

Exhibit No. _____
Issue: Performance Measures
Witness: Anthony Lana
Type: Direct
Sponsoring Party: Socket Telecom
Case No. TC-2020-0333
May 29, 2020

BEFORE THE MISSOURI PUBLIC SERVICE COMMISSION

Socket Telecom, LLC,)
Complainant,)
v.) **File No. TC-2020-0333**
CenturyTel of Missouri, LLC dba)
CenturyLink)
Respondent.)

DIRECT TESTIMONY OF
ANTHONY LANA ON BEHALF OF
SOCKET TELECOM, LLC

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DIRECT TESTIMONY OF
ANTHONY LANA ON BEHALF OF
SOCKET TELECOM, LLC

Q. Please state your name and address.

A. My name is Anthony Lana. My business address is 2703 Clark Lane, Columbia
MO 65202.

Q. By whom are you employed and what are your responsibilities?

A. I am employed by Socket Telecom, LLC ("Socket") as Carrier and Government
Relations Supervisor. In this position, I am responsible for supervising the Circuit
Ordering group and Local Number Portability ("LNP") group that comprise the Carrier
and Government Relations department. The Circuit Ordering group is responsible for
ordering copper and fiber loops from other carriers, including Unbundled Network
Elements ("UNEs") from the Incumbent Local Exchange Carriers ("ILECs") such as
CenturyLink. The LNP group is responsible for ordering and performing number ports
for customers changing their local carrier to Socket, and responsible for other ancillary
items such as 911 records, CNAM, and directory listings. Additionally, I am responsible
for preparing and submitting monthly, quarterly, semi-annual, and annual reports to state
Public Service Commissions and Corporation Commissions, and to the Federal
Communications Commission ("FCC"). I also prepare and submit Performance
Measures (PMs) monthly to CenturyLink.

1 **Q. How long have you worked for Socket and in what roles?**

2
3 A. 1 started with Socket on the Internet side in Tech Support in 2005. 1 became Tech
4 Support Supervisor in early 2006, then in late 2006 moved over to the Telecom side as
5 the newly-created Code Administrator. The responsibilities of this position were to
6 manage Socket's number resources and to prepare and submit semi-annual and annual
7 reports to the FCC and the Missouri Public Service Commission ("MO PSC").
8 Reporting responsibilities expanded as Socket moved to other states, and other ancillary
9 responsibilities were added such as 911 records and directory listings. In 2014, the LNP
10 group was moved to the Carrier & Government Relations department, the ancillary
11 responsibilities were shifted to this group, and 1 became its supervisor. In 2018 the
12 Circuit Ordering Group was moved to the Carrier & Government Relations department
13 and 1 became its supervisor as well.

14 **Q. Please describe your educational background.**

15
16 A. 1 have completed Bachelor of Arts degrees in both English and History from the
17 University of Missouri – Columbia ("Mizzou").

18 **Q. Have you previously testified before State Public Utility Commissions?**

19
20 A. No. This is the first time that 1 have written testimony and/or testified before the
21 Missouri Public Service Commission, other State Commissions, or the Federal
22 Communications Commission.

1
2
3 **Q. Can you describe the company that you are representing?**

4
5 A. Socket is a facilities-based competitive local exchange carrier (“CLEC”) and
6 interexchange carrier (“IXC”) based in mid-Missouri. Socket has interconnection
7 agreements (ICAs) with AT&T and CenturyLink (legacy CenturyTel and legacy Embarq)
8 and primarily operates in exchanges where they are the ILEC. Socket uses its own
9 switching facilities and a combination of its own fiber-optic transport facilities and local
10 loops, and transport and local loops leased from other companies, including UNEs from
11 the ILECs.

12 **Q. Can you provide some background on the CenturyTel entities that are Parties to**
13 **this case?**

14
15 A. CenturyLink is actually comprised of multiple entities, including CenturyTel of
16 Missouri, LLC (“CenturyTel”) and Embarq Missouri, Inc (“Embarq”). Each entity is
17 considered to be a separate ILEC so Socket has separate ICAs and separate physical
18 network interconnection arrangements with each of them. For this reason, exchanges are
19 still referred to as CenturyTel, Embarq, etc to denote which set of agreements cover
20 operations in them. In 2010 after the merger of CenturyTel and Embarq, CenturyLink
21 rolled out EASE, which is their single online ordering interface for all of its legacy
22 entities.

23 **Q. What is the purpose of your testimony?**

24
25 A. The purpose of my testimony is to address CenturyTel’s refusal to pay Remedy
26 charges for its failure to meet the requirements of Performance Measures as laid out in

1 Article XV and corresponding Appendix and Table (copy attached hereto as Schedule
2 Lana 1) in the Interconnection Agreement between CenturyTel of Missouri, LLC and
3 Socket Telecom, LLC identified in Socket witness Matt Kohly's testimony. While
4 CenturyTel has agreed with many of Socket's calculations of its failure to meet its
5 performance obligations, CenturyTel has disputed some calculations. Socket disagrees
6 with these disputes. CenturyTel has paid neither the full amount as submitted, nor even
7 the undisputed amounts.

8 **Q. What are Performance Measures?**

9
10 A. Performance Measures are a set of benchmarks set forth in the CenturyTel ICA
11 detailing the standards that apply to CenturyTel when it is maintaining, delivering, or
12 receiving Socket's orders for UNEs, Resold Plain Old Telephone Service ("Resold
13 POTS"), and other ancillary items such as Directory Listings. The measurements,
14 benchmarks, and remedies are contained in the ICA in Article XV: Performance
15 Measures and Provisioning Intervals, Appendix—Performance Measures, and Table 1—
16 Performance Measures. In general, a PM has a benchmark that CenturyTel must meet or
17 otherwise CenturyTel must pay a Remedy of a Standard Payment and/or Daily Standard
18 Payment for each instance of failure. The purpose of Performance Measures is to give a
19 monetary incentive to CenturyTel to deliver and maintain Socket-leased UNEs, etc at a
20 level in parity with their own.

21 **Q. How long has Socket been submitting Performance Measures to CenturyTel?**

22
23 A. Socket has been submitting Performance Measures covered in this dispute to
24 CenturyTel since July, 2015.

1 **Q. What time frame is covered by each set of Performance Measures that have been**
2 **submitted?**

3
4 A. Socket submits Performance Measures on a monthly basis. Most PMs cover a
5 one-month period; for example, the January 2020 PMs cover 1/1/2020 through
6 1/31/2020. There is a minimum threshold of 30 instances in order to count the PM (Art
7 XV, para 4.5.4) so if a PM does not meet that threshold, the Rolling Time Frame of up to
8 3 consecutive months of observations (Art XV, para 1.3.5.6) is used. The Rolling Time
9 Frame is most commonly used for the Jeopardy Notices PM discussed further below.

10 **Q. What specific Performance Measures are submitted to CenturyTel?**

11
12 A. Socket has been tracking and submitting five (5) Performance Measures to
13 CenturyTel. They are:

14 Provisioning-Retail Circuits #1: Due Date Commitments Met

15 Provisioning-Retail Circuits #3: Percent Trouble Reports within 30 Days of
16 Installation

17 Maintenance #4: Repeat Trouble Reports

18 Pre-Ordering/Ordering #7: Jeopardy Notices

19 Maintenance #1: Percent Trouble Reports.

20 The ICA assigns Socket the responsibility of tracking each of these PMs, as set forth in
21 the PM table of Article XV. Socket started tracking and submitting the first three (3)
22 Measures (*Provisioning-Retail Circuits #1: Due Date Commitments Met, Provisioning-*
23 *Retail Circuits #3: Percent Trouble Reports within 30 Days of Installation, and*
24 *Maintenance #4: Repeat Trouble Reports*) in 2015. Socket began including *Pre-*

1 *Ordering/Ordering #7: Jeopardy Notice* with the July 2016 PMs, and began including
2 *Maintenance #1: Percent Trouble Reports* with the January 2017 PMs. While Socket
3 has been submitting only these five (5) Performance Measures from the PM table, there
4 are others that Socket could track and submit, and Socket may do so in the future.

5 **Q. Can you briefly describe what parameters each of these Performance Measures**
6 **covers, including Benchmarks and Remedies?**

7
8 A. *Provisioning-Retail Circuits #1: Due Date Commitments Met* is a measure of the
9 total number of circuits delivered on time in a month. CenturyTel must meet a
10 benchmark of 87.5% or higher, or pay the Remedy of 1 Standard Payment plus a
11 Standard Daily Payment for each additional day past the Due Date. Being delivered on
12 time is defined as by being delivered by 5:00pm on the Due Date reflected on the Firm
13 Order Confirmation ("FOC") issued by CenturyTel when the circuit was ordered. To
14 determine this, Socket takes the data from EASE, which is the online ordering interface
15 for CenturyLink and its assorted entities, including CenturyTel. Socket uses only the
16 CenturyTel data since the Performance Measures are specific to CenturyTel. EASE
17 allows orders, identified by alpha-numeric Purchase Order Numbers ("PONs"), to be
18 searched and displays the name, order type, Status, and Due Date of the most recent
19 Version on the Order List page. When a PON is submitted in EASE, it starts as Version
20 01, then increments upward each time a Supplement is issued to change the Due Date (a
21 "Sup 2" change) or change anything else in the order (a "Sup 3" change). Each time a
22 Jeopardy notice is issued, which alerts Socket to a Due Date in danger of being missed, a
23 new Version/Supplement normally must be issued by Socket before the order and
24 delivery process can continue. EASE has a History function which will bring up each

1 Version of the PON, along with dates and times for each notice issued, such as the order
2 Confirmation and order Completion notices. Socket compares the FOC Due Date from
3 the Confirmation notice to the date/time that the Completion notice was posted to
4 determine if the Due Date Commitment was met. The date/time the Completion notice
5 was posted is used because it is the first time that Socket is made aware that the order has
6 been actually worked.

7 *Provisioning-Retail Circuits #3: Percent Trouble Reports within 30 Days of*
8 *Installation* is a measure of how many DS0 equivalents delivered in the PM month that
9 had trouble tickets called in on them within 30 days of the delivery date. A DS0
10 equivalent is any basic loop, x-DSL capable loop or Resold POTS line. High
11 performance circuits such as channelized T1s and higher are considered to have their
12 channel count as DS0s, so a T1 is 24 DS0 equivalents.

13 CenturyTel must meet the benchmark that there will be less than 6% of newly-
14 delivered DS0 equivalents that will have had ILEC trouble tickets within 30 days of
15 delivery or pay a Standard Payment per DS0 that did have a ticket within 30 days. To
16 determine this, Socket first calculates the number of DS0 equivalents delivered by using
17 the data from Provisioning-Retail Circuits #1: Due Date Commitments Met (discussed
18 above). Socket then pulls a list of ILEC trouble tickets from Unity, Socket's internal
19 ticketing and billing system (discussed further below), and creates a list of the circuit IDs
20 that had ILEC trouble tickets for the month. The install date for each circuit ID is found
21 using Socket's Circuit Database, which is the database where it tracks all circuits and
22 associated data including install date, out of service date, cost per month, etc. The ILEC
23 ticket data and install date are compared, and any circuit that had fewer than 30 days

1 between delivery and trouble ticket are counted against the PM. The circuits are
2 converted into DS0 equivalents, then divided by the DS0 count for the month to find the
3 percentage.

4 *Maintenance #4: Repeat Trouble Reports* is a measure of how many ILEC
5 trouble tickets are called in on the same circuits in the same PM month. CenturyTel must
6 meet a benchmark of less than 8.5% ILEC trouble tickets being on the same circuits or
7 pay a Standard Payment for each Repeat ticket. To determine this, Socket pulls a list of
8 ILEC trouble tickets for the PM month from Unity to calculate the total number of
9 tickets, then determines which circuit IDs had more than one ticket called in to
10 CenturyTel. When counting Repeat tickets, the first ticket for the month is not counted,
11 but any subsequent ticket is with some exceptions (for example, if all subsequent tickets
12 had "no trouble found" then none are counted). The resulting number of Repeat tickets is
13 then divided by the total for the month to calculate the percentage.

14 *Pre-Ordering/Ordering #7: Jeopardy Notices* is a measure of how many orders
15 are placed in Jeopardy status (i.e. at risk of not meeting the Due Date) more than 6 hours
16 before the Due Date is missed. CenturyTel must meet a benchmark of 97% of Jeopardy
17 notices being issued 6 or more hours prior to the Due Date being missed or be assessed a
18 Standard Payment for each instance where it was not. The Due Date time is considered
19 to be 5:00pm of the date given in the Confirmation notice. To determine this PM, Socket
20 takes the PON data from EASE, looks at the History of each PON that had a Due Date in
21 the PM month and finds all instances of Jeopardy notices for them. There are rarely
22 thirty or more Jeopardy notices in a single month, so Socket often uses the Rolling Time
23 Frame of up to three months of data for this PM to reach the threshold. The date/time the

1 Jeopardy notice was posted is compared to the Due Date and if it was less than 6 hours
2 before the Due Date time the Jeopardy is counted against the PM.

3 *Maintenance #1: Percent Trouble Reports* is a measure of how many of the total
4 of the UNEs and Resold POTS that Socket is leasing have had ILEC trouble tickets in the
5 PM month. CenturyTel must meet a benchmark of less than 6% of the total circuits
6 having had an ILEC trouble ticket or be assessed a Standard Payment for each ILEC
7 trouble ticket in the PM month. To determine this PM, Socket takes the total ticket count
8 from Maintenance #4: Repeat Trouble Reports and divides it by the count of total
9 circuits from the invoices used to calculate the Standard Payment.

10 **Q. What are the Standard Payment and Standard Daily Payment, and how are those**
11 **calculated?**

12
13 A. The Standard Payment and Daily Payment are the base units for the Remedies under the
14 Performance Measures. The ICA defines the Standard Payment as “one month’s flat rate
15 average recurring charge...calculated by dividing the total monthly recurring charges
16 billed by CenturyTel to Socket in a contract month by the number of UNEs, UNE
17 Combinations and Resold Services that are included on the bill for which there is a flat,
18 monthly rate” (Appendix—Performance Measures, para 2.1). The Standard Daily
19 Payment is the “Standard Payment divided by 30” (para 2.2). Socket calculates these
20 payment amounts by taking all circuit charges and related charges (e.g. cross connect
21 fees, vertical services fees) from invoices, also called Billing Account Numbers
22 (“BANs”), that contain UNEs and/or Resold POTS lines and totaling them. The total
23 number of circuits is determined from these same BANs. The total of the charges is

1 divided by the total of circuits to obtain the Standard Payment. The Standard Payment is
2 then divided by 30 to obtain the Standard Daily Payment.

3 **Q. Has CenturyTel ever disputed the Standard Payment calculations?**

4
5 A. No, they have not. When we first submitted the Performance Measures in 2015
6 they questioned how we had arrived at the Standard Daily Payment so we sent them the
7 spreadsheet we used to calculate it. The spreadsheet had the BANs, invoice items,
8 quantities, and charges all detailed, plus notes on which items constituted a circuit. Since
9 CenturyTel raised no objections to it, Socket has continued to use that as the template for
10 calculating the Standard Payment.

11 **Q. Now that you have given high level views of the Performance Measures that Socket**
12 **submits, could you describe in more detail the process used to calculate the PMs,**
13 **starting with preparation of the EASE data?**

14
15 A. I start the Performance Measures by first going to EASE and using the filter
16 option to bring up a list of PONs that had a Due Date within the month being calculated.
17 I export that list into a .CSV file using the Export to Excel function in EASE, then copy
18 that information into an Excel spreadsheet in order to preserve the original file and put
19 the data into a format that is easier to sort and collate. This new Excel file becomes the
20 "EASE data" file. At each major step that I take on this and subsequent files I will create
21 a new tab so that I do not overwrite or accidentally delete any of the previous
22 information.

23 The data exported from EASE contains every PON with a due date within the PM
24 month so the first step is to remove the extraneous orders from the Raw Data. I create a

1 Sort tab, then on this new tab sort the PONs by their service type and activity type, then
2 delete anything that is a Disconnect or is not circuit related.

3 The remaining data from EASE contains basic information about each PON such
4 as the Version and Status, but is missing the FOC Due Date, the Completion date, the
5 Circuit ID, and any information about Jeopardy notices. From the Sort tab I create a new
6 tab called Work to fill in the missing information. I use the EASE Search function to go
7 through each PON on the Work tab and enter in their FOC Due Date, the Completion
8 date, and the Circuit ID. If a PON was placed in Jeopardy, I insert a new row in the
9 spreadsheet, copy & paste the base information of the PON into that new row, and then
10 add the Version, Supplement #, FOC Due Date, Circuit ID, date & time the Jeopardy
11 notice posted, and copy & paste the Remarks from the Jeopardy notice into the
12 spreadsheet. I highlight each row that is in Jeopardy status in orange so that it is easy to
13 distinguish later. If a PON is put in Jeopardy multiple times, I add additional rows to
14 track each instance.

15 Since EASE is the CenturyLink portal, the file that is exported contains PONs that
16 are for Embarq territory, but you cannot tell which those are without the circuit IDs from
17 the previous step. When all the PONs have their missing information filled in, I copy it
18 all into new tab that I call Pare. On the new Pare tab, I delete any Embarq circuits (which
19 are easy to identify because they end in .UDMO) and any Resold POTS from an Embarq
20 exchange (based on NPA-NXX), leaving only entries for circuits from CenturyTel
21 exchanges. At this point, the data from EASE is ready to be used to calculate the
22 Performance Measures for Pre-Ordering/Ordering #7: Jeopardy Notices and
23 Provisioning-Retail Circuits #1: Due Date Commitments Met.

1 **Q. Could you describe how you prepare and calculate the Pre-Ordering/Ordering #7:**
2 **Jeopardy Notices and Provisioning-Retail Circuits #1: Due Date Commitments Met**
3 **Performance Measures?**

4
5 To calculate the Pre-Ordering/Ordering #7: Jeopardy Notices PM, I first make a
6 copy of the Pare tah and name it "Stats-Jeopardy <6" which is again to preserve the
7 previous steps and data, and to have unique tah with the calculations only for this
8 Measure. On the new tah, I add a column to count each PON version that was placed in
9 Jeopardy. I then add a column to denote if a Jeopardy notice was late or not and go
10 through each PON version that was placed in Jeopardy and compare the FOC Due Date
11 with the time/date the PON version was placed in Jeopardy. If the Jeopardy notice was
12 timely (6 or more hours before 5:00pm of the Due Date) I put "0" in the column, but if
13 the Jeopardy notice was late I put a "1" in the column. Since there are rarely thirty (30)
14 or more Jeopardy notices issued in a month, the minimum threshold for calculating a PM,
15 we often use the Rolling Time Frame for this Measure which allows up to three months
16 of data to be counted. I check to see if either of the previous two months' Pre-
17 Ordering/Ordering #7: Jeopardy Notices PM data was submitted to CenturyTel, and if
18 they have not been, I add them to the sheet to include in the current calculations. From
19 there, it is a matter of totaling the two columns (count of PONs placed in jeopardy, and
20 count of late notices), finding the number of timely Jeopardy notices (total minus late)
21 and calculating the percentage. If the percentage is lower than the 97% benchmark, I
22 enter the total number of late Jeopardy notices as the number of Standard Payments due
23 for this measure.

24 To calculate the Provisioning-Retail Circuits #1: Due Date Commitments Met
25 PM, I again make a copy of the Pare tah and rename the new one to "Stats-Due Dates

1 Missed”, again in order to preserve the previous steps and data, and to have a unique tab
2 with the calculations only for this Measure. The first step for this PM is to delete all rows
3 that are Jeopardy notices, leaving only entries for PONs that made it to Completion
4 Status. I then add a Count column and put a “1” in each row of this column since each
5 PON represents 1 circuit. I also add a column for a count of DS0’s to calculate the total
6 DS0 equivalents delivered during the PM month (which is needed for later for
7 Provisioning-Retail Circuits #3: Percent Trouble Reports within 30 Days of Installation).
8 The next column I add is to determine if the circuit was delivered on time or “Late?”.
9 For this column I use a formula to calculate if the Completion Notice Received Date is
10 greater or less than the FOC Due Date. If less than or equal the formula puts a “0” in the
11 “Late?” column indicating the circuit was delivered on time, but if greater, it puts a 1 in
12 the “Late?” column indicating it was overdue and a miss for this PM. Totals are added
13 up for the “Count” column and the “Late?” columns, and then the total Late is divided by
14 the total circuits to determine the percentage that were delivered late. The benchmark is
15 for Due Dates met, so the late percentage is subtracted from 100% to derive the
16 Percentage Met. If the Percentage Met is less than the 87.5% benchmark, I add columns
17 to determine the Standard Payment and Standard Daily payment. For each miss, I add a
18 “1” to the Standard Payment column, and then count the number of days between the first
19 full day after the Due Date to calculate the Standard Daily Payment; for example, if the
20 FOC DD was the 6th, but the Completion notice was issued the 10th, the Standard
21 Payment would cover the 7th, then a 3 would be added to the Standard Daily Payment
22 column to cover the 8th, 9th, and 10th.

1 **Q. You stated earlier that you use data from Socket's Unity software. Could you**
2 **describe this software and how you process the Unity data?**

3
4 Unity is Socket's internal ticketing and billing software that Socket uses to track
5 customer services and accounts, customer trouble tickets, customer circuits, invoicing,
6 and other ancillary information. Unity also tracks trouble tickets that were called into the
7 ILECs as part of customer trouble ticket tracking. I use a utility in Unity to pull a list of
8 ILEC trouble tickets for the PM month being prepared and filter it by the ILEC
9 CenturyTel. The utility presents its results in a browser window so I copy & paste the
10 Raw Data into a spreadsheet so that it is in a format that is easier to sort and collate. This
11 new Excel file becomes the "ILEC Ticket data" file. As before, at each major step that I
12 take on this and subsequent files, I create a new tab so that I do not overwrite or
13 accidentally delete any of the previous information.

14 The first step with the Unity ILEC ticket data is to clean up the rows since pasting
15 the HTML format from the browser occasionally creates some extra rows. With those
16 cleaned up, I then sort the data by ILEC Circuit ID and then by Date Opened so that the
17 rows are in chronological order by circuit. I also highlight cells where Socket techs failed
18 to fill in information so as the tickets are reviewed there is a record of the tech
19 performance as well.

20 After the ILEC ticket data has gone through its Sort, I copy the tab and name the
21 new one "Work". On this new tab, I add columns for the Carrier, Notes, the customer
22 Services for this circuit, and more recently (since August 2019) a column of ILEC Ticket
23 Notes to record the resolution from the trouble ticket in the spreadsheet for reference. I
24 then start at the top of the list and going by the internal Socket trouble ticket (the

1 “Trouble Ticket” column is Socket’s tracking number) find the customer account to fill in
2 the Services on the spreadsheet. I read the ticket plus the notes from the ILEC ticket to
3 see what the issue was and what sort of resolution there was. I copy and paste the final
4 closing notes into the appropriate column on the spreadsheet, then in the Notes column
5 put a brief statement as to what the outcome of the ticket was. These statements are from
6 a list of about 20 stock responses that I use each time to describe the result of the ticket
7 and categorize what happened. They range from “CLink repaired cable” where they
8 made some sort of repair, to “CLink installed missing jumper” where they replaced
9 something that was pulled or never installed, to “CLink swapped pairs” where they
10 change feeder pairs or the like, to “CLink closed, no trouble found” where they closed the
11 ticket and did not perform a repair. The list of possibilities also includes “Bad notes.
12 Insufficient information” where the Socket tech did not express themselves in any
13 coherent manner, “No follow-up on ticket. Insufficient information” where no one at
14 Socket captured the closing notes from CenturyTel or otherwise found out what happened
15 with the ticket, and “Socket cancelled” for when we open a ticket and subsequently called
16 back to close it before it was resolved. I add the applicable note for every CenturyTel
17 ticket on the spreadsheet.

18 Once I have been through the list on the Work tab, I create a copy of it, name it
19 “Sort II” and then re-sort by Carrier and then the Notes (the stock responses). I forward
20 the spreadsheet in this state to the Customer Service, Tech Support, and Business Center
21 supervisors so that they can use it to help train or coach their techs to provide better
22 responses and follow-up (in the cases of Bad Notes and No Follow-up) and to avoid
23 mislabeling the ticket as CenturyTel when it’s for AT&T or Embarq or other carrier.

1 From the Sort II tab, I create another copy and name it "Pare". On the Pare tab, I delete
2 all rows that are circuits from other carriers leaving only those that are CenturyTel. At
3 this point I am ready to calculate the Maintenance #4: Repeat Trouble Reports and
4 Provisioning-Retail Circuits #3: Percent Trouble Reports within 30 Days of Installation
5 PMs

6 **Q. Could you describe how you prepare and calculate the Maintenance #4: Repeat**
7 **Trouble Reports and Provisioning-Retail Circuits #3: Percent Trouble Reports**
8 **within 30 Days of Installation Performance Measures?**
9

10 To calculate the Maintenance #4: Repeat Trouble Reports PM, I copy the Pare
11 tab in "ILEC Ticket data" spreadsheet and name the new tab "Stats-Repeat Tickets". I
12 clear any color coding that I was using prior to this, and re-sort the data by ILEC Circuit
13 ID and Date Opened again to make sure they are in chronological order. Each row
14 represents a unique ILEC ticket, so I look to find where there is more than one instance of
15 a circuit ID; and where there is I highlight those rows. I alternate between yellow and
16 orange for each cluster of circuit IDs so that I can easily see where one grouping ends and
17 the next begins. I then add a Count column and put a "1" in it for every row in order to
18 count the total number of ILEC tickets called in for the PM month. I also add a column
19 to count the Repeat tickets. When counting a cluster of rows for Repeats, the first ILEC
20 ticket called in is given a "0" no matter what the result of the ticket (that is, whether a
21 repair was made or was closed for no trouble found). I then look at the Notes for the
22 subsequent ticket(s) for the circuit and determine if it counts as a Repeat. If there is only
23 one subsequent ticket, then it is a Repeat if there is any sort of repair made, whether
24 repairing cable, swapping pairs, or any other sort of maintenance, and a "1" is placed in

1 the Repeat column for that ticket. If it was closed with no trouble found, or there was no
2 Socket follow-up, or there were bad notes, or it was cancelled by Socket, then it is given
3 a "0" and not counted. In cases of three or more tickets for the same circuit, the last
4 ILEC ticket to have a repair is counted as the last Repeat, and those between it and the
5 first ticket are also counted as Repeats. For example, if the circuit had four tickets and
6 the results were 1. *CLink repaired cable*, 2. *CLink closed, no trouble found*, 3. *CLink*
7 *swapped pairs*, and 4. *CLink closed, no trouble found*, then the second and third tickets
8 would be counted as Repeats because CenturyTel did not resolve or find the problem on
9 the first two outings, only to resolve it on the third. The fourth would not be counted
10 since nothing was done. I go through all groups and do this to determine which tickets
11 are Repeats. When that is done, I total the ticket Count and the number of Repeat tickets.
12 I then divide the Repeats by the Total ILEC Trouble Tickets to find the Percentage of
13 Repeat Tickets.

14 To calculate the Provisioning-Retail Circuits #3: Percent Trouble Reports within
15 30 Days of Installation PM, I make a copy of the Stats-Repeat Tickets tab, and name the
16 new tab as "Stats-Ticket in 30 Days". The first step is to remove all duplicate circuits
17 where they had multiple ILEC trouble tickets. I go through each highlighted group and
18 find the first instance of each circuit ID that had an actual repair done, then delete the
19 remainders. As examples, if the first ILEC ticket had a repair performed, I keep that and
20 delete the rest; if the first ILEC ticket had been closed because no trouble was found, I
21 would delete that and keep the next ticket if it had a repair performed, and so on down the
22 group. In the example above with the four tickets, ticket 1 would be kept and 2 through
23 three would be deleted. When that is completed, I clear all highlighting, and then re-sort

1 by the Notes, which are the stock responses. I delete any row that does not count as a
2 repair. Specifically, I delete any with "CLink closed, no trouble found", "Bad Notes.
3 Insufficient information", "No follow-up. Insufficient information", and "Socket
4 cancelled". After that I re-sort by ILEC Circuit ID, remove some extraneous columns,
5 and add columns for the circuit Install Date, Count, and Trouble w/in 30. For the Count
6 column, I add a 1 for each basic or x-DSL circuit or Resold POTS, and a 24 for each TI
7 or high capacity circuit, since this PM is based on DS0 equivalent counts instead of
8 individual circuit counts. Next, I move to the Circuit Database that Socket maintains in
9 Unity. The Circuit Database is the tracking utility we use to store information on the
10 circuits we lease including install date, start billing date, monthly recurring charges, who
11 the carrier is, and so forth. I plug each circuit ID into the Circuit Database search
12 function, find the install date, and add it to the appropriate cell in the spreadsheet. I then
13 use a formula for the Trouble w/in 30 to determine if the trouble ticket was within 30
14 days of installation. The formula will add a 0 to the spreadsheet cell if beyond 30 days,
15 or a 1 or a 24 (depending on DS0 equivalent) if within 30 days. I then divide the total
16 DS0 equivalents with trouble within 30 days by the total of DS0 equivalents installed in
17 the PM month that was calculated earlier with the Provisioning-Retail Circuits #1: Due
18 Date Commitments Met PM.

19 At this point, I turn to calculating the Standard Payment and Standard Daily
20 Payment, which was covered earlier. Once that has been completed, all of the
21 calculations for the PMs have been made and the final invoice/summary/detail
22 spreadsheet can be assembled.

1 **Q. You have gone into detail on the preparation of the data for the Performance**
2 **Measures and calculating the Standard Daily Payment. What are the final steps to**
3 **submit the Performance Measures?**
4

5 A. The final step is to take all of the relevant data from the worksheets (EASE data
6 and ILEC Ticket data) and copy them into a single spreadsheet to send to our CenturyTel
7 representative. We use a template with an Invoice tab, a Summary tab, and then tabs for
8 the data and calculations for each Measure being submitted. The Summary tab contains
9 the results of each PM, plus quantity of Standard Daily Payments and Standard Daily
10 Payments owed for each PM, plus a total amount due. CenturyTel claimed that we were
11 not submitting valid invoices despite all of the information on the Summary tab, so even
12 though we believe the Summary tab is sufficient, starting with the February 2019 PMs
13 we included the Invoice tab as well, which is in the format of our standard invoices with
14 the total due. The detail tabs are copied from the worksheets, although non-essential
15 columns are deleted to streamline the information. Preparing the document is mostly a
16 matter of cut & paste since all of the real work has been done already. The one minor
17 exception is that the calculation for the Maintenance #1: Percent Trouble Reports PM is
18 made here since this is where I finally have both the Total Circuits count (from the
19 Standard Daily Payment calculation) and the count of Total ILEC Trouble Tickets (from
20 Maintenance #4: Repeat Trouble Reports PM). Once that is finished, the Performance
21 Measures are essentially complete.

22 I then send all of the spreadsheets to Matt Kohly, who manages the Carrier &
23 Government Relations department for review. Once he gives the go-ahead, I email the
24 invoice/summary/detail spreadsheet to our CenturyTel account rep, who at this time is
25 Susan Smith, and also cc Matt Kohly. I check the "Read Receipt" option when sending

1 this email, to which I rarely receive a reply (some email servers strip this option out of
2 privacy concerns when processing mail, so that is not entirely surprising). Schedule Lana
3 2 attached hereto is an example of one of these submittals to CenturyTel.

4 **Q. What is the time frame in which a set of Performance Measures must be**
5 **submitted?**

6
7 A. By the ICA, a set of Performance Measures must be submitted within sixty (60)
8 days of the time frame that it is observing (Article XV, paragraph 4.5.5). For example, if
9 the PM month observed is January, Socket has sixty (60) days starting from February 1 to
10 submit the PMs. In practice, though, CenturyTel has allowed us to submit the PMs up to
11 the last day of the second month from the observation month as a 60-day equivalent.
12 Most of the Performance Measures Socket submits therefore are submitted on the last
13 business day of the second month (for example, the March PMs by 5/31, the April PMs
14 by 6/30, and so forth).

15 **Q. How long does CenturyTel have to respond to or dispute the Performance**
16 **Measures?**

17
18 A. By the ICA, CenturyTel has twenty (20) days from the submission date to respond
19 to the PMs or to dispute them, unless they pay in full, in which case they may dispute the
20 payment within one (1) year of the submission date. This is the standard billing dispute
21 timeframe from Article III, paragraph 9.5 (as referenced by the Performance Measures,
22 Article XV, paragraph 4.5.5). In practice, because we thought the submission/response
23 timeframes were reciprocal, we have been giving them 60 days to dispute rather than 20
24 days.

1 **Q. Has CenturyTel replied to the Performance Measures submissions with disputes**
2 **within the allotted time?**

3
4 **A.** CenturyTel has been sporadic about responding to the Performance Measures.

5 There are several months' worth of PMs where they never sent any sort of dispute, and
6 one occasion where they sent the dispute well outside the 60 days we were giving them.

7 Table 1 below sets forth the Performance Measure month, the amount invoiced, the date
8 when it was submitted, how much CenturyTel thought they owe instead, and the date

9 they submitted their disputed calculations. Table 1 accurately compiles and summarizes

10 Socket's business records. I created this Table from my PM calculations described above

11 and Socket's records of submittals to and responses received from CenturyTel, and

12 information from it was used to commence dispute resolution of this issue as described in

13 Mr. Kohly's testimony.

14 Table 1

		PMs			
Year	Month	Socket Calculation	Submitted Date	CenturyTel Calculation	CTel Response Date
2015	July	\$2,697.39	11/3/2015	\$0.00	11/5/2015
2015	August	\$7,010.87	11/3/2015	\$0.00	11/5/2015
2015	September	\$3,975.92	11/3/2015	\$539.00	12/7/2015
2015	October	\$1,088.52	11/19/2016	\$281.58	12/7/2015
2015	November	\$1,297.33	1/26/2016	\$1,297.33	*
2015	December	\$1,495.48	2/26/2016	\$1,495.48	*
2016	January	\$786.76	3/31/2016	\$786.76	*
2016	February	\$576.25	4/28/2016	\$576.25	*
2016	March	\$671.40	5/20/2016	\$0.00	6/20/2016
2016	April	\$535.48	7/26/2016	\$0.00	7/26/2016
2016	May	\$709.90	7/26/2016	\$709.90	*
2016	June	\$890.37	8/29/2016	\$0.00	9/27/2016
2016	July	\$1,346.38	9/29/2016	\$0.00	10/26/2016
2016	August	\$1,844.37	10/31/2016	\$705.87	11/30/2016
2016	September	\$522.79	11/30/2016	\$386.41	12/20/2016
2016	October	\$1,270.64	12/30/2016	\$1,270.64	*

Direct Testimony of Anthony Lana
on Behalf of Socket Telecom, LLC
May 29, 2020

2016	November	\$937.95	1/19/2017	\$232.90	2/16/2017
2016	December	\$1,512.34	2/28/2017	\$1,512.34	*
2017	January	\$250.69	3/28/2017	\$250.69	*
2017	February	\$502.04	4/28/2017	\$502.04	*
2017	March	\$227.40	5/31/2017	\$227.40	*
2017	April	\$484.75	5/31/2017	\$484.75	*
2017	May	\$781.55	7/31/2017	\$781.55	*
2017	June	\$816.48	7/31/2017	\$816.48	*
2017	July	\$1,687.12	9/29/2017	\$982.44	10/24/2017
2017	August	\$1,819.17	10/31/2017	\$1,245.34	11/28/2017
2017	September	\$385.90	11/30/2017	\$385.90	*
2017	October	\$1,220.35	12/22/2017	\$601.86	1/24/2018
2017	November	\$475.02	1/31/2018	\$271.44	2/27/2018
2017	December	\$405.18	2/28/2018	\$157.57	3/26/2018
2018	January	\$1,080.76	3/30/2018	\$502.01	4/23/2018
2018	February	\$624.26	4/30/2018	\$312.13	5/16/2018
2018	March	\$679.20	5/31/2018	\$226.40	6/20/2018
2018	April	\$1,125.69	6/29/2018	\$0.00	7/18/2018
2018	May	\$2,927.95	7/31/2018	\$0.00	**
2018	June	\$1,414.13	8/31/2018	\$248.38	9/25/2018
2018	July	\$1,410.20	9/27/2018	\$272.16	10/24/2018
2018	August	\$1,048.34	10/31/2018	\$866.02	11/29/2018
2018	September	\$637.56	11/30/2018	\$387.09	1/13/2019
2018	October	\$567.75	12/28/2018	\$295.23	1/15/2019
2018	November	\$1,559.01	1/31/2019	\$751.98	2/23/2019
2018	December	\$596.37	2/28/2019	\$204.57	3/21/2019
2019	January	\$1,287.68	3/28/2019	\$318.50	4/27/2019
2019	February	\$1,061.43	4/30/2019	\$1,061.43	*
2019	March	\$649.89	5/29/2019	\$649.89	*
2019	April	\$784.35	6/28/2019	\$784.35	*
2019	May	\$943.00	7/30/2019	\$322.00	9/2/2019
2019	June	\$1,665.20	8/30/2019	\$1,254.40	9/28/2019
2019	July	\$1,078.08	9/27/2019	\$471.66	10/26/2019
2019	August	\$7,733.12	10/31/2019	\$1,101.52	1/22/2020
2019	September	\$1,379.21	11/26/2019	\$1,379.21	*
2019	October	\$1,672.40	12/20/2019	\$1,672.40	*
2019	November	\$750.04	1/31/2020	\$375.02	2/21/2020
2019	December	\$1,105.93	2/21/2020	\$496.54	3/10/2020

*No Response
Received

1
2 **Q. What is the amount CenturyTel owes Socket from these Performance Measures?**

3
4 A. Socket believes that CenturyTel owes the entire amount invoiced. CenturyTel,
5 however, has yet to pay even the undisputed amount. Table 2 sets forth the totals of
6 Table 1 by year that Socket invoiced compared with the totals that CenturyTel did not
7 dispute, through the end of 2019.

