

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
2nd QTR 2014 SERVICE QUALITY REPORT
PROJECT No 39301

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

Huntington Area	100%	100%	100%	N
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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

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%	100%	N
Detroit	100%	100%	100%	N
Hooks	100%	100%	100%	N
Maude	100%	100%	100%	N
Negley	100%	100%	100%	N
New Boston	100%	100%	100%	N
Redwater	100%	100%	100%	N
Simms	100%	100%	100%	N

New Boston Area	100%	100%	100%	N
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Exchange Name	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
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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%	100%	N
Cushing	100%	100%	100%	N
Grapeland	100%	100%	100%	N
Groveton	100%	100%	100%	N
Kennard	100%	100%	100%	N
Lovelady	100%	100%	100%	N
Pennington	100%	100%	100%	N
Reklaw	100%	100%	100%	N
Trinity	100%	100%	100%	N

Trinity Area	100%	100%	100%	N
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Windstream Communications SW	100%	100%	100%	N
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WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
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Service Due Date Commitment Met

Exchange Name	Apr	May	Jun	Corrective Action
Booker	90%	100%	100%	N
Clarendon	100%	100%	100%	N
Claude	100%	100%	100%	N
Darrouzett	88%	100%	100%	N
Dodson	100%	100%	100%	N
Estelline	100%	100%	100%	N
Follett	100%	100%	75%	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	98%	100%	96%	N
Mobeetie	100%	100%	100%	N
Panhandle	100%	100%	100%	N
Perryton	95%	100%	100%	N
Spearman	99%	100%	100%	N
Wellington	100%	100%	100%	N
Wheeler	100%	100%	98%	N
White Deer	100%	100%	100%	N
	100%	92%	86%	N
Booker Area	99%	100%	99%	N

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

WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
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Exchange Name	Apr	May	Jun	Corrective Action
Aspermont	100%	100%	100%	N
Baird	100%	97%	100%	N
Benjamin	100%	100%	100%	N
Blackwell	100%	100%	100%	N
Clyde	100%	100%	100%	N
Cross Plains	100%	100%	99%	N
Haskell	96%	100%	100%	N
Holliday	100%	97%	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	83%	100%	100%	N
Putnam	100%	100%	100%	N
Rising Star	100%	100%	100%	N
Rochester	100%	83%	100%	N
Rule	100%	100%	100%	N
Seymour	100%	100%	100%	N
Throckmorton	100%	100%	97%	N
Trent	92%	100%	100%	N
Winert	100%	100%	100%	N
	100%	100%	100%	N

Clyde Area	99%	99%	99%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Crawford	94%	100%	100%	N

Crawford Area	94%	100%	100%	N
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WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
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Exchange Name	Apr	May	Jun	Corrective Action
Avinger				
Daingerfield	94%	97%	100%	N
Douglasville	100%	100%	100%	N
Hughes Springs	100%	100%	100%	N
Karnack	96%	100%	96%	N
Linden	100%	100%	97%	N
Lonestar	97%	99%	100%	N
Marietta	100%	98%	100%	N
Naples	92%	95%	100%	N
Uncertain	100%	100%	100%	N
	100%	100%	100%	N

Daingerfield	98%	99%	99%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Adrian				
Bovina	100%	100%	100%	N
Boys Ranch	100%	100%	100%	N
Cactus	100%	100%	100%	N
Channing	98%	100%	100%	N
Dalhart	100%	100%	100%	N
Dimmitt	100%	100%	98%	N
Dumas	98%	100%	99%	N
Friona	99%	99%	98%	N
Fritch	100%	100%	100%	N
Happy	98%	100%	100%	N
Hart	100%	100%	100%	N
Hartley	100%	100%	100%	N
Nazareth	100%	100%	100%	N
Sanford	100%	100%	100%	N
Stratford	75%	100%	100%	N
Sunray	100%	100%	100%	N
Tulia	100%	100%	100%	N
Vega	100%	100%	100%	N
Wildorado	92%	100%	100%	N
	100%	100%	100%	N

