



Control Number: 42147



Item Number: 106

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WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
2nd QTR 2014 SERVICE QUALITY RPT.
PROJECT NO. 39301

Answer Time - Repair
Objective 90%

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

Primary Service Installation Worked Within 5 Days
Objective 95%

Area	J	F	M	A	M	J	J	A	S	O	N	D
Texas Windstream				96%	95%	96%						
Windstream Kerrville				95%	96%	96%						
Windstream Sugarland				96%	96%	96%						
Windstream Communications SW				95%	95%	91%						

Regular Service Installation Worked Within 5 Days
Objective 90%

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

Service Order Installations Within 30 Days
Objective 90%

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

Service Order Installations Within 90 Days
Objective 100%

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

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Service Order Due Date Commitment Met
Objective 90%

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

% Repeat Trouble Reports
Objective 22%

Area	J	F	M	A	M	J	J	A	S	O	N	D
Texas Windstream				18%	13%	14%						
Windstream Kerrville				11%	12%	16%						
Windstream				10%	11%	10%						
Sugarland				16%	16%	18%						
Windstream												
Communications SW												

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

Area	J	F	M	A	M	J	J	A	S	O	N	D
Texas Windstream				1.6	1.5	1.6						
Windstream Kerrville				0.7	1.4	0.7						
Windstream				0.9	0.7	0.9						
Sugarland				1.9	2.1	2.3						
Windstream												
Communications SW												

Held Re-grade Orders
Objective 1%

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

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

Area	J	F	M	A	M	J	J	A	S	O	N	D
Texas Windstream				96%	93%	75%						
Windstream Kerrville				98%	96%	95%						
Windstream				95%	88%	87%						
Sugarland				93%	87%	86%						
Windstream												
Communications SW												

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
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Answer Time Repair				
Company	Apr	May	Jun	Corrective Action
Texas Windstream	NA	NA	NA	N

Customer Trouble Reports per 100 Access Lines				
Exchange Name	Apr	May	Jun	Corrective Action
Acton	1.8	1.6	2.6	N
Anahuac	0.8	0.6	0.9	N
Blum	1.3	1.6	2.2	N
Bonita	3.9	3.0	2.0	N
Brandon	3.6	4.6	1.9	N
Covington	0.3	1.8	1.5	N
Cressen	0.2	1.1	2.3	N
Double Bayou	1.2	1.8	2.4	N
Godley	1.0	1.6	1.2	N
Grandview	0.9	2.3	1.0	N
Hamshire	0.8	0.6	0.6	N
Hankamer	1.4	1.1	0.3	N
Higginbotham	4.1	5.6	2.2	N
Iredell	1.1	0.3	2.0	N
Kopperl	3.3	3.4	5.8	N
Lakeside Village	0.7	1.7	2.0	N
Montague	5.9	2.3	0.7	N
Mosheim	1.9	0.0	2.0	N
Nocona	3.3	1.3	2.6	N
Paluxy	1.3	0.7	0.0	N
Plains	1.9	2.6	1.9	N
Ringold	4.0	2.7	1.4	N
Rio Vista	1.3	1.0	0.9	N
Scurry	1.6	1.1	0.7	N
Smith Point	2.4	0.0	3.0	N
Spanish Fort	33.8	13.7	15.5	Y
Tolar	1.1	1.5	1.1	N
Valley Mills	1.1	2.5	1.0	N
Wallisville	0.5	0.6	0.6	N
Winnie	0.8	0.5	0.6	N
Texas Windstream	1.6	1.5	1.6	N

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PRIMARY SERVICE ORDERS WITHIN 5 DAYS				
Exchange Name	Apr	May	Jun	Corrective Action
Acton	84%	100%	89%	N
Anahuac	100%	100%	100%	N
Blum	100%	100%	100%	N
Bonita	100%	100%	100%	N
Brandon	100%	100%	100%	N
Covington	100%	100%	100%	N
Cressen	100%	100%	100%	N
Double Bayou	100%	100%	80%	N
Godley	100%	100%	100%	N
Grandview	100%	91%	93%	N
Hamshire	100%	78%	100%	N
Hankamer	100%	100%	100%	N
Higginbotham	100%	100%	100%	N
Iredell	0%	100%	100%	N
Kopperl	100%	100%	100%	N
Lakeside Village	100%	100%	100%	N
Montague	100%	100%	100%	N
Mosheim	100%	100%	100%	N
Nocona	100%	100%	100%	N
Paluxy	95%	94%	100%	N
Plains	100%	100%	100%	N
Ringold	100%	100%	100%	N
Rio Vista	100%	100%	100%	N
Scurry	83%	100%	100%	N
Smith Point	100%	94%	100%	N
Spanish Fort	100%	100%	100%	N
Tolar	100%	100%	100%	N
Valley Mills	90%	83%	100%	N
Wallisville	100%	80%	90%	N
Winnie	100%	83%	100%	N
	100%	100%	92%	N
Texas Windstream	96%	95%	96%	N

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
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REGULAR SERVICE ORDERS WITHIN 5 DAYS				
Exchange Name	Apr	May	Jun	Corrective Action
Acton	97%	100%	98%	N
Anahuac	100%	100%	100%	N
Blum	100%	100%	100%	N
Bonita	80%	100%	100%	N
Brandon	100%	100%	100%	N
Covington	100%	100%	100%	N
Cressen	100%	95%	98%	N
Double Bayou	100%	100%	100%	N
Godley	99%	94%	98%	N
Grandview	100%	96%	100%	N
Hamshire	100%	100%	100%	N
Hankamer	100%	100%	95%	N
Higginbotham	75%	100%	100%	N
Iredell	100%	100%	100%	N
Kopperl	100%	100%	100%	N
Lakeside Village	100%	100%	100%	N
Montague	91%	100%	100%	N
Mosheim	100%	100%	100%	N
Nocona	98%	99%	100%	N
Paluxy	100%	100%	100%	N
Plains	100%	100%	95%	N
Ringold	100%	100%	100%	N
Rio Vista	97%	100%	96%	N
Scurry	100%	96%	100%	N
Smith Point	100%	100%	100%	N
Spanish Fort	100%	100%	100%	N
Tolar	97%	96%	100%	N
Valley Mills	100%	96%	93%	N
Wallisville	100%	97%	100%	N
Winnie	99%	100%	97%	N
Texas Windstream	99%	98%	98%	N

