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Southwestern Bell Telephone d/b/a AT&T Texas Service Quality Report Project No. 40309

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Texas Regulatory

AT&T Texas
816 Congress Avenue
Suite 1100
Austin, TX 78701-2471

May 15, 2012

Filing Clerk
Public Utility Commission of Texas
1701 N. Congress Avenue
Austin, Texas 78701

Attached is Southwestern Bell Telephone d/b/a AT&T Texas, Texas Telephone Service Quality Report for the First Quarter of 2012. This report is filed in compliance with Substantive Rules §26.81 and §26.54 as required by the Public Utility Commission of Texas. AT&T Texas is a Chapter 65 Transitioning Company, and as such, it has excluded service quality results for exchanges deregulated in Docket Nos. 31831 and 32977. For those exchanges deregulated in Docket No. 39962 effective March 1, 2012, service quality results for the month of March 2012 are excluded.

Should you have any questions or need further information, please call me at 512 457-2270.

Sincerely,

A handwritten signature in cursive script that reads "Emily Steele".

Emily Steele
AT&T Texas

Attachments

UTILITY: Southwestern Bell Telephone Company PERIOD ENDING: March 31, 2012

TELEPHONE SERVICE QUALITY REPORT

Service Objective	Statewide Objective	2012		
		January	February	March
SERVICE ORDERS				
% Regular orders completed in 5 working days	90%	99.7%	99.6%	99.6%
% Primary orders completed in 5 working days	95%	96.6%	96.3%	96.4%
% All orders completed in 30 days	99%	99.9%	99.9%	99.8%
% All orders completed in 90 days	100%	100.0%	100.0%	100.0%
% Installation commitments met	90%	99.1%	99.0%	99.1%
ANSWER TIME				
Toll & Assistance (“0”) Answer Time	85%	98.8%	92.5%	95.9%
% within 10 seconds				
Directory Assistance Answer Time	5.9	4.3	5.7	4.9
Average answer time (seconds)				
Repair Service Answer Time	90%	98.4%	98.3%	98.5%
% within 20 Seconds				
TROUBLE REPORTS				
Customer Trouble Reports per 100 Access Lines	3	2.80	2.81	<u>3.21</u>
% of Out-Of-Service Reports Cleared in 8 working hours	90%	<u>75.4%</u>	<u>74.6%</u>	<u>76.9%</u>
% Repeated Trouble Reports	22%	14.8%	15.4%	14.7%

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

**First Quarter 2012 Corrective Action Plan for
"Primary Orders Completed Within 5 Days"**

Performance Benchmark: At least 95% of the DCTU's service orders for installing primary service shall be completed within five working days, excluding those orders where a later date was specifically requested by the customer. If the performance is below 95% in any exchange area for a period of 3 consecutive months, the DCTU shall provide a detailed corrective action plan for such exchange or wire-center. Listed below are the exchanges that missed the performance benchmark for at least 3 consecutive months:

Exchange	November	December	January	February	March
ASHERTON	*	50.0%	66.7%	87.5%	33.3%
CANUTILLO	*	81.8%	93.3%	89.7%	*
EAGLE LAKE	84.6%	88.9%	91.7%	83.3%	*
EAGLE PASS	91.2%	90.3%	91.3%	94.0%	*
EDCOUCH	*	93.5%	88.4%	90.3%	89.6%
FREER	*	*	84.6%	84.2%	92.9%
KARNES CITY	81.8%	85.0%	94.7%	85.7%	90.9%
KERMIT	*	*	90.0%	84.6%	91.7%
OWENTOWN	88.9%	84.6%	90.9%	*	*
PEARSALL	85.0%	88.2%	85.0%	94.7%	70.6%
PLEASANTON	92.6%	96.8%	94.6%	76.3%	81.4%
PT BOLIVAR	66.7%	71.4%	55.6%	81.8%	87.5%
RUNGE	*	*	66.7%	53.8%	60.0%
UVALDE	94.9%	90.9%	88.4%	90.9%	*
ZAPATA	91.3%	*	75.0%	75.0%	93.8%