Dumas Area	99%	100%	99%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Avalon	100%	80%	100%	N
Blooming Grove	100%	100%	95%	N
Bynum	100%	100%	100%	N
Dawson	100%	100%	96%	N
Elkhart	100%	100%	97%	N
Fairfield	99%	100%	100%	N
Frost	100%	99%	100%	N
Hubbard	96%	100%	100%	N
Irene	95%	100%	100%	N
Malone	100%	100%	100%	N
Milford	100%	100%	100%	N
Mt Calm	100%	100%	100%	N
Oakwood	100%	100%	93%	N
Purdon	90%	100%	100%	N
Richland	100%	100%	100%	N
Slocum	100%	100%	100%	N
Streetman	100%	100%	100%	N
Whitney	99%	98%	100%	N

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

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

Glen Rose	100%	99%	99%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Beckville	97%	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	97%	100%	100%	N
Hemphill	100%	100%	100%	N
Huntington	100%	98%	100%	N
Joaquin	99%	99%	99%	N
Milam	100%	97%	98%	N
Newton	100%	100%	98%	N
Pineland	99%	100%	98%	N
Tenaha	96%	98%	95%	N
Zavalla	100%	100%	100%	N
	95%	98%	98%	N

Huntington Area	99%	99%	99%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Abernathy	100%	100%	100%	N
Amherst	100%	89%	100%	N
Anton	100%	100%	100%	N
Crosbyton	95%	97%	100%	N
Hurlwood	95%	100%	100%	N
Idalou	100%	100%	100%	N
Levelland	99%	99%	99%	N
Littlefield	100%	100%	99%	N
Lorenzo	100%	100%	100%	N
Morton	100%	100%	100%	N
Petersburg	98%	100%	100%	N
Ralls	100%	96%	100%	N
Shallowater	100%	98%	97%	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
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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	96%	100%	100%	N
Clarksville	100%	100%	100%	N
Dekalb	99%	99%	100%	N
Deport	100%	100%	100%	N
Detroit	100%	100%	100%	N
Hooks	100%	99%	100%	N
Maude	100%	100%	100%	N
Negley	99%	99%	99%	N
New Boston	100%	100%	100%	N
Redwater	95%	95%	100%	N
Simms				

New Boston Area	99%	99%	100%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Balmorhea	100%	100%	100%	N
Coyanosa	100%	100%	100%	N
Fabens	99%	100%	99%	N
Fort Hancock	93%	100%	100%	N
Imperial	100%	100%	100%	N
Mentone	100%	100%	100%	N
Orla	100%	100%	100%	N
Pecos	99%	100%	100%	N
Sierra Blanca	100%	100%	92%	N
Toyah	100%	100%	100%	N
Valentine	100%	67%	100%	N
Van Horn	95%	100%	100%	N

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

Texarkana Area	99%	99%	99%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Austonio	83%	100%	100%	N
Crockett	99%	100%	99%	N
Cushing	100%	98%	100%	N
Grapeland	99%	97%	99%	N
Groveton	100%	100%	100%	N
Kennard	91%	100%	100%	N
Lovelady	100%	100%	97%	N
Pennington	100%	100%	100%	N
Reklaw	100%	100%	100%	N
Trinity	99%	99%	100%	N

Trinity Area	99%	99%	99%	N
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Windstream Communications SW	99%	99%	99%	N
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WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
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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
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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
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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
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Exchange Name	Apr	May	Jun	Corrective Action
Crawford	0%	0%	0%	N
Crawford Area	0%	0%	0%	N

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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

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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
	0%	0%	0%	N

Fairfield Area	0%	0%	0%	N
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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
	0%	0%	0%	N

Franklin Area	0%	0%	0%	N
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WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
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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
Broadus	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
Whitharral	0%	0%	0%	N
Wolfforth	0%	0%	0%	N
Levelland Area	0%	0%	0%	N

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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
	0%	0%	0%	N

New Boston Area	0%	0%	0%	N
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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
	0%	0%	0%	N

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

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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

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% Repeat Trouble Reports

Exchange Name	Apr	May	Jun	Corrective Action
Booker	0%	0%	9%	N
Clarendon	15%	0%	12%	N
Claude	33%	0%	4%	N
Darrouzett	0%	50%	0%	N
Dodson	0%	33%	0%	N
Estelline	0%	0%	0%	N
Follett	33%	0%	0%	N
Groom	0%	0%	23%	N
Hedley	0%	25%	0%	N
Higgins	14%	100%	0%	N
Lakeview	0%	25%	20%	N
Memphis	0%	18%	13%	N
Miami	0%	0%	0%	N
Mobeetie	0%	0%	0%	N
Panhandle	7%	0%	3%	N
Perryton	6%	13%	7%	N
Spearman	0%	5%	14%	N
Wellington	6%	6%	15%	N
Wheeler	0%	6%	7%	N
White Deer	25%	0%	9%	N
Booker Area	8%	8%	9%	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%	10%	15%	N

