

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
2nd QTR 2012 SERVICE QUALITY REPORT
PROJECT No 40309

Exchange Name	Apr	May	Jun	Corrective Action
Avinger	100%	100%	100%	N
Daingerfield	100%	100%	100%	N
Douglasville	100%	100%	100%	N
Hughes Springs	100%	100%	100%	N
Karnack	100%	100%	100%	N
Linden	100%	100%	100%	N
Lonestar	100%	100%	100%	N
Marietta	100%	100%	100%	N
Naples	100%	100%	100%	N
Uncertain	100%	100%	100%	N

Daingerfield	100%	100%	100%	N
--------------	------	------	------	---

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

Dumas Area	100%	100%	100%	N
------------	------	------	------	---

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
2nd QTR 2012 SERVICE QUALITY REPORT
PROJECT No 40309

Exchange Name	Apr	May	Jun	Corrective Action
Avalon	100%	100%	100%	N
Blooming Grove	100%	100%	100%	N
Bynum	100%	100%	100%	N
Dawson	100%	100%	100%	N
Elkhart	100%	100%	100%	N
Fairfield	100%	100%	100%	N
Frost	100%	100%	100%	N
Hubbard	100%	100%	100%	N
Irene	100%	100%	100%	N
Malone	100%	100%	100%	N
Milford	100%	100%	100%	N
Mt Calm	100%	100%	100%	N
Oakwood	100%	100%	100%	N
Purdon	100%	100%	100%	N
Richland	100%	100%	100%	N
Slocum	100%	100%	100%	N
Streetman	100%	97%	100%	N
Whitney	100%	100%	100%	N

Fairfield Area	100%	100%	100%	N
----------------	------	------	------	---

Exchange Name	Apr	May	Jun	Corrective Action
Bedias	100%	100%	100%	N
Buffalo	100%	100%	100%	N
Burlington	100%	100%	100%	N
Centerville	100%	100%	100%	N
Chilton	100%	100%	100%	N
Franklin	100%	100%	100%	N
Hilltop Lakes	100%	100%	100%	N
Iola	100%	100%	100%	N
Leona	100%	100%	100%	N
Lott	100%	100%	100%	N
Marquez	100%	100%	100%	N
Normangee	100%	100%	100%	N
North Zulch	100%	100%	100%	N
Riesel	100%	100%	100%	N
Rogers	100%	100%	100%	N
Rosebud	100%	100%	100%	N

Franklin Area	100%	100%	100%	N
---------------	------	------	------	---

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
2nd QTR 2012 SERVICE QUALITY REPORT
PROJECT No 40309

Exchange Name	Apr	May	Jun	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	Apr	May	Jun	Corrective Action
Beckville	100%	100%	100%	N
Bon Weir	100%	100%	100%	N
Broadus	100%	100%	100%	N
Bronson	100%	100%	100%	N
Burkville	100%	100%	100%	N
Colmesneil	100%	98%	100%	N
Fairmont	100%	100%	100%	N
Gary	100%	100%	100%	N
Hemphill	100%	100%	100%	N
Huntington	100%	99%	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
-----------------	------	------	------	---

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
2nd QTR 2012 SERVICE QUALITY REPORT
PROJECT No 40309

Exchange Name	Apr	May	Jun	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	Apr	May	Jun	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%	99%	100%	N
Redwater	100%	98%	100%	N
Simms	100%	100%	100%	N

New Boston Area	100%	100%	100%	N
-----------------	------	------	------	---

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
2nd QTR 2012 SERVICE QUALITY REPORT
PROJECT No 40309

Exchange Name	Apr	May	Jun	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	Apr	May	Jun	Corrective Action
Texarkana	100%	100%	100%	N

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

Exchange Name	Apr	May	Jun	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
--------------	------	------	------	---

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

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
2nd QTR 2012 SERVICE QUALITY REPORT
PROJECT No 40309

Service Due Date Commitment Met				
Exchange Name	Apr	May	Jun	Corrective Action
Booker	100%	100%	100%	N
Clarendon	100%	98%	100%	N
Claude	100%	100%	95%	N
Darrouzett	100%	100%	100%	N
Dodson	100%	100%	100%	N
Estelline	100%	100%	100%	N
Follett	100%	92%	80%	N
Groom	100%	92%	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%	75%	100%	N
Panhandle	95%	96%	100%	N
Perryton	98%	99%	100%	N
Spearman	100%	95%	100%	N
Wellington	100%	100%	100%	N
Wheeler	100%	100%	100%	N
White Deer	100%	100%	100%	N