Corrective Action Plan:

- Close attention is being given to the appointment intervals set in each wire center to ensure the technician's ability to meet both the PUC objective and the appointment.
- Proactively anticipate workload increases and adjust manpower when appropriate. The technician manpower is adjusted daily in response to the workload.
- Improved data analysis tools are continually being developed and deployed to provide for improved order and report tracking and analysis. Each manager has been provided service results for their area of responsibility for each product that we provide. This allows the organization to recognize wire centers which are performing poorly and to take appropriate corrective action.
- Coordinate with marketing groups to reduce errors and ensure better accuracy in order issuance for a quicker response servicing customers.
- Coordinate with the Business Office to insure that proper due date coding is used on customer requested appointments beyond five days.
- Coordinate with the Business Office to insure that proper due date coding is used on customer requested appointments beyond five days.
- We will be converting all clocks to IDDB and moving clock control to the RFA teams.

ATTACHMENT II

**First Quarter 2012 Corrective Action Plan for
"All Orders Completed in 90 days"**

Performance Benchmark: One hundred percent of the DCTU's service orders for service installations shall be completed within 90 days. **Performance Benchmark for Corrective Action:** If the performance is below 100% in any exchange area, the DCTU shall provide a detailed corrective action plan for such exchange or wirecenter.

Exchange	January	February	March
BATESVILLE	*	*	98.1%
CISCO	*	99.3%	*
CLEBURNE	*	99.9%	*
COLUMBUS	99.3%	*	*
EDNA	*	*	99.7%
FLATONIA	*	*	99.1%
FORNEY	*	*	99.8%
FREER	*	*	99.3%
FT STOCKTON	*	*	99.7%
KENEDY	*	98.6%	*
KOUNTZE	*	*	99.4%
LA PRYOR	*	*	98.5%
LOCKNEY	*	*	99.1%
MARFA	98.9%	*	*
PORT ISABEL	99.8%	*	*
POTTSBORO	*	*	99.5%
ROCKPORT	99.3%	*	*
ROSENBERG	100.0%	99.9%	*
WESTBROOK	*	*	89.5%
WHARTON	99.8%	99.8%	*
WOODSBORO	*	*	98.7%
YOAKUM	*	*	99.6%

* means the objective was met

Corrective Action Plan:

- Close attention is being given to the appointment intervals set in each wire center to ensure the technician's ability to meet both the PUC objective and the appointment.
- Proactively anticipate workload increases and adjust manpower when appropriate. The technician manpower is adjusted daily in response to the workload.
- Improved data analysis tools are continually being developed and deployed to provide for improved order and report tracking and analysis. Each manager has been provided service results for their area of responsibility for each product that we provide. This allows the organization to recognize wire centers which are performing poorly and to take appropriate corrective action.

***First Quarter 2012 Corrective Action Plan for
"All Orders Completed in 90 days"***

Corrective Action Plan (continued):

- *Coordinate with marketing groups to reduce errors and ensure better accuracy in order issuance for a quicker response servicing customers.*
- *Coordinate with the Business Office to insure that proper due date coding is used on customer requested appointments beyond five days.*

**First Quarter 2012 Corrective Action Plan for
"Installation Appointments Met"**

Performance Benchmark: At least 95% of the DCTU's service orders for installing primary service shall be completed within five working days, excluding those orders where a later date was specifically requested by the customer. If the performance is below 95% in any exchange area for a period of 3 consecutive months, the DCTU shall provide a detailed corrective action plan for such exchange or wire-center. Listed below are the exchanges that missed the performance benchmark for at least 3 consecutive months:

Exchange	November	December	January	February	March
CATARINA	*	77.78%	88.24%	88.89%	*

Corrective Action Plan:

- Close attention is being given to the appointment intervals set in each wire center to ensure the technician's ability to meet both the PUC objective and the appointment.
- Proactively anticipate workload increases and adjust manpower when appropriate. The technician manpower is adjusted daily in response to the workload.
- Improved data analysis tools are continually being developed and deployed to provide for improved order and report tracking and analysis.