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

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Service Order Installations 90 Days				
Exchange Name	Apr	May	Jun	Corrective Action
Acton	100%	100%	100%	N
Anahuac	100%	100%	100%	N
Blum	100%	100%	100%	N
Bonita	100%	100%	100%	N
Brandon	100%	100%	100%	N
Covington	100%	100%	100%	N
Cressen	100%	100%	100%	N
Double Bayou	100%	100%	100%	N
Godley	100%	100%	100%	N
Grandview	100%	100%	100%	N
Hamshire	100%	100%	100%	N
Hankamer	100%	100%	100%	N
Higginbotham	100%	100%	100%	N
Iredell	100%	100%	100%	N
Kopperl	100%	100%	100%	N
Lakeside Village	100%	100%	100%	N
Montague	100%	100%	100%	N
Mosheim	100%	100%	100%	N
Nocona	100%	100%	100%	N
Paluxy	99%	100%	100%	N
Plains	100%	100%	100%	N
Ringold	100%	100%	100%	N
Rio Vista	100%	100%	100%	N
Scurry	100%	100%	100%	N
Smith Point	100%	100%	100%	N
Spanish Fort	100%	100%	100%	N
Tolar	100%	100%	100%	N
Valley Mills	100%	100%	100%	N
Wallisville	100%	100%	100%	N
Winnie	100%	100%	100%	N
Texas Windstream	100%	100%	100%	N

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Service Due Date Commitment Met				
Exchange Name	Apr	May	Jun	Corrective Action
Acton	100%	98%	99%	N
Anahuac	99%	100%	100%	N
Blum	100%	100%	100%	N
Bonita	100%	100%	100%	N
Brandon	100%	100%	100%	N
Covington	100%	100%	100%	N
Cressen	100%	100%	100%	N
Double Bayou	100%	95%	100%	N
Godley	100%	100%	100%	N
Grandview	97%	95%	100%	N
Hamshire	100%	100%	100%	N
Hankamer	100%	100%	100%	N
Higginbotham	100%	100%	100%	N
Iredell	100%	100%	100%	N
Kopperl	100%	100%	100%	N
Lakeside Village	100%	100%	100%	N
Montague	100%	100%	100%	N
Mosheim	100%	100%	100%	N
Nocona	100%	100%	100%	N
Paluxy	96%	99%	100%	N
Plains	100%	100%	100%	N
Ringold	100%	100%	100%	N
Rio Vista	100%	100%	100%	N
Scurry	100%	100%	100%	N
Smith Point	100%	98%	97%	N
Spanish Fort	100%	100%	100%	N
Tolar	100%	100%	100%	N
Valley Mills	100%	100%	100%	N
Wallisville	100%	100%	97%	N
Winnie	100%	97%	100%	N
	100%	99%	100%	N
Texas Windstream	99%	99%	100%	N

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

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
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% Repeat Trouble Reports				
Exchange Name	Apr	May	Jun	Corrective Action
Acton	16%	12%	17%	N
Anahuac	31%	30%	0%	N
Blum	0%	0%	0%	N
Bonita	0%	33%	50%	N
Brandon	0%	0%	50%	N
Covington	50%	0%	0%	N
Cressen	0%	11%	25%	N
Double Bayou	0%	0%	0%	N
Godley	20%	4%	17%	N
Grandview	23%	9%	36%	N
Hamshire	0%	0%	0%	N
Hankamer	20%	25%	0%	N
Higginbotham	50%	38%	0%	N
Iredell	0%	0%	0%	N
Kopperl	27%	27%	17%	N
Lakeside Village	0%	0%	3%	N
Montague	11%	14%	0%	N
Mosheim	50%	0%	0%	N
Nocona	23%	24%	11%	N
Paluxy	0%	0%	0%	N
Plains	13%	12%	13%	N
Ringold	0%	0%	0%	N
Rio Vista	0%	11%	25%	N
Scurry	6%	8%	13%	N
Smith Point	50%	0%	14%	N
Spanish Fort	37%	70%	33%	Y
Tolar	0%	0%	13%	N
Valley Mills	0%	18%	0%	N
Wallisville	50%	0%	0%	N
Winnie	6%	0%	0%	N
Texas Windstream	18%	13%	14%	N

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
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Out-of-Service Trouble Cleared Within 8 Working Hours				
Exchange Name	Apr	May	Jun	Corrective Action
Acton	97%	95%	83%	N
Anahuac	100%	80%	91%	N
Blum	100%	100%	100%	N
Bonita	100%	100%	100%	N
Brandon	100%	100%	100%	N
Covington	100%	100%	100%	N
Cressen	100%	100%	67%	N
Double Bayou	100%	100%	94%	N
Godley	100%	100%	100%	N
Grandview	86%	100%	90%	N
Hamshire	100%	100%	50%	N
Hankamer	100%	100%	100%	N
Higginbotham	100%	100%	100%	N
Iredell	100%	60%	100%	N
Kopperl	100%	100%	83%	N
Lakeside Village	100%	67%	60%	N
Montague	100%	100%	41%	N
Mosheim	100%	67%	100%	N
Nocona	100%	100%	100%	N
Paluxy	91%	79%	61%	N
Plains	100%	100%	100%	N
Ringold	100%	85%	88%	N
Rio Vista	67%	100%	100%	N
Scurry	100%	71%	67%	N
Smith Point	93%	100%	40%	N
Spanish Fort	100%	100%	75%	N
Tolar	97%	100%	76%	N
Valley Mills	100%	100%	100%	N
Wallisville	100%	91%	100%	N
Winnie	100%	100%	100%	N
	89%	100%	100%	N
Texas Windstream	96%	93%	75%	N

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Answer Time Repair

Company	Apr	May	Jun	Corrective Action
Windstream Kerrville	NA	NA	NA	N

Customer Trouble Reports per 100 Access Lines

Exchange Name	Apr	May	Jun	Corrective Action
Harper	0.6	1.4	1.0	N
Kerrville	0.7	1.4	0.7	N

Windstream Kerrville	0.7	1.4	0.7	N
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Shaded exchange indicates access lines over 10,000 and are subject to 3.0 per 100, exchanges less than 10,000 are subject to 6.0 per 100

PRIMARY SERVICE ORDERS WITHIN 5 DAYS

Exchange Name	Apr	May	Jun	Corrective Action
Harper	100%	100%	100%	N
Kerrville	95%	96%	96%	N

Windstream Kerrville	95%	96%	96%	N
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REGULAR SERVICE ORDERS WITHIN 5 DAYS

Exchange Name	Apr	May	Jun	Corrective Action
Harper	100%	100%	100%	N
Kerrville	99%	98%	98%	N

Windstream Kerrville	99%	98%	98%	N
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WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
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Service Order Installations 30 Days

Exchange Name	Apr	May	Jun	Corrective Action
Harper	100%	100%	100%	N
Kerrville	100%	100%	100%	N
Windstream Kerrville	100%	100%	100%	N

