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PART ONE: Texas Windstream

Texas Windstream . Missed Objectives Report

TELEPHONE SERVICE QUALITY REPORT

SERVICE ORDERS	Obj.	Apr	May	Jun
Regular Service Installation Worked Within 5 Days	90%	94%	95%	92%
Primary Service Installation Worked Within 5 Days	95%	95%	90%	83%
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.	Apr	May	Jun
Repair Service Answer Time in 20 Seconds	90%	63%	71%	82%

TROUBLE REPORTS	Obj.	Apr	May	Jun
Customer Trouble Reports per 100 Access Lines	Objective 3.0 > 10,000 AL / 6.0 < 10,000 AL	0.9	1.2	1.2
Out-of-Service Trouble Cleared Within 8 Working Hours	90%	85%	85%	76%
% Repeat Trouble Reports	22%	15%	14%	16%

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

Exchange Name	Obj.	Apr	May	Jun
	<=20 seconds	63%	71%	82%

Explanation:

Action:

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

Exchange Name	Obj.	Apr	May	Jun
Kopperl	90%	82%	80%	100%

Explanation: Held for facilities

Action: Completed ENG to provide service by adding additional cable

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

Exchange Name	Obj.	Apr	May	Jun
Cressen	95%	91%	82%	50%
Godley	95%	85%	84%	50%

Rio Vista	95%	93%	100%	100%
Scurry	95%	88%	90%	100%

Explanation: Work group impacted by COVID-19 with employees out sick and increase in order demand

Action: Augmented staffing with travel technicians.

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

Exchange Name	Obj.	Apr	May	Jun
Higginbotham	Objective 3.0 > 10,000 AL / 6.0 < 10,000 AL	6.1	6.1	5.1

Explanation: Trouble with features in legacy equipment in central office.

Action: Working with 3rd party on resolution.

Percent of Repeat Reports - Description of Missed Surveillance Levels:

Exchange Name	Obj.	Apr	May	Jun
Mosheim	22%	33%	33%	0%

Explanation: Power outages on serving device

Action: Have submitted for battery replacement/upgrade.

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

Exchange Name	Obj.	Apr	May	Jun
Anahuac	90%	33%	86%	86%
Godley	90%	40%	73%	75%
Hamshire	90%	80%	100%	100%

Explanation: 3rd party cable cuts and plant damage due to storms in the area.

Action: Repaired damaged cable and storm damage.

PART TWO: Windstream Kerrville

Windstream Kerrville: Missed Objectives Report

TELEPHONE SERVICE QUALITY REPORT

SERVICE ORDERS	Obj.	Apr	May	Jun
Regular Service Installation Worked Within 5 Days	90%	96%	94%	93%
Primary Service Installation Worked Within 5 Days	95%	93%	85%	84%
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%	99%
Held Re-grade Orders	1%	0%	0%	0%

ANSWER TIME	Obj.	Apr	May	Jun
Repair Service Answer Time in 20 Seconds	90%	63%	71%	82%

TROUBLE REPORTS	Obj.	Apr	May	Jun
Customer Trouble Reports per 100 Access Lines	Objective 3.0 > 10,000 AL / 6.0 < 10,000 AL	0.6	0.9	1.1
Out-of-Service Trouble Cleared Within 8 Working Hours	90%	88%	93%	91%
% Repeat Trouble Reports	22%	18%	14%	13%

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

Exchange Name	Obj.	Apr	May	Jun
	<=20 seconds	63%	71%	82%

Explanation:

Action:

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

Exchange Name	Obj.	Apr	May	Jun
Harper	95%	88%	70%	67%
Kerrville	95%	94%	87%	85%

Explanation: Work group impacted by COVID-19, along with increase in order demand

Action: Augmented staffing with travel technicians and added overtime to adjust for order demand

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%	94%	90%	80%
Primary Service Installation Worked Within 5 Days	95%	96%	87%	50%
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.	Apr	May	Jun
Repair Service Answer Time in 20 Seconds	90%	63%	71%	82%

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	1.0	0.9
Out-of-Service Trouble Cleared Within 8 Working Hours	90%	80%	82%	84%
% Repeat Trouble Reports	22%	19%	11%	16%

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

Exchange Name	Obj.	Apr	May	Jun
	<=20 seconds	63%	71%	82%

Explanation.

Action.

Percent of Repeat Reports - Description of Missed Surveillance Levels:

Exchange Name	Obj.	Apr	May	Jun
Garrison	22%	39%	18%	35%

Explanation: Storm damage to equipment in serving remotes

Action: Repaired equipment and cable plant after storm damage

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

Exchange Name	Obj.	Apr	May	Jun
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Garrison	90%	20%	67%	43%
Sugar Land	90%	85%	77%	87%

Explanation: Storm damage and 3rd party cable cuts

Action Repaired cable plant and equipment after storm damage Repaired damaged cable after 3rd party cut.