**First Quarter 2012 Corrective Action Plan for
"Trouble Reports per 100 Access Lines"**

Performance Benchmark: The DCTU that serves more than 10,000 access lines shall maintain its network service in a manner that it receives no more than three customer trouble reports on a company-wide basis, excluding customer premises equipment (CPE) reports, per 100 customer access lines per month (on average). **Performance Benchmark Applicable for Corrective Action:** If the customer trouble report exceeds 3.0% (three per 100 access lines) for a large exchange or 6.0% (six per 100 access lines) for a smaller exchange for three consecutive months, the DCTU shall provide a detailed corrective action plan for such exchange or wirecenter. For purposes of this section, a large exchange is defined as serving 10,000 or more access lines and a small exchange is defined as serving less than 10,000 access lines.

Exchange	November	December	January	February	March
CAMPBELLTON	*	9.2	6.1	7.5	14.6
FALCON HEIGHTS	*	11.4	10.2	10.4	6.2
GRANDFALLS	*	22.5	7.1	11.9	8.4
LA PRYOR	*	*	7.6	6.5	9.2
TEXAS CITY	4.0	4.2	3.4	3.6	*

* means the objective was met

Corrective Action Plan:

- Continue the emphasis and awareness to reduce cut cables, which has increased the report rate in some exchanges. Hold contractors responsible for damages to facilities.
- Continue with the ongoing TXTORD rehab process of identifying the highest priority projects to reduce the higher volume trouble spots and aggressively continue the TRAIS/TRIM rehabilitation program to reclaim cables and their compliments not qualifying for replacement.
- Perform detailed analysis to identify and initiate cable replacement to improve existing facilities within these exchanges.
- Track cable replacement and rehab processes monthly in the district's Steering Committee meetings to insure accountability by all disciplines.
- Properly equip and train technicians to improve their technical abilities in an effort for them to recognize and correct potential service affecting conditions.
- To help reduce customer reports, we continue to work facility improvement projects. In the first quarter of 2012, we completed 233 capital projects at a cost of \$8M and 429 proactive maintenance packages to reduce customer trouble reports and repeated reports.
- Improved data analysis tools are continually being developed and deployed to provide for improved order and report tracking and analysis. Each manager has been provided service results for their area of responsibility for each product that we provide. This allows the organization to recognize wire centers which are performing poorly and to take appropriate corrective action.

**First Quarter 2012 Corrective Action Plan for
"Out-of-Service Cleared in 8 Hours"**

Performance Benchmark: At least 90% of out-of-service trouble reports on service provided by a DCTU shall be cleared within eight working hours, except where access to the customer's premises is required but not available or where interruptions are caused by unavoidable casualties and acts of God affecting large groups of customers. If the performance is below 90% in any exchange area for a period of three consecutive months, the DCTU shall provide a detailed corrective action plan for such exchange or wire-center.

