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PART ONE: Texas Windstream
Texas Windstream : Missed Objectives Report

TELEPHONE SERVICE QUALITY REPORT

SERVICE ORDERS	Obj.	Jan	Feb	Mar
Regular Service Installation Worked Within 5 Days	90%	95%	97%	96%
Primary Service Installation Worked Within 5 Days	95%	87%	93%	93%
Service Order Due Date Commitment Met	90%	99%	100%	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.	Jan	Feb	Mar
Repair Service Answer Time in 20 Seconds	90%	84%	84%	65%

TROUBLE REPORTS	Obj.	Jan	Feb	Mar
Customer Trouble Reports per 100 Access Lines	Objective 3.0 > 10,000 AL / 6.0 < 10,000 AL	1.0	0.8	1.1
Out-of-Service Trouble Cleared Within 8 Working Hours	90%	93%	78%	88%
% Repeat Trouble Reports	22%	14%	9%	16%

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

Exchange Name	Obj.	Jan	Feb	Mar
	<=20 seconds			

Explanation:

Action:

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

Exchange Name	Obj.	Jan	Feb	Mar
Acton	95%	93%	89%	94%
Cressen	95%	92%	100%	83%
Godley	95%	77%	93%	92%
Scurry	95%	91%	88%	91%

Explanation: System issue that failed to flag customer requested due dates on orders when written.

Action: Moved to 30 day reporting internally to review API issues closer to real time, have IT engaged for corrections between systems.

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

Exchange Name	Obj.	Jan	Feb	Mar
Winnie	90%	80%	100%	100%

Explanation: Located two (2) bad sections in Winnie that were needing escalations to approve to replace.

Action: Replaced two (2) bad sections of cable in town that were problem areas in Jan.

PART TWO: Windstream Kerrville
Windstream Kerrville: Missed Objectives Report

TELEPHONE SERVICE QUALITY REPORT

SERVICE ORDERS	Obj.	Jan	Feb	Mar
Regular Service Installation Worked Within 5 Days	90%	98%	97%	95%
Primary Service Installation Worked Within 5 Days	95%	97%	95%	88%
Service Order Due Date Commitment Met	90%	99%	98%	99%
Service Order Installations Within 30 Days	90%	99%	100%	100%
Service Order Installations Within 90 Days	100%	100%	100%	100%
Held Re-grade Orders	1%	0%	0%	0%

ANSWER TIME	Obj.	Jan	Feb	Mar
Repair Service Answer Time in 20 Seconds	90%	84%	84%	65%

TROUBLE REPORTS	Obj.	Jan	Feb	Mar
Customer Trouble Reports per 100 Access Lines	Objective 3.0 > 10,000 AL / 6.0 < 10,000 AL	0.6	0.5	0.7
Out-of-Service Trouble Cleared Within 8 Working Hours	90%	92%	94%	96%
% Repeat Trouble Reports	22%	10%	9%	12%

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

Exchange Name	Obj.	Jan	Feb	Mar
	<=20 seconds			

Explanation:

Action:

PART THREE: Windstream Sugarland
Windstream Sugarland. Missed Objectives Report

TELEPHONE SERVICE QUALITY REPORT

SERVICE ORDERS	Obj.	Jan	Feb	Mar
Regular Service Installation Worked Within 5 Days	90%	93%	96%	97%
Primary Service Installation Worked Within 5 Days	95%	90%	89%	91%
Service Order Due Date Commitment Met	90%	99%	98%	99%
Service Order Installations Within 30 Days	90%	99%	100%	100%
Service Order Installations Within 90 Days	100%	100%	100%	100%
Held Re-grade Orders	1%	0%	0%	0%

ANSWER TIME	Obj.	Jan	Feb	Mar
Repair Service Answer Time in 20 Seconds	90%	84%	84%	65%

TROUBLE REPORTS	Obj.	Jan	Feb	Mar
Customer Trouble Reports per 100 Access Lines	Objective 3.0 > 10,000 AL / 6.0 < 10,000 AL	0.8	0.8	1.0
Out-of-Service Trouble Cleared Within 8 Working Hours	90%	88%	92%	84%
% Repeat Trouble Reports	22%	10%	10%	21%

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

Exchange Name	Obj.	Jan	Feb	Mar
	<=20 seconds			

Explanation:

Action:

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

Exchange Name	Obj.	Jan	Feb	Mar
Old Ocean	95%	89%	90%	100%
Sugar Land	95%	87%	84%	87%
Waterwood	95%	75%	100%	100%

Explanation: System issue that failed to flag "customer desired Due Date" on orders written with customers requesting extended date for install.

Action: Identified an issue with orders not flagging for customer requested date. This is being reviewed by IT and customer care internal groups. Now moving to 30 day PSC reporting internally to review API issues closer to real time, have IT engaged for corrections between systems

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

Exchange Name	Obj.	Jan	Feb	Mar
Garrison	90%	78%	57%	67%

Explanation: Storms in February and March that caused a larger volume of trouble reports due to damaged cable.

Action: COVID-19 initially slowed down the progress to get repairs made timely in March, got repairs completed in April.

