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July 29, 2011

Records
New Mexico Public Regulation Commission
224 East Palace Ave.
Santa Fe, New Mexico 87501-2013

RE: Quarterly Reports per Quality of Service Rule – NMAC 17.11.22

Pursuant to the Final Order issued on December 31, 2009 in Case No. 10-00156-UT, attached are the second quarter 2011 Qwest service quality reports, as required by Sections 17.11.22.8.A-F and Appendix B of the Quality of Service Rule. An electronic copy is also enclosed.

If you have any questions, please call me on 503-242-5089.

Thank you,

A handwritten signature in blue ink that reads "Ron Trullinger". The signature is written in a cursive style with a large, looping "R" and "T".

Ron L. Trullinger

Enclosures

NEW MEXICO ALL TROUBLES REPORT NUMBERS AND RATES - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	REPORTS	LINES	RATE	REPORTS	LINES	RATE	REPORTS	LINES	RATE	REPORTS	LINES	RATE
STANDARD												
ACADEMY	183	21993	0.83	133	21951	0.61	137	21825	0.63	920	132958	0.69
ALAMOGORDO MAIN	99	11261	0.88	94	11173	0.84	120	11029	1.09	532	67810	0.78
ALAMOGORDO WEST	1	245	0.41	6	242	2.48	2	239	0.84	14	1485	0.94
ALBQ EAST	155	18349	0.84	128	18232	0.70	186	18093	1.03	951	110577	0.86
ALBQ MAIN	139	23559	0.59	104	23533	0.44	126	23465	0.54	722	142938	0.51
ALBQ NORTH	154	14362	1.07	89	14248	0.62	106	14117	0.75	738	86368	0.85
ALBQ NORTHEAST	393	35355	1.11	317	35111	0.90	386	34768	1.11	2034	213047	0.95
ALBQ SOUTHWEST	187	8842	2.11	102	8780	1.16	168	8662	1.94	840	53129	1.58
ALBQ WEST	121	15764	0.77	92	15579	0.59	118	15437	0.76	636	94966	0.67
AMBER MESA	41	4767	0.86	25	4691	0.53	88	4618	1.91	325	28644	1.13
ANGEL FIRE	14	2863	0.49	17	2861	0.59	21	2853	0.74	96	17275	0.56
ANTHONY	58	2982	1.95	34	2939	1.16	48	2903	1.65	361	17890	2.02
ARTESIA	24	3338	0.72	12	3318	0.36	30	3301	0.91	123	20136	0.61
AZTEC MAIN	52	4760	1.09	60	4721	1.27	59	4657	1.27	311	27956	1.11
AZTEC SOUTH(BLOOMFIELD)	83	4436	1.87	82	4389	1.87	82	4325	1.90	398	26841	1.48
BAYARD	18	1855	0.97	14	1840	0.76	16	1832	0.87	90	11153	0.81
BELÉN	130	6925	1.88	112	6918	1.62	121	6859	1.76	603	41871	1.44
BERNALILLO	109	8903	1.22	70	8888	0.79	128	8863	1.44	537	53602	1.00
CHAPARRAL	35	2046	1.71	28	2027	1.38	27	2000	1.35	166	12273	1.35
CIMARRON	5	575	0.87	7	585	1.20	6	587	1.02	29	3493	0.83
CLOVIS MAIN	44	7871	0.56	40	7796	0.51	40	7684	0.52	286	47699	0.60
CLOVIS WEST	4	286	1.40	1	286	0.35	1	300	0.33	9	1630	0.55
CORRALES	202	22158	0.91	157	21996	0.71	193	21858	0.88	981	133550	0.73
DEMING	109	6681	1.63	112	6623	1.69	124	6563	1.89	758	40324	1.88
ESTANCIA	21	1680	1.25	18	1678	1.07	24	1658	1.45	122	10129	1.20
FARMINGTON MAIN	149	19259	0.77	136	19078	0.71	142	18849	0.75	864	116403	0.74
FARMINGTON WEST	43	1716	2.51	28	1693	1.65	47	1684	2.79	242	10368	2.33
FT WINGATE	2	127	1.57	2	126	1.59	4	121	3.31	11	761	1.45
GALLUP EAST	9	506	1.78	6	500	1.20	13	502	2.59	42	3037	1.38
GALLUP MAIN	88	8937	0.98	73	8937	0.82	89	8865	1.00	422	54001	0.78
GRANTS MAIN	49	5221	0.94	34	5231	0.65	45	5196	0.87	277	31539	0.88
HATCH	46	1552	2.96	32	1535	2.08	22	1544	1.42	167	9352	1.79
LA MESA	64	1669	3.83	48	1656	2.90	69	1638	4.21	451	10067	4.48
LAGUNA ACOMA	36	1780	2.02	23	1769	1.30	48	1757	2.73	199	10668	1.87
LAS CRUCES MAIN	269	24442	1.10	297	24356	1.22	315	24126	1.31	1645	147960	1.11

New Mexico PRC Quality of Service Rule 17.11.22.8.A and B
Blanks in the report indicate no activity for the measure.

