



Filing Receipt

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**PART ONE: Central Telephone Co. of Texas, Inc. d/b/a CenturyLink
United Telephone Co. of Texas, Inc. d/b/a CenturyLink
Missed Objectives Report Q4 2022**

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

			Objective 90%		
CO	EXCHANGE	CLLI	OCT	NOV	DEC
T869	BOONSVILLE	BSVLTX	0%	67%	71%
T869	BOYD	BOYDTX	55%	67%	17%
T869	CLIFTON	CFTNTX	33%	25%	38%
T869	FLORENCE	FLRNTX	50%	0%	40%
T869	GLEN FLORA	GLNFTX	25%	25%	0%
T869	HEIDENHEIMER	HDNHTX	33%	0%	0%
T869	HUTTO	HUTTTX	40%	50%	50%
T869	KRUM	KRUMTX	33%	50%	50%
T869	PORTER HEIGHTS	PTHSTX	50%	67%	63%
T869	SALADO	SALDTX	50%	60%	0%
T869	WEST COLUMBIA	WCLMTX	55%	38%	41%
T870	BRIDGEPORT	BRPTTX	75%	25%	50%
T870	BROWNSBORO	BRBOTX	20%	18%	50%
T870	BULLARD	BLRDTX	88%	50%	29%
T870	COOPER	COPRTX	80%	25%	50%
T870	DUBLIN	DBLNTX	40%	20%	38%
T870	GATESVILLE	GTVLTX	31%	33%	22%
T870	GROESBECK	GRSBTX	60%	67%	14%
T870	HAMILTON	HMTNTX	60%	33%	50%
T870	HICO	HICOTX	50%	33%	33%
T870	KEMP	KEMPTX	30%	33%	50%
T870	KERENS	KRNSTX	25%	33%	33%
T870	MONTALBA	MNTBTX	13%	33%	33%
T870	MURCHISON	MRCHTX	31%	43%	33%
T870	NAVASOTA	NVSTTX	48%	65%	82%
T870	POSSUM KINGDOM LAKE	PKLKTX	0%	0%	50%
T870	TENNESSEE COLONY	TNCLTX	0%	67%	0%

Explanation: Unfavorable due to headcount challenges related to labor shortage and unprecedented amount of plant damages to our fiber and copper networks.

Action Plan: Adding additional headcount. Management continues to balance workload for the area and surrounding exchanges to improve results. Proactively working with USIC and other vendors to prevent network outages.

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

CO	EXCHANGE	CLLI	Objective 90%		
			OCT	NOV	DEC
T869	KRUM	KRUMTX	86%	50%	75%
T870	BREMOND	BRMNTX	67%	75%	80%

Explanation: Unfavorable due to headcount challenges related to labor shortage and unprecedented amount of plant damages to our fiber and copper networks.

Action Plan: Adding additional headcount. Management continues to balance workload for the area and surrounding exchanges to improve results. Proactively working with USIC and other vendors to prevent network outages.

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

CO	EXCHANGE	CLLI	Objective 90%		
			OCT	NOV	DEC
T870	BREMOND	BRMNTX	67%	75%	80%

Explanation: Unfavorable due to headcount challenges related to labor shortage and unprecedented amount of plant damages to our fiber and copper networks.

Action Plan: Adding additional headcount. Management continues to balance workload for the area and surrounding exchanges to improve results. Proactively working with USIC and other vendors to prevent network outages.

Customer Trouble Reports Per 100 Access Lines – Description of Missed Surveillance Levels:

			Objective: >10,000 AL 3.0, < 10,000 6.0		
CO	EXCHANGE	CLLI	OCT	NOV	DEC
T869	GLEN FLORA	GLNFTX	14.29	12.20	9.76
T869	TURNERSVILLE	WCLMTX	130.00	75.86	96.55
T870	FLAT	FRTNTX	24.44	40.48	19.05
T870	GRAFORD	GRSBTX	6.55	9.04	8.97

Explanation: Unfavorable due to headcount challenges related to labor shortage and unprecedented amount of plant damages to our fiber and copper networks.

Action Plan: Adding additional headcount. Management continues to balance workload for the area and surrounding exchanges to improve results. Proactively working with USIC and other vendors to prevent network outages.

Percent Repeat Trouble Reports– Description of Missed Surveillance Levels:

			Objective: 22%		
CO	EXCHANGE	CLLI	OCT	NOV	DEC
T869	GLEN FLORA	GLNFTX	25%	25%	25%

Explanation: Unfavorable due to headcount challenges related to labor shortage and unprecedented amount of plant damages to our fiber and copper networks.

