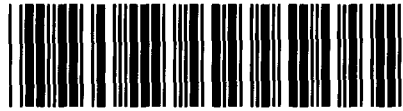


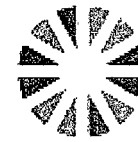
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CenturyLink

**PART ONE: Central Telephone Co. of Texas, Inc. d/b/a CenturyLink
United Telephone Co. of Texas, Inc. d/b/a CenturyLink**

**Central Telephone Co. of Texas, Inc. d/b/a CenturyLink: Missed Objectives Report
United Telephone Co. of Texas, Inc. d/b/a CenturyLink: Missed Objectives Report**

(A) Percent Primary Service Orders Completed in 5 Days: Surveillance Level - below 95% for 3 Consecutive months.

Percent Primary Service Orders Completed in 5 Days – Description of Missed Surveillance Levels:

CO	EXCHANGE	COUNTY	CLLI	OBJECTIVE 95% % PRIMARY SERVICE ORDERS COMPLETED IN 5 DAYS	APR	MAY	JUN
T870	TENNESSEE COLONY	ANDERSON	TNCLTX		92%	57%	75%

Explanation: Bad weather in adjoining service areas strained available resources. Overall, a significant percentage of installs in adversely impacted areas were completed within the completion target. Many of the installs were delayed due to facility issues which, in some areas, required additional construction accomplish completion.

Percent Primary Service Orders Completed in 5 Days - Action Plan:

Action Plans: Management has worked to manage resources to address install requests within the completion target.

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Percent of Out of Service Trouble Reports Cleared - Description of Missed Surveillance Levels:

				OBJECTIVE 90%			
CO	Exchange	County	CLLI	%OUT OF SERVICE TROUBLE REORTS CLEARED	APR	MAY	JUN E
T869	Lometa	Lampasas	LOMTTX		20%	89%	43%
T869	Shiro	Grimes	SHROTX		25%	33%	0%
T870	Montalba	Anderson	MNTBTX		86%	87%	67%
T870	Possum Kingdom Lake	Palo Pinto	PKLKTX		25%	70%	40%

Explanation: Bad weather in adjoining service areas strained available resources. The outage events included severe storm damage, hail storms, tornados, flooding, and downed or cut cables. Roads and drainage ditches were flooded or impassable. Repair ticket activity increased by 11% over the first quarter.

Action Plans: Management has worked to manage resources to restore service in all storm impacted areas as quickly as possible.

CENTEL -TEXAS COMMISSION REPORT FOR SECOND QUARTER 2017

UTILITY-Centel-Texas

QUARTER ENDING- JUN 30, 2017

TELEPHONE SERVICE QUALITY REPORT

	<u>OBJ</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>
<u>SERVICE ORDERS</u>				
1. % REGULAR ORDERS COMPLETED IN 5 WORKING DAYS (NEW, TO, AND CHANGE SERVICE ORDERS)	90%	94%	92%	92%
2. % PRIMARY ORDERS COMPLETED IN 5 WORKING DAYS (NEW AND TO SERVICE ORDERS)	95%	97%	96%	96%
3. % SERVICE INSTALLATION COMMITMENTS MET (NEW, TO AND CHANGE SERVICE ORDERS)	90%	94%	92%	90%
4. % SERVICE INSTALLATION ORDERS COMPLETED IN 30 DAYS (NEW, TO AND CHANGE 2 ND LINE SERVICE ORDERS)	99%	99%	99%	97%
5. % SERVICE INSTALLATION ORDERS COMPLETED IN 90 DAYS (NEW, TO AND CHANGE 2 ND LINE SERVICE ORDERS)	100%	100%	100%	100%
6. % REGRADE SERVICE ORDERS HELD OVER 30 DAYS PER CUSTOMER ACCESS LINES SERVED	1.0%	0%	0%	0%
<u>ANSWER TIME - U-TX/C-TX COMBINED</u>				
7. TOLL & ASSISTANCE ANSWER TIME IN 10 SECONDS 85% OR AVERAGE ANSWER TIME NOT TO EXCEED 3.3 SECONDS AT ANY ANSWERING LOCATION FOR 4 DAYS WITHIN A MONTH	3.3	.05	.05	.04
8. DIRECTORY ASSISTANCE ANSWER TIME IN 10 SECONDS 85% OR AVERAGE ANSWER TIME NOT TO EXCEED 5.9 SECONDS AT ANY ANSWERING LOCATION FOR 4 DAYS WITHIN A MONTH	95.9	0.3	0.3	0.3
9. REPAIR SERVICE ANSWER TIME IN 20 SECONDS 90% AT ANY ANSWERING LOCATION FOR 5 DAYS WITHIN A MONTH	90%	95%	92%	94%

