

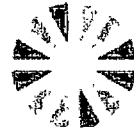
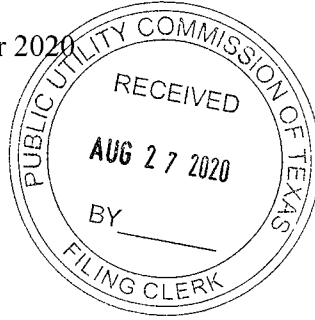


Control Number: 50447



Item Number: 102

Addendum StartPage: 0



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 2Q 2020
United Telephone Co. of Texas, Inc. d/b/a CenturyLink: Missed Objectives Report 2Q 2020**

Percent Out-Of-Service Cleared Within Eight (8) Working Hours – Description of Missed Surveillance Levels:

CO	EXCHANGE	CLLI	Objective: 90%		
			April	May	June
T869	BOYD	BOYDTX	83%	50%	57%
T869	SANGER	SNGRTX	50%	67%	83%
T869	STOCKDALE	STDLTX	75%	80%	50%
T870	ATHENS	ATHNTX	79%	89%	61%
T870	BREMOND	BRMNTX	80%	71%	50%
T870	BRIDGEPORT	BRPTTX	83%	67%	88%
T870	KAUFMAN	KFMNTX	59%	81%	83%
T870	KEMP	KEMPTX	83%	86%	33%
T870	MABANK	MBNKTX	54%	86%	71%
T870	MALAKOFF	MLKFTX	57%	75%	44%
T870	MURCHISON	MRCHTX	58%	67%	50%
T870	PALESTINE	PLSTTX	52%	81%	62%

Explanation: Unfavorable results due to severe storms in north Texas with multiple power outages, lightning strikes creating high volume of trouble in all exchanges listed with exception of Stockdale. Stockdale exchange missed total of 5 for the quarter primarily due to cable cut by 3rd party in June.

Action Plan: Management continues to supplement workforce with several contractors to balance resources for high volume of severe weather in North Texas exchanges.

Percent Primary Orders Met in 5 Working Days – Description of Missed Surveillance Levels:

CO	EXCHANGE	CLLI	Objective: 95%		
			April	May	June
T869	SANGER	SNGRTX	83%	94%	94%
T870	BULLARD	BLRDTX	86%	89%	94%
T870	LAKE PALESTINE	LKPETX	91%	94%	80%
T870	PALESTINE	PLSTTX	94%	91%	93%
T870	PAYNE SPRINGS	PYSPTX	82%	94%	91%

102

Service Quality Report Second Quarter 2020
Control No. 50447
August 26, 2020

T870	TRINIDAD	TRNDTX	67%	90%	88%
------	----------	--------	-----	-----	-----

Explanation: Unfavorable results due to high trouble volume in North Texas due to severe weather and high volume of HSI orders due to Covid work from home and home school demand.

Action Plan: Management continues to supplement manpower with contractors across North Texas to balance load and provide service as quickly as possible.

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

CO	EXCHANGE	CLLI	Objective: 90%		
			April	May	June
T870	CHANDLER	CHNDTX	75%	79%	83%
T870	COOPER	COPRTX	25%	73%	75%
T870	MALAKOFF	MLKFTX	70%	86%	89%
T870	OVERTON	OVTNTX	88%	83%	82%
T870	PAYNE SPRINGS	PYSPTX	74%	89%	79%

Explanation: Unfavorable results due to high trouble volume in North Texas due to severe weather and high volume of HSI orders due to Covid work from home and home school demand.

Action Plan: Management continues to supplement manpower with contractors across North Texas to balance load and provide service as quickly as possible.

Percent Service Order Installation Commitments Met – Description of Missed Surveillance Levels:

CO	EXCHANGE	CLLI	Objective: 90%		
			April	May	June
T869	CLIFTON	CFTNTX	89%	89%	82%

Explanation: High volume of orders due to Covid causing delay in this small exchange.