NEW MEXICO ALL TROUBLES REPORT NUMBERS AND RATES - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	REPORTS	LINES	RATE	REPORTS	LINES	RATE	REPORTS	LINES	RATE	REPORTS	LINES	RATE
STANDARD												
LAS CRUCES TELSHOR	94	9892	0.95	47	9847	0.48	49	9743	0.50	471	59671	0.79
LAS VEGAS	56	7630	0.73	76	7585	1.00	88	7495	1.17	444	45909	0.97
LOS ALAMOS	30	5820	0.52	27	5786	0.47	24	5762	0.42	130	35087	0.37
LOS LUNAS MAIN	111	9607	1.16	109	9565	1.14	161	9479	1.70	652	57952	1.13
LOS LUNAS NORTH	40	2700	1.48	33	2665	1.24	48	2648	1.81	228	16246	1.40
MORIARTY	25	2430	1.03	18	2420	0.74	45	2399	1.88	140	14716	0.95
MOUNTAIN AIR	14	861	1.63	10	858	1.17	14	857	1.63	57	5195	1.10
PENA BLANCA	25	1104	2.26	11	1096	1.00	16	1094	1.46	101	6645	1.52
PENASCO	27	1212	2.23	33	1211	2.73	22	1224	1.80	145	7322	1.98
PORTALES	19	2653	0.72	18	2632	0.68	32	2592	1.23	135	16039	0.84
QUESTA	42	1425	2.95	17	1417	1.20	23	1400	1.64	163	8542	1.91
RATON	40	3770	1.06	38	3770	1.01	44	3775	1.17	196	22802	0.86
RED RIVER	14	981	1.43	11	983	1.12	31	981	3.16	65	5920	1.10
RIO RANCHO	148	16992	0.87	117	16940	0.69	147	16872	0.87	685	102609	0.67
ROSWELL MAIN	161	16978	0.95	166	16847	0.99	162	16745	0.97	847	102278	0.83
ROSWELL SOUTH	11	894	1.23	6	884	0.68	11	883	1.25	69	5384	1.28
SAN MATEO	130	18629	0.70	95	18436	0.52	143	18253	0.78	775	112077	0.69
SANTA FE - ELDORADO	44	3548	1.24	20	3514	0.57	30	3477	0.86	181	21356	0.85
SANTA FE MAIN	201	29241	0.69	167	29064	0.57	186	28896	0.64	989	176062	0.56
SANTA FE NORTH	35	2427	1.44	40	2428	1.65	20	2411	0.83	178	14666	1.21
SANTA FE SOUTHWEST	121	19486	0.62	181	19246	0.94	98	19115	0.51	687	117322	0.59
SANTA TERESA	37	3706	1.00	42	3670	1.14	68	3642	1.87	291	22340	1.30
SILVER CITY	55	7384	0.74	51	7331	0.70	58	7261	0.80	332	44485	0.75
SOCORRO	21	3530	0.59	18	3519	0.51	59	3493	1.69	183	21257	0.86
SPRINGER	2	753	0.27	3	749	0.40	12	742	1.62	39	4519	0.86
TAOS MAIN	120	10229	1.17	112	10384	1.08	112	10317	1.09	572	62125	0.92
TAOS NORTH	25	2578	0.97	23	2558	0.90	35	2535	1.38	145	15419	0.94
TIJERAS	101	10313	0.98	102	10235	1.00	91	10168	0.89	569	62166	0.92
TUCUMCARI	47	2629	1.79	43	2614	1.64	49	2594	1.89	233	15839	1.47
WHITE ROCK	17	2070	0.82	8	2042	0.39	17	2029	0.84	74	12454	0.59
TOTALS	4949	498537	0.99	4175	495582	0.84	5046	491660	1.03	26678	3006304	0.89

NEW MEXICO NON-DESIGNED TROUBLES REPORT NUMBERS AND RATES - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	REPORTS	LINES	RATE	REPORTS	LINES	RATE	REPORTS	LINES	RATE	REPORTS	LINES	RATE
STANDARD			5.00			5.00			5.00			5.00
ACADEMY	180	19449	0.93	133	19382	0.69	137	19256	0.71	913	117493	0.78
ALAMOGORDO MAIN	99	10315	0.96	94	10202	0.92	118	10058	1.17	529	62084	0.85
ALAMOGORDO WEST	1	245	0.41	6	242	2.48	2	239	0.84	14	1485	0.94
ALBQ EAST	155	16556	0.94	127	16414	0.77	184	16275	1.13	944	99839	0.95
ALBQ MAIN	128	16414	0.78	101	16341	0.62	118	16200	0.73	676	99913	0.68
ALBQ NORTH	154	12427	1.24	88	12315	0.71	104	12159	0.86	734	74754	0.98
ALBQ NORTHEAST	392	34052	1.15	317	33783	0.94	385	33444	1.15	2027	205176	0.99
ALBQ SOUTHWEST	187	8828	2.12	102	8766	1.16	168	8648	1.94	840	53045	1.58
ALBQ WEST	120	15186	0.79	91	15001	0.61	115	14820	0.78	628	91387	0.69
AMBER MESA	41	4667	0.88	25	4591	0.54	88	4518	1.95	324	28044	1.16
ANGEL FIRE	14	2863	0.49	17	2861	0.59	21	2853	0.74	96	17275	0.56
ANTHONY	58	2982	1.95	34	2939	1.16	48	2903	1.65	361	17890	2.02
ARTESIA	24	3337	0.72	12	3317	0.36	30	3300	0.91	123	20130	0.61
AZTEC MAIN	52	4755	1.09	60	4716	1.27	59	4652	1.27	311	27926	1.11
AZTEC SOUTH(BLOOMFIELD)	83	4434	1.87	82	4387	1.87	82	4323	1.90	398	26829	1.48
BAYARD	18	1855	0.97	14	1840	0.76	16	1832	0.87	90	11153	0.81
BELÉN	128	6694	1.91	107	6662	1.61	118	6603	1.79	593	40385	1.47
BERNALILLO	109	8291	1.31	68	8227	0.83	128	8178	1.57	534	49804	1.07
CHAPARRAL	35	2046	1.71	28	2027	1.38	27	2000	1.35	166	12273	1.35
CIMARRON	5	575	0.87	7	585	1.20	6	587	1.02	29	3493	0.83
CLOVIS MAIN	44	6865	0.64	40	6740	0.59	40	6628	0.60	286	41565	0.69
CLOVIS WEST	4	286	1.40	1	286	0.35	1	300	0.33	9	1630	0.55
CORRALES	198	20984	0.94	154	20848	0.74	192	20685	0.93	971	126656	0.77
DEMING	109	6396	1.70	112	6338	1.77	123	6278	1.96	757	38614	1.96
ESTANCIA	21	1680	1.25	18	1678	1.07	24	1658	1.45	122	10129	1.20
FARMINGTON MAIN	146	15973	0.91	131	15768	0.83	140	15539	0.90	849	96478	0.88
FARMINGTON WEST	43	1716	2.51	28	1693	1.65	47	1684	2.79	242	10368	2.33
FT WINGATE	2	127	1.57	2	126	1.59	4	121	3.31	11	761	1.45
GALLUP EAST	9	506	1.78	6	500	1.20	13	502	2.59	42	3037	1.38
GALLUP MAIN	86	8076	1.06	72	8051	0.89	88	7979	1.10	417	48710	0.86
GRANTS MAIN	49	4508	1.09	32	4493	0.71	45	4458	1.01	274	27161	1.01
HATCH	46	1552	2.96	32	1535	2.08	22	1544	1.42	167	9352	1.79
LA MESA	64	1669	3.83	48	1656	2.90	69	1638	4.21	451	10067	4.48
LAGUNA ACOMA	36	1780	2.02	23	1769	1.30	48	1757	2.73	199	10668	1.87
LAS CRUCES MAIN	262	21061	1.24	293	20926	1.40	308	20745	1.48	1621	127727	1.27

