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November 15, 2019

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

RE: Control No. 49064
Texas Quarterly Quality of Service Report

Enclosed please find the original and 4 copies of the Quarterly Quality of Service Report for 3rd Quarter of 2019. For the following companies:

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

Please contact me at either (501) 748-7897 or stephanie.d.marsh@windstream.com should you have any questions on the enclosed filings.

Sincerely,

Stephanie D. Marsh
Stephanie D. Marsh

Enclosures

PART ONE: Texas Windstream

Texas Windstream : Missed Objectives Report

TELEPHONE SERVICE QUALITY REPORT

| SERVICE ORDERS | Obj. | Jul | Aug | Sep |
|---|------|------|------|------|
| Regular Service Installation Worked Within 5 Days | 90% | 98% | 97% | 98% |
| Primary Service Installation Worked Within 5 Days | 95% | 95% | 89% | 94% |
| Service Order Due Date Commitment Met | 90% | 99% | 99% | 100% |
| 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. | Jul | Aug | Sep |
|--|------|-----|-----|-----|
| Repair Service Answer Time in 20 Seconds | 90% | 82% | 85% | 87% |

| TROUBLE REPORTS | Obj. | Jul | Aug | Sep |
|---|--|-----|-----|-----|
| Customer Trouble Reports per 100 Access Lines | Objective 3.0 > 10,000 AL / 6.0 < 10,000 AL | 1.1 | 1.3 | 1.1 |
| Out-of-Service Trouble Cleared Within 8 Working Hours | 90% | 74% | 85% | 87% |
| % Repeat Trouble Reports | 22% | 12% | 11% | 14% |

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

| Exchange Name | Obj. | Jul | Aug | Sep |
|---------------|--------------|-----|-----|-----|
| | <=20 seconds | 82% | 85% | 87% |

Explanation: Outages by our third party vendors caused delays in customer hold times during the third quarter.

Action: Continue to educate customers on the other options available to contact Windstream.

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

| Exchange Name | Obj. | Jul | Aug | Sep |
|---------------|------|-----|-----|------|
| Acton | 95% | 85% | 86% | 91% |
| Grandview | 95% | 83% | 75% | 100% |

Explanation: Held orders were due to subdivision activities that required outside plant (OSP) builds

Action: Improve the timeliness of the outside plant builds to ensure the facilities are ready as homes are built.

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

| Exchange Name | Obj. | Jul | Aug | Sep |
|---------------|--|-----|-----|-----|
| Mosheim | Objective 3.0 > 10,000 AL / 6.0 < 10,000 AL | 7.1 | 1.8 | 0.0 |

Explanation: Small exchange with remote switch side affected by Thunderstorms

Action: Upgrade batteries to provide backup during power outages and storm

Percent of Repeat Reports - Description of Missed Surveillance Levels:

| Exchange Name | Obj. | Jul | Aug | Sep |
|---------------|------|-----|-----|-----|
| Kopperl | 22% | 33% | 0% | 20% |
| Mosheim | 22% | 25% | 0% | 0% |
| Plains | 22% | 44% | 33% | 58% |

Explanation: Exchange with remote switch side affected by Thunderstorm

Action: Upgrade batteries for backups during power outages and storm.

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

| Exchange Name | Obj. | Jul | Aug | Sep |
|---------------|------|-----|------|------|
| Cressen | 90% | 67% | 33% | 33% |
| Hamshire | 90% | 25% | 100% | 80% |
| Plains | 90% | 27% | 100% | 100% |

Explanation: Had trouble volumes that were weather related in these small exchanges

Action: Assigned techs from other areas to aid.

PART TWO: Windstream Kerrville

Windstream Kerrville: Missed Objectives Report

TELEPHONE SERVICE QUALITY REPORT

| SERVICE ORDERS | Obj. | Jul | Aug | Sep |
|---|------|------|------|------|
| Regular Service Installation Worked Within 5 Days | 90% | 97% | 97% | 94% |
| Primary Service Installation Worked Within 5 Days | 95% | 91% | 91% | 88% |
| Service Order Due Date Commitment Met | 90% | 100% | 100% | 99% |
| Service Order Installations Within 30 Days | 90% | 100% | 99% | 99% |
| Service Order Installations Within 90 Days | 100% | 100% | 100% | 100% |
| Held Re-grade Orders | 1% | 0% | 0% | 0% |

| ANSWER TIME | Obj. | Jul | Aug | Sep |
|--|------|-----|-----|-----|
| Repair Service Answer Time in 20 Seconds | 90% | 82% | 85% | 87% |

| TROUBLE REPORTS | Obj. | Jul | Aug | Sep |
|---|--|-----|-----|-----|
| Customer Trouble Reports per 100 Access Lines | Objective 3.0 > 10,000 AL / 6.0 < 10,000 AL | 0.8 | 1.0 | 0.6 |
| Out-of-Service Trouble Cleared Within 8 Working Hours | 90% | 92% | 93% | 89% |
| % Repeat Trouble Reports | 22% | 10% | 4% | 13% |

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

| Exchange Name | Obj. | Jul | Aug | Sep |
|---------------|--------------|-----|-----|-----|
| | <=20 seconds | 82% | 85% | 87% |

Explanation: Outages by our third party vendors caused delays in customer hold times during the third quarter.