Exchange	November	December	January	February	March
ALBANY	56.52%	67.74%	48.57%	88.24%	57.89%
ALPINE	89.47%	88.68%	73.33%	84.21%	88.00%
ALVARADO	84.85%	53.57%	68.75%	60.42%	80.65%
Angleton	*	*	89.55%	80.00%	75.68%
ANNA	69.23%	75.00%	81.82%	50.00%	76.92%
ASHERTON	50.00%	11.11%	84.62%	61.54%	85.71%
ATLANTA	60.81%	73.56%	77.27%	*	86.57%
AUBREY	58.82%	69.23%	70.83%	41.67%	62.07%
BANDERA	62.50%	45.65%	72.00%	78.00%	78.13%
BARTLETT	80.00%	63.64%	84.62%	80.00%	76.92%
BATESVILLE	16.67%	20.00%	64.71%	*	52.94%
BAY CITY	84.27%	86.36%	84.62%	86.33%	*
BENAVIDES	50.00%	*	83.33%	58.33%	50.00%
BIG WELLS	33.33%	66.67%	50.00%	75.00%	72.73%
BORGER	78.26%	55.56%	66.67%	68.75%	*
BOWIE	79.31%	60.98%	72.73%	77.78%	70.00%
BRACKETTVILLE	33.33%	60.87%	73.91%	80.49%	*
BRECKENRIDGE	73.91%	68.75%	45.45%	71.43%	68.18%
BUNA	74.19%	82.35%	73.33%	76.00%	85.29%
BURKBURNETT	76.00%	85.71%	60.00%	66.67%	*
CAMERON	66.67%	23.64%	80.65%	42.22%	51.28%
CAMPBELLTON	20.00%	50.00%	69.23%	57.14%	28.57%
CANUTILLO	79.17%	50.00%	26.32%	*	*
CANYON	*	70.00%	77.78%	78.57%	*
CARRIZO SPRINGS	47.69%	60.47%	68.52%	63.64%	80.00%
CARTHAGE	66.67%	57.61%	78.13%	81.02%	76.81%
CASTROVILLE	67.39%	34.78%	63.64%	57.89%	67.65%
CATARINA	*	33.33%	50.00%	66.67%	88.89%
CELINA	76.00%	*	80.00%	74.74%	88.11%
CENTER	83.33%	72.57%	69.37%	*	*
CHILDRESS	85.00%	83.33%	71.43%	64.71%	84.00%
CHINA	*	*	57.14%	66.67%	40.00%

**First Quarter 2012 Corrective Action Plan for
"Out-of-Service Cleared in 8 Hours"**

Exchange	November	December	January	February	March
CHRISTINE	54.55%	66.67%	66.67%	40.00%	27.27%
CISCO	66.67%	71.43%	61.90%	52.17%	71.43%
CLEBURNE	58.90%	46.72%	58.95%	56.98%	*
CLINT	81.16%	28.44%	41.41%	63.33%	*
COMBINE	0.00%	74.51%	66.67%	71.43%	*
CORRIGAN	29.17%	58.18%	68.75%	*	89.66%
CORSICANA	53.70%	55.68%	38.18%	82.22%	*
COTULLA	55.56%	56.52%	80.00%	78.18%	72.22%
CRANDALL	55.56%	35.29%	88.89%	*	*
CRANE	73.33%	41.18%	67.86%	38.89%	70.00%
CRYSTAL CITY	35.56%	56.76%	69.05%	80.00%	73.47%
CUERO	65.12%	61.29%	66.13%	58.14%	57.81%
DAYTON	*	73.56%	73.08%	66.10%	83.61%
DEADWOOD	74.29%	54.55%	42.86%	77.78%	50.00%
DENISON	69.30%	62.00%	77.91%	51.38%	*
DEVINE	50.00%	46.27%	55.81%	64.62%	66.67%
DEWEYVILLE	83.33%	52.17%	80.00%	66.67%	78.26%
EAGLE PASS	23.37%	69.09%	75.23%	79.86%	*
EASTLAND	77.27%	55.00%	50.00%	61.11%	*
EDCOUCH	64.10%	63.41%	76.06%	73.42%	79.55%
EDGEWOOD	50.00%	79.41%	85.71%	53.85%	75.00%
EDNA	68.18%	76.00%	52.78%	44.44%	46.67%
ENNIS	72.31%	57.60%	54.35%	66.20%	*
EVADALE	*	50.00%	66.67%	75.00%	*
FALCON HEIGHTS	33.33%	75.00%	80.00%	43.75%	*
FANNETT	66.67%	45.00%	66.67%	57.58%	69.23%
FARMERSVILLE	64.29%	71.43%	84.38%	57.89%	84.62%
FLATONIA	59.09%	53.33%	80.00%	53.85%	38.46%
FLOYDADA	78.57%	78.87%	15.79%	58.18%	30.77%
FORNEY	55.88%	82.50%	64.86%	89.47%	72.55%
FREEPORT	87.50%	83.52%	81.06%	76.52%	*
FREER	77.78%	*	33.33%	55.56%	50.00%
FT DAVIS	86.67%	*	66.67%	83.33%	88.89%
FT STOCKTON	77.78%	84.21%	48.39%	62.96%	65.85%
GAINESVILLE	75.41%	55.32%	86.02%	67.86%	63.89%
GOLDSMITH	75.00%	50.00%	80.00%	60.00%	80.00%
GOLIAD	71.43%	39.02%	48.48%	53.13%	40.74%
GORDON	66.67%	62.50%	66.67%	14.29%	*