CENTEL -TEXAS COMMISSION REPORT FOR SECOND QUARTER 2017

UTILITY-Centel-Texas

QUARTER ENDING- Jun 30, 2017

TELEPHONE SERVICE QUALITY REPORT

	<u>OBJ</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>
<u>LOCAL DIAL SERVICE</u>				
10. % DIAL TONE WITHIN THREE SECONDS 96% IN THREE SECONDS DURING AVERAGE BUSY SEASON AND/OR BUSY HOUR	98%	99%	99%	99%
<u>LOCAL DIAL SERVICE - U-TX/C-TX COMBINED</u>				
11. % INTRAOFFICE CALL COMPLETION	98%	100%	100%	100%
<u>LOCAL INTEROFFICE DIAL SERVICE - U-TX/C-TX COMBINED</u>				
12. % INTEROFFICE CALL COMPLETION	97%	100%	100%	100%
<u>DIRECT DISTANCE DIAL SERVICE - U-TX/C-TX COMBINED</u>				
13. % TOLL CALL COMPLETION	97%	100%	100%	99%
<u>TROUBLE REPORTS</u>				
14. CUSTOMER TROUBLE REPORTS PER 100 ACCESS LINES AVERAGE MONTHLY RATE OF CUSTOMER REPORTS NOT TO EXCEED 3 REPORTS PER 100 ACCESS LINES	3.0	1.25	1.02	1.34
15. % OUT OF SERVICE TROUBLE REPORTS CLEARED	90%	64%	77%	71%
16. % REPEAT TROUBLE REPORTS	22%	5%	3%	6%

NOTE: SERVICE OBJECTIVES AND SURVEILLANCE LEVELS PER TEXAS SUBSTANTIVE RULE 26.54.

UNITED-TEXAS COMMISSION REPORT FOR SECOND QUARTER 2017

UTILITY-United-Texas

QUARTER ENDING- JUN 30, 2017

TELEPHONE SERVICE QUALITY REPORT

	<u>OBJ</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>
<u>SERVICE ORDERS</u>				
1. % REGULAR ORDERS COMPLETED IN 5 WORKING DAYS (NEW, TO, AND CHANGE SERVICE ORDERS)	90%	91%	93%	91%
2. % PRIMARY ORDERS COMPLETED IN 5 WORKING DAYS (NEW AND TO SERVICE ORDERS)	95%	97%	94%	90%
3. % SERVICE INSTALLATION COMMITMENTS MET (NEW, TO AND CHANGE SERVICE ORDERS)	90%	94%	94%	91%
4. % SERVICE INSTALLATION ORDERS COMPLETED IN 30 DAYS (NEW, TO AND CHANGE 2 ND LINE SERVICE ORDERS)	99%	99%	98%	96%
5. % SERVICE INSTALLATION ORDERS COMPLETED IN 90 DAYS (NEW, TO AND CHANGE 2 ND LINE SERVICE ORDERS)	100%	100%	100%	100%
6. % REGRADE SERVICE ORDERS HELD OVER 30 DAYS PER CUSTOMER ACCESS LINES SERVED	1.0%	0%	0%	0%
<u>ANSWER TIME - U-TX/C-TX COMBINED</u>				
7. TOLL & ASSISTANCE ANSWER TIME IN 10 SECONDS 85% OR AVERAGE ANSWER TIME NOT TO EXCEED 3.3 SECONDS AT ANY ANSWERING LOCATION FOR 4 DAYS WITHIN A MONTH	3.3	.05	.05	.04
8. DIRECTORY ASSISTANCE ANSWER TIME IN 10 SECONDS 85% OR AVERAGE ANSWER TIME NOT TO EXCEED 5.9 SECONDS AT ANY ANSWERING LOCATION FOR 4 DAYS WITHIN A MONTH	95.9	0.3	0.3	0.3
9. REPAIR SERVICE ANSWER TIME IN 20 SECONDS 90% AT ANY ANSWERING LOCATION FOR 5 DAYS WITHIN A MONTH	90%	95%	92%	94%

UNITED-TEXAS COMMISSION REPORT FOR SECOND QUARTER 2017

UTILITY-United-Texas

QUARTER ENDING- Jun 30, 2017

TELEPHONE SERVICE QUALITY REPORT

	<u>OBJ</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>
<u>LOCAL DIAL SERVICE</u>				
10. % DIAL TONE WITHIN THREE SECONDS 96% IN THREE SECONDS DURING AVERAGE BUSY SEASON AND/OR BUSY HOUR	98%	99%	99%	98%
<u>LOCAL DIAL SERVICE - U-TX/C-TX COMBINED</u>				
11. % INTRAOFFICE CALL COMPLETION	98%	100%	100%	100%
<u>LOCAL INTEROFFICE DIAL SERVICE - U-TX/C-TX COMBINED</u>				
12. % INTEROFFICE CALL COMPLETION	97%	100%	100%	100%
<u>DIRECT DISTANCE DIAL SERVICE - U-TX/C-TX COMBINED</u>				
13. % TOLL CALL COMPLETION	97%	100%	100%	99%
<u>TROUBLE REPORTS</u>				
14. CUSTOMER TROUBLE REPORTS PER 100 ACCESS LINES AVERAGE MONTHLY RATE OF CUSTOMER REPORTS NOT TO EXCEED 3 REPORTS PER 100 ACCESS LINES	3.0	1.31	1.94	1.69
15. % OUT OF SERVICE TROUBLE REPORTS CLEARED	90%	87%	89%	82%
16. % REPEAT TROUBLE REPORTS	22%	6%	5%	5%

NOTE: SERVICE OBJECTIVES AND SURVEILLANCE LEVELS PER TEXAS SUBSTANTIVE RULE 26.54.

