jan | Feb | Mar | Corrective Action |
|----------------|------|------|------|-------------------|
| Avinger | 100% | 100% | 93% | N |
| Daingerfield | 96% | 94% | 100% | N |
| Douglasville | 100% | 100% | 100% | N |
| Hughes Springs | 100% | 98% | 92% | N |
| Karnack | 96% | 100% | 97% | N |
| Linden | 100% | 95% | 98% | N |
| Lonestar | 93% | 100% | 89% | N |
| Marietta | 89% | 100% | 98% | N |
| Naples | 97% | 100% | 100% | N |
| Uncertain | 91% | 100% | 100% | N |

| | | | | |
|--------------|-----|-----|-----|---|
| Daingerfield | 97% | 97% | 97% | N |
|--------------|-----|-----|-----|---|

WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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| Exchange Name | Jan | Feb | Mar | 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% | 98% | 100% | N |
| Friona | 100% | 100% | 100% | N |
| Fritch | 100% | 98% | 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% | 99% | 100% | N |
|-------------------|------|-----|------|---|

| Exchange Name | Jan | Feb | Mar | Corrective Action |
|----------------------|------------|------------|------------|--------------------------|
| Avalon | 100% | 100% | 100% | N |
| Blooming Grove | 100% | 99% | 95% | N |
| Bynum | 100% | 100% | 100% | N |
| Dawson | 100% | 100% | 100% | N |
| Elkhart | 100% | 100% | 100% | N |
| Fairfield | 96% | 98% | 100% | N |
| Frost | 100% | 100% | 100% | N |
| Hubbard | 100% | 100% | 100% | N |
| Irene | 100% | 92% | 100% | N |
| Malone | 100% | 100% | 100% | N |
| Milford | 100% | 100% | 100% | N |
| Mt Calm | 83% | 100% | 100% | N |
| Oakwood | 100% | 100% | 100% | N |
| Purdon | 90% | 100% | 90% | N |
| Richland | 100% | 100% | 100% | N |
| Slocum | 100% | 100% | 100% | N |
| Streetman | 100% | 100% | 100% | N |
| Whitney | 99% | 99% | 97% | N |

| | | | | |
|-----------------------|-----|-----|-----|---|
| Fairfield Area | 99% | 99% | 99% | N |
|-----------------------|-----|-----|-----|---|

WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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| Exchange Name | Jan | Feb | Mar | Corrective Action |
|---------------|------|------|------|-------------------|
| Bedias | 100% | 100% | 100% | N |
| Buffalo | 100% | 100% | 98% | N |
| Burlington | 100% | 100% | 100% | N |
| Centerville | 98% | 99% | 98% | 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% | 92% | 100% | N |
| Marquez | 100% | 66% | 100% | N |
| Normangee | 100% | 97% | 97% | 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% | 96% | 99% | N |
|---------------|------|-----|-----|---|

| Exchange Name | Jan | Feb | Mar | Corrective Action |
|----------------|------|------|------|-------------------|
| Glen Rose | 100% | 98% | 100% | N |
| Morgan | 100% | 100% | 100% | N |
| Walnut Springs | 88% | 100% | 100% | N |

| | | | | |
|-----------|-----|-----|------|---|
| Glen Rose | 98% | 99% | 100% | N |
|-----------|-----|-----|------|---|

| Exchange Name | Jan | Feb | Mar | Corrective Action |
|---------------|------|------|------|-------------------|
| Beckville | 93% | 100% | 100% | N |
| Bon Weir | 92% | 100% | 100% | N |
| Broaddus | 100% | 100% | 72% | N |
| Bronson | 100% | 100% | 100% | N |
| Burkville | 100% | 100% | 100% | N |
| Colmesneil | 100% | 100% | 95% | N |
| Fairmont | 82% | 100% | 100% | N |
| Gary | 100% | 100% | 100% | N |
| Hemphill | 96% | 100% | 97% | N |
| Huntington | 100% | 100% | 94% | N |
| Joaquin | 97% | 100% | 100% | N |
| Milam | 100% | 91% | 100% | N |
| Newton | 100% | 100% | 100% | N |
| Pineland | 96% | 100% | 98% | N |
| Tenaha | 96% | 100% | 100% | N |
| Zavalla | 100% | 100% | 100% | N |

| | | | | |
|-----------------|-----|-----|-----|---|
| Huntington Area | 97% | 99% | 97% | N |
|-----------------|-----|-----|-----|---|

WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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| Exchange Name | Jan | Feb | Mar | 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% | 94% | N |
| Levelland | 95% | 98% | 100% | N |
| Littlefield | 100% | 94% | 98% | N |
| Lorenzo | 100% | 100% | 100% | N |
| Morton | 100% | 100% | 100% | N |
| Petersburg | 83% | 100% | 100% | N |
| Ralls | 100% | 100% | 100% | N |
| Shallowater | 100% | 96% | 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 | 98% | 98% | 99% | N |
|----------------|-----|-----|-----|---|

| Exchange Name | Jan | Feb | Mar | 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% | 98% | 100% | N |
| Deport | 100% | 100% | 100% | N |
| Detroit | 100% | 100% | 100% | N |
| Hooks | 93% | 100% | 100% | N |
| Maude | 100% | 100% | 100% | N |
| Negley | 100% | 67% | 100% | N |
| New Boston | 98% | 100% | 100% | N |
| Redwater | 100% | 100% | 100% | N |
| Simms | 100% | 100% | 100% | N |

| | | | | |
|-----------------|-----|-----|------|---|
| New Boston Area | 99% | 99% | 100% | N |
|-----------------|-----|-----|------|---|

WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
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| Exchange Name | Jan | Feb | Mar | Corrective Action |
|----------------------|------------|------------|------------|--------------------------|
| Balmorhea | 100% | 100% | 100% | N |
| Coyanosa | 100% | 50% | 83% | N |
| Fabens | 100% | 100% | 100% | N |
| Fort Hancock | 100% | 0% | 100% | N |
| Imperial | 100% | 80% | 100% | N |
| Mentone | 100% | 100% | 100% | N |
| Orla | 100% | 50% | 100% | N |
| Pecos | 100% | 99% | 100% | N |
| Sierra Blanca | 100% | 89% | 100% | N |
| Toyah | 100% | 100% | 100% | N |
| Valentine | 100% | 100% | 100% | N |
| Van Horn | 100% | 83% | 100% | N |

| | | | | |
|------------|------|-----|-----|---|
| Pecos Area | 100% | 93% | 99% | N |
|------------|------|-----|-----|---|

| Exchange Name | Jan | Feb | Mar | Corrective Action |
|----------------------|------------|------------|------------|--------------------------|
| Texarkana | 91% | 99% | 100% | N |

| | | | | |
|----------------|-----|-----|------|---|
| Texarkana Area | 91% | 99% | 100% | N |
|----------------|-----|-----|------|---|

| Exchange Name | Jan | Feb | Mar | Corrective Action |
|----------------------|------------|------------|------------|--------------------------|
| Austonio | 95% | 100% | 100% | N |
| Crockett | 99% | 99% | 99% | N |
| Cushing | 97% | 100% | 100% | N |
| Grapeland | 100% | 97% | 98% | N |
| Groveton | 100% | 100% | 100% | N |
| Kennard | 100% | 100% | 100% | N |
| Lovelady | 100% | 100% | 100% | N |
| Pennington | 100% | 100% | 100% | N |
| Reklaw | 100% | 75% | 100% | N |
| Trinity | 100% | 100% | 100% | N |

| | | | | |
|--------------|-----|-----|-----|---|
| Trinity Area | 99% | 99% | 99% | N |
|--------------|-----|-----|-----|---|

| | | | | |
|------------------------------|-----|-----|-----|---|
| Windstream Communications SW | 97% | 98% | 99% | N |
|------------------------------|-----|-----|-----|---|

WINDSTREAM COMMUNICATIONS, TEXAS COMPANIES
 1ST QTR 2010 SERVICE QUALITY REPORTS – 37960
 CORRECTIVE ACTION PLANS

WINDSTREAM SUGAR LAND

Percent of Customer Trouble Reports per 100 Access Lines

Benchmark for Corrective Action- Below 3.0 for a period of 3 consecutive months.
 The following exchanges were below the service quality objective of 3.0 per access line for the last three months.

| <u>EXCHANGE</u> | <u>JAN</u> | <u>FEB</u> | <u>MAR</u> |
|-----------------|------------|------------|------------|
| Ben Hur | 9.5 | 6 | 7.1 |

Detail of Missed Levels:

Ben Hur is an exchange with only 110 lines. Thus only a few tickets will exceed the mark. Primary reason for this period was cut/damaged cables/drops. Community Water company was installing new lines

Action Plan:

All locations needing attention have either been repaired or have been identified and submitted to engineering. Will also work with Locate crews to ensure locates are being secured.

WINDSTREAM COMMUNICATIONS SOUTHWEST

% Repeat Trouble Reports

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

| <u>Exchange</u> | <u>Jan.</u> | <u>Feb.</u> | <u>March</u> |
|-----------------|-------------|-------------|--------------|
| Lorraine | 29% | 33% | 25% |

Detail of Missed Objectives

This is a small exchange and it doesn't take many repeat tickets to exceed 12%. We have had new personnel in this exchange. Along with this we do have a couple of areas in town that has some cable problems due to woodpeckers.

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CORRECTIVE ACTION PLANS

Corrective Action to be Taken

Address bad sections of plant along with additional coaching and training of employees. Call backs to customers have already started to show signs of repeat reductions.

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

| <u>Exchange</u> | <u>JAN</u> | <u>FEB</u> | <u>MAR</u> |
|-----------------|------------|------------|------------|
| Vega | 25% | 29% | 25% |

Detail of Missed Objectives

This exchange had trouble with the copper spans between the C.O. and the pair gain device that provides service to a large part of the rural area customers. This accounted for most of the repeats during the first quarter.

Corrective Action to be Taken

We reworked the copper spans between the C.O. and the pair gain repairing cable and placing new office repeaters. We also started a program to be sure the repair tech talks to the customer when he finishes the ticket and again the next morning to be sure their problem was corrected. Repeats have already dropped during the month of April.