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Windstream Communications, Inc.
4001 Rodney Parham Road
1170 BIF2-12A
Little Rock, AR 72212

46729



August 15, 2017

Public Utility Commission of Texas
Attn: Central Records
1701 N. Congress Ave.
Austin, TX 78711-3326

RE: Texas Quarterly Quality of Service Report

Enclosed please find the original and 4 copies of the Quarterly Quality of Service Report for 2nd quarter of 2017. For the following companies:

Texas Windstream, LLC.
Windstream Sugar Land, LLC
Windstream Communications Kerrville, LLC
Windstream Communications Southwest

Please contact me at either (501) 748-5150 or lezie.p.young@windstream.com should you have any questions on the enclosed filings.

Sincerely,

Lezlie Young
Consultant – Regulatory Compliance

PART THREE: Windstream Sugarland

Windstream Sugarland: Missed Objectives Report

TELEPHONE SERVICE QUALITY REPORT

SERVICE ORDERS	Obj.	Apr	May	Jun
Regular Service Installation Worked Within 5 Days	90%	95%	97%	97%
Primary Service Installation Worked Within 5 Days	95%	83%	85%	89%
Service Order Due Date Commitment Met	90%	95%	93%	94%
Service Order Installations Within 30 Days	90%	100%	100%	100%
Service Order Installations Within 90 Days	100%	100%	100%	100%
Held Re-grade Orders	1%	0%	0%	0%

ANSWER TIME	Obj.	Apr	May	Jun
Repair Service Answer Time in 20 Seconds	90%	91%	86%	92%

TROUBLE REPORTS	Obj.	Apr	May	Jun
Customer Trouble Reports per 100 Access Lines	Objective 3.0 < 10,000 AL / 6.0 > 10,000 AL	0.8	0.9	0.9
Out-of-Service Trouble Cleared Within 8 Working Hours	90%	95%	94%	91%
% Repeat Trouble Reports	22%	10%	10%	10%

Repair Service Answer Time in 20 Seconds - Description of Missed Surveillance Levels:

Exchange Name	Obj.	Apr	May	Jun
	<=20 seconds			

Explanation:

Action:

Percent of Primary Service Installations Worked within 5 days - Description of Missed Surveillance Levels:

Exchange Name	Obj.	Apr	May	Jun
Sugar Land	95%	83%	84%	88%
Waterwood	95%	60%	80%	86%

Explanation: High repeats from technicians with heavy workloads from increased orders. One tech working two major Dslam installs.

Action: Sent high repeat technicians to training on trouble shooting and repair. Local Managers riding along with techs to point out ways for increased productivity. Raised OT hours during the week and working volunteers on Saturday.

Service Order Due Date Commitment Levels Description of Missed Surveillance Levels:

Exchange Name	Obj.	Apr	May	Jun
Old Ocean	90%	75%	88%	56%

Explanation: Due to heavy rains in April, May and June caused excessive trouble reports which caused an increase in troubles that pushed our commitment times out.

Action: Adding additional head count and will be sending techs from other areas when load is heavy.

Customer Trouble Reports per 100 Access Lines - Description of Missed Surveillance Levels:

Exchange Name	Obj.	Apr	May	Jun
Ben Hur	Objective 3.0 < 10,000 AL / 6.0 > 10,000 AL	8.3	6.1	2.1

Explanation: Very small exchange where just a couple of troubles may exceed the benchmark. There was a failing DLC that caused several reports and there have been a couple of cut cables that in addition to actual troubles caused the benchmark to be missed.

Action: The DLC causing issues for several months has been replaced. Will continue to monitor for patterns and act accordingly as needed.

Percent of Repeat Reports - Description of Missed Surveillance Levels:

Exchange Name	Obj.	Apr	May	Jun
Coolidge	22%	40%	0%	11%

Explanation: Largest contributor in this area was temporary facilities. Feb had 2 repeats, March 5 and April 4.

Action: OSPE has been engaged and permanent repairs have been made to the section causing these issues.