Service Order Installations 90 Days

Exchange Name	Apr	May	Jun	Corrective Action
Harper	100%	100%	100%	N
Kerrville	100%	100%	100%	N
Windstream Kerrville	100%	100%	100%	N

Service Due Date Commitment Met

Exchange Name	Apr	May	Jun	Corrective Action
Harper	100%	97%	100%	N
Kerrville	99%	99%	99%	N
Windstream Kerrville	99%	99%	99%	N

Held Re-grade Orders

Exchange Name	Apr	May	Jun	Corrective Action
Harper	0%	0%	0%	N
Kerrville	0%	0%	0%	N
Windstream Kerrville	0%	0%	0%	N

% Repeat Trouble Reports

Exchange Name	Apr	May	Jun	Corrective Action
Harper	0%	27%	30%	N
Kerrville	12%	10%	14%	N
Windstream Kerrville	11%	12%	16%	N

Out-of-Service Trouble Cleared Within 8 Working Hours

Exchange Name	Apr	May	Jun	Corrective Action
Harper	100%	100%	100%	N
Kerrville	98%	96%	94%	N
Windstream Kerrville	98%	96%	95%	N

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Answer Time Repair

Company	Apr	May	Jun	Corrective Action
Windstream Sugar Land	NA	NA	NA	N

Customer Trouble Reports per 100 Access Lines

Exchange Name	Apr	May	Jun	Corrective Action
Ben Hur	1.6	1.7	3.3	N
Coolidge	2.1	0.5	0.5	N
Garrison	1.4	0.6	1.0	N
Old Ocean	0.9	1.1	0.9	N
Prairie Hill	1.7	1.7	4.3	N
Sandy	0.0	1.7	2.5	N
Sugar Land	0.9	0.7	0.9	N
Sweeny	1.5	1.0	1.4	N
Tehuacana	0.0	0.8	0.8	N
Waterwood	0.2	0.4	0.4	N

Windstream Sugar Land	0.9	0.7	0.9	N
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Shaded exchange indicates access lines over 10,000 and are subject to 3.0 per 100, exchanges less than 10,000 are subject to 6.0 per 100

PRIMARY SERVICE ORDERS WITHIN 5 DAYS

Exchange Name	Apr	May	Jun	Corrective Action
Ben Hur	100%	100%	100%	N
Coolidge	80%	100%	100%	N
Garrison	100%	100%	89%	N
Old Ocean	100%	100%	100%	N
Prairie Hill	100%	0%	100%	N
Sandy	100%	100%	100%	N
Sugar Land	95%	95%	96%	N
Sweeny	100%	100%	100%	N
Tehuacana	100%	100%	100%	N
Waterwood	100%	100%	100%	N

Windstream Sugar Land	96%	96%	96%	N
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REGULAR SERVICE ORDERS WITHIN 5 DAYS

Exchange Name	Apr	May	Jun	Corrective Action
Ben Hur	100%	100%	100%	N
Coolidge	92%	100%	100%	N
Garrison	100%	100%	95%	N
Old Ocean	100%	100%	100%	N
Prairie Hill	100%	86%	100%	N
Sandy	100%	100%	100%	N
Sugar Land	98%	99%	98%	N
Sweeny	100%	100%	100%	N
Tehuacana	100%	100%	100%	N
Waterwood	100%	100%	100%	N

Windstream Sugar Land	98%	99%	98%	N
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Service Order Installations 30 Days

Exchange Name	Apr	May	Jun	Corrective Action
Ben Hur	100%	100%	100%	N
Coolidge	100%	100%	100%	N
Garrison	100%	100%	100%	N
Old Ocean	100%	100%	100%	N
Prairie Hill	100%	100%	100%	N
Sandy	100%	100%	100%	N
Sugar Land	100%	100%	100%	N
Sweeny	100%	100%	100%	N
Tehuacana	100%	100%	100%	N
Waterwood	100%	100%	100%	N

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

Exchange Name	Apr	May	Jun	Corrective Action
Ben Hur	100%	100%	100%	N
Coolidge	100%	100%	100%	N
Garrison	100%	100%	100%	N
Old Ocean	100%	100%	100%	N
Prairie Hill	100%	100%	100%	N
Sandy	100%	100%	100%	N
Sugar Land	100%	100%	100%	N
Sweeny	100%	100%	100%	N
Tehuacana	100%	100%	100%	N
Waterwood	100%	100%	100%	N

Windstream Sugar Land	100%	100%	100%	N
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Service Due Date Commitment Met

Exchange Name	Apr	May	Jun	Corrective Action
Ben Hur	100%	100%	100%	N
Coolidge	96%	100%	100%	N
Garrison	96%	100%	98%	N
Old Ocean	100%	100%	100%	N
Prairie Hill	100%	86%	100%	N
Sandy	100%	100%	100%	N
Sugar Land	99%	98%	99%	N
Sweeny	99%	100%	100%	N
Tehuacana	100%	100%	100%	N
Waterwood	96%	100%	100%	N

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

Exchange Name	Apr	May	Jun	Corrective Action
Ben Hur	0%	0%	0%	N
Coolidge	0%	0%	0%	N
Garrison	0%	0%	0%	N
Old Ocean	0%	0%	0%	N
Prairie Hill	0%	0%	0%	N
Sandy	0%	0%	0%	N
Sugar Land	0%	0%	0%	N
Sweeny	0%	0%	0%	N
Tehuacana	0%	0%	0%	N
Waterwood	0%	0%	0%	N

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

Exchange Name	Apr	May	Jun	Corrective Action
Ben Hur	0%	0%	0%	N
Coolidge	0%	50%	0%	N
Garrison	15%	17%	11%	N
Old Ocean	0%	40%	0%	N
Prairie Hill	50%	50%	20%	N
Sandy	0%	0%	33%	N
Sugar Land	10%	9%	10%	N
Sweeny	9%	21%	8%	N
Tehuacana	0%	0%	0%	N
Waterwood	0%	0%	0%	N

Windstream Sugar Land	10%	11%	10%	N
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Out-of-Service Trouble Cleared Within 8 Working Hours

Exchange Name	Apr	May	Jun	Corrective Action
Ben Hur	100%	0%	100%	N
Coolidge	100%	100%	100%	N
Garrison	100%	50%	100%	N
Old Ocean	100%	100%	100%	N
Prairie Hill	100%	100%	100%	N
Sandy	100%	100%	100%	N
Sugar Land	94%	88%	86%	N
Sweeny	97%	100%	100%	N
Tehuacana	100%	100%	100%	N
Waterwood	100%	100%	100%	N
Windstream Sugar Land	95%	88%	87%	N