Action Plan: Management continues to supplement with contractor and move techs to this exchange when needed to supplement load.

Directory Assistance answer time in 10 seconds – Description of Missed Surveillance Levels:

U-TX/C-TX Combined	Target	Apr	May	Jun
Directory assistance answer time in 10 seconds 85% or average answer time not to exceed .9 seconds at any answering location for 4 days within a month	85%	66%	65%	64%

Explanation: Our average hold time increased by 14% at the beginning of the 2nd quarter due to COVID and our agents adjusting to work from home. During the quarter, we had 23 new hires with high average hold times.

Action Plan: Our average hold time is now back to previous levels as our new hires have improved throughout the quarter. The majority of our agents have now adjusted to work from home.

Repair Service answer time in 20 seconds – Description of Missed Surveillance Levels:

U-TX/C-TX Combined	Target	Apr	May	Jun
Repair service answer time in 20 seconds 90% at any answering location for 5 days within a month	90%	26%	30%	60%

Explanation: In mid-March, the nationwide pandemic forced the closing down of our call centers both onshore and offshore. We have a very large presence of agents located in the Philippines. The offshore government forced the closure of call centers impacting approximate 1,400 offshore staff. Onshore, we faced a similar ruling, impacting approximately 350 CenturyLink agents. In addition to the staff impact, we saw a dramatic increase in customer calls as many customers also transitioned to a work from home environment. The staff reduction and increased load together resulted in answer time below target.

Action Plan: The company set up remote access for the 1,750 agents. For the offshore locations, this was quite a challenge due to the unstable infrastructure in the Philippines. Agents were set up to work from home and from hotels. Internally, we converted all agents to work from home. Today, we are back to normal staff numbers. We continue to see elevated call volume and have added mandatory overtime for our agents for added coverage. We have also launched new automations to speed agent transaction time.

CENTEL -TEXAS COMMISSION REPORT FOR SECOND QUARTER 2020

UTILITY-Centel-Texas

QUARTER ENDING- JUN 30, 2020

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%	95%	92%
2. % PRIMARY ORDERS COMPLETED IN 5 WORKING DAYS (NEW AND TO SERVICE ORDERS)	95%	96%	97%	98%
3. % SERVICE INSTALLATION COMMITMENTS MET (NEW, TO AND CHANGE SERVICE ORDERS)	90%	95%	98%	94%
4. % SERVICE INSTALLATION ORDERS COMPLETED IN 30 DAYS (NEW, TO AND CHANGE 2 ND LINE SERVICE ORDERS)	99%	100%	98%	99%
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%	0.5%	0.3%	0.2%
<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	85%	100%	100%	100%
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	85%	66%	65%	64%
9. REPAIR SERVICE ANSWER TIME IN 20 SECONDS 90% AT ANY ANSWERING LOCATION FOR 5 DAYS WITHIN A MONTH	90%	26%	30%	60%
<u>LOCAL DIAL SERVICE - U-TX/C-TX COMBINED</u>				
10. % DIAL TONE WITHIN THREE SECONDS 96% IN THREE SECONDS DURING AVERAGE BUSY SEASON AND/OR BUSY HOUR	98%	97%	97%	97%

Service Quality Report Second Quarter 2020
Control No. 50447
August 26, 2020

LOCAL DIAL SERVICE - U-TX/C-TX COMBINED

11. % INTRAOFFICE CALL COMPLETION	98%	100%	100%	100%
-----------------------------------	-----	------	------	------

LOCAL INTEROFFICE DIAL SERVICE - U-TX/C-TX COMBINED

12. % INTEROFFICE CALL COMPLETION	97%	100%	100%	100%
-----------------------------------	-----	------	------	------

DIRECT DISTANCE DIAL SERVICE - U-TX/C-TX COMBINED

13. % TOLL CALL COMPLETION	97%	100%	100%	100%
----------------------------	-----	------	------	------

TROUBLE REPORTS

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	0.5	0.4	0.6
---	-----	-----	-----	-----

