

Service Quality Improvement Plan

Wheatland North and West Routes

CenturyLink identified that the North and West Routes in the Wheatland exchange were experiencing higher than normal repair volumes. This was determined by a daily review of the trouble reports by the management team, customer complaint history, and technician input. An analysis of the area was conducted to determine the cause and what measures were necessary to reduce trouble reports and improve the customer experience. See Confidential Exhibit A. The report rate for the entire exchange was within the maximum acceptable number of reports under the service guidelines, including the East and South Routes, yet the area west of I-25, encompassing the North and West Routes was showing higher levels of reports. See Confidential Exhibit B.

Beginning in 2014 the local Area Plant Supervisor and the local technician conducted a detailed evaluation of the North and West Routes out of the Wheatland Exchange based on engineering records and physical inspections. From this evaluation, the local team determined that the North and West Routes needed five specific maintenance jobs and one specific capital construction job in order to reduce the Trouble Report Rate and fix the known customer problems.

Maintenance Jobs

- There was a washed out cable at mile marker 20.3 on HWY 34 West Route which serves nine customers. The exact date the cable washed out of the creek cannot be determined. At one time, CenturyLink considered hanging the cable on the poles owned by the Wheatland REA. However, that solution proved unfeasible and boring the cable under the river was the ultimate solution. We also replaced the pedestals in this section. This project was completed in February of 2015. See Exhibit C.
- One of the needed maintenance jobs identified by the local team was also identified by PSC field engineer Mr. McCollom. This job is shown in PSC Sybille Canyon Photo number 5. This photo shows a picture of cabinets attached to a fence. The location is mile marker 36.92 on HWY 34. The wind has caused damaged to the H-fixture and fencing protecting the cabinets at this location. The cabinets need to be reinforced with a new H Fixture and the fence needs repair. The estimated job completion date is February 27, 2015. See Exhibit F.
- At 58 Mule Creek Rd, we need to replace 420 feet of 6 pair cable exposed by road maintenance and erosion. This replacement of cable will improve service for Mr. Roy Mathis who is one of

the customers who has brought a complaint to the Commission. The estimated date of completion is April 2015. See Exhibit C.

- Harris Park Road, the local team identified that the need to bury exposed cable of approximately 300 feet exposed by road maintenance and erosion. The estimated date of completion for this project is April of 2015. See Exhibit D.
- Tunnel road, we need to bury approximately 500 feet of cable exposed by road maintenance and erosion. The estimated date of completion is April 2015. See Exhibit C.

Capital Job

- WYDOT installed two box culverts on HWY 34. During this construction the CenturyLink cable was damaged and a temporary line was placed. CenturyLink will replace the 300 foot section. The estimated date of completion for this project is April 2015. See Exhibit G.

Cost estimate for the maintenance plan

- Labor Spend: \$25,600 = 320 hours @ \$80.00 loaded labor rate.
- Contract Labor Cost *: \$30,000 (estimate on pending cable section replacement)
- Capital Rehab/Replacement **: \$22,000 (estimate on pending cable section replacement)
- Cost estimate for West route: \$77,600

* The contract labor cost is considered an estimate until the job(s) are completed.

**The capital rehab and replacement cost is considered an estimate until the job is completed.

Action required at each location:

In addition to the specific jobs listed above, the techs have been instructed to review all access points for any potential problems. An access point is any facility that impacts the network. Access points are pedestals, aerial terminals, repeater housings, power insertion terminals and any cable or wire. At the time of the review the technician will take immediate corrective action on minor items, identify and report the contractor maintenance activity required or identify and report the need for capital rehabilitation.

- **Buried Plant Analysis**
 - Pedestal Condition – Repair/Replace as needed.
 - Protection - Assess need – Place as needed.
 - Bonding and Grounding – Place as needed.
 - Housing – Properly mounted – mounting fixture in satisfactory condition – Repair/Replace as needed.
 - Cable/Wire Testing and Repair

- **Aerial Plant Analysis**
 - Review open wire poles – Repair/Replace as needed
 - Open wire – Repair/Replace as needed.
 - Aerial Terminal – Repair as needed.
 - Bonding and Grounding – Repair/Replace.
 - Cable/Wire Testing and Repair

Upon completion of the route the team will review the report rate improvement vs. 2014, complaint frequency, repair dispatches.