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NEW MEXICO NON-DESIGNED TROUBLES REPORT NUMBERS AND RATES - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	REPORTS	LINES	RATE	REPORTS	LINES	RATE	REPORTS	LINES	RATE	REPORTS	LINES	RATE
STANDARD			5.00			5.00			5.00			5.00
LAS CRUCES TELSHOR	94	8878	1.06	47	8834	0.53	49	8754	0.56	469	53613	0.87
LAS VEGAS	56	7009	0.80	76	6964	1.09	88	6898	1.28	443	42207	1.05
LOS ALAMOS	28	4599	0.61	27	4565	0.59	22	4520	0.49	126	27765	0.45
LOS LUNAS MAIN	110	9021	1.22	106	8953	1.18	161	8868	1.82	648	54377	1.19
LOS LUNAS NORTH	40	2700	1.48	33	2665	1.24	48	2648	1.81	228	16246	1.40
MORIARTY	25	2430	1.03	18	2420	0.74	45	2399	1.88	140	14716	0.95
MOUNTAIN AIR	14	861	1.63	10	858	1.17	14	857	1.63	57	5195	1.10
PENA BLANCA	25	1104	2.26	11	1096	1.00	16	1094	1.46	101	6645	1.52
PENASCO	27	1212	2.23	33	1211	2.73	22	1224	1.80	145	7322	1.98
PORTALES	19	2653	0.72	18	2632	0.68	32	2592	1.23	135	16039	0.84
QUESTA	42	1425	2.95	17	1417	1.20	23	1400	1.64	163	8542	1.91
RATON	40	3485	1.15	37	3485	1.06	43	3491	1.23	192	21068	0.91
RED RIVER	14	981	1.43	11	983	1.12	31	981	3.16	65	5920	1.10
RIO RANCHO	148	16473	0.90	117	16370	0.71	147	16253	0.90	683	99340	0.69
ROSWELL MAIN	161	14943	1.08	165	14812	1.11	160	14710	1.09	839	90043	0.93
ROSWELL SOUTH	11	894	1.23	6	884	0.68	11	883	1.25	69	5384	1.28
SAN MATEO	130	16263	0.80	95	16067	0.59	139	15911	0.87	753	97725	0.77
SANTA FE - ELDORADO	44	3547	1.24	20	3513	0.57	30	3476	0.86	181	21350	0.85
SANTA FE MAIN	201	26304	0.76	167	26077	0.64	186	25934	0.72	988	158359	0.62
SANTA FE NORTH	35	2424	1.44	40	2425	1.65	20	2408	0.83	178	14636	1.22
SANTA FE SOUTHWEST	121	18161	0.67	177	17896	0.99	97	17766	0.55	677	109348	0.62
SANTA TERESA	37	3704	1.00	42	3668	1.15	68	3640	1.87	291	22328	1.30
SILVER CITY	55	6897	0.80	49	6844	0.72	58	6774	0.86	328	41558	0.79
SOCORRO	21	3530	0.59	18	3519	0.51	59	3493	1.69	183	21257	0.86
SPRINGER	2	753	0.27	3	749	0.40	12	742	1.62	39	4519	0.86
TAOS MAIN	119	9597	1.24	112	9552	1.17	112	9485	1.18	571	57836	0.99
TAOS NORTH	25	2578	0.97	23	2558	0.90	35	2535	1.38	145	15419	0.94
TIJERAS	101	10207	0.99	102	10129	1.01	91	10061	0.90	568	61529	0.92
TUCUMCARI	47	2627	1.79	43	2612	1.65	49	2592	1.89	233	15827	1.47
WHITE ROCK	17	2070	0.82	8	2042	0.39	17	2029	0.84	74	12454	0.59
TOTALS	4911	456480	1.08	4136	452805	0.91	5003	448782	1.11	26460	2751868	0.96

NEW MEXICO DESIGNED SERVICES TROUBLES REPORT NUMBERS AND RATES - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	REPORTS	LINES	RATE	REPORTS	LINES	RATE	REPORTS	LINES	RATE	REPORTS	LINES	RATE
STANDARD												
ACADEMY	3	2544	0.12	0	2569	0.00	0	2569	0.00	7	15465	0.05
ALAMOGORDO MAIN	0	946	0.00	0	971	0.00	2	971	0.21	3	5726	0.05
ALAMOGORDO WEST												
ALBQ EAST	0	1793	0.00	1	1818	0.06	2	1818	0.11	7	10738	0.07
ALBQ MAIN	11	7145	0.15	3	7192	0.04	8	7265	0.11	46	43025	0.11
ALBQ NORTH	0	1935	0.00	1	1933	0.05	2	1958	0.10	4	11614	0.03
ALBQ NORTHEAST	1	1303	0.08	0	1328	0.00	1	1324	0.08	7	7871	0.09
ALBQ SOUTHWEST	0	14	0.00	0	14	0.00	0	14	0.00	0	84	0.00
ALBQ WEST	1	578	0.17	1	578	0.17	3	617	0.49	8	3579	0.22
AMBER MESA	0	100	0.00	0	100	0.00	0	100	0.00	1	600	0.17
ANGEL FIRE												
ANTHONY												
ARTESIA	0	1	0.00	0	1	0.00	0	1	0.00	0	6	0.00
AZTEC MAIN	0	5	0.00	0	5	0.00	0	5	0.00	0	30	0.00
AZTEC SOUTH(BLOOMFIELD)	0	2	0.00	0	2	0.00	0	2	0.00	0	12	0.00
BAYARD												
BELEN	2	231	0.87	5	256	1.95	3	256	1.17	10	1486	0.67
BERNALILLO	0	612	0.00	2	661	0.30	0	685	0.00	3	3798	0.08
CHAPARRAL												
CIMARRON												
CLOVIS MAIN	0	1006	0.00	0	1056	0.00	0	1056	0.00	0	6134	0.00
CLOVIS WEST												
CORRALES	4	1174	0.34	3	1148	0.26	1	1173	0.09	10	6894	0.15
DEMING	0	285	0.00	0	285	0.00	1	285	0.35	1	1710	0.06
ESTANCIA												
FARMINGTON MAIN	3	3286	0.09	5	3310	0.15	2	3310	0.06	15	19925	0.08
FARMINGTON WEST												
FT WINGATE												
GALLUP EAST												
GALLUP MAIN	2	861	0.23	1	886	0.11	1	886	0.11	5	5291	0.09
GRANTS MAIN	0	713	0.00	2	738	0.27	0	738	0.00	3	4378	0.07
HATCH												
LA MESA												
LAGUNA ACOMA												
LAS CRUCES MAIN	7	3381	0.21	4	3430	0.12	7	3381	0.21	24	20233	0.12

