



## **Filing Receipt**

**Filing Date - 2023-11-15 01:36:46 PM**

**Control Number - 54465**

**Item Number - 143**



**PART ONE: Brightspeed of Texas, Inc. d/b/a Brightspeed  
 Brightspeed of Eastern Texas, Inc. d/b/a Brightspeed  
 Missed Objectives Report Q3 2023**

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

CO	EXCHANGE	Objective: 90%			
		CLLI	JUL	AUG	SEP
T869	ALVORD	ALVRTX	0%	17%	0%
T869	BOYD	BOYDTX	31%	16%	0%
T869	CHICO	CHICTX	0%	0%	33%
T869	CLIFTON	CFTNTX	20%	44%	30%
T869	HOLLAND	HLLDTX	0%	0%	50%
T869	KRUM	KRUMTX	33%	9%	13%
T869	LITTLE RIVER	LTRVTX	0%	50%	0%
T869	PETTUS	PTTSTX	0%	0%	0%
T869	PONDER	PONDTX	29%	11%	13%
T869	RHOME	RHMETX	0%	0%	0%
T869	SAINT JO	STJOTX	0%	0%	0%
T869	SALADO	SALDTX	43%	31%	67%
T869	SLIDELL	SLIDTX	0%	0%	0%
T869	STOCKDALE	STDLTX	0%	50%	0%
T869	ZABCIKVILLE	ZBVLTX	33%	20%	50%
T870	ARP	ARPXTX	14%	50%	43%
T870	BRIDGEPORT	BRPTTX	44%	44%	0%
T870	BROWNSBORO	BRBOTX	43%	0%	18%
T870	BULLARD	BLRDTX	50%	33%	14%
T870	EUSTACE	ESTCTX	0%	25%	0%
T870	GATESVILLE	GTVLTX	17%	26%	38%
T870	GROESBECK	GRSBTX	13%	17%	50%
T870	HAMILTON	HMTNTX	8%	33%	33%
T870	JONESBORO	JNBOTX	0%	0%	0%
T870	KEMP	KEMPTX	7%	25%	21%
T870	KOSSE	KOSSTX	0%	50%	0%
T870	MALAKOFF	MLKFTX	67%	25%	40%
T870	MARTINS MILL	MRMLTX	0%	50%	25%
T870	MONTALBA	MNTBTX	0%	17%	25%
T870	NECHES	NCHSTX	50%	0%	0%
T870	PALO PINTO	PLPNTX	0%	50%	20%
T870	SANTO	SNTOTX	50%	50%	0%
T870	TENNESSEE COLONY	TNCLTX	25%	67%	33%

Explanation: Unfavorable due to unprecedented amount of plant damages caused by third party utility construction to our fiber and copper networks.

**Action Plan:** 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.

**BRIGHTSPEED OF TEXAS  
 REPORT FOR THIRD QUARTER 2023**

	<u>OBJ</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>
<u>SERVICE ORDERS</u>				
1. % REGULAR ORDERS COMPLETED IN 5 WORKING DAYS (NEW, TO, AND CHANGE SERVICE ORDERS)	90%	89%	96%	87%
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%	89%	94%	88%
4. % SERVICE INSTALLATION ORDERS COMPLETED IN 30 DAYS (NEW, TO AND CHANGE 2 <sup>ND</sup> LINE SERVICE ORDERS)	99%	100%	100%	100%
5. % SERVICE INSTALLATION ORDERS COMPLETED IN 90 DAYS (NEW, TO AND CHANGE 2 <sup>ND</sup> 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 – 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%	97%	92%	99%
9. REPAIR SERVICE ANSWER TIME IN 20 SECONDS 90% AT ANY ANSWERING LOCATION FOR 5 DAYS WITHIN A MONTH	90%	57%	71%	53%
<u>TROUBLE REPORTS</u>				

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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	1.6	3.2	2.2
15. % OUT OF SERVICE TROUBLE REPORTS CLEARED	90%	21%	18%	22%
16. % REPEAT TROUBLE REPORTS	22%	2%	2%	3%

**BRIGHTSPEED OF EASTERN TEXAS  
REPORT FOR SECOND QUARTER 2023**

	<u>OBJ</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>
<u>SERVICE ORDERS</u>				
1. % REGULAR ORDERS COMPLETED IN 5 WORKING DAYS (NEW, TO, AND CHANGE SERVICE ORDERS)	90%	81%	94%	95%
2. % PRIMARY ORDERS COMPLETED IN 5 WORKING DAYS (NEW AND TO SERVICE ORDERS)	95%	93%	89%	76%
3. % SERVICE INSTALLATION COMMITMENTS MET (NEW, TO AND CHANGE SERVICE ORDERS)	90%	80%	93%	95%
4. % SERVICE INSTALLATION ORDERS COMPLETED IN 30 DAYS (NEW, TO AND CHANGE 2 <sup>ND</sup> LINE SERVICE ORDERS)	99%	100%	100%	100%
5. % SERVICE INSTALLATION ORDERS COMPLETED IN 90 DAYS (NEW, TO AND CHANGE 2 <sup>ND</sup> LINE SERVICE ORDERS)	100%	100%	100%	100%
6. % REGRADE SERVICE ORDERS HELD OVER 30 DAYS PER CUSTOMER ACCESS LINES SERVED (U-TX/C-IX COMBINED)	1.0%	0%	0%	0%
<u>ANSWER TIME – 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%	97%	92%	99%
9. REPAIR SERVICE ANSWER TIME IN 20 SECONDS 90% AT ANY ANSWERING LOCATION FOR 5 DAYS	90%	57%	71%	53%