8 Table 2

	Socket	CenturyTel
Year	Calculation	Calculation
2015	\$17,565.51	\$3,613.39
2016	\$11,604.63	\$6,181.07
2017	\$9,055.65	\$6,707.46
2018	\$13,671.22	\$4,065.97
2019	\$20,110.33	\$9,886.92
Total:	\$72,007.34	\$30,454.81

9 **Q. Has there been a pattern to the reasoning that CenturyTel has used to dispute**
10 **Socket's calculations?**

11
12 A. CenturyTel's goal when disputing Socket's calculations of the Performance
13 Measures appears to be to simply remove enough misses by whatever means necessary to
14 minimize the Payment penalties. The first example of this was when Socket first started
15 submitting the PMs and CenturyTel disputed the completion dates of the PONs in
16 Provisioning-Retail Circuits #1: Due Date Commitments Met, by saying that the
17 completion notices issued through EASE were not official, but rather the date/times in
18 CenturyTel's internal systems were the only official measure. Socket does not have

1 access to those systems, so Socket maintains that the date/time that the completion notice
2 is issued in EASE is the official stamp for this PM. Socket has access to EASE, and
3 those Completion notices are the first that Socket will know that the PON has been
4 worked and the circuit has been delivered. CenturyTel does have the ability to enter any
5 date they want in the Completion notices (for example, a notice issued on 3/15 could say
6 that circuit was delivered 3/14 or even earlier), and Socket has tracked those but found
7 that the date rarely is different from the day the notice is issued. Even if the dates were
8 consistently different, it does not change the fact that Socket is not made aware of the
9 circuit's delivery until the Completion notice is issued. As stated above, the ICA assigns
10 the tracking responsibilities to Socket for these Performance Measures.

11 **Q. Has CenturyTel tried a similar tactic on other Performance Measures?**

12
13 **A.** Yes, most notably for Maintenance #4: Repeat Trouble Reports. CenturyTel
14 contends that there can be only one Repeat for each circuit in the thirty day window, no
15 matter how many valid tickets were called in on it. So if four (4) tickets were called in on
16 a circuit and work was done on all of them, Socket would count that as three (3) Repeats,
17 but CenturyTel would only count that as one (1). The Measure states that a Repeat is
18 "defined as Total Number of Socket Customer network trouble reports which had
19 previous network trouble report within last 30 days" (Appendix—Performance Measures,
20 page 15) so each ticket after the first up to the final valid repair counts as a Repeat. By
21 taking the stance that there can be only one Repeat counted, CenturyTel seeks to
22 undermine the meaningfulness of this PM which is supposed to incentivize correct repairs
23 at the first opportunity.

1 **Q. Has CenturyTel been consistent in their application of these stances?**

2
3 A. No, they have not. Looking through CenturyTel's responses, they have
4 sporadically applied some of these stances. For example, for Maintenance #4: Repeat
5 Trouble Reports, in 2019 CenturyTel spent far more time refuting each individual ticket,
6 but at times did count more than one Repeat per circuit in some cases, such as in the June
7 2019 PMs. Disputing large quantities of individual tickets netted nearly the same results,
8 though, as their original stance. In July 2019, however, CenturyTel was back to the
9 previous stance and rejected some Repeat tickets with no explanation (as they had done
10 before), where they erroneously believe only one Repeat per circuit should be counted.

11 **Q. In the instances where CenturyTel has refuted a miss, do you find their reasons to**
12 **be legitimate?**

13
14 A. In general I do not. Occasionally CenturyTel does find a real error, such as in the
15 June 2019 PMs for PON DAVSE196107 there was a typo for the FOC DD as 6/7/19
16 when in actuality it was 6/17/19. In that case, it was not a miss and should not have been
17 counted. A large percentage of the reasons for rejection, however, appear to be
18 unsupportable attempts to reduce the miss count. For example, ticket LC121539 from
19 12/24/19 was refuted for "mice damage" even though the point of calling in an ILEC
20 trouble ticket is to initiate some sort of repair. Similarly, ticket 7015997 from 11/13/19
21 was rejected as a miss due to "SQUIRREL DAMAGE", even though the previous ticket
22 had been closed due to no trouble found. Ticket 177501 from 8/20/19 was rejected with
23 the note "Coded to weather", but our notes indicate the CenturyTel tech found there was
24 a jumper missing at a cross box and had to install a new one. Consistently seeing
25 reasons like this throughout the CenturyTel responses make it appear that the either

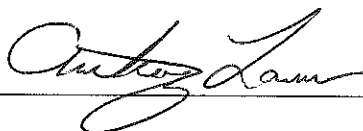
1 CenturyTel techs are telling their superiors one thing and Socket something else, or that
2 there is some attempt to skirt the Performance Measures and to avoid bringing repairs
3 provided to Socket into parity with CenturyTel's.

4 **Q. What is the total amount that CenturyTel owes Socket for Performance Measures?**

5
6 A. As of February 21, 2020, CenturyTel owes Socket \$58,835.65 for Performance Measure
7 Remedies. This amount takes into account the error in the June 2019 PMs I mentioned
8 above, as well as eliminates the July and August 2015, April 2016 amounts due to late
9 submittal, and the May 2018 amount because on further examination I was not able to
10 confirm that I sent the appropriate file to CenturyTel. In addition, Socket has sent PMs
11 for January and February 2020 totaling \$2,035.36, but as of the writing of this testimony
12 CenturyTel still has time to respond to those PMs.

13 **Q. Does this conclude your testimony?**

14
15 A. Yes. Under penalty of perjury, I declare the foregoing is true and correct to the best of
16 my knowledge and belief.

17
18 A handwritten signature in cursive script, reading "Anthony Lana", is written over a horizontal line.

19 Anthony Lana

ARTICLE XV: PERFORMANCE MEASURES AND PROVISIONING INTERVALS

1.0 SERVICE QUALITY

- 1.1 The Parties recognize that this Agreement will establish new business processes. The Parties expect that experience will show whether new measurements are needed or whether existing measurements are not needed. Either Party, therefore, may request the addition, deletion or modification of the measures set forth in this Article. The Parties shall work together to resolve such issues promptly and they expect that resolution of such issues shall take into account and reflect industry solutions and experience in addressing similar issues. In the event that the Parties cannot agree on such addition, deletion or modification, then the Party seeking the addition, deletion or modification may initiate the Dispute Resolution provisions of this Agreement.
- 1.2 Performance Measures - CenturyTel will provide the services set forth in this Agreement in accordance with Performance Measurements (PM) and other measurements of quality set forth in Appendix -- Performance Measures and elsewhere in the Agreement.
- 1.3 Provisioning Intervals -- CenturyTel shall adhere to the Provisioning Intervals set forth in Appendix -- Provisioning Intervals.
 - 1.3.1 These Provisioning Intervals are to be measured in Business Days.
 - 1.3.2 Unless specifically stated in the individual PM, the Provisioning Intervals begin at the start of the Business Day following the day the order or request was received by CenturyTel, for purposes of calculating compliance with the Provisioning Interval. For purposes of this Article, "received" shall be understood to refer to the time stated in the Order Date Field in the Order Summary Section on the CenturyTel Internet Services Customer Portal or the date time stamp on email or facsimile or its functional equivalent.
 - 1.3.2A Provisioning Intervals begin at and are measured from the Start Date/Time, as set forth in Section 1.3.5.3. For purposes of this Article, the date and time CenturyTel "receives" the order or request shall be understood to refer to the time stated in the Order Date Field in the Order Summary Section on the CenturyTel Internet Services Customer Portal or the date time stamp on email or facsimile or its functional equivalent.
 - 1.3.3 These intervals are all inconclusive. There is no additional time allotted for tasks not specifically included in the Provisioning Interval (i.e. CenturyTel is not allowed an additional two-days to re-type an order unless the Provisioning Interval specifically permits additional times).
 - 1.3.4 If CenturyTel in the future improves its internal provisioning intervals, the Parties agree to renegotiate all affected intervals contained in this

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Appendix to provide Socket with a level of performance comparable to the performance CenturyTel provides itself for like services.

1.3.5 Definitions and Standards Applicable.

1.3.5.1. "Business Hours" are defined as CenturyTel's CLEC Service Center's normal hours of operation. Business Hours are daily, Monday – Friday, 8:00 a.m. to 5:00 p.m. Central Time, excluding CenturyTel observed holidays.

1.3.5.2 "Business Days" are Monday-Friday, excluding CenturyTel observed holidays. A Business Day includes nine (9) consecutive Business Hours.

1.3.5.3. "Start Date/Time" is the date and time that CenturyTel receives a Socket request or order for which CenturyTel or Socket's performance is to be measured in accordance with this Article. If Start Date/Time is outside of Business Hours, the Start Date/Time is deemed to be 8:00 a.m. on the next Business Day.

1.3.5.4 "End Date/Time" is the date and time that CenturyTel transmits a measured response by fax or electronic mail or completes a measured task.

1.3.5.5. "Close of the Business Day" is 5:00 p.m. local time.

1.3.5.6 "Rolling Frame Period" is a period of not less than one nor more than three complete consecutive months on a rolling basis during which the specified minimum number of non-excluded observations of an activity being measured are tracked and aggregated for purposes of evaluating the application of the Gap Closure Plan provisions of Section 4.1 or the application of remedies under Section 4.5 and Appendix—Performance Measures. A Rolling Frame Period ends on the last day of the Rolling Frame Period month in which the final non-excluded observation for the activity being measured occurs. A new Rolling Frame Period begins on the first day of the month following the month in which the previous Rolling Month Period ends. For purposes of clarification, a Rolling Frame Period does not "end" until the minimum number of non-excluded observations being measured are aggregated for the purpose of evaluating the application of a Gap Closure Plan under Section 4.1 or remedies under Section 4.5. After such measurement and calculation, the Rolling Frame Period ends as set forth above, and a new Rolling Frame Period starts. Until such time as it ends, the three-month Rolling Frame Period rolls month-to-month by adding the most recent month to the previous two. For example, if a Rolling Frame

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Period starts in October, it would include the first three months—October, November and December. If the minimum number of non-excluded observations is not reached in that three-month period, then the next month is added and the oldest month drops off, with the Rolling Frame Period now including November, December and January. This month-to-month rolling would continue until the minimum number of non-excluded observations is reached during the period and measured against the applicable benchmark, thus ending the Rolling Frame Period and starting a new Rolling Frame Period.

2.0 IMPLEMENTATION TEAM

- 2.1 The Parties understand that the arrangements and provision of services, network elements and ancillary functions described in this Agreement shall require technical and operational coordination between the Parties. The Parties further agree that it is not feasible for this Agreement to set forth each of the applicable and necessary procedures, guidelines, specifications and standards that will promote the Parties' provision of Telecommunications Services to their respective Customers. Accordingly, the Parties agree to form a team (the "Implementation Team"), which shall develop and identify any additional processes, guidelines, specifications, standards, terms and conditions necessary for the provision of the services, network elements and ancillary functions, and for the specific implementation of each Party's obligations. Within five (5) days after the Effective Date, each Party shall designate, in writing, not more than four (4) persons to be permanent members of the Implementation Team; provided that either Party may include in meetings or activities such technical specialists or other individuals as may be reasonably required to address a specific task, matter or subject. Each Party may replace its representatives on the Implementation Team by delivering written notice thereof to the other Party.
- 2.2 Except as otherwise agreed upon by the Parties, on a mutually agreed upon day and time once a month during the Term of this Agreement, the Implementation Team shall discuss the performance of the Parties under this Agreement. At each such monthly session the Parties will discuss: (i) the administration and maintenance of the interconnections and trunk groups provisioned under this Agreement; (ii) the Parties' provisioning of the services, network elements and ancillary functions provided under this Agreement; (iii) the Parties' compliance with the Performance Measures set forth in this Agreement and any areas in which such performance may be improved; (iv) any problems that were encountered during the preceding month or anticipated in the upcoming month; (v) the reason underlying any such problem and the effect, if any, that such problem had, has or may have on the performance of the Parties; and (vi) the specific steps taken or proposed to be taken to remedy such problem. In addition to the foregoing, the Parties, through their representatives on the Implementation Team or such other appropriate representatives, will meet to discuss any matters that relate to the performance of this Agreement, as may be requested from time to time by either of the Parties.

3.0 GAP CLOSURE PLAN

If CenturyTel fails to meet the metrics set forth for a particular performance measure set forth in Appendix–Performance Measures for three consecutive months, upon notice from Socket that such a requirement has arisen, CenturyTel shall implement a Gap Closure Plan to improve performance. The intent of a Gap Closure Plan is to identify and expeditiously implement those actions necessary to close performance gaps to the acceptable levels of performance established by the parties under this Agreement and this Article (the “Benchmarks”). The parties anticipate Gap Closure Plans will typically be of six to nine months duration. CenturyTel will complete preparation of the Gap Closure Plan within 20 Business Days of notice from Socket that CenturyTel has failed to satisfy a metric set forth in Appendix – Performance Measures for three consecutive months and that CenturyTel’s performance requires a Gap Closure Plan.

3.1 The Gap Closure Plan will include:

- 3.1.1 evaluation of the opportunity for continuous improvement, systems enhancements and re-engineering,
- 3.1.2 forecasted improvement to the desired performance level for each issue or initiative,
- 3.1.3 evaluation of pertinent change in period results,
- 3.1.4 a date for compliance with the PM(s) set forth in this Article, and
- 3.1.5 an agreed upon date for meeting the PM(s).

3.2 Once CenturyTel completes the Gap Closure Plan and provides this plan to Socket, the Parties shall meet within five business days to mutually approve the plan. In total, the mutually agreed Gap Closure Plan will be completed within 20 business days from when Socket notified CenturyTel that such a plan is required. In the event the parties are unable to reach agreement on the Gap Closure Plan, either Party may request that the Staff of the Missouri Public Service Commission participate in informal mediation or make invoke the Dispute Resolution provisions of this Agreement.

3.3 The Gap Closure Plans will be reviewed monthly, or more frequently as updated data and analysis are available.

3.4 The specific measurements that apply to this Agreement are described in Appendix – Performance Measures.

4.0 PERFORMANCE INCENTIVES

4.1 If CenturyTel fails to meet an applicable PM for three Contract Months in a six-month period CenturyTel must thereafter submit to Socket a Gap Closure Plan consistent with the requirements set forth in Section 3 above. For any PM for which the number of observations does not equal 30 or more non-excluded observations within a measured month, CenturyTel is required to submit a Gap Closure Plan only if Socket reports misses in accordance with the procedures set forth in Section 4.5 as compared to the measured

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benchmark or benchmarks for either (a) three consecutive months over a six-month period, or (b) three consecutive Rolling Frame Periods within a twelve-month period.

- 4.2 If CenturyTel fails within the prescribed time period to submit a Gap Closure Plan to Socket, Socket shall receive a credit or payment of Five Thousand Dollars (\$5,000). Said credit or payment shall be made within five (5) days of Socket demand.
- 4.3 When CenturyTel and Socket finalize a Gap Closure Plan, CenturyTel will commence implementation of that plan immediately. If CenturyTel fails to meet its commitments under the Gap Closure Plan, Socket shall receive a credit or payment, as appropriate, in the sum of up to Fifteen Thousand (\$15,000) payable on demand within five (5) days, as set forth below.
 - 4.3.1 Credit or payment of Five Thousand Dollars (\$5,000) for failure to implement the process improvements outlined in the plan. The parties may, upon mutual agreement, modify the process improvement in the plan during the life of the plan.
 - 4.3.2 Credit or payment of Five Thousand Dollars (\$5,000) for failure to achieve performance improvements by the completion date of the approved Gap Closure Plan.
 - 4.3.3 Credit or payment of Five Thousand Dollars (\$5,000) for failure to complete the Gap Closure Plan on Schedule.
- 4.4 The purpose of the credits or payments described above or set forth in Appendix – Performance Measures are to serve as an incentive for CenturyTel to achieve appropriate performance and to provide credit or liquidated damages, because actual damages are difficult to ascertain. They are not a substitute for either Party's right to institute dispute resolution processes set forth elsewhere in this Agreement.
- 4.5 Performance Tracking and Measuring
 - 4.5.1 Socket will begin tracking CenturyTel's performance for the Performance Measures for which Socket is identified as the responsible party no earlier than the first day of the calendar month beginning after the date on which this Agreement is approved by the Commission.
 - 4.5.2 Subject to Section 4.5.4 below, Socket will begin calculating CenturyTel's performance as compared to the standards set forth for in the Performance Measures for which Socket is identified as the responsible party no earlier than the first day of the month that begins not less than thirty (30) calendar days following the date on which Socket begins tracking CenturyTel's performance under Section 4.5.1
 - 4.5.3 Except for any specific exclusion(s) stated in the individual Performance Measures, Socket shall calculate CenturyTel's performance as compared to the standard set forth in the individual Measures based upon the total number of

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observations of the activity being measured during the measured month or Rolling Frame Period, as applicable.

- 4.5.4 For each Performance Measure, a minimum number of (a) 30 non-excluded observations of the activity being measured within a calendar month, or (b) 30 non-excluded observations of the activity being measured within a Rolling Frame Period must be aggregated before CenturyTel's performance may be compared to the Benchmark provided for in the applicable Performance Measure.

4.5.4.1 If the non-excluded observations of an activity being measured aggregates to a total of more than 30 in a Rolling Frame Period, CenturyTel's performance for the Rolling Frame Period shall be compared to the monthly Benchmark in the applicable Performance Measure as if it were a monthly measurement.

4.5.4.2 If CenturyTel's aggregated performance in the Rolling Frame Period, as applicable, does not meet the Benchmark set forth in the applicable Performance Measure, it will be counted as one monthly "miss" for purposes of calculating the credit due or payment to be made to Socket, not as separate "misses" for each of the months made a part of the Rolling Frame Period. After 30 or more non-excluded observations of the activity being measured within the Rolling Frame Period are aggregated and compared with the applicable Benchmark, a new Rolling Frame Period will commence in accordance with Section 1.3.5.6.

- 4.5.5 Socket shall submit its bill requesting payment of any amount(s) due from CenturyTel for "missed" performance no later than sixty (60) days following the end of the month in which the last non-excluded observation of CenturyTel's performance that was made part of the calculation. Any dispute regarding Socket's calculation of the amount(s) due shall be resolved in accordance with the billing dispute provisions of Article III of this Agreement.

APPENDIX – PERFORMANCE MEASURES

1. Table 1 below lists the Performance Measures (PM) for each of the pre-ordering/ordering, provisioning, maintenance and repair, interconnection and additional measures. Column 1 lists the PM Number, Column 2 identifies the PM Name, Column 3 sets forth an explanation of the PM including the Benchmark, Definitions and Rules, and Exclusions. Column 4 sets forth the remedy to be credited or paid by CenturyTel to Socket in the event CenturyTel fails to meet the Benchmark in a particular Contract Month. Column 5 identifies which party is obligated to calculate CenturyTel's performance under each PM.
2. The Remedy shall be based upon the Standard Payment and Standard Daily Payment as defined in Section 2.1 and 2.2. In some instances the Remedy shall also include the non-recurring charges (where applicable) assessed by CenturyTel for the particular element or service not meeting the Benchmark.
 - 2.1 Standard Payment shall be one month's flat rate average recurring charge. This shall be calculated by dividing the total monthly recurring charges billed by CenturyTel to Socket in a contract month by the number of UNEs, UNE Combinations and Resold Services that are included on the bill for which there is a flat, monthly rate.
 - 2.2 The Standard Daily Payment shall be Standard Payment divided by 30.

Table 1– Performance Measures

Initial Performance Measurements.

#	Measurement Name	Explanation	Remedy	Party that Calculates Performance Results
Pre-Ordering/Ordering				
1	Prompt Transmission of Manually Requested Customer Service Record (CSR) – Retail	Manually requested CSRs (requested via telephone, fax, or e-mail) – 100% of CSRs sent to Socket are returned within 4 Business Hours following submission of request by Socket <u>Benchmark</u> 100% of CSRs sent to Socket within 4 Business Hours following submission of request by Socket. <u>Definitions and Rules</u> CTEL CLEC Service Center's normal hours of operation are Monday – Friday, 8:00am to 5:00 pm excluding holidays. Start Date/Time is the date and time that CenturyTel receives a request for a CSR or if Start Time is outside of normal business hours, the Start Date/Time is set to 8:00am on the next business day after receipt. End Date/Time is the date and time that Socket receives the CSR. Percent of CSRs returned to Socket within 6 Business Hours from submission of a request for a CSR from Socket.	Remedy 1 - For each CSR Request not Returned within 4 Business Hours, CenturyTel pays Socket the equivalent Service Order Charge. Remedy 2 – For each 9 Business Hour period that request for a CSR is not returned beyond the first 9 Business Hour period, CTEL pays Socket the Standard Daily Payment.	Socket

#	Measurement Name	Explanation	Remedy	Party that Calculates Performance Results
		For purposes of Remedy #2, each 9 Business Hour Period is calculated in 9 business hour increments. For example a CSR returned in 17 business hours shall be calculated as taking two 9 business hour time periods with Remedy #2 penalties assessed on one 9 business hour time period.		
2	Erroneously Rejected Requests for CSRs	Total number of CSR requests that are erroneously rejected by CenturyTel in Month. <u>Benchmark</u> Zero CSR requests erroneously rejected by CenturyTel in Month. <u>Rules</u> Valid reasons for rejecting a CSR are instances where the requested CSR does not pertain to a CenturyTel customer. Valid reasons for rejecting a request for a CSR do not include CSR requests that are rejected because CenturyTel does not believe Socket has the authority to view Customer Proprietary Network Information.	For each erroneous rejection of a CSR request, CenturyTel pays Socket the Standard Daily Payment	Socket
3	<u>Intentionally Left Blank</u>			
4	Percent Manual Orders Rejected within 9 hours	Percentage of Resale, UNE, and Interconnection Orders rejected within a specified time period. The time period is based upon the manner in	When Benchmark is not met, For each rejected order returned after the applicable interval,	Socket

#	Measurement Name	Explanation	Remedy	Party that Calculates Performance Results
	of Order submitted by Socket .	which the order is submitted. This measurement captures LSRs and ASRs that are Electronically submitted LSRs (submitted via CenturyTel's existing CLEC ordering system). Manually submitted LSRs and ASRs (submitted via fax, or e-mail). <u>Benchmark</u> 95% of rejected Orders each month will be returned to Socket before the applicable Interval as set forth below. End Date/Time minus Start Date/Time < X X = 9 business hours for Electronically submitted LSRs X = 9 business hours for Manually submitted LSRs and ASRs <u>Rules and Definitions</u> CTEL CLEC Service Center's normal hours of operation are Monday – Friday, 8:00am to 5:00 pm excluding holidays. Start Date/Time is the date and time that CenturyTel receives the order or if Start Time is outside of normal business hours, the Start Date/Time is set to 8:00am on the next business day. End Date/Time is the date and time that Socket receives the reject notice	CenturyTel shall pay Socket the Standard Daily Payment.	

#	Measurement Name	Explanation	Remedy	Party that Calculates Performance Results
5	Percent of Firm Order Confirmations (FOCs) Returned on Time for LSR and ASR Requests	Percent of FOCs returned to Socket within 24 hours from submission of a complete and accurate Local Service Request or Access Service Request to the return of a Firm Order Confirmation to Socket. <u>Benchmark</u> For each order submitted by Socket in a month that does not meet the Exclusion criteria below, CenturyTel shall return a FOC within 24 hours > 85%. <u>Rules</u> For purposes of Remedy 1, the initial 24 hour time period is defined as the close of business on business day following receipt of request. For purposes of Remedy 2, each additional 24 hour period is defined as 5:01pm on business day to 5:00pm of the following business day. Start Time for calculating response interval is when CenturyTel receives valid order except for the following - Exclusions: For LSRs - Rejected LSRs, Interconnection Orders, Services ordered out of Access	<u>Remedy 1</u> When CenturyTel does not meet the Benchmark in a given month, CTEL will pay Socket the Standard Daily Payment for each FOC not returned within 24 hours. <u>Remedy 2</u> -Each additional 24 hour period that an individual FOC is not returned, CTEL pays Socket the Standard Daily Payment per 24 hour period. Like Remedy 1, this only applies when CenturyTel fails to meet the Benchmark .	Socket

#	Measurement Name	Explanation	Remedy	Party that Calculates Performance Results
		Tariff For ASRs – Rejected ASRs, Access Services purchased from Tariffs End Time is Time that Socket receives FOC.		
6	ASRs and LSRs erroneously rejected.	Total number of Socket submitted ASRs and LSRs that were rejected for no valid reason. <u>Benchmark</u> Zero erroneously rejected ASRs or LSRs <u>Rules and Definitions</u> No valid reasons means no accurately listed or identifiable errors listed on the reject notice.	For each erroneous rejection of a CSR request, CenturyTel pays Socket the Standard Daily Payment	Socket
7	Percentage of Orders where Due Date is Missed where Socket received a jeopardy notice prior to Due Date being missed.	Percentage of total install orders received from Socket that the Due Date was missed due to CenturyTel cause where Socket received a Jeopardy Notice at least 6 hrs. prior to Due Date being missed. Includes Install for resold services, UNEs and Combination of UNEs <u>Benchmark</u> Socket will receive a Jeopardy Notice at least 6 business hrs. prior to Due Date being missed more than 97% of the time. In lieu of 97% standard, CenturyTel may elect to demonstrate parity as set forth below.	If % is less than 97%, CenturyTel shall pay Socket the Standard Payment for each Order where Jeopardy Notice was not timely received.	Socket

#	Measurement Name	Explanation	Remedy	Party that Calculates Performance Results
		<u>Rules and Definitions</u> Due Date shall be presumed to be 5pm on the Due Date reflected on the FOC for uncoordinated orders. For coordinated orders, the Due Date shall be date and time agreed to by the Parties. CTEL CLEC Service Center's normal hours of operation are Monday – Friday, 8:00am to 5:00 pm excluding holidays. If Start Time is outside of normal business hours, the start date/time is set to 8:00am on the next business day. If CenturyTel elects to try to demonstrate parity, CenturyTel will develop systems to capture this data and track performance for CenturyTel's retail operations separately from the performance that CenturyTel provides to Socket. Once CenturyTel demonstrates to Socket and to the Staff of Missouri Public Commission that it has the necessary systems to track performance, the measurement will be based upon parity.		
8	Line Loss Notification Returned within One Day of Work Completion	Percentage of line loss notifications returned to Socket within one business day of completion of work. <u>Benchmark</u> 95% within nine business	In a month where CTEL fails to meet this metric, CTEL shall pay Socket the Standard Daily Payment for each line loss	

#	Measurement Name	Explanation	Remedy	Party that Calculates Performance Results
		hours. <u>Rules and Definition</u> CTEL CLEC Service Center's normal hours of operation are Monday – Friday, 8:00am to 5:00 pm excluding holidays. If Start Time is outside of normal business hours, the start date/time is set to 8:00am on the next business day. End Time is the date/time that Socket receives the Line Loss Notification A “late line notification” is a line loss notification that CenturyTel sends to Socket to report lost resale lines more than one Business Day after completion of work.	notification not returned within nine business hours.	
Provisioning – Retail Circuits				
1	Due Date Commitments Met	Percent of Socket install service orders for which service is installed by close of business on the committed due date is less then CenturyTel own performance for its own retail customers. This includes installation of resold services, UNEs and UNE combinations. The Committed Due Date shall be based upon the Provisioning Interval set forth in Appendix – Provisioning Intervals or sooner upon mutual agreement of the Parties. <u>Benchmark</u> Percentage of Socket install	Remedy 1 – When CenturyTel fails to meet the benchmark in a particular month, the Standard Payment plus any Non-Recurring Charges shall apply to each order where the due date was missed. Remedy 2 - When CenturyTel fails to meet the benchmark in a particular month, the Standard Daily	Socket will calculate until CenturyTel develops system to capture its performance.

#	Measurement Name	Explanation	Remedy	Party that Calculates Performance Results
		service orders for which service is installed by close of business on the committed due date is not more than 2.5 percentage points below the percentage of CenturyTel Install customer service order <u>Rules</u> Until CenturyTel develops systems to capture its performance under this metric, it will be presumed that CenturyTel will meet 90% of its own customer install due dates. For purposes of Remedy 1, the initial 24 hour time period is defined as the close of business on business day following receipt of request. For purposes of Remedy 2, each additional 24 hour period is defined as 5:01pm on business day to 5:00pm of the following business day. Due Date shall be presumed to be 5pm on the Due Date reflected on the FOC for uncoordinated orders. For coordinated orders, the Due Date shall be date and time agreed to by the Parties. <u>Exclusions</u> All orders where Due Date was missed because of Customer caused delay, declared natural disasters, cancelled service	Payment shall apply to each 24-hour period between the Due Date/Time and the actual install Date/Time for each Due Date Missed.	

#	Measurement Name	Explanation	Remedy	Party that Calculates Performance Results
		orders or other reason as mutually agreed upon the Companies.		
3	Percent Trouble Reports Within 30 Days of Installation	Percentage of New or Moved Circuits, including resold circuits, UNEs and combinations of UNEs, measured on a per customer basis, for which a Trouble Report is received within 30 calendar days of completion. <u>Benchmark</u> Count of Trouble Reports per DS0 equivalent reported within 30 calendar days of service order completion / total number of DS0 equivalents installed within same calendar day time period < 6% or at Parity. <u>Rules and Definitions</u> For purposes of this measurement, trouble reports do not include trouble caused by customer premise equipment or subsequent reports. Subsequent report is a repair report that is received while an existing trouble ticket is open for the same phone number. For DS1 loops, UNE DS1 Trouble Reports do not include trouble reports where Socket chooses not to do cooperative testing or acceptance testing between Socket and CenturyTel.	In a month when Benchmark is not met, CenturyTel shall pay Socket the Standard Payment for each Trouble Report reported within 30 days of Installation/Move.	Socket unless CenturyTel elects to demonstrate Parity If CenturyTel elects to try to demonstrate parity, CenturyTel will develop systems to capture this data and track performance for CenturyTel's retail operations separately from the performance that CenturyTel provides to Socket.

#	Measurement Name	Explanation	Remedy	Party that Calculates Performance Results
4	Number Port Using Ten Digit Trigger (TDT)	The TDT- LNP related conversion where CenturyTel fails to set the 10-digit unconditional trigger by 11:59 p.m. on the day before the scheduled due date for the number port will occur less than 3.5% of the time. <u>Benchmark</u> (Number of Non-Coordinated LNP related conversions where CenturyTel fails to initiate the 10-digit unconditional trigger by 12:01a.m. on the due date of the number port)/ (Total Non-Coordinated LNP related conversions) < 3.5% <u>Rules and Definitions</u> Does not include CLEC-caused errors, NPAC-caused errors, or Stand alone LNP Orders with more than 500 activations.	In a month when Benchmark is not met, CenturyTel shall pay Socket the Standard Payment for each TDT- LNP related conversions where CenturyTel fails to initiate the 10-digit unconditional trigger by 12:01a.m. on the due date of the number port	Socket
5	Coordinated Hot Cut (CHC)	The Percentage of CHC LNP with loop facilities where an outage occurs. An outage is defined as (1) premature disconnect for a CHC which occurs any time CenturyTel begins the cut-over prior to being contacted by Socket and (2) a CHC where Socket submits a trouble report on the day of the conversion, or before noon on the next day. Outages will not counted is	In a month when Benchmark is not met, CenturyTel shall pay Socket the Standard Payment for each Coordinated Hot Cut where an outage occurs.	Socket

#	Measurement Name	Explanation	Remedy	Party that Calculates Performance Results
		they result from Delays caused by Socket (e.g. no dial tone from Socket) that do not allow CenturyTel to completed the CHC within the designated interval. <u>Benchmark</u> The Percentage of CHC LNP with loop facilities will be < 2% of the time. This will be calculated as the (Count of Outages /Total CHC).		
Maintenance				
1	Percent Trouble Reports	Frequency of Trouble Reports on Socket's Access Lines provisioned via resale, UNE, or combinations of UNEs. <u>Benchmark</u> Count of Trouble Reports per DS0 equivalent received by Socket / total number of Socket DS0 equivalents provisioned via resale, UNEs, or combinations of UNEs leased from CTEL < 6% or at Parity. <u>Rules and Definitions</u> For purposes of this measurement, trouble reports do not include trouble caused by customer premise equipment or subsequent reports. Subsequent report is a repair report that is received while an existing trouble ticket is open for the same phone number. For DS1 loops, UNE DS1 Trouble Reports do not	In a month when Benchmark is not met, CenturyTel shall pay Socket the Standard Payment for each Trouble Report	Socket unless CenturyTel decides to demonstrate Parity If CenturyTel elects to try to demonstrate parity, CenturyTel will develop systems to capture this data and track performance for CenturyTel's retail operations separately from the performance that CenturyTel provides to Socket. Once CenturyTel demonstrates to Socket and to the Staff of Missouri Public Commission that it has the necessary systems to track

#	Measurement Name	Explanation	Remedy	Party that Calculates Performance Results
		include trouble reports where Socket chooses not to do cooperative testing or acceptance testing between the Socket and CenturyTel.		performance, the measurement will be based upon Parity.
2	Percentage of Repair Commitment Met	The percentage of repair commitments met for clearing trouble on resold services, UNEs, and combinations of UNEs. <u>Benchmark</u> The total number of Met Commitment divided by the total number of repair commitments made > 90% or at Parity <u>Rules and Definitions</u> Each time that Socket reports trouble on a resold service, UNE or combination of UNEs leased from CenturyTel, Socket will be given a repair Commitment of when service will be restored. Commitments not met because of customer caused delays and delays caused by declared natural disasters shall not be counted. The Cleared Time is the date and time that	Remedy 1 – When CenturyTel fails to meet the benchmark in a particular month, the Standard Payment Shall apply to each Repair Commitment not met. Remedy 2 - When CenturyTel fails to meet the benchmark in a particular month, the Standard Daily Payment shall apply to each 24-hour period until Socket received Work Order Completion Notice for each Repair Commitment Missed.	Socket will calculate until CenturyTel develops system to capture its performance and can demonstrate Parity.

#	Measurement Name	Explanation	Remedy	Party that Calculates Performance Results
		CenturyTel personnel clear the repair activity and completes the trouble report and notifies Socket that the trouble as been fixed. If the Cleared Time is before the Commitment, the report will be classified as a Met Commitment.		
3	Time to Restore Service	The Clearing Time for completing a repair is less than 24 hours on resold services, UNEs, and combinations of UNEs. <u>Benchmark</u> Clearing Time (as defined below) is less than 24 hours on more than 90% of Trouble Reports not requiring Unusual Repair. <u>Definitions and Rules</u> Clearing Time is Completed Time minus Start Time The Start Time will be the time that Socket initiates a call to CenturyTel's Operations Center. The Completed Time will be the time that CenturyTel notifies Socket that the trouble has been fixed. Unusual Repair has the same meaning as set forth in 4 CSR 240-32.020(49). In each instance where CenturyTel asserts that a repair required "Unusual Repair", CenturyTel shall document the source of the trouble and steps required to restore service. Any disagreement over whether a	In a month where the benchmark was not met, CenturyTel shall pay Socket the Standard Payment for each Trouble Ticket with a Clearing Time greater than 24 hours.	Socket calculates performance. In the event that CTEL asserts that certain repair(s) should be excluded, CenturyTel shall provide the documentation described in the Definition and Rules section to Socket. Socket shall either revise its calculation or follow the dispute guidelines in set forth in Definition and Rules.