New Mexico PRC Quality of Service Rule 17.11.22.8.A and B
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NEW MEXICO DESIGNED SERVICES TROUBLES REPORT NUMBERS AND RATES - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	REPORTS	LINES	RATE	REPORTS	LINES	RATE	REPORTS	LINES	RATE	REPORTS	LINES	RATE
STANDARD												
LAS CRUCES TELSHOR	0	1014	0.00	0	1013	0.00	0	989	0.00	2	6058	0.03
LAS VEGAS	0	621	0.00	0	621	0.00	0	597	0.00	1	3702	0.03
LOS ALAMOS	2	1221	0.16	0	1221	0.00	2	1242	0.16	4	7322	0.05
LOS LUNAS MAIN	1	586	0.17	3	612	0.49	0	611	0.00	4	3575	0.11
LOS LUNAS NORTH												
MORIARTY												
MOUNTAIN AIR												
PENA BLANCA												
PENASCO												
PORTALES												
QUESTA												
RATON	0	285	0.00	1	285	0.35	1	284	0.35	4	1734	0.23
RED RIVER												
RIO RANCHO	0	519	0.00	0	570	0.00	0	619	0.00	2	3269	0.06
ROSWELL MAIN	0	2035	0.00	1	2035	0.05	2	2035	0.10	8	12235	0.07
ROSWELL SOUTH												
SAN MATEO	0	2366	0.00	0	2369	0.00	4	2342	0.17	22	14352	0.15
SANTA FE - ELDORADO	0	1	0.00	0	1	0.00	0	1	0.00	0	6	0.00
SANTA FE MAIN	0	2937	0.00	0	2987	0.00	0	2962	0.00	1	17703	0.01
SANTA FE NORTH	0	3	0.00	0	3	0.00	0	3	0.00	0	30	0.00
SANTA FE SOUTHWEST	0	1325	0.00	4	1350	0.30	1	1349	0.07	10	7974	0.13
SANTA TERESA	0	2	0.00	0	2	0.00	0	2	0.00	0	12	0.00
SILVER CITY	0	487	0.00	2	487	0.41	0	487	0.00	4	2927	0.14
SOCORRO												
SPRINGER												
TAOS MAIN	1	632	0.16	0	832	0.00	0	832	0.00	1	4289	0.02
TAOS NORTH												
TIJERAS	0	106	0.00	0	106	0.00	0	107	0.00	1	637	0.16
TUCUMCARI	0	2	0.00	0	2	0.00	0	2	0.00	0	12	0.00
WHITE ROCK												
TOTALS	38	42057	0.09	39	42777	0.09	43	42878	0.10	218	254436	0.09

WIRE CENTERS EXCEEDING THE TROUBLE REPORT RATE STANDARD

WIRECENTER	REPORTS	LINES	RATE	APRIL 2011 REASON EXCEEDED STANDARD
				No wire centers exceeded standard.

WIRE CENTERS EXCEEDING THE TROUBLE REPORT RATE STANDARD

WIRECENTER	REPORTS	LINES	RATE	MAY 2011 REASON EXCEEDED STANDARD
				No wire centers exceeded standard.

WIRE CENTERS EXCEEDING THE TROUBLE REPORT RATE STANDARD

WIRECENTER	REPORTS	LINES	RATE	JUNE 2011 REASON EXCEEDED STANDARD
				No wire centers exceeded standard.

NEW MEXICO ALL OUT OF SERVICE TROUBLES CLEARED IN 24 HOURS - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	OOS CLEARED ≤ 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS ≤ 24 HOURS	OOS CLEARED ≤ 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS ≤ 24 HOURS	OOS CLEARED ≤ 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS ≤ 24 HOURS	OOS CLEARED ≤ 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS ≤ 24 HOURS
STANDARD												
ACADEMY	157	166	94.58%	119	124	95.97%	103	104	99.04%	798	833	95.80%
ALAMOGORDO MAIN	106	106	100.00%	105	105	100.00%	97	100	97.00%	542	550	98.55%
ALAMOGORDO WEST	2	2	100.00%	5	5	100.00%	0	1	0.00%	15	17	88.24%
ALBQ EAST	145	148	97.97%	134	138	97.10%	149	158	94.30%	910	958	94.99%
ALBQ MAIN	145	148	97.97%	117	118	99.15%	116	125	92.80%	756	794	95.21%
ALBQ NORTH	149	155	96.13%	90	97	92.78%	90	97	92.78%	686	735	93.33%
ALBQ NORTHEAST	346	356	97.19%	298	312	95.51%	285	294	96.94%	1799	1875	95.95%
ALBQ SOUTHWEST	146	153	95.42%	96	101	95.05%	125	132	94.70%	718	762	94.23%
ALBQ WEST	116	121	95.87%	104	108	96.30%	104	111	93.69%	658	687	95.78%
AMBER MESA	52	52	100.00%	20	21	95.24%	44	51	86.27%	286	301	95.02%
ANGEL FIRE	13	13	100.00%	15	16	93.75%	17	17	100.00%	90	93	96.77%
ANTHONY	55	56	98.21%	36	39	92.31%	37	38	97.37%	369	385	95.84%
ARTESIA	20	20	100.00%	9	9	100.00%	24	24	100.00%	117	120	97.50%
AZTEC MAIN	52	55	94.55%	48	52	92.31%	52	56	92.86%	317	341	92.96%
AZTEC SOUTH(BLOOMFIELD)	93	95	97.89%	70	73	95.89%	62	72	86.11%	398	430	92.56%
BAYARD	19	19	100.00%	18	18	100.00%	11	12	91.67%	107	109	98.17%
BELEN	112	114	98.25%	103	111	92.79%	97	105	92.38%	545	583	93.48%
BERNALILLO	101	104	97.12%	59	59	100.00%	111	120	92.50%	507	531	95.48%
CHAPARRAL	38	40	95.00%	32	33	96.97%	35	35	100.00%	204	212	96.23%
CIMARRON	3	3	100.00%	6	7	85.71%	4	4	100.00%	25	27	92.59%
CLOVIS MAIN	41	42	97.62%	44	46	95.65%	33	34	97.06%	295	302	97.68%
CLOVIS WEST	4	4	100.00%	2	3	66.67%	2	2	100.00%	11	12	91.67%
CORRALES	167	176	94.89%	130	135	96.30%	141	150	94.00%	867	910	95.27%
DEMING	95	99	95.96%	88	95	92.63%	96	97	98.97%	667	692	96.39%
ESTANCIA	23	23	100.00%	21	22	95.45%	14	15	93.33%	125	129	96.90%
FARMINGTON MAIN	164	170	96.47%	132	144	91.67%	116	130	89.23%	902	961	93.86%
FARMINGTON WEST	45	46	97.83%	27	27	100.00%	41	43	95.35%	237	244	97.13%
FT WINGATE	1	1	100.00%	1	1	100.00%	1	2	50.00%	7	8	87.50%
GALLUP EAST	7	7	100.00%	4	4	100.00%	8	8	100.00%	33	33	100.00%
GALLUP MAIN	113	115	98.26%	68	70	97.14%	70	77	90.91%	449	462	97.19%
GRANTS MAIN	50	50	100.00%	44	46	95.65%	45	46	97.83%	294	301	97.67%
HATCH	51	52	98.08%	28	32	87.50%	20	22	90.91%	174	184	94.57%
LA MESA	59	60	98.33%	42	42	100.00%	55	58	94.83%	406	417	97.36%