PART FOUR: Windstream COMMUNICATIONS SW

Windstream Communications SW: Missed Objectives Report

TELEPHONE SERVICE QUALITY REPORT

SERVICE ORDERS	Obj.	Jan	Feb	Mar
Regular Service Installation Worked Within 5 Days	90%	94%	91%	91%
Primary Service Installation Worked Within 5 Days	95%	86%	80%	80%
Service Order Due Date Commitment Met	90%	99%	99%	99%
Service Order Installations Within 30 Days	90%	99%	99%	100%
Service Order Installations Within 90 Days	100%	100%	100%	100%
Held Re-grade Orders	1%	0%	0%	0%

ANSWER TIME	Obj.	Jan	Feb	Mar
Repair Service Answer Time in 20 Seconds	90%	84%	84%	65%

TROUBLE REPORTS	Obj.	Jan	Feb	Mar
Customer Trouble Reports per 100 Access Lines	Objective 3.0 > 10,000 AL / 6.0 < 10,000 AL	1.7	1.6	2.1
Out-of-Service Trouble Cleared Within 8 Working Hours	90%	85%	90%	80%
% Repeat Trouble Reports	22%	14%	16%	22%

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

Exchange Name	Obj.	Jan	Feb	Mar
	<=20 seconds			

Explanation:

Action:

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

Exchange Name	Obj.	Jan	Feb	Mar
Baird	90%	86%	87%	89%
Holliday	90%	67%	100%	100%
Chilton	90%	89%	82%	79%
New Boston	90%	78%	85%	96%
Simms	90%	71%	89%	86%
Texarkana	90%	82%	71%	60%
Trinity	90%	88%	97%	95%

Explanation: Increased order activity from new technology deployments.

Action: Added additional headcount to better meet orders in 5 days.

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

Exchange Name	Obj.	Jan	Feb	Mar
Andrews	95%	85%	85%	68%
Tahoka	95%	67%	100%	100%
Baird	95%	71%	80%	78%
Clyde	95%	92%	77%	74%
Linden	95%	93%	90%	92%
Dalhart	95%	90%	100%	93%
Elkhart	95%	69%	81%	92%
Fairfield	95%	92%	71%	76%
Oakwood	95%	67%	40%	100%
Streetman	95%	83%	33%	71%
Bedias	95%	83%	89%	89%
Buffalo	95%	88%	75%	87%
Chilton	95%	67%	50%	60%
Franklin	95%	89%	85%	88%
Rosebud	95%	82%	80%	93%
Glen Rose	95%	92%	63%	93%
Huntington	95%	81%	88%	96%
Milam	95%	70%	83%	100%
Tenaha	95%	83%	86%	90%
Dekalb	95%	86%	77%	94%
Hooks	95%	54%	95%	88%
Maude	95%	40%	100%	75%
New Boston	95%	56%	81%	93%
Simms	95%	40%	60%	50%
Pecos	95%	90%	85%	96%
Van Horn	95%	86%	100%	90%
Texarkana	95%	68%	45%	35%
Crockett	95%	85%	97%	96%
Grapeland	95%	94%	92%	92%
Trinity	95%	69%	94%	91%

Explanation: New technology deployments increased order volume.High turn over and internal movement of field resources.

Action: Backfilled numerous postiions that left the company.

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

Exchange Name	Obj.	Jan	Feb	Mar
Mentone	Objective 3.0 > 10,000 AL / 6.0 < 10,000 AL	8.5	8.9	13.3

Explanation. Multiple cut cable and pedestals being run over by oil field traffic.

Action: Built protection around pedestals after rehabbed them.

Percent of Repeat Reports - Description of Missed Surveillance Levels:

Exchange Name	Obj.	Jan	Feb	Mar
Wheeler	22%	41%	46%	28%
Ropesville	22%	25%	45%	33%
Rule	22%	38%	100%	50%
Rosebud	22%	55%	21%	15%
Crosbyton	22%	43%	29%	27%
Lorenzo	22%	50%	50%	30%
Detroit	22%	48%	29%	22%
Mentone	22%	100%	25%	50%

Explanation: Heavy storm activity. Multiple 3rd party cable cuts. Sections of bad cable.

Action: Dispatched techs to replace damaged clousures. Escalated repair of bad cable.

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

Exchange Name	Obj.	Jan	Feb	Mar
Darrouzett	90%	50%	100%	100%
Andrews	90%	59%	94%	76%
Brownfield	90%	77%	83%	86%
Daingerfield	90%	86%	80%	89%
Dumas	90%	67%	0%	75%
Fairfield	90%	75%	63%	60%
Buffalo	90%	63%	71%	80%
Chilton	90%	86%	50%	50%
Rogers	90%	80%	67%	67%
Rosebud	90%	80%	100%	91%
Broaddus	90%	57%	100%	100%
Joaquin	90%	85%	79%	72%
Tenaha	90%	88%	80%	100%
Zavalla	90%	79%	88%	100%
Ralls	90%	86%	100%	86%
Avery	90%	71%	73%	88%
Dekalb	90%	70%	69%	75%
Deport	90%	75%	42%	75%
Detroit	90%	27%	100%	8%
Hooks	90%	75%	60%	43%
Pecos	90%	79%	89%	75%
Valentine	90%	75%	0%	0%
Van Horn	90%	75%	78%	75%
Texarkana	90%	87%	76%	83%
Austonio	90%	75%	67%	60%
Crockett	90%	80%	92%	79%
Cushing	90%	87%	86%	73%
Grapeland	90%	78%	100%	80%

Explanation: Multiple 3rd party cables cut. Issues with Central Office equipment on track. High turnover in field resources.

Action: Backfilling vacant postions for techs that left the company. Replace central office equipment. Cleared temporary lines on the ground to improve service.