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Answer Time Repair

Company	Apr	May	Jun	Corrective Action
Windstream Communications SW	NA	NA	NA	N

Customer Trouble Reports per 100 Access Lines

Exchange Name	Apr	May	Jun	Corrective Action
Booker	0.5	0.5	1.4	N
Clarendon	1.1	1.9	2.6	N
Claude	0.5	2.2	2.6	N
Darrouzett	0.0	1.0	3.4	N
Dodson	0.0	3.5	2.4	N
Estelline	0.9	5.7	1.9	N
Follett	1.0	0.3	1.7	N
Groom	2.7	0.4	6.8	N
Hedley	1.3	2.6	2.5	N
Higgins	1.8	0.3	1.8	N
Lakeview	0.9	7.5	3.7	N
Memphis	0.7	1.3	2.8	N
Miami	0.9	0.0	1.2	N
Mobeetie	1.9	1.0	1.5	N
Panhandle	1.8	2.2	3.0	N
Perryton	0.8	0.7	1.4	N
Spearman	0.3	2.1	1.3	N
Wellington	1.6	3.0	3.4	N
Wheeler	0.7	1.2	1.8	N
White Deer	1.2	1.8	3.1	N
Booker Area	1.0	1.6	2.3	N

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Exchange Name	Apr	May	Jun	Corrective Action
Andrews	1.3	0.6	0.7	N
Brownfield	1.4	1.0	2.4	N
Denver City	1.5	1.9	3.1	N
Forsan	2.4	4.7	1.2	N
Frankel City	0.0	2.3	7.3	N
Lamesa	1.5	1.2	2.3	N
Meadow	1.1	0.6	4.0	N
Post	1.4	1.9	2.5	N
Ropesville	1.5	1.8	4.7	N
Seagraves	3.4	1.0	3.4	N
Tahoka	2.5	2.8	3.7	N
Wilson	2.6	2.6	4.3	N

Brownfield Area	1.5	1.3	2.3	N
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Exchange Name	Apr	May	Jun	Corrective Action
Aspermont	0.4	0.0	2.8	N
Baird	0.7	1.1	1.2	N
Benjamin	0.0	6.8	0.0	N
Blackwell	0.5	0.5	1.6	N
Clyde	0.9	1.2	2.4	N
Cross Plains	1.0	2.7	3.0	N
Haskell	1.0	1.4	0.7	N
Holliday	0.8	0.0	2.3	N
Kamay	2.8	0.6	3.5	N
Knox City	3.1	2.8	2.6	N
Loraine	0.8	2.8	3.8	N
May	1.7	0.0	0.4	N
Megargel	0.0	3.8	1.9	N
Merkel	0.6	1.3	1.1	N
Moran	1.6	5.0	0.8	N
Munday	3.3	3.4	3.5	N
Putnam	0.0	0.0	1.3	N
Rising Star	3.6	1.8	5.2	N
Rochester	2.8	4.7	3.8	N
Rule	2.0	1.5	1.5	N
Seymour	0.7	0.8	0.6	N
Throckmorton	0.6	1.0	1.6	N
Trent	0.6	1.3	2.6	N
Winert	3.5	1.8	1.8	N

Clyde Area	1.2	1.6	2.0	N
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Exchange Name	Apr	May	Jun	Corrective Action
Crawford	1.1	1.4	1.6	N

Crawford Area	1.1	1.4	1.6	N
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Exchange Name	Apr	May	Jun	Corrective Action
Avinger	4.5	3.0	2.2	N
Daingerfield	1.8	3.5	1.6	N
Douglasville	3.1	1.0	1.4	N
Hughes Springs	1.8	2.5	2.9	N
Karnack	2.1	1.2	2.0	N
Linden	1.5	3.3	2.0	N
Lonestar	1.1	1.8	1.4	N
Marietta	2.9	1.8	2.3	N
Naples	1.8	1.7	1.6	N
Uncertain	0.8	0.0	5.0	N

Daingerfield	2.0	2.4	2.0	N
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Exchange Name	Apr	May	Jun	Corrective Action
Adrian	4.6	3.4	2.3	N
Bovina	1.4	1.8	3.8	N
Boys Ranch	1.3	0.0	0.0	N
Cactus	0.9	1.6	2.2	N
Channing	0.0	1.9	6.5	N
Dalhart	1.8	4.2	5.0	N
Dimmitt	0.8	1.1	2.2	N
Dumas	1.3	1.4	1.9	N
Friona	1.3	2.2	4.5	N
Fritch	1.1	3.2	4.2	N
Happy	0.4	0.9	0.4	N
Hart	1.1	1.9	0.4	N
Hartley	1.4	6.2	4.8	N
Nazareth	0.0	2.5	2.8	N
Sanford	0.5	2.2	3.8	N
Stratford	2.1	6.9	2.1	N
Sunray	0.8	2.3	2.2	N
Tulia	0.4	0.8	1.5	N
Vega	3.0	0.9	1.7	N
Wildorado	4.6	3.1	1.5	N

Dumas Area	1.2	1.9	2.5	N
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Exchange Name	Apr	May	Jun	Corrective Action
Avalon	0.9	4.8	3.8	N
Blooming Grove	3.1	5.4	4.9	N
Bynum	3.9	5.1	3.1	N
Dawson	4.9	2.0	1.3	N
Elkhart	2.0	2.0	2.3	N
Fairfield	1.6	1.6	2.0	N
Frost	0.9	2.0	1.5	N
Hubbard	0.3	1.9	0.9	N
Irene	3.5	6.3	4.3	N
Malone	2.0	2.0	2.4	N
Milford	2.2	5.1	5.7	N
Mt Calm	2.6	0.9	0.0	N
Oakwood	5.8	6.0	6.8	N
Purdon	2.7	8.9	0.6	N
Richland	0.5	5.9	2.7	N
Slocum	2.9	4.2	4.9	N
Streetman	1.0	0.3	0.6	N
Whitney	0.9	1.7	1.3	N

Fairfield Area	1.8	2.4	2.2	N
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Exchange Name	Apr	May	Jun	Corrective Action
Bedias	2.0	4.2	4.0	N
Buffalo	2.6	3.2	2.5	N
Burlington	0.0	1.1	1.1	N
Centerville	3.4	2.9	3.3	N
Chilton	1.2	3.4	2.7	N
Franklin	1.4	1.6	2.0	N
Hilltop Lakes	1.4	1.0	1.3	N
Iola	2.0	3.3	3.0	N
Leona	9.1	5.7	7.0	N
Lott	2.5	3.9	2.3	N
Marquez	1.5	3.8	6.7	N
Normangee	2.5	3.3	3.7	N
North Zulch	4.2	5.4	7.8	N
Riesel	2.5	2.6	1.2	N
Rogers	3.2	1.9	3.2	N
Rosebud	1.8	1.4	1.5	N