Booker Area	100%	98%	99%	N
-------------	------	-----	-----	---

Exchange Name	Apr	May	Jun	Corrective Action
Andrews	100%	100%	99%	N
Brownfield	99%	99%	99%	N
Denver City	100%	98%	96%	N
Forsan	100%	100%	100%	N
Frankel City	100%	100%	100%	N
Lamesa	100%	99%	99%	N
Meadow	100%	100%	100%	N
Post	100%	98%	97%	N
Ropesville	100%	100%	92%	N
Seagraves	100%	100%	100%	N
Tahoka	100%	100%	100%	N
Wilson	100%	94%	100%	N

Brownfield Area	100%	99%	99%	N
-----------------	------	-----	-----	---

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
2nd QTR 2012 SERVICE QUALITY REPORT
PROJECT No 40309

Exchange Name	Apr	May	Jun	Corrective Action
Aspermont	100%	100%	100%	N
Baird	97%	100%	100%	N
Benjamin	0%	100%	100%	N
Blackwell	100%	83%	100%	N
Clyde	99%	99%	98%	N
Cross Plains	92%	98%	96%	N
Haskell	100%	96%	100%	N
Holliday	100%	100%	100%	N
Kamay	100%	100%	100%	N
Knox City	100%	97%	100%	N
Loraine	100%	88%	100%	N
May	100%	100%	100%	N
Megargel	100%	100%	100%	N
Merkel	100%	99%	98%	N
Moran	100%	100%	100%	N
Munday	100%	100%	100%	N
Putnam	100%	75%	100%	N
Rising Star	100%	100%	100%	N
Rochester	100%	100%	100%	N
Rule	100%	100%	100%	N
Seymour	100%	100%	94%	N
Throckmorton	100%	93%	100%	N
Trent	95%	100%	100%	N
Winert	100%	100%	100%	N

Clyde Area	99%	98%	99%	N
------------	-----	-----	-----	---

Exchange Name	Apr	May	Jun	Corrective Action
Crawford	100%	100%	100%	N

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

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
2nd QTR 2012 SERVICE QUALITY REPORT
PROJECT No 40309

Exchange Name	Apr	May	Jun	Corrective Action
Avinger	100%	100%	95%	N
Daingerfield	100%	98%	99%	N
Douglasville	100%	100%	93%	N
Hughes Springs	99%	100%	100%	N
Karnack	100%	98%	100%	N
Linden	98%	99%	100%	N
Lonestar	100%	100%	100%	N
Marietta	100%	96%	98%	N
Naples	100%	100%	96%	N
Uncertain	100%	100%	100%	N

Daingerfield	99%	99%	99%	N
--------------	-----	-----	-----	---

Exchange Name	Apr	May	Jun	Corrective Action
Adrian	100%	100%	100%	N
Bovina	100%	93%	100%	N
Boys Ranch	100%	100%	100%	N
Cactus	100%	100%	100%	N
Channing	100%	100%	80%	N
Dalhart	100%	100%	96%	N
Dimmitt	99%	96%	99%	N
Dumas	97%	100%	98%	N
Friona	100%	100%	100%	N
Fritch	100%	98%	100%	N
Happy	100%	80%	100%	N
Hart	100%	100%	100%	N
Hartley	100%	88%	100%	N
Nazareth	100%	100%	100%	N
Sanford	100%	100%	100%	N
Stratford	100%	100%	90%	N
Sunray	97%	100%	100%	N
Tulia	98%	98%	100%	N
Vega	100%	100%	100%	N
Wildorado	100%	100%	50%	N

Dumas Area	98%	99%	99%	N
------------	-----	-----	-----	---

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
2nd QTR 2012 SERVICE QUALITY REPORT
PROJECT No 40309

Exchange Name	Apr	May	Jun	Corrective Action
Avalon	100%	100%	100%	N
Blooming Grove	100%	100%	98%	N
Bynum	100%	100%	92%	N
Dawson	95%	100%	100%	N
Elkhart	100%	98%	100%	N
Fairfield	98%	100%	99%	N
Frost	100%	100%	100%	N
Hubbard	100%	97%	100%	N
Irene	100%	94%	100%	N
Malone	100%	100%	100%	N
Milford	100%	100%	100%	N
Mt Calm	100%	100%	100%	N
Oakwood	100%	100%	100%	N
Purdon	100%	100%	100%	N
Richland	100%	100%	100%	N
Slocum	100%	100%	100%	N
Streetman	100%	100%	100%	N
Whitney	100%	99%	99%	N