NEW MEXICO ALL OUT OF SERVICE TROUBLES CLEARED IN 24 HOURS - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS
STANDARD												
LAGUNA ACOMA	39	41	95.12%	25	26	96.15%	30	34	88.24%	188	199	94.47%
LAS CRUCES MAIN	228	234	97.44%	253	268	94.40%	228	251	90.84%	1429	1520	94.01%
LAS CRUCES TELSHOR	86	90	95.56%	52	53	98.11%	45	49	91.84%	447	472	94.70%
LAS VEGAS	54	54	100.00%	68	70	97.14%	68	72	94.44%	433	445	97.30%
LOS ALAMOS	26	26	100.00%	24	24	100.00%	13	14	92.86%	117	120	97.50%
LOS LUNAS MAIN	103	106	97.17%	96	101	95.05%	109	122	89.34%	609	646	94.27%
LOS LUNAS NORTH	32	36	88.89%	31	32	96.88%	32	38	84.21%	184	202	91.09%
MORIARTY	17	17	100.00%	18	18	100.00%	38	39	97.44%	127	130	97.69%
MOUNTAIN AIR	14	15	93.33%	11	11	100.00%	9	9	100.00%	53	56	94.64%
PENA BLANCA	28	32	87.50%	14	15	93.33%	9	12	75.00%	95	106	89.62%
PENASCO	23	23	100.00%	22	24	91.67%	19	20	95.00%	111	117	94.87%
PORTALES	17	17	100.00%	13	13	100.00%	21	21	100.00%	120	120	100.00%
QUESTA	34	35	97.14%	14	14	100.00%	17	17	100.00%	142	145	97.93%
RATON	33	36	91.67%	27	30	90.00%	26	31	83.87%	150	161	93.17%
RED RIVER	14	14	100.00%	11	11	100.00%	23	24	95.83%	57	58	98.28%
RIO RANCHO	138	140	98.57%	102	108	94.44%	107	115	93.04%	641	664	96.54%
ROSWELL MAIN	153	155	98.71%	159	159	100.00%	134	138	97.10%	820	837	97.97%
ROSWELL SOUTH	14	14	100.00%	8	8	100.00%	8	8	100.00%	68	69	98.55%
SAN MATEO	135	137	98.54%	123	126	97.62%	116	123	94.31%	792	824	96.12%
SANTA FE - ELDORADO	39	42	92.86%	24	25	96.00%	18	19	94.74%	185	196	94.39%
SANTA FE MAIN	215	227	94.71%	207	220	94.09%	185	193	95.85%	1161	1219	95.24%
SANTA FE NORTH	27	28	96.43%	39	39	100.00%	17	17	100.00%	152	156	97.44%
SANTA FE SOUTHWEST	132	138	95.65%	191	197	96.95%	101	107	94.39%	805	834	96.52%
SANTA TERESA	37	38	97.37%	47	48	97.92%	66	68	97.06%	291	306	95.10%
SILVER CITY	59	59	100.00%	57	58	98.28%	49	51	96.08%	343	355	96.62%
SOCORRO	27	28	96.43%	20	22	90.91%	40	44	90.91%	179	192	93.23%
SPRINGER	3	3	100.00%	3	3	100.00%	10	12	83.33%	38	42	90.48%
TAOS MAIN	126	132	95.45%	126	127	99.21%	77	80	96.25%	589	605	97.36%
TAOS NORTH	26	26	100.00%	21	22	95.45%	25	31	80.65%	133	146	91.10%
TIJERAS	86	87	98.85%	86	89	96.63%	71	72	98.61%	506	516	98.06%
TUCUMCARI	40	40	100.00%	32	33	96.97%	25	25	100.00%	178	181	98.34%
WHITE ROCK	10	12	83.33%	7	7	100.00%	13	13	100.00%	57	61	93.44%
TOTALS	4705	4853	96.95%	4046	4214	96.01%	3954	4209	93.94%	25514	26698	95.57%

NEW MEXICO OUT OF SERVICE NON-DESIGNED TROUBLES CLEARED IN 24 HOURS - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS
STANDARD			85.00%			85.00%			85.00%			85.00%
ACADEMY	153	162	94.44%	118	123	95.93%	101	102	99.02%	785	820	95.73%
ALAMOGORDO MAIN	105	105	100.00%	101	101	100.00%	94	97	96.91%	532	540	98.52%
ALAMOGORDO WEST	2	2	100.00%	5	5	100.00%	0	1	0.00%	15	17	88.24%
ALBQ EAST	145	148	97.97%	133	137	97.08%	144	153	94.12%	899	947	94.93%
ALBQ MAIN	131	134	97.76%	106	107	99.07%	107	116	92.24%	690	728	94.78%
ALBQ NORTH	149	155	96.13%	89	96	92.71%	88	95	92.63%	680	729	93.28%
ALBQ NORTHEAST	343	353	97.17%	297	311	95.50%	284	293	96.93%	1788	1864	95.92%
ALBQ SOUTHWEST	146	153	95.42%	95	100	95.00%	125	132	94.70%	717	761	94.22%
ALBQ WEST	115	120	95.83%	103	107	96.26%	101	108	93.52%	650	679	95.73%
AMBER MESA	52	52	100.00%	20	21	95.24%	44	51	86.27%	285	300	95.00%
ANGEL FIRE	13	13	100.00%	15	16	93.75%	17	17	100.00%	90	93	96.77%
ANTHONY	55	56	98.21%	36	39	92.31%	37	38	97.37%	369	385	95.84%
ARTESIA	20	20	100.00%	9	9	100.00%	24	24	100.00%	117	120	97.50%
AZTEC MAIN	52	55	94.55%	48	52	92.31%	52	56	92.86%	317	341	92.96%
AZTEC SOUTH(BLOOMFIELD)	93	95	97.89%	70	73	95.89%	62	72	86.11%	398	430	92.56%
BAYARD	19	19	100.00%	18	18	100.00%	11	12	91.67%	107	109	98.17%
BELEN	110	112	98.21%	98	106	92.45%	94	102	92.16%	535	573	93.37%
BERNALILLO	101	104	97.12%	57	57	100.00%	111	120	92.50%	503	527	95.45%
CHAPARRAL	38	40	95.00%	32	33	96.97%	35	35	100.00%	204	212	96.23%
CIMARRON	3	3	100.00%	6	7	85.71%	4	4	100.00%	25	27	92.59%
CLOVIS MAIN	40	41	97.56%	43	45	95.56%	33	34	97.06%	293	300	97.67%
CLOVIS WEST	4	4	100.00%	2	3	66.67%	2	2	100.00%	11	12	91.67%
CORRALES	163	172	94.77%	127	132	96.21%	139	148	93.92%	854	897	95.21%
DEMING	95	99	95.96%	87	94	92.55%	95	96	98.96%	664	689	96.37%
ESTANCIA	23	23	100.00%	21	22	95.45%	14	15	93.33%	125	129	96.90%
FARMINGTON MAIN	160	166	96.39%	125	137	91.24%	113	127	88.98%	878	937	93.70%
FARMINGTON WEST	45	46	97.83%	27	27	100.00%	41	43	95.35%	237	244	97.13%
FT WINGATE	1	1	100.00%	1	1	100.00%	1	2	50.00%	7	8	87.50%
GALLUP EAST	7	7	100.00%	4	4	100.00%	8	8	100.00%	33	33	100.00%
GALLUP MAIN	111	113	98.23%	67	69	97.10%	69	76	90.79%	444	457	97.16%
GRANTS MAIN	49	49	100.00%	41	43	95.35%	45	46	97.83%	288	295	97.63%
HATCH	51	52	98.08%	28	32	87.50%	20	22	90.91%	174	184	94.57%
LA MESA	59	60	98.33%	42	42	100.00%	55	58	94.83%	406	417	97.36%

