



Control Number: 44022



Item Number: 41

Addendum StartPage: 0

**VERIZON SOUTHWEST
FOR QUARTER ENDING MARCH 2015
SERVICE QUALITY REPORT
CONTROL NO. 44022**

	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>
<u>SERVICE ORDERS</u>			
1. % Installation Commitments Met	99	99	99
2. % Regular Orders Completed in 5 Working Days	100	99	100
3. % Primary Orders Completed in 5 Working Days	99	97	97
4. % All Order Completed in 30 days	100	99	100
5. % All Order Completed in 90 days	100	100	100
<u>ANSWER TIME</u>			
6. Repair Service Answer Time % Within 20 Seconds	94.4	93.6	95.0
7. Directory Assistance Answer Time* Average Answer Time	1.0	1.0	1.0
8. Toll & Assistance (0) Answer Time* Average Answer Time	1.9	1.8	1.8
<u>TROUBLE REPORTS</u>			
9. % Repeated Reports	16.3	14.5	13.1
10. % Out of Service Reports Cleared in 8 Working Hours	78.6	80.1	75.1
11. Cust Ntwk Trbl Rpts > 10,000 Lines	NA	NA	NA
12. Cust Ntwk Trbl Rpts < 10,000 Lines	3.6	2.0	3.7

* Fill in according to recording methods used

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41

SURVEILLANCE REPORT

BATSON

OOS in 8 Working Hours	Mar 60.0%	Feb 50.0%	Jan 47.4%
	Dec 27.8%		

Root Cause:

OOS in 8 Working Hours: 40.9% of all OOS reports (18 of 44) were cleared within eight working hours. Misses can be attributed to intermittent periods of heavy rain and thunderstorms during the months reported that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

OOS in 8 Working Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: MARCH 2015

SURVEILLANCE REPORT

BIG SANDY

OOS in 8 Working Hours Feb 85.7% Jan 85.7% Dec 50.0%

Root Cause:

OOS in 8 Working Hours: 72.7% of all OOS reports (16 of 22) were cleared within eight working hours. Misses can be attributed to intermittent periods of heavy rain and thunderstorms during the months reported that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

OOS in 8 Working Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective in March with a 100.0%.**

QUARTER ENDING: MARCH 2015

SURVEILLANCE REPORT

BLESSING

OOS in 8 Working Hours	Mar 83.3%	Feb 60.0%	Jan 52.2%
	Dec 88.9%	Nov 54.5%	

Root Cause:

OOS in 8 Working Hours: 66.2% of all OOS reports (47 of 71) were cleared within eight working hours. Misses can be attributed to intermittent periods of heavy rain and thunderstorms during the months reported that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

OOS in 8 Working Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

SURVEILLANCE REPORT

CHARLOTTE

OOS in 8 Working Hours	Mar 82.4%	Feb 50.0%	Jan 77.8%
	Dec 62.5%	Nov 60.0%	Oct 85.7%
Repeated Reports	Jan 33.3%	Dec 36.8%	Nov 25.0%

Root Cause:

OOS in 8 Working Hours: 71.4% of all OOS reports (45 of 63) were cleared within eight working hours. Misses can be attributed to intermittent periods of heavy rain and thunderstorms during the months reported that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Repeated Reports: This exchange experienced 31.9% repeated reports (15 of 47) over the months reported primarily due to extensive storming and repeated issues with cable in the exchange.

Action Plan:

OOS in 8 Working Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

Repeated Reports: We have identified extensive rehabilitation projects on cable issues and plant improvement in this exchange. **This exchange met the objective in February with a 0.0%.**

QUARTER ENDING: MARCH 2015

SURVEILLANCE REPORT

COMO

Repeated Reports Mar 23.8% Feb 28.6% Jan 33.3%

Root Cause:

Repeated Reports: This exchange experienced 27.9% repeated reports (12 of 43) over the months reported primarily due to extensive storming and repeated issues with cable in the exchange.

Action Plan:

Repeated Reports: We have identified extensive rehabilitation projects on cable issues and plant improvement in this exchange.

QUARTER ENDING: MARCH 2015

SURVEILLANCE REPORT

COUPLAND

OOS in 8 Working Hours	Mar 22.2%	Feb 83.3%	Jan 35.7%
	Dec 77.8%	Nov 75.0%	

Root Cause:

OOS in 8 Working Hours: 45.1% of all OOS reports (37 of 82) were cleared within eight working hours. Misses can be attributed to intermittent periods of heavy rain and thunderstorms during the months reported that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

OOS in 8 Working Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: MARCH 2015

SURVEILLANCE REPORT

DEVERS

Repeated Reports Jan 66.7% Dec 66.7% Nov 25.0%

Root Cause:

Repeated Reports: This exchange experienced 50.0% repeated reports (5 of 10) over the months reported primarily due to extensive storming and repeated issues with cable in the exchange.