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

Exchange Name	Apr	May	Jun	Corrective Action
Bedias	98%	100%	100%	N
Buffalo	99%	99%	98%	N
Burlington	100%	100%	100%	N
Centerville	99%	98%	97%	N
Chilton	100%	100%	100%	N
Franklin	98%	99%	99%	N
Hilltop Lakes	100%	100%	100%	N
Iola	100%	100%	100%	N
Leona	100%	100%	100%	N
Lott	97%	100%	100%	N
Marquez	100%	100%	100%	N
Normangee	98%	100%	100%	N
North Zulch	100%	100%	100%	N
Riesel	100%	100%	97%	N
Rogers	97%	100%	100%	N
Rosebud	100%	100%	98%	N

Franklin Area	99%	99%	99%	N
---------------	-----	-----	-----	---

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
2nd QTR 2012 SERVICE QUALITY REPORT
PROJECT No 40309

Exchange Name	Apr	May	Jun	Corrective Action
Glen Rose	98%	99%	98%	N
Morgan	96%	100%	100%	N
Walnut Springs	97%	100%	100%	N

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

Exchange Name	Apr	May	Jun	Corrective Action
Beckville	98%	100%	98%	N
Bon Weir	100%	100%	100%	N
Broaddus	100%	100%	100%	N
Bronson	95%	100%	100%	N
Burkville	96%	100%	100%	N
Colmesneil	100%	100%	100%	N
Fairmont	99%	99%	99%	N
Gary	100%	90%	100%	N
Hemphill	97%	99%	98%	N
Huntington	100%	100%	100%	N
Joaquin	100%	100%	99%	N
Milam	100%	99%	99%	N
Newton	96%	99%	99%	N
Pineland	100%	100%	99%	N
Tenaha	98%	100%	99%	N
Zavalla	100%	99%	100%	N

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

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
2nd QTR 2012 SERVICE QUALITY REPORT
PROJECT No 40309

Exchange Name	Apr	May	Jun	Corrective Action
Abernathy	98%	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%	98%	100%	N
Levelland	99%	98%	98%	N
Littlefield	99%	100%	99%	N
Lorenzo	96%	97%	100%	N
Morton	100%	96%	100%	N
Petersburg	100%	100%	100%	N
Ralls	100%	99%	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	99%	99%	100%	N
----------------	-----	-----	------	---

Exchange Name	Apr	May	Jun	Corrective Action
Annona	100%	100%	94%	N
Avery	97%	100%	100%	N
Bagwell	100%	100%	100%	N
Bogata	100%	100%	100%	N
Clarksville	99%	98%	99%	N
Dekalb	99%	100%	100%	N
Deport	100%	100%	95%	N
Detroit	100%	100%	100%	N
Hooks	100%	98%	100%	N
Maude	98%	100%	97%	N
Negley	100%	100%	100%	N
New Boston	99%	99%	100%	N
Redwater	100%	100%	100%	N
Simms	100%	95%	100%	N

New Boston Area	99%	99%	99%	N
-----------------	-----	-----	-----	---

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
2nd QTR 2012 SERVICE QUALITY REPORT
PROJECT No 40309

Exchange Name	Apr	May	Jun	Corrective Action
Balmorhea	100%	94%	100%	N
Coyanosa	100%	100%	100%	N
Fabens	99%	97%	98%	N
Fort Hancock	100%	100%	100%	N
Imperial	100%	100%	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	96%	87%	100%	N

Pecos Area	99%	97%	99%	N
------------	-----	-----	-----	---

Exchange Name	Apr	May	Jun	Corrective Action
Texarkana	99%	100%	99%	N

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

Exchange Name	Apr	May	Jun	Corrective Action
Austonio	100%	94%	100%	N
Crockett	100%	98%	100%	N
Cushing	100%	100%	100%	N
Grapeland	100%	99%	100%	N
Groveton	100%	100%	100%	N
Kennard	100%	96%	100%	N
Lovelady	100%	97%	100%	N
Pennington	100%	100%	100%	N
Reklaw	100%	100%	100%	N
Trinity	99%	99%	99%	N

Trinity Area	100%	99%	100%	N
--------------	------	-----	------	---

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

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
2nd QTR 2012 SERVICE QUALITY REPORT
PROJECT No 40309