PART FOUR: Windstream COMMUNICATIONS SW

Windstream Communications SW Missed Objectives Report

TELEPHONE SERVICE QUALITY REPORT

SERVICE ORDERS	Obj.	Apr	May	Jun
Regular Service Installation Worked Within 5 Days	90%	80%	83%	83%
Primary Service Installation Worked Within 5 Days	95%	63%	67%	64%
Service Order Due Date Commitment Met	90%	100%	99%	99%
Service Order Installations Within 30 Days	90%	100%	99%	99%
Service Order Installations Within 90 Days	100%	100%	100%	99%
Held Re-grade Orders	1%	0%	0%	0%

ANSWER TIME	Obj.	Apr	May	Jun
Repair Service Answer Time in 20 Seconds	90%	63%	71%	82%

TROUBLE REPORTS	Obj.	Apr	May	Jun
Customer Trouble Reports per 100 Access Lines	Objective 3 0 > 10,000 AL / 6 0 < 10,000 AL	1 8	1.8	1 8
Out-of-Service Trouble Cleared Within 8 Working Hours	90%	79%	77%	76%
% Repeat Trouble Reports	22%	20%	20%	20%

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

Exchange Name	Obj.	Apr	May	Jun
	<=20 seconds	63%	71%	82%

Explanation:

Action:

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

Exchange Name	Obj.	Apr	May	Jun
Andrews	90%	57%	52%	49%
Baird	90%	56%	93%	64%
Clyde	90%	58%	92%	84%
Merkel	90%	47%	85%	79%
Rising Star	90%	75%	83%	89%
Douglasville	90%	84%	87%	87%
Linden	90%	86%	85%	65%
Bovina	90%	60%	91%	100%
Frost	90%	88%	80%	100%
Buffalo	90%	71%	60%	66%
Centerville	90%	60%	69%	67%
Chilton	90%	50%	87%	89%
Leona	90%	67%	67%	86%
Normangee	90%	76%	88%	87%

Riesel	90%	55%	85%	95%
Bon Weir	90%	80%	75%	44%
Bronson	90%	20%	70%	71%
Colmesneil	90%	86%	72%	79%
Fairmont	90%	79%	65%	66%
Gary	90%	76%	84%	100%
Hemphill	90%	69%	68%	67%
Milam	90%	78%	54%	63%
Pineland	90%	63%	71%	64%
Tenaha	90%	63%	89%	84%
Avery	90%	86%	77%	88%
Dekalb	90%	82%	76%	85%
Hooks	90%	82%	74%	55%
Maude	90%	82%	77%	77%
New Boston	90%	71%	77%	67%
Redwater	90%	87%	77%	64%
Simms	90%	82%	71%	60%
Texarkana	90%	57%	57%	70%
Austonio	90%	40%	75%	50%
Lovelady	90%	56%	59%	89%
Pennington	90%	75%	100%	100%
Reklaw	90%	67%	75%	80%
Trinity	90%	85%	67%	64%

Explanation: COVID-19 impacted work force, while increasing demand for orders Storm damage and power outages at remote devices Held orders pending fiber builds.

Action: Augmented staffing with travel techs from another area, increased staffing, repairs made after storm damage, brought the fiber builds in house from 3rd party contractors.

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

Exchange Name	Obj.	Apr	May	Jun
Clarendon	95%	89%	94%	100%
Perryton	95%	81%	94%	92%
Andrews	95%	24%	25%	22%
Brownfield	95%	86%	83%	89%
Baird	95%	29%	100%	25%
Clyde	95%	38%	82%	85%
Merkel	95%	13%	83%	58%
Douglasville	95%	60%	67%	50%
Linden	95%	76%	69%	25%
Naples	95%	86%	83%	25%
Bovina	95%	0%	90%	100%
Dalhart	95%	88%	80%	100%
Dimmitt	95%	45%	50%	79%
Dumas	95%	54%	94%	94%
Frona	95%	26%	78%	83%
Sunray	95%	29%	67%	100%
Tulia	95%	43%	83%	100%
Fairfield	95%	78%	67%	23%
Frost	95%	75%	0%	100%
Streetman	95%	71%	100%	100%
Bedias	95%	71%	80%	100%
Buffalo	95%	9%	19%	10%
Centerville	95%	19%	36%	20%
Chilton	95%	13%	82%	50%
Franklin	95%	42%	76%	90%
Iola	95%	71%	31%	100%