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Exchange Name	Apr	May	Jun	Corrective Action
Aspermont	0%	0%	13%	N
Baird	0%	9%	17%	N
Benjamin	0%	0%	0%	N
Blackwell	0%	0%	0%	N
Clyde	9%	7%	18%	N
Cross Plains	11%	8%	11%	N
Haskell	15%	12%	0%	N
Holliday	0%	0%	17%	N
Kamay	20%	0%	33%	N
Knox City	0%	0%	0%	N
Loraine	0%	0%	0%	N
May	25%	0%	0%	N
Megargel	0%	0%	0%	N
Merkel	0%	0%	19%	N
Moran	0%	23%	0%	N
Munday	10%	10%	24%	N
Putnam	0%	0%	0%	N
Rising Star	32%	63%	17%	N
Rochester	0%	0%	0%	N
Rule	0%	33%	0%	N
Seymour	0%	29%	0%	N
Throckmorton	0%	0%	10%	N
Trent	0%	0%	0%	N
Winert	0%	0%	0%	N

Clyde Area	10%	10%	13%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Crawford	0%	11%	10%	N

Crawford Area	0%	11%	10%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Avinger	33%	17%	15%	N
Daingerfield	13%	15%	12%	N
Douglasville	24%	14%	11%	N
Hughes Springs	37%	13%	23%	N
Karnack	11%	10%	4%	N
Linden	3%	26%	13%	N
Lonestar	21%	5%	0%	N
Marietta	0%	0%	9%	N
Naples	0%	13%	22%	N
Uncertain	0%	0%	0%	N

Daingerfield	16%	16%	13%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Adrian	75%	0%	0%	N
Bovina	33%	25%	13%	N
Boys Ranch	100%	0%	0%	N
Cactus	0%	8%	19%	N
Channing	0%	0%	43%	N
Dalhart	27%	17%	33%	N
Dimmitt	6%	19%	7%	N
Dumas	12%	29%	23%	N
Friona	17%	0%	15%	N
Fritch	0%	17%	39%	N
Happy	0%	0%	0%	N
Hart	0%	0%	0%	N
Hartley	0%	11%	29%	N
Nazareth	0%	14%	13%	N
Sanford	0%	25%	14%	N
Stratford	0%	46%	25%	N
Sunray	14%	11%	28%	N
Tulia	0%	11%	11%	N
Vega	31%	25%	0%	N
Wildorado	33%	50%	0%	N

Dumas Area	15%	20%	23%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Avalon	50%	0%	29%	N
Blooming Grove	30%	13%	34%	N
Bynum	50%	0%	0%	N
Dawson	14%	13%	33%	N
Elkhart	5%	10%	15%	N
Fairfield	18%	16%	13%	N
Frost	0%	0%	0%	N
Hubbard	0%	6%	0%	N
Irene	29%	18%	22%	N
Malone	0%	0%	0%	N
Milford	0%	11%	17%	N
Mt Calm	17%	0%	0%	N
Oakwood	27%	33%	26%	Y
Purdon	10%	23%	50%	N
Richland	0%	18%	20%	N
Slocum	11%	8%	21%	N
Streetman	20%	0%	0%	N
Whitney	5%	6%	13%	N

Fairfield Area	16%	13%	19%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Bedias	19%	12%	25%	N
Buffalo	13%	13%	21%	N
Burlington	0%	0%	0%	N
Centerville	20%	16%	11%	N
Chilton	0%	13%	38%	N
Franklin	12%	6%	10%	N
Hilltop Lakes	17%	11%	8%	N
Iola	25%	12%	12%	N
Leona	48%	17%	15%	N
Lott	7%	19%	15%	N
Marquez	22%	17%	28%	N
Normangee	6%	10%	23%	N
North Zulch	23%	21%	18%	N
Riesel	22%	15%	0%	N
Rogers	16%	18%	16%	N
Rosebud	22%	27%	27%	N
Franklin Area	19%	14%	18%	N

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Exchange Name	Apr	May	Jun	Corrective Action
Glen Rose				
Morgan	11%	20%	16%	N
Walnut Springs	25%	20%	10%	N
	18%	30%	36%	N