Held Re-grade Orders				
Exchange Name	Apr	May	Jun	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	Apr	May	Jun	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
-----------------	----	----	----	---

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
2nd QTR 2012 SERVICE QUALITY REPORT
PROJECT No 40309

Exchange Name	Apr	May	Jun	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
------------	----	----	----	---

Exchange Name	Apr	May	Jun	Corrective Action
Crawford	0%	0%	0%	N

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

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
2nd QTR 2012 SERVICE QUALITY REPORT
PROJECT No 40309

Exchange Name	Apr	May	Jun	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	Apr	May	Jun	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
2nd QTR 2012 SERVICE QUALITY REPORT
PROJECT No 40309

Exchange Name	Apr	May	Jun	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	Apr	May	Jun	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
2nd QTR 2012 SERVICE QUALITY REPORT
PROJECT No 40309

Exchange Name	Apr	May	Jun	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	Apr	May	Jun	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	Apr	May	Jun	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
Whitharal	0%	0%	0%	N
Wolfforth	0%	0%	0%	N

Levelland Area	0%	0%	0%	N
----------------	----	----	----	---

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
2nd QTR 2012 SERVICE QUALITY REPORT
PROJECT No 40309

Exchange Name	Apr	May	Jun	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	Apr	May	Jun	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
------------	----	----	----	---

Exchange Name	Apr	May	Jun	Corrective Action
Texarkana	0%	0%	0%	N

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

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
2nd QTR 2012 SERVICE QUALITY REPORT
PROJECT No 40309

Exchange Name	Apr	May	Jun	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
2nd QTR 2012 SERVICE QUALITY REPORT
PROJECT No 40309

% Repeat Trouble Reports				
Exchange Name	Apr	May	Jun	Corrective Action
Booker	0%	20%	29%	N
Clarendon	18%	0%	8%	N
Claude	29%	8%	7%	N
Darrouzett	0%	0%	0%	N
Dodson	100%	0%	0%	N
Estelline	0%	0%	0%	N
Follett	25%	0%	29%	N
Groom	0%	0%	0%	N
Hedley	0%	0%	0%	N
Higgins	20%	0%	0%	N
Lakeview	50%	0%	0%	N
Memphis	8%	13%	0%	N
Miami	0%	0%	0%	N
Mobeetie	0%	0%	0%	N
Panhandle	0%	0%	13%	N
Perryton	0%	21%	9%	N
Spearman	10%	0%	4%	N
Wellington	20%	0%	5%	N
Wheeler	0%	0%	4%	N
White Deer	0%	0%	0%	N
Booker Area	12%	5%	7%	N

Exchange Name	Apr	May	Jun	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	10%	11%	14%	N

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
2nd QTR 2012 SERVICE QUALITY REPORT
PROJECT No 40309

Exchange Name	Apr	May	Jun	Corrective Action
Aspermont	20%	0%	0%	N
Baird	0%	13%	0%	N
Benjamin	0%	0%	0%	N
Blackwell	0%	0%	0%	N
Clyde	5%	0%	8%	N
Cross Plains	14%	5%	0%	N
Haskell	8%	0%	7%	N
Holliday	100%	0%	0%	N
Kamay	0%	0%	0%	N
Knox City	0%	0%	4%	N
Loraine	0%	0%	17%	N
May	25%	0%	0%	N
Megargel	50%	0%	100%	N
Merkel	8%	6%	0%	N
Moran	0%	14%	25%	N
Munday	0%	0%	11%	N
Putnam	33%	0%	0%	N
Rising Star	29%	0%	21%	N
Rochester	0%	0%	0%	N
Rule	0%	33%	33%	N
Seymour	0%	14%	9%	N
Throckmorton	0%	10%	10%	N
Trent	0%	0%	0%	N
Winert	0%	0%	0%	N

Clyde Area	11%	4%	8%	N
------------	-----	----	----	---

Exchange Name	Apr	May	Jun	Corrective Action
Crawford	0%	0%	0%	N

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

Exchange Name	Apr	May	Jun	Corrective Action
Avinger	10%	0%	13%	N
Daingerfield	16%	10%	15%	N
Douglasville	23%	9%	16%	N
Hughes Springs	27%	10%	16%	N
Karnack	40%	4%	7%	N
Linden	5%	17%	19%	N
Lonestar	16%	6%	20%	N
Marietta	37%	10%	8%	N
Naples	7%	16%	8%	N
Uncertain	0%	0%	25%	N