Action Plan: Adding additional headcount. Management continues to balance workload for the area and surrounding exchanges to improve results. Proactively working with USIC and other vendors to prevent network outages.

**CENTRAL TELEPHONE COMPANY OF TEXAS
REPORT FOR FOURTH QUARTER 2022**

UTILITY-Central Telephone Company of Texas

QUARTER ENDING- DEC 31, 2022

	<u>OBJ</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>
<u>SERVICE ORDERS</u>				
1. % REGULAR ORDERS COMPLETED IN 5 WORKING DAYS (NEW, TO, AND CHANGE SERVICE ORDERS)	90%	98%	94%	95%
2. % PRIMARY ORDERS COMPLETED IN 5 WORKING DAYS (NEW AND TO SERVICE ORDERS)	95%	60%	67%	77%
3. % SERVICE INSTALLATION COMMITMENTS MET (NEW, TO AND CHANGE SERVICE ORDERS)	90%	96%	89%	92%
4. % SERVICE INSTALLATION ORDERS COMPLETED IN 30 DAYS (NEW, TO AND CHANGE 2 ND LINE SERVICE ORDERS)	99%	93%	92%	100%
5. % SERVICE INSTALLATION ORDERS COMPLETED IN 90 DAYS (NEW, TO AND CHANGE 2 ND LINE SERVICE ORDERS)	100%	95%	95%	95%
6. % REGRADE SERVICE ORDERS HELD OVER 30 DAYS PER CUSTOMER ACCESS LINES SERVED (U-TX/C-TX COMBINED)	1.0%	0%	0%	0%
<u>ANSWER TIME - UTX/CTX 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%	89%	94%	89%
9. REPAIR SERVICE ANSWER TIME IN 20 SECONDS 90% AT ANY ANSWERING LOCATION FOR 5 DAYS WITHIN A MONTH	90%	81%	90%	92%
<u>TROUBLE REPORTS</u>				
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	.97	1.1	1.1

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15. % OUT OF SERVICE TROUBLE REPORTS CLEARED	90%	51%	44%	38%
16. % REPEAT TROUBLE REPORTS	22%	2%	3%	4%

**UNITED TELEPHONE COMPANY OF TEXAS
REPORT FOR FOURTH QUARTER 2022**

UTILITY-United Telephone Company of Texas

QUARTER ENDING- DEC 31, 2022

	<u>OBJ</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>
<u>SERVICE ORDERS</u>				
1. % REGULAR ORDERS COMPLETED IN 5 WORKING DAYS (NEW, TO, AND CHANGE SERVICE ORDERS)	90%	97%	91%	98%
2. % PRIMARY ORDERS COMPLETED IN 5 WORKING DAYS (NEW AND TO SERVICE ORDERS)	95%	75%	90%	84%
3. % SERVICE INSTALLATION COMMITMENTS MET (NEW, TO AND CHANGE SERVICE ORDERS)	90%	95%	86%	96%
4. % SERVICE INSTALLATION ORDERS COMPLETED IN 30 DAYS (NEW, TO AND CHANGE 2 ND LINE SERVICE ORDERS)	99%	98%	96%	97%
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 (U-TX/C-TX COMBINED)	1.0%	0%	0%	0%
<u>ANSWER TIME – UTX/CTX 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%	94%	96%	90%
9. REPAIR SERVICE ANSWER TIME IN 20 SECONDS 90% AT ANY ANSWERING LOCATION FOR 5 DAYS WITHIN A MONTH	90%	81%	90%	92%

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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	.72	.95	1.1
15. % OUT OF SERVICE TROUBLE REPORTS CLEARED	90%	50%	47%	43%
16. % REPEAT TROUBLE REPORTS	22%	4%	2%	3%

**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 Q4 2022**

Percent Out of Service Trouble Reports Cleared Within 8 Working Hours – Description of Missed Surveillance Levels:

Objective: 90%	Oct	Nov	Dec
San Marcos	50.0%	36.8%	35.0%
Lake Dallas	0.0%	0.0%	57.1%

Explanation: Unfavorable due to headcount challenges related to labor shortage and unprecedented amount of plant damages to our fiber and copper networks.

Action Plan: Adding additional headcount. Management continues to balance workload for the area and surrounding exchanges to improve results. Proactively working with USIC and other vendors to prevent network outages.