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WITHIN A MONTH

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	1.6	2.2	2.0
15. % OUT OF SERVICE TROUBLE REPORTS CLEARED	90%	22%	28%	29%
16. % REPEAT TROUBLE REPORTS	22%	5%	1%	4%

**PART TWO: Brightspeed of Northern Texas, Inc. d/b/a Brightspeed  
 Brightspeed of Coastal Texas, Inc. d/b/a Brightspeed  
 Brightspeed of Southern Texas, Inc. d/b/a Brightspeed  
 Missed Objectives Report Q3 2023**

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

<b>Objective: 90%</b>	<b>JUL</b>	<b>AUG</b>	<b>SEP</b>
<b>Brightspeed of Northern Texas</b>	25%	50%	33%
<b>Brightspeed of Southern Texas</b>	26%	8%	44%

Explanation: Unfavorable due to unprecedented amount of plant damages caused by third party utility construction to our fiber and copper networks.

Action Plan: 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.

**BRIGHTSPEED OF NORTHERN TEXAS  
 REPORT FOR THIRD QUARTER 2023**

	<u>OBJ</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</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 <sup>ND</sup> LINE SERVICE ORDERS)	99%	100%	100%	100%
5. % SERVICE INSTALLATION ORDERS COMPLETED IN 90 DAYS (NEW, TO AND CHANGE 2 <sup>ND</sup> 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

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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%	97%	92%	99%
9. REPAIR SERVICE ANSWER TIME IN 20 SECONDS 90% AT ANY ANSWERING LOCATION FOR 5 DAYS WITHIN A MONTH	90%	57%	71%	53%

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	0.9	0.4	1.0
15. % OUT OF SERVICE TROUBLE REPORTS CLEARED	90%	25%	50%	33%
16. % REPEAT TROUBLE REPORTS	22%	0%	0%	0%

**BRIGHTSPEED OF COASTAL TEXAS  
REPORT FOR THIRD QUARTER 2023**

	<u>OBJ</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</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 <sup>ND</sup> LINE SERVICE ORDERS)	99%	100%	100%	100%
5. % SERVICE INSTALLATION ORDERS COMPLETED IN 90 DAYS (NEW, TO AND CHANGE 2 <sup>ND</sup> 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**

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%	97%	92%	99%
9. REPAIR SERVICE ANSWER TIME IN 20 SECONDS 90% AT ANY ANSWERING LOCATION FOR 5 DAYS WITHIN A MONTH	90%	57%	71%	53%

**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	0.7	1.3
15. % OUT OF SERVICE TROUBLE REPORTS CLEARED	90%	100%	0%	33%
16. % REPEAT TROUBLE REPORTS	22%	0%	0%	0%

**BRIGHTSPEED OF SOUTHERN TEXAS  
 REPORT FOR THIRD QUARTER 2023**

	<u>OBJ</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>
<b><u>SERVICE ORDERS</u></b>				
1. % REGULAR ORDERS COMPLETED IN 5 WORKING DAYS (NEW, TO, AND CHANGE SERVICE ORDERS)	90%	0%	50%	100%
2. % PRIMARY ORDERS COMPLETED IN 5 WORKING DAYS (NEW AND TO SERVICE ORDERS)	95%	100%	92%	91%
3. % SERVICE INSTALLATION COMMITMENTS MET (NEW, TO AND CHANGE SERVICE ORDERS)	90%	100%	92%	91%
4. % SERVICE INSTALLATION ORDERS COMPLETED IN 30 DAYS (NEW, TO AND CHANGE 2 <sup>ND</sup> LINE SERVICE ORDERS)	99%	100%	100%	100%
5. % SERVICE INSTALLATION ORDERS COMPLETED IN 90 DAYS (NEW, TO AND CHANGE 2 <sup>ND</sup> LINE SERVICE ORDERS)	100%	100%	100%	100%



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6. % REGRADE SERVICE ORDERS HELD OVER 30 DAYS PER CUSTOMER ACCESS LINES SERVED	1.0%	0%	0%	0%
<b><u>ANSWER TIME – COMBINED</u></b>				
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%	97%	92%	99%
9. REPAIR SERVICE ANSWER TIME IN 20 SECONDS 90% AT ANY ANSWERING LOCATION FOR 5 DAYS WITHIN A MONTH	90%	57%	71%	53%
<b><u>TROUBLE REPORTS</u></b>				
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	2.3	1.0	0.6
15. % OUT OF SERVICE TROUBLE REPORTS CLEARED	90%	26%	8%	44%
16. % REPEAT TROUBLE REPORTS	22%	2%	0%	7%