Daingerfield	18%	13%	16%	N
--------------	-----	-----	-----	---

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
2nd QTR 2012 SERVICE QUALITY REPORT
PROJECT No 40309

Exchange Name	Apr	May	Jun	Corrective Action
Adrian	0%	0%	0%	N
Bovina	0%	0%	50%	N
Boys Ranch	0%	0%	0%	N
Cactus	11%	23%	0%	N
Channing	50%	50%	0%	N
Dalhart	18%	20%	21%	N
Dimmitt	13%	15%	10%	N
Dumas	12%	12%	13%	N
Friona	0%	0%	15%	N
Fritch	6%	14%	11%	N
Happy	0%	0%	14%	N
Hart	0%	0%	20%	N
Hartley	14%	0%	0%	N
Nazareth	0%	0%	0%	N
Sanford	17%	0%	33%	N
Stratford	54%	44%	18%	N
Sunray	0%	0%	13%	N
Tulia	14%	0%	0%	N
Vega	20%	0%	0%	N
Wildorado	0%	0%	0%	N

Dumas Area	13%	14%	13%	N
------------	-----	-----	-----	---

Exchange Name	Apr	May	Jun	Corrective Action
Avalon	29%	20%	0%	N
Blooming Grove	13%	6%	8%	N
Bynum	0%	0%	0%	N
Dawson	7%	11%	10%	N
Elkhart	11%	5%	6%	N
Fairfield	29%	12%	14%	N
Frost	100%	0%	9%	N
Hubbard	8%	3%	22%	N
Irene	18%	6%	0%	N
Malone	35%	18%	18%	N
Milford	14%	0%	30%	N
Mt Calm	21%	0%	0%	N
Oakwood	17%	6%	25%	N
Purdon	21%	30%	24%	N
Richland	38%	0%	30%	N
Slocum	29%	42%	52%	Y
Streetman	33%	0%	41%	N
Whitney	8%	5%	14%	N

Fairfield Area	20%	13%	21%	N
----------------	-----	-----	-----	---

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
2nd QTR 2012 SERVICE QUALITY REPORT
PROJECT No 40309

Exchange Name	Apr	May	Jun	Corrective Action
Bedias	10%	0%	18%	N
Buffalo	13%	25%	13%	N
Burlington	0%	0%	0%	N
Centerville	15%	16%	17%	N
Chilton	0%	9%	12%	N
Franklin	10%	15%	5%	N
Hilltop Lakes	19%	10%	20%	N
Iola	8%	8%	5%	N
Leona	7%	0%	7%	N
Lott	10%	10%	15%	N
Marquez	5%	20%	0%	N
Normangee	16%	6%	16%	N
North Zulch	27%	6%	10%	N
Riesel	5%	6%	17%	N
Rogers	10%	20%	8%	N
Rosebud	18%	0%	30%	N
Franklin Area	12%	13%	14%	N

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
2nd QTR 2012 SERVICE QUALITY REPORT
PROJECT No 40309

Exchange Name	Apr	May	Jun	Corrective Action
Glen Rose	12%	22%	14%	N
Morgan	0%	0%	18%	N
Walnut Springs	11%	8%	0%	N

Glen Rose	11%	19%	13%	N
-----------	-----	-----	-----	---

Exchange Name	Apr	May	Jun	Corrective Action
Beckville	10%	10%	31%	N
Bon Weir	50%	0%	13%	N
Broadus	0%	0%	8%	N
Bronson	11%	0%	38%	N
Burkville	13%	11%	30%	N
Colmesneil	9%	15%	12%	N
Fairmont	25%	3%	11%	N
Gary	17%	29%	29%	N
Hemphill	16%	20%	13%	N
Huntington	14%	8%	12%	N
Joaquin	19%	22%	22%	N
Milam	0%	10%	47%	N
Newton	4%	4%	14%	N
Pineland	10%	16%	24%	N
Tenaha	8%	21%	10%	N
Zavalla	38%	14%	10%	N