Leona	95%	0%	50%	50%
Lott	95%	0%	50%	83%
Riesel	95%	0%	71%	90%
Glen Rose	95%	93%	84%	85%
Beckville	95%	57%	38%	100%
Bon Weir	95%	75%	60%	0%
Bronson	95%	0%	43%	0%
Burkeville	95%	88%	82%	17%
Colmesneil	95%	83%	38%	43%
Fairmont	95%	40%	29%	17%
Gary	95%	67%	70%	100%
Hemphill	95%	47%	17%	35%
Huntington	95%	81%	85%	44%
Joaquin	95%	73%	70%	40%
Milam	95%	25%	26%	21%
Pineland	95%	17%	53%	8%
Tenaha	95%	36%	71%	63%
Zavalla	95%	88%	84%	69%
Hurlwood	95%	63%	86%	67%
Levelland	95%	44%	68%	89%
Littlefield	95%	93%	83%	92%
Wolfforth	95%	60%	75%	78%
Bogata	95%	75%	71%	67%
Clarksville	95%	94%	87%	69%
Dekalb	95%	62%	76%	53%
Hooks	95%	57%	45%	12%
Maude	95%	67%	0%	33%
New Boston	95%	41%	50%	6%
Redwater	95%	86%	0%	0%
Simms	95%	50%	50%	0%
Texarkana	95%	19%	26%	47%
Crockett	95%	84%	80%	47%
Cushing	95%	80%	86%	20%
Groveton	95%	56%	90%	78%
Lovelady	95%	24%	19%	71%
Reklaw	95%	50%	50%	0%
Trinity	95%	68%	41%	8%

Explanation: COVID-19 impacted work force, while increasing demand for orders Storm damage and power outages at remote devices Held orders pending fiber builds.

Action Augmented staffing with travel technicians from another area, increased staffing, repairs made after storm damage, brought the fiber builds in house from 3rd party contractors.

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

Exchange Name	Obj.	Apr	May	Jun
Kamay	Objective 3.0 > 10,000 AL / 6.0 < 10,000 AL	15.9	18.7	1.3
Mentone	Objective 3.0 > 10,000 AL / 6.0 < 10,000 AL	6.8	0.0	2.3

Explanation: Storm damage and multiple 3rd party cut cables.

Action. Repair storm damage and cut cables, working with construction crews on located buried cables

Percent of Repeat Reports - Description of Missed Surveillance Levels:

Exchange Name	Obj.	Apr	May	Jun
Darrouzett	22%	67%	56%	43%
Miami	22%	29%	25%	29%
Wheeler	22%	40%	21%	33%
Kamay	22%	27%	71%	0%
Moran	22%	50%	50%	43%
Putnam	22%	50%	33%	100%
Crawford	22%	50%	33%	50%
Bovina	22%	40%	0%	0%
Blooming Grove	22%	33%	28%	23%
Marquez	22%	30%	45%	33%
Riesel	22%	33%	40%	25%
Fairmont	22%	26%	36%	61%
Zavalla	22%	33%	30%	36%
Bogata	22%	50%	31%	58%
Deport	22%	37%	21%	17%
Detroit	22%	54%	48%	57%
Maude	22%	31%	60%	19%
Simms	22%	38%	21%	50%
Coyanosa	22%	50%	67%	67%
Mentone	22%	67%	0%	100%
Pecos	22%	34%	18%	10%
Crockett	22%	25%	23%	34%
Grapeland	22%	33%	39%	48%
Lovelady	22%	25%	47%	42%

Explanation: Storm damage, power outages, 3rd party cut cables and new equipment failures

Action: Repaired storm and 3rd party cable damage. Identified the configuration issue with new equipment.

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

Exchange Name	Obj.	Apr	May	Jun
Panhandle	90%	83%	75%	75%
Wheeler	90%	75%	43%	74%
Andrews	90%	56%	81%	73%
Brownfield	90%	86%	80%	75%
Kamay	90%	64%	57%	100%
Douglasville	90%	40%	67%	82%
Hughes Springs	90%	62%	83%	47%
Linden	90%	52%	49%	69%
Marietta	90%	59%	46%	67%
Blooming Grove	90%	78%	79%	92%
Dawson	90%	80%	86%	100%
Elkhart	90%	73%	80%	80%
Fairfield	90%	81%	80%	70%
Slocum	90%	89%	60%	77%
Buffalo	90%	75%	63%	90%
North Zulch	90%	83%	62%	71%
Rogers	90%	0%	100%	83%

Colmesneil	90%	88%	62%	31%
Fairmont	90%	40%	75%	63%
Gary	90%	50%	0%	20%
Huntington	90%	75%	55%	73%
Joaquin	90%	57%	80%	57%
Milam	90%	80%	50%	50%
Newton	90%	83%	82%	71%
Zavalla	90%	82%	69%	48%
Idalou	90%	17%	67%	80%
Avery	90%	50%	61%	96%
Dekalb	90%	85%	91%	79%
Deport	90%	29%	85%	86%
Detroit	90%	48%	67%	80%
Hooks	90%	0%	67%	100%
Maude	90%	40%	75%	88%
Negley	90%	50%	24%	36%
New Boston	90%	82%	59%	100%
Simms	90%	43%	50%	67%
Valentine	90%	0%	100%	100%
Van Horn	90%	50%	80%	100%
Texarkana	90%	89%	84%	91%
Austonio	90%	75%	100%	100%
Crockett	90%	82%	80%	76%
Cushing	90%	71%	53%	31%
Grapeland	90%	82%	44%	77%

Explanation: Storm damage, bad sections of cable, 3rd party cable cuts, reduced staffing during COVID-19 and high level of turnover with staffing

Action: Replaced bad sections of cable, repaired damages after storm, repaired 3rd party cut cable, augmented staffing with travel technicians and backfilling the vacancies.