15. % OUT OF SERVICE TROUBLE REPORTS CLEARED	90%	88%	85%	82%
--	-----	-----	-----	-----

16. % REPEAT TROUBLE REPORTS	22%	1%	0%	4%
------------------------------	-----	----	----	----

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

UNITED-TEXAS COMMISSION REPORT FOR SECOND QUARTER 2020

UTILITY-United-Texas

QUARTER ENDING- JUN 30, 2020

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%	87%	91%	90%
2. % PRIMARY ORDERS COMPLETED IN 5 WORKING DAYS (NEW AND TO SERVICE ORDERS)	95%	93%	94%	94%
3. % SERVICE INSTALLATION COMMITMENTS MET (NEW, TO AND CHANGE SERVICE ORDERS)	90%	96%	96%	96%
4. % SERVICE INSTALLATION ORDERS COMPLETED IN 30 DAYS (NEW, TO AND CHANGE 2 ND LINE SERVICE ORDERS)	99%	100%	100%	100%
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%	0.6%	0.4%	0.2%
<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	85%	100%	100%	100%
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	85%	66%	65%	64%
9. REPAIR SERVICE ANSWER TIME IN 20 SECONDS 90% AT ANY ANSWERING LOCATION FOR 5 DAYS WITHIN A MONTH	90%	26%	30%	60%
<u>LOCAL DIAL SERVICE - U-TX/C-TX COMBINED</u>				
10. % DIAL TONE WITHIN THREE SECONDS 96% IN THREE SECONDS DURING AVERAGE BUSY SEASON AND/OR BUSY HOUR	98%	97%	97%	97%

Service Quality Report Second Quarter 2020
Control No. 50447
August 26, 2020

LOCAL DIAL SERVICE - U-TX/C-TX COMBINED

11. % INTRAOFFICE CALL COMPLETION	98%	100%	100%	100%
-----------------------------------	-----	------	------	------

LOCAL INTEROFFICE DIAL SERVICE - U-TX/C-TX COMBINED

12. % INTEROFFICE CALL COMPLETION	97%	100%	100%	100%
-----------------------------------	-----	------	------	------

DIRECT DISTANCE DIAL SERVICE - U-TX/C-TX COMBINED

13. % TOLL CALL COMPLETION	97%	100%	100%	100%
----------------------------	-----	------	------	------

TROUBLE REPORTS

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	0.5	0.5	0.6
---	-----	-----	-----	-----

15. % OUT OF SERVICE TROUBLE REPORTS CLEARED	90%	73%	85%	78%
--	-----	-----	-----	-----

16. % REPEAT TROUBLE REPORTS	22%	3%	3%	3%
------------------------------	-----	----	----	----

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
Missed Objectives Report 2Q 2020**

Percent Out-Of-Service Cleared Within Eight (8) Working Hours – Description of Missed Surveillance Levels:

Objective: 90%	APR	MAY	JUN
TEXAS T137 LAKE DALLAS	80.0%	75.0%	80.0%

Explanation: Severe storms surrounding Dallas area caused high volume of trouble tickets along with multiple power outages causing delays.

Action Plan: Management continues to balance resources from other exchanges not impacted by weather to respond as quickly as possible and has added additional contractors to supplement load.

Directory Assistance answer time in 10 seconds – Description of Missed Surveillance Levels:

CTL Combined	Target	Apr	May	Jun
Directory assistance answer time in 10 seconds 85% or average answer time not to exceed .9 seconds at any answering location for 4 days within a month	85%	64%	74%	56%

Explanation: Our average hold time increased by 14% at the beginning of the 2nd quarter due to COVID and our agents adjusting to work from home. During the quarter, we had 23 new hires with high average hold times.

Action Plan: Our average hold time is now back to previous levels as our new hires have improved throughout the quarter. The majority of our agents have now adjusted to work from home.