Huntington Area	15%	13%	27%	N
-----------------	-----	-----	-----	---

Exchange Name	Apr	May	Jun	Corrective Action
Abernathy	0%	0%	14%	N
Amherst	0%	0%	38%	N
Anton	0%	6%	14%	N
Crosbyton	7%	20%	8%	N
Hurlwood	11%	9%	8%	N
Idalou	0%	13%	4%	N
Levelland	13%	12%	8%	N
Littlefield	14%	7%	18%	N
Lorenzo	0%	50%	0%	N
Morton	0%	7%	0%	N
Petersburg	0%	0%	19%	N
Ralls	15%	9%	15%	N
Shallowater	5%	15%	0%	N
Smyer	20%	21%	9%	N
Spade	0%	0%	14%	N
Sundown	0%	0%	0%	N
Whiteface	0%	0%	0%	N
Whitharal	33%	17%	0%	N
Wolfforth	0%	0%	0%	N

Levelland Area	10%	10%	10%	N
----------------	-----	-----	-----	---

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
2nd QTR 2012 SERVICE QUALITY REPORT
PROJECT No 40309

Exchange Name	Apr	May	Jun	Corrective Action
Annona	10%	9%	0%	N
Avery	13%	0%	23%	N
Bagwell	17%	0%	0%	N
Bogata	18%	14%	22%	N
Clarksville	12%	11%	3%	N
Dekalb	5%	6%	8%	N
Deport	13%	40%	16%	N
Detroit	15%	6%	0%	N
Hooks	4%	0%	0%	N
Maude	17%	0%	0%	N
Negley	43%	0%	0%	N
New Boston	7%	11%	9%	N
Redwater	19%	29%	0%	N
Simms	17%	0%	45%	N

New Boston Area	11%	9%	11%	N
-----------------	-----	----	-----	---

Exchange Name	Apr	May	Jun	Corrective Action
Balmorhea	19%	19%	14%	N
Coyanosa	0%	0%	0%	N
Fabens	20%	19%	17%	N
Fort Hancock	64%	25%	0%	N
Imperial	0%	0%	0%	N
Mentone	0%	29%	20%	N
Orla	0%	0%	0%	N
Pecos	17%	21%	23%	N
Sierra Blanca	0%	0%	10%	N
Toyah	0%	0%	0%	N
Valentine	0%	50%	0%	N
Van Horn	11%	4%	12%	N

Pecos Area	17%	19%	18%	N
------------	-----	-----	-----	---

Exchange Name	Apr	May	Jun	Corrective Action
Texarkana	12%	12%	9%	N

Texarkana Area	12%	12%	9%	N
----------------	-----	-----	----	---

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
2nd QTR 2012 SERVICE QUALITY REPORT
PROJECT No 40309

Exchange Name	Apr	May	Jun	Corrective Action
Austonio	37%	15%	29%	N
Crockett	22%	12%	19%	N
Cushing	9%	6%	9%	N
Grapeland	15%	21%	21%	N
Groveton	26%	25%	0%	N
Kennard	6%	0%	8%	N
Lovelady	11%	23%	24%	N
Pennington	0%	0%	0%	N
Reklaw	25%	0%	0%	N
Trinity	16%	12%	14%	N
Trinity Area	19%	14%	17%	N
Windstream Communications SW	14%	12%	16%	N

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
2nd QTR 2012 SERVICE QUALITY REPORT
PROJECT No 40309

Out-of-Service Trouble Cleared Within 8 Working Hours

Exchange Name	Apr	May	Jun	Corrective Action
Booker	100%	100%	100%	N
Clarendon	100%	100%	88%	N
Claude	100%	100%	100%	N
Darrouzett	100%	100%	100%	N
Dodson	100%	100%	100%	N
Estelline	100%	100%	100%	N
Follett	100%	100%	100%	N
Groom	100%	100%	100%	N
Hedley	100%	100%	100%	N
Higgins	100%	86%	100%	N
Lakeview	100%	100%	100%	N
Memphis	100%	100%	100%	N
Miami	100%	100%	100%	N
Mobeetie	100%	100%	100%	N
Panhandle	100%	100%	100%	N
Perryton	100%	100%	100%	N
Spearman	100%	100%	100%	N
Wellington	100%	100%	100%	N
Wheeler	100%	100%	100%	N
White Deer	100%	100%	100%	N

Booker Area	100%	99%	98%	N
-------------	------	-----	-----	---

Exchange Name	Apr	May	Jun	Corrective Action
Andrews	100%	100%	100%	N
Brownfield	97%	98%	98%	N
Denver City	100%	97%	100%	N
Forsan	100%	100%	100%	N
Frankel City	100%	100%	100%	N
Lamesa	100%	98%	94%	N
Meadow	100%	100%	100%	N
Post	100%	100%	100%	N
Ropesville	100%	100%	100%	N
Seagraves	100%	92%	100%	N
Tahoka	100%	100%	100%	N
Wilson	100%	100%	100%	N