**CENTURYTEL OF LAKE DALLAS
REPORT FOR FOURTH QUARTER 2022**

UTILITY-CenturyTel of Lake Dallas

QUARTER ENDING- DEC 31, 2022

	<u>OBJ</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>
<u>SERVICE ORDERS</u>				
1. % REGULAR ORDERS COMPLETED IN 5 WORKING DAYS (NEW, TO, AND CHANGE SERVICE ORDERS)	90%	100%	100%	100%
2. % PRIMARY ORDERS COMPLETED IN 5 WORKING DAYS (NEW AND TO SERVICE ORDERS)	95%	100%	100%	100%
3. % SERVICE INSTALLATION COMMITMENTS MET (NEW, TO AND CHANGE SERVICE ORDERS)	90%	100%	100%	100%
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%

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ANSWER TIME – COMBINED CTL

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%	96%	96%	94%
9. REPAIR SERVICE ANSWER TIME IN 20 SECONDS 90% AT ANY ANSWERING LOCATION FOR 5 DAYS WITHIN A MONTH	90%	81%	90%	92%

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	0.8
15. % OUT OF SERVICE TROUBLE REPORTS CLEARED	90%	0%	0%	57%
16. % REPEAT TROUBLE REPORTS	22%	0%	0%	0%

**CENTURYTEL OF PORT ARANSAS
REPORT FOR FOURTH QUARTER 2022**

UTILITY-CenturyTel of Port Aransas

QUARTER ENDING- DEC 31, 2022

	<u>OBJ</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>
<u>SERVICE ORDERS</u>				
1. % REGULAR ORDERS COMPLETED IN 5 WORKING DAYS (NEW, TO, AND CHANGE SERVICE ORDERS)	90%	100%	100%	100%
2. % PRIMARY ORDERS COMPLETED IN 5 WORKING DAYS (NEW AND TO SERVICE ORDERS)	95%	100%	100%	100%
3. % SERVICE INSTALLATION COMMITMENTS MET (NEW, TO AND CHANGE SERVICE ORDERS)	90%	100%	100%	100%
4. % SERVICE INSTALLATION ORDERS COMPLETED IN 30 DAYS (NEW, TO AND CHANGE 2 ND LINE SERVICE ORDERS)	99%	100%	100%	100%

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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%

ANSWER TIME – COMBINED CTL

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%	96%	96%	94%
9. REPAIR SERVICE ANSWER TIME IN 20 SECONDS 90% AT ANY ANSWERING LOCATION FOR 5 DAYS WITHIN A MONTH	90%	81%	90%	92%

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	0.7	0.7
15. % OUT OF SERVICE TROUBLE REPORTS CLEARED	90%	0%	100%	100%
16. % REPEAT TROUBLE REPORTS	22%	0%	0%	0%

**CENTURYTEL OF SAN MARCOS
REPORT FOR FOURTH QUARTER 2022**

UTILITY-CenturyTel of San Marcos	QUARTER ENDING- DEC 31, 2022			
	<u>OBJ</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>
<u>SERVICE ORDERS</u>				
1. % REGULAR ORDERS COMPLETED IN 5 WORKING DAYS (NEW, TO, AND CHANGE SERVICE ORDERS)	90%	100%	93%	100%
2. % PRIMARY ORDERS COMPLETED IN 5 WORKING DAYS (NEW AND TO SERVICE ORDERS)	95%	100%	100%	100%
3. % SERVICE INSTALLATION COMMITMENTS MET (NEW, TO AND CHANGE SERVICE ORDERS)	90%	91%	73%	50%

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4. % SERVICE INSTALLATION ORDERS COMPLETED IN 30 DAYS (NEW, TO AND CHANGE 2 ND LINE SERVICE ORDERS)	99%	100%	67%	100%
5. % SERVICE INSTALLATION ORDERS COMPLETED IN 90 DAYS (NEW, TO AND CHANGE 2 ND LINE SERVICE ORDERS)	100%	100%	67%	100%
6. % REGRADE SERVICE ORDERS HELD OVER 30 DAYS PER CUSTOMER ACCESS LINES SERVED	1.0%	0%	0%	0%

ANSWER TIME – COMBINED CTL

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%	96%	96%	94%
9. REPAIR SERVICE ANSWER TIME IN 20 SECONDS 90% AT ANY ANSWERING LOCATION FOR 5 DAYS WITHIN A MONTH	90%	81%	90%	92%

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	0.8	0.7
15. % OUT OF SERVICE TROUBLE REPORTS CLEARED	90%	50%	37%	35%
16. % REPEAT TROUBLE REPORTS	22%	0%	3%	9%