Action Plan:

Repeated Reports: We have identified extensive rehabilitation projects on cable issues and plant improvement in this exchange. **This exchange met the objective in February with a 0.0%.**

QUARTER ENDING: MARCH 2015

SURVEILLANCE REPORT

FAYETTEVILLE

Repeated Reports Mar 28.6% Feb 27.3% Jan 44.4%

Root Cause:

Repeated Reports: This exchange experienced 33.3% repeated reports (9 of 27) over the months reported primarily due to extensive storming and repeated issues with cable in the exchange.

Action Plan:

Repeated Reports: We have identified extensive rehabilitation projects on cable issues and plant improvement in this exchange.

QUARTER ENDING: MARCH 2015

SURVEILLANCE REPORT

GEORGE WEST

OOS in 8 Working Hours	Mar 85.7%	Feb 84.6%	Jan 88.5%
	Dec 77.8%	Nov 76.2%	

Root Cause:

OOS in 8 Working Hours: 83.3% of all OOS reports (75 of 90) were cleared within eight working hours. Misses can be attributed to intermittent periods of heavy rain and thunderstorms during the months reported that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

OOS in 8 Working Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

SURVEILLANCE REPORT

GILLETT

OOS in 8 Working Hours	Jan 80.0%	Dec 87.5%	Nov 75.0%
Repeated Reports	Feb 25.0%	Jan 33.3%	Dec 27.3%

Root Cause:

OOS in 8 Working Hours: 82.4% of all OOS reports (14 of 17) were cleared within eight working hours. Misses can be attributed to intermittent periods of heavy rain and thunderstorms during the months reported that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Repeated Reports: This exchange experienced 28.6% repeated reports (6 of 21) over the months reported primarily due to extensive storming and repeated issues with cable in the exchange.

Action Plan:

OOS in 8 Working Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective in February with a 100.0%.**

Repeated Reports: We have identified extensive rehabilitation projects on cable issues and plant improvement in this exchange. **This exchange met the objective in March with a 16.7%.**

QUARTER ENDING: MARCH 2015

SURVEILLANCE REPORT

HARDIN

OOS in 8 Working Hours Jan 70.0% Dec 75.0% Nov 87.5%

Root Cause:

OOS in 8 Working Hours: 76.9% of all OOS reports (20 of 26) were cleared within eight working hours. Misses can be attributed to intermittent periods of heavy rain and thunderstorms during the months reported that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

OOS in 8 Working Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective in February with a 100.0%.**

SURVEILLANCE REPORT

JUNCTION

OOS in 8 Working Hours	Mar 87.5%	Feb 81.8%	Jan 66.7%
	Dec 85.7%	Nov 88.2%	Oct 52.9%

Root Cause:

OOS in 8 Working Hours: 81.1% of all OOS reports (107 of 132) were cleared within eight working hours. Misses can be attributed to intermittent periods of heavy rain and thunderstorms during the months reported that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

OOS in 8 Working Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: MARCH 2015

SURVEILLANCE REPORT

LLANO

OOS in 8 Working Hours Mar 87.2% Feb 60.9% Jan 54.2%

Root Cause:

OOS in 8 Working Hours: 64.4% of all OOS reports (125 of 194) were cleared within eight working hours. Misses can be attributed to intermittent periods of heavy rain and thunderstorms during the months reported that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

OOS in 8 Working Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: MARCH 2015

SURVEILLANCE REPORT

LONDON

Repeated Reports	Feb 50.0%	Jan 38.5%	Dec 25.0%
	Nov 46.2%		

Root Cause:

Repeated Reports: This exchange experienced 40.6% repeated reports (13 of 32) over the months reported primarily due to extensive storming and repeated issues with cable in the exchange.