Brownfield Area	99%	98%	99%	N
-----------------	-----	-----	-----	---

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
2nd QTR 2012 SERVICE QUALITY REPORT
PROJECT No 40309

Exchange Name	Apr	May	Jun	Corrective Action
Aspermont	100%	100%	100%	N
Baird	100%	100%	100%	N
Benjamin	100%	100%	100%	N
Blackwell	100%	100%	100%	N
Clyde	100%	100%	100%	N
Cross Plains	100%	100%	100%	N
Haskell	100%	100%	100%	N
Holliday	100%	100%	100%	N
Kamay	100%	100%	100%	N
Knox City	100%	100%	100%	N
Loraine	100%	100%	100%	N
May	100%	100%	100%	N
Megargel	100%	100%	100%	N
Merkel	90%	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	99%	100%	100%	N
------------	-----	------	------	---

Exchange Name	Apr	May	Jun	Corrective Action
Crawford	100%	100%	100%	N

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

Exchange Name	Apr	May	Jun	Corrective Action
Avinger	100%	93%	100%	N
Daingerfield	96%	100%	98%	N
Douglasville	100%	100%	100%	N
Hughes Springs	100%	94%	100%	N
Karnack	100%	100%	100%	N
Linden	97%	99%	100%	N
Lonestar	96%	93%	100%	N
Marietta	74%	95%	100%	N
Naples	100%	98%	100%	N
Uncertain	100%	100%	100%	N

Daingerfield	95%	98%	100%	N
--------------	-----	-----	------	---

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
2nd QTR 2012 SERVICE QUALITY REPORT
PROJECT No 40309

Exchange Name	Apr	May	Jun	Corrective Action
Adrian	100%	100%	100%	N
Bovina	100%	100%	100%	N
Boys Ranch	100%	100%	100%	N
Cactus	100%	92%	100%	N
Channing	100%	100%	100%	N
Dalhart	100%	96%	100%	N
Dimmitt	100%	100%	100%	N
Dumas	100%	91%	100%	N
Friona	100%	100%	100%	N
Fritch	95%	95%	100%	N
Happy	100%	100%	100%	N
Hart	100%	100%	88%	N
Hartley	100%	100%	100%	N
Nazareth	100%	100%	100%	N
Sanford	100%	100%	100%	N
Stratford	92%	100%	83%	N
Sunray	100%	100%	100%	N
Tulia	100%	100%	90%	N
Vega	100%	100%	100%	N
Wildorado	100%	100%	100%	N

Dumas Area	99%	95%	99%	N
------------	-----	-----	-----	---

Exchange Name	Apr	May	Jun	Corrective Action
Avalon	100%	100%	100%	N
Blooming Grove	100%	94%	100%	N
Bynum	100%	100%	100%	N
Dawson	100%	100%	100%	N
Elkhart	94%	93%	100%	N
Fairfield	100%	97%	99%	N
Frost	100%	100%	100%	N
Hubbard	100%	100%	100%	N
Irene	100%	100%	100%	N
Malone	100%	100%	100%	N
Milford	100%	75%	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%	98%	98%	N
Streetman	100%	100%	100%	N
Whitney	90%	89%	100%	N

Fairfield Area	98%	97%	100%	N
----------------	-----	-----	------	---

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
2nd QTR 2012 SERVICE QUALITY REPORT
PROJECT No 40309

Exchange Name	Apr	May	Jun	Corrective Action
Bedias	95%	100%	100%	N
Buffalo	94%	98%	100%	N
Burlington	100%	100%	100%	N
Centerville	93%	97%	99%	N
Chilton	100%	94%	91%	N
Franklin	100%	83%	96%	N
Hilltop Lakes	100%	100%	100%	N
Iola	100%	100%	100%	N
Leona	100%	100%	100%	N
Lott	100%	90%	100%	N
Marquez	92%	100%	100%	N
Normangee	100%	98%	100%	N
North Zulch	100%	93%	100%	N
Riesel	100%	63%	90%	N
Rogers	88%	100%	100%	N
Rosebud	100%	100%	95%	N

Franklin Area	96%	95%	98%	N
---------------	-----	-----	-----	---

Exchange Name	Apr	May	Jun	Corrective Action
Glen Rose	100%	98%	100%	N
Morgan	100%	100%	100%	N
Walnut Springs	100%	100%	100%	N