NEW MEXICO OUT OF SERVICE NON-DESIGNED TROUBLES CLEARED IN 24 HOURS - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS
STANDARD			85.00%			85.00%			85.00%			85.00%
LAGUNA ACOMA	39	41	95.12%	25	26	96.15%	30	34	88.24%	188	199	94.47%
LAS CRUCES MAIN	218	224	97.32%	244	259	94.21%	221	244	90.57%	1390	1481	93.86%
LAS CRUCES TELSHOR	86	90	95.56%	52	53	98.11%	44	48	91.67%	444	469	94.67%
LAS VEGAS	54	54	100.00%	68	70	97.14%	68	72	94.44%	431	443	97.29%
LOS ALAMOS	24	24	100.00%	23	23	100.00%	11	12	91.67%	111	114	97.37%
LOS LUNAS MAIN	102	105	97.14%	90	95	94.74%	108	121	89.26%	600	637	94.19%
LOS LUNAS NORTH	32	36	88.89%	31	32	96.88%	32	38	84.21%	184	202	91.09%
MORIARTY	17	17	100.00%	18	18	100.00%	38	39	97.44%	127	130	97.69%
MOUNTAIN AIR	14	15	93.33%	11	11	100.00%	9	9	100.00%	53	56	94.64%
PENA BLANCA	28	32	87.50%	14	15	93.33%	9	12	75.00%	95	106	89.62%
PENASCO	23	23	100.00%	22	24	91.67%	19	20	95.00%	111	117	94.87%
PORTALES	17	17	100.00%	13	13	100.00%	21	21	100.00%	120	120	100.00%
QUESTA	34	35	97.14%	14	14	100.00%	17	17	100.00%	142	145	97.93%
RATON	33	36	91.67%	26	29	89.66%	24	29	82.76%	144	155	92.90%
RED RIVER	14	14	100.00%	11	11	100.00%	23	24	95.83%	57	58	98.28%
RIO RANCHO	138	140	98.57%	102	108	94.44%	107	115	93.04%	637	660	96.52%
ROSWELL MAIN	153	155	98.71%	158	158	100.00%	132	136	97.06%	810	827	97.94%
ROSWELL SOUTH	14	14	100.00%	8	8	100.00%	8	8	100.00%	68	69	98.55%
SAN MATEO	135	137	98.54%	122	125	97.60%	109	116	93.97%	760	792	95.96%
SANTA FE - ELDORADO	39	42	92.86%	24	25	96.00%	18	19	94.74%	185	196	94.39%
SANTA FE MAIN	213	225	94.67%	207	220	94.09%	183	191	95.81%	1155	1213	95.22%
SANTA FE NORTH	27	28	96.43%	39	39	100.00%	17	17	100.00%	152	156	97.44%
SANTA FE SOUTHWEST	132	138	95.65%	185	191	96.86%	100	106	94.34%	790	819	96.46%
SANTA TERESA	37	38	97.37%	47	48	97.92%	66	68	97.06%	291	306	95.10%
SILVER CITY	59	59	100.00%	55	56	98.21%	49	51	96.08%	338	350	96.57%
SOCORRO	27	28	96.43%	20	22	90.91%	40	44	90.91%	179	192	93.23%
SPRINGER	3	3	100.00%	3	3	100.00%	10	12	83.33%	38	42	90.48%
TAOS MAIN	122	128	95.31%	126	127	99.21%	77	80	96.25%	582	598	97.32%
TAOS NORTH	26	26	100.00%	21	22	95.45%	25	31	80.65%	133	146	91.10%
TIJERAS	86	87	98.85%	86	89	96.63%	71	72	98.61%	504	514	98.05%
TUCUMCARI	40	40	100.00%	32	33	96.97%	25	25	100.00%	178	181	98.34%
WHITE ROCK	10	12	83.33%	7	7	100.00%	13	13	100.00%	57	61	93.44%
TOTALS	4649	4797	96.91%	3975	4143	95.94%	3894	4149	93.85%	25174	26358	95.51%