Action: Continue to educate customers on the other options available to contact Windstream.

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

| Exchange Name | Obj. | Jul | Aug | Sep |
|---------------|------|-----|-----|-----|
| Kerrville | 95% | 91% | 92% | 90% |

Explanation: There was an issue with Service Orders not flagged for customer requested due date.

Action: This is being reviewed by IT and Customer Care Internal Groups.

PART THREE: Windstream Sugarland

Windstream Sugarland: Missed Objectives Report

TELEPHONE SERVICE QUALITY REPORT

| SERVICE ORDERS | Obj. | Jul | Aug | Sep |
|---|------|------|------|------|
| Regular Service Installation Worked Within 5 Days | 90% | 92% | 96% | 93% |
| Primary Service Installation Worked Within 5 Days | 95% | 84% | 91% | 93% |
| Service Order Due Date Commitment Met | 90% | 100% | 99% | 99% |
| 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. | Jul | Aug | Sep |
|--|------|-----|-----|-----|
| Repair Service Answer Time in 20 Seconds | 90% | 82% | 85% | 87% |

| TROUBLE REPORTS | Obj. | Jul | Aug | Sep |
|---|--|-----|-----|-----|
| Customer Trouble Reports per 100 Access Lines | Objective 3.0 > 10,000 AL / 6.0 < 10,000 AL | 0.8 | 0.9 | 1.0 |
| Out-of-Service Trouble Cleared Within 8 Working Hours | 90% | 82% | 94% | 90% |
| % Repeat Trouble Reports | 22% | 11% | 13% | 11% |

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

| Exchange Name | Obj. | Jul | Aug | Sep |
|---------------|--------------|-----|-----|-----|
| | <=20 seconds | 82% | 85% | 87% |

Explanation: Outages by our third party vendors caused delays in customer hold times during the third quarter.

Action: Continue to educate customers on the other options available to contact Windstream.

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

| Exchange Name | Obj. | Jul | Aug | Sep |
|---------------|------|-----|-----|-----|
| Old Ocean | 95% | 89% | 83% | 89% |
| Sugar Land | 95% | 82% | 93% | 95% |
| Waterwood | 95% | 70% | 80% | 83% |

Explanation: Heavy Service Order activities and orders not being flagged for customer requested due date

Action: Added additional headcount and orders not flagged will be reviewed by IT and customer care internal group

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

| Exchange Name | Obj. | Jul | Aug | Sep |
|---------------|------|-----|-----|-----|
| Sugar Land | 90% | 80% | 93% | 93% |

Explanation: This was due to cut cables by the county and heavier workload

Action: Have added additional headcount and cut cables repaired

PART FOUR: Windstream COMMUNICATIONS SW

Windstream Communications SW: Missed Objectives Report

TELEPHONE SERVICE QUALITY REPORT

| SERVICE ORDERS | Obj. | Jul | Aug | Sep |
|---|------|------|------|------|
| Regular Service Installation Worked Within 5 Days | 90% | 93% | 96% | 95% |
| Primary Service Installation Worked Within 5 Days | 95% | 84% | 90% | 91% |
| Service Order Due Date Commitment Met | 90% | 99% | 99% | 99% |
| 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. | Jul | Aug | Sep |
|--|------|-----|-----|-----|
| Repair Service Answer Time in 20 Seconds | 90% | 82% | 85% | 87% |

| TROUBLE REPORTS | Obj. | Jul | Aug | Sep |
|---|--|-----|-----|-----|
| Customer Trouble Reports per 100 Access Lines | Objective 3.0 > 10,000 AL / 6.0 < 10,000 AL | 2.0 | 1.6 | 1.6 |
| Out-of-Service Trouble Cleared Within 8 Working Hours | 90% | 89% | 88% | 86% |
| % Repeat Trouble Reports | 22% | 17% | 16% | 15% |

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

| Exchange Name | Obj. | Jul | Aug | Sep |
|---------------|--------------|-----|-----|-----|
| | <=20 seconds | 82% | 85% | 87% |

Explanation: Outages by our third party vendors caused delays in customer hold times during the third quarter.

Action: Continue to educate customers on the other options available to contact Windstream.

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

| Exchange Name | Obj. | Jul | Aug | Sep |
|---------------|------|-----|-----|-----|
| Baird | 90% | 73% | 79% | 65% |
| Clyde | 90% | 85% | 88% | 77% |
| Merkel | 90% | 75% | 81% | 76% |

Explanation: Increased service order activity for fiber to the premise location prior to fiber build been complete.