Franklin Area	2.5	2.8	3.0	N
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Exchange Name	Apr	May	Jun	Corrective Action
Glen Rose	1.4	1.6	2.1	N
Morgan	3.4	1.6	3.2	N
Walnut Springs	2.6	2.0	2.2	N

Glen Rose	1.7	1.7	2.2	N
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Exchange Name	Apr	May	Jun	Corrective Action
Beckville	2.1	1.3	2.6	N
Bon Weir	2.6	2.6	2.6	N
Broaddus	2.1	1.3	1.3	N
Bronson	2.3	2.3	2.6	N
Burkville	1.5	1.5	2.9	N
Colmesneil	1.5	2.6	2.1	N
Fairmont	1.6	1.4	2.0	N
Gary	1.0	2.1	3.6	N
Hemphill	2.8	1.3	2.3	N
Huntington	1.4	1.7	1.5	N
Joaquin	3.3	2.7	2.6	N
Milam	1.7	1.5	3.3	N
Newton	2.5	1.2	1.5	N
Pineland	3.8	2.8	3.5	N
Tenaha	2.4	2.7	2.1	N
Zavalla	1.8	2.2	2.0	N

Huntington Area	2.1	1.9	2.3	N
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Exchange Name	Apr	May	Jun	Corrective Action
Abernathy	0.9	1.9	2.4	N
Amherst	1.1	1.1	3.3	N
Anton	2.3	2.8	9.3	N
Crosbyton	1.5	0.9	2.1	N
Hurlwood	1.1	2.3	2.5	N
Idalou	0.6	0.9	1.7	N
Levelland	1.2	1.9	2.0	N
Littlefield	0.8	1.7	2.0	N
Lorenzo	0.6	3.3	2.2	N
Morton	0.7	1.1	0.8	N
Petersburg	4.2	5.2	6.3	N
Ralls	1.3	3.7	3.0	N
Shallowater	2.0	2.0	2.7	N
Smyer	0.9	3.0	7.9	N
Spade	2.4	7.3	10.8	N
Sundown	0.3	1.1	0.6	N
Whiteface	0.0	0.0	0.4	N
Whitharral	2.6	3.6	2.7	N
Wolfforth	1.2	1.3	2.5	N

Levelland Area	1.2	1.9	2.6	N
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Exchange Name	Apr	May	Jun	Corrective Action
Annona	1.7	4.2	9.1	N
Avery	1.6	2.3	1.4	N
Bagwell	2.8	4.2	0.7	N
Bogata	6.3	4.2	5.8	N
Clarksville	1.9	1.7	2.6	N
Dekalb	1.9	1.5	2.0	N
Deport	1.5	2.4	1.5	N
Detroit	4.6	4.2	3.3	N
Hooks	1.7	0.4	0.8	N
Maude	1.3	0.7	1.3	N
Negley	1.2	4.7	1.2	N
New Boston	1.6	1.8	2.6	N
Redwater	1.1	1.1	1.5	N
Simms	4.9	3.0	2.7	N

New Boston Area	2.1	1.9	2.3	N
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Exchange Name	Apr	May	Jun	Corrective Action
Balmorhea	8.3	5.5	4.1	N
Coyanosa	4.7	4.7	1.3	N
Fabens	2.1	2.1	1.6	N
Fort Hancock	3.6	5.7	1.8	N
Imperial	2.3	1.2	0.0	N
Mentone	3.1	3.1	6.1	N
Orla	3.2	1.6	1.6	N
Pecos	6.1	3.9	5.9	N
Sierra Blanca	1.2	2.5	3.4	N
Toyah	2.2	0.0	0.0	N
Valentine	0.0	0.0	4.2	N
Van Horn	1.6	1.5	3.0	N

Pecos Area	4.1	3.2	3.9	N
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Exchange Name	Apr	May	Jun	Corrective Action
Texarkana	1.7	2.0	1.9	N

Texarkana Area	1.7	2.0	1.9	N
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Shaded exchange indicates access lines over 10,000 and are subject to 3.0 per 100, exchanges less than 10,000 are subject to 6.0 per 100

Exchange Name	Apr	May	Jun	Corrective Action
Austonio	5.5	7.2	9.2	N
Crockett	2.4	2.3	2.3	N
Cushing	2.9	2.1	2.9	N
Grapeland	3.4	3.7	2.7	N
Groveton	3.5	3.5	1.4	N
Kennard	4.5	1.5	2.8	N
Lovelady	2.5	1.8	3.2	N
Pennington	2.4	1.7	2.5	N
Reklaw	1.9	0.9	3.3	N
Trinity	1.6	1.5	1.5	N
Trinity Area	2.5	2.3	2.3	N

Windstream Communications SW	1.9	2.1	2.3	N
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PRIMARY SERVICE ORDERS WITHIN 5 DAYS

Exchange Name	Apr	May	Jun	Corrective Action
Booker	100%	100%	100%	N
Clarendon	100%	100%	100%	N
Claude	100%	100%	100%	N
Darrouzett	100%	100%	100%	N
Dodson	100%	100%	100%	N
Estelline	100%	100%	100%	N
Follett	100%	100%	100%	N
Groom	100%	100%	100%	N
Hedley	100%	100%	100%	N
Higgins	100%	100%	100%	N
Lakeview	50%	83%	100%	N
Memphis	100%	100%	100%	N
Miami	100%	88%	100%	N
Mobeetie	100%	100%	100%	N
Panhandle	100%	100%	100%	N
Perryton	100%	100%	100%	N
Spearman	100%	91%	77%	N
Wellington	100%	100%	100%	N
Wheeler	100%	100%	88%	N
White Deer	100%	100%	100%	N
	100%	100%	100%	N

Booker Area	99%	95%	93%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Andrews	100%	96%	100%	N
Brownfield	93%	100%	95%	N
Denver City	83%	93%	100%	N
Forsan	100%	100%	100%	N
Frankel City	100%	100%	100%	N
Lamesa	100%	100%	100%	N
Meadow	100%	100%	84%	N
Post	100%	100%	100%	N
Ropesville	100%	100%	75%	N
Seagraves	100%	100%	100%	N
Tahoka	100%	67%	100%	N
Wilson	83%	100%	80%	N
	100%	100%	100%	N

Brownfield Area	95%	97%	93%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Aspermont	100%	100%	100%	N
Baird	83%	89%	100%	N
Benjamin	100%	100%	100%	N
Blackwell	100%	100%	100%	N
Clyde	100%	100%	100%	N
Cross Plains	83%	100%	95%	N
Haskell	100%	100%	100%	N
Holliday	100%	100%	100%	N
Kamay	100%	100%	100%	N
Knox City	100%	100%	100%	N
Loraine	100%	100%	100%	N
May	100%	100%	100%	N
Megargel	100%	100%	100%	N
Merkel	100%	100%	100%	N
Moran	100%	100%	100%	N
Munday	100%	100%	100%	N
Putnam	100%	100%	67%	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%	88%	N
Trent	100%	100%	50%	N
Winert	100%	100%	100%	N