NEW MEXICO ALL OTHER NON-DESIGNED TROUBLES CLEARED IN 24 HOURS -

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS
STANDARD												
ACADEMY	46	54	85.19%	41	51	80.39%	57	58	98.28%	264	312	84.62%
ALAMOGORDO MAIN	23	25	92.00%	23	27	85.19%	48	58	82.76%	150	173	86.71%
ALAMOGORDO WEST				1	1	100.00%	3	3	100.00%	4	4	100.00%
ALBQ EAST	43	48	89.58%	34	46	73.91%	87	95	91.58%	267	319	83.70%
ALBQ MAIN	31	34	91.18%	21	27	77.78%	41	45	91.11%	153	173	88.44%
ALBQ NORTH	35	40	87.50%	20	29	68.97%	56	64	87.50%	196	238	82.35%
ALBQ NORTHEAST	98	114	85.96%	74	92	80.43%	141	173	81.50%	551	665	82.86%
ALBQ SOUTHWEST	33	42	78.57%	15	20	75.00%	46	60	76.67%	160	215	74.42%
ALBQ WEST	36	42	85.71%	28	34	82.35%	49	60	81.67%	206	243	84.77%
AMBER MESA	9	9	100.00%	14	16	87.50%	34	39	87.18%	85	101	84.16%
ANGEL FIRE	4	4	100.00%	5	5	100.00%	9	10	90.00%	25	27	92.59%
ANTHONY	14	14	100.00%	12	12	100.00%	20	21	95.24%	76	80	95.00%
ARTESIA	10	12	83.33%	8	9	88.89%	19	19	100.00%	54	60	90.00%
AZTEC MAIN	16	18	88.89%	21	22	95.45%	23	26	88.46%	95	103	92.23%
AZTEC SOUTH(BLOOMFIELD)	17	19	89.47%	21	25	84.00%	18	20	90.00%	96	108	88.89%
BAYARD	10	10	100.00%	6	7	85.71%	11	13	84.62%	40	43	93.02%
BELEN	32	37	86.49%	27	29	93.10%	40	50	80.00%	154	184	83.70%
BERNALILLO	19	24	79.17%	18	24	75.00%	33	38	86.84%	119	144	82.64%
CHAPARRAL	4	4	100.00%	5	6	83.33%	11	11	100.00%	39	43	90.70%
CIMARRON	1	2	50.00%	1	1	100.00%	2	2	100.00%	6	7	85.71%
CLOVIS MAIN	17	18	94.44%	13	16	81.25%	27	27	100.00%	91	100	91.00%
CLOVIS WEST										1	1	100.00%
CORRALES	50	54	92.59%	43	51	84.31%	80	97	82.47%	292	351	83.19%
DEMING	15	18	83.33%	26	30	86.67%	40	46	86.96%	143	166	86.14%
ESTANCIA	2	3	66.67%	2	4	50.00%	17	17	100.00%	33	37	89.19%
FARMINGTON MAIN	30	36	83.33%	38	41	92.68%	57	68	83.82%	218	248	87.90%
FARMINGTON WEST	7	7	100.00%	10	12	83.33%	17	21	80.95%	59	68	86.76%
FT WINGATE	1	1	100.00%	1	1	100.00%	2	2	100.00%	4	4	100.00%
GALLUP EAST	1	1	100.00%	3	4	75.00%	6	7	85.71%	15	17	88.24%
GALLUP MAIN	12	15	80.00%	26	26	100.00%	30	36	83.33%	117	127	92.13%
GRANTS MAIN	9	10	90.00%	4	5	80.00%	18	20	90.00%	58	65	89.23%
HATCH	4	4	100.00%	5	7	71.43%	7	9	77.78%	26	32	81.25%
LA MESA	12	15	80.00%	15	16	93.75%	19	21	90.48%	73	90	81.11%

NEW MEXICO ALL OTHER NON-DESIGNED TROUBLES CLEARED IN 24 HOURS -

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS
LAGUNA ACOMA	3	3	100.00%	6	7	85.71%	13	14	92.86%	34	38	89.47%
LAS CRUCES MAIN	80	85	94.12%	61	74	82.43%	103	124	83.06%	391	459	85.19%
LAS CRUCES TELSHOR	25	25	100.00%	15	16	93.75%	25	27	92.59%	125	143	87.41%
LAS VEGAS	18	19	94.74%	21	25	84.00%	55	62	88.71%	162	176	92.05%
LOS ALAMOS	7	7	100.00%	9	12	75.00%	11	11	100.00%	49	53	92.45%
LOS LUNAS MAIN	28	29	96.55%	25	33	75.76%	43	58	74.14%	156	192	81.25%
LOS LUNAS NORTH	10	12	83.33%	7	9	77.78%	17	21	80.95%	61	79	77.22%
MORIARTY	9	9	100.00%	5	7	71.43%	16	19	84.21%	45	54	83.33%
MOUNTAIN AIR	3	4	75.00%	2	2	100.00%	3	4	75.00%	15	22	68.18%
PENA BLANCA	4	5	80.00%	0	3	0.00%	5	6	83.33%	16	23	69.57%
PENASCO	8	11	72.73%	12	12	100.00%	8	8	100.00%	51	54	94.44%
PORTALES	6	6	100.00%	9	10	90.00%	13	18	72.22%	45	53	84.91%
QUESTA	9	11	81.82%	4	4	100.00%	12	14	85.71%	35	39	89.74%
RATON	9	14	64.29%	6	8	75.00%	15	18	83.33%	50	61	81.97%
RED RIVER	2	3	66.67%				4	5	80.00%	9	11	81.82%
RIO RANCHO	41	46	89.13%	42	50	84.00%	65	70	92.86%	231	266	86.84%
ROSWELL MAIN	43	48	89.58%	55	59	93.22%	76	89	85.39%	282	317	88.96%
ROSWELL SOUTH	3	3	100.00%	3	3	100.00%	5	7	71.43%	17	19	89.47%
SAN MATEO	27	30	90.00%	23	25	92.00%	52	61	85.25%	182	207	87.92%
SANTA FE - ELDORADO	7	13	53.85%	7	9	77.78%	16	24	66.67%	62	84	73.81%
SANTA FE MAIN	79	91	86.81%	47	61	77.05%	77	98	78.57%	363	446	81.39%
SANTA FE NORTH	8	12	66.67%	10	11	90.91%	5	8	62.50%	44	52	84.62%
SANTA FE SOUTHWEST	35	44	79.55%	33	41	80.49%	58	66	87.88%	214	255	83.92%
SANTA TERESA	8	8	100.00%	5	5	100.00%	22	23	95.65%	69	75	92.00%
SILVER CITY	25	28	89.29%	34	34	100.00%	30	31	96.77%	145	157	92.36%
SOCORRO	7	8	87.50%	2	5	40.00%	17	20	85.00%	46	60	76.67%
SPRINGER	1	1	100.00%	1	1	100.00%	4	5	80.00%	6	7	85.71%
TAOS MAIN	31	32	96.88%	25	29	86.21%	39	49	79.59%	148	169	87.57%
TAOS NORTH	4	6	66.67%	4	6	66.67%	8	8	100.00%	32	39	82.05%
TIJERAS	29	31	93.55%	21	29	72.41%	28	33	84.85%	149	175	85.14%
TUCUMCARI	9	11	81.82%	11	13	84.62%	13	19	68.42%	51	69	73.91%
WHITE ROCK	5	5	100.00%	3	4	75.00%	6	7	85.71%	23	27	85.19%
TOTALS	1224	1394	87.80%	1089	1303	83.58%	1932	2263	85.37%	7178	8429	85.16%