Glen Rose	13%	21%	18%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Beckville				
Bon Weir	12%	20%	25%	N
Broaddus	13%	0%	6%	N
Bronson	0%	22%	11%	N
Burkville	0%	13%	22%	N
Colmesneil	15%	12%	37%	N
Fairmont	20%	24%	24%	N
Gary	22%	13%	12%	N
Hemphill	33%	8%	32%	N
Huntington	23%	17%	18%	N
Joaquin	10%	7%	14%	N
Milam	32%	28%	9%	N
Newton	4%	24%	21%	N
Pineland	21%	18%	8%	N
Tenaha	29%	21%	26%	N
Zavalla	13%	6%	16%	N
	11%	14%	19%	N

Huntington Area	19%	16%	18%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Abernathy				
Amherst	9%	10%	12%	N
Anton	25%	0%	8%	N
Crosbyton	8%	0%	22%	N
Hurlwood	14%	0%	21%	N
Idalou	0%	0%	20%	N
Levelland	0%	0%	8%	N
Littlefield	12%	6%	14%	N
Lorenzo	0%	3%	13%	N
Morton	0%	13%	10%	N
Petersburg	0%	0%	14%	N
Ralls	4%	15%	28%	N
Shallowater	9%	17%	8%	N
Smyer	0%	10%	7%	N
Spade	0%	14%	28%	N
Sundown	50%	17%	22%	N
Whiteface	50%	0%	0%	N
Whitharral	0%	0%	0%	N
Wolfforth	0%	0%	0%	N
	0%	22%	17%	N

Levelland Area	7%	8%	16%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Annona	20%	32%	64%	N
Avery	25%	0%	10%	N
Bagwell	25%	0%	0%	N
Bogata	38%	14%	29%	N
Clarksville	13%	21%	27%	N
Dekalb	13%	8%	10%	N
Deport	20%	13%	0%	N
Detroit	34%	31%	20%	N
Hooks	9%	0%	13%	N
Maude	6%	0%	7%	N
Negley	67%	33%	0%	N
New Boston	11%	24%	10%	N
Redwater	17%	17%	25%	N
Simms	19%	11%	30%	N

New Boston Area	22%	18%	22%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Balmorhea	19%	38%	8%	N
Coyanosa	14%	57%	0%	N
Fabens	17%	28%	34%	N
Fort Hancock	60%	52%	29%	Y
Imperial	0%	0%	0%	N
Mentone	0%	50%	25%	N
Orla	0%	0%	0%	N
Pecos	21%	25%	21%	N
Sierra Blanca	0%	13%	45%	N
Toyah	0%	0%	0%	N
Valentine	0%	0%	0%	N
Van Horn	0%	27%	17%	N

Pecos Area	20%	29%	22%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Texarkana	13%	15%	20%	N
Texarkana Area	13%	15%	20%	N

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Exchange Name	Apr	May	Jun	Corrective Action
Austonio	26%	10%	34%	N
Crockett	12%	23%	21%	N
Cushing	20%	20%	15%	N
Grapeland	33%	32%	16%	N
Groveton	26%	45%	24%	Y
Kennard	0%	0%	13%	N
Lovelady	29%	13%	13%	N
Pennington	17%	0%	45%	N
Reklaw	25%	0%	14%	N
Trinity	10%	10%	14%	N
Trinity Area	17%	22%	18%	N
Windstream Communications SW	16%	16%	18%	N

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Out-of-Service Trouble Cleared Within 8 Working Hours

Exchange Name	Apr	May	Jun	Corrective Action
Booker	100%	100%	83%	N
Clarendon	100%	100%	58%	N
Claude	100%	100%	62%	N
Darrouzett	100%	100%	100%	N
Dodson	100%	0%	100%	N
Estelline	100%	100%	50%	N
Follett	100%	100%	0%	N
Groom	100%	100%	57%	N
Hedley	100%	67%	60%	N
Higgins	100%	100%	100%	N
Lakeview	100%	100%	67%	N
Memphis	100%	91%	79%	N
Miami	100%	100%	43%	N
Mobeetie	100%	100%	50%	N
Panhandle	100%	100%	50%	N
Perryton	100%	90%	56%	N
Spearman	100%	81%	90%	N
Wellington	100%	91%	66%	N
Wheeler	100%	100%	90%	N
White Deer	100%	100%	88%	N