Clyde Area	98%	99%	95%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Crawford	100%	100%	50%	N

Crawford Area	100%	100%	50%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Avinger	100%	100%	100%	N
Daingerfield	89%	100%	100%	N
Douglasville	100%	100%	100%	N
Hughes Springs	100%	100%	86%	N
Karnack	100%	100%	100%	N
Linden	100%	100%	91%	N
Lonestar	100%	100%	100%	N
Marietta	100%	100%	100%	N
Naples	100%	100%	100%	N
Uncertain	100%	100%	100%	N

Daingerfield Area	98%	100%	96%	N
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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%	67%	N
Dalhart	87%	100%	92%	N
Dimmitt	100%	100%	100%	N
Dumas	93%	98%	95%	N
Friona	100%	100%	100%	N
Fritch	100%	100%	79%	N
Happy	100%	100%	100%	N
Hart	50%	100%	100%	N
Hartley	0%	100%	100%	N
Nazareth	100%	100%	100%	N
Sanford	100%	100%	100%	N
Stratford	100%	50%	100%	N
Sunray	100%	100%	100%	N
Tulia	92%	100%	100%	N
Vega	100%	100%	100%	N
Wildorado	100%	100%	100%	N

Dumas Area	94%	98%	94%	N
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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%	85%	N
Frost	100%	100%	92%	N
Hubbard	100%	100%	100%	N
Irene	100%	100%	80%	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%	80%	N
Richland	100%	100%	100%	N
Slocum	100%	100%	100%	N
Streetman	100%	100%	100%	N
Whitney	100%	100%	100%	N
	98%	98%	91%	N

Fairfield Area	99%	99%	92%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Bedias	100%	100%	80%	N
Buffalo	100%	100%	80%	N
Burlington	100%	100%	100%	N
Centerville	95%	93%	100%	N
Chilton	100%	100%	100%	N
Franklin	100%	92%	100%	N
Hilltop Lakes	83%	100%	100%	N
Iola	75%	100%	100%	N
Leona	100%	100%	100%	N
Lott	100%	83%	100%	N
Marquez	100%	100%	100%	N
Normangee	80%	100%	100%	N
North Zulch	100%	89%	100%	N
Riesel	80%	75%	100%	N
Rogers	100%	100%	100%	N
Rosebud	100%	100%	100%	N

Franklin Area	95%	96%	96%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Glen Rose	100%	94%	95%	N
Morgan	100%	100%	100%	N
Walnut Springs	100%	100%	100%	N

Glen Rose	100%	95%	96%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Beckville	100%	67%	100%	N
Bon Weir	100%	100%	100%	N
Broadus	80%	100%	100%	N
Bronson	100%	100%	100%	N
Burkville	67%	100%	100%	N
Colmesneil	100%	100%	100%	N
Fairmont	100%	88%	86%	N
Gary	100%	100%	100%	N
Hemphill	100%	100%	90%	N
Huntington	96%	96%	100%	N
Joaquin	100%	100%	100%	N
Milam	100%	92%	90%	N
Newton	88%	100%	100%	N
Pineland	100%	100%	100%	N
Tenaha	100%	100%	100%	N
Zavalla	100%	100%	100%	N

Huntington Area	97%	96%	97%	N
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WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
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Exchange Name	Apr	May	Jun	Corrective Action
Abernathy	100%	100%	100%	N
Amherst	75%	100%	100%	N
Anton	80%	100%	67%	N
Crosbyton	100%	100%	90%	N
Hurlwood	40%	100%	100%	N
Idalou	83%	100%	100%	N
Levelland	75%	100%	53%	N
Littlefield	100%	92%	94%	N
Lorenzo	100%	100%	100%	N
Morton	100%	100%	100%	N
Petersburg	100%	100%	67%	N
Ralls	100%	86%	100%	N
Shallowater	100%	92%	83%	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%	64%	N

Levelland Area	87%	98%	79%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Annona	100%	100%	100%	N
Avery	100%	100%	100%	N
Bagwell	100%	100%	100%	N
Bogata	80%	100%	100%	N
Clarksville	83%	95%	100%	N
Dekalb	91%	91%	95%	N
Deport	100%	100%	75%	N
Detroit	100%	100%	100%	N
Hooks	100%	100%	100%	N
Maude	78%	100%	89%	N
Negley	100%	100%	100%	N
New Boston	97%	90%	95%	N
Redwater	100%	100%	100%	N
Simms	75%	100%	100%	N

New Boston Area	92%	96%	96%	N
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WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
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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	74%	100%	100%	N
Toyah	100%	100%	100%	N
Valentine	100%	100%	100%	N
Van Horn	100%	100%	100%	N

Pecos Area	83%	100%	100%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Texarkana	96%	82%	78%	N

Texarkana Area	96%	82%	78%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Austonio	100%	100%	100%	N
Crockett	97%	98%	95%	N
Cushing	100%	100%	100%	N
Grapeland	100%	100%	91%	N
Groveton	100%	83%	100%	N
Kennard	100%	100%	75%	N
Lovelady	100%	100%	100%	N
Pennington	100%	100%	0%	N
Reklaw	100%	50%	100%	N
Trinity	97%	97%	93%	N

Trinity Area	98%	96%	93%	N
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Windstream Communications SW	95%	95%	91%	N
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WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
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REGULAR SERVICE ORDERS WITHIN 5 DAYS

Exchange Name	Apr	May	Jun	Corrective Action
Booker	100%	90%	100%	N
Clarendon	100%	100%	100%	N
Claude	100%	100%	100%	N
Darrouzett	100%	100%	100%	N
Dodson	100%	100%	100%	N
Estelline	100%	100%	100%	N
Follett	100%	100%	100%	N
Groom	100%	100%	100%	N
Hedley	100%	100%	100%	N
Higgins	100%	100%	100%	N
Lakeview	92%	94%	100%	N
Memphis	100%	100%	100%	N
Miami	98%	98%	100%	N
Mobeetie	100%	100%	100%	N
Panhandle	100%	100%	100%	N
Perryton	100%	100%	95%	N
Spearman	98%	98%	92%	N
Wellington	100%	100%	100%	N
Wheeler	100%	96%	98%	N
White Deer	100%	100%	100%	N
	100%	92%	86%	N