Action: Process issue being corrected in 2020.

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

| Exchange Name | Obj. | Jul | Aug | Sep |
|----------------|------|-----|------|------|
| Andrews | 95% | 91% | 86% | 92% |
| Brownfield | 95% | 83% | 90% | 89% |
| Lamesa | 95% | 88% | 88% | 93% |
| Baird | 95% | 57% | 64% | 33% |
| Clyde | 95% | 65% | 74% | 71% |
| Merkel | 95% | 33% | 67% | 43% |
| Daingerfield | 95% | 92% | 80% | 88% |
| Marietta | 95% | 60% | 83% | 67% |
| Blooming Grove | 95% | 50% | 57% | 50% |
| Elkhart | 95% | 71% | 78% | 100% |
| Fairfield | 95% | 87% | 93% | 93% |
| Bedias | 95% | 71% | 75% | 67% |
| Broaddus | 95% | 75% | 83% | 0% |
| Burkeville | 95% | 67% | 100% | 100% |
| Colmesneil | 95% | 67% | 100% | 88% |
| Hemphill | 95% | 93% | 100% | 73% |
| Newton | 95% | 85% | 92% | 100% |
| Hurlwood | 95% | 83% | 100% | 100% |
| New Boston | 95% | 93% | 96% | 92% |
| Simms | 95% | 71% | 80% | 100% |
| Pecos | 95% | 13% | 93% | 100% |
| Texarkana | 95% | 84% | 91% | 89% |
| Crockett | 95% | 49% | 90% | 89% |
| Grapeland | 95% | 67% | 92% | 82% |
| Lovelady | 95% | 83% | 89% | 100% |
| Trinity | 95% | 55% | 74% | 85% |

Explanation: Service order scheduled more than 5 days out based on technician time allocated to service order activity

Action:. Improve the management service order system to allow the orders to be booked and worked within 5 days

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

| Exchange Name | Obj. | Jul | Aug | Sep |
|---------------|--|-----|-----|------|
| Lakeview | Objective 3.0 > 10,000 AL / 6.0 < 10,000 AL | 9.8 | 3.7 | 12.2 |
| Petersburg | Objective 3.0 > 10,000 AL / 6.0 < 10,000 AL | 6.3 | 3.7 | 7.5 |

Explanation: Small exchanges with weather related outside plant failures.

Action: Scheduling a rehab crew to come in and do maintenance.

Percent of Repeat Reports - Description of Missed Surveillance Levels:

| Exchange Name | Obj. | Jul | Aug | Sep |
|---------------|------|------|-----|-----|
| Lakeview | 22% | 63% | 0% | 30% |
| Brownfield | 22% | 26% | 17% | 23% |
| Ropesville | 22% | 43% | 30% | 73% |
| Tahoka | 22% | 25% | 33% | 27% |
| Putnam | 22% | 100% | 0% | 0% |
| Stratford | 22% | 33% | 0% | 0% |
| Rosebud | 22% | 31% | 7% | 13% |
| Amherst | 22% | 23% | 30% | 33% |
| Anton | 22% | 46% | 20% | 0% |
| Sundown | 22% | 33% | 25% | 0% |
| Avery | 22% | 32% | 28% | 38% |
| Deport | 22% | 28% | 20% | 17% |
| Negley | 22% | 32% | 64% | 17% |
| Grapeland | 22% | 23% | 18% | 7% |
| Pennington | 22% | 31% | 40% | 44% |

Explanation: Thunderstorms in these areas and county road crews damaging cables

Action: Cables damaged by county crews been repaired.

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

| Exchange Name | Obj. | Jul | Aug | Sep |
|---------------|------|-----|------|------|
| Andrews | 90% | 79% | 86% | 80% |
| Daingerfield | 90% | 81% | 83% | 92% |
| Linden | 90% | 84% | 88% | 100% |
| Whitney | 90% | 89% | 52% | 86% |
| Lott | 90% | 67% | 67% | 0% |
| North Zulch | 90% | 86% | 75% | 100% |
| Glen Rose | 90% | 89% | 82% | 75% |
| Burkeville | 90% | 87% | 77% | 89% |
| Gary | 90% | 86% | 100% | 100% |
| Huntington | 90% | 67% | 77% | 95% |
| Milam | 90% | 75% | 84% | 90% |
| Hooks | 90% | 60% | 40% | 100% |
| Maude | 90% | 89% | 75% | 100% |
| New Boston | 90% | 86% | 89% | 100% |
| Fabens | 90% | 82% | 92% | 100% |
| Pecos | 90% | 71% | 77% | 83% |
| Van Horn | 90% | 79% | 82% | 77% |
| Austonio | 90% | 33% | 50% | 100% |

Explanation: Thunderstorms and power outages caused remote switch failures and damaged outside plant

Action: Rehab crews assigned to work in targeted exchanges and a review of remote switch location for battery replacement