Booker Area	100%	93%	68%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Andrews	95%	100%	100%	N
Brownfield	96%	93%	92%	N
Denver City	93%	67%	89%	N
Forsan	100%	100%	100%	N
Frankel City	100%	100%	100%	N
Lamesa	100%	94%	74%	N
Meadow	100%	100%	80%	N
Post	100%	88%	94%	N
Ropesville	67%	100%	86%	N
Seagraves	71%	100%	89%	N
Tahoka	100%	88%	78%	N
Wilson	100%	100%	50%	N

Brownfield Area	95%	88%	87%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Aspermont				
Baird	100%	100%	100%	N
Benjamin	100%	100%	100%	N
Blackwell	100%	100%	100%	N
Clyde	0%	100%	100%	N
Cross Plains	100%	94%	94%	N
Haskell	75%	100%	90%	N
Holliday	100%	100%	100%	N
Kamay	100%	100%	100%	N
Knox City	100%	100%	100%	N
Loraine	100%	100%	92%	N
May	100%	60%	78%	N
Megargel	100%	100%	100%	N
Merkel	100%	100%	100%	N
Moran	100%	100%	86%	N
Munday	100%	78%	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%	0%	N
Throckmorton	100%	100%	100%	N
Trent	100%	100%	100%	N
Winert	100%	100%	75%	N
	100%	100%	100%	N

Clyde Area	97%	95%	94%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Crawford	100%	100%	83%	N

Crawford Area	100%	100%	83%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Avinger				
Daingerfield	88%	64%	100%	N
Douglasville	87%	84%	68%	Y
Hughes Springs	100%	100%	100%	N
Karnack	73%	81%	81%	Y
Linden	86%	100%	100%	N
Lonestar	95%	91%	100%	N
Marietta	100%	100%	100%	N
Naples	100%	100%	88%	N
Uncertain	100%	100%	93%	N
	100%	100%	100%	N

Daingerfield	89%	87%	90%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Adrian	100%	100%	100%	N
Bovina	100%	100%	88%	N
Boys Ranch	100%	100%	100%	N
Cactus	100%	100%	100%	N
Channing	100%	43%	83%	N
Dalhart	100%	50%	17%	N
Dimmitt	86%	53%	70%	Y
Dumas	100%	100%	90%	N
Friona	79%	80%	62%	Y
Fritch	100%	100%	77%	N
Happy	90%	60%	33%	N
Hart	100%	100%	100%	N
Hartley	100%	0%	100%	N
Nazareth	100%	75%	60%	N
Sanford	100%	100%	60%	N
Stratford	100%	50%	25%	N
Sunray	100%	100%	100%	N
Tulia	100%	92%	100%	N
Vega	100%	100%	75%	N
Wildorado	100%	100%	80%	N
	100%	100%	100%	N

Dumas Area	87%	72%	62%	Y
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Exchange Name	Apr	May	Jun	Corrective Action
Avalon	0%	89%	100%	N
Blooming Grove	80%	89%	93%	N
Bynum	100%	50%	100%	N
Dawson	100%	56%	100%	N
Elkhart	100%	81%	95%	N
Fairfield	91%	75%	73%	N
Frost	100%	80%	100%	N
Hubbard	100%	89%	71%	N
Irene	75%	90%	83%	N
Malone	100%	80%	100%	N
Milford	100%	83%	64%	N
Mt Calm	100%	0%	100%	N
Oakwood	90%	77%	68%	N
Purdon	75%	85%	100%	N
Richland	100%	100%	100%	N
Slocum	100%	89%	76%	N
Streetman	100%	100%	100%	N
Whitney	100%	90%	87%	N

Fairfield Area	93%	84%	84%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Bedias	100%	95%	96%	N
Buffalo	90%	98%	94%	N
Burlington	100%	100%	100%	N
Centerville	92%	98%	95%	N
Chilton	100%	77%	67%	N
Franklin	97%	95%	75%	N
Hilltop Lakes	86%	67%	94%	N
Iola	100%	82%	98%	N
Leona	96%	75%	84%	N
Lott	100%	95%	92%	N
Marquez	100%	97%	98%	N
Normangee	95%	91%	94%	N
North Zulch	100%	95%	100%	N
Riesel	100%	94%	100%	N
Rogers	100%	100%	73%	N
Rosebud	100%	100%	88%	N