Action Plan:

Repeated Reports: We have identified extensive rehabilitation projects on cable issues and plant improvement in this exchange. **This exchange met the objective in March with a 0.0%.**

QUARTER ENDING: MARCH 2015

SURVEILLANCE REPORT

MCDADE

OOS in 8 Working Hours Jan 66.7% Dec 31.6% Nov 80.0%

Root Cause:

OOS in 8 Working Hours: 50.0% of all OOS reports (18 of 36) were cleared within eight working hours. Misses can be attributed to intermittent periods of heavy rain and thunderstorms during the months reported that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

OOS in 8 Working Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective in February with a 100.0%.**

SURVEILLANCE REPORT

MILES

OOS in 8 Working Hours	Jan 87.5%	Dec 85.7%	Nov 43.8%
	Oct 40.0%	Sep 75.0%	Aug 66.7%
	Jul 72.7%		

Root Cause:

OOS in 8 Working Hours: 64.8% of all OOS reports (35 of 54) were cleared within eight working hours. Misses can be attributed to intermittent periods of heavy rain and thunderstorms during the months reported that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

OOS in 8 Working Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective in February with a 100.0%.**

QUARTER ENDING: MARCH 2015

SURVEILLANCE REPORT

OAKLAND

OOS in 8 Working Hours Mar 75.0% Feb 75.0% Jan 44.4%

Root Cause:

OOS in 8 Working Hours: 58.8% of all OOS reports (10 of 17) were cleared within eight working hours. Misses can be attributed to intermittent periods of heavy rain and thunderstorms during the months reported that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

OOS in 8 Working Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: MARCH 2015

SURVEILLANCE REPORT

OZONA

OOS in 8 Working Hours Jan 38.9% Dec 83.3% Nov 58.8%

Root Cause:

OOS in 8 Working Hours: 60.4% of all OOS reports (32 of 53) were cleared within eight working hours. Misses can be attributed to intermittent periods of heavy rain and thunderstorms during the months reported that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

OOS in 8 Working Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective in February with a 100.0%.**

QUARTER ENDING: MARCH 2015

SURVEILLANCE REPORT

PAIGE

Repeated Reports Feb 25.0% Jan 45.5% Dec 35.5%

Root Cause:

Repeated Reports: This exchange experienced 36.2% repeated reports (25 of 69) over the months reported primarily due to extensive storming and repeated issues with cable in the exchange.

Action Plan:

Repeated Reports: We have identified extensive rehabilitation projects on cable issues and plant improvement in this exchange. **This exchange met the objective in March with a 15.4%.**

SURVEILLANCE REPORT

POTH

OOS in 8 Working Hours	Mar 63.6%	Feb 62.5%	Jan 44.4%
Commitments Met	Jan 83.3%	Dec 83.3%	Nov 87.5%

Root Cause:

OOS in 8 Working Hours: 57.1% of all OOS reports (16 of 28) were cleared within eight working hours. Misses can be attributed to intermittent periods of heavy rain and thunderstorms during the months reported that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Commitments Met: 85.0% of all commitments (17 of 20) were met. Orders completed beyond the commitment were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reports. In addition, this exchange is a low volume exchange making it subject to missing the metric percentage for low level of missed commitments.

Action Plan:

OOS in 8 Working Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

Commitments Met: Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing its objective will be escalated within Operations to review all alternatives available. **This exchange met the objective in February with a 100.0%.**

QUARTER ENDING: MARCH 2015

SURVEILLANCE REPORT

ROUND MOUNTAIN

Repeated Reports Jan 46.2% Dec 52.0% Nov 25.9%

Root Cause:

Repeated Reports: This exchange experienced 40.0% repeated reports (26 of 65) over the months reported primarily due to extensive storming and repeated issues with cable in the exchange.

Action Plan:

Repeated Reports: We have identified extensive rehabilitation projects on cable issues and plant improvement in this exchange. **This exchange met the objective in February with a 0.0%.**

SURVEILLANCE REPORT

SMILEY

OOS in 8 Working Hours	Mar 50.0%	Feb 50.0%	Jan 0.0%
	Dec 33.3%		

Root Cause:

OOS in 8 Working Hours: 33.3% of all OOS reports (4 of 12) were cleared within eight working hours. Misses can be attributed to intermittent periods of heavy rain and thunderstorms during the months reported that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

OOS in 8 Working Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

SURVEILLANCE REPORT

STERLING CITY

OOS in 8 Working Hours	Feb 83.3%	Jan 66.7%	Dec 80.0%
	Nov 0.0%		

Root Cause:

OOS in 8 Working Hours: 57.9% of all OOS reports (11 of 19) were cleared within eight working hours. Misses can be attributed to intermittent periods of heavy rain and thunderstorms during the months reported that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

OOS in 8 Working Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective in March with a 92.3%.**

SURVEILLANCE REPORT

THREE RIVERS

OOS in 8 Working Hours	Mar 88.9%	Feb 83.3%	Jan 75.0%
	Dec 82.4%		

Root Cause:

OOS in 8 Working Hours: 83.0% of all OOS reports (44 of 53) were cleared within eight working hours. Misses can be attributed to intermittent periods of heavy rain and thunderstorms during the months reported that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

OOS in 8 Working Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.