



Filing Receipt

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**PART ONE: Brightspeed of Texas, Inc. d/b/a Brightspeed
Brightspeed of Eastern Texas, Inc. d/b/a Brightspeed
Missed Objectives Report Q1 2024**

Percent Primary Orders Completed Within 5 Working Days– Description of Missed Surveillance Levels:

EXCHANGE	Objective: 95%		
	JAN	FEB	MAR
DUBLIN	33.3%	0.0%	0.0%
PALESTINE	52.6%	75.0%	81.8%

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

EXCHANGE	Objective: 90%		
	JAN	FEB	MAR
BOYD	8.3%	33.3%	0.0%
CLIFTON	88.9%	12.5%	0.0%
GLEN FLORA	57.1%	0.0%	33.3%
HOLLAND	100.0%	50.0%	0.0%
PORTER HEIGHTS	66.7%	50.0%	50.0%
SAINT JO	50.0%	0.0%	0.0%
SALADO	50.0%	62.5%	0.0%
WEST COLUMBIA	72.2%	50.0%	50.0%
ARP	12.5%	50.0%	0.0%
BRIDGEPORT	0.0%	0.0%	50.0%
BROWNSBORO	53.3%	50.0%	16.7%
BULLARD	70.0%	22.2%	50.0%
DUBLIN	20.0%	0.0%	20.0%
FRANKSTON	44.4%	44.4%	0.0%
GATESVILLE	33.3%	57.1%	30.0%
GROESBECK	28.6%	63.6%	71.4%
HAMILTON	57.1%	42.9%	0.0%
HICO	50.0%	33.3%	80.0%
KEMP	45.5%	30.0%	0.0%
KERENS	0.0%	60.0%	0.0%
MALAKOFF	28.6%	75.0%	33.3%
MARTINS MILL	50.0%	25.0%	0.0%
MONTALBA	22.2%	10.0%	25.0%
MURCHISON	23.5%	30.0%	100.0%
NAVASOTA	61.9%	52.6%	52.9%
NECHES	0.0%	0.0%	0.0%
PALO PINTO	33.3%	33.3%	0.0%
PERRIN	0.0%	0.0%	0.0%
RICHARDS	0.0%	0.0%	0.0%

TROUP	33.3%	33.3%	20.0%
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Explanation: Unprecedented amount of plant damages to our fiber and copper networks from competitors placing new networks. In addition, copper thefts are at historic high levels.

Action Plan: Proactively working with USIC, Brightspeed Legal and other vendors to prevent network outages. Also working with Corporate Security and local law enforcement in an effort to reduce cable theft.

**BRIGHTSPEED OF TEXAS
REPORT FOR FIRST QUARTER 2024**

	<u>OBJ</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>
<u>SERVICE ORDERS</u>				
1. % REGULAR ORDERS COMPLETED IN 5 WORKING DAYS (NEW, TO, AND CHANGE SERVICE ORDERS)	90%	93%	95%	98%
2. % PRIMARY ORDERS COMPLETED IN 5 WORKING DAYS (NEW AND TO SERVICE ORDERS)	95%	87%	86%	93%
3. % SERVICE INSTALLATION COMMITMENTS MET (NEW, TO AND CHANGE SERVICE ORDERS)	90%	97%	91%	93%
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%
<u>ANSWER TIME – COMBINED</u>				
6. 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%
7. 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%	94%	98%
8. REPAIR SERVICE ANSWER TIME IN 20 SECONDS 90% AT ANY ANSWERING LOCATION FOR 5 DAYS WITHIN A MONTH	90%	97%	96%	98%

TROUBLE REPORTS

9. 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	0.8	1.1
10. % OUT OF SERVICE TROUBLE REPORTS CLEARED	90%	46%	43%	22%
11. % REPEAT TROUBLE REPORTS	22%	6%	3%	3%

**BRIGHTSPEED OF EASTERN TEXAS
REPORT FOR FIRST QUARTER 2024**

	<u>OBJ</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>
<u>SERVICE ORDERS</u>				
1. % REGULAR ORDERS COMPLETED IN 5 WORKING DAYS (NEW, TO, AND CHANGE SERVICE ORDERS)	90%	91%	91%	90%
2. % PRIMARY ORDERS COMPLETED IN 5 WORKING DAYS (NEW AND TO SERVICE ORDERS)	95%	77%	73%	75%
3. % SERVICE INSTALLATION COMMITMENTS MET (NEW, TO AND CHANGE SERVICE ORDERS)	90%	93%	92%	87%
4. % SERVICE INSTALLATION ORDERS COMPLETED IN 30 DAYS (NEW, TO AND CHANGE 2 ND LINE SERVICE ORDERS)	99%	100%	99%	100%
5. % SERVICE INSTALLATION ORDERS COMPLETED IN 90 DAYS (NEW, TO AND CHANGE 2 ND LINE SERVICE ORDERS)	100%	100%	99%	100%
<u>ANSWER TIME – COMBINED</u>				
6. 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%
7. 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%	94%	98%
8. REPAIR SERVICE ANSWER TIME IN 20 SECONDS 90% AT ANY ANSWERING LOCATION FOR 5 DAYS	90%	97%	96%	98%