Franklin Area	96%	93%	93%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Glen Rose	97%	75%	87%	N
Morgan	90%	50%	78%	N
Walnut Springs	100%	83%	80%	N

Glen Rose	96%	74%	85%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Beckville	100%	67%	86%	N
Bon Weir	67%	67%	73%	Y
Broadus	100%	100%	92%	N
Bronson	100%	60%	80%	N
Burkville	67%	69%	62%	Y
Colmesneil	100%	100%	100%	N
Fairmont	100%	90%	75%	N
Gary	100%	86%	67%	N
Hemphill	95%	89%	79%	N
Huntington	50%	100%	100%	N
Joaquin	98%	96%	89%	N
Milam	100%	88%	69%	N
Newton	95%	56%	85%	N
Pineland	95%	64%	81%	N
Tenaha	100%	88%	89%	N
Zavalla	92%	96%	97%	N

Huntington Area	94%	84%	87%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Abernathy	100%	67%	86%	N
Amherst	100%	50%	36%	N
Anton	100%	75%	53%	N
Crosbyton	78%	67%	75%	Y
Hurlwood	100%	56%	90%	N
Idalou	88%	75%	88%	Y
Levelland	89%	80%	84%	Y
Littlefield	100%	88%	86%	N
Lorenzo	100%	67%	75%	N
Morton	100%	100%	100%	N
Petersburg	82%	53%	73%	Y
Ralls	80%	43%	85%	Y
Shallowater	94%	53%	67%	N
Smyer	100%	83%	91%	N
Spade	100%	100%	60%	N
Sundown	100%	100%	100%	N
Whiteface	100%	100%	100%	N
Whitharral	100%	67%	0%	N
Wolfforth	75%	75%	91%	N

Levelland Area	90%	68%	76%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Annona	100%	100%	97%	N
Avery	88%	85%	88%	Y
Bagwell	100%	100%	100%	N
Bogata	97%	89%	98%	N
Clarksville	92%	85%	94%	N
Dekalb	97%	96%	93%	N
Deport	100%	100%	100%	N
Detroit	100%	77%	92%	N
Hooks	100%	100%	100%	N
Maude	90%	100%	100%	N
Negley	100%	92%	100%	N
New Boston	100%	100%	93%	N
Redwater	100%	83%	77%	N
Simms	84%	100%	79%	N

New Boston Area	96%	93%	93%	N
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WINDSTREAM COMMUNICATIONS - TEXAS COMPANIES
2nd QTR 2014 SERVICE QUALITY REPORT
PROJECT No 39301

Exchange Name	Apr	May	Jun	Corrective Action
Balmorhea	91%	92%	64%	N
Coyanosa	100%	50%	100%	N
Fabens	91%	79%	95%	N
Fort Hancock	71%	100%	100%	N
Imperial	100%	100%	100%	N
Mentone	100%	0%	100%	N
Orla	100%	0%	100%	N
Pecos	77%	86%	69%	Y
Sierra Blanca	100%	100%	86%	N
Toyah	100%	100%	100%	N
Valentine	100%	100%	100%	N
Van Horn	100%	100%	95%	N

Pecos Area	81%	86%	75%	Y
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Exchange Name	Apr	May	Jun	Corrective Action
Texarkana	97%	96%	94%	N

Texarkana Area	97%	96%	94%	N
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Exchange Name	Apr	May	Jun	Corrective Action
Austonio	89%	100%	74%	N
Crockett	89%	92%	96%	N
Cushing	88%	94%	100%	N
Grapeland	80%	88%	93%	N
Groveton	94%	96%	100%	N
Kennard	97%	88%	100%	N
Lovelady	100%	100%	88%	N
Pennington	100%	100%	100%	N
Reklaw	50%	100%	80%	N
Trinity	90%	89%	91%	N

Trinity Area	90%	92%	93%	N
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Windstream Communications SW	93%	87%	86%	N
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Percent of Customer Trouble Reports per 100 –
Objective 3.0 < 10,000 AL / 6.0 > 10,000 AL

Benchmark for Corrective Action: Greater than 3.0 <10K AL, 6.0 >10K AL for a period of 3 consecutive months.

The following exchanges were below the service quality objective for the last three months.

<u>EXCHANGE NAME</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>
Spanish Fort	33.8	13.7	15.5

Detail of Missed Levels: (Reason for miss)

This exchange exceeded the benchmark due to numerous exchange wide outages related to both connectivity issues and then equipment issues.