#	Measurement Name	Explanation	Remedy	Party that Calculates Performance Results
		repair constituted an "Usual Repair" shall be presented to the Staff of the Missouri Public Service Commission for resolution. The parties agree to abide by any decision of the Staff of the Missouri Public Service Commission. Exclusions. The following are excluded: (a) Subsequent Reports; (b) Trouble beyond CenturyTel's control (e.g., trouble caused by customer premises equipment ("CPE"), trouble closed due to customer action, inside wire troubles, IXC/CAP, etc., or equipment or facilities that are not in CenturyTel's network).		
4	Repeat Trouble Reports	This PM measures the number of Repeat Trouble Reports on resold services, UNEs, and combinations of UNEs. Percentage of Repeat Trouble Reports defined as Total Number of Socket Customer network trouble reports which had previous network trouble report within last 30 days as compared to CenturyTel's own Total Number of CenturyTel Customer network trouble reports which had previous network trouble report within last 30 days.	If the Benchmark is not met, CenturyTel shall pay Socket the Standard Payment for each Report Trouble Report made by a Socket customer.	Socket shall calculate the performance under this measure based upon CTEL provided data regarding CTEL's own performance or shall use the default if CTEL does not provide data regarding CTEL's own performance.

#	Measurement Name	Explanation	Remedy	Party that Calculates Performance Results
		<u>Benchmark</u> Percentage of Repeat Trouble Reports for Socket customers is not greater than 2.5 percentage points more than the Percentage of Repeat Trouble Reports for CenturyTel customers. If CenturyTel is unable to provide its measure of Report Trouble Reports, CenturyTel Percentage of Report Trouble Reports shall be presumed to be 6%.		
Interconnection				
1	Interconnection Trunk Orders completed on Time	Trunk Orders Submitted via ASR that are completed on or before commitment date. I. For purposes of this measurement, the following definitions apply: (a) "Commitment Due Date" is the date by which an ASR for Interconnection Trunks or Feature Group D switched access services is due according to the FOC for such order. (b) "Unmet Commitment Due Date—Interconnection" is a Commitment Due Date for a Socket order for Interconnection Trunks that CenturyTel fails to meet. (c) "Unmet Commitment Due Date—Access" is a Commitment Due Date for an	When the Benchmark is not met in a month, the following provisions shall apply - In the event that Socket is leasing Interconnection Facilities from CenturyTel, CenturyTel shall waive all non-recurring charges and one months recurring charges for each circuit that was not installed on or before the Due Date In the event that Socket is using other methods to establish interconnection,	Socket shall calculate Performance Results. CenturyTel shall provide Socket with its statewide percentage of switched access orders submitted by all companies in the state of the Missouri that re completed by CenturyTel on or before the Commitment Date. In the event CTCL fails to submit this data by the 15th of each month (or other time period as mutually agreed to by the parties), the benchmark shall be presumed to be 5%.

#	Measurement Name	Explanation	Remedy	Party that Calculates Performance Results
		order for CenturyTel switched access or interconnection trunking facilities that CenturyTel fails to meet. (d) "Percent Unmet Commitment Due Date—Interconnection" is the percentage of Socket orders for Interconnection Trunks for which CenturyTel fails to meet the Commitment Due Date. (e) "Percent Unmet Commitment Due Date—Access" is the percentage of all orders for switched access or interconnection trunking facilities for which CenturyTel fails to meet the Commitment Due Date. (f) The "Interconnection Benchmark Threshold" is reached when Percent Unmet Commitment Due Date—Access minus Percent Unmet Commitment Due Date—Interconnection is greater than 10%. (g) "Excess Unmet Commitment Due Date--Interconnection" means, for any measured month in which the Benchmark is not achieved, each event of the failure of CenturyTel to meet a Commitment Due Date for a Socket order for Interconnection Trunks that occurs in excess of the number	CenturyTel shall pay Socket the Standard Payment for each DSI Equivalent not installed on or before the Due Date.	

#	Measurement Name	Explanation	Remedy	Party that Calculates Performance Results
		necessary to cause the Benchmark not to be achieved. <u>Benchmark</u> Percentage of Interconnection Orders Submitted via ASR by Socket (or agent of Socket) that are completed on or before Commitment Due Date is not more than 10% below the percent of switched access orders by all ordering companies completed by CenturyTel on before the Commitment Due Date.		
Additional Measures				
	911 Listings	- Inclusion of Socket's Customers and phone numbers in the 911 Database <u>Benchmark</u> 100% of listing submitted by Socket for inclusion in the 911 database match the information that was submitted by Socket	For each listing that is not accurately included where the error would affect the customer's ability to receive emergency services, CenturyTel shall pay Socket the Standard Payment. For each listing that is not accurately reflected in the 911 database where the error would not affect the customer's ability to receive emergency services, CenturyTel shall correct the error when notified by	Socket Socket will periodically request a complete listing of all Socket customers that are included in the 911 database. Socket will compare this list to submitted listings and notify CenturyTel of any corrections.

#	Measurement Name	Explanation	Remedy	Party that Calculates Performance Results
			Socket but no payment shall apply.	
	Directory Listings – White Pages	When Socket requests that a customer's listing information be included in the Directory published by CenturyTel or third-party selected by CenturyTel, CenturyTel shall accurately include that information in the appropriate directory Benchmark 100% of the listings submitted by Socket to CenturyTel are accurately included in the appropriate directory.	For each Directory Published where CenturyTel does not meet the benchmark, CenturyTel shall pay Socket the Standard Payment for each inaccurate or missing listing.	Socket

Invoice

Socket Telecom, LLC

2703 Clark Lane
Columbia, MO 65202

Invoice

Date	Invoice#
2/21/2020	PM2019-12

Bill to:

CenturyLink
100 CenturyLink Drive
Monroe, LA 71203

Ship to:

P.O Number	Terms	Rep	Ship	Via	F.O.B.	Project	
	Due on Receipt						
Quantity	Item Code	Description				Price Each	Amount
1	Labor Misc	CenturyTel Performance Measures - December, 2019				\$ 1,105.93	\$ 1,105.93
Total						\$ 1,105.93	

Summary-December 2019

CenturyTel Performance Measures
December 2019

Total Performance Measure	
Payment Due:	\$1,105.93

Standard Payment: \$22.57
Standard Daily Payment: \$0.75

Performance Measure Number	Performance Measure Name			
Provisioning - Retail Circuits # 1	Due Date Commitments Met	Total Circuits:	66	
		Total Late:	4	
		Percentage Late:	6.1%	
		Percentage Met:	93.9%	
		Benchmark:	>87.5%	
		Total Standard Payments:	0	
		Total Standard Daily Payments:	0	
		Total Amount:		\$0.00
Provisioning - Retail Circuits # 3	Percent Trouble Reports Within 30 Days of Installation	Total OSO Equivalents with Trouble Tickets:	273	
		OSO Equivalents Installed within 30 Days:	23	
		Total OSO Equivalents Installed in December:	66	
		Percent Trouble Tickets w/in 30 days install	35.0%	
		Benchmark	<6%	
		Total Standard Payments:	23	
		Total Amount:		\$519.11
Maintenance # 4	Repeat Trouble Reports	Total ILEC Trouble Tickets:	133	
		Number Repeat Trouble Tickets:	26	
		Percentage Repeat Tickets:	19.5%	
		Benchmark:	< 8.5%	
		Total Standard Payments:	26	
		Total Amount:		\$586.82
Maintenance #1	Percent Trouble Reports	Total ILEC Trouble Tickets:	133	
		Total Circuits:	3228	
		Percent Trouble Tickets:	4.1%	
		Benchmark:	<6%	
		Total Standard Payments:	0	
		Total Amount:		\$0.00

Provisioning-Retail Circuits #3

ILEC Ticket	ILEC	ILEC Circuit ID	Date Opened	Fault	Install Date	Count	Trouble w/in 30
9915183	CenturyTel	26/CLMAA/1207/CTMO	12/27/2019	ILEC Issue	6/24/2010	1	0
4287265	CenturyTel	26/CLMA8/H24N179/CTMO	12/11/2019	ILEC Issue	11/17/2009	1	0
2214266	CenturyTel	26/CLMA8/H24N295/CTMO	12/2/2019	ILEC Issue	5/21/2012	1	0
LC119662	CenturyTel	27/HCF5.408532..CTMO	12/3/2019	ILEC Issue	6/19/2008	24	0
LC120946	CenturyTel	27.HCF5.410416..CTMO	12/17/2019	ILEC Issue	5/14/2009	24	0
1.31E+08	CenturyTel	573-256-3450	12/2/2019	ILEC Issue	8/23/2011	1	0
7268391	CenturyTel	77.LXXU.824469..CTMO	12/23/2019	ILEC Issue	5/12/2011	1	0
1574095	CenturyTel	77.LXXU.827272..CTMO	12/28/2019	ILEC Issue	7/12/2011	1	0
5115399	CenturyTel	77.LXXU.833379..CTMO	12/3/2019	ILEC Issue	2/3/2012	1	0
1824415	CenturyTel	77.LXXU.838881..CTMO	12/31/2019	ILEC Issue	8/30/2012	1	0
7631406	CenturyTel	77.LXXU.855173..CTMO	12/14/2019	ILEC Issue	5/12/2015	1	0
888010	CenturyTel	77.LXXU.887339..CTMO	12/20/2019	ILEC Issue	8/28/2015	1	0
7654833	CenturyTel	77.LXXU.887667..CTMO	12/20/2019	ILEC Issue	9/14/2015	1	0
591515	CenturyTel	77.LXXU.890895..CTMO	12/3/2019	ILEC Issue	5/6/2016	1	0
1900654	CenturyTel	77.LXXU.894576..CTMO	12/28/2019	ILEC Issue	2/15/2017	1	0
4001238	CenturyTel	77.LXXU.896086..CTMO	12/20/2019	ILEC Issue	7/26/2017	1	0
9946912	CenturyTel	77.LXXU.896568..CTMO	12/31/2019	ILEC Issue	8/31/2017	1	0
9850463	CenturyTel	77.LXXU.897353..CTMO	12/2/2019	ILEC Issue	12/21/2017	1	0
4491045	CenturyTel	77.LXXU.897657..CTMO	12/30/2019	ILEC Issue	2/8/2018	1	0
5858546	CenturyTel	77.LXXU.898371..CTMO	12/10/2019	ILEC Issue	5/9/2018	1	0
1043389	CenturyTel	77.LXXU.898652..CTMO	12/17/2019	ILEC Issue	6/12/2018	1	0
5550217	CenturyTel	77.LXXU.899098..CTMO	12/6/2019	ILEC Issue	7/19/2018	1	0
8890015	CenturyTel	77.LXXU.899773..CTMO	12/13/2019	ILEC Issue	9/19/2018	1	0
716917	CenturyTel	77.LXXU.899833..CTMO	12/27/2019	ILEC Issue	9/27/2018	1	0
4947021	CenturyTel	77.LXXU.900129..CTMO	12/5/2019	ILEC Issue	11/9/2018	1	0
3347027	CenturyTel	77.LXXU.900753..CTMO	12/10/2019	ILEC Issue	2/21/2019	1	0
9872063	CenturyTel	77.LXXU.901594..CTMO	12/28/2019	ILEC Issue	6/30/2019	1	0
7136624	CenturyTel	77.LXXU.901755..CTMO	12/7/2019	ILEC Issue	7/19/2019	1	0
3118610	CenturyTel	77.LXXU.901879..CTMO	12/6/2019	ILEC Issue	8/2/2019	1	0
1137476	CenturyTel	77.LXXU.901971..CTMO	12/3/2019	ILEC Issue	8/14/2019	1	0
8325711	CenturyTel	77.LXXU.902251..CTMO	12/5/2019	ILEC Issue	10/3/2019	1	0
6171142	CenturyTel	77.LXXU.902359..CTMO	12/4/2019	ILEC Issue	10/22/2019	1	0
6081516	CenturyTel	77.LXXU.902367..CTMO	12/4/2019	ILEC Issue	10/24/2019	1	0
1395985	CenturyTel	77.LXXU.902420..CTMO	12/4/2019	ILEC Issue	11/6/2019	1	1
9194226	CenturyTel	77.LXXU.902486..CTMO	12/5/2019	ILEC Issue	11/19/2019	1	1
4884438	CenturyTel	77.LXXU.902497..CTMO	12/9/2019	ILEC Issue	11/21/2019	1	1
9689393	CenturyTel	77.LXXU.902498..CTMO	12/7/2019	ILEC Issue	11/22/2019	1	1
5393368	CenturyTel	77.LXXU.902506..CTMO	12/3/2019	ILEC Issue	11/26/2019	1	1
7818064	CenturyTel	77.LXXU.902518..CTMO	12/12/2019	ILEC Issue	11/21/2019	1	1
2778953	CenturyTel	77.LXXU.902520..CTMO	12/5/2019	ILEC Issue	11/25/2019	1	1
5556313	CenturyTel	77.LXXU.902537..CTMO	12/10/2019	ILEC Issue	12/2/2019	1	1
4040065	CenturyTel	77.LXXU.902564..CTMO	12/10/2019	ILEC Issue	12/5/2019	1	1
5873449	CenturyTel	77.LXXU.902568..CTMO	12/11/2019	ILEC Issue	12/10/2019	1	1
1955935	CenturyTel	77.LXXU.902569..CTMO	12/10/2019	ILEC Issue	12/3/2019	1	1
166549	CenturyTel	77.LXXU.902585..CTMO	12/13/2019	ILEC Issue	12/10/2019	1	1
2415881	CenturyTel	77.LXXU.902594..CTMO	12/13/2019	ILEC Issue	12/10/2019	1	1
5168759	CenturyTel	77.LXXU.902600..CTMO	12/13/2019	ILEC Issue	12/6/2019	1	1
8812670	CenturyTel	77.LXXU.902602..CTMO	12/20/2019	ILEC Issue	12/12/2019	1	1
7336535	CenturyTel	77.LXXU.902603..CTMO	12/16/2019	ILEC Issue	12/9/2019	1	1
7213218	CenturyTel	77.LXXU.902607..CTMO	12/17/2019	ILEC Issue	12/9/2019	1	1
6524532	CenturyTel	77.LXXU.902625..CTMO	12/20/2019	ILEC Issue	12/13/2019	1	1
5461848	CenturyTel	77.LXXU.902628..CTMO	12/20/2019	ILEC Issue	12/18/2019	1	1
1386100	CenturyTel	77.LXXU.902629..CTMO	12/24/2019	ILEC Issue	12/18/2019	1	1
4456399	CenturyTel	77.LXXU.902665..CTMO	12/26/2019	ILEC Issue	12/23/2019	1	1
2065296	CenturyTel	77.LXXU.902639..CTMO	12/30/2019	ILEC Issue	12/18/2019	1	1
4143880	CenturyTel	77.LXXU.902662..CTMO	12/27/2019	ILEC Issue	12/23/2019	1	1
2090725	CenturyTel	77.LXXU.998709..CTMO	12/13/2019	ILEC Issue	1/6/2011	1	0
6975631	CenturyTel	77.LXXU.999508..CTMO	12/6/2019	ILEC Issue	9/17/2010	1	0
LC119622	CenturyTel	77/UHXX/199914//CTMO	12/3/2019	ILEC Issue	5/29/2013	24	0
LC121559	CenturyTel	83/HCF5/230486//CTMO	12/24/2019	ILEC Issue	8/13/2014	24	0
LC120860	CenturyTel	83/HCF5/230487//CTMO	12/16/2019	ILEC Issue	8/13/2014	24	0
LC120559	CenturyTel	83/HCF5/236115//CTMO	12/12/2019	ILEC Issue	1/9/2015	24	0
LC120561	CenturyTel	83/HCF5/236782//CTMO	12/12/2019	ILEC Issue	1/9/2015	24	0
LC120560	CenturyTel	83/HCF5/236785//CTMO	12/12/2019	ILEC Issue	1/9/2015	24	0
LC120562	CenturyTel	83/HCF5/236794//CTMO	12/12/2019	ILEC Issue	1/9/2015	24	0
9168716	CenturyTel	KET//1/87	12/13/2019	ILEC Issue	1/11/2008	1	0

Total DSO Equivalents with Trouble Tickets: 273
 DSO Equivalents Installed within 30 Days: 23

Total DSO Equivalents Installed in December: 66

Percent Trouble Tickets w/in 30 days Install: 35%
 Benchmark: <6%

Maintenance #4

ILEC Ticket ILEC Circuit ID	Date Opened	Count	Repeat	Services
9915183 26/CLMAA/1207/CTMO	12/27/2019	1		DSL Loop w/voice 2-6Mbps/512-768kbps
3376849 26/CLMA8/H24N179/CTMO	12/7/2019	1	0	DSL Loop w/voice 2-6Mbps/512-768kbps
4287265 26/CLMA8/H24N179/CTMO	12/11/2019	1	1	DSL Loop w/voice 2-6Mbps/512-768kbps
2214266 26/CLMA8/H24N295/CTMO	12/2/2019	1		DSL Loop 7-12Mbps/1Mbps
LC119997 27.HCF5.405541..CTMO	12/6/2019	1		Channelized T1
LC119662 27.HCF5.408532..CTMO	12/3/2019	1		Channelized T1
LC120946 27.HCF5.410416..CTMO	12/17/2019	1	0	Channelized T1
LC121539 27.HCF5.410416..CTMO	12/24/2019	1	1	Channelized T1
LC121540 48.HCFD.323595..CTSC	12/24/2019	1	0	Channelized T1
LC121755 48.HCFD.323595..CTSC	12/27/2019	1	0	Channelized T1
1.31E+08 573-256-3450	12/2/2019	1		Resold POTS
5536726 573-443-0918	12/2/2019	1		Resold POTS
7800306 636-625-0856	12/4/2019	1		Resold POTS
9950140 77.LXXU.824469..CTMO	12/19/2019	1	0	DSL Loop 10Mbps/1Mbps w/voice
7268391 77.LXXU.824469..CTMO	12/23/2019	1	1	DSL Loop 10Mbps/1Mbps w/voice
1574095 77.LXXU.827272..CTMO	12/28/2019	1		DSL Loop w/voice 2-6Mbps/512-768kbps
7057311 77.LXXU.830171..CTMO	12/17/2019	1		DSL Loop up to 12Mbps/1Mbps
5115399 77.LXXU.833379..CTMO	12/3/2019	1	0	DSL Loop 2-6Mbps/512-768kbps
1225545 77.LXXU.833379..CTMO	12/5/2019	1	1	DSL Loop 2-6Mbps/512-768kbps
8854025 77.LXXU.833379..CTMO	12/9/2019	1	1	DSL Loop 2-6Mbps/512-768kbps
77.LXXU.838881..CTMO	12/12/2019	1	0	DSL Loop w/voice 2-6Mbps/512-768kbps
1824415 77.LXXU.838881..CTMO	12/31/2019	1	0	DSL Loop w/voice 2-6Mbps/512-768kbps
7297367 77.LXXU.840062..CTMO	12/28/2019	1		DSL Loop w/voice 7-12Mbps/1Mbps
947824 77.LXXU.846761..CTMO	12/31/2019	1		DSL Loop 7-12Mbps/1Mbps
625595 77.LXXU.849882..CTMO	12/20/2019	1		DSL Loop 2-6Mbps/512-768kbps
3889354 77.LXXU.851671..CTMO	12/9/2019	1		DSL Loop 2-6Mbps/512-768kbps
7631406 77.LXXU.855173..CTMO	12/14/2019	1	0	DSL Loop 3Mbps/256kbps
804958 77.LXXU.855173..CTMO	12/20/2019	1	0	DSL Loop 3Mbps/256kbps
528962 77.LXXU.884321..CTMO	12/20/2019	1		DSL Loop 2-6Mbps/512-768kbps
888010 77.LXXU.887339..CTMO	12/20/2019	1		DSL Loop 13-25Mbps/1Mbps
7654833 77.LXXU.887667..CTMO	12/20/2019	1	0	DSL Loop w/voice 2-6Mbps/512-768kbps
1101667 77.LXXU.887667..CTMO	12/26/2019	1	0	DSL Loop w/voice 2-6Mbps/512-768kbps
591515 77.LXXU.890895..CTMO	12/3/2019	1		DSL Loop w/voice 2-6Mbps/512-768kbps
1811032 77.LXXU.892703..CTMO	12/13/2019	1		DSL Loop 13-25Mbps/1Mbps
1900654 77.LXXU.894576..CTMO	12/28/2019	1		DSL Loop 13-25Mbps/1Mbps
4001238 77.LXXU.896086..CTMO	12/20/2019	1		DSL Loop 2-6Mbps/512-768kbps
27293 77.LXXU.896317..CTMO	12/21/2019	1		DSL Loop 13-25Mbps/1Mbps
9946912 77.LXXU.896568..CTMO	12/31/2019	1		DSL Loop 2-6Mbps/512-768kbps
9850463 77.LXXU.897353..CTMO	12/2/2019	1	0	DSL Loop 13-25Mbps/1Mbps
2287611 77.LXXU.897353..CTMO	12/5/2019	1	1	DSL Loop 13-25Mbps/1Mbps
6821837 77.LXXU.897364..CTMO	12/2/2019	1		DSL Loop 7-12Mbps/1Mbps
4491045 77.LXXU.897657..CTMO	12/30/2019	1		DSL Loop 2-6Mbps/512-768kbps
5858546 77.LXXU.898371..CTMO	12/10/2019	1		DSL Loop 2-6Mbps/512-768kbps
6319671 77.LXXU.898579..CTMO	12/11/2019	1		DSL Loop 13-25Mbps/1Mbps
2719440 77.LXXU.898652..CTMO	12/3/2019	1	0	DSL Loop 7-12Mbps/1Mbps
3221857 77.LXXU.898652..CTMO	12/6/2019	1	1	DSL Loop 7-12Mbps/1Mbps
1043389 77.LXXU.898652..CTMO	12/17/2019	1	1	DSL Loop 7-12Mbps/1Mbps
4347764 77.LXXU.898780..CTMO	12/3/2019	1		DSL Loop 2-6Mbps/512-768kbps
5550217 77.LXXU.899098..CTMO	12/6/2019	1		DSL Loop 7-12Mbps/1Mbps
8890015 77.LXXU.899773..CTMO	12/13/2019	1		DSL Loop 13-25Mbps/1Mbps
716917 77.LXXU.899833..CTMO	12/27/2019	1		DSL Loop 13-25Mbps/1Mbps
3063153 77.LXXU.899992..CTMO	12/6/2019	1		DSL Loop 7-12Mbps/1Mbps
4947021 77.LXXU.900129..CTMO	12/5/2019	1		DSL Loop 2-6Mbps/512-768kbps
3347027 77.LXXU.900753..CTMO	12/10/2019	1		DSL Loop 2-6Mbps/512-768kbps
9872063 77.LXXU.901594..CTMO	12/28/2019	1	0	DSL Loop 7-12Mbps/1Mbps
4901141 77.LXXU.901594..CTMO	12/31/2019	1	1	DSL Loop 7-12Mbps/1Mbps
4474485 77.LXXU.901623..CTMO	12/2/2019	1	0	DSL Loop 2-6Mbps/512-768kbps w/voice
6545453 77.LXXU.901623..CTMO	12/3/2019	1	0	DSL Loop 2-6Mbps/512-768kbps w/voice
5725949 77.LXXU.901755..CTMO	12/5/2019	1	0	DSL Loop 7-12Mbps/1Mbps

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7136624 77.LXXU.901755..CTMO	12/7/2019	1	1 DSL Loop 7-12Mbps/1Mbps
3118610 77.LXXU.901879..CTMO	12/6/2019	1	DSL Loop 13-25Mbps/1Mbps
611408 77.LXXU.901945..CTMO	12/11/2019	1	DSL Loop 13-25Mbps/1Mbps
1137476 77.LXXU.901971..CTMO	12/3/2019	1	DSL Loop 13-25Mbps/1Mbps
8325711 77.LXXU.902251..CTMO	12/5/2019	1	DSL Loop 13-25Mbps/1Mbps
6171142 77.LXXU.902359..CTMO	12/4/2019	1	0 DSL Loop 13-25Mbps/1Mbps
115395 77.LXXU.902359..CTMO	12/6/2019	1	1 DSL Loop 13-25Mbps/1Mbps
8801530 77.LXXU.902359..CTMO	12/11/2019	1	1 DSL Loop 13-25Mbps/1Mbps
6081516 77.LXXU.902367..CTMO	12/4/2019	1	0 DSL Loop 2-6Mbps/512-768kbps
5857438 77.LXXU.902367..CTMO	12/6/2019	1	1 DSL Loop 2-6Mbps/512-768kbps
379270 77.LXXU.902367..CTMO	12/11/2019	1	0 DSL Loop 2-6Mbps/512-768kbps
1395985 77.LXXU.902420..CTMO	12/4/2019	1	DSL Loop 7-12Mbps/1Mbps
2586641 77.LXXU.902434..CTMO	12/4/2019	1	DSL Loop 20Mbps/2Mbps
9194226 77.LXXU.902486..CTMO	12/5/2019	1	DSL Loop 7-12Mbps/1Mbps
4884438 77.LXXU.902497..CTMO	12/9/2019	1	DSL Loop 26-50Mbps/2Mbps
3183216 77.LXXU.902498..CTMO	12/6/2019	1	0 DSL Loop 13-25Mbps/1Mbps
9689393 77.LXXU.902498..CTMO	12/7/2019	1	1 DSL Loop 13-25Mbps/1Mbps
3215560 77.LXXU.902498..CTMO	12/10/2019	1	1 DSL Loop 13-25Mbps/1Mbps
5393368 77.LXXU.902506..CTMO	12/3/2019	1	DSL Loop 2-6Mbps/512-768kbps
3234737 77.LXXU.902518..CTMO	12/6/2019	1	0 DSL Loop 7-12Mbps/1Mbps
7818064 77.LXXU.902518..CTMO	12/12/2019	1	1 DSL Loop 7-12Mbps/1Mbps
3268958 77.LXXU.902518..CTMO	12/26/2019	1	0 DSL Loop 7-12Mbps/1Mbps
2778953 77.LXXU.902520..CTMO	12/5/2019	1	DSL Loop 2-6Mbps/512-768kbps
1.32E+08 77.LXXU.902534..CTMO	12/9/2019	1	DSL Loop w/voice 2-6Mbps/512-768kbps
77.LXXU.902535..CTMO	12/7/2019	1	DSL Loop w/voice 7-12Mbps/1Mbps
3795217 77.LXXU.902537..CTMO	12/6/2019	1	0 DSL Loop 7-12Mbps/1Mbps
5556313 77.LXXU.902537..CTMO	12/10/2019	1	1 DSL Loop 7-12Mbps/1Mbps
4040065 77.LXXU.902564..CTMO	12/10/2019	1	DSL Loop 13-25Mbps/1Mbps
5873449 77.LXXU.902568..CTMO	12/11/2019	1	DSL Loop w/voice 2-6Mbps/512-768kbps
1955935 77.LXXU.902569..CTMO	12/10/2019	1	DSL Loop 7-12Mbps/1Mbps
166549 77.LXXU.902585..CTMO	12/13/2019	1	DSL Loop 7-12Mbps/1Mbps
2415881 77.LXXU.902594..CTMO	12/13/2019	1	0 DSL Loop 26-50Mbps/2Mbps
7536897 77.LXXU.902594..CTMO	12/23/2019	1	1 DSL Loop 26-50Mbps/2Mbps
3275397 77.LXXU.902594..CTMO	12/27/2019	1	1 DSL Loop 26-50Mbps/2Mbps
5168759 77.LXXU.902600..CTMO	12/13/2019	1	DSL Loop 26-50Mbps/2Mbps
8812670 77.LXXU.902602..CTMO	12/20/2019	1	DSL Loop 7-12Mbps/1Mbps
7336535 77.LXXU.902603..CTMO	12/16/2019	1	DSL Loop 2-6Mbps/512-768kbps
7213218 77.LXXU.902607..CTMO	12/17/2019	1	DSL Loop 2-6Mbps/512-768kbps
737849 77.LXXU.902618..CTMO	12/21/2019	1	0 DSL Loop 2-6Mbps/512-768kbps
7944808 77.LXXU.902618..CTMO	12/24/2019	1	1 DSL Loop 2-6Mbps/512-768kbps
6524532 77.LXXU.902625..CTMO	12/20/2019	1	DSL Loop 2-6Mbps/512-768kbps
7838334 77.LXXU.902627..CTMO	12/20/2019	1	DSL Loop 2-6Mbps/512-768kbps
5461848 77.LXXU.902628..CTMO	12/20/2019	1	0 DSL Loop 2-6Mbps/512-768kbps
2064448 77.LXXU.902628..CTMO	12/23/2019	1	0 DSL Loop 2-6Mbps/512-768kbps
1386100 77.LXXU.902629..CTMO	12/24/2019	1	DSL Loop 2-6Mbps/512-768kbps
4456399 77.LXXU.902665..CTMO	12/26/2019	1	DSL Loop 13-25Mbps/1Mbps
8830690 77.LXXU.902638..CTMO	12/24/2019	1	DSL Loop 7-12Mbps/1Mbps
2065296 77.LXXU.902639..CTMO	12/30/2019	1	DSL Loop 13-25Mbps/1Mbps
4143880 77.LXXU.902662..CTMO	12/27/2019	1	DSL Loop 2-6Mbps/512-768kbps
2090725 77.LXXU.998709..CTMO	12/13/2019	1	DSL Loop 6Mbps/512kbps w/voice
6578780 77.LXXU.998750..CTMO	12/30/2019	1	DSL Loop 13-25Mbps/1Mbps
6975631 77.LXXU.999508..CTMO	12/6/2019	1	DSL Loop 2-6Mbps/512-768kbps
LC119561 77/UHXX/199914//CTMO	12/2/2019	1	0 Channelized T1
LC119622 77/UHXX/199914//CTMO	12/3/2019	1	1 Channelized T1
LC121557 77/UHXX/199914//CTMO	12/24/2019	1	0 Channelized T1
LC121884 77/UHXX/247529//CTMO	12/28/2019	1	Channelized T1
LC121559 83/HCF5/230486//CTMO	12/24/2019	1	0 Channelized T1
LC121373 83/HCF5/230486//CTMO	12/22/2019	1	0 Channelized T1
LC120860 83/HCF5/230487//CTMO	12/16/2019	1	0 Channelized T1
LC121374 83/HCF5/230487//CTMO	12/22/2019	1	0 Channelized T1

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LC120559	83/HCF5/236115//CTMO	12/12/2019	1	0 Channelized T1
LC120858	83/HCF5/236115//CTMO	12/16/2019	1	0 Channelized T1
LC120859	83/HCF5/236782//CTMO	12/16/2019	1	0 Channelized T1
LC120561	83/HCF5/236782//CTMO	12/12/2019	1	1 Channelized T1
LC120560	83/HCF5/236785//CTMO	12/12/2019	1	0 Channelized T1
LC120857	83/HCF5/236785//CTMO	12/16/2019	1	0 Channelized T1
LC120562	83/HCF5/236794//CTMO	12/12/2019	1	0 Channelized T1
LC120846	83/HCF5/236794//CTMO	12/15/2019	1	1 Channelized T1
LC121060	83/HCF5/236794//CTMO	12/18/2019	1	1 Channelized T1
LC121472	83/HCF5/236794//CTMO	12/23/2019	1	1 Channelized T1
LC121843	83/HCF5/236794//CTMO	12/28/2019	1	1 Channelized T1
4147793	KET//1/102	12/5/2019	1	DSL Loop 6Mbps/512kbps
1.32E+08	KET//1/285	12/10/2019	1	DSL Loop 10Mbps/1Mbps w/voice
9168716	KET//1/87	12/13/2019	1	DSL Loop 7-12Mbps/1Mbps

Total ILEC Trouble Tickets:	133
Number Repeat Trouble Tickets:	26
Percentage Repeat Tickets	19.5%

Benchmark: < 8.5%

Year	Month	PMs		CTel		Totals:	CenturyTel	
		Socket Calculation	Submitted Date	CenturyTel Calculation	Response Date		Socket Calculation	CenturyTel Calculation
2015	July	\$2,697.39	11/3/2015	\$0.00	11/5/2015		2015	\$17,565.51
2015	August	\$7,010.87	11/3/2015	\$0.00	11/5/2015		2016	\$11,604.63
2015	September	\$3,975.92	11/3/2015	\$539.00	12/7/2015		2017	\$9,055.65
2015	October	\$1,088.52	11/19/2016	\$281.58	12/7/2015		2018	\$13,671.22
2015	November	\$1,297.33	1/26/2016	\$1,297.33 *			2019	\$20,110.33
2015	December	\$1,495.48	2/26/2016	\$1,495.48 *				
2016	January	\$786.76	3/31/2016	\$786.76 *			Total:	\$72,007.34
2016	February	\$576.25	4/28/2016	\$576.25 *				\$30,454.81
2016	March	\$671.40	5/20/2016	\$0.00	6/20/2016			
2016	April	\$535.48	7/26/2016	\$0.00	7/26/2016			
2016	May	\$709.90	7/26/2016	\$709.90 *				
2016	June	\$890.37	8/29/2016	\$0.00	9/27/2016			
2016	July	\$1,346.38	9/29/2016	\$0.00	10/26/2016			
2016	August	\$1,844.37	10/31/2016	\$705.87	11/30/2016			
2016	September	\$522.79	11/30/2016	\$386.41	12/20/2016			
2016	October	\$1,270.64	12/30/2016	\$1,270.64 *				
2016	November	\$937.95	1/19/2017	\$232.90	2/16/2017			
2016	December	\$1,512.34	2/28/2017	\$1,512.34 *				
2017	January	\$250.69	3/28/2017	\$250.69 *				
2017	February	\$502.04	4/28/2017	\$502.04 *				
2017	March	\$227.40	5/31/2017	\$227.40 *				
2017	April	\$484.75	5/31/2017	\$484.75 *				
2017	May	\$781.55	7/31/2017	\$781.55 *				
2017	June	\$816.48	7/31/2017	\$816.48 *				
2017	July	\$1,687.12	9/29/2017	\$982.44	10/24/2017			
2017	August	\$1,819.17	10/31/2017	\$1,245.34	11/28/2017			
2017	September	\$385.90	11/30/2017	\$385.90 *				
2017	October	\$1,220.35	12/22/2017	\$601.86	1/24/2018			
2017	November	\$475.02	1/31/2018	\$271.44	2/27/2018			
2017	December	\$405.18	2/28/2018	\$157.57	3/26/2018			
2018	January	\$1,080.76	3/30/2018	\$502.01	4/23/2018			
2018	February	\$624.26	4/30/2018	\$312.13	5/16/2018			
2018	March	\$679.20	5/31/2018	\$226.40	6/20/2018			
2018	April	\$1,125.69	6/29/2018	\$0.00	7/18/2018			
2018	May	\$2,927.95	7/31/2018	\$0.00 **				
2018	June	\$1,414.13	8/31/2018	\$248.38	9/25/2018			
2018	July	\$1,410.20	9/27/2018	\$272.16	10/24/2018			
2018	August	\$1,048.34	10/31/2018	\$866.02	11/29/2018			
2018	September	\$637.56	11/30/2018	\$387.09	1/13/2019			
2018	October	\$567.75	12/28/2018	\$295.23	1/15/2019			
2018	November	\$1,559.01	1/31/2019	\$751.98	2/23/2019			
2018	December	\$596.37	2/28/2019	\$204.57	3/21/2019			
2019	January	\$1,287.68	3/28/2019	\$318.50	4/27/2019			
2019	February	\$1,061.43	4/30/2019	\$1,061.43 *				
2019	March	\$649.89	5/29/2019	\$649.89 *				
2019	April	\$784.35	6/28/2019	\$784.35 *				
2019	May	\$943.00	7/30/2019	\$322.00	9/2/2019			
2019	June	\$1,665.20	8/30/2019	\$1,254.40	9/28/2019			
2019	July	\$1,078.08	9/27/2019	\$471.66	10/26/2019			
2019	August	\$7,733.12	10/31/2019	\$1,101.52	1/22/2020			
2019	September	\$1,379.21	11/26/2019	\$1,379.21 *				
2019	October	\$1,672.40	12/20/2019	\$1,672.40 *				
2019	November	\$750.04	1/31/2020	\$375.02	2/21/2020			
2019	December	\$1,105.93	2/21/2020	\$496.54	3/10/2020			