**First Quarter 2012 Corrective Action Plan for
"Out-of-Service Cleared in 8 Hours"**

Exchange	November	December	January	February	March
GRAHAM	60.53%	81.25%	71.43%	61.76%	52.78%
GRANBURY	88.55%	63.86%	70.59%	76.67%	*
GRANDFALLS	0.00%	42.86%	37.50%	0.00%	0.00%
GREENVILLE	74.60%	82.14%	86.73%	71.96%	*
GRUVER	75.00%	63.16%	77.78%	75.00%	57.14%
HALE CENTER	33.33%	84.62%	87.50%	*	30.00%
HALLETTSVILLE	62.96%	85.00%	57.58%	42.31%	55.17%
HAMLIN	87.50%	87.50%	77.78%	83.33%	85.71%
HEBBRONVILLE	80.00%	*	54.55%	43.14%	54.17%
HEMPSTEAD	85.94%	87.27%	88.06%	75.00%	86.79%
HENRIETTA	69.23%	61.54%	83.33%	40.00%	58.82%
HILLSBORO	77.78%	68.97%	81.08%	81.52%	74.80%
HONDO	70.83%	44.00%	72.55%	55.10%	52.87%
IOWA PARK	68.18%	65.00%	60.00%	72.00%	*
IRAAN	*	66.67%	33.33%	60.00%	50.00%
ITALY	42.86%	28.57%	72.73%	64.29%	81.82%
JACKSBORO	64.29%	77.27%	50.00%	83.33%	86.67%
JASPER	79.66%	72.73%	76.83%	76.19%	81.00%
JEFFERSON	70.15%	75.00%	54.05%	87.50%	72.97%
KARNES CITY	60.27%	31.65%	29.41%	50.00%	48.15%
KENEDY	53.97%	35.56%	32.56%	51.72%	41.82%
KERMIT	65.00%	39.22%	48.65%	44.44%	39.39%
KINGSVILLE	86.67%	62.64%	61.73%	68.70%	*
KIRBYVILLE	63.04%	61.36%	86.96%	67.86%	72.00%
KOUNTZE	47.37%	41.94%	51.43%	85.71%	84.21%
LA BELLE	*	42.86%	50.00%	40.00%	62.50%
LA PRYOR	40.00%	46.15%	70.00%	64.29%	66.67%
LACOSTE	57.14%	0.00%	60.00%	42.86%	36.36%
LIBERTY	*	78.26%	83.33%	85.00%	*
LIBERTY HILL	*	88.89%	80.00%	88.00%	71.19%
LINDALE	65.15%	74.47%	75.81%	70.27%	80.77%
LOCKNEY	83.33%	55.56%	34.78%	61.54%	45.45%
LOS FRESNOS	85.25%	64.58%	84.85%	89.13%	*
LUMBERTON	53.66%	48.00%	46.15%	74.47%	*
LYTLE	46.15%	57.50%	65.00%	66.67%	63.46%
MARLIN	86.49%	60.34%	65.38%	58.82%	65.79%
MARSHALL	74.00%	63.46%	80.45%	84.31%	82.61%
MATHIS	75.00%	48.39%	53.57%	52.73%	76.39%