Action Plan:

Equipment appears to be stable now but will continue to monitor and test until no further issues remain

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 NAME</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>
Spanish Fort	37	70	33

Detail of Missed Levels: (Reason for miss)

This exchange exceeded the benchmark due to numerous exchange wide outages related to both connectivity issues and then equipment issues.

Action Plan:

Equipment appears to be stable now but will continue to monitor and test until no further issues remain

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 NAME</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>
Oakwood	27%	33%	26%

Detail of Missed Levels: (Reason for miss)

April's missed levels were primarily due to go digital problems we were having in the area. We had trouble finding usable parts to get these systems back working properly. May's missed levels were due to bad pairs, a remote down due to weather, and the auto dialer closing out tickets. June's missed levels were due to bad pairs, cut cable, and a remote down.

Action Plan:

This exchange has not had much cable maintenance done in quite some time. We have only been able to do very little due to time and work load constraints. We will identify the worst areas causing cable pair issues and work up a maintenance plan to get these areas cleaned up. We will also work on cleaning up pairs feeding remotes in this exchange.

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 NAME</u>	<u>APR</u>	<u>MAY</u>	<u>JUNE</u>
Fort Hancock	60%	52%	29%

Detail of Missed Levels: (Reason for miss)

Bad sections of cable feeding Espironza DLC

Action Plan:

WO is in progress this week to replace and splice bad sections feeding the DLC

Percent of Repeats Reported > 22%

Benchmark for Corrective Action – Above 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>APRIL</u>	<u>MAY</u>	<u>JUNE</u>
Groveton	26%	45%	24%

Detail of Missed Levels:

The above exchange not meeting the guidelines can be attributed to heavy work load due primarily to storms and above average rainfall for the season in May, including lightening damage causing extended loss of commercial power, causing back-up batteries to deplete their charge, thus causing repeated trouble reports.

Lightening damage to span line repeaters to this remote has also caused occurrences of the system being out of service.

Cut cables by county road maintenance crews, contractors, and private parties have also impacted these exchanges.

Deteriorated & damaged outside plant cables & pedestals have also impacted these areas.

Action Plan:

Request for maintenance of outside plant cables has been approved & started to replace sections of bad cable and pedestals.

Local operations has already replaced & rehabbed several pedestals and cables.

Cable maintenance work orders have been submitted to repair deteriorated & damaged outside plant cables and pedestals that have impacted this area and is currently underway.

Percent of OOS Over 8 Hours Report < 90%

Benchmark for Corrective Action: Greater than 90% for a period of 3 consecutive months.

The following exchanges were below the service quality objective for the last three months.

EXCHANGE NAME:

	April	May	June
Hughes Springs	73	81	81
Daingerfield	87	84	68

Detail of Missed Levels: (Reason for miss)

Had several storms in April and May causing Hail damage to the tops of GATM closures. This along with a wet spring and a new dispatch system contributed to the misses.

Action Plan: We are replacing these closures as we find them and are looking for any other's that might have damage. Also a new update 4.5 to the dispatch system is helping with the dispatch system problems.

Percent of OOS Over 8 Hours Report < 90%

Benchmark for Corrective Action: Greater than 90% for a period of 3 consecutive months.

The following exchanges were below the service quality objective for the last three months.

<u>EXCHANGE NAME</u>	<u>APR</u>	<u>MAY</u>	<u>JUNE</u>
Dalhart, Texas	86%	53%	70%

Detail of Missed Levels: (Reason for miss)

This exchange issue looks like the times and dates of various ticket for May and June
Came in over weekend but there are others that were cleared next day but techs just
Didn't get closed out in allotted time frames.

Action Plan:

To conduct training on OOS in 8 with techs and to further track results and
Improvements for each at this exchange.

Percent of OOS Over 8 Hours Report < 90%

Benchmark for Corrective Action: Greater than 90% for a period of 3 consecutive months.

The following exchanges were below the service quality objective for the last three months.

<u>EXCHANGE NAME</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>
Dumas, Texas	79%	80%	62%

Detail of Missed Levels: (Reason for miss)

This exchange issue looks like the times and dates of various ticket for May and June
Came in over weekend but there are others that were cleared next day but techs just
Didn't get closed out in allotted time frames

Action Plan:

**To conduct training on OOS in 8 with techs and to further track results and
Improvements for each at this exchange**

Percent of OOS in 24 Met by Exchange

Benchmark for Corrective Action - Below 90% for a period of 3 consecutive months.
The following exchanges were below the service quality objective of 90% for the past three months.