Project Completion:

- **Date: November 1, 2014 – June 30, 2015**
- **Complete previously identified projects by: April, 30, 2015**
- **Estimated Technician Hours: 320**

CONCLUSION

CenturyLink commits to providing the Commission with Trouble Reports and Vital Few reports for the Wheatland Exchange on a monthly basis. The Company further commits to providing a status report upon completion of the projects outlined in this Plan.

Respectfully submitted this 19th day of February, 2015.

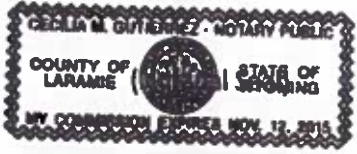
BY:



David Johnson
Area Operations Manager – Wyoming
CenturyLink

Subscribed and sworn to me this 19th day of February, 2015.

Cecilia M Gutierrez



NOTARY PUBLIC FOR THE STATE OF WYOMING

Printed Name: Cecilia M Gutierrez

Residing at: Cheyenne, Wyoming

My commission expires: 11-12-15

DATE: _____

	A	B	C	D	E	F
	Location: (ped or terminal address or description)	Actions: Be descriptive i.e. test results, corrective action taken, etc...	CMS Required Y/N	CMS Tracking Number	Job Required Y/N	Job Number
1						
2	MM 3692 Hwy 34	Place new H fixture. Repair existing fencing ETC 2-27	Y	15010759		
3	MM 20.3 Hwy 34	Place new cable through washed out area. Place pedestals ETC 2-27	Y	15010760		
4		Place new cable along Hwy 34 near - WYDOT Permit Submitted ETR 4-30			Y	E.721147
5	Harris Park Rd	Bury exposed cable, several locations along road. 300 ft. ETC 4-30	Y	15010763		
6	58 Mule Creek Rd	Replace 420 feet of 6 pair cable. Roy Mathis residence. ETC 4-30	Y	15010761		
7	Tunnel Rd	Bury exposed cable, several locations along road. 500 ft ETC 4-30	Y	15010764		
8	Brookside Rd Repeater 1	Place new H-fixture. Rehang equipment. Replace foot bridge. ETC 4-15	Y	15010766		
9	Hwy 34 MM 46.6	Place new H-fixture. Rehang equipment. ETC 4-30	Y	15036866		
10	Hwy 34 MM 47.8	Place new H-fixture. Rehang equipment. ETC 4-30	Y	15036867		

DATE: _____

A	B	C	D	E	F
11 Hwy 34 MM 42.3	Place cattle protection around pedestal, rehab pedestal and cable. ETC 4-15	Y	15010765		
12 Hwy 34 MM 42.6	Place cattle protection around pedestal, rehab pedestal and cable. ETC 4-15	Y	15036855		
13 Hwy 34 MM 43.2	Place cattle protection around pedestal, rehab pedestal and cable. ETC 4-15	Y	15036856		
14 Hwy 34 MM 43.6	Place cattle protection around pedestal, rehab pedestal and cable. ETC 4-15	Y	15036857		
15 Hwy 34 MM 44.6	Place cattle protection around pedestal, rehab pedestal and cable. ETC 4-15	Y	15036858		
16 Hwy 34 MM 46.7	Place cattle protection around pedestal, rehab pedestal and cable. ETC 4-15	Y	15036859		
17 Hwy 34 MM 47.1	Place cattle protection around pedestal, rehab pedestal and cable. ETC 4-15	Y	15036860		
18 Hwy 34 MM 47.8	Place cattle protection around pedestal, rehab pedestal and cable. ETC 4-15	Y	15036861		
19 Hwy 34 MM 47.3	Place cattle protection around pedestal, rehab pedestal and cable. ETC 4-15	Y	15036862		
20 Hwy 34 MM 48.3	Place cattle protection around pedestal, rehab pedestal and cable. ETC 4-15	Y	15036863		

DATE: _____

A	B	C	D	E	F
21 Hwy 34 MM 48.8	Place cattle protection around pedestal, rehab pedestal and cable. ETC 4-15	Y	15036864		
22 Hwy 34 MM 49.0	Place cattle protection around pedestal, rehab pedestal and cable. ETC 4-15	Y	15036865		