Booker Area	99%	98%	98%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Andrews	100%	97%	99%	N
Brownfield	97%	100%	99%	N
Denver City	98%	99%	100%	N
Forsan	100%	100%	100%	N
Frankel City	0%	100%	100%	N
Lamesa	100%	100%	96%	N
Meadow	100%	100%	100%	N
Post	100%	100%	93%	N
Ropesville	100%	100%	100%	N
Seagraves	100%	96%	100%	N
Tahoka	95%	100%	89%	N
Wilson	100%	100%	100%	N

Brownfield Area	99%	99%	98%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Aspermont	100%	80%	100%	N
Baird	98%	97%	100%	N
Benjamin	100%	100%	100%	N
Blackwell	100%	100%	100%	N
Clyde	100%	100%	100%	N
Cross Plains	96%	100%	100%	N
Haskell	100%	97%	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	98%	100%	98%	N
Moran	100%	100%	100%	N
Munday	100%	100%	96%	N
Putnam	100%	100%	100%	N
Rising Star	100%	92%	100%	N
Rochester	100%	100%	100%	N
Rule	100%	100%	100%	N
Seymour	100%	100%	97%	N
Throckmorton	100%	94%	92%	N
Trent	100%	100%	100%	N
Winert	100%	100%	100%	N

Clyde Area	99%	99%	99%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Crawford	100%	100%	91%	N
Crawford Area	100%	100%	91%	N

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

Daingerfield	100%	100%	99%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Adrian	100%	100%	100%	N
Bovina	100%	100%	100%	N
Boys Ranch	100%	100%	100%	N
Cactus	98%	96%	100%	N
Channing	100%	100%	90%	N
Dalhart	95%	98%	98%	N
Dimmitt	99%	100%	100%	N
Dumas	98%	100%	97%	N
Friona	100%	100%	94%	N
Fritch	100%	100%	94%	N
Happy	100%	100%	100%	N
Hart	91%	100%	100%	N
Hartley	83%	100%	100%	N
Nazareth	100%	100%	100%	N
Sanford	100%	100%	100%	N
Stratford	100%	83%	100%	N
Sunray	100%	95%	100%	N
Tulia	97%	100%	100%	N
Vega	100%	100%	100%	N
Wildorado	100%	100%	100%	N

Dumas Area	98%	99%	98%	N
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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%	95%	N
Frost	99%	98%	98%	N
Hubbard	100%	100%	100%	N
Irene	100%	100%	98%	N
Malone	95%	100%	100%	N
Milford	100%	100%	100%	N
Mt Calm	100%	100%	100%	N
Oakwood	100%	100%	100%	N
Purdon	100%	100%	97%	N
Richland	100%	100%	100%	N
Slocum	100%	100%	100%	N
Streetman	100%	100%	100%	N
Whitney	100%	100%	100%	N
	99%	99%	98%	N

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

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

Glen Rose	99%	98%	99%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Beckville	100%	96%	100%	N
Bon Weir	100%	100%	100%	N
Broaddus	95%	100%	100%	N
Bronson	100%	100%	100%	N
Burkville	94%	100%	100%	N
Colmesneil	100%	100%	100%	N
Fairmont	100%	98%	98%	N
Gary	100%	100%	100%	N
Hemphill	99%	100%	97%	N
Huntington	99%	99%	99%	N
Joaquin	97%	100%	100%	N
Milam	100%	99%	98%	N
Newton	99%	100%	100%	N
Pineland	100%	100%	98%	N
Tenaha	100%	100%	100%	N
Zavalla	100%	100%	100%	N

Huntington Area	99%	100%	99%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Abernathy	100%	100%	100%	N
Amherst	92%	100%	81%	N
Anton	92%	100%	96%	N
Crosbyton	100%	100%	98%	N
Hurlwood	85%	100%	100%	N
Idalou	95%	100%	100%	N
Levelland	91%	99%	85%	N
Littlefield	99%	99%	99%	N
Lorenzo	100%	100%	100%	N
Morton	100%	100%	97%	N
Petersburg	100%	100%	96%	N
Ralls	100%	98%	100%	N
Shallowater	100%	98%	94%	N
Smyer	100%	100%	100%	N
Spade	100%	100%	75%	N
Sundown	100%	96%	100%	N
Whiteface	100%	100%	100%	N
Whitharral	100%	100%	100%	N
Wolfforth	100%	100%	87%	N

Levelland Area	97%	99%	94%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Annona	100%	100%	100%	N
Avery	100%	100%	100%	N
Bagwell	100%	100%	100%	N
Bogata	93%	100%	100%	N
Clarksville	98%	98%	100%	N
Dekalb	99%	99%	98%	N
Deport	100%	100%	95%	N
Detroit	100%	100%	100%	N
Hooks	100%	100%	99%	N
Maude	96%	100%	98%	N
Negley	100%	100%	100%	N
New Boston	99%	97%	99%	N
Redwater	100%	97%	100%	N
Simms	95%	100%	100%	N

New Boston Area	99%	99%	99%	N
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WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
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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	94%	99%	99%	N
Toyah	100%	100%	100%	N
Valentine	100%	100%	100%	N
Van Horn	100%	100%	100%	N
	95%	100%	100%	N

Pecos Area	96%	99%	99%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Texarkana	98%	94%	93%	N

Texarkana Area	98%	94%	93%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Austonio	100%	100%	100%	N
Crockett	99%	99%	98%	N
Cushing	100%	100%	100%	N
Grapeland	99%	99%	96%	N
Groveton	100%	98%	100%	N
Kennard	100%	100%	93%	N
Lovelady	100%	100%	100%	N
Pennington	100%	100%	80%	N
Reklaw	100%	92%	100%	N
Trinity	100%	100%	98%	N

Trinity Area	99%	99%	98%	N
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Windstream Communications SW	99%	98%	97%	N
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WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
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Service Order Installations 30 Days

Exchange Name	Apr	May	Jun	Corrective Action
Booker	100%	90%	100%	N
Clarendon	100%	100%	100%	N
Claude	100%	100%	100%	N
Darrouzett	100%	100%	100%	N
Dodson	100%	100%	100%	N
Estelline	100%	100%	100%	N
Follett	100%	100%	100%	N
Groom	100%	100%	100%	N
Hedley	100%	100%	100%	N
Higgins	100%	100%	100%	N
Lakeview	100%	100%	100%	N
Memphis	100%	100%	100%	N
Miami	100%	100%	100%	N
Mobeetie	100%	100%	100%	N
Panhandle	100%	100%	100%	N
Perryton	100%	100%	100%	N
Spearman	100%	100%	100%	N
Wellington	100%	100%	100%	N
Wheeler	100%	100%	100%	N
White Deer	100%	100%	100%	N
			86%	N