<u>EXCHANGE</u>	<u>April</u>	<u>May</u>	<u>June</u>
Burkeville	67%	69%	62%
Bon Weir	67%	67%	73%

Detail of Missed Levels:

The Burkeville exchange has a remote DLC that the cable kept getting cut by ATV's causing the DLC to be out of service which caused the missed service quality objective.

The Bon Weir exchange missed the service quality objective due to thunder storms and remote outages. Lightning strikes caused span line outages and cable damage.

Action Plan:

Burkeville exchange – the cable that kept getting cut has been repaired by placing it aerial which has kept it from getting cut.

Bon Weir exchange – span lines have been repaired from the lightning damage and the cable has been repaired that was damaged by lightning.

Percent of OOS Over 8 Hours Report < 90%

Benchmark for Corrective Action: Greater than 90% for a period of 3 consecutive months.

The following exchanges were below the service quality objective for the last three months.

<u>EXCHANGE NAME</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>
Crosbyton	78%	67%	75%

Detail of Missed Levels: (Reason for miss)

Heavy storms and Rain in Area causing very heavy work load

Action Plan:

We identified section of cable and have those turned in to be replaced or repaired

Percent of OOS Over 8 Hours Report < 90%

Benchmark for Corrective Action: Greater than 90% for a period of 3 consecutive months.

The following exchanges were below the service quality objective for the last three months.

<u>EXCHANGE NAME</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>
Idalou	88%	75%	88%

Detail of Missed Levels: (Reason for miss)

Heavy storms and Rain in Area causing very heavy work load

Action Plan:

We identified section of cable and have those turned in to be replaced or repaired

Percent of OOS Over 8 Hours Report < 90%

Benchmark for Corrective Action: Greater than 90% for a period of 3 consecutive months.

The following exchanges were below the service quality objective for the last three months.

<u>EXCHANGE NAME</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>
Levelland	89%	80%	88%
			84%

Detail of Missed Levels: (Reason for miss)

Heavy storms and Rain in Area causing very heavy work load

Action Plan:

We identified section of cable and have those turned in to be replaced or repaired

Percent of OOS Over 8 Hours Report < 90%

Benchmark for Corrective Action: Greater than 90% for a period of 3 consecutive months.

The following exchanges were below the service quality objective for the last three months.

<u>EXCHANGE NAME</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>
Petersburg	82%	53%	73%

Detail of Missed Levels: (Reason for miss)

Heavy storms and Rain in Area causing very heavy work load

Action Plan:

We identified section of cable and have those turned in to be replaced or repaired

Percent of OOS Over 8 Hours Report < 90%

Benchmark for Corrective Action: Greater than 90% for a period of 3 consecutive months.

The following exchanges were below the service quality objective for the last three months.

<u>EXCHANGE NAME</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>
Ralls	80%	43%	85%

Detail of Missed Levels: (Reason for miss)

Heavy storms and Rain in Area causing very heavy work load

Action Plan:

We identified section of cable and have those turned in to be replaced or repaired

Percent of OOS Customer Trouble Reports > 8 hours

Benchmark for Corrective Action- Below 90% 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>JUNE</u>
AVERY	88	85	88

Detail of Missed Levels:

The above exchange did not meet the required 90% in 2nd Quarter due to storms, ETA routing, and lack of technicians.

Action Plan:

An additional technician has been located in Avery to provide more help in that exchange.

Percent of OOS Over 8 Hours Report < 90%

Benchmark for Corrective Action: Greater than 90% for a period of 3 consecutive months.

The following exchanges were below the service quality objective for the last three months.

<u>EXCHANGE NAME</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>
Pecos	77%	86%	69%

Detail of Missed Levels: (Reason for miss)

The lower than acceptable percentages over the last three months can be attributed to heat related failures at the Prison remote, several bad sections of cable, and higher than normal amounts of rain. These three factors led to a higher than normal volume of trouble tickets, pushing out past the 8 hour standard.

Action Plan:

We have identified, and rehabbed 4 sections of cable in town, and are working with engineering to install heat exchangers to the prison remote. We will also add more quota to our OOS buckets, and engage the planner/dispatch group to actively monitor the trouble tickets to pull forward any tickets that would go past the 8 hour threshold.