*No Response Received

**File not sent on time

Response not received on time

Totals

BAN	Item	Qty	Rate	Amount
403125593	1 Pty Business	12	\$20.89	\$250.68
403125593	1 Pty Business	24	\$23.87	\$644.49
403125593	1 Pty Business	67	\$27.38	\$1,499.46
403125593	1 Pty Business	19	\$25.36	\$481.54
403125593	2W Spec Acc In Per Term	2	\$27.90	\$55.80
301657411	2-Wire DSL Capable Loop	20	\$19.14	\$382.80
410294365	2-Wire DSL Capable Loop	28	\$19.14	\$535.92
410294661	2-Wire DSL Capable Loop	181	\$19.14	\$3,464.34
411239859	2-Wire DSL Capable Loop	1	\$19.14	\$19.14
413851264	2-Wire DSL Capable Loop	2090	\$19.14	\$40,002.60
415107314	2-Wire DSL Capable Loop	538	\$19.14	\$10,297.32
410294661	4-Wire DSL Capable Loop	13	\$29.60	\$384.80
413851264	4-Wire DSL Capable Loop	35	\$29.60	\$1,036.00
415107314	4-Wire DSL Capable Loop	14	\$29.60	\$414.40
403125593	Basic Voice Mail	1	\$7.95	\$7.95
403125593	Call Block-Bus	1	\$4.48	\$4.48
403125593	Call Fwd Busy In-Fix-Bus	1	\$2.98	\$2.98
403125593	Caller ID Numbr/Name	3	\$8.95	\$26.85
301657411	Cross Connect	20	\$1.55	\$31.00
301657411	Cross Connect	8	\$3.17	\$25.36
410294365	Cross Connect	28	\$1.55	\$43.40
410294365	Cross Connect	5	\$3.17	\$15.85
410294661	Cross Connect	3	\$317.00	\$9.51
410294661	Cross Connect	13	\$3.10	\$40.30
410294661	Cross Connect	181	\$1.55	\$280.55
411239859	Cross Connect	1	\$1.55	\$1.55
413851264	Cross Connect	2090	\$1.55	\$3,239.50
413851264	Cross Connect	8	\$3.17	\$25.36
413851264	Cross Connect	35	\$3.10	\$108.50
415107314	Cross Connect	12	\$3.10	\$37.20
415107314	Cross Connect	452	\$1.55	\$700.60
415107314	Cross Connect	10	\$3.17	\$31.70
301657411	Dedicated Transport - DS1	5	\$70.49	\$352.45
410294365	Dedicated Transport - DS1	5	\$70.49	\$752.45
410294661	Dedicated Transport - DS1	1	\$70.49	\$70.49
413851264	Dedicated Transport - DS1	6	\$70.49	\$422.94
415107314	Dedicated Transport - DS1	10	\$70.49	\$704.90
301657411	DS1 Loop	3	\$70.49	\$211.47
410294661	DS1 Loop	2	\$70.49	\$140.98
413851264	DS1 Loop	2	\$70.49	\$140.98
403125593	Key Line Hunting	4	\$23.87	\$95.48
403125593	Key Line Hunting	2	\$22.38	\$44.76
403125593	Key Line Hunting	9	\$27.60	\$248.40
403125593	Metropolitan Calling Area B	2	\$52.74	\$105.48
403125593	Multi Line 1 Party Business	24	\$23.87	\$572.88
403125593	Multi Line 1 Party Business	92	\$22.38	\$2,058.96
403125593	Multi Line 1 Party Business	9	\$20.89	\$188.01
403125593	Multi Line 1 Party Business	6	\$25.36	\$152.16
403125593	Remote Call Forwarding	1	\$21.82	\$21.82
403125593	Remote Call Forwarding	1	\$16.28	\$16.28
403125593	Restrict 3rd#1 Collect	3	\$4.10	\$12.30
404080228	SAL 2W	1	\$9.40	\$9.40
403125593	Select Call Accept-Bus	1	\$3.73	\$3.73
403125593	Subscriber Line & Access Rec	67	\$12.95	\$867.65
403125593	Subscriber Line & Access Rec	31	\$11.95	\$370.45
403125593	Subscriber Line & Access Rec	1	\$0.20	9.7
403125593	Subscriber Line & Access Rec	46	\$11.31	\$520.26
403125593	Subscriber Line & Access Rec	125	\$9.00	\$1,125
403125593	Subscriber Line & Access Rec	1	\$16.70	16.7
403125593	Toll Rest w/800 Access Allow	5	\$4.10	\$20.50
403125593	Toll Restrict	2	\$4.10	\$8.20
403125593	Voicemail Services Bus	1	\$3.00	\$3.00

Countable Quantity for determining total Loops

Total Loops: 3228
Total Cost: \$77,869.21
Average: \$22.57
Standard Payment: \$22.57
Standard Daily Payment: \$0.75

4.1%

Detail

BAN	Item	Qty	Rate	Amount
301657411	2-Wire DSL Capable Loop	20	\$19.14	\$382.80
301657411	Cross Connect	20	\$1.55	\$31.00
301657411	Cross Connect	8	\$3.17	\$25.36
301657411	DSL Loop	3	\$70.49	\$211.47
301657411	Dedicated Transport - DSL	5	\$70.49	\$352.45
403125593	1 Pty Business	12	\$20.89	\$250.68
403125593	1 Pty Business	77	\$73.87	\$5694.49
403125593	1 Pty Business	67	\$22.38	\$1,490.46
403125593	1 Pty Business	19	\$25.36	\$481.54
403125593	2W Spec Acc Ln Per Term	2	\$27.90	\$55.80
403125593	Basic Voice Mail	1	\$7.95	\$7.95
403125593	Call Block-Bus	1	\$4.48	\$4.48
403125593	Call Fwd Busy Ln-Fix-Bus	1	\$2.98	\$2.98
403125593	Caller ID Numbr/Name	3	\$8.95	\$26.85
403125593	Key Line Hunting	4	\$23.87	\$95.48
403125593	Key Line Hunting	2	\$22.38	\$44.76
403125593	Key Line Hunting	0	\$27.60	\$248.40
403125593	Metropolitan Calling Area B	2	\$52.74	\$105.48
403125593	Multi Line 1 Party Business	74	\$23.87	\$572.88
403125593	Multi Line 1 Party Business	92	\$22.38	\$2,058.96
403125593	Multi Line 1 Party Business	9	\$20.89	\$188.01
403125593	Multi Line 1 Party Business	6	\$25.36	\$152.16
403125593	Remote Call Forwarding	1	\$21.82	\$21.82
403125593	Remote Call Forwarding	1	\$16.28	\$16.28
403125593	Restrct-3rd#1 Collect	3	\$4.10	\$12.30
403125593	Select Call Accept-Bus	1	\$3.73	\$3.73
403125593	Subscriber Line & Access Rec	67	\$12.95	\$867.65
403125593	Subscriber Line & Access Rec	31	\$11.95	\$370.45
403125593	Subscriber Line & Access Rec	1	\$9.20	\$9.20
403125593	Subscriber Line & Access Rec	46	\$11.31	\$520.26
403125593	Subscriber Line & Access Rec	125	\$9.00	\$1125
403125593	Subscriber Line & Access Rec	1	\$16.70	\$16.70
403125593	Toll Rest w/800 Access Allow.	5	\$4.10	\$20.50
403125593	Toll Restrict	2	\$4.10	\$8.20
403125593	VoiceMail Services Bus	1	\$3.00	\$3.00
404080728	SAI 2W	1	\$9.40	\$9.40
410294365	2-Wire DSL Capable Loop	28	\$19.14	\$535.92
410294365	Cross Connect	28	\$1.55	\$43.40
410294365	Cross Connect	5	\$3.17	\$15.85
410294365	Dedicated Transport - DSL	5	\$70.49	\$352.45
410294661	2-Wire DSL Capable Loop	181	\$19.14	\$3,464.34
410294661	4-Wire DSL Capable Loop	13	\$29.60	\$384.80
410294661	Cross Connect	3	\$317.00	\$951
410294661	Cross Connect	13	\$3.10	\$40.30
410294661	Cross Connect	181	\$1.55	\$280.55
410294661	DSL Loop	2	\$70.49	\$140.98
410294661	Dedicated Transport - DSL	1	\$70.49	\$70.49
411739859	2-Wire DSL Capable Loop	1	\$19.14	\$19.14
411239859	Cross Connect	1	\$1.55	\$1.55
413851264	2-Wire DSL Capable Loop	2090	\$19.14	\$40,002.60
413851264	4-Wire DSL Capable Loop	35	\$29.60	\$1,036.00
413851264	Cross Connect	2090	\$1.55	\$3,239.50
413851264	Cross Connect	8	\$3.17	\$25.36
413851264	Cross Connect	35	\$3.10	\$108.50
413851264	DSL Loop	2	\$70.49	\$140.98
413851264	Dedicated Transport - DSL	0	\$70.49	\$422.94
415107314	2-Wire DSL Capable Loop	538	\$19.14	\$10,297.32
415107314	4-Wire DSL Capable Loop	14	\$29.60	\$414.40
415107314	Cross Connect	12	\$3.10	\$37.20
415107314	Cross Connect	452	\$1.55	\$700.60
415107314	Cross Connect	10	\$3.17	\$31.70
415107314	Dedicated Transport - DSL	10	\$70.49	\$704.90

Countable Quantity for determining total Loops

Stats-Tickets in 30 Days

ILEC Ticket	ILEC	ILEC Circuit ID	Date Opened	Fault	Install Date	Count	Trouble w/ Notes
9915183	CenturyTel	26/CLMAA/J207/CTMO	12/27/2019	ILEC Issue	6/24/2010	1	0 CLink repaired cable.
4287265	CenturyTel	26/CLMAB/H24N179/CTMO	12/11/2019	ILEC Issue	11/17/2009	1	0 CLink installed missing jumper.
2214266	CenturyTel	26/CLMAB/H24N295/CTMO	12/2/2019	ILEC Issue	5/21/2012	1	0 CLink repaired cable.
LC119662	CenturyTel	27/HCF5.408532..CTMO	12/3/2019	ILEC Issue	6/19/2008	24	0 CLink swapped pairs.
LC120946	CenturyTel	27/HCF5.410416..CTMO	12/17/2019	ILEC Issue	5/14/2009	24	0 CLink repaired cable.
1.31E+08	CenturyTel	573-256-3450	12/2/2019	ILEC Issue	8/23/2011	1	0 CLink installed missing jumper.
7268391	CenturyTel	77.LXXU.824469..CTMO	12/23/2019	ILEC Issue	5/12/2011	1	0 CLink swapped pairs.
1574095	CenturyTel	77.LXXU.827272..CTMO	12/28/2019	ILEC Issue	7/12/2011	1	0 CLink repaired cable.
5115399	CenturyTel	77.LXXU.833379..CTMO	12/3/2019	ILEC Issue	2/3/2012	1	0 CLink repaired cable.
1824415	CenturyTel	77.LXXU.838881..CTMO	12/31/2019	ILEC Issue	8/30/2012	1	0 CLink installed missing jumper.
7631406	CenturyTel	77.LXXU.855173..CTMO	12/14/2019	ILEC Issue	5/12/2015	1	0 CLink swapped pairs.
888010	CenturyTel	77.LXXU.887339..CTMO	12/20/2019	ILEC Issue	8/28/2015	1	0 CLink installed missing jumper.
7654833	CenturyTel	77.LXXU.887667..CTMO	12/20/2019	ILEC Issue	9/14/2015	1	0 CLink replaced a module.
591515	CenturyTel	77.LXXU.890895..CTMO	12/3/2019	ILEC Issue	5/6/2016	1	0 CLink installed missing jumper.
1900654	CenturyTel	77.LXXU.894576..CTMO	12/28/2019	ILEC Issue	2/15/2017	1	0 CLink repaired cable.
4001238	CenturyTel	77.LXXU.896086..CTMO	12/20/2019	ILEC Issue	7/26/2017	1	0 CLink installed missing jumper.
9946912	CenturyTel	77.LXXU.896568..CTMO	12/31/2019	ILEC Issue	8/31/2017	1	0 CLink repaired cable.
9850463	CenturyTel	77.LXXU.897353..CTMO	12/2/2019	ILEC Issue	12/21/2017	1	0 CLink installed missing jumper.
4491045	CenturyTel	77.LXXU.897657..CTMO	12/30/2019	ILEC Issue	2/8/2018	1	0 CLink installed missing jumper.
5858546	CenturyTel	77.LXXU.898371..CTMO	12/10/2019	ILEC Issue	5/9/2018	1	0 CLink installed missing jumper.
1043389	CenturyTel	77.LXXU.898652..CTMO	12/17/2019	ILEC Issue	6/12/2018	1	0 CLink repaired cable.
5550217	CenturyTel	77.LXXU.899098..CTMO	12/6/2019	ILEC Issue	7/19/2018	1	0 CLink repaired cable.
8890015	CenturyTel	77.LXXU.899773..CTMO	12/13/2019	ILEC Issue	9/19/2018	1	0 CLink repaired cable.
716917	CenturyTel	77.LXXU.899833..CTMO	12/27/2019	ILEC Issue	9/27/2018	1	0 CLink repaired cable.
4947021	CenturyTel	77.LXXU.900129..CTMO	12/5/2019	ILEC Issue	11/9/2018	1	0 CLink installed missing jumper.
3347027	CenturyTel	77.LXXU.900753..CTMO	12/10/2019	ILEC Issue	2/21/2019	1	0 CLink swapped pairs.
9872063	CenturyTel	77.LXXU.901594..CTMO	12/28/2019	ILEC Issue	6/30/2019	1	0 CLink installed missing jumper.
7136624	CenturyTel	77.LXXU.901755..CTMO	12/7/2019	ILEC Issue	7/19/2019	1	0 CLink swapped pairs.
3118610	CenturyTel	77.LXXU.901879..CTMO	12/6/2019	ILEC Issue	8/2/2019	1	0 CLink installed missing jumper.
1137476	CenturyTel	77.LXXU.901971..CTMO	12/3/2019	ILEC Issue	8/14/2019	1	0 CLink repaired cable.
8325711	CenturyTel	77.LXXU.902251..CTMO	12/5/2019	ILEC Issue	10/3/2019	1	0 CLink had wired to the wrong pair. CLink corrected.
6171142	CenturyTel	77.LXXU.902359..CTMO	12/4/2019	ILEC Issue	10/22/2019	1	0 CLink ran a new jumper.
6081516	CenturyTel	77.LXXU.902367..CTMO	12/4/2019	ILEC Issue	10/24/2019	1	0 CLink had wired to the wrong pair. CLink corrected.
1395985	CenturyTel	77.LXXU.902420..CTMO	12/4/2019	ILEC Issue	11/6/2019	1	1 CLink installed missing jumper.
9194226	CenturyTel	77.LXXU.902486..CTMO	12/5/2019	ILEC Issue	11/19/2019	1	1 CLink had wired to the wrong pair. CLink corrected.
4884438	CenturyTel	77.LXXU.902497..CTMO	12/9/2019	ILEC Issue	11/21/2019	1	1 CLink installed missing jumper.
9689393	CenturyTel	77.LXXU.902498..CTMO	12/7/2019	ILEC Issue	11/22/2019	1	1 CLink installed missing jumper.
5393368	CenturyTel	77.LXXU.902506..CTMO	12/3/2019	ILEC Issue	11/26/2019	1	1 CLink repaired cable.
7818064	CenturyTel	77.LXXU.902518..CTMO	12/12/2019	ILEC Issue	11/21/2019	1	1 CLink ran a new jumper.
2778953	CenturyTel	77.LXXU.902520..CTMO	12/5/2019	ILEC Issue	11/25/2019	1	1 CLink had wired to the wrong pair. CLink corrected.
5556313	CenturyTel	77.LXXU.902537..CTMO	12/10/2019	ILEC Issue	12/2/2019	1	1 CLink installed missing jumper.
4040065	CenturyTel	77.LXXU.902564..CTMO	12/10/2019	ILEC Issue	12/5/2019	1	1 CLink swapped pairs.
5873449	CenturyTel	77.LXXU.902568..CTMO	12/11/2019	ILEC Issue	12/10/2019	1	1 CLink has incomprehensible notes in their ticket. Counting this as a repair.
1955935	CenturyTel	77.LXXU.902569..CTMO	12/10/2019	ILEC Issue	12/3/2019	1	1 CLink repaired cable.
166549	CenturyTel	77.LXXU.902585..CTMO	12/13/2019	ILEC Issue	12/10/2019	1	1 CLink had wired to the wrong pair. CLink corrected.
2415881	CenturyTel	77.LXXU.902594..CTMO	12/13/2019	ILEC Issue	12/10/2019	1	1 CLink installed missing jumper.
5168759	CenturyTel	77.LXXU.902600..CTMO	12/13/2019	ILEC Issue	12/6/2019	1	1 CLink had wired to the wrong pair. CLink corrected.
8812670	CenturyTel	77.LXXU.902602..CTMO	12/20/2019	ILEC Issue	12/12/2019	1	1 CLink repaired cable.
7336535	CenturyTel	77.LXXU.902603..CTMO	12/16/2019	ILEC Issue	12/9/2019	1	1 CLink installed missing jumper.
7213218	CenturyTel	77.LXXU.902607..CTMO	12/17/2019	ILEC Issue	12/9/2019	1	1 CLink delivered the circuit.
6524532	CenturyTel	77.LXXU.902625..CTMO	12/20/2019	ILEC Issue	12/13/2019	1	1 CLink had wired to the wrong pair. CLink corrected.
5461848	CenturyTel	77.LXXU.902628..CTMO	12/20/2019	ILEC Issue	12/18/2019	1	1 CLink replaced a module.
1386100	CenturyTel	77.LXXU.902629..CTMO	12/24/2019	ILEC Issue	12/18/2019	1	1 CLink repaired cable.
4456399	CenturyTel	77.LXXU.902665..CTMO	12/26/2019	ILEC Issue	12/23/2019	1	1 CLink installed missing jumper.
2065296	CenturyTel	77.LXXU.902639..CTMO	12/30/2019	ILEC Issue	12/18/2019	1	1 CLink had wired to the wrong pair. CLink corrected.
4143880	CenturyTel	77.LXXU.902662..CTMO	12/27/2019	ILEC Issue	12/23/2019	1	1 CLink swapped pairs.
2090725	CenturyTel	77.LXXU.998709..CTMO	12/13/2019	ILEC Issue	1/6/2011	1	0 CLink installed missing jumper.
6975631	CenturyTel	77.LXXU.999508..CTMO	12/6/2019	ILEC Issue	9/17/2010	1	0 CLink ran a new jumper.
LC119622	CenturyTel	77/JHXX/J199914//CTMO	12/3/2019	ILEC Issue	5/29/2013	24	0 CLink replaced a network card.
LC121559	CenturyTel	83/HCF5/230486//CTMO	12/24/2019	ILEC Issue	8/13/2014	24	0 CLink had wired to the wrong pair. CLink corrected.
LC120860	CenturyTel	83/HCF5/230487//CTMO	12/16/2019	ILEC Issue	8/13/2014	24	0 CLink replaced a network card.
LC120559	CenturyTel	83/HCF5/236115//CTMO	12/12/2019	ILEC Issue	1/9/2015	24	0 CLink repaired cable.
LC120561	CenturyTel	83/HCF5/236782//CTMO	12/12/2019	ILEC Issue	1/9/2015	24	0 CLink repaired cable.
LC120560	CenturyTel	83/HCF5/236785//CTMO	12/12/2019	ILEC Issue	1/9/2015	24	0 CLink repaired cable.
LC120562	CenturyTel	83/HCF5/236794//CTMO	12/12/2019	ILEC Issue	1/9/2015	24	0 CLink repaired cable.
9168716	CenturyTel	KET/J1/87	12/13/2019	ILEC Issue	1/11/2008	1	0 CLink had wired to the wrong pair. CLink corrected.

Total D50 Equivalents with Trouble Tickets: 273
D50 Equivalents Installed within 30 Days: 23

Total D50 Equivalents Installed in December: 66

Percent Trouble Tickets w/in 30 days Install: 35%
Benchmark: <6%

Stats-Repair Tickets

ILEC Ticket	Trouble Ticket ILEC	ILEC Circuit ID	DSL #	Date Opened	Status	Service Type	Fault	Count	Repeat	ILEC Ticket Not Notes	Services
9915183	166888	CenturyTel 26/CLMAA/H24N179/CTMO	N/A	12/11/2019	ILEC Closed ADSL	ILEC Issue		1		Notes: Bad line CLink repaired cable.	DSL Loop w/voice 2-6Mbps/512-768kbps
9376849	166340	CenturyTel 26/CLMAA/H24N179/CTMO	N/A	12/11/2019	ILEC Closed ADSL	ILEC Issue		1	0	Verified service CLink closed, no trouble for DSL Loop w/voice 2-6Mbps/512-768kbps	
9287265	166340	CenturyTel 26/CLMAA/H24N179/CTMO	N/A	12/11/2019	Closed ADSL	ILEC Issue		1	1	Lead to reconfirm CLink installed missing jump	DSL Loop w/voice 2-6Mbps/512-768kbps
2214265	166120	CenturyTel 26/CLMAA/H24N179/CTMO	N/A	12/2/2019	ILEC Closed ADSL	ILEC Issue		1		Service good to CLink repaired cable.	DSL Loop 7-12Mbps/1Mbps
LC119997	166325	CenturyTel 26/CLMAA/H24N179/CTMO	N/A	12/5/2019	Open T1	ILEC Issue		1		Tech is @ CO, bad notes. Insufficient info Channelized T1	
LC119662	166206	CenturyTel 26/CLMAA/H24N179/CTMO	N/A	12/3/2019	Closed HDSL	ILEC Issue		1		W/13 details re CLink swapped pairs.	Channelized T1
4747944	166840	CenturyTel 27/HCF5/410116/CTMO	N/A	12/17/2019	ILEC Closed T1	ILEC Issue		1	0	Open cable pair CLink repaired cable.	Channelized T1
LC121533	166840	CenturyTel 27/HCF5/410116/CTMO	N/A	12/24/2019	Closed T1	ILEC Issue		1	1	replaced fiber CLink swapped pairs.	Channelized T1
LC121540	166833	CenturyTel 48/HCFD/323595/CTSC	N/A	12/24/2019	ILEC Closed T1			1	0	They seen good CLink closed, no trouble for Channelized T1	
LC121755	166833	CenturyTel 48/HCFD/323595/CTSC	N/A	12/22/2019	Open T1			1	0	Appears Carrie Bad notes. Insufficient info Channelized T1	
131E+08	165851	CenturyTel 573-256-3450	6E409	12/2/2019	ILEC Closed POTS	ILEC Issue		1		HLS repair, No CLink installed missing jump (resold POTS	
5536726	165851	CenturyTel 573-443-0918	6E409	12/2/2019	Open POTS	ILEC Issue		1		[none] No follow-up on ticket. Ins (resold POTS	
7600306	165246	CenturyTel 636-625-0856	N/A	12/4/2019	Open POTS			1		Good to the al. CLink closed, no trouble for Resold POTS	
9950140	166024	CenturyTel 77/LXXU/824449/CTMO	6E409	12/19/2019	ILEC Closed ADSL	ILEC Issue		1	0	getting AG-voice CLink closed, no trouble for DSL Loop 10Mbps/1Mbps w/voice	
7283392	166024	CenturyTel 77/LXXU/824449/CTMO	6E409	12/23/2019	Open x-DSL	ILEC Issue		1	1	Moved them to CLink swapped pairs.	DSL Loop 10Mbps/1Mbps w/voice
1574095	166004	CenturyTel 77/LXXU/827272/CTMO	N/A	12/28/2019	ILEC Closed ADSL	ILEC Issue		1		Notes: Repair CLink repaired cable.	DSL Loop w/voice 2-6Mbps/512-768kbps
7067311	166578	CenturyTel 77/LXXU/830171/CTMO	N/A	12/17/2019	ILEC Closed ADSL	ILEC Issue		1		Notes: Service CLink closed, no trouble for DSL Loop up to 12Mbps/1Mbps	
5115399	166174	CenturyTel 77/LXXU/833579/CTMO	N/A	12/5/2019	Closed ADSL	ILEC Issue		1	0	Issue at the crs CLink repaired cable.	DSL Loop 2-6Mbps/512-768kbps
1225545	166174	CenturyTel 77/LXXU/833579/CTMO	N/A	12/1/2019	ILEC Closed ADSL	ILEC Issue		1	1	Cut @ 154 ft. CLink swapped pairs.	DSL Loop 2-6Mbps/512-768kbps
8851025	166174	CenturyTel 77/LXXU/833579/CTMO	N/A	12/1/2019	ILEC Closed ADSL	ILEC Issue		1	1	Cable pair hij. CLink repaired cable.	DSL Loop 2-6Mbps/512-768kbps
1824415	166787	CenturyTel 77/LXXU/838831/CTMO	N/A	12/12/2019	ILEC Closed ADSL	ILEC Issue		1	0	Notes: Line was No ILEC Ticket #. Unable to DSL loop w/voice 2-6Mbps/512-768kbps	
7273767	166701	CenturyTel 77/LXXU/838831/CTMO	N/A	12/31/2019	ILEC Closed ADSL	ILEC Issue		1	0	Notes: Missing CLink installed missing jump DSL Loop w/voice 2-6Mbps/512-768kbps	
947824	166701	CenturyTel 77/LXXU/846761/CTMO	N/A	12/31/2019	ILEC Closed ADSL	ILEC Issue		1		Notes: Good to CLink closed, no trouble for DSL Loop 7-12Mbps/1Mbps	
624595	166720	CenturyTel 77/LXXU/849852/CTMO	N/A	12/31/2019	ILEC Closed ADSL	ILEC Issue		1		Notes: Buried CLink closed, no trouble for DSL Loop 7-12Mbps/1Mbps	
5891354	166590	CenturyTel 77/LXXU/851671/CTMO	N/A	12/9/2019	ILEC Closed ADSL	ILEC Issue		1		no trouble for CLink closed, no trouble for DSL Loop 2-6Mbps/512-768kbps	
7631406	166575	CenturyTel 77/LXXU/855173/CTMO	N/A	12/24/2019	ILEC Closed ADSL	ILEC Issue		1	0	Good to the N CLink closed, no trouble for DSL Loop 2-6Mbps/512-768kbps	
804558	166723	CenturyTel 77/LXXU/855173/CTMO	N/A	12/20/2019	ILEC Closed ADSL	ILEC Issue		1	0	Notes: Replace CLink swapped pairs.	DSL Loop 3Mbps/2Mbps
528962	166733	CenturyTel 77/LXXU/884921/CTMO	N/A	12/10/2019	ILEC Closed ADSL	ILEC Issue		1	0	good to NID, to CLink closed, no trouble for DSL Loop 1Mbps/256kbps	
886010	166751	CenturyTel 77/LXXU/887339/CTMO	N/A	12/20/2019	ILEC Closed ADSL	ILEC Issue		1	0	no trouble for CLink closed, no trouble for DSL Loop 2-6Mbps/512-768kbps	
7654833	166575	CenturyTel 77/LXXU/886667/CTMO	N/A	12/20/2019	ILEC Closed ADSL	ILEC Issue		1	0	Jumpers @ XBC CLink installed missing jump DSL Loop 13-25Mbps/1Mbps	
1101667	166575	CenturyTel 77/LXXU/887667/CTMO	N/A	12/26/2019	New x-DSL	ILEC Issue		1	0	replaced half CLink replaced a module.	DSL Loop w/voice 2-6Mbps/512-768kbps
591515	166001	CenturyTel 77/LXXU/890895/CTMO	N/A	12/3/2019	ILEC Closed ADSL	ILEC Issue		1	0	Tech reported CLink closed, no trouble for DSL Loop w/voice 2-6Mbps/512-768kbps	
1801012	166494	CenturyTel 77/LXXU/892705/CTMO	N/A	12/13/2019	ILEC Closed ADSL	ILEC Issue		1		Issue Jumpers. CLink installed missing jump DSL Loop w/voice 2-6Mbps/512-768kbps	
1900654	166948	CenturyTel 77/LXXU/894576/CTMO	N/A	12/28/2019	ILEC Closed ADSL	ILEC Issue		1		Notes: Good to CLink closed, no trouble for DSL Loop 13-25Mbps/1Mbps	
4001238	166726	CenturyTel 77/LXXU/896085/CTMO	N/A	12/20/2019	ILEC Closed ADSL	ILEC Issue		1		Notes: Pair was CLink repaired cable.	DSL Loop 13-25Mbps/1Mbps
27293	166776	CenturyTel 77/LXXU/896312/CTMO	N/A	12/20/2019	ILEC Closed ADSL	ILEC Issue		1		Jumpers was to CLink installed missing jump DSL Loop 24Mbps/4-7-768kbps	
9946912	167030	CenturyTel 77/LXXU/896568/CTMO	N/A	12/31/2019	Closed ADSL	ILEC Issue		1		Notes: Socket CLink closed, no trouble for DSL Loop 13-25Mbps/1Mbps	
9850463	166088	CenturyTel 77/LXXU/897353/CTMO	N/A	12/2/2019	ILEC Closed ADSL	ILEC Issue		1	0	Aerial cable w/ CLink repaired cable.	DSL Loop 2-6Mbps/512-768kbps
2287611	166088	CenturyTel 77/LXXU/897353/CTMO	N/A	12/5/2019	ILEC Closed ADSL	ILEC Issue		1	1	Jumpers @ x bc CLink installed missing jump DSL Loop 13-25Mbps/1Mbps	
6821857	166030	CenturyTel 77/LXXU/897364/CTMO	N/A	12/2/2019	New x-DSL	ILEC Issue		1		1 trouble @ serv CLink repaired cable.	DSL Loop 13-25Mbps/1Mbps
4491045	166704	CenturyTel 77/LXXU/897657/CTMO	N/A	12/30/2019	ILEC Closed ADSL	ILEC Issue		1		[none] No follow up on ticket. Ins DSL Loop 7-12Mbps/1Mbps	
5164546	166422	CenturyTel 77/LXXU/898371/CTMO	N/A	12/10/2019	ILEC Closed ADSL	ILEC Issue		1		Jumpers was to CLink installed missing jump DSL Loop 2-6Mbps/512-768kbps	
6319671	166409	CenturyTel 77/LXXU/898579/CTMO	N/A	12/11/2019	Closed ADSL	ILEC Issue		1		Replaced a mt CLink installed missing jump DSL Loop 2-6Mbps/512-768kbps	
2719440	166093	CenturyTel 77/LXXU/898652/CTMO	N/A	12/1/2019	ILEC Closed ADSL	ILEC Issue		1	0	good to the de CLink closed, no trouble for DSL Loop 13-25Mbps/1Mbps	
3221857	166093	CenturyTel 77/LXXU/898652/CTMO	N/A	12/6/2019	Closed ADSL	ILEC Issue		1	0	Notes: Test per CLink closed, no trouble for DSL Loop 4-7Mbps/1Mbps	
3043389	166093	CenturyTel 77/LXXU/898652/CTMO	N/A	12/17/2019	ILEC Closed ADSL	ILEC Issue		1	1	1 Stated the volt CLink closed, no trouble for DSL Loop 7-12Mbps/1Mbps	
4347764	166026	CenturyTel 77/LXXU/898700/CTMO	N/A	12/3/2019	ILEC Closed ADSL	ILEC Issue		1		Notes: Squirrel CLink repaired cable.	DSL Loop 7-12Mbps/1Mbps
5550217	166288	CenturyTel 77/LXXU/899498/CTMO	N/A	12/6/2019	ILEC Closed ADSL	ILEC Issue		1		Good to the N CLink closed, no trouble for DSL Loop 2-6Mbps/512-768kbps	
8890015	166526	CenturyTel 77/LXXU/899773/CTMO	N/A	12/13/2019	ILEC Closed ADSL	ILEC Issue		1		Notes: Found CLink repaired cable.	DSL Loop 7-12Mbps/1Mbps
716927	166004	CenturyTel 77/LXXU/899833/CTMO	N/A	12/27/2019	ILEC Closed ADSL	ILEC Issue		1		Notes: Cx was CLink repaired cable.	DSL Loop 13-25Mbps/1Mbps
3067154	166418	CenturyTel 77/LXXU/899992/CTMO	N/A	12/6/2019	ILEC Closed ADSL	ILEC Issue		1		Notes: Cable Bad notes. Insufficient info DSL Loop 7-12Mbps/1Mbps	
41474021	166263	CenturyTel 77/LXXU/900129/CTMO	N/A	12/5/2019	ILEC Closed ADSL	ILEC Issue		1		Went to CO & CLink installed missing jump DSL Loop 2-6Mbps/512-768kbps	
3347027	166424	CenturyTel 77/LXXU/900753/CTMO	N/A	12/10/2019	ILEC Closed ADSL	ILEC Issue		1		Ran a new cab CLink swapped pairs.	DSL Loop 2-6Mbps/512-768kbps
9672063	166950	CenturyTel 77/LXXU/901594/CTMO	N/A	12/22/2019	ILEC Closed ADSL	ILEC Issue		1	0	Notes: Jumper w/ CLink installed missing jump DSL Loop 7-12Mbps/1Mbps	