Repair Service answer time in 20 seconds – Description of Missed Surveillance Levels:

CTL Combined	Target	Apr	May	Jun
Repair service answer time in 20 seconds 90% at any answering location for 5 days within a month	90%	26%	30%	60%

Explanation: In mid-March, the nationwide pandemic forced the closing down of our call centers both onshore and offshore. We have a very large presence of agents located in the Philippines. The offshore government forced the closure of call centers impacting approximate 1,400 offshore staff.

Onshore, we faced a similar ruling, impacting approximately 350 CenturyLink agents. In addition to the staff impact, we saw a dramatic increase in customer calls as many customers also transitioned to a work from home environment. The staff reduction and increased load together resulted in answer time below target.

Action Plan: The company set up remote access for the 1,750 agents. For the offshore locations, this was quite a challenge due to the unstable infrastructure in the Philippines. Agents were set up to work from home and from hotels. Internally, we converted all agents to work from home. Today, we are back to normal staff numbers. We continue to see elevated call volume and have added mandatory overtime for our agents for added coverage. We have also launched new automations to speed agent transaction time.

CENTURYTEL -TEXAS COMMISSION REPORT FOR SECOND QUARTER 2020

UTILITY-Lake Dallas

QUARTER ENDING- JUN 30, 2020

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%	100%	100%	96%
2. % PRIMARY ORDERS COMPLETED IN 5 WORKING DAYS (NEW AND TO SERVICE ORDERS)	95%	90%	85%	95%
3. % SERVICE INSTALLATION COMMITMENTS MET (NEW, TO AND CHANGE SERVICE ORDERS)	90%	89%	83%	92%
4. % SERVICE INSTALLATION ORDERS COMPLETED IN 30 DAYS (NEW, TO AND CHANGE 2 ND LINE SERVICE ORDERS)	99%	100%	100%	100%
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 – COMBINED CTL</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	85%	100%	100%	100%
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	85%	64%	74%	56%
9. REPAIR SERVICE ANSWER TIME IN 20 SECONDS 90% AT ANY ANSWERING LOCATION FOR 5 DAYS WITHIN A MONTH	90%	26%	30%	60%
<u>LOCAL DIAL SERVICE</u>				
10. % DIAL TONE WITHIN THREE SECONDS 96% IN THREE SECONDS DURING AVERAGE BUSY SEASON AND/OR BUSY HOUR	98%	100%	100%	100%

Service Quality Report Second Quarter 2020
Control No. 50447
August 26, 2020

LOCAL DIAL SERVICE

11. % INTRAOFFICE CALL COMPLETION	98%	100%	100%	100%
-----------------------------------	-----	------	------	------

LOCAL INTEROFFICE DIAL SERVICE

12. % INTEROFFICE CALL COMPLETION	97%	99%	99%	97%
-----------------------------------	-----	-----	-----	-----

DIRECT DISTANCE DIAL SERVICE

13. % TOLL CALL COMPLETION	97%	99%	99%	99%
----------------------------	-----	-----	-----	-----

TROUBLE REPORTS

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	0.3	0.2	0.3
---	-----	-----	-----	-----