**First Quarter 2012 Corrective Action Plan for
"Out-of-Service Cleared in 8 Hours"**

Exchange	November	December	January	February	March
MAURICEVILLE	68.97%	48.84%	80.00%	65.12%	60.00%
MCCAMEY	80.00%	57.14%	57.14%	18.18%	*
MEDINA LAKE	61.54%	55.56%	78.95%	77.78%	57.14%
MERIDIAN	87.50%	71.43%	85.71%	71.43%	*
MEXIA	79.17%	44.90%	78.43%	74.29%	71.05%
MIDKIFF	25.00%	0.00%	11.11%	0.00%	*
MIDLOTHIAN	73.33%	59.09%	63.10%	72.83%	70.77%
MINERAL WELLS	86.05%	67.74%	62.07%	76.92%	*
MONAHANS	74.07%	49.49%	38.18%	49.09%	*
MOULTON	75.68%	70.59%	52.94%	64.71%	50.00%
NORDHEIM	12.50%	60.00%	25.00%	37.50%	14.29%
OWENTOWN	58.82%	*	78.38%	83.33%	40.00%
PEARSALL	52.27%	25.45%	46.30%	48.65%	54.55%
PLAINVIEW	75.00%	76.11%	37.04%	82.50%	*
PLEASANTON	66.00%	74.00%	82.72%	61.90%	72.29%
PORT ARTHUR	61.17%	40.78%	46.33%	60.42%	*
PORT ISABEL	73.17%	87.34%	75.00%	80.90%	*
POTEET	52.17%	61.11%	83.33%	27.08%	55.36%
POTTSBORO	70.00%	58.97%	66.67%	51.52%	*
PROSPER	50.00%	80.77%	80.00%	89.47%	76.39%
PT BOLIVAR	87.10%	80.65%	81.82%	*	89.29%
QUANAH	42.86%	72.73%	57.14%	50.00%	54.55%
RANGER	*	75.00%	57.14%	37.50%	71.43%
RANKIN	33.33%	62.50%	33.33%	40.00%	40.00%
REAGAN	*	*	66.67%	50.00%	20.00%
RED OAK	85.06%	89.74%	72.34%	76.92%	*
REFUGIO	73.33%	75.00%	50.00%	78.69%	50.00%
ROCKDALE	68.57%	43.04%	87.88%	52.70%	52.24%
ROCKPORT	75.00%	64.86%	50.52%	54.88%	*
ROSCOE	54.55%	73.33%	57.69%	84.62%	71.43%
ROTAN	70.00%	77.78%	85.71%	*	88.89%
ROYSE CITY	71.88%	68.63%	81.48%	73.33%	81.82%
RUNGE	30.00%	28.57%	20.00%	58.82%	42.31%
SABINAL	50.00%	60.00%	57.14%	45.45%	72.73%
SABINE PASS	*	50.00%	50.00%	50.00%	*
SAN AUGUSTINE	77.08%	64.52%	70.15%	*	88.46%
SEMINOLE	58.54%	51.06%	59.26%	64.29%	42.42%
SHINER	53.85%	46.67%	47.83%	35.29%	39.29%
SINTON	57.58%	44.44%	33.33%	51.43%	48.39%
SKIDMORE	80.00%	25.00%	44.44%	66.67%	*