Stats-Repeat Tickets

4901141	166950	CenturyTel 77.LXXU.901584..CTMO	N/A	12/31/2019	ILEC Closed ADSL	ILEC Issue	1	1	Notes: Found a CLink repaired cable. DSL Loop 7-12Mbps/1Mbps
4474485	165810	CenturyTel 77.LXXU.901623..CTMO	N/A	12/2/2019	ILEC Closed ADSL	ILEC Issue	1	0	Notes: Tested CLink closed, no trouble for DSL Loop 2-6Mbps/512-768kbps w/voice
5454511	165932	CenturyTel 77.LXXU.901623..CTMO	N/A	12/3/2019	ILEC Closed ADSL	Socket Issue	1	0	Nothing wrong CLink closed, no trouble for DSL Loop 2-6Mbps/512-768kbps w/voice
5725104	165956	CenturyTel 77.LXXU.901755..CTMO	N/A	12/5/2019	New ADSL	ILEC Issue	1	0	CLink contract had notes: Insufficient info DSL Loop 7-12Mbps/1Mbps
7136824	165956	CenturyTel 77.LXXU.901755..CTMO	N/A	12/7/2019	ILEC Closed ADSL	ILEC Issue	1	1	1. No sync @ dm. CLink swapped pairs. DSL Loop 7-12Mbps/1Mbps
3118610	166319	CenturyTel 77.LXXU.901879..CTMO	N/A	12/6/2019	ILEC Closed ADSL	ILEC Issue	1	Notes: Jumper CLink installed missing jum DSL Loop 13-25Mbps/1Mbps	
611403	166444	CenturyTel 77.LXXU.901945..CTMO	N/A	12/11/2019	ILEC Closed ADSL	ILEC Issue	1	Notes: Getting CLink closed, no trouble for DSL Loop 13-25Mbps/1Mbps	
1137476	166161	CenturyTel 77.LXXU.901971..CTMO	N/A	12/14/2019	ILEC Closed ADSL	ILEC Issue	1	Service line was CLink repaired cable. DSL Loop 13-25Mbps/1Mbps	
3325711	166067	CenturyTel 77.LXXU.902251..CTMO	N/A	12/5/2019	ILEC Closed ADSL	ILEC Issue	1	Good to the NICLink had wired to the wire DSL Loop 13-25Mbps/1Mbps	
6173142	166079	CenturyTel 77.LXXU.902359..CTMO	N/A	12/4/2019	ILEC Closed ADSL	ILEC Issue	1	0	New Jumper CLink ran a new jumper. DSL Loop 13-25Mbps/1Mbps
115359	166079	CenturyTel 77.LXXU.902359..CTMO	N/A	12/6/2019	ILEC Closed ADSL	ILEC Issue	1	1	Notes: Good to CLink closed, no trouble for DSL Loop 13-25Mbps/1Mbps
8805500	166079	CenturyTel 77.LXXU.902359..CTMO	N/A	12/11/2019	Closed ADSL	ILEC Issue	1	1	1 Toned a new CLink swapped pairs. DSL Loop 13-25Mbps/1Mbps
6085516	166221	CenturyTel 77.LXXU.902367..CTMO	N/A	12/4/2019	ILEC Closed ADSL	ILEC Issue	1	0	Got on pair 13 CLink had wired to the wire DSL Loop 2-6Mbps/512-768kbps
5857438	166221	CenturyTel 77.LXXU.902367..CTMO	N/A	12/6/2019	ILEC Closed ADSL	ILEC Issue	1	1	Notes: Service CLink installed missing jum DSL Loop 2-6Mbps/512-768kbps
3792270	166221	CenturyTel 77.LXXU.902367..CTMO	N/A	12/11/2019	New ADSL	ILEC Issue	1	0	[none] No follow up on ticket. Ins DSL Loop 2-6Mbps/512-768kbps
1395965	166205	CenturyTel 77.LXXU.902420..CTMO	N/A	12/4/2019	ILEC Closed ADSL	ILEC Issue	1	Missing Jumper CLink installed missing jum DSL Loop 7-12Mbps/1Mbps	
2586691	166082	CenturyTel 77.LXXU.902434..CTMO	N/A	12/4/2019	Open w ADSL	ILEC Issue	1	[none] No follow up on ticket. Ins DSL Loop 20Mbps/2Mbps	
5194226	166242	CenturyTel 77.LXXU.902486..CTMO	N/A	12/5/2019	ILEC Closed ADSL	ILEC Issue	1	1	Jumper was CLink had wired to the wire DSL Loop 7-12Mbps/1Mbps
4884438	166393	CenturyTel 77.LXXU.902497..CTMO	N/A	12/9/2019	ILEC Closed ADSL	ILEC Issue	1	1	Jumper pulled CLink installed missing jum DSL Loop 20-50Mbps/2Mbps
3183215	166315	CenturyTel 77.LXXU.902498..CTMO	N/A	12/6/2019	ILEC Closed ADSL	ILEC Issue	1	0	[none] Bad notes: Insufficient info DSL Loop 13-25Mbps/1Mbps
8089191	166315	CenturyTel 77.LXXU.902498..CTMO	N/A	12/7/2019	ILEC Closed ADSL	ILEC Issue	1	1	Notes: Nothing CLink installed missing jum DSL Loop 13-25Mbps/1Mbps
3713669	166315	CenturyTel 77.LXXU.902498..CTMO	N/A	12/10/2019	ILEC Closed ADSL	ILEC Issue	1	1	ran jumper @ CLink installed missing jum DSL Loop 13-25Mbps/1Mbps
5393368	166183	CenturyTel 77.LXXU.902506..CTMO	N/A	12/3/2019	ILEC Closed ADSL	ILEC Issue	1	1	Fixed short on CLink repaired cable. DSL Loop 2-6Mbps/512-768kbps
3234737	166313	CenturyTel 77.LXXU.902518..CTMO	N/A	12/6/2019	ILEC Closed ADSL	ILEC Issue	1	0	Notes: Socket CLink closed, no trouble for DSL Loop 7-12Mbps/1Mbps
7818064	166313	CenturyTel 77.LXXU.902518..CTMO	N/A	12/12/2019	ILEC Closed ADSL	ILEC Issue	1	1	Notes: Giving CLink ran a new jumper. DSL Loop 7-12Mbps/1Mbps
3268958	166313	CenturyTel 77.LXXU.902518..CTMO	N/A	12/16/2019	ILEC Closed ADSL	ILEC Issue	1	0	Notes: Noise CLink closed, no trouble for DSL Loop 7-12Mbps/1Mbps
2778953	166279	CenturyTel 77.LXXU.902520..CTMO	N/A	12/5/2019	ILEC Closed ADSL	ILEC Issue	1	1	Called Socket. CLink had wired to the wire DSL Loop 2-6Mbps/512-768kbps
132E-08	166295	CenturyTel 77.LXXU.902574..CTMO	N/A	12/9/2019	Closed ADSL	ILEC Issue	1	1	Unable to put CLink closed, no trouble for DSL Loop w/voice 2-6Mbps/512-768kbps
	166301	CenturyTel 77.LXXU.902535..CTMO	N/A	12/7/2019	New ADSL	ILEC Issue	1	[none] No follow up on ticket. Ins DSL Loop w/voice 7-12Mbps/1Mbps	
3782574	166349	CenturyTel 77.LXXU.902537..CTMO	N/A	12/6/2019	ILEC Closed ADSL	ILEC Issue	1	0	Notes: Service CLink closed, no trouble for DSL Loop 7-12Mbps/2Mbps
5556473	166349	CenturyTel 77.LXXU.902537..CTMO	N/A	12/10/2019	ILEC Closed ADSL	ILEC Issue	1	1	1 replaced misl CLink installed missing jum DSL Loop 7-12Mbps/2Mbps
4040065	166414	CenturyTel 77.LXXU.902564..CTMO	N/A	12/10/2019	ILEC Closed ADSL	ILEC Issue	1	1	Replaced cable CLink swapped pairs. DSL Loop 13-25Mbps/1Mbps
5573449	166119	CenturyTel 77.LXXU.902568..CTMO	N/A	12/11/2019	Closed ADSL	ILEC Issue	1	1	no buzz, else CLink has incomprehensible DSL Loop w/voice 2-6Mbps/512-768kbps
1955935	166106	CenturyTel 77.LXXU.902569..CTMO	N/A	12/10/2019	ILEC Closed ADSL	ILEC Issue	1	1	Replaced a/c CLink repaired cable. DSL Loop 7-12Mbps/1Mbps
166549	166549	CenturyTel 77.LXXU.902585..CTMO	N/A	12/13/2019	ILEC Closed ADSL	ILEC Issue	1	1	restored volta CLink had wired to the wire DSL Loop 7-12Mbps/1Mbps
2415881	166520	CenturyTel 77.LXXU.902584..CTMO	N/A	12/13/2019	ILEC Closed ADSL	ILEC Issue	1	1	0 Good from Soc CLink installed missing jum DSL Loop 20-50Mbps/2Mbps
7536897	166520	CenturyTel 77.LXXU.902584..CTMO	N/A	12/23/2019	ILEC Closed ADSL	ILEC Issue	1	1	Notes: Tech etc Bad notes: Insufficient info DSL Loop 20-50Mbps/2Mbps
3245397	166520	CenturyTel 77.LXXU.902584..CTMO	N/A	12/27/2019	ILEC Closed ADSL	ILEC Issue	1	1	1 no jumper. gas CLink installed missing jum DSL Loop 20-50Mbps/2Mbps
5108469	166545	CenturyTel 77.LXXU.902600..CTMO	N/A	12/13/2019	ILEC Closed ADSL	ILEC Issue	1	1	Notes: Pairs w CLink had wired to the wire DSL Loop 20-50Mbps/2Mbps
8812670	166746	CenturyTel 77.LXXU.902602..CTMO	N/A	12/20/2019	ILEC Closed ADSL	ILEC Issue	1	1	spliced error CLink repaired cable. DSL Loop 7-12Mbps/1Mbps
7336535	166827	CenturyTel 77.LXXU.902603..CTMO	N/A	12/16/2019	ILEC Closed ADSL	ILEC Issue	1	1	Notes: Jumper CLink installed missing jum DSL Loop 2-6Mbps/512-768kbps
7213218	166619	CenturyTel 77.LXXU.902607..CTMO	N/A	12/11/2019	ILEC Closed ADSL	ILEC Issue	1	1	was not deliver CLink delivered the circuit. DSL Loop 2-6Mbps/512-768kbps
757849	166773	CenturyTel 77.LXXU.902613..CTMO	N/A	12/11/2019	ILEC Closed ADSL	ILEC Issue	1	1	0 Notes: No volt CLink closed, no trouble for DSL Loop 2-6Mbps/512-768kbps
7944808	166773	CenturyTel 77.LXXU.902613..CTMO	N/A	12/24/2019	Open ADSL	ILEC Issue	1	1	1 [none] No follow up on ticket. Ins DSL Loop 2-6Mbps/512-768kbps
6524532	166759	CenturyTel 77.LXXU.902675..CTMO	N/A	12/20/2019	ILEC Closed ADSL	ILEC Issue	1	1	Notes: Had to CLink had wired to the wire DSL Loop 2-6Mbps/512-768kbps
7838334	166750	CenturyTel 77.LXXU.902677..CTMO	N/A	12/20/2019	ILEC Closed ADSL	ILEC Issue	1	1	45 v @ NID, cv CLink closed, no trouble for DSL Loop 2-6Mbps/512-768kbps
5461848	166740	CenturyTel 77.LXXU.902628..CTMO	N/A	12/20/2019	ILEC Closed ADSL	ILEC Issue	1	0	0 Replaced had a CLink replaced a module. DSL Loop 2-6Mbps/512-768kbps
2064448	166740	CenturyTel 77.LXXU.902628..CTMO	N/A	12/23/2019	New ADSL	ILEC Issue	1	0	0 [none] No follow up on ticket. Ins DSL Loop 2-6Mbps/512-768kbps
1885100	166852	CenturyTel 77.LXXU.902629..CTMO	N/A	12/24/2019	ILEC Closed ADSL	ILEC Issue	1	1	Notes: Tip was CLink repaired cable. DSL Loop 2-6Mbps/512-768kbps
4456399	166866	CenturyTel 77.LXXU.902665..CTMO	N/A	12/25/2019	ILEC Closed ADSL	ILEC Issue	1	1	Notes: Found CLink installed missing jum DSL Loop 13-25Mbps/1Mbps
8830690	166853	CenturyTel 77.LXXU.902668..CTMO	N/A	12/24/2019	ILEC Closed ADSL	ILEC Issue	1	1	Cx does not ha CLink closed, no trouble for DSL Loop 7-12Mbps/1Mbps
2065256	166993	CenturyTel 77.LXXU.902699..CTMO	N/A	12/10/2019	ILEC Closed ADSL	ILEC Issue	1	1	contractor inst CLink had wired to the wire DSL Loop 13-25Mbps/1Mbps
4143880	166895	CenturyTel 77.LXXU.902692..CTMO	N/A	12/17/2019	ILEC Closed ADSL	ILEC Issue	1	1	Notes: There a CLink swapped pairs. DSL Loop 2-6Mbps/512-768kbps
2090725	166532	CenturyTel 77.LXXU.998709..CTMO	N/A	12/13/2019	ILEC Closed ADSL	ILEC Issue	1	1	Notes: Replace CLink installed missing jum DSL Loop 5Mbps/512kbps w/voice
6578750	166965	CenturyTel 77.LXXU.998750..CTMO	N/A	12/30/2019	ILEC Closed ADSL	ILEC Issue	1	1	socket ticket h Bad notes: Insufficient info DSL Loop 13-25Mbps/1Mbps
6975631	166794	CenturyTel 77.LXXU.999508..CTMO	N/A	12/6/2019	Closed ADSL	ILEC Issue	1	1	Jumper was CLink ran a new jumper. DSL Loop 2-6Mbps/512-768kbps

Status-Repeat Tickets

LC119561	165384 CenturyTel 77/0100X/159914//CTMO	N/A	12/22/2019	ILEC Closed T1	ILEC Issue	1	0 Ran 1 hour test CLink closed, no trouble fo Channelized T1
LC119622	165384 CenturyTel 77/0100X/159914//CTMO	N/A	12/23/2019	ILEC Closed T1	ILEC Issue	1	1 changed CLink replaced a network c Channelized T1
LC121557	165384 CenturyTel 77/0100X/159914//CTMO	N/A	12/24/2019	ILEC Closed T1	ILEC Issue	1	0 IEC EST not set CLink closed, no trouble fo Channelized T1
LC121884	165384 CenturyTel 77/0100X/24529//CTMO	N/A	12/28/2019	ILEC Closed T1	ILEC Issue	1	0 IB CLink Re: 10 CLink closed, no trouble fo Channelized T1
LC121550	165789 CenturyTel 83/HCF5/230486//CTMO	N/A	12/21/2019	ILEC Closed	ILEC Issue	1	0 Technician rep CLink had wired to the wrd Channelized T1
LC121373	165789 CenturyTel 83/HCF5/230486//CTMO	N/A	12/22/2019	ILEC Closed T1	ILEC Issue	1	0 nrt, tech tst ok CLink closed, no trouble fo Channelized T1
LC120860	165597 CenturyTel 83/HCF5/230487//CTMO	N/A	12/16/2019	ILEC Closed T1	ILEC Issue	1	0 IB Merla Statue CLink replaced a network c Channelized T1
LC121374	165597 CenturyTel 83/HCF5/230487//CTMO	N/A	12/22/2019	ILEC Closed T1	ILEC Issue	1	0 nrt, tech tst ok CLink closed, no trouble fo Channelized T1
LC120559	165517 CenturyTel 83/HCF5/236315//CTMO	N/A	12/12/2019	ILEC Closed T1	ILEC Issue	1	0 Repaired T1 cat CLink repaired cable. Channelized T1
LC120858	165595 CenturyTel 83/HCF5/236315//CTMO	N/A	12/16/2019	Open T1	ILEC Issue	1	0 Test Clean to CLink closed, no trouble fo Channelized T1
LC120859	165594 CenturyTel 83/HCF5/236782//CTMO	N/A	12/16/2019	Open	ILEC Issue	1	0 Tested clean to CLink closed, no trouble fo Channelized T1
LC120561	165517 CenturyTel 83/HCF5/236782//CTMO	N/A	12/12/2019	ILEC Closed T1	ILEC Issue	1	1 Repaired bad c CLink repaired cable. Channelized T1
LC120560	165517 CenturyTel 83/HCF5/236785//CTMO	N/A	12/12/2019	ILEC Closed T1	ILEC Issue	1	0 Repaired bad c CLink repaired cable. Channelized T1
LC120857	165586 CenturyTel 83/HCF5/236785//CTMO	N/A	12/16/2019	Open T1	ILEC Issue	1	0 Tested Clean to CLink closed, no trouble fo Channelized T1
LC120562	165517 CenturyTel 83/HCF5/236784//CTMO	N/A	12/12/2019	ILEC Closed T1	ILEC Issue	1	0 Repaired bad c CLink repaired cable. Channelized T1
LC120845	165517 CenturyTel 83/HCF5/236784//CTMO	N/A	12/16/2019	ILEC Closed T1	ILEC Issue	1	1 Ice Storm Caus CLink repaired cable. Channelized T1
LC121060	165517 CenturyTel 83/HCF5/236784//CTMO	N/A	12/18/2019	ILEC Closed T1	ILEC Issue	1	1 Technician fou CLink repaired cable. Channelized T1
LC121472	165517 CenturyTel 83/HCF5/236784//CTMO	N/A	12/23/2019	Closed T1	ILEC Issue	1	1 Ava to NIU test CLink closed, no trouble fo Channelized T1
LC121843	165517 CenturyTel 83/HCF5/236784//CTMO	N/A	12/26/2019	ILEC Closed T1	ILEC Issue	1	1 Made Repairs CLink repaired cable. Channelized T1
4147791	165748 CenturyTel KET//1/107	N/A	12/5/2019	ILEC Closed ADSL	ILEC Issue	1	Notes: Good p CLink closed, no trouble fo DSL Loop 5Mbps/512kbps
1657108	165427 CenturyTel KET//1/285	N/A	12/10/2019	Open x-DSL	ILEC Issue	1	line 10's with CLink closed, no trouble fo DSL Loop 10Mbps/1Mbps w/voice
9168716	166364 CenturyTel KET//1/87	N/A	12/13/2019	ILEC Closed ADSL	ILEC Issue	1	Notes: No d/t CLink had wired to the wrd DSL Loop 7-12Mbps/1Mbps

Total ILEC Trouble Tickets: 144
 Number Repeat Trouble Tickets: 26
 Percentage Repeat Tickets: 19.5%
 Benchmark: < 8.5%

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6524532	166728 CenturyTel 77.LXXU.907625.CTMO	N/A	12/20/2019	ILEC Closed ADSL	ILEC Issue Ctel	Notes: Had to CLink had wired to the wire DSL Loop 2-6Mbps/512-768kpbs
5874449	166729 CenturyTel 83/HCF5/230456/CTMO	N/A	12/24/2019	ILEC Closed	ILEC Issue Ctel	Technician rep CLink had wired to the wire Channelized T1
4267265	166410 CenturyTel 77.LXXU.902568.CTMO	N/A	12/11/2019	Closed ADSL	ILEC Issue Ctel	no buzz, dec CLink has incomprehensible loop w/voice 2-6Mbps/512-768kpbs
1824415	167021 CenturyTel 77.LXXU.838881.CTMO	N/A	12/31/2019	ILEC Closed ADSL	ILEC Issue Ctel	had to reconnect CLink installed missing jum DSL Loop w/voice 2-6Mbps/512-768kpbs
591515	166081 CenturyTel 77.LXXU.890895.CTMO	N/A	12/3/2019	ILEC Closed ADSL	ILEC Issue Ctel	Notes: Missing CLink installed missing jum DSL Loop w/voice 2-6Mbps/512-768kpbs
4001238	166726 CenturyTel 77.LXXU.896086.CTMO	N/A	12/20/2019	ILEC Closed ADSL	ILEC Issue Ctel	loose jumper. CLink installed missing jum DSL Loop w/voice 2-6Mbps/512-768kpbs
4491045	166918 CenturyTel 77.LXXU.897657.CTMO	N/A	12/10/2019	ILEC Closed ADSL	ILEC Issue Ctel	jumper was on CLink installed missing jum DSL Loop 2-6Mbps/512-768kpbs
5855546	166422 CenturyTel 77.LXXU.898111.CTMO	N/A	12/10/2019	ILEC Closed ADSL	ILEC Issue Ctel	jumper was on CLink installed missing jum DSL Loop 2-6Mbps/512-768kpbs
4947021	166703 CenturyTel 77.LXXU.900120.CTMO	N/A	12/5/2019	ILEC Closed ADSL	ILEC Issue Ctel	Replaced a bad CLink installed missing jum DSL Loop 2-6Mbps/512-768kpbs
9872064	166740 CenturyTel 77.LXXU.901594.CTMO	N/A	12/28/2019	ILEC Closed ADSL	ILEC Issue Ctel	Went to CO & CLink installed missing jum DSL Loop 2-6Mbps/512-768kpbs
3711610	166319 CenturyTel 77.LXXU.901873.CTMO	N/A	12/6/2019	ILEC Closed ADSL	ILEC Issue Ctel	Notes: Jumper y CLink installed missing jum DSL Loop 2-6Mbps/512-768kpbs
5857438	166221 CenturyTel 77.LXXU.902367.CTMO	N/A	12/6/2019	ILEC Closed ADSL	ILEC Issue Ctel	Notes: Service CLink installed missing jum DSL Loop 2-6Mbps/512-768kpbs
1395585	166205 CenturyTel 77.LXXU.902420.CTMO	N/A	12/4/2019	ILEC Closed ADSL	ILEC Issue Ctel	Missing jumper CLink installed missing jum DSL Loop 7-12Mbps/1Mbps
4884138	166393 CenturyTel 77.LXXU.902497.CTMO	N/A	12/9/2019	ILEC Closed ADSL	ILEC Issue Ctel	jumper pulled CLink installed missing jum DSL Loop 26-50Mbps/2Mbps
3215560	166315 CenturyTel 77.LXXU.902498.CTMO	N/A	12/10/2019	ILEC Closed ADSL	ILEC Issue Ctel	Ran jumper @ CLink installed missing jum DSL Loop 13-25Mbps/1Mbps
3275397	166520 CenturyTel 77.LXXU.902594.CTMO	N/A	12/11/2019	ILEC Closed ADSL	ILEC Issue Ctel	no jumper, on CLink installed missing jum DSL Loop 26-50Mbps/2Mbps
7395535	166627 CenturyTel 77.LXXU.902603.CTMO	N/A	12/16/2019	ILEC Closed ADSL	ILEC Issue Ctel	Notes: Jumper CLink installed missing jum DSL Loop 2-6Mbps/512-768kpbs
4450399	166860 CenturyTel 77.LXXU.902638.CTMO	N/A	12/26/2019	ILEC Closed ADSL	ILEC Issue Ctel	Notes: Found CLink installed missing jum DSL Loop 13-25Mbps/1Mbps
2091724	166812 CenturyTel 77.LXXU.902703.CTMO	N/A	12/13/2019	ILEC Closed ADSL	ILEC Issue Ctel	Notes: Replace CLink installed missing jum DSL Loop 6Mbps/512kpbs w/voice
9801464	166088 CenturyTel 77.LXXU.897353.CTMO	N/A	12/2/2019	ILEC Closed ADSL	ILEC Issue Ctel	Jumper @ x bc CLink installed missing jum DSL Loop 13-25Mbps/1Mbps
1331008	165851 CenturyTel 573-256-3150	REPAIR	12/2/2019	ILEC Closed PDTS	ILEC Issue Ctel	DSL repair, no CLink installed missing jum Resold PDTS
9689953	166315 CenturyTel 77.LXXU.902498.CTMO	N/A	12/7/2019	ILEC Closed ADSL	ILEC Issue Ctel	Notes: Nothing CLink installed missing jum DSL Loop 13-25Mbps/1Mbps
5858313	166319 CenturyTel 77.LXXU.902597.CTMO	N/A	12/10/2019	ILEC Closed ADSL	ILEC Issue Ctel	replaced miss CLink installed missing jum DSL Loop 7-12Mbps/1Mbps
2415831	166520 CenturyTel 77.LXXU.902594.CTMO	N/A	12/13/2019	ILEC Closed ADSL	ILEC Issue Ctel	good from Soc CLink installed missing jum DSL Loop 26-50Mbps/2Mbps
888010	166731 CenturyTel 77.LXXU.897339.CTMO	N/A	12/10/2019	ILEC Closed ADSL	ILEC Issue Ctel	jumper @ XBO CLink installed missing jum DSL Loop 13-25Mbps/1Mbps
6175142	166079 CenturyTel 77.LXXU.902594.CTMO	N/A	12/4/2019	ILEC Closed ADSL	ILEC Issue Ctel	New jumpers & CLink ran a new jumper, DSL Loop 13-25Mbps/1Mbps
7838064	166111 CenturyTel 77.LXXU.902598.CTMO	N/A	12/12/2019	ILEC Closed ADSL	ILEC Issue Ctel	Notes: Giving T CLink ran a new jumper, DSL Loop 2-6Mbps/512-768kpbs
1975511	166740 CenturyTel 77.LXXU.902598.CTMO	N/A	12/6/2019	Closed ADSL	ILEC Issue Ctel	Jumper was bad CLink ran a new jumper, DSL Loop 2-6Mbps/512-768kpbs
9705183	166888 CenturyTel 26/CLMAB/H24N295/CTMO	N/A	12/27/2019	ILEC Closed ADSL	ILEC Issue Ctel	Notes: Bad line CLink repaired cable, DSL Loop w/voice 2-6Mbps/512-768kpbs
2214266	166110 CenturyTel 26/CLMAB/H24N295/CTMO	N/A	12/2/2019	ILEC Closed ADSL	ILEC Issue Ctel	Service good to CLink repaired cable, DSL Loop 7-12Mbps/1Mbps
LC120946	166640 CenturyTel 27/HCF5/410415.CTMO	N/A	12/17/2019	ILEC Closed T1	ILEC Issue Ctel	open cable pair CLink repaired cable, Channelized T1
5115859	166174 CenturyTel 77.LXXU.833379.CTMO	N/A	12/15/2019	Closed ADSL	ILEC Issue Ctel	Notes: Repair CLink repaired cable, DSL Loop w/voice 2-6Mbps/512-768kpbs
8854025	166174 CenturyTel 77.LXXU.833379.CTMO	N/A	12/15/2019	ILEC Closed ADSL	ILEC Issue Ctel	issue at the ccc CLink repaired cable, DSL Loop 2-6Mbps/512-768kpbs
1900654	166948 CenturyTel 77.LXXU.898766.CTMO	N/A	12/28/2019	ILEC Closed ADSL	ILEC Issue Ctel	Cable pair high CLink repaired cable, DSL Loop 2-6Mbps/512-768kpbs
5946972	166740 CenturyTel 77.LXXU.898568.CTMO	N/A	12/31/2019	Closed ADSL	ILEC Issue Ctel	Notes: Pair was CLink repaired cable, DSL Loop 13-25Mbps/1Mbps
7201611	166088 CenturyTel 77.LXXU.897353.CTMO	N/A	12/5/2019	ILEC Closed ADSL	ILEC Issue Ctel	Aerial cable w/ CLink repaired cable, DSL Loop 2-6Mbps/512-768kpbs
1043360	166093 CenturyTel 77.LXXU.898652.CTMO	N/A	12/17/2019	ILEC Closed ADSL	ILEC Issue Ctel	Trouble @ sen CLink repaired cable, DSL Loop 13-25Mbps/1Mbps
5550217	166288 CenturyTel 77.LXXU.899098.CTMO	N/A	12/5/2019	ILEC Closed ADSL	ILEC Issue Ctel	Notes: Squirrel CLink repaired cable, DSL Loop 7-12Mbps/1Mbps
8390015	166526 CenturyTel 77.LXXU.899773.CTMO	N/A	12/13/2019	ILEC Closed ADSL	ILEC Issue Ctel	Notes: Found CLink repaired cable, DSL Loop 7-12Mbps/1Mbps
716917	166889 CenturyTel 77.LXXU.899833.CTMO	N/A	12/27/2019	ILEC Closed ADSL	ILEC Issue Ctel	Notes: Cx was CLink repaired cable, DSL Loop 13-25Mbps/1Mbps
4901141	166950 CenturyTel 77.LXXU.901594.CTMO	N/A	12/11/2019	ILEC Closed ADSL	ILEC Issue Ctel	Notes: Cx not CLink repaired cable, DSL Loop 13-25Mbps/1Mbps
1137475	166161 CenturyTel 77.LXXU.901594.CTMO	N/A	12/3/2019	ILEC Closed ADSL	ILEC Issue Ctel	Notes: Found CLink repaired cable, DSL Loop 7-12Mbps/1Mbps
5393366	166183 CenturyTel 77.LXXU.901594.CTMO	N/A	12/3/2019	ILEC Closed ADSL	ILEC Issue Ctel	Service line was CLink repaired cable, DSL Loop 13-25Mbps/1Mbps
1955935	166406 CenturyTel 77.LXXU.902569.CTMO	N/A	12/10/2019	ILEC Closed ADSL	ILEC Issue Ctel	Fixed short on CLink repaired cable, DSL Loop 2-6Mbps/512-768kpbs
1006100	166852 CenturyTel 77.LXXU.902629.CTMO	N/A	12/24/2019	ILEC Closed ADSL	ILEC Issue Ctel	Replaced aerial CLink repaired cable, DSL Loop 2-6Mbps/512-768kpbs
LC120550	166517 CenturyTel 83/HCF5/236115/CTMO	N/A	12/12/2019	ILEC Closed T1	ILEC Issue Ctel	Notes: Tip was CLink repaired cable, DSL Loop 2-6Mbps/512-768kpbs
LC120560	166517 CenturyTel 83/HCF5/236785/CTMO	N/A	12/12/2019	ILEC Closed T1	ILEC Issue Ctel	Repaired T1 cal CLink repaired cable, Channelized T1
LC120562	166517 CenturyTel 83/HCF5/236785/CTMO	N/A	12/12/2019	ILEC Closed T1	ILEC Issue Ctel	Repaired bad CLink repaired cable, Channelized T1
LC120846	166517 CenturyTel 83/HCF5/236794/CTMO	N/A	12/12/2019	ILEC Closed T1	ILEC Issue Ctel	Repaired bad CLink repaired cable, Channelized T1
LC121060	166517 CenturyTel 83/HCF5/236794/CTMO	N/A	12/12/2019	ILEC Closed T1	ILEC Issue Ctel	Repaired bad CLink repaired cable, Channelized T1
LC121843	166517 CenturyTel 83/HCF5/236794/CTMO	N/A	12/12/2019	ILEC Closed T1	ILEC Issue Ctel	Repaired bad CLink repaired cable, Channelized T1
8812670	166746 CenturyTel 77.LXXU.902502.CTMO	N/A	12/20/2019	ILEC Closed ADSL	ILEC Issue Ctel	Ice Storm Caus CLink repaired cable, Channelized T1
7054014	166746 CenturyTel 77.LXXU.887567.CTMO	N/A	12/20/2019	ILEC Closed ADSL	ILEC Issue Ctel	Technician fou CLink repaired cable, Channelized T1
5461848	166740 CenturyTel 77.LXXU.902528.CTMO	N/A	12/20/2019	ILEC Closed ADSL	ILEC Issue Ctel	Made repairs CLink repaired cable, Channelized T1

Parent									
LC119672	166184 CenturyTel 77.UHXX/199914//CTMO	N/A	12/3/2019	ILEC Closed T1	ILEC Issue	CTel	changed C-car CLink replaced a network c Channelized T1		
LC120860	166597 CenturyTel 83/HCF5/230487//CTMO	N/A	12/16/2019	ILEC Closed T1	ILEC Issue	CTel	IB Maria Status CLink replaced a network c Channelized T1		
LC119662	166206 CenturyTel 27.HCF5/408532..CTMO	N/A	12/3/2019	Closed HHSI	ILEC Issue	CTel	RFO details: fu CLink swapped pairs.	Channelized T1	
LC121539	166640 CenturyTel 27.HCF5/410416..CTMO	N/A	12/24/2019	Closed T1	ILEC Issue	CTel	replaced T1 cal CLink swapped pairs.	Channelized T1	
7268391	166624 CenturyTel 77.LXXU/824469..CTMO	###	12/23/2019	Open x DSL	ILEC Issue	CTel	Moved them to CLink swapped pairs.	DSL Loop 10Mbps/1Mbps w/voice	
1225515	166174 CenturyTel 77.LXXU/833379..CTMO	N/A	12/5/2019	ILEC Closed ADSL	ILEC Issue	CTel	Cut @ 154 ft at CLink swapped pairs.	DSL Loop 2-6Mbps/512-768kbps	
7631406	166575 CenturyTel 77.LXXU/855123..CTMO	N/A	12/14/2019	ILEC Closed ADSL	ILEC Issue	CTel	Notes: Replace CLink swapped pairs.	DSL Loop 3Mbps/256kbps	
3347027	166424 CenturyTel 77.LXXU/900753..CTMO	N/A	12/10/2019	ILEC Closed ADSL	ILEC Issue	CTel	Ran a new cab CLink swapped pairs.	DSL Loop 2-6Mbps/512-768kbps	
7136524	165955 CenturyTel 77.LXXU/901755..CTMO	N/A	12/7/2019	ILEC Closed ADSL	ILEC Issue	CTel	No sync @ dm CLink swapped pairs.	DSL Loop 7-12Mbps/1Mbps	
8801530	164079 CenturyTel 77.LXXU/902359..CTMO	N/A	12/11/2019	Closed ADSL	ILEC Issue	CTel	Toned a new li CLink swapped pairs.	DSL Loop 13-25Mbps/1Mbps	
4040055	166414 CenturyTel 77.LXXU/902566..CTMO	N/A	12/10/2019	ILEC Closed ADSL	ILEC Issue	CTel	Replaced cable CLink swapped pairs.	DSL Loop 11-24Mbps/1Mbps	
4143860	166895 CenturyTel 77.LXXU/902662..CTMO	N/A	12/27/2019	ILEC Closed ADSL	ILEC Issue	CTel	Notes: There a CLink swapped pairs.	DSL Loop 2-6Mbps/512-768kbps	
6821837	166030 CenturyTel 77.LXXU/897364..CTMO	N/A	12/27/2019	New x DSL	ILEC Issue	CTel	[none] No follow-up on ticket. Ins DSL Loop 7-12Mbps/1Mbps		
379270	166221 CenturyTel 77.LXXU/902367..CTMO	N/A	12/11/2019	New ADSL	ILEC Issue	CTel	[none] No follow-up on ticket. Ins DSL Loop 2-6Mbps/512-768kbps		
7944808	166773 CenturyTel 77.LXXU/902628..CTMO	N/A	12/24/2019	Open ADSL	ILEC Issue	CTel	[none] No follow-up on ticket. Ins DSL Loop 2-6Mbps/512-768kbps		
2064448	166740 CenturyTel 77.LXXU/903678..CTMO	N/A	12/23/2019	New ADSL	ILEC Issue	CTel	[none] No follow-up on ticket. Ins DSL Loop 2-6Mbps/512-768kbps		
5536725	165851 CenturyTel 57/3441-0918	###	12/2/2019	New POTS	ILEC Issue	CTel	[none] No follow-up on ticket. Ins Resold POTS		
2586641	166082 CenturyTel 77.LXXU/902434..CTMO	N/A	12/4/2019	Open x-DSL	ILEC Issue	CTel	[none] No follow-up on ticket. Ins DSL Loop 20Mbps/2Mbps		
	166487 CenturyTel 77.LXXU/838881..CTMO	N/A	12/12/2019	ILEC Closed ADSL	ILEC Issue	CTel	Notes: Line wa No ILEC Ticket #. Unable to DSL Loop w/voice 2-6Mbps/512-768kbps		
	166351 CenturyTel 77.LXXU/902535..CTMO	N/A	12/7/2019	New ADSL	ILEC Issue	CTel	[none] No ILEC Ticket #. Unable to DSL Loop w/voice 7-12Mbps/1Mbps		