15. % OUT OF SERVICE TROUBLE REPORTS CLEARED	90%	80%	75%	80%
--	-----	-----	-----	-----

16. % REPEAT TROUBLE REPORTS	22%	10%	0%	0%
------------------------------	-----	-----	----	----

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

CENTURYTEL -TEXAS COMMISSION REPORT FOR SECOND QUARTER 2020

UTILITY-Port Aransas

QUARTER ENDING- JUN 30, 2020

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%	100%	100%	92%
2. % PRIMARY ORDERS COMPLETED IN 5 WORKING DAYS (NEW AND TO SERVICE ORDERS)	95%	100%	93%	100%
3. % SERVICE INSTALLATION COMMITMENTS MET (NEW, TO AND CHANGE SERVICE ORDERS)	90%	100%	100%	92%
4. % SERVICE INSTALLATION ORDERS COMPLETED IN 30 DAYS (NEW, TO AND CHANGE 2 ND LINE SERVICE ORDERS)	99%	100%	100%	91%
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%	6%
<u>ANSWER TIME – COMBINED CTL</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	85%	100%	100%	100%
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	85%	64%	74%	56%
9. REPAIR SERVICE ANSWER TIME IN 20 SECONDS 90% AT ANY ANSWERING LOCATION FOR 5 DAYS WITHIN A MONTH	90%	26%	30%	60%
<u>LOCAL DIAL SERVICE</u>				
10. % DIAL TONE WITHIN THREE SECONDS 96% IN THREE SECONDS DURING AVERAGE BUSY SEASON AND/OR BUSY HOUR	98%	100%	100%	100%

Service Quality Report Second Quarter 2020
Control No. 50447
August 26, 2020

LOCAL DIAL SERVICE

11. % INTRAOFFICE CALL COMPLETION	98%	100%	100%	100%
-----------------------------------	-----	------	------	------

LOCAL INTEROFFICE DIAL SERVICE

12. % INTEROFFICE CALL COMPLETION	97%	99%	99%	97%
-----------------------------------	-----	-----	-----	-----

DIRECT DISTANCE DIAL SERVICE

13. % TOLL CALL COMPLETION	97%	99%	99%	99%
----------------------------	-----	-----	-----	-----

TROUBLE REPORTS

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	0.4	0.5	0.3
---	-----	-----	-----	-----

15. % OUT OF SERVICE TROUBLE REPORTS CLEARED	90%	100%	100%	100%
--	-----	------	------	------

16. % REPEAT TROUBLE REPORTS	22%	0%	0%	0%
------------------------------	-----	----	----	----

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

CENTURYTEL -TEXAS COMMISSION REPORT FOR SECOND QUARTER 2020

UTILITY-San Marcos

QUARTER ENDING- JUN 30, 2020

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%	96%	98%	100%
2. % PRIMARY ORDERS COMPLETED IN 5 WORKING DAYS (NEW AND TO SERVICE ORDERS)	95%	90%	88%	96%
3. % SERVICE INSTALLATION COMMITMENTS MET (NEW, TO AND CHANGE SERVICE ORDERS)	90%	95%	98%	96%
4. % SERVICE INSTALLATION ORDERS COMPLETED IN 30 DAYS (NEW, TO AND CHANGE 2 ND LINE SERVICE ORDERS)	99%	100%	100%	100%
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 – COMBINED CTL</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	85%	100%	100%	100%
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	85%	64%	74%	56%
9. REPAIR SERVICE ANSWER TIME IN 20 SECONDS 90% AT ANY ANSWERING LOCATION FOR 5 DAYS WITHIN A MONTH	90%	26%	30%	60%
<u>LOCAL DIAL SERVICE</u>				
10. % DIAL TONE WITHIN THREE SECONDS 96% IN THREE SECONDS DURING AVERAGE BUSY SEASON AND/OR BUSY HOUR	98%	100%	100%	100%

Service Quality Report Second Quarter 2020
Control No. 50447
August 26, 2020

LOCAL DIAL SERVICE

11. % INTRAOFFICE CALL COMPLETION	98%	100%	100%	100%
-----------------------------------	-----	------	------	------

LOCAL INTEROFFICE DIAL SERVICE

12. % INTEROFFICE CALL COMPLETION	97%	99%	99%	97%
-----------------------------------	-----	-----	-----	-----

DIRECT DISTANCE DIAL SERVICE

13. % TOLL CALL COMPLETION	97%	99%	99%	99%
----------------------------	-----	-----	-----	-----

TROUBLE REPORTS

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	0.3	0.4	0.3
---	-----	-----	-----	-----

15. % OUT OF SERVICE TROUBLE REPORTS CLEARED	90%	95%	94%	93%
--	-----	-----	-----	-----

16. % REPEAT TROUBLE REPORTS	22%	0%	0%	0%
------------------------------	-----	----	----	----

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