Booker Area	100%	100%	100%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Andrews	100%	100%	100%	N
Brownfield	100%	100%	100%	N
Denver City	99%	100%	100%	N
Forsan	100%	100%	100%	N
Frankel City	100%	100%	100%	N
Lamesa	100%	100%	100%	N
Meadow	100%	100%	100%	N
Post	100%	100%	100%	N
Ropesville	100%	100%	100%	N
Seagraves	100%	100%	100%	N
Tahoka	100%	100%	100%	N
Wilson	100%	100%	100%	N
				N

Brownfield Area	100%	100%	100%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Aspermont	100%	80%	100%	N
Baird	100%	100%	100%	N
Benjamin	100%	100%	100%	N
Blackwell	100%	100%	100%	N
Clyde	100%	100%	100%	N
Cross Plains	100%	100%	100%	N
Haskell	100%	100%	100%	N
Holliday	100%	100%	100%	N
Kamay	100%	100%	100%	N
Knox City	100%	100%	100%	N
Loraine	100%	100%	100%	N
May	100%	100%	100%	N
Megargel	100%	100%	100%	N
Merkel	100%	100%	100%	N
Moran	100%	100%	100%	N
Munday	100%	100%	100%	N
Putnam	100%	100%	96%	N
Rising Star	100%	100%	100%	N
Rochester	100%	100%	100%	N
Rule	100%	100%	100%	N
Seymour	100%	100%	100%	N
Throckmorton	100%	100%	100%	N
Trent	100%	100%	100%	N
Winert	100%	100%	100%	N

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

Crawford Area	100%	100%	100%	N
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WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
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Exchange Name	Apr	May	Jun	Corrective Action
Avinger				
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
	100%	100%	100%	N

Daingerfield	100%	100%	100%	N
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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	95%	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
	100%	100%	100%	N

Dumas Area	100%	100%	100%	N
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WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
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Exchange Name	Apr	May	Jun	Corrective Action
Avalon				
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	99%	100%	99%	N
Hubbard	100%	100%	100%	N
Irene	100%	100%	100%	N
Malone	100%	100%	100%	N
Milford	100%	100%	100%	N
Mt Calm	100%	100%	100%	N
Oakwood	100%	100%	100%	N
Purdon	100%	100%	100%	N
Richland	100%	100%	100%	N
Slocum	100%	100%	100%	N
Streetman	100%	100%	100%	N
Whitney	100%	100%	100%	N
	100%	100%	100%	N

Fairfield Area	100%	100%	100%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Bedias				
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	98%	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
	100%	100%	100%	N

Franklin Area	100%	100%	100%	N
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WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
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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
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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%	100%	100%	N
Fairmont	100%	100%	100%	N
Gary	100%	100%	100%	N
Hemphill	100%	100%	100%	N
Huntington	100%	100%	100%	N
Joaquin	100%	100%	99%	N
Milam	98%	100%	100%	N
Newton	100%	100%	100%	N
Pineland	100%	100%	100%	N
Tenaha	100%	100%	100%	N
Zavalla	100%	100%	100%	N

Huntington Area	100%	100%	100%	N
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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%	99%	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
	100%	100%	97%	N

Levelland Area	100%	100%	100%	N
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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%	99%	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
	100%	100%	100%	N

New Boston Area	100%	100%	100%	N
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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	99%	100%	100%	N
Toyah	100%	100%	100%	N
Valentine	100%	100%	100%	N
Van Horn	100%	100%	100%	N

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

Texarkana Area	100%	100%	100%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Austonio	100%	100%	100%	N
Crockett	100%	100%	99%	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%	99%	N
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Windstream Communications SW	100%	100%	100%	N
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Service Order Installations 90 Days

Exchange Name	Apr	May	Jun	Corrective Action
Booker	100%	90%	100%	N
Clarendon	100%	100%	100%	N
Claude	100%	100%	100%	N
Darrouzett	100%	100%	100%	N
Dodson	100%	100%	100%	N
Estelline	100%	100%	100%	N
Follett	100%	100%	100%	N
Groom	100%	100%	100%	N
Hedley	100%	100%	100%	N
Higgins	100%	100%	100%	N
Lakeview	100%	100%	100%	N
Memphis	100%	100%	100%	N
Miami	100%	100%	100%	N
Mobeetie	100%	100%	100%	N
Panhandle	100%	100%	100%	N
Perryton	100%	100%	100%	N
Spearman	100%	100%	100%	N
Wellington	100%	100%	100%	N
Wheeler	100%	100%	100%	N
White Deer	100%	100%	100%	N

Booker Area	100%	100%	100%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Andrews	100%	100%	100%	N
Brownfield	100%	100%	100%	N
Denver City	100%	100%	100%	N
Forsan	100%	100%	100%	N
Frankel City	100%	100%	100%	N
Lamesa	100%	100%	100%	N
Meadow	100%	100%	100%	N
Post	100%	100%	100%	N
Ropesville	100%	100%	100%	N
Seagraves	100%	100%	100%	N
Tahoka	100%	100%	100%	N
Wilson	100%	100%	100%	N

Brownfield Area	100%	100%	100%	N
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Exchange Name	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	100%	100%	100%	N
Moran	100%	100%	100%	N
Munday	100%	100%	100%	N
Putnam	100%	100%	100%	N
Rising Star	100%	100%	100%	N
Rochester	100%	100%	100%	N
Rule	100%	100%	100%	N
Seymour	100%	100%	100%	N
Throckmorton	100%	100%	100%	N
Trent	100%	100%	100%	N
Winert	100%	100%	100%	N

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

Crawford Area	100%	100%	100%	N
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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
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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	97%	100%	100%	N
Dumas	100%	100%	100%	N
Friona	100%	100%	100%	N
Fritch	100%	100%	100%	N
Happy	100%	100%	100%	N
Hart	100%	100%	100%	N
Hartley	100%	100%	100%	N
Nazareth	100%	100%	100%	N
Sanford	100%	100%	100%	N
Stratford	100%	100%	100%	N
Sunray	100%	100%	100%	N
Tulia	100%	100%	100%	N
Vega	100%	100%	100%	N
Wildorado	100%	100%	100%	N

Dumas Area	100%	100%	100%	N
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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	99%	100%	100%	N
Hubbard	100%	100%	100%	N
Irene	100%	100%	100%	N
Malone	100%	100%	100%	N
Milford	100%	100%	100%	N
Mt Calm	100%	100%	100%	N
Oakwood	100%	100%	100%	N
Purdon	100%	100%	100%	N
Richland	100%	100%	100%	N
Slocum	100%	100%	100%	N
Streetman	100%	100%	100%	N
Whitney	100%	100%	100%	N

Fairfield Area	100%	100%	100%	N
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Exchange Name	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
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