Sort //												
IFC Ticket	Trouble Ticket	ILEC	ILEC Circuit ID	DSL #	Date Opened	Status	ServiceType	Fault	Carrier	IFC Ticket	Linker Not Notes	Services
			166553 CenturyTel 41.LXFP.236407.SW	N/A	12/31/2019	New			A/R/T	N/A	N/A - AT&T Circuit	N/A
ML256080			166752 CenturyTel 41.LXFP.236417.SW	####	12/23/2019	Closed	ADSL	IFEC Issue	AT&T	N/A	N/A - AT&T Circuit	N/A
PX75M450			166143 CenturyTel 281-416-9930, 281-416-9790	N/A	12/10/2019	IFEC Closer	POTS	IFEC Issue	AT&T	N/A	N/A - AT&T Circuit	N/A
17653863			166176 CenturyTel DS1NT-22529808 01, DS1NT-22529808 01	N/A	12/11/2019	IFEC Closer	Ethernet	IFEC Issue	CLink	N/A	N/A - Wholesale product	N/A
1.32E+08			166392 CenturyTel N/A - CLink Ethernet	N/A	12/31/2019	New		IFEC Issue	CLink	N/A	N/A - Wholesale product	N/A
1.32E+08			166510 CenturyTel N/A - CLink Ethernet	####	12/12/2019	New	ADSL		CLink	N/A	N/A - Wholesale product	N/A
1.32E+08			166547 CenturyTel N/A - CLink Ethernet	####	12/19/2019	New		IFEC Issue	CLink	N/A	N/A - Wholesale product	N/A
1.32E+08			166506 CenturyTel N/A - CLink Ethernet	####	12/19/2019	Open	ADSL	IFEC Issue	CLink	N/A	N/A - Wholesale product	N/A
1.32E+08			166835 CenturyTel N/A - CLink Ethernet	####	12/24/2019	Open	ADSL	IFEC Issue	CLink	N/A	N/A - Wholesale product	N/A
1.32E+08			164196 CenturyTel N/A - CLink Ethernet	####	12/31/2019	New		IFEC Issue	CLink	N/A	N/A - Wholesale product	N/A
LC115997			166325 CenturyTel 27.HCF5.405511.CTMO	N/A	12/6/2019	Open	IT	IFEC Issue	CTel		Tech is @ CO. Bad notes. Insufficient info Channelized T1	
LC121755			166833 CenturyTel 48.HCF5.323595..CTSC	N/A	12/27/2019	Open	IT		CTel		Appears Came Bad notes. Insufficient info Channelized T1	
3063153			166318 CenturyTel 77.LXXU.899392..CTMO	N/A	12/16/2019	IFEC Closer	ADSL	IFEC Issue	CTel		Notes: Cable Bad notes. Insufficient info DSL Loop 7-12Mbps/1Mbps	
5725849			165956 CenturyTel 77.LXXU.901225..CTMO	N/A	12/5/2019	New	ADSL	IFEC Issue	CTel		CLink contract Bad notes. Insufficient info DSL Loop 7-12Mbps/1Mbps	
6576780			166900 CenturyTel 77.LXXU.991444..CTMO	N/A	12/30/2019	IFEC Closer	ADSL	IFEC Issue	CTel		socket ticket h Bad notes. Insufficient info DSL Loop 7-12Mbps/1Mbps	
3183216			166101 CenturyTel 77.LXXU.902428..CTMO	N/A	12/6/2019	IFEC Closer	ADSL	IFEC Issue	CTel		[none] Bad notes. Insufficient info DSL Loop 13-25Mbps/1Mbps	
7100917			166520 CenturyTel 77.LXXU.902594..CTMO	N/A	12/23/2019	IFEC Closer	ADSL	IFEC Issue	CTel		Notes: Tech ck Bad notes. Insufficient info DSL Loop 26-50Mbps/2Mbps	
1476849			166340 CenturyTel 26.CLMAB/H24N179/CTMO	N/A	12/7/2019	IFEC Closer	ADSL	IFEC Issue	CTel		Verified servin Clink closed, no trouble fo DSL Loop w/voice 2-6Mbps/512-768kbs	
LC121540			166833 CenturyTel 48.HCF5.323595..CTSC	N/A	12/24/2019	IFEC Closer	T1		CTel		They seen goo Clink closed, no trouble fo Channelized T1	
9950140			166621 CenturyTel 77.LXXU.824459..CTMO	####	12/19/2019	IFEC Closer	ADSL	IFEC Issue	CTel		getting 45 volt Clink closed, no trouble fo DSL Loop 10Mbps/1Mbps w/voice	
7057311			166578 CenturyTel 77.LXXU.830171..CTMO	N/A	12/17/2019	IFEC Closer	ADSL	IFEC Issue	CTel		Notes: Service Clink closed, no trouble fo DSL Loop up to 12Mbps/1Mbps	
7297367			166835 CenturyTel 77.LXXU.840052..CTMO	N/A	12/18/2019	IFEC Closer	ADSL	IFEC Issue	CTel		Notes: Good w Clink closed, no trouble fo DSL Loop w/voice 7-12Mbps/1Mbps	
947824			167001 CenturyTel 77.LXXU.846761..CTMO	N/A	12/31/2019	IFEC Closer	ADSL	IFEC Issue	CTel		Notes: Buried Clink closed, no trouble fo DSL Loop 7-12Mbps/1Mbps	
625595			166720 CenturyTel 77.LXXU.1490012..CTMO	N/A	12/20/2019	IFEC Closer	ADSL	IFEC Issue	CTel		no trouble fou Clink closed, no trouble fo DSL Loop 2-6Mbps/512-768kbs	
3889394			166890 CenturyTel 77.LXXU.851671..CTMO	N/A	12/9/2019	IFEC Closer	ADSL	IFEC Issue	CTel		Good to the N Clink closed, no trouble fo DSL Loop 2-6Mbps/512-768kbs	
904160			166724 CenturyTel 77.LXXU.855173..CTMO	N/A	12/20/2019	IFEC Closer	ADSL	IFEC Issue	CTel		good to N Clink closed, no trouble fo DSL Loop 3Mbps/25kbs	
528062			166735 CenturyTel 77.LXXU.884321..CTMO	N/A	12/20/2019	IFEC Closer	ADSL	IFEC Issue	CTel		no trouble fou Clink closed, no trouble fo DSL Loop 2-6Mbps/512-768kbs	
1101657			166576 CenturyTel 77.LXXU.887667..CTMO	N/A	12/26/2019	New	x-DSL	IFEC Issue	CTel		Tech reported Clink closed, no trouble fo DSL Loop w/voice 2-6Mbps/512-768kbs	
1811032			166494 CenturyTel 77.LXXU.892703..CTMO	N/A	12/13/2019	IFEC Closer	ADSL	IFEC Issue	CTel		Notes: Good to Clink closed, no trouble fo DSL Loop 13-25Mbps/1Mbps	
27299			166775 CenturyTel 77.LXXU.896317..CTMO	N/A	12/21/2019	IFEC Closer	ADSL	IFEC Issue	CTel		Notes: Socket Clink closed, no trouble fo DSL Loop 13-25Mbps/1Mbps	
6319671			166409 CenturyTel 77.LXXU.898579..CTMO	N/A	12/11/2019	Closed	ADSL	IFEC Issue	CTel		good to the de Clink closed, no trouble fo DSL Loop 13-25Mbps/1Mbps	
2719440			166093 CenturyTel 77.LXXU.898662..CTMO	N/A	12/3/2019	IFEC Closer	ADSL	IFEC Issue	CTel		Notes: test poi Clink closed, no trouble fo DSL Loop 7-12Mbps/1Mbps	
3221857			166093 CenturyTel 77.LXXU.898662..CTMO	N/A	12/8/2019	Closed	ADSL	IFEC Issue	CTel		Stated the volt Clink closed, no trouble fo DSL Loop 7-12Mbps/1Mbps	
4347754			166406 CenturyTel 77.LXXU.898780..CTMO	N/A	12/3/2019	IFEC Closer	ADSL	IFEC Issue	CTel		Good to the N Clink closed, no trouble fo DSL Loop 2-6Mbps/512-768kbs	
4474485			165937 CenturyTel 77.LXXU.901625..CTMO	N/A	12/2/2019	IFEC Closer	ADSL	IFEC Issue	CTel		Notes: tested Clink closed, no trouble fo DSL Loop 2-6Mbps/512-768kbs w/voice	
6545453			165937 CenturyTel 77.LXXU.901625..CTMO	N/A	12/3/2019	IFEC Closer	ADSL	Socket Issue	CTel		Nothing wrong Clink closed, no trouble fo DSL Loop 2-6Mbps/512-768kbs w/voice	
611408			166444 CenturyTel 77.LXXU.901945..CTMO	N/A	12/11/2019	IFEC Closer	ADSL	IFEC Issue	CTel		Notes: Getting Clink closed, no trouble fo DSL Loop 13-25Mbps/1Mbps	
115395			166079 CenturyTel 77.LXXU.902359..CTMO	N/A	12/5/2019	IFEC Closer	ADSL	IFEC Issue	CTel		Notes: Good to Clink closed, no trouble fo DSL Loop 13-25Mbps/1Mbps	
3268958			166313 CenturyTel 77.LXXU.902518..CTMO	N/A	12/25/2019	IFEC Closer	ADSL	IFEC Issue	CTel		Notes: Noise Clink closed, no trouble fo DSL Loop 7-12Mbps/1Mbps	
1.32E+08			166295 CenturyTel 77.LXXU.902534..CTMO	N/A	12/9/2019	Closed	ADSL	IFEC Issue	CTel		Unable to put Clink closed, no trouble fo DSL Loop w/voice 2-6Mbps/512-768kbs	
737849			166773 CenturyTel 77.LXXU.902630..CTMO	N/A	12/21/2019	IFEC Closer	ADSL	IFEC Issue	CTel		Notes: No volt Clink closed, no trouble fo DSL Loop 2-6Mbps/512-768kbs	
LC121557			165384 CenturyTel 77.HHXX/192914/CTMO	N/A	12/24/2019	IFEC Closer	T1	IFEC Issue	CTel		LEC FST not so Clink closed, no trouble fo Channelized T1	
LC121804			166494 CenturyTel 77.HHXX/247529/CTMO	N/A	12/28/2019	IFEC Closer	T1	IFEC Issue	CTel		IB Clink lit: TM Clink closed, no trouble fo Channelized T1	
LC121424			166789 CenturyTel 83/HCF5/230486/CTMO	N/A	12/22/2019	IFEC Closer	T1	IFEC Issue	CTel		nif, tech tar ok Clink closed, no trouble fo Channelized T1	
LC121374			166597 CenturyTel 83/HCF5/230487/CTMO	N/A	12/22/2019	IFEC Closer	T1	IFEC Issue	CTel		nif, tech tar ok Clink closed, no trouble fo Channelized T1	
LC120858			166595 CenturyTel 83/HCF5/236115/CTMO	N/A	12/16/2019	Open	IT	IFEC Issue	CTel		Test Clean to Clink closed, no trouble fo Channelized T1	
LC120857			166596 CenturyTel 83/HCF5/236785/CTMO	N/A	12/16/2019	Open	IT	IFEC Issue	CTel		Tested Clean to Clink closed, no trouble fo Channelized T1	
LC121472			166517 CenturyTel 83/HCF5/236794/CTMO	N/A	12/21/2019	Closed	T1	IFEC Issue	CTel		Avs to NU tes Clink closed, no trouble fo Channelized T1	
4147793			166248 CenturyTel KET/12102	N/A	12/5/2019	IFEC Closer	ADSL	IFEC Issue	CTel		Notes: Good w Clink closed, no trouble fo DSL Loop 1 Mbps/512kbs	
1.32E+08			166427 CenturyTel KLI/12102	N/A	12/10/2019	Open	x-DSL	IFEC Issue	CTel		Line ID's with Clink closed, no trouble fo DSL Loop 10Mbps/1Mbps w/voice	
LC119561			165384 CenturyTel 77.HHXX/192914/CTMO	N/A	12/2/2019	IFEC Closer	T1	IFEC Issue	CTel		Ran 1 hour tes Clink closed, no trouble fo Channelized T1	
7800706			166446 CenturyTel 83/625-0856	N/A	12/4/2019	Open	POTS	IFEC Issue	CTel		Good to the al Clink closed, no trouble fo Resold POTS	
3214717			166113 CenturyTel 77.LXXU.902518..CTMO	N/A	12/6/2019	IFEC Closer	ADSL	IFEC Issue	CTel		Notes: Socket Clink closed, no trouble fo DSL Loop 7-12Mbps/1Mbps	
3205217			166340 CenturyTel 77.LXXU.902537..CTMO	N/A	12/6/2019	IFEC Closer	ADSL	IFEC Issue	CTel		Notes: Service Clink closed, no trouble fo DSL Loop 7-12Mbps/1Mbps	
LC120859			166594 CenturyTel 83/HCF5/236782/CTMO	N/A	12/16/2019	Open		IFEC Issue	CTel		Tested clean to Clink closed, no trouble fo Channelized T1	

7838334	166750	CenturyTel 77.LXXU.902677..CTMO	N/A	12/20/2019	ILEC Closer ADSL	ILEC Issue	CTel	45 v @ NID, ev Clink closed, no trouble for DSL Loop 2-6Mbps/512-768kpbs
7838334	166750	CenturyTel 77.LXXU.902677..CTMO	N/A	12/20/2019	ILEC Closer ADSL	ILEC Issue	CTel	Cx does not ha Clink closed, no trouble for DSL Loop 2-6Mbps/512-768kpbs
7713178	166643	CenturyTel 77.LXXU.902607..CTMO	N/A	12/17/2019	ILEC Closer ADSL	ILEC Issue	CTel	was not deliver Clink delivered the circuit. DSL Loop 2-6Mbps/512-768kpbs
8325711	166067	CenturyTel 77.LXXU.902251..CTMO	N/A	12/5/2019	ILEC Closer ADSL	ILEC Issue	CTel	Good to the NID Clink had wired to the wrd DSL Loop 13-25Mbps/1Mbps
8081516	166221	CenturyTel 77.LXXU.902367..CTMO	N/A	12/4/2019	ILEC Closer ADSL	ILEC Issue	CTel	Got on pair 33 Clink had wired to the wrd DSL Loop 2-6Mbps/512-768kpbs
9194226	166242	CenturyTel 77.LXXU.902486..CTMO	N/A	12/5/2019	ILEC Closer ADSL	ILEC Issue	CTel	Jumper was no Clink had wired to the wrd DSL Loop 7-12Mbps/1Mbps
2778953	166279	CenturyTel 77.LXXU.902500..CTMO	N/A	12/5/2019	ILEC Closer ADSL	ILEC Issue	CTel	Called Socket, Clink had wired to the wrd DSL Loop 2-6Mbps/512-768kpbs
5168759	166545	CenturyTel 77.LXXU.902600..CTMO	N/A	12/13/2019	ILEC Closer ADSL	ILEC Issue	CTel	Notes: Pair wr Clink had wired to the wrd DSL Loop 20-40Mbps/1Mbps
2065295	166993	CenturyTel 77.LXXU.902649..CTMO	N/A	12/30/2019	ILEC Closer ADSL	ILEC Issue	CTel	contractor inst Clink had wired to the wrd DSL Loop 13-25Mbps/1Mbps
9168716	166364	CenturyTel 77.LXXU.902585..CTMO	N/A	12/13/2019	ILEC Closer ADSL	ILEC Issue	CTel	Notes: No d/t v Clink had wired to the wrd DSL Loop 7-12Mbps/1Mbps
1065441	166549	CenturyTel 77.LXXU.902585..CTMO	N/A	12/13/2019	ILEC Closer ADSL	ILEC Issue	CTel	restored voltag Clink had wired to the wrd DSL Loop 7-12Mbps/1Mbps
8574532	166750	CenturyTel 77.LXXU.902625..CTMO	N/A	12/20/2019	ILEC Closer ADSL	ILEC Issue	CTel	Notes: Had to j Clink had wired to the wrd DSL Loop 2-6Mbps/512-768kpbs
16121550	166789	CenturyTel 83/HCF5/230186/CTMO	N/A	12/24/2019	ILEC Closed	ILEC Issue	CTel	Technician rep Clink had wired to the wrd Channelized T1
5873449	166119	CenturyTel 77.LXXU.902568..CTMO	N/A	12/11/2019	Closed	ILEC Issue	CTel	no buzz, dec. Clink has incomprehensible DSL Loop w/voice 2-6Mbps/512-768kpbs
4287265	166340	CenturyTel 26/CLMAB/H24N179/CTMO	N/A	12/11/2019	Closed	ILEC Issue	CTel	had to reconstr Clink installed missing jum DSL Loop w/voice 2-6Mbps/512-768kpbs
1824415	167021	CenturyTel 77.LXXU.838681..CTMO	N/A	12/15/2019	ILEC Closer ADSL	ILEC Issue	CTel	Notes: Missing Clink installed missing jum DSL Loop w/voice 2-6Mbps/512-768kpbs
591515	165081	CenturyTel 77.LXXU.890895..CTMO	N/A	12/3/2019	ILEC Closer ADSL	ILEC Issue	CTel	Loose Jumper. Clink installed missing jum DSL Loop w/voice 2-6Mbps/512-768kpbs
4001238	166726	CenturyTel 77.LXXU.890896..CTMO	N/A	12/20/2019	ILEC Closer ADSL	ILEC Issue	CTel	Jumper was cu Clink installed missing jum DSL Loop 2-6Mbps/512-768kpbs
4451045	166518	CenturyTel 77.LXXU.897567..CTMO	N/A	12/30/2019	ILEC Closer ADSL	ILEC Issue	CTel	jumper was pu Clink installed missing jum DSL Loop 2-6Mbps/512-768kpbs
5801946	166472	CenturyTel 77.LXXU.898371..CTMO	N/A	12/10/2019	ILEC Closer ADSL	ILEC Issue	CTel	Replaced a mi Clink installed missing jum DSL Loop 2-6Mbps/512-768kpbs
4147021	166263	CenturyTel 77.LXXU.900129..CTMO	N/A	12/5/2019	ILEC Closer ADSL	ILEC Issue	CTel	Went to Clink installed missing jum DSL Loop 2-6Mbps/512-768kpbs
9877063	166590	CenturyTel 77.LXXU.901591..CTMO	N/A	12/28/2019	ILEC Closer ADSL	ILEC Issue	CTel	Notes: Jumper v Clink installed missing jum DSL Loop 7-12Mbps/1Mbps
3118610	166319	CenturyTel 77.LXXU.901875..CTMO	N/A	12/6/2019	ILEC Closer ADSL	ILEC Issue	CTel	Notes: Jumper Clink installed missing jum DSL Loop 15-25Mbps/1Mbps
5857438	166221	CenturyTel 77.LXXU.902567..CTMO	N/A	12/4/2019	ILEC Closer ADSL	ILEC Issue	CTel	Notes: Service Clink installed missing jum DSL Loop 2-6Mbps/512-768kpbs
1395985	166205	CenturyTel 77.LXXU.902420..CTMO	N/A	7/14/2019	ILEC Closer ADSL	ILEC Issue	CTel	Missing Jumper Clink installed missing jum DSL Loop 7-12Mbps/1Mbps
4884438	166393	CenturyTel 77.LXXU.902497..CTMO	N/A	12/9/2019	ILEC Closer ADSL	ILEC Issue	CTel	Jumper pulled Clink installed missing jum DSL Loop 7-12Mbps/1Mbps
9215560	166315	CenturyTel 77.LXXU.902498..CTMO	N/A	12/10/2019	ILEC Closer ADSL	ILEC Issue	CTel	Ran jumper @ Clink installed missing jum DSL Loop 13-25Mbps/1Mbps
3273397	166580	CenturyTel 77.LXXU.902504..CTMO	N/A	12/27/2019	ILEC Closer ADSL	ILEC Issue	CTel	no jumper. gav Clink installed missing jum DSL Loop 2-6Mbps/512-768kpbs
7180135	166577	CenturyTel 77.LXXU.902503..CTMO	N/A	12/16/2019	ILEC Closer ADSL	ILEC Issue	CTel	Notes: Jumper Clink installed missing jum DSL Loop 2-6Mbps/512-768kpbs
4458399	166886	CenturyTel 77.LXXU.902683..CTMO	N/A	12/26/2019	ILEC Closer ADSL	ILEC Issue	CTel	Notes: Found a Clink installed missing jum DSL Loop 13-25Mbps/1Mbps
7000725	166532	CenturyTel 77.LXXU.998709..CTMO	N/A	12/13/2019	ILEC Closer ADSL	ILEC Issue	CTel	Notes: Replace Clink installed missing jum DSL Loop 6Mbps/512Mbps w/voice
9850463	166088	CenturyTel 77.LXXU.897553..CTMO	N/A	12/2/2019	ILEC Closer ADSL	ILEC Issue	CTel	Jumper @ x bc Clink installed missing jum DSL Loop 13-25Mbps/1Mbps
131E408	166851	CenturyTel 578-256-3450	###	7/7/2019	ILEC Closer POT5	ILEC Issue	CTel	HLS repair, No Clink installed missing jum Resold POT5
9688393	166315	CenturyTel 77.LXXU.902498..CTMO	N/A	7/7/2019	ILEC Closer ADSL	ILEC Issue	CTel	Notes: Nothing Clink installed missing jum DSL Loop 13-25Mbps/1Mbps
5556313	166349	CenturyTel 77.LXXU.902512..CTMO	N/A	12/10/2019	ILEC Closer ADSL	ILEC Issue	CTel	Replaced miss Clink installed missing jum DSL Loop 7-12Mbps/1Mbps
2415881	166520	CenturyTel 77.LXXU.902504..CTMO	N/A	12/13/2019	ILEC Closer ADSL	ILEC Issue	CTel	good from Soc Clink installed missing jum DSL Loop 26-50Mbps/2Mbps
888010	166711	CenturyTel 77.LXXU.887330..CTMO	N/A	12/30/2019	ILEC Closer ADSL	ILEC Issue	CTel	jumper @ XBO Clink installed missing jum DSL Loop 13-25Mbps/1Mbps
6717147	166070	CenturyTel 77.LXXU.902359..CTMO	N/A	12/4/2019	ILEC Closer ADSL	ILEC Issue	CTel	New jumpers v Clink ran a new jumper. DSL Loop 13-25Mbps/1Mbps
7818064	166313	CenturyTel 77.LXXU.902518..CTMO	N/A	12/12/2019	ILEC Closer ADSL	ILEC Issue	CTel	Notes: Giving v Clink ran a new jumper. DSL Loop 7-12Mbps/1Mbps
6975631	166239	CenturyTel 77.LXXU.999508..CTMO	N/A	12/6/2019	Closed	ILEC Issue	CTel	Jumper was bc Clink ran a new jumper. DSL Loop 2-6Mbps/512-768kpbs
9915183	166888	CenturyTel 26/CLMAB/H24N179/CTMO	N/A	12/7/2019	ILEC Closer ADSL	ILEC Issue	CTel	Notes: Bad line Clink repaired cable. DSL Loop w/voice 2-6Mbps/512-768kpbs
2214266	166110	CenturyTel 26/CLMAB/H24N295/CTMO	N/A	7/7/2019	ILEC Closer ADSL	ILEC Issue	CTel	Service good v Clink repaired cable. DSL Loop 7-12Mbps/1Mbps
16120946	166640	CenturyTel 77.HCF5.410416..CTMO	N/A	7/7/2019	ILEC Closer T1	ILEC Issue	CTel	open cable pair Clink repaired cable. Channelized 11
1574095	166903	CenturyTel 77.LXXU.902772..CTMO	N/A	12/28/2019	ILEC Closer ADSL	ILEC Issue	CTel	Notes: Repaired Clink repaired cable. DSL Loop w/voice 2-6Mbps/512-768kpbs
5115399	166174	CenturyTel 77.LXXU.833379..CTMO	N/A	12/3/2019	Closed	ILEC Issue	CTel	Issue at the cnc Clink repaired cable. DSL Loop 2-6Mbps/512-768kpbs
8854025	166174	CenturyTel 77.LXXU.833379..CTMO	N/A	12/3/2019	ILEC Closer ADSL	ILEC Issue	CTel	Cable pair high Clink repaired cable. DSL Loop 2-6Mbps/512-768kpbs
1400554	166948	CenturyTel 77.LXXU.894576..CTMO	N/A	12/28/2019	ILEC Closer ADSL	ILEC Issue	CTel	Notes: Pair wa Clink repaired cable. DSL Loop 13-25Mbps/1Mbps
5946912	167030	CenturyTel 77.LXXU.896568..CTMO	N/A	12/31/2019	Closed	ILEC Issue	CTel	Aerial cable wr Clink repaired cable. DSL Loop 2-6Mbps/512-768kpbs
7287611	166088	CenturyTel 77.LXXU.897353..CTMO	N/A	12/5/2019	ILEC Closer ADSL	ILEC Issue	CTel	Trouble @ son Clink repaired cable. DSL Loop 13-25Mbps/1Mbps
1043389	166093	CenturyTel 77.LXXU.894652..CTMO	N/A	12/1/2019	ILEC Closer ADSL	ILEC Issue	CTel	Notes: Squirrel Clink repaired cable. DSL Loop 7-12Mbps/1Mbps
5550217	166288	CenturyTel 77.LXXU.899098..CTMO	N/A	7/7/2019	ILEC Closer ADSL	ILEC Issue	CTel	Notes: Found v Clink repaired cable. DSL Loop 7-12Mbps/1Mbps
8890015	166526	CenturyTel 77.LXXU.899773..CTMO	N/A	7/13/2019	ILEC Closer ADSL	ILEC Issue	CTel	Notes: Cx was v Clink repaired cable. DSL Loop 13-25Mbps/1Mbps
716917	166889	CenturyTel 77.LXXU.894911..CTMO	N/A	12/27/2019	ILEC Closer ADSL	ILEC Issue	CTel	Notes: Cx not v Clink repaired cable. DSL Loop 7-12Mbps/1Mbps
4801141	166950	CenturyTel 77.LXXU.901594..CTMO	N/A	12/31/2019	ILEC Closer ADSL	ILEC Issue	CTel	Notes: Found v Clink repaired cable. DSL Loop 7-12Mbps/1Mbps
1137476	166161	CenturyTel 77.LXXU.901594..CTMO	N/A	12/3/2019	ILEC Closer ADSL	ILEC Issue	CTel	Service line wa Clink repaired cable. DSL Loop 13-25Mbps/1Mbps
4381164	166183	CenturyTel 77.LXXU.902506..CTMO	N/A	12/3/2019	ILEC Closer ADSL	ILEC Issue	CTel	Fixed short on Clink repaired cable. DSL Loop 2-6Mbps/512-768kpbs

Sort II

Sort II

1386100	166505	CenturyTel 77.LXXU.902569..CTMO	N/A	12/10/2019	ILEC Closec ADSL	ILEC Issue	Ctel	Replaced a/c Link repaired cable.	DSL Loop 7-12Mbps/1Mbps
LC120559	166517	CenturyTel 83/HCF5/236115//CTMO	N/A	12/24/2019	ILEC Closec ADSL	ILEC Issue	Ctel	Notes: Tip was CLink repaired cable.	DSL Loop 2-6Mbps/512-768kbps
LC120561	166517	CenturyTel 83/HCF5/236782//CTMO	N/A	12/12/2019	ILEC Closec T1	ILEC Issue	Ctel	Repaired fl cal CLink repaired cable.	Channelized T1
LC120560	166517	CenturyTel 83/HCF5/236785//CTMO	N/A	12/12/2019	ILEC Closec T1	ILEC Issue	Ctel	Repaired bad c CLink repaired cable.	Channelized T1
LC120562	166517	CenturyTel 83/HCF5/236794//CTMO	N/A	12/12/2019	ILEC Closec T1	ILEC Issue	Ctel	Repaired bad c CLink repaired cable.	Channelized T1
LC120845	166517	CenturyTel 83/HCF5/236794//CTMO	N/A	12/12/2019	ILEC Closec T1	ILEC Issue	Ctel	Repaired bad c CLink repaired cable.	Channelized T1
LC121060	166517	CenturyTel 83/HCF5/236794//CTMO	N/A	12/18/2019	ILEC Closec T1	ILEC Issue	Ctel	Ice Storm Caus CLink repaired cable.	Channelized T1
LC121841	166517	CenturyTel 83/HCF5/236794//CTMO	N/A	12/28/2019	ILEC Closec T1	ILEC Issue	Ctel	Technician Lou CLink repaired cable.	Channelized T1
166746	166746	CenturyTel 77.LXXU.902502..CTMO	N/A	12/20/2019	ILEC Closec ADSL	ILEC Issue	Ctel	Made Repairs: CLink repaired cable.	DSL Loop 7-12Mbps/1Mbps
7654833	166576	CenturyTel 77.LXXU.887657..CTMO	N/A	12/20/2019	ILEC Closec ADSL	ILEC Issue	Ctel	splined error: CLink repaired cable.	DSL Loop w/Voice 2-6Mbps/512-768kbps
5461848	166740	CenturyTel 77.LXXU.902628..CTMO	N/A	12/20/2019	ILEC Closec ADSL	ILEC Issue	Ctel	replaced half r CLink replaced a module.	DSL Loop 2-6Mbps/512-768kbps
LC119622	166584	CenturyTel 77.UHXX/199914//CTMO	N/A	12/23/2019	ILEC Closec T1	ILEC Issue	Ctel	Replaced bad r CLink replaced a module.	Channelized T1
LC120860	166597	CenturyTel 83/HCF5/230497//CTMO	N/A	12/16/2019	ILEC Closec T1	ILEC Issue	Ctel	changed C-car CLink replaced a network c	Channelized T1
LC119662	166206	CenturyTel 27.HCF5.408532..CTMO	N/A	12/3/2019	Closed	HDSL	ILEC Issue	IB Maria Status: CLink replaced a network c	Channelized T1
LC121539	166540	CenturyTel 27.HCF5.431616..CTMO	N/A	12/24/2019	Closed	T1	ILEC Issue	RFO details: te CLink swapped pairs.	Channelized T1
7268391	166624	CenturyTel 77.LXXU.874469..CTMO	###	12/23/2019	Open	x-DSL	ILEC Issue	replaced T1 cal CLink swapped pairs.	Channelized T1
1222545	166748	CenturyTel 77.LXXU.833579..CTMO	N/A	12/5/2019	ILEC Closec ADSL	ILEC Issue	Ctel	Moved them t CLink swapped pairs.	DSL Loop 10Mbps/1Mbps w/Voice
7611406	166525	CenturyTel 77.LXXU.855173..CTMO	N/A	12/14/2019	ILEC Closec ADSL	ILEC Issue	Ctel	Cut @ 154 ft a CLink swapped pairs.	DSL Loop 2-6Mbps/512-768kbps
3347027	166424	CenturyTel 77.LXXU.900753..CTMO	N/A	12/10/2019	ILEC Closec ADSL	ILEC Issue	Ctel	Notes: Replace CLink swapped pairs.	DSL Loop 3Mbps/256kbps
7136524	165958	CenturyTel 77.LXXU.901755..CTMO	N/A	12/7/2019	ILEC Closec ADSL	ILEC Issue	Ctel	Ran a new cab CLink swapped pairs.	DSL Loop 2-6Mbps/512-768kbps
8801530	166079	CenturyTel 77.LXXU.902859..CTMO	N/A	12/11/2019	Closed	ADSL	ILEC Issue	No sync @ dm CLink swapped pairs.	DSL Loop 7-12Mbps/1Mbps
4040065	166414	CenturyTel 77.LXXU.902564..CTMO	N/A	12/10/2019	ILEC Closec ADSL	ILEC Issue	Ctel	Toned a new ll CLink swapped pairs.	DSL Loop 13-25Mbps/1Mbps
4143580	166895	CenturyTel 77.LXXU.902662..CTMO	N/A	12/27/2019	ILEC Closec ADSL	ILEC Issue	Ctel	Replaced cable CLink swapped pairs.	DSL Loop 11-25Mbps/1Mbps
9722314	166624	CenturyTel 77.LXXU.874469..CTMO	###	12/20/2019	Closed	ADSL	ILEC Issue	Notes: There a CLink swapped pairs.	DSL Loop 2-6Mbps/512-768kbps
	166948	CenturyTel 77.LXXU.894576..CTMO	N/A	12/28/2019	New		Ctel	N/A	N/A - Bad Ticket
	166410	CenturyTel 77.LXXU.996565..CTMO	N/A	12/31/2019	New		Ctel	N/A	N/A - Bad Ticket
	166335	CenturyTel 77.LXXU.900095..CTMO	N/A	12/7/2019	New		Ctel	N/A	N/A - Bad Ticket
758579	166304	CenturyTel 417-799-2296	###	12/6/2019	New		Ctel	N/A	N/A - Bad Ticket
6821837	166030	CenturyTel 77.LXXU.897364..CTMO	N/A	12/2/2019	New	x-DSL	ILEC Issue	N/A	N/A - LD Issue
379270	166221	CenturyTel 77.LXXU.902367..CTMO	N/A	12/11/2019	New	ADSL	ILEC Issue	[none]	No follow-up on ticket. Ins DSL Loop 7-12Mbps/1Mbps
7914808	166773	CenturyTel 77.LXXU.902618..CTMO	N/A	12/24/2019	Open	ADSL	ILEC Issue	[none]	No follow-up on ticket. Ins DSL Loop 2-6Mbps/512-768kbps
2064448	166749	CenturyTel 77.LXXU.902629..CTMO	N/A	12/23/2019	New	ADSL	ILEC Issue	[none]	No follow-up on ticket. Ins DSL Loop 2-6Mbps/512-768kbps
5536726	165851	CenturyTel 571-441-0918	###	12/2/2019	Open	POTS	ILEC Issue	[none]	No follow-up on ticket. Ins DSL Loop 2-6Mbps/512-768kbps
2586641	166087	CenturyTel 77.LXXU.902434..CTMO	N/A	12/1/2019	Open	x-DSL	ILEC Issue	[none]	No follow-up on ticket. Ins DSL Loop 20Mbps/2Mbps
	166487	CenturyTel 77.LXXU.838881..CTMO	N/A	12/12/2019	ILEC Closec ADSL	ILEC Issue	Ctel	Notes: Line was No ILEC Ticket fr. Unable to DSL Loop w/Voice 2-6Mbps/512-768kbps	
LC119902	166293	CenturyTel 48.HCFD.343355..UDMO	###	12/5/2019	Closed	T1	ILEC Issue	[none]	No ILEC Ticket fr. Unable to DSL Loop w/Voice 7-12Mbps/1Mbps
LC121145	166699	CenturyTel 48.HCFD.344470..UDMO	N/A	12/19/2019	Closed	T1	ILEC Issue	Tech called in r CLink closed, no trouble to N/A	
8143324	166261	CenturyTel 77.LXXU.895611..UDMO	N/A	12/11/2019	ILEC Closec ADSL	ILEC Issue	Embarq	Reporting that CLink closed, no trouble to N/A	
2268964	166258	CenturyTel 77.LXXU.902553..UDMO	N/A	12/6/2019	ILEC Closec ADSL	ILEC Issue	Embarq	Jumper was re CLink installed missing jum N/A	
LC120877	166619	CenturyTel 48.HCFD.344470..UDMO	N/A	12/16/2019	Open	T1	ILEC Issue	Ticket Close 12 CLink installed missing jum N/A	
LC119783	166195	CenturyTel 48.HCFD.344470..UDMO	N/A	12/4/2019	Closed	T1	ILEC Issue	They cleared a CLink repaired cable. N/A	
								Root cause : re CLink replaced a network c N/A	

Work:

130040P	160032 CenturyTel N/A - 307544 CTMAG	N/A	1/17/2019 1:30 CDS AGS	REC/Steve Ciel	Notes: Tech denied 1100. Processing equipment. Generated 2004. No diff from prior. Instructed online review from Red means. In sufficient information.	Discrep 16-0140/41/42/43
130040P	160044 CenturyTel 1/13/2019 1:30 CDS AGS	N/A	1/17/2019 1:30 CDS AGS	REC/Steve Ciel	C. do not require WD - removed for match to contact 501.2. Altered Unit 1 and Unit 2 are N/A.	Discrep 7-12/40/41/42/43
130115G	160073 CenturyTel N/A - 160121/160124/160125	N/A	1/17/2019 1:30 CDS AGS	REC/Steve Ciel	Additional response in dial has required the 5 cable 1677 was routed to REC.	Discrep 7-12/40/41/42/43
130210G	160032 CenturyTel N/A - CDS/Charmel	****	1/17/2019 Open	N/A	Discrep 16-0140/41/42/43	Discrep 7-12/40/41/42/43
130210G	160136 CenturyTel N/A - CDS/Charmel	****	1/17/2019 New	REC/Steve Ciel	N/A - Wholesale product	Discrep 7-12/40/41/42/43

Sort Unity

ILEC Ticket	Trouble Ticket	ILEC	ILEC Circuit DSL #	Date Open	Date Closed	Date Updated	Opened By	Closed By	Opened With	Closed With	Status	Service Type	Fault
167030	167030	CenturyTel	77.LXXU.85 N/A	1/2/2020	1/8/2020		Chris Griffith	David Blake Kelsey	Shannon		Closed	ADSL	ILEC Issue
	167030	CenturyTel	77.LXXU.85 N/A	0000-00-00	0000-00-00		Chris Griffith				New		
	166953	CenturyTel	41.LXFP.23 N/A	0000-00-00	0000-00-00		Cassiopeia Storm-Pierce				New		
1824415	167021	CenturyTel	77.LXXU.85 N/A	1/2/2020	1/2/2020		Cassiopeia Chris Griffith Heidi		Volanda		ILEC Closec ADSL		ILEC Issue
1.32E+08	164196	CenturyTel	5.73E+09	0000-00-00	0000-00-00		Brandon Sjoblom Amber				New		
947824	167001	CenturyTel	77.LXXU.84 N/A	1/2/2020	1/2/2020		David Blake Chris Griffith Cory		Volanda		ILEC Closec ADSL		ILEC Issue
4901141	166950	CenturyTel	77.LXXU.9C N/A	1/2/2020	1/2/2020		David Blake Chris Griffith Cory		Michael		ILEC Closec ADSL		ILEC Issue
2065296	166993	CenturyTel	77.LXXU.9C N/A	1/1/2018	1/1/2018		David Blake Cassiopeia William		Heidi		ILEC Closec ADSL		ILEC Issue
6578780	166966	CenturyTel	77.LXXU.95 N/A	1/1/2018	1/1/2018		David Blake Cassiopeia Michael		Heidi		ILEC Closec ADSL		ILEC Issue
4491045	166918	CenturyTel	77.LXXU.85 N/A	1/1/2018	1/1/2018		David Blake Cassiopeia Michael		Heidi		ILEC Closec ADSL		ILEC Issue
9872053	166950	CenturyTel	77.LXXU.9C N/A	1/1/2018	1/1/2018		Cassiopeia Chris Griffith Heidi		Kelsey		ILEC Closec ADSL		ILEC Issue
7297367	166896	CenturyTel	77.LXXU.84 N/A	1/1/2018	1/1/2018		Cassiopeia Chris Griffith Heidi		Kelsey		ILEC Closec ADSL		ILEC Issue
1900654	166948	CenturyTel	77.LXXU.85 N/A	1/1/2018	1/1/2018		Cassiopeia Chris Griffith Heidi		Kelsey		ILEC Closec ADSL		ILEC Issue
	166948	CenturyTel	77.LXXU.85 N/A	0000-00-00	0000-00-00		Cassiopeia Storm-Pierce				New		
1574095	166903	CenturyTel	77.LXXU.82 N/A	1/1/2018	1/1/2018		Cassiopeia Chris Griffith Heidi		Kelsey		ILEC Closec ADSL		ILEC Issue
LC121884	166959	CenturyTel	77/UHXX/2 N/A	1/9/2020	1/9/2020		Jonathan S Adam Simmons				ILEC Closec T1		ILEC Issue
LC121843	166517	CenturyTel	83/HCF5/2 N/A	1/9/2020	1/9/2020		Jonathan S Michael At Mark				ILEC Closec T1		ILEC Issue
3275397	166520	CenturyTel	77.LXXU.9C N/A	1/1/2018	1/1/2018		Cassiopeia Cassiopeia David		Heidi		ILEC Closec ADSL		ILEC Issue
4143880	166895	CenturyTel	77.LXXU.9C N/A	1/1/2018	1/1/2018		Chris Griffith Chris Griffith Kelsey		Volanda		ILEC Closec ADSL		ILEC Issue
9915183	166888	CenturyTel	26/CLMAA, N/A	1/1/2018	1/1/2018		Chris Griffith Chris Griffith Yolanda		Kelsey		ILEC Closec ADSL		ILEC Issue
716917	166889	CenturyTel	77.LXXU.85 N/A	1/1/2018	1/1/2018		Chris Griffith Chris Griffith Yolanda		Kelsey		ILEC Closec ADSL		ILEC Issue
LC121755	166833	CenturyTel	48.HCFD.3; N/A	0000-00-00	0000-00-00		Jonathan Smith Iris				Open T1		
1101667	166576	CenturyTel	77.LXXU.85 N/A	0000-00-00	0000-00-00		Cassiopeia Storm-Pier Kelsey				New		ILEC Issue
4456399	166866	CenturyTel	77.LXXU.9C N/A	1/2/2020	1/2/2020		Cassiopeia Chris Griffith Kelsey		Volanda		ILEC Closec ADSL		ILEC Issue
3268958	166313	CenturyTel	77.LXXU.9C N/A	1/2/2020	1/2/2020		Cassiopeia Chris Griffith Kelsey		Volanda		ILEC Closec ADSL		ILEC Issue
8830690	166853	CenturyTel	N/A	1/1/2018	1/1/2018		Cassiopeia Chris Griffith Heidi		Kelsey		ILEC Closec ADSL		ILEC Issue
166773	166773	CenturyTel	77.LXXU.9C N/A	0000-00-00	0000-00-00		Chris Griffith James				Open ADSL		
1386100	166852	CenturyTel	77.LXXU.9C N/A	1/10/2020	1/10/2020		Chris Griffith Chris Griffith James		Michael		ILEC Closec ADSL		ILEC Issue
LC121557	165384	CenturyTel	77/UHXX/1 N/A	1/10/2020	1/10/2020		Michael At Michael At Kelly				ILEC Closec T1		ILEC Issue
LC121559	166789	CenturyTel	N/A	1/10/2020	1/10/2020		Michael At Anthony W Kelly				ILEC Closed		ILEC Issue
1.32E+08	166835	CenturyTel	5.74E+09	0000-00-00	0000-00-00		Michael Atkisson				Open ADSL		ILEC Issue
LC121540	166833	CenturyTel	48.HCFD.3; N/A	1/10/2020	1/10/2020		Jonathan S Jonathan Smith				ILEC Closec T1		
LC121539	166640	CenturyTel	27.HCF5.41 N/A	1/10/2020	1/10/2020		Michael At Cody Pittman				Closed T1		ILEC Issue
7536897	166520	CenturyTel	N/A	1/1/2018	1/1/2018		Cassiopeia Chris Griffith Heidi		Michael		ILEC Closec ADSL		ILEC Issue
ML256080	166752	CenturyTel	41.LXFP.23 5.74E+09	1/1/2018	1/1/2018		David Blake Cassiopeia AT&T		ATT		Closed ADSL		ILEC Issue
LC121472	166517	CenturyTel	83/HCF5/2 N/A	1/1/2018	1/1/2018		Cody Pittm Cody Pittm Mark				Closed T1		ILEC Issue
7268391	166624	CenturyTel	77.LXXU.82 5.73E+09	0000-00-00	0000-00-00		Anthony Williams				Open		ILEC Issue
2064448	166740	CenturyTel	77.LXXU.9C N/A	0000-00-00	0000-00-00		David Blake II Michael				New ADSL		ILEC Issue
LC121373	166789	CenturyTel	83/HCF5/2 N/A	1/1/2018	1/1/2018		Michael At Michael At Erin				ILEC Closec T1		ILEC Issue
LC121374	166597	CenturyTel	83/HCF5/2 N/A	1/1/2018	1/1/2018		Michael At Michael At Erin				ILEC Closec T1		ILEC Issue
737849	166773	CenturyTel	77.LXXU.9C N/A	1/1/2018	1/1/2018		Kevin Wilki Chris Griffith Corey		Michael		ILEC Closec ADSL		ILEC Issue
27293	166776	CenturyTel	77.LXXU.85 N/A	1/1/2018	1/1/2018		Kevin Wilki Chris Griffith Corey		Michael		ILEC Closec ADSL		ILEC Issue
7654833	166576	CenturyTel	77.LXXU.85 N/A	1/1/2018	1/1/2018		Cassiopeia Cassiopeia Laura		Heidi		ILEC Closec ADSL		ILEC Issue
6524532	166759	CenturyTel	N/A	1/1/2018	1/1/2018		Cassiopeia Chris Griffith Laura		Michael		ILEC Closec ADSL		ILEC Issue
804958	166723	CenturyTel	77.LXXU.85 N/A	1/1/2018	1/1/2018		Cassiopeia Cassiopeia Laura		Heidi		ILEC Closec ADSL		ILEC Issue
9722314	166624	CenturyTel	77.LXXU.82 5.73E+09	1/1/2018	1/1/2018		Adam Simr Anthony W Rob				Closed ADSL		ILEC Issue
7838334	166750	CenturyTel	N/A	1/1/2018	1/1/2018		Chris Griffith Cassiopeia Carey		Jessie		ILEC Closec ADSL		ILEC Issue
166746	166746	CenturyTel	N/A	1/1/2018	1/1/2018		Chris Griffith Cassiopeia Cary		Jessie		ILEC Closec ADSL		ILEC Issue