**First Quarter 2012 Corrective Action Plan for
"Out-of-Service Cleared in 8 Hours"**

Exchange	November	December	January	February	March
SLATON	84.00%	70.83%	63.33%	66.67%	50.00%
SOUR LAKE	80.00%	81.82%	66.67%	66.67%	67.86%
SOUTH VIDOR	87.23%	67.12%	76.19%	59.76%	*
STANTON	76.19%	60.00%	64.29%	71.43%	85.71%
STINNETT	75.00%	40.00%	80.00%	75.00%	78.57%
STRAWN	*	66.67%	71.43%	33.33%	*
SULLIVAN CITY	77.78%	33.33%	75.86%	76.36%	74.29%
TERMINAL	83.93%	73.91%	72.50%	78.38%	*
TERRELL	71.93%	*	84.52%	89.66%	86.15%
UVALDE	35.65%	62.41%	80.43%	77.78%	*
VALLEY LODGE	89.17%	*	88.46%	87.50%	76.19%
VERNON	55.26%	60.00%	63.64%	58.54%	55.26%
VICTORIA	81.43%	59.72%	66.46%	60.24%	*
WARREN	48.00%	25.00%	57.14%	*	80.00%
WAXAHACHIE	83.70%	75.31%	75.56%	81.08%	*
WEATHERFORD	69.53%	69.92%	60.56%	68.28%	53.85%
WESTBURY	88.89%	0.00%	75.00%	63.64%	62.50%
WILDWOOD	60.00%	60.00%	50.00%	83.33%	*
Wills Point	64.52%	71.95%	70.49%	74.67%	70.49%
WINK	62.50%	23.08%	31.58%	63.16%	58.33%
WOLFE CITY	75.00%	78.95%	72.73%	88.89%	72.73%
WOODSBORO	66.67%	55.56%	66.67%	41.18%	54.55%
WOODVILLE	62.00%	50.00%	49.09%	76.67%	85.42%
YOAKUM	61.54%	52.17%	43.10%	48.28%	57.14%
YORKTOWN	37.50%	27.59%	50.00%	43.48%	50.00%
ZAPATA	*	89.87%	75.76%	43.75%	75.71%

Exchanges that were de-regulated effective 3/1/12 are "**bolded**".

Corrective Action Plan:

- Close attention is being given to the appointment intervals set in this wire center to ensure the technician's ability to meet both the PUC objective and the appointment.
- Proactively anticipate workload increases and adjust manpower when appropriate. The technician manpower is adjusted daily in response to the workload.
- Improved data analysis tools are continually being developed and deployed to provide for improved order and report tracking and analysis. Each manager has been provided service results for their area of responsibility for each product that we provide. This allows the organization to recognize wire centers which are performing poorly and to take appropriate corrective action.
- We have adjusted Core Installation and Maintenance technicians to the Texas workforce in to reduce response times to OOS conditions affecting Texas customers.
- Proactively monitoring the pending load each day to pull in tickets that are committed beyond 8 hours whenever resources are available to support or can be loaned in to supplement.

**First Quarter 2012 Corrective Action Plan for
"Repeated Trouble Reports"**

Performance Benchmark: Each DCTU shall establish procedures to insure the prompt investigation and correction of trouble reports so that the percentage of repeated trouble reports on residence and single line business lines does not exceed 22% of the total customer trouble reports on those lines. Performance Benchmark applicable for Corrective Action: If repeat reports exceed 22% of the total customer trouble report in any exchange for three consecutive months, the DCTU shall provide a detailed corrective action plan for such exchange or wire-center.

Exchange	November	December	January	February	March
CRANE	31.4%	32.6%	29.5%	*	*
GARWOOD	*	*	30.0%	29.4%	22.6%
MCLEAN	28.6%	22.9%	35.7%	*	*
MIDKIFF	*	44.4%	46.7%	71.4%	*
PYOTE	100.0%	33.3%	22.2%	57.1%	*
RANKIN	*	23.1%	25.0%	33.3%	*
RIO HONDO	22.5%	23.7%	28.0%	22.0%	*
RUNGE	*	*	27.3%	28.6%	24.4%
WESTBROOK	33.3%	25.0%	25.0%	50.0%	*
WINK	*	*	25.9%	23.3%	34.6%

Corrective Action:

- Provide reports to field managers to identify the technicians who have caused the repeat report for improvement and for training purposes.
- Continue to coordinate with engineering to monitor facility issues.
- Improved data analysis tools are continually being developed and deployed to provide for improved order and report tracking and analysis. Each manager has been provided service results for their area of responsibility for each product that we provide. This allows the organization to recognize wire centers which are performing poorly and to take appropriate corrective action.
- To help reduce customer reports, we continue to work facility improvement projects. In the first quarter of 2012, we completed 233 capital projects at a cost of \$8M and 429 proactive maintenance packages to reduce customer trouble reports and repeated reports.