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WITHIN A MONTH

TROUBLE REPORTS

9. CUSTOMER TROUBLE REPORTS PER 100 ACCESS LINES AVERAGE MONTHLY RATE OF CUSTOMER REPORTS NOT TO EXCEED 3 REPORTS PER 100 ACCESS LINES	3.0	2.6	1.9	2.1
10. % OUT OF SERVICE TROUBLE REPORTS CLEARED	90%	40%	41%	27%
11. % REPEAT TROUBLE REPORTS	22%	3%	4%	3%

**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 Q1 2024**

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

Objective: 95%	JAN	FEB	MAR
Brightspeed of Coastal Texas	0%	33%	43%

Percent Primary Orders Completed Within 5 Working Days– Description of Missed Surveillance Levels:

Objective: 95%	JAN	FEB	MAR
Brightspeed of Southern Texas	86%	57%	67%

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

Objective: 90%	JAN	FEB	MAR
Brightspeed of Northern Texas	0%	0%	0%
Brightspeed of Southern Texas	4%	10%	0%

Explanation: Unprecedented amount of plant damages to our fiber and copper networks from competitors placing new networks. In addition, copper thefts are at historic high levels.

Action Plan: Proactively working with USIC, Brightspeed Legal and other vendors to prevent network outages. Also working with Corporate Security and local law enforcement in an effort to reduce cable theft.

**BRIGHTSPEED OF NORTHERN TEXAS
REPORT FOR FIRST QUARTER 2024**

	<u>OBJ</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>
<u>SERVICE ORDERS</u>				
1. % REGULAR ORDERS COMPLETED IN 5 WORKING DAYS (NEW, TO, AND CHANGE SERVICE ORDERS)	90%	75%	100%	100%
2. % PRIMARY ORDERS COMPLETED IN 5 WORKING DAYS (NEW AND TO SERVICE ORDERS)	95%	0%	100%	100%

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3. % SERVICE INSTALLATION COMMITMENTS MET (NEW, TO AND CHANGE SERVICE ORDERS)	90%	100%	83%	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%

ANSWER TIME – COMBINED

6. 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%
7. 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%	94%	98%
8. REPAIR SERVICE ANSWER TIME IN 20 SECONDS 90% AT ANY ANSWERING LOCATION FOR 5 DAYS WITHIN A MONTH	90%	97%	96%	98%

TROUBLE REPORTS

9. 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	1.4	0.6
10. % OUT OF SERVICE TROUBLE REPORTS CLEARED	90%	0%	0%	0%
11. % REPEAT TROUBLE REPORTS	22%	0%	0%	0%

**BRIGHTSPEED OF COASTAL TEXAS
REPORT FOR FIRST QUARTER 2024**

	<u>OBJ</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>
<u>SERVICE ORDERS</u>				
1. % REGULAR ORDERS COMPLETED IN 5 WORKING DAYS (NEW, TO, AND CHANGE SERVICE ORDERS)	90%	0%	33%	43%
2. % PRIMARY ORDERS COMPLETED IN 5 WORKING DAYS (NEW AND TO SERVICE ORDERS)	95%	100%	0%	20%

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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%

ANSWER TIME – COMBINED

6. 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%
7. 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%	94%	98%
8. REPAIR SERVICE ANSWER TIME IN 20 SECONDS 90% AT ANY ANSWERING LOCATION FOR 5 DAYS WITHIN A MONTH	90%	97%	96%	98%

TROUBLE REPORTS

9. CUSTOMER TROUBLE REPORTS PER 100 ACCESS LINES AVERAGE MONTHLY RATE OF CUSTOMER REPORTS NOT TO EXCEED 3 REPORTS PER 100 ACCESS LINES	3.0	0.8	1.1	0.9
10. % OUT OF SERVICE TROUBLE REPORTS CLEARED	90%	100%	0%	100%
11. % REPEAT TROUBLE REPORTS	22%	0%	0%	0%

**BRIGHTSPEED OF SOUTHERN TEXAS
REPORT FOR FIRST QUARTER 2024**

	<u>OBJ</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>
<u>SERVICE ORDERS</u>				
1. % REGULAR ORDERS COMPLETED IN 5 WORKING DAYS (NEW, TO, AND CHANGE SERVICE ORDERS)	90%	93%	84%	88%
2. % PRIMARY ORDERS COMPLETED IN 5 WORKING DAYS (NEW AND TO SERVICE ORDERS)	95%	86%	57%	67%

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3. % SERVICE INSTALLATION COMMITMENTS MET (NEW, TO AND CHANGE SERVICE ORDERS)	90%	100%	86%	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%

ANSWER TIME – COMBINED

6. 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%
7. 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%	94%	98%
8. REPAIR SERVICE ANSWER TIME IN 20 SECONDS 90% AT ANY ANSWERING LOCATION FOR 5 DAYS WITHIN A MONTH	90%	97%	96%	98%

TROUBLE REPORTS

9. CUSTOMER TROUBLE REPORTS PER 100 ACCESS LINES AVERAGE MONTHLY RATE OF CUSTOMER REPORTS NOT TO EXCEED 3 REPORTS PER 100 ACCESS LINES	3.0	3.2	2.0	1.6
10. % OUT OF SERVICE TROUBLE REPORTS CLEARED	90%	4%	10%	0%
11. % REPEAT TROUBLE REPORTS	22%	6%	0%	0%