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4001238	166726 CenturyTel 77.LXXU.8E N/A	#####	1/1/2018	#####	David Blake Cassiopeia Mahogany Heidi	ILEC Closec ADSL	ILEC Issue
888010	166731 CenturyTel N/A	#####	#####	#####	David Blake Cassiopeia Mahogany Kelsey	ILEC Closec ADSL	ILEC Issue
625595	166720 CenturyTel 77.LXXU.84 N/A	#####	#####	#####	David Blake Cassiopeia Mahogany Kelsey	ILEC Closec ADSL	ILEC Issue
528962	166733 CenturyTel 77.LXXU.8E N/A	#####	#####	#####	David Blake Cassiopeia Mahogany Kelsey	ILEC Closec ADSL	ILEC Issue
5461848	166740 CenturyTel 77.LXXU.9C N/A	#####	1/1/2018	#####	David Blake Kevin Wilki Mahogany Corey	ILEC Closec ADSL	ILEC Issue
1.32E+08	166647 CenturyTel 5.74E+09	#####	0000-00-00	0000-00-00	Brandon Sjoblom Tamara	New	ILEC Issue
9950140	166624 CenturyTel 77.LXXU.82 5.73E+09	#####	#####	#####	Adam Simr Adam Simmons	ILEC Closec ADSL	ILEC Issue
1.32E+08	166696 CenturyTel 6.36E+09	#####	0000-00-00	0000-00-00	Michael Atkisson Deana	Open ADSL	ILEC Issue
LC121145	166593 CenturyTel 48.HCFD.3+ N/A	#####	#####	#####	Johnathon Michael Atclink	Closed	ILEC Issue
LC121060	166517 CenturyTel 83/HCF5/2 N/A	#####	#####	#####	Jonathan S Cody Pittm Rose	ILEC Closec T1	
1043389	166093 CenturyTel 77.LXXU.8E N/A	#####	#####	#####	Chris Griffi Chris Griffi Kelsey Kelsey	ILEC Closec ADSL	ILEC Issue
7057311	166578 CenturyTel 77.LXXU.8E N/A	#####	#####	#####	David Blake Chris Griffi Jessie Kelsey	ILEC Closec ADSL	ILEC Issue
7213218	166643 CenturyTel 77.LXXU.9C N/A	#####	#####	#####	David Blake Cassiopeia Shannon Kelsey	ILEC Closec ADSL	ILEC Issue
LC120946	166640 CenturyTel 27.HCF5.41 N/A	#####	#####	#####	Michael At Adam Simr John	ILEC Closec T1	ILEC Issue
7336535	166627 CenturyTel 77.LXXU.9C N/A	#####	#####	#####	Chris Griffi Chris Griffi Steve Kelsey	ILEC Closec ADSL	ILEC Issue
LC120877	166619 CenturyTel 48.HCFD.21 N/A	#####	0000-00-00	0000-00-00	Michael Atkisson Oneal	Open T1	ILEC Issue
LC120860	166597 CenturyTel 83/HCF5/2 N/A	#####	#####	#####	Trevor Hou Michael Atkisson	ILEC Closec T1	ILEC Issue
LC120859	166594 CenturyTel N/A	#####	0000-00-00	0000-00-00	Johnathon Martin	Open	ILEC Issue
LC120857	166575 CenturyTel 77.LXXU.8E N/A	#####	0000-00-00	0000-00-00	Trevor Houston	Open T1	ILEC Issue
LC120858	166595 CenturyTel 83/HCF5/2 N/A	#####	0000-00-00	0000-00-00	Johnathon Martin CLINK	Open T1	ILEC Issue
LC120846	166517 CenturyTel 83/HCF5/2 N/A	#####	#####	#####	Michael At Jonathan S Ean	ILEC Closec T1	ILEC Issue
7631406	166575 CenturyTel 77.LXXU.8E N/A	#####	#####	#####	Chris Griffi Chris Griffi Heidi Steve	ILEC Closec ADSL	ILEC Issue
1811032	166494 CenturyTel 77.LXXU.8E N/A	#####	#####	#####	Chris Griffi Chris Griffi Stephanie Steve	ILEC Closec ADSL	ILEC Issue
2090725	166532 CenturyTel 77.LXXU.9E N/A	#####	#####	#####	David Blake Chris Griffi Perry Cory	ILEC Closec ADSL	ILEC Issue
9168716	166364 CenturyTel KET/1/87 N/A	#####	#####	#####	Kevin Wilki Chris Griffi Yolanda Heidi	ILEC Closec ADSL	ILEC Issue
166520	166520 CenturyTel N/A	#####	#####	#####	Chris Griffi Cassiopeia Kelsey Kelsey	ILEC Closec ADSL	ILEC Issue
166549	166549 CenturyTel N/A	#####	1/1/2018	#####	Chris Griffi Cassiopeia Kelsey Kelsey	ILEC Closec ADSL	ILEC Issue
5168759	166545 CenturyTel 77.LXXU.9C N/A	#####	#####	#####	Kevin Wilki Chris Griffi Shelly Heidi	ILEC Closec ADSL	ILEC Issue
8890015	166526 CenturyTel 77.LXXU.8E N/A	#####	1/1/2018	#####	David Blake Chris Griffi Shelly Steve	ILEC Closec ADSL	ILEC Issue
7818064	166313 CenturyTel 77.LXXU.9C N/A	#####	#####	#####	Chris Griffi Chris Griffi Stephanie Mahogany	ILEC Closec ADSL	ILEC Issue
LC120562	166487 CenturyTel 77.LXXU.8E N/A	#####	#####	#####	Chris Griffi Chris Griffi Stephanie Mahogany	ILEC Closec ADSL	ILEC Issue
LC120561	166517 CenturyTel 83/HCF5/2 N/A	#####	#####	#####	Mikel Bass Adam Simr Andrew	ILEC Closec T1	
LC120560	166517 CenturyTel 83/HCF5/2 N/A	#####	#####	#####	Mikel Bass Adam Simr Andrew	ILEC Closec T1	
LC120559	166517 CenturyTel 83/HCF5/2 N/A	#####	#####	#####	Mikel Bass Adam Simr Andrew	ILEC Closec T1	
1.32E+08	166510 CenturyTel 6.61E+09	#####	0000-00-00	0000-00-00	Brandon Sjoblom Trenny	New ADSL	
611408	166444 CenturyTel 77.LXXU.9C N/A	#####	#####	#####	Kevin Wilki Chris Griffi Jessie Stephanie	ILEC Closec ADSL	ILEC Issue
8801530	166079 CenturyTel 77.LXXU.9C N/A	#####	#####	#####	David Blake David Blake Cory Perry	Closed ADSL	ILEC Issue
6319671	166409 CenturyTel 77.LXXU.8E N/A	#####	1/1/2018	#####	David Blake Cassiopeia Yolanda Stephanie	Closed ADSL	ILEC Issue
5873449	166419 CenturyTel 77.LXXU.9C N/A	#####	1/1/2018	#####	Chris Griffi Cassiopeia Yolanda Stephanie	Closed ADSL	ILEC Issue
4287265	166340 CenturyTel 26/CLMAB, N/A	#####	1/1/2018	#####	Kevin Wilki Cassiopeia Perry Stephanie	Closed ADSL	ILEC Issue
379270	166221 CenturyTel 77.LXXU.9C N/A	#####	0000-00-00	#####	David Blake II Cory	New ADSL	ILEC Issue
3215560	166315 CenturyTel 77.LXXU.9C N/A	#####	1/1/2018	#####	Kevin Wilki Kevin Wilki Kelsey Rob	ILEC Closec ADSL	ILEC Issue
5556313	166349 CenturyTel N/A	#####	1/1/2018	#####	Chris Griffi Kevin Wilki Heidi Corey	ILEC Closec ADSL	ILEC Issue
PX7SMK50	166443 CenturyTel N/A	#####	#####	#####	Anthony W Anthony W Express Ticket	ILEC Closec POT5	ILEC Issue
5858546	166422 CenturyTel 77.LXXU.8E N/A	#####	1/1/2018	#####	David Blake Kevin Wilki Yolanda Corey	ILEC Closec ADSL	ILEC Issue
3347027	166424 CenturyTel 77.LXXU.9C N/A	#####	1/1/2018	#####	David Blake Kevin Wilki Dawn Corey	ILEC Closec ADSL	ILEC Issue
1.32E+08	166427 CenturyTel KET/1/28: N/A	#####	0000-00-00	0000-00-00	Adam Simmons Bill in Florida	Open	ILEC Issue
1955935	166406 CenturyTel 77.LXXU.9C N/A	#####	1/1/2018	#####	David Blake Kevin Wilki Dawn Corey	ILEC Closec ADSL	ILEC Issue

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4040065	166414	CenturyTel 77.LXXU.9C N/A	#####	1/1/2018	#####	David Blake Kevin Wilki Dawn	Corey	ILEC Closec ADSL	ILEC Issue
8854025	166174	CenturyTel 77.LXXU.8E N/A	12/9/2019	1/1/2018	#####	Chris Griffith Kevin Wilki Heidi	Stephanie	ILEC Closec ADSL	ILEC Issue
4884438	166393	CenturyTel 77.LXXU.9C N/A	12/9/2019	1/1/2018	#####	Chris Griffith Kevin Wilki Heidi	Stephanie	ILEC Closec ADSL	ILEC Issue
1.32E+08	166392	CenturyTel N/A	12/9/2019	0000-00-00	0000-00-00	Brandon Sjoblom	New		ILEC Issue
3889354	165990	CenturyTel 77.LXXU.8E N/A	12/9/2019	1/1/2018	#####	David Blake Kevin Wilki Michael	Stephanie	ILEC Closec ADSL	ILEC Issue
1.32E+08	166295	CenturyTel 77.LXXU.9C N/A	12/9/2019	12/9/2019	12/9/2019	David Blake David Blake Bill	Bill	Closed ADSL	ILEC Issue
7136624	165956	CenturyTel 77.LXXU.9C N/A	12/7/2019	1/1/2018	#####	Kevin Wilki Kevin Wilki Corey	Stephanie	ILEC Closec ADSL	ILEC Issue
	166351	CenturyTel 77.LXXU.9C N/A	12/7/2019	0000-00-00	12/7/2019	Kevin Wilkins Corey	New	ADSL	ILEC Issue
	166333	CenturyTel 77.LXXU.9C N/A	12/7/2019	0000-00-00	0000-00-00	Kevin Wilkins	New		
3376849	166340	CenturyTel 26/CLMAB, N/A	12/7/2019	1/1/2018	#####	Kevin Wilki Kevin Wilki Corey	Stephanie	ILEC Closec ADSL	ILEC Issue
9689393	166315	CenturyTel N/A	12/7/2019	12/9/2019	12/9/2019	Kevin Wilki Chris Griffith Heidi	Heidi	ILEC Closec ADSL	ILEC Issue
166079	166079	CenturyTel 77.LXXU.9C N/A	12/6/2019	12/9/2019	12/9/2019	Kevin Wilki Chris Griffith David	Heidi	ILEC Closec ADSL	ILEC Issue
3234737	166313	CenturyTel N/A	12/6/2019	1/1/2018	12/9/2019	Chris Griffith Chris Griffith Kelsey	Heidi	ILEC Closec ADSL	ILEC Issue
3795217	166349	CenturyTel N/A	12/6/2019	12/9/2019	12/9/2019	Chris Griffith Chris Griffith Yolanda	Heidi	ILEC Closec ADSL	ILEC Issue
3063153	166318	CenturyTel 77.LXXU.8E N/A	12/6/2019	12/9/2019	12/9/2019	Chris Griffith Chris Griffith Yolanda	Heidi	ILEC Closec ADSL	ILEC Issue
3221857	165093	CenturyTel 77.LXXU.8E N/A	12/6/2019	1/1/2018	#####	Chris Griffith David Blake Yolanda	Kelsey	Closed ADSL	ILEC Issue
3118610	166319	CenturyTel 77.LXXU.9C N/A	12/6/2019	12/9/2019	12/9/2019	Chris Griffith Chris Griffith Yolanda	Heidi	ILEC Closec ADSL	ILEC Issue
5550217	166288	CenturyTel 77.LXXU.8E N/A	12/6/2019	12/9/2019	12/9/2019	Chris Griffith Chris Griffith Yolanda	Heidi	ILEC Closec ADSL	ILEC Issue
5857438	166221	CenturyTel 77.LXXU.8E N/A	12/6/2019	12/9/2019	12/9/2019	David Blake Chris Griffith Yolanda	Heidi	ILEC Closec ADSL	ILEC Issue
3183216	166315	CenturyTel N/A	12/6/2019	12/6/2019	12/7/2019	Kevin Wilki Kevin Wilki Yolanda		ILEC Closec ADSL	ILEC Issue
2268964	166258	CenturyTel N/A	12/6/2019	12/7/2019	#####	Brandon S J Mikel Bass Yolanda	N/A	ILEC Closed	ILEC Issue
8443324	166261	CenturyTel 77.LXXU.8E N/A	12/6/2019	1/1/2018	12/7/2019	David Blake Kevin Wilki Yolanda	Heidi	ILEC Closec ADSL	ILEC Issue
6975631	166299	CenturyTel 77.LXXU.9E N/A	12/6/2019	1/1/2018	12/6/2019	David Blake David Blake Jessie	Dawn	Closed ADSL	ILEC Issue
258579	166304	CenturyTel 4.18E+09	12/6/2019	0000-00-00	0000-00-00	Brandon Sjoblom	Noc@Inteliquest.com	New	
LC119997	166325	CenturyTel 27.HCF5.4C N/A	12/6/2019	0000-00-00	12/9/2019	Cody Pittman	Jim	Open	ILEC Issue
4147793	166248	CenturyTel KET/1/10 N/A	12/5/2019	12/6/2019	12/6/2019	Chris Griffith Chris Griffith Yolanda	Kelsey	ILEC Closec ADSL	ILEC Issue
4947021	166263	CenturyTel 77.LXXU.9C N/A	12/5/2019	1/1/2018	12/6/2019	Chris Griffith Kevin Wilki Yolanda	Yolanda	ILEC Closec ADSL	ILEC Issue
1225545	166174	CenturyTel 77.LXXU.8E N/A	12/5/2019	1/1/2018	12/6/2019	Kevin Wilki Kevin Wilki Yolanda	Yolanda	ILEC Closec ADSL	ILEC Issue
LC119902	166293	CenturyTel 48.HCFD.3 6.61E+09	12/5/2019	12/6/2019	12/6/2019	Joshua Bari Joshua Bari Norman	Kevin	Closed T1	ILEC Issue
8325711	166067	CenturyTel 77.LXXU.9C N/A	12/5/2019	1/1/2018	12/6/2019	Chris Griffith Kevin Wilki Shelly	Yolanda	ILEC Closec ADSL	ILEC Issue
2778953	166279	CenturyTel 77.LXXU.9C N/A	12/5/2019	1/1/2018	12/6/2019	David Blake Kevin Wilki Yolanda	Yolanda	ILEC Closec ADSL	ILEC Issue
5725949	165956	CenturyTel 77.LXXU.9C N/A	12/5/2019	0000-00-00	12/5/2019	David Blake J Yolanda	New	ADSL	ILEC Issue
9194226	166242	CenturyTel 77.LXXU.9C N/A	12/5/2019	1/1/2018	12/5/2019	David Blake Kevin Wilki Shannon	Yolanda	ILEC Closec ADSL	ILEC Issue
2287611	166088	CenturyTel 77.LXXU.8E N/A	12/5/2019	1/1/2018	12/5/2019	David Blake Kevin Wilki Shannon	Yolanda	ILEC Closec ADSL	ILEC Issue
6081516	166221	CenturyTel 77.LXXU.9C N/A	12/4/2019	1/1/2018	12/5/2019	David Blake Kevin Wilki Jessie	Yolanda	ILEC Closec ADSL	ILEC Issue
2586641	166082	CenturyTel N/A	12/4/2019	0000-00-00	0000-00-00	Brandon Sjoblom Jessie	Open		ILEC Issue
6171142	166079	CenturyTel 77.LXXU.9C N/A	12/4/2019	1/1/2018	12/5/2019	David Blake Kevin Wilki Yolanda	Yolanda	ILEC Closec ADSL	ILEC Issue
7800306	166246	CenturyTel N/A	12/4/2019	0000-00-00	0000-00-00	Cody Pittman Dawn	Open		ILEC Issue
LC119783	165195	CenturyTel 48.HCFU.3 N/A	12/4/2019	12/5/2019	12/6/2019	Joshua Bari Joshua Bari Carol	Norman	Closed T1	ILEC Issue
1395985	166205	CenturyTel 77.LXXU.9C N/A	12/4/2019	1/1/2018	12/5/2019	David Blake Kevin Wilki Kerry	Yolanda	ILEC Closec ADSL	ILEC Issue
4347764	166026	CenturyTel 77.LXXU.8E N/A	12/3/2019	1/1/2018	12/5/2019	Kevin Wilki Kevin Wilki Stephanie	Yolanda	ILEC Closec ADSL	ILEC Issue
591515	166081	CenturyTel 77.LXXU.8E N/A	12/3/2019	1/1/2018	12/4/2019	Chris Griffith Kevin Wilki Stephanie	Kelsey	ILEC Closec ADSL	ILEC Issue
2719440	166093	CenturyTel 77.LXXU.8E N/A	12/3/2019	1/1/2018	12/4/2019	David Blake Kevin Wilki Stefanie	Kelsey	ILEC Closec ADSL	ILEC Issue
1137476	166161	CenturyTel 77.LXXU.9C N/A	12/3/2019	1/1/2018	12/4/2019	David Blake Kevin Wilki Heidi	Kelsey	ILEC Closec ADSL	ILEC Issue
LC119662	166206	CenturyTel 27.HCF5.4C N/A	12/3/2019	#####	#####	Brandon S J Cody Pittm Clark	Closed	HDSL	
6545453	165937	CenturyTel 77.LXXU.9C N/A	12/3/2019	1/1/2018	12/6/2019	Chris Griffith Kevin Wilki Rob	Yolanda	ILEC Closec ADSL	Socket Issue
5393368	166183	CenturyTel 77.LXXU.9C N/A	12/3/2019	1/1/2018	12/4/2019	David Blake Kevin Wilki Michael	Kelsey	ILEC Closec ADSL	ILEC Issue
5115399	166174	CenturyTel 77.LXXU.8E N/A	12/3/2019	12/4/2019	12/4/2019	David Blake David Blake Michael	Mahogany	Closed ADSL	ILEC Issue
LC119622	165384	CenturyTel 77/UHXX/1 N/A	12/3/2019	#####	#####	Michael At Michael At Fred		ILEC Closec T1	ILEC Issue

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17663863	166176	CenturyTel DS1NT-229	N/A	12/3/2019	12/8/2019	12/8/2019	Johnathon Cody Pittm TJ		ILEC Closec Ethernet	ILEC Issue
LC119561	165384	CenturyTel	N/A	12/2/2019	12/3/2019	12/3/2019	Michael At Michael At Zander		ILEC Closec T1	ILEC Issue
4474485	165937	CenturyTel 77.LXXU.9C	N/A	12/2/2019	12/3/2019	12/3/2019	Chris Griffith Chris Griffith Michael	Rob	ILEC Closec ADSL	ILEC Issue
9850463	166088	CenturyTel	N/A	12/2/2019	1/1/2018	12/3/2019	David Blak Kevin Wilki Kelsey	Stephanie	ILEC Closec ADSL	ILEC Issue
2214266	166110	CenturyTel 26/CLMAB	N/A	12/2/2019	1/1/2018	12/3/2019	David Blak Kevin Wilki Yolanda	Stephanie	ILEC Closec ADSL	ILEC Issue
5536726	165851	CenturyTel	5.73E+09	12/2/2019	0000-00-00	0000-00-00	Michael Atkisson Shannon		Open POTS	ILEC Issue
1.31E+08	165851	CenturyTel	5.73E+09	12/2/2019	12/3/2019	12/6/2019	Michael At Mikel Bass Shannon	N/A	ILEC Closec POTS	ILEC Issue
6821837	166030	CenturyTel 77.LXXU.8C	N/A	12/2/2019	0000-00-00	12/2/2019	David Blake II Kerry		New	ILEC Issue

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ILEC Ticket Number		Trouble												
Ticket ID	ILEC	ILEC Circuit	DSL #	Date Open	Date Close	Date Updat	Opened By	Closed By	Opened With	Closed With	Status	ServiceType	Fault	ILEC Issue
167030	167030	CenturyTel	77.LXXU.85 N/A	#####	1/2/2020	1/8/2020	Chris Griffith	David Blake Kelsey	Shannon	Closed	ADSL	ILEC Issue		
	167030	CenturyTel	77.LXXU.85 N/A	#####	0000-00-00	0000-00-00	Chris Griffith			New				
	166953	CenturyTel	41.LXFP.23 N/A	#####	0000-00-00	0000-00-00	Cassiopeia Storm-Pierce			New				
1824415	167021	CenturyTel	77.LXXU.85 N/A	#####	1/2/2020	1/2/2020	Cassiopeia Chris Griffith	Heidi	Yolanda	ILEC Closec	ADSL	ILEC Issue		
1.32E+08	164196	CenturyTel		5.73E+09	#####	0000-00-00	0000-00-00	Brandon Sjoblom	Amber	New				ILEC Issue
947824	167001	CenturyTel	77.LXXU.84 N/A	#####	#####	1/2/2020	David Blake	Chris Griffith	Cory	Yolanda	ILEC Closec	ADSL	ILEC Issue	
4901141	166950	CenturyTel	77.LXXU.9C N/A	#####	1/2/2020	1/2/2020	David Blake	Chris Griffith	Cory	Michael	ILEC Closec	ADSL	ILEC Issue	
2065296	166993	CenturyTel	77.LXXU.9C N/A	#####	#####	#####	David Blake	Cassiopeia	William	Heidi	ILEC Closec	ADSL	ILEC Issue	
6578780	166966	CenturyTel	77.LXXU.95 N/A	#####	1/1/2018	#####	David Blake	Cassiopeia	Michael	Heidi	ILEC Closec	ADSL	ILEC Issue	
4491045	166918	CenturyTel	77.LXXU.85 N/A	#####	#####	#####	David Blake	Cassiopeia	Michael	Heidi	ILEC Closec	ADSL	ILEC Issue	
9872063	166950	CenturyTel	77.LXXU.9C N/A	#####	#####	#####	Cassiopeia	Chris Griffith	Heidi	Kelsey	ILEC Closec	ADSL	ILEC Issue	
7297367	166896	CenturyTel	77.LXXU.84 N/A	#####	1/1/2018	#####	Cassiopeia	Chris Griffith	Heidi	Kelsey	ILEC Closec	ADSL	ILEC Issue	
1900654	166948	CenturyTel	77.LXXU.85 N/A	#####	#####	#####	Cassiopeia	Chris Griffith	Heidi	Kelsey	ILEC Closec	ADSL	ILEC Issue	
	166948	CenturyTel	77.LXXU.85 N/A	#####	0000-00-00	0000-00-00	Cassiopeia Storm-Pierce			New				
1574095	166903	CenturyTel	77.LXXU.82 N/A	#####	#####	#####	Cassiopeia	Chris Griffith	Heidi	Kelsey	ILEC Closec	ADSL	ILEC Issue	
LC121884	166959	CenturyTel	77/UHXX/2 N/A	#####	#####	#####	Jonathan S	Adam SImmons			ILEC Closec	T1	ILEC Issue	
LC121843	166517	CenturyTel	83/HCF5/2 N/A	#####	1/9/2020	1/9/2020	Jonathan S	Michael At	Mark		ILEC Closec	T1	ILEC Issue	
3275397	166520	CenturyTel	77.LXXU.9C N/A	#####	#####	#####	Cassiopeia	Cassiopeia	David	Heidi	ILEC Closec	ADSL	ILEC Issue	
4143880	166895	CenturyTel	77.LXXU.9C N/A	#####	1/1/2018	1/3/2020	Chris Griffith	Chris Griffith	Kelsey	Yolanda	ILEC Closec	ADSL	ILEC Issue	
9915183	166888	CenturyTel	26/CLMAA N/A	#####	1/1/2018	#####	Chris Griffith	Chris Griffith	Yolanda	Kelsey	ILEC Closec	ADSL	ILEC Issue	
716917	166889	CenturyTel	77.LXXU.85 N/A	#####	1/1/2018	#####	Chris Griffith	Chris Griffith	Yolanda	Kelsey	ILEC Closec	ADSL	ILEC Issue	
LC121755	166833	CenturyTel	48.HCFD.3; N/A	#####	0000-00-00	0000-00-00	Jonathan Smith	Iris		Open	T1			
1101667	166576	CenturyTel	77.LXXU.8E N/A	#####	0000-00-00	#####	Cassiopeia Storm-Pier	Kelsey		New				ILEC Issue
4456399	166866	CenturyTel	77.LXXU.9C N/A	#####	#####	1/2/2020	Cassiopeia	Chris Griffith	Kelsey	Yolanda	ILEC Closec	ADSL	ILEC Issue	
3268958	166313	CenturyTel	77.LXXU.9C N/A	#####	#####	1/2/2020	Cassiopeia	Chris Griffith	Kelsey	Yolanda	ILEC Closec	ADSL	ILEC Issue	
8830690	166853	CenturyTel	N/A	#####	1/1/2018	#####	Cassiopeia	Chris Griffith	Heidi	Kelsey	ILEC Closec	ADSL	ILEC Issue	
166773	166773	CenturyTel	77.LXXU.9C N/A	#####	0000-00-00	#####	Chris Griffith	James		Open	ADSL			
1386100	166852	CenturyTel	77.LXXU.9C N/A	#####	#####	#####	Chris Griffith	Chris Griffith	James	Michael	ILEC Closec	ADSL	ILEC Issue	
LC121557	165384	CenturyTel	77/UHXX/1 N/A	#####	1/10/2020	1/10/2020	Michael At	Michael At	Kelly		ILEC Closec	T1	ILEC Issue	
LC121559	166789	CenturyTel	N/A	#####	#####	#####	Michael At	Anthony W	Kelly		ILEC Closed		ILEC Issue	
1.32E+08	166835	CenturyTel		5.74E+09	#####	0000-00-00	0000-00-00	Michael Atkisson		Open	ADSL	ILEC Issue		
LC121540	166833	CenturyTel	48.HCFD.3; N/A	#####	#####	#####	Jonathan S	Jonathan Smith			ILEC Closec	T1		
LC121539	166640	CenturyTel	27.HCF5.41 N/A	#####	#####	#####	Michael At	Cody Pittman		Closed	T1	ILEC Issue		
7536897	166520	CenturyTel	N/A	#####	#####	#####	Cassiopeia	Chris Griffith	Heidi	Michael	ILEC Closec	ADSL	ILEC Issue	
ML256080	166752	CenturyTel	41.LXFP.23	5.74E+09	#####	#####	David Blake	Cassiopeia	AT&T	ATT	Closed	ADSL	ILEC Issue	
LC121472	166517	CenturyTel	83/HCF5/2 N/A	#####	#####	#####	Cody Pittm	Cody Pittm	Mark		Closed	T1	ILEC Issue	
7268391	166624	CenturyTel	77.LXXU.82	5.73E+09	#####	0000-00-00	0000-00-00	Anthony Williams		Open		ILEC Issue		
2064448	166740	CenturyTel	77.LXXU.9C N/A	#####	0000-00-00	#####	David Blake II	Michael		New	ADSL	ILEC Issue		
LC121373	166789	CenturyTel	83/HCF5/2 N/A	#####	#####	#####	Michael At	Michael At	Erin		ILEC Closec	T1	ILEC Issue	
LC121374	166597	CenturyTel	83/HCF5/2 N/A	#####	#####	#####	Michael At	Michael At	Erin		ILEC Closec	T1	ILEC Issue	
737849	166773	CenturyTel	77.LXXU.9C N/A	#####	1/1/2018	#####	Kevin Wilki	Chris Griffith	Corey	Michael	ILEC Closec	ADSL	ILEC Issue	
27293	166776	CenturyTel	77.LXXU.85 N/A	#####	1/1/2018	#####	Kevin Wilki	Chris Griffith	Corey	Michael	ILEC Closec	ADSL	ILEC Issue	
7654833	166576	CenturyTel	77.LXXU.8E N/A	#####	#####	#####	Cassiopeia	Cassiopeia	Laura	Heidi	ILEC Closec	ADSL	ILEC Issue	
6524532	166759	CenturyTel	N/A	#####	1/1/2018	#####	Cassiopeia	Chris Griffith	Laura	Michael	ILEC Closec	ADSL	ILEC Issue	
804958	166723	CenturyTel	77.LXXU.85 N/A	#####	#####	#####	Cassiopeia	Cassiopeia	Laura	Heidi	ILEC Closec	ADSL	ILEC Issue	

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9722314	166624	CenturyTel 77.LXXU.82	5.73E+09	#####	#####	#####	Adam Simr Anthony W Rob		Closed	ADSL	ILEC Issue
7838334	166750	CenturyTel	N/A	#####	1/1/2018	#####	Chris Griffith Cassiopeia Carey	Jessie	ILEC Closec	ADSL	ILEC Issue
166746	166746	CenturyTel	N/A	#####	1/1/2018	#####	Chris Griffith Cassiopeia Cary	Jessie	ILEC Closec	ADSL	ILEC Issue
4001238	166726	CenturyTel 77.LXXU.8E	N/A	#####	1/1/2018	#####	David Blake Cassiopeia Mahogany Heidi		ILEC Closec	ADSL	ILEC Issue
888010	166731	CenturyTel	N/A	#####	#####	#####	David Blake Cassiopeia Mahogany Kelsey		ILEC Closec	ADSL	ILEC Issue
625595	166720	CenturyTel 77.LXXU.84	N/A	#####	#####	#####	David Blake Cassiopeia Mahogany Kelsey		ILEC Closec	ADSL	ILEC Issue
528962	166733	CenturyTel 77.LXXU.8E	N/A	#####	#####	#####	David Blake Cassiopeia Mahogany Kelsey		ILEC Closec	ADSL	ILEC Issue
5461848	166740	CenturyTel 77.LXXU.9C	N/A	#####	1/1/2018	#####	David Blake Kevin Wilki Mahogany Corey		ILEC Closec	ADSL	ILEC Issue
1.32E+08	166647	CenturyTel	5.74E+09	#####	0000-00-00	0000-00-00	Brandon Sjoblom Tamara		New		ILEC Issue
9950140	166624	CenturyTel 77.LXXU.82	5.73E+09	#####	#####	#####	Adam Simr Adam Simmons		ILEC Closec	ADSL	ILEC Issue
1.32E+08	166696	CenturyTel	6.36E+09								
6.36E+09				#####	0000-00-00	0000-00-00	Michael Atkisson Deana	Open	ADSL	ILEC Issue	
LC121145	166693	CenturyTel 48.HCFD.3	N/A	#####	#####	#####	Johnathon Michael Atclink		Closed		ILEC Issue
LC121060	166517	CenturyTel 83/HCF5/2	N/A	#####	#####	#####	Jonathan S Cody Pittm Rose		ILEC Closec	T1	
1043389	166093	CenturyTel 77.LXXU.8E	N/A	#####	#####	#####	Chris Griffith Chris Griffith Kelsey	Kelsey	ILEC Closec	ADSL	ILEC Issue
7057311	166578	CenturyTel 77.LXXU.8E	N/A	#####	#####	#####	David Blake Chris Griffith Jessie	Kelsey	ILEC Closec	ADSL	ILEC Issue
7213218	166643	CenturyTel 77.LXXU.9C	N/A	#####	#####	#####	David Blake Cassiopeia Shannon	Kelsey	ILEC Closec	ADSL	ILEC Issue
LC120946	166640	CenturyTel 27.HCF5.41	N/A	#####	#####	#####	Michael At Adam Simr John		ILEC Closec	T1	ILEC Issue
736535	166627	CenturyTel 77.LXXU.9C	N/A	#####	#####	#####	Chris Griffith Chris Griffith Steve	Kelsey	ILEC Closec	ADSL	ILEC Issue
LC120877	166619	CenturyTel 48.HCFD.2	N/A	#####	0000-00-00	0000-00-00	Michael Atkisson Oneal		Open	T1	ILEC Issue
LC120860	166597	CenturyTel 83/HCF5/2	N/A	#####	#####	#####	Trevor Hou Michael Atkisson		ILEC Closec	T1	ILEC Issue
LC120859	166594	CenturyTel	N/A	#####	0000-00-00	0000-00-00	Johnathon Martin		Open		ILEC Issue
LC120857	166596	CenturyTel 83/HCF5/2	N/A	#####	0000-00-00	0000-00-00	Trevor Houston		Open	T1	ILEC Issue
LC120858	166595	CenturyTel 83/HCF5/2	N/A	#####	0000-00-00	0000-00-00	Johnathon Martin CLINK		Open	T1	ILEC Issue
LC120846	166517	CenturyTel 83/HCF5/2	N/A	#####	#####	#####	Michael At Jonathan S Ean		ILEC Closec	T1	ILEC Issue
7631406	166575	CenturyTel 77.LXXU.8E	N/A	#####	#####	#####	Chris Griffith Chris Griffith Heidi	Steve	ILEC Closec	ADSL	ILEC Issue
1811032	166494	CenturyTel 77.LXXU.8E	N/A	#####	#####	#####	Chris Griffith Chris Griffith Stephanie	Steve	ILEC Closec	ADSL	ILEC Issue
2090725	166532	CenturyTel 77.LXXU.9E	N/A	#####	#####	#####	David Blake Chris Griffith Perry	Cory	ILEC Closec	ADSL	ILEC Issue
9168716	166364	CenturyTel KET//1/87	N/A	#####	#####	#####	Kevin Wilki Chris Griffith Yolanda	Heidi	ILEC Closec	ADSL	ILEC Issue
166520	166520	CenturyTel	N/A	#####	#####	#####	Chris Griffith Cassiopeia Kelsey	Kelsey	ILEC Closec	ADSL	ILEC Issue
166549	166549	CenturyTel	N/A	#####	1/1/2018	#####	Chris Griffith Cassiopeia Kelsey	Kelsey	ILEC Closec	ADSL	ILEC Issue
5168756	166545	CenturyTel 77.LXXU.9C	N/A	#####	#####	#####	Kevin Wilki Chris Griffith Shelly	Heidi	ILEC Closec	ADSL	ILEC Issue
8890015	166526	CenturyTel 77.LXXU.8E	N/A	#####	1/1/2018	#####	David Blake Chris Griffith Shelly	Steve	ILEC Closec	ADSL	ILEC Issue
7818064	166313	CenturyTel 77.LXXU.9C	N/A	#####	#####	#####	Chris Griffith Chris Griffith Stephanie	Mahogany	ILEC Closec	ADSL	ILEC Issue
	166487	CenturyTel 77.LXXU.8E	N/A	#####	#####	#####	Chris Griffith Chris Griffith Stephanie	Mahogany	ILEC Closec	ADSL	ILEC Issue
LC120562	166517	CenturyTel 83/HCF5/2	N/A	#####	#####	#####	Mikel Bass Adam Simr Andrew		ILEC Closec	T1	
LC120561	166517	CenturyTel 83/HCF5/2	N/A	#####	#####	#####	Mikel Bass Adam Simr Andrew		ILEC Closec	T1	
LC120560	166517	CenturyTel 83/HCF5/2	N/A	#####	#####	#####	Mikel Bass Adam Simr Andrew		ILEC Closec	T1	
LC120559	166517	CenturyTel 83/HCF5/2	N/A	#####	#####	#####	Mikel Bass Adam Simr Andrew		ILEC Closec	T1	
1.32E+08	166510	CenturyTel	6.61E+09	#####	0000-00-00	0000-00-00	Brandon Sjoblom Trenny		New	ADSL	
611408	166444	CenturyTel 77.LXXU.9C	N/A	#####	#####	#####	Kevin Wilki Chris Griffith Jessie	Stephanie	ILEC Closec	ADSL	ILEC Issue
8801530	166079	CenturyTel 77.LXXU.9C	N/A	#####	#####	#####	David Blake David Blake Cory	Perry	Closed	ADSL	ILEC Issue
6319671	166409	CenturyTel 77.LXXU.8E	N/A	#####	1/1/2018	#####	David Blake Cassiopeia Yolanda	Stephanie	Closed	ADSL	ILEC Issue
5873449	166419	CenturyTel 77.LXXU.9C	N/A	#####	1/1/2018	#####	Chris Griffith Cassiopeia Yolanda	Stephanie	Closed	ADSL	ILEC Issue
4287265	166340	CenturyTel 26/CLMAB, N/A		#####	1/1/2018	#####	Kevin Wilki Cassiopeia Perry	Stephanie	Closed	ADSL	ILEC Issue
379270	166221	CenturyTel 77.LXXU.9C	N/A	#####	0000-00-00	#####	David Blake II Cory		New	ADSL	ILEC Issue
3215560	166315	CenturyTel 77.LXXU.9C	N/A	#####	1/1/2018	#####	Kevin Wilki Kevin Wilki Kelsey	Rob	ILEC Closec	ADSL	ILEC Issue