Glen Rose	100%	98%	100%	N
-----------	------	-----	------	---

Exchange Name	Apr	May	Jun	Corrective Action
Beckville	90%	95%	92%	N
Bon Weir	100%	100%	100%	N
Broadus	100%	100%	100%	N
Bronson	83%	100%	100%	N
Burkville	100%	100%	93%	N
Colmesneil	95%	100%	98%	N
Fairmont	100%	83%	95%	N
Gary	100%	100%	100%	N
Hemphill	95%	100%	100%	N
Huntington	100%	100%	100%	N
Joaquin	93%	100%	100%	N
Milam	87%	96%	84%	N
Newton	100%	90%	93%	N
Pineland	95%	100%	97%	N
Tenaha	100%	93%	100%	N
Zavalla	97%	100%	93%	N

Huntington Area	96%	97%	95%	N
-----------------	-----	-----	-----	---

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
2nd QTR 2012 SERVICE QUALITY REPORT
PROJECT No 40309

Exchange Name	Apr	May	Jun	Corrective Action
Abernathy	100%	100%	100%	N
Amherst	100%	100%	100%	N
Anton	100%	86%	100%	N
Crosbyton	100%	100%	72%	N
Hurlwood	100%	100%	100%	N
Idalou	100%	100%	100%	N
Levelland	100%	98%	100%	N
Littlefield	100%	100%	100%	N
Lorenzo	100%	100%	100%	N
Morton	100%	100%	100%	N
Petersburg	100%	100%	100%	N
Ralls	100%	93%	100%	N
Shallowater	100%	100%	100%	N
Smyer	100%	100%	89%	N
Spade	100%	100%	100%	N
Sundown	100%	100%	100%	N
Whiteface	100%	100%	100%	N
Whitharral	100%	100%	100%	N
Wolfforth	80%	100%	100%	N

Levelland Area	100%	98%	95%	N
----------------	------	-----	-----	---

Exchange Name	Apr	May	Jun	Corrective Action
Annona	100%	100%	100%	N
Avery	100%	100%	100%	N
Bagwell	100%	100%	100%	N
Bogata	100%	100%	100%	N
Clarksville	98%	100%	96%	N
Dekalb	100%	100%	100%	N
Deport	100%	100%	100%	N
Detroit	100%	100%	100%	N
Hooks	100%	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	100%	100%	100%	N
-----------------	------	------	------	---

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
2nd QTR 2012 SERVICE QUALITY REPORT
PROJECT No 40309

Exchange Name	Apr	May	Jun	Corrective Action
Balmorhea	100%	100%	100%	N
Coyanosa	100%	100%	100%	N
Fabens	100%	92%	87%	N
Fort Hancock	67%	100%	100%	N
Imperial	100%	100%	100%	N
Mentone	100%	75%	100%	N
Orla	100%	100%	50%	N
Pecos	96%	93%	97%	N
Sierra Blanca	100%	100%	100%	N
Toyah	100%	100%	100%	N
Valentine	100%	100%	100%	N
Van Horn	100%	100%	100%	N

Pecos Area	97%	93%	96%	N
------------	-----	-----	-----	---

Exchange Name	Apr	May	Jun	Corrective Action
Texarkana	99%	99%	98%	N
Texarkana Area	99%	99%	98%	N

Exchange Name	Apr	May	Jun	Corrective Action
Austonio	100%	100%	100%	N
Crockett	96%	98%	92%	N
Cushing	100%	100%	100%	N
Grapeland	97%	96%	96%	N
Groveton	100%	89%	100%	N
Kennard	100%	92%	100%	N
Lovelady	100%	100%	100%	N
Pennington	100%	100%	100%	N
Reklaw	100%	100%	100%	N
Trinity	96%	92%	96%	N

Trinity Area	97%	95%	95%	N
--------------	-----	-----	-----	---

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

Control Number 40309

Percent of Customer Repeat Trouble Reports > 22%

Benchmark for Corrective Action- Greater than 22% for a period of 3 consecutive months. The following exchanges were below the service quality objective for the last three months.

<u>EXCHANGE</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>
Slocum	29%	42%	52%

Detail of Missed Levels:

Main driver of repeats in Slocum has been constant failure issues with the Bowman store DLC.

Action Plan:

Issue with the the Bowman Store DLC was determined to be unrepairable and thus a new DLC was placed and is currently in the turn-up/cutover phase. Expect to be completed by 8/31/2012