**PART TWO: CenturyTel of Lake Dallas, Inc., d/b/a CenturyLink
CenturyTel of Port Aransas, Inc. d/b/a CenturyLink
CenturyTel of San Marcos, Inc. d/b/a CenturyLink**

CENTURYTEL -TEXAS COMMISSION REPORT FOR SECOND QUARTER 2017

UTILITY-CenturyTel

QUARTER ENDING- Jun 30, 2017

TELEPHONE SERVICE QUALITY REPORT

	<u>OBJ</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>
<u>SERVICE ORDERS</u>				
7. % REGULAR ORDERS COMPLETED IN 5 WORKING DAYS (NEW, TO, AND CHANGE SERVICE ORDERS)	90%	95%	93%	93%
8. % PRIMARY ORDERS COMPLETED IN 5 WORKING DAYS (NEW AND TO SERVICE ORDERS)	95%	98%	95%	90%
9. % SERVICE INSTALLATION COMMITMENTS MET (NEW, TO AND CHANGE SERVICE ORDERS)	90%	95%	95%	92%
10. % SERVICE INSTALLATION ORDERS COMPLETED IN 30 DAYS (NEW, TO AND CHANGE 2 ND LINE SERVICE ORDERS)	99%	100%	99%	98%
11. % SERVICE INSTALLATION ORDERS COMPLETED IN 90 DAYS (NEW, TO AND CHANGE 2 ND LINE SERVICE ORDERS)	100%	100%	100%	100%
12. % REGRADE SERVICE ORDERS HELD OVER 30 DAYS PER CUSTOMER ACCESS LINES SERVED	1.0%	0.0%	1.6%	2.8%
<u>ANSWER TIME</u>				
7. TOLL & ASSISTANCE ANSWER TIME IN 10 SECONDS 85% OR AVERAGE ANSWER TIME NOT TO EXCEED 3.3 SECONDS AT ANY ANSWERING LOCATION FOR 4 DAYS WITHIN A MONTH	3.3	.05	.05	.04
8. DIRECTORY ASSISTANCE ANSWER TIME IN 10 SECONDS 85% OR AVERAGE ANSWER TIME NOT TO EXCEED 5.9 SECONDS AT ANY ANSWERING LOCATION FOR 4 DAYS WITHIN A MONTH	95.9	0.3	0.3	0.3
9. REPAIR SERVICE ANSWER TIME IN 20 SECONDS 90% AT ANY ANSWERING LOCATION FOR 5 DAYS WITHIN A MONTH	90%	95%	92%	94%

CENTURYTEL -TEXAS COMMISSION REPORT FOR SECOND QUARTER 2017

UTILITY-CenturyTel

QUARTER ENDING - Jun 30, 2017

TELEPHONE SERVICE QUALITY REPORT

	<u>OBJ</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>
<u>LOCAL DIAL SERVICE</u>				
10. % DIAL TONE WITHIN THREE SECONDS 96% IN THREE SECONDS DURING AVERAGE BUSY SEASON AND/OR BUSY HOUR	98%	n/a	n/a	n/a
<u>LOCAL DIAL SERVICE</u>				
11. % INTRAOFFICE CALL COMPLETION	98%	n/a	n/a	n/a
<u>LOCAL INTEROFFICE DIAL SERVICE</u>				
12. % INTEROFFICE CALL COMPLETION	97%	n/a	n/a	n/a
<u>DIRECT DISTANCE DIAL SERVICE</u>				
13. % TOLL CALL COMPLETION	97%	n/a	n/a	n/a
<u>TROUBLE REPORTS</u>				
14. CUSTOMER TROUBLE REPORTS PER 100 ACCESS LINES AVERAGE MONTHLY RATE OF CUSTOMER REPORTS NOT TO EXCEED 3 REPORTS PER 100 ACCESS LINES	3.0	0.7	0.5	0.9
15. % OUT OF SERVICE TROUBLE REPORTS CLEARED	90%	83%	90%	93%
16. % REPEAT TROUBLE REPORTS	22%	2%	2%	4%

NOTE: SERVICE OBJECTIVES AND SURVEILLANCE LEVELS PER TEXAS SUBSTANTIVE RULE 26.54.