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5556313	166349	CenturyTel	N/A	#####	1/1/2018	#####	Chris Griffi Kevin Wilki Heidi	Corey	ILEC Closec ADSL	ILEC Issue
PX75MK50	166443	CenturyTel	N/A	#####	#####	#####	Anthony W Anthony W Express Ticket		ILEC Closec POTS	ILEC Issue
5858546	166422	CenturyTel	77.LXXU.85 N/A	#####	1/1/2018	#####	David Blakk Kevin Wilki Yolanda	Corey	ILEC Closec ADSL	ILEC Issue
3347027	166424	CenturyTel	77.LXXU.9C N/A	#####	1/1/2018	#####	David Blakk Kevin Wilki Dawn	Corey	ILEC Closec ADSL	ILEC Issue
1.32E+08	166427	CenturyTel	KET//1/1/281 N/A	#####	0000-00-00	0000-00-00	Adam Simmons Bill In Florida		Open	ILEC Issue
1955935	166406	CenturyTel	77.LXXU.9C N/A	#####	1/1/2018	#####	David Blakk Kevin Wilki Dawn	Corey	ILEC Closec ADSL	ILEC Issue
4040065	166414	CenturyTel	77.LXXU.9C N/A	#####	1/1/2018	#####	David Blakk Kevin Wilki Dawn	Corey	ILEC Closec ADSL	ILEC Issue
8854025	166174	CenturyTel	77.LXXU.83 N/A	12/9/2019	1/1/2018	#####	Chris Griffi Kevin Wilki Heidi	Stephanie	ILEC Closec ADSL	ILEC Issue
4884438	166393	CenturyTel	77.LXXU.9C N/A	12/9/2019	1/1/2018	#####	Chris Griffi Kevin Wilki Heidi	Stephanie	ILEC Closec ADSL	ILEC Issue
1.32E+08	166392	CenturyTel	N/A	12/9/2019	0000-00-00	0000-00-00	Brandon Sjoblom		New	ILEC Issue
3889954	165990	CenturyTel	77.LXXU.85 N/A	12/9/2019	1/1/2018	#####	David Blakk Kevin Wilki Michael	Stephanie	ILEC Closec ADSL	ILEC Issue
1.32E+08	166295	CenturyTel	77.LXXU.9C N/A	12/9/2019	12/9/2019	12/9/2019	David Blakk David Blakk Bill	Bill	Closed ADSL	ILEC Issue
7136624	165956	CenturyTel	77.LXXU.9C N/A	12/7/2019	1/1/2018	#####	Kevin Wilki Kevin Wilki Corey	Stephanie	ILEC Closec ADSL	ILEC Issue
	166351	CenturyTel	77.LXXU.9C N/A	12/7/2019	0000-00-00	12/7/2019	Kevin Wilkins	Corey	New ADSL	ILEC Issue
	166333	CenturyTel	77.LXXU.9C N/A	12/7/2019	0000-00-00	0000-00-00	Kevin Wilkins		New	
3376849	166340	CenturyTel	26/CLMAB, N/A	12/7/2019	1/1/2018	#####	Kevin Wilki Kevin Wilki Corey	Stephanie	ILEC Closec ADSL	ILEC Issue
9689993	166315	CenturyTel	N/A	12/7/2019	12/9/2019	12/9/2019	Kevin Wilki Chris Griffi Heidi	Heidi	ILEC Closec ADSL	ILEC Issue
166079	166079	CenturyTel	77.LXXU.9C N/A	12/6/2019	12/9/2019	12/9/2019	Kevin Wilki Chris Griffi David	Heidi	ILEC Closec ADSL	ILEC Issue
3234737	166313	CenturyTel	N/A	12/6/2019	1/1/2018	#####	Chris Griffi Chris Griffi Kelsey	Heidi	ILEC Closec ADSL	ILEC Issue
3795217	166349	CenturyTel	N/A	12/6/2019	12/9/2019	12/9/2019	Chris Griffi Chris Griffi Yolanda	Heidi	ILEC Closec ADSL	ILEC Issue
3063153	166318	CenturyTel	77.LXXU.85 N/A	12/6/2019	12/9/2019	12/9/2019	Chris Griffi Chris Griffi Yolanda	Heidi	ILEC Closec ADSL	ILEC Issue
3221857	166093	CenturyTel	77.LXXU.85 N/A	12/6/2019	1/1/2018	#####	Chris Griffi David Blakk Yolanda	Kelsey	Closed ADSL	ILEC Issue
3118610	166319	CenturyTel	77.LXXU.9C N/A	12/6/2019	12/9/2019	12/9/2019	Chris Griffi Chris Griffi Yolanda	Heidi	ILEC Closec ADSL	ILEC Issue
5550217	166288	CenturyTel	77.LXXU.85 N/A	12/6/2019	12/9/2019	12/9/2019	Chris Griffi Chris Griffi Yolanda	Heidi	ILEC Closec ADSL	ILEC Issue
5857438	166221	CenturyTel	77.LXXU.9C N/A	12/6/2019	12/9/2019	12/9/2019	David Blakk Chris Griffi Yolanda	Heidi	ILEC Closec ADSL	ILEC Issue
3183216	166315	CenturyTel	N/A	12/6/2019	12/6/2019	12/7/2019	Kevin Wilki Kevin Wilki Yolanda		ILEC Closec ADSL	ILEC Issue
2268964	166258	CenturyTel	N/A	12/6/2019	12/7/2019	#####	Brandon Sj Mikel Bass Yolanda	N/A	ILEC Closed	ILEC Issue
8443324	166261	CenturyTel	77.LXXU.85 N/A	12/6/2019	1/1/2018	12/7/2019	David Blakk Kevin Wilki Yolanda	Heidi	ILEC Closec ADSL	ILEC Issue
6975631	166299	CenturyTel	77.LXXU.95 N/A	12/6/2019	1/1/2018	12/9/2019	David Blakk David Blakk Jessie	Dawn	Closed ADSL	ILEC Issue
258579	166304	CenturyTel	4.18E+09	12/6/2019	0000-00-00	0000-00-00	Brandon Sjoblom	Noc@Inteliquent.com	New	
LC119997	166325	CenturyTel	27.HCF5.4C N/A	12/6/2019	0000-00-00	12/9/2019	Cody Pittman	Jim	Open	ILEC Issue
4147793	166248	CenturyTel	KET//1/1/10: N/A	12/5/2019	12/6/2019	12/6/2019	Chris Griffi Chris Griffi Yolanda	Kelsey	ILEC Closec ADSL	ILEC Issue
4947021	166263	CenturyTel	77.LXXU.9C N/A	12/5/2019	1/1/2018	12/6/2019	Chris Griffi Kevin Wilki Yolanda	Yolanda	ILEC Closec ADSL	ILEC Issue
1225545	166174	CenturyTel	77.LXXU.85 N/A	12/5/2019	1/1/2018	12/6/2019	Kevin Wilki Kevin Wilki Yolanda	Yolanda	ILEC Closec ADSL	ILEC Issue
LC119902	166293	CenturyTel	48.HCFD.34 6.51E+09	12/5/2019	12/6/2019	12/6/2019	Joshua Bari Joshua Bari Norman	Kevin	Closed T1	ILEC Issue
8325711	166067	CenturyTel	77.LXXU.9C N/A	12/5/2019	1/1/2018	12/6/2019	Chris Griffi Kevin Wilki Shelly	Yolanda	ILEC Closec ADSL	ILEC Issue
2778953	166279	CenturyTel	77.LXXU.9C N/A	12/5/2019	1/1/2018	12/6/2019	David Blakk Kevin Wilki Yolanda	Yolanda	ILEC Closec ADSL	ILEC Issue
5725949	165956	CenturyTel	77.LXXU.9C N/A	12/5/2019	0000-00-00	12/5/2019	David Blakk II	Yolanda	New ADSL	ILEC Issue
9194226	166242	CenturyTel	77.LXXU.9C N/A	12/5/2019	1/1/2018	12/5/2019	David Blakk Kevin Wilki Shannon	Yolanda	ILEC Closec ADSL	ILEC Issue
2287611	166088	CenturyTel	77.LXXU.85 N/A	12/5/2019	1/1/2018	12/5/2019	David Blakk Kevin Wilki Shannon	Yolanda	ILEC Closec ADSL	ILEC Issue
6081516	166221	CenturyTel	77.LXXU.9C N/A	12/4/2019	1/1/2018	12/5/2019	David Blakk Kevin Wilki Jessie	Yolanda	ILEC Closec ADSL	ILEC Issue
2586641	165082	CenturyTel	N/A	12/4/2019	0000-00-00	0000-00-00	Brandon Sjoblom	Jessie	Open	ILEC Issue
6171142	166079	CenturyTel	77.LXXU.9C N/A	12/4/2019	1/1/2018	12/5/2019	David Blakk Kevin Wilki Yolanda	Yolanda	ILEC Closec ADSL	ILEC Issue
7800306	166246	CenturyTel	N/A	12/4/2019	0000-00-00	0000-00-00	Cody Pittman	Dawn	Open	ILEC Issue
LC119783	165195	CenturyTel	48.HCFU.34 N/A	12/4/2019	12/5/2019	12/6/2019	Joshua Bari Joshua Bari Carol	Norman	Closed T1	ILEC Issue
1395985	166205	CenturyTel	77.LXXU.9C N/A	12/4/2019	1/1/2018	12/5/2019	David Blakk Kevin Wilki Kerry	Yolanda	ILEC Closec ADSL	ILEC Issue
4347764	166026	CenturyTel	77.LXXU.85 N/A	12/3/2019	1/1/2018	12/5/2019	Kevin Wilki Kevin Wilki Stephanie	Yolanda	ILEC Closec ADSL	ILEC Issue
591515	166081	CenturyTel	77.LXXU.85 N/A	12/3/2019	1/1/2018	12/4/2019	Chris Griffi Kevin Wilki Stephanie	Kelsey	ILEC Closec ADSL	ILEC Issue

Unity Raw Data

2719440	166093	CenturyTel 77.LXXU.85 N/A	12/3/2019	1/1/2018	12/4/2019	David Blake Kevin Wilki Stefanie	Kelsey	ILEC Closec ADSL	ILEC Issue
1137476	166161	CenturyTel 77.LXXU.9C N/A	12/3/2019	1/1/2018	12/4/2019	David Blake Kevin Wilki Heidi	Kelsey	ILEC Closec ADSL	ILEC Issue
LC119662	166206	CenturyTel 27.HCF5.4C N/A	12/3/2019	#####	#####	Brandon Sj Cody Pittm Clark		Closed HDLSL	
6545453	165937	CenturyTel 77.LXXU.9C N/A	12/3/2019	1/1/2018	12/6/2019	Chris Griffil Kevin Wilki Rob	Yolanda	ILEC Closec ADSL	Socket Issue
5393368	166183	CenturyTel 77.LXXU.9C N/A	12/3/2019	1/1/2018	12/4/2019	David Blake Kevin Wilki Michael	Kelsey	ILEC Closec ADSL	ILEC Issue
5115399	166174	CenturyTel 77.LXXU.85 N/A	12/3/2019	12/4/2019	12/4/2019	David Blake David Blake Michael	Mahogany	Closed ADSL	ILEC Issue
LC119622	165384	CenturyTel 77.UHXX/1 N/A	12/3/2019	#####	#####	Michael Ati Michael Ati Fred		ILEC Closec T1	ILEC Issue
17663863	166176	CenturyTel DS1NT-229 N/A	12/3/2019	12/8/2019	12/8/2019	Johnathon Cody Pittm TJ		ILEC Closec Ethernet	ILEC Issue
LC119561	165384	CenturyTel N/A	12/2/2019	12/3/2019	12/3/2019	Michael Ati Michael Ati Zander		ILEC Closec T1	ILEC Issue
4474485	165937	CenturyTel 77.LXXU.9C N/A	12/2/2019	12/3/2019	12/3/2019	Chris Griffil Chris Griffil Michael	Rob	ILEC Closec ADSL	ILEC Issue
9850463	166088	CenturyTel N/A	12/2/2019	1/1/2018	12/3/2019	David Blake Kevin Wilki Kelsey	Stephanie	ILEC Closec ADSL	ILEC Issue
2214266	166110	CenturyTel 26/CLMAB, N/A	12/2/2019	1/1/2018	12/3/2019	David Blake Kevin Wilki Yolanda	Stephanie	ILEC Closec ADSL	ILEC Issue
5536726	165851	CenturyTel 5.73E+09	12/2/2019	0000-00-00	0000-00-00	Michael Atkisson Shannon		Open POTS	ILEC Issue
1.31E+08	165851	CenturyTel 5.73E+09	12/2/2019	12/3/2019	12/6/2019	Michael Ati Mikel Bass Shannon	N/A	ILEC Closec POTS	ILEC Issue
6821837	166030	CenturyTel 77.LXXU.85 N/A	12/2/2019	0000-00-00	12/2/2019	David Blake II Kerry		New	ILEC Issue

*Fower than 30 instances.

[illegible]

PON	Ver	Sup	Trading Par Customer / CCC	DDD	Owner	Date Sent / Script	Act	State	Status	FOC DD	AN
SCRTLGID4	1	1	EMBARQ 212E	20191231 212E_direc	36:00.3 AB - Loop	N	N	MO	Completor 20191231		
THEB02086	1	1	EMBARQ KET	20191227 BensonM	48:10.0 AB - Loop	N	N	MO	Completor 20191231		
SCRTLGID4	1	1	EMBARQ 212E	20191224 212E_direc	49:17.2 AB - Loop	N	N	MO	Completor 20191226		
SCRTLGID4	1	1	EMBARQ 212E	20191224 212E_direc	10:36.9 AB - Loop	N	N	MO	Completor 20191226		
SCRTLGID4	1	1	EMBARQ 212E	20191231 212E_direc	14:25.3 AB - Loop	N	N	MO	Completor 20191231		
SCRTLGID4	1	1	EMBARQ 212E	20191226 212E_direc	08:10.3 AB - Loop	N	N	MO	Completor 20191227		
SCRTLGID4	1	1	EMBARQ 212E	20191231 212E_direc	27:42.9 AB - Loop	N	N	MO	Completor 20191231		
SCRTLGID4	1	1	EMBARQ 212E	20191230 212E_direc	27:56.9 AB - Loop	N	N	MO	Completor 20191230		
SCRTLGID4	1	1	EMBARQ 212E	20191223 212E_direc	39:52.3 AB - Loop	N	N	MO	Completor 20191223		
SCRTLGID4	1	1	EMBARQ 212E	20191226 212E_direc	59:05.2 AB - Loop	N	N	MO	Completor 20191227		
SCRTLGID4	2	3	EMBARQ KET	20191219 BensonM	56:29.5 AB - Loop	N	N	MO	Completor 20191223		
THEH02081	1	1	EMBARQ KET	20191220 BensonM	31:21.8 AB - Loop	N	N	MO	Completor 20191220		
SCRTLGID4	1	1	EMBARQ 212E	20191226 212E_direc	31:01.6 AB - Loop	N	N	MO	Completor 20191227		
SCRTLGID4	1	1	EMBARQ 212E	20191219 212E_direc	33:09.3 AB - Loop	N	N	MO	Completor 20191219		
SCRTLGID4	1	1	EMBARQ 212E	20191219 212E_direc	16:31.5 AB - Loop	N	N	MO	Completor 20191219		
SCRTLGID4	1	1	EMBARQ 212E	20191220 212E_direc	36:57.7 AB - Loop	N	N	MO	Completor 20191220		
SCRTLGID4	1	1	EMBARQ 212E	20191223 212E_direc	37:01.1 AB - Loop	N	N	MO	Completor 20191223		
SCRTLGID4	1	1	EMBARQ 212E	20191223 212E_direc	59:04.2 AB - Loop	N	N	MO	Completor 20191223		
SCRTLGID4	1	1	EMBARQ 212E	20191223 212E_direc	38:15.6 AB - Loop	N	N	MO	Completor 20191223		
WONW120	1	1	EMBARQ KET	20191218 BensonM	27:43.6 AB - Loop	N	N	MO	Completor 20191218		
SCRTLGID4	1	1	EMBARQ 212E	20191218 212E_direc	26:55.5 AB - Loop	N	N	MO	Completor 20191218		
SCRTLGID4	1	1	EMBARQ 212E	20191220 212E_direc	08:15.0 AB - Loop	N	N	MO	Completor 20191220		
SCRTLGID4	1	1	EMBARQ 212E	20191217 BensonM	32:29.9 AB - Loop	N	N	MO	Completor 20191217		
SCRTLGID4	1	1	EMBARQ 212E	20191218 212E_direc	16:54.3 AB - Loop	N	N	MO	Completor 20191218		
SCRTLGID4	1	1	EMBARQ 212E	20191217 212E_direc	09:38.7 AB - Loop	N	N	MO	Completor 20191217		
SCRTLGID4	1	1	EMBARQ 212E	20191217 212E_direc	15:44.9 AB - Loop	N	N	MO	Completor 20191218		
SCRTLGID4	1	1	EMBARQ 212E	20191216 212E_direc	48:17.9 AB - Loop	N	N	MO	Completor 20191216		
SCRTLGID4	1	1	EMBARQ 212E	20191212 212E_direc	29:51.4 AB - Loop	N	N	MO	Completor 20191212		
SCRTLGID4	1	1	EMBARQ 212E	20191212 212E_direc	36:00.6 AB - Loop	N	N	MO	Completor 20191212		
SCRTLGID4	1	1	EMBARQ 212E	20191216 212E_direc	49:51.2 AB - Loop	N	N	MO	Completor 20191216		
SCRTLGID4	1	1	EMBARQ 212E	20191216 212E_direc	01:56.7 AB - Loop	N	N	MO	Completor 20191216		
SCRTLGID4	1	1	EMBARQ 212E	20191211 212E_direc	19:24.2 AB - Loop	N	N	MO	Completor 20191211		
SCRTLGID4	1	1	EMBARQ 212E	20191210 212E_direc	10:14.9 AB - Loop	N	N	MO	Completor 20191209		
MADPR207	1	1	EMBARQ KET	20191209 BensonM	32:34.0 AB - Loop	N	N	MO	Completor 20191209		
LAVWA207	3	3	EMBARQ KET	20191211 BensonM	13:23.4 AB - Loop	N	N	MO	Completor 20191211		
EMICO207	1	1	EMBARQ KET	20191212 BensonM	58:20.9 AB - Loop	N	N	MO	Completor 20191212		
SCRTLGID4	1	1	EMBARQ 212E	20191212 212E_direc	05:17.3 AB - Loop	N	N	MO	Completor 20191212		
SCRTLGID4	1	1	EMBARQ 212E	20191212 212E_direc	33:18.2 AB - Loop	N	N	MO	Completor 20191212		
SCRTLGID4	1	1	EMBARQ 212E	20191209 212E_direc	02:53.7 AB - Loop	N	N	MO	Completor 20191209		
SCRTLGID4	1	1	EMBARQ 212E	20191211 212E_direc	50:30.0 AB - Loop	N	N	MO	Completor 20191211		
SCRTLGID4	1	1	EMBARQ 212E	20191205 212E_direc	24:14.7 AB - Loop	N	N	MO	Completor 20191205		
SCRTLGID4	1	1	EMBARQ 212E	20191205 212E_direc	00:40.1 AB - Loop	N	N	MO	Completor 20191205		
SCRTLGID4	1	1	EMBARQ 212E	20191205 212E_direc	10:14.9 AB - Loop	N	N	MO	Completor 20191205		
AFTWV206	2	3	EMBARQ KET	20191204 BensonM	16:53.4 AB - Loop	N	N	MO	Completor 20191204		
AFTWV206	1	1	EMBARQ KET	20191209 BensonM	23:06.1 AB - Loop	N	N	MO	Completor 20191209		
SCRTLGID4	1	1	EMBARQ 212E	20191202 212E_direc	24:55.7 AB - Loop	N	N	MO	Completor 20191204		
SCRTLGID4	1	1	EMBARQ 212E	20191202 212E_direc	52:36.5 AB - Loop	N	N	MO	Completor 20191204		
SCRTLGID4	1	1	EMBARQ 212E	20191205 212E_direc	04:04.4 AB - Loop	N	N	MO	Completor 20191205		
SCRTLGID4	1	1	EMBARQ 212E	20191202 212E_direc	23:27.6 AB - Loop	N	N	MO	Completor 20191204		
SCRTLGID4	1	1	EMBARQ 212E	20191205 212E_direc	09:15.4 AB - Loop	N	N	MO	Completor 20191205		
SCRTLGID4	1	1	EMBARQ 212E	20191206 212E_direc	54:07.3 AB - Loop	N	N	MO	Completor 20191206		
SCRTLGID4	1	1	EMBARQ 212E	20191205 212E_direc	57:12.0 AB - Loop	N	N	MO	Completor 20191205		
SCRTLGID4	1	1	EMBARQ 212E	20191205 212E_direc	04:32.5 AB - Loop	N	N	MO	Completor 20191205		
SCRTLGID4	1	1	EMBARQ 212E	20191129 212E_direc	10:41.6 AB - Loop	N	N	MO	Completor 20191205		
SCRTLGID4	1	1	EMBARQ 212E	20191205 212E_direc	55:05.5 AB - Loop	N	N	MO	Completor 20191205		
BRAUN207	1	1	EMBARQ KET	20191209 BensonM	35:49.0 AB - Loop	N	N	MO	Completor 20191209		

Sort

SCRTLGID4	1	EMBARQ	212E	554A	20191202 212E_direc	26:35.3 AB - Loop	N	MO	Completor 20191204
SCRTLGID4	1	EMBARQ	212E	554A	20191129 212E_direc	28:11.9 AB - Loop	N	MO	Completor 20191203
SCRTLGID4	1	EMBARQ	212E	554A	20191128 212E_direc	58:34.5 AB - Loop	N	MO	Completor 20191202
SCRTLGID4	1	EMBARQ	212E	554A	20191202 BensonM	58:30.4 AB - Loop	N	MO	Completor 20191204
SCRTLGID4	1	EMBARQ	212E	554A	20191129 212E_direc	07:21.0 AB - Loop	N	MO	Completor 20191203
SCRTLGID4	1	EMBARQ	212E	554A	20191128 212E_direc	33:29.7 AB - Loop	N	MO	Completor 20191202
SCRTLGID4	1	EMBARQ	212E	554A	20191128 212E_direc	33:20.6 AB - Loop	N	MO	Completor 20191202
SCRTLGID4	1	EMBARQ	212E	554A	20191128 212E_direc	29:45.4 AB - Loop	N	MO	Completor 20191202
PATSN207	1	EMBARQ	KET	554A	20191213 BensonM	35:32.2 BB - Loop with Number Portability	V	MO	Completor 20191213
LARKE2072	1	EMBARQ	KET	554A	20191210 BensonM	14:08.3 BB - Loop with Number Portability	V	MO	Completor 20191210
JOHES2071	1	EMBARQ	KET	554A	20191205 BensonM	16:41.8 BB - Loop with Number Portability	V	MO	Completor 20191205
MARGL207	1	EMBARQ	KET	554A	20191206 BensonM	23:13.6 BB - Loop with Number Portability	V	MO	Completor 20191206

Sort

PON	Ver	Sup	Trading Pair	Customer	ICC	DDO	Owner	Date Sent	Seq/VP	Act	State	Status	FOC	DD	AN
P57344739		1	EMBARQ	KET	554A	20191204	KRANDOIP	03:51.8	CG - Numb-V		MO	PIA Cancell	20191205	301865871	
P57344314		1	EMBARQ	KET	554A	20191226	KRANDOIP	51:56.8	CG - Numb-V		MO	Completion	20191226	433045759	
P57344316		1	EMBARQ	KET	554A	20191230	C983538	17:46.5	CG - Numb-V		MO	Completion	20191230	301851567	
P57344268		1	EMBARQ	KET	554A	20191226	KRANDOIP	43:05.1	CG - Numb-V		MO	Completion	20191228	301851567	
P573121428		1	EMBARQ	KET	554A	20191226	C983538	21:01.6	CG - Numb-V		MO	Completion	20191230	406509571	
SCRTLGID4		1	EMBARQ	KET	554A	20191231	212E_direc	36:20.3	AB - Loop N		MO	Completion	20191231		
DISC20846		1	EMBARQ	KET	554A	20191231	BensonM	54:04.0	AB - Loop D		MO	Completion	20191231		
THBBO 208		1	EMBARQ	KET	554A	20191237	BensonM	48:10.0	AB - Loop N		MO	Completion	20191231		
DISC20485		2	EMBARQ	KET	554A	20191231	BensonM	20:29.3	AB - Loop D		MO	Completion	20191231		
DISC20513		3	EMBARQ	KET	554A	20191231	BensonM	19:24.1	AB - Loop D		MO	Completion	20191231		
DISC20514		4	EMBARQ	KET	554A	20191226	KRANDOIP	42:26.4	CG - Numb-V		MO	Completion	20191226	301910837	
P57387414		1	EMBARQ	KET	554A	20191226	C983538	47:28.4	JB - DirectD		MO	Completion	20191230		
DISC57344:		1	EMBARQ	KET	554A	20191230	C983538	12:57.8	JB - DirectN		MO	Completion	20191230		
DISC5736573		1	EMBARQ	KET	554A	20191226	C983538	21:23.8	CG - Numb-V		MO	Completion	20191226	409590258	
P57344514		1	EMBARQ	KET	554A	20191226	KRANDOIP	51:42.8	AB - Loop D		MO	Completion	20191230		
DISC20746		1	EMBARQ	KET	554A	20191230	212E_direc	00:23.7	AB - Loop D		MO	Completion	20191230		
SCRTLGID4		1	EMBARQ	212E	554A	20191231	212E_direc	01:02.0	AB - Loop D		MO	Completion	20191231		
SCRTLGID4		1	EMBARQ	212E	554A	20191231	212E_direc	01:03.0	AB - Loop D		MO	Completion	20191231		
SCRTLGID4		1	EMBARQ	212E	554A	20191234	212E_direc	49:17.2	AB - Loop N		MO	Completion	20191226		
SCRTLGID4		1	EMBARQ	212E	554A	20191230	212E_direc	00:13.6	AB - Loop D		MO	Completion	20191230		
DISC20854		1	EMBARQ	KET	554A	20191230	DixonB	45:09.8	AB - Loop D		MO	Completion	20191230		
DISC20855		1	EMBARQ	KET	554A	20191226	DixonB	17:39.6	AB - Loop D		MO	Completion	20191227		
DISC20855		1	EMBARQ	KET	554A	20191230	DixonB	52:27.6	AB - Loop D		MO	Completion	20191230		
SCRTLGID4		1	EMBARQ	212E	554A	20191227	212E_direc	00:18.7	AB - Loop D		MO	Completion	20191227		
SCRTLGID4		1	EMBARQ	212E	554A	20191234	212E_direc	00:50.1	AB - Loop D		MO	Completion	20191230		
SCRTLGID4		1	EMBARQ	212E	554A	20191223	212E_direc	16:25.3	AB - Loop N		MO	Completion	20191226		
SCRTLGID4		1	EMBARQ	212E	554A	20191231	DixonB	24:16.2	AB - Loop D		MO	Completion	20191230		
DISC2084		1	EMBARQ	KET	554A	20191226	BensonM	29:57.5	AB - Loop D		MO	Completion	20191226		
DISC20842		1	EMBARQ	212E	554A	20191226	212E_direc	00:38.5	AB - Loop D		MO	Completion	20191226		
DISC20791:		1	EMBARQ	KET	554A	20191224	BensonM	40:42.9	AB - Loop D		MO	Completion	20191226		
DISC20797:		1	EMBARQ	KET	554A	20191226	BensonM	08:06.8	AB - Loop D		MO	Completion	20191227		
SCRTLGID4		1	EMBARQ	212E	554A	20191226	212E_direc	08:10.3	AB - Loop N		MO	Completion	20191227		
SCRTLGID4		1	EMBARQ	212E	554A	20191231	212E_direc	27:42.9	AB - Loop N		MO	Completion	20191231		
SCRTLGID4		1	EMBARQ	212E	554A	20191230	212E_direc	27:56.9	AB - Loop N		MO	Completion	20191230		
SCRTLGID4		1	EMBARQ	212E	554A	20191227	212E_direc	01:01.5	AB - Loop D		MO	Completion	20191227		
SCRTLGID4		1	EMBARQ	212E	554A	20191227	212E_direc	00:57.4	AB - Loop D		MO	Completion	20191227		
SCRTLGID4		1	EMBARQ	212E	554A	20191223	212E_direc	39:52.3	AB - Loop N		MO	Completion	20191223		
SCRTLGID4		1	EMBARQ	212E	554A	20191223	212E_direc	00:22.5	AB - Loop D		MO	Completion	20191223		
SCRTLGID4		1	EMBARQ	212E	554A	20191226	C983538	57:23.7	JB - DirectN		MO	PIA Cancell	20191206		
DISC574461:		1	EMBARQ	KET	554A	20191210	C983538	56:19.5	AB - Loop N		MO	Completion	20191223		
DISC20815		1	EMBARQ	KET	554A	20191224	BensonM	37:53.8	AB - Loop D		MO	Completion	20191226		
SCRTLGID4		1	EMBARQ	212E	554A	20191223	212E_direc	00:27.3	AB - Loop D		MO	Completion	20191220		
THBHO281:		1	EMBARQ	KET	554A	20191230	BensonM	31:21.8	AB - Loop N		MO	Completion	20191220		
P63652852		1	EMBARQ	KET	554A	20191220	KRANDOIP	28:55.7	CG - Numb-V		MO	Completion	20191220	408125593	
P43177932		1	EMBARQ	KET	554A	20191220	KRANDOIP	28:54.7	CG - Numb-V		MO	Completion	20191220	301777210	
P43177921		1	EMBARQ	KET	554A	20191220	KRANDOIP	39:40.9	CG - Numb-V		MO	Completion	20191220	301776545	
SCRTLGID4		1	EMBARQ	212E	554A	20191223	212E_direc	02:31.5	AB - Loop D		MO	Completion	20191223		
DISC207377		1	EMBARQ	KET	554A	20191220	C983538	14:04.9	JB - DirectD		MO	Completion	20191220		
DISC20825		1	EMBARQ	KET	554A	20191226	BensonM	48:16.8	AB - Loop D		MO	Completion	20191227		
SCRTLGID4		1	EMBARQ	212E	554A	20191226	212E_direc	31:01.6	AB - Loop N		MO	Completion	20191227		
SCRTLGID4		1	EMBARQ	212E	554A	20191223	212E_direc	00:28.1	AB - Loop D		MO	Completion	20191223		
DISC20738		1	EMBARQ	KET	554A	20191219	BensonM	13:12.3	AB - Loop D		MO	Completion	20191219		
DISC20738		1	EMBARQ	KET	554A	20191219	BensonM	36:31.6	AB - Loop T		MO	Completion	20191219		
DISC20738		1	EMBARQ	KET	554A	20191219	BensonM	48:14.9	JB - DirectD		MO	Completion	20191219		
DISC20738		1	EMBARQ	KET	554A	20191219	C983538	33:08.3	AB - Loop N		MO	Completion	20191219		
DISC20738		1	EMBARQ	212E	554A	20191219	212E_direc	16:31.5	AB - Loop D		MO	Completion	20191219		
SCRTLGID4		1	EMBARQ	212E	554A	20191220	212E_direc	00:34.0	AB - Loop D		MO	Completion	20191220		
SCRTLGID4		1	EMBARQ	212E	554A	20191220	212E_direc	36:57.7	AB - Loop N		MO	Completion	20191220		
DISC20738		1	EMBARQ	KET	554A	20191219	BensonM	16:45.9	AB - Loop D		MO	Completion	20191219		
SCRTLGID4		1	EMBARQ	212E	554A	20191223	212E_direc	37:01.1	AB - Loop N		MO	Completion	20191223		
SCRTLGID4		1	EMBARQ	212E	554A	20191218	C983538	25:32.9	JB - DirectD		MO	Completion	20191218		
DISC57344:		1	EMBARQ	KET	554A	20191223	212E_direc	59:04.2	AB - Loop N		MO	Completion	20191223		
WONW120		1	EMBARQ	KET	554A	20191218	BensonM	38:15.6	AB - Loop N		MO	Completion	20191218		
SCRTLGID4		1	EMBARQ	212E	554A	20191218	212E_direc	27:43.6	AB - Loop N		MO	Completion	20191218		
SCRTLGID4		1	EMBARQ	212E	554A	20191215	BensonM	44:27.9	AB - Loop C		MO	Completion	20191215		
SCRTLGID4		1	EMBARQ	KET	554A	20191219	BensonM	59:04.0	AB - Loop D		MO	Completion	20191219		
DISC20799		1	EMBARQ	KET	554A	20191218	212E_direc	26:55.5	AB - Loop N		MO	Completion	20191218		
SCRTLGID4		1	EMBARQ	212E	554A	20191218	212E_direc	00:19.7	AB - Loop D		MO	Completion	20191218		
SCRTLGID4		1	EMBARQ	212E	554A	20191220	212E_direc	08:15.0	AB - Loop N		MO	Completion	20191220		
SCRTLGID4		1	EMBARQ	212E	554A	20191218	212E_direc	00:33.4	AB - Loop D		MO	Completion	20191218		
DISC573545		1	EMBARQ	KET	554A	20191217	C983538	15:25.8	JB - DirectN		MO	Completion	20191217		