NEW MEXICO OUT OF SERVICE DESIGNED SERVICES TROUBLES CLEARED IN 24 HOURS - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS
STANDARD												
ACADEMY	4	4	100.00%	1	1	100.00%	2	2	100.00%	13	13	100.00%
ALAMOGORDO MAIN	1	1	100.00%	4	4	100.00%	3	3	100.00%	10	10	100.00%
ALAMOGORDO WEST												
ALBQ EAST				1	1	100.00%	5	5	100.00%	11	11	100.00%
ALBQ MAIN	14	14	100.00%	11	11	100.00%	9	9	100.00%	66	66	100.00%
ALBQ NORTH				1	1	100.00%	2	2	100.00%	6	6	100.00%
ALBQ NORTHEAST	3	3	100.00%	1	1	100.00%	1	1	100.00%	11	11	100.00%
ALBQ SOUTHWEST				1	1	100.00%				1	1	100.00%
ALBQ WEST	1	1	100.00%	1	1	100.00%	3	3	100.00%	8	8	100.00%
AMBER MESA										1	1	100.00%
ANGEL FIRE												
ANTHONY												
ARTESIA												
AZTEC MAIN												
AZTEC SOUTH(BLOOMFIELD)												
BAYARD												
BELEN	2	2	100.00%	5	5	100.00%	3	3	100.00%	10	10	100.00%
BERNALILLO				2	2	100.00%				4	4	100.00%
CHAPARRAL												
CIMARRON												
CLOVIS MAIN	1	1	100.00%	1	1	100.00%				2	2	100.00%
CLOVIS WEST												
CORRALES	4	4	100.00%	3	3	100.00%	2	2	100.00%	13	13	100.00%
DEMING				1	1	100.00%	1	1	100.00%	3	3	100.00%
ESTANCIA												
FARMINGTON MAIN	4	4	100.00%	7	7	100.00%	3	3	100.00%	24	24	100.00%
FARMINGTON WEST												
FT WINGATE												
GALLUP EAST												
GALLUP MAIN	2	2	100.00%	1	1	100.00%	1	1	100.00%	5	5	100.00%
GRANTS MAIN	1	1	100.00%	3	3	100.00%				6	6	100.00%
HATCH												
LA MESA												

New Mexico PRC Quality of Service Rule 17.11.22.8.C
Blanks in the report indicate no activity for the measure.

NEW MEXICO OUT OF SERVICE DESIGNED SERVICES TROUBLES CLEARED IN 24 HOURS - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS
STANDARD												
LAGUNA ACOMA												
LAS CRUCES MAIN	10	10	100.00%	9	9	100.00%	7	7	100.00%	39	39	100.00%
LAS CRUCES TELSHOR							1	1	100.00%	3	3	100.00%
LAS VEGAS										2	2	100.00%
LOS ALAMOS	2	2	100.00%	1	1	100.00%	2	2	100.00%	6	6	100.00%
LOS LUNAS MAIN	1	1	100.00%	6	6	100.00%	1	1	100.00%	9	9	100.00%
LOS LUNAS NORTH												
MORIARTY												
MOUNTAIN AIR												
PENA BLANCA												
PENASCO												
PORTALES												
QUESTA												
RATON				1	1	100.00%	2	2	100.00%	6	6	100.00%
RED RIVER												
RIO RANCHO										4	4	100.00%
ROSWELL MAIN				1	1	100.00%	2	2	100.00%	10	10	100.00%
ROSWELL SOUTH												
SAN MATEO				1	1	100.00%	7	7	100.00%	32	32	100.00%
SANTA FE - ELDORADO												
SANTA FE MAIN	2	2	100.00%				2	2	100.00%	6	6	100.00%
SANTA FE NORTH												
SANTA FE SOUTHWEST				6	6	100.00%	1	1	100.00%	15	15	100.00%
SANTA TERESA												
SILVER CITY				2	2	100.00%				5	5	100.00%
SOCORRO												
SPRINGER												
TAOS MAIN	4	4	100.00%							7	7	100.00%
TAOS NORTH												
TIJERAS										2	2	100.00%
TUCUMCARI												
WHITE ROCK												
TOTALS	56	56	100.00%	71	71	100.00%	60	60	100.00%	340	340	100.00%

New Mexico PRC Quality of Service Rule 17.11.22.8.C
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NEW MEXICO ALL OTHER DESIGNED SERVICES TROUBLES CLEARED IN 24 HOURS - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS
STANDARD												
ACADEMY												
ALAMOGORDO MAIN												
ALAMOGORDO WEST												
ALBQ EAST												
ALBQ MAIN												
ALBQ NORTH												
ALBQ NORTHEAST												
ALBQ SOUTHWEST												
ALBQ WEST												
AMBER MESA												
ANGEL FIRE												
ANTHONY												
ARTESIA												
AZTEC MAIN												
AZTEC SOUTH(BLOOMFIELD)												
BAYARD												
BELEN												
BERNALILLO												
CHAPARRAL												
CIMARRON												
CLOVIS MAIN												
CLOVIS WEST												
CORRALES												
DEMING												
ESTANCIA												
FARMINGTON MAIN												
FARMINGTON WEST												
FT WINGATE												
GALLUP EAST												
GALLUP MAIN												
GRANTS MAIN												
HATCH												
LA MESA												

New Mexico PRC Quality of Service Rule 17.11.22.8.C
Blanks in the report indicate no activity for the measure.

NEW MEXICO ALL OTHER DESIGNED SERVICES TROUBLES CLEARED IN 24 HOURS - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS	OOS CLEARED <= 24 HOURS	TOTAL OOS TICKETS	PERCENT OOS <= 24 HOURS
LAGUNA ACOMA												
LAS CRUCES MAIN												
LAS CRUCES TELSHOR												
LAS VEGAS												
LOS ALAMOS												
LOS LUNAS MAIN												
LOS LUNAS NORTH												
MORIARTY												
MOUNTAIN AIR												
PENA BLANCA												
PENASCO												
PORTALES												
QUESTA												
RATON												
RED RIVER												
RIO RANCHO												
ROSWELL MAIN												
ROSWELL SOUTH												
SAN MATEO												
SANTA FE - ELDORADO												
SANTA FE MAIN												
SANTA FE NORTH												
SANTA FE SOUTHWEST												
SANTA TERESA												
SILVER CITY												
SOCORRO												
SPRINGER												
TAOS MAIN												
TAOS NORTH												
TIJERAS												
TUCUMCARI												
WHITE ROCK												
TOTALS												

NEW MEXICO ALL TROUBLES REPAIR INTERVAL - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN
STANDARD												
ACADEMY	'2388:41	220	10:51	'2661:41	175	15:13	'1815:03	162	11:12	'13923:45	1145	12:10
ALAMOGORDO MAIN	'1145:25	131	8:45	'1297:48	132	9:50	'1886:03	158	11:56	'7316:13	723	10:07
ALAMOGORDO WEST	'37:30	2	18:45	'62:40	6	10:27	'56:12	4	14:03	'243:02	21	11:34
ALBQ EAST	'2120:56	196	10:49	'2313:32	184	12:34	'2864:39	253	11:19	'15635:08	1277	12:15
ALBQ MAIN	'1780:58	182	9:47	'1447:04	145	9:59	'1825:46	170	10:44	'10427:13	967	10:47
ALBQ NORTH	'2344:03	195	12:01	'1658:00	126	13:10	'2022:48	161	12:34	'12050:27	973	12:23
ALBQ NORTHEAST	'5252:41	470	11:11	'5314:44	404	13:09	'6042:30	467	12:56	'32080:36	2540	12:38
ALBQ SOUTHWEST	'2519:44	195	12:55	'1506:00	121	12:27	'2594:03	192	13:31	'12704:41	977	13:00
ALBQ WEST	'2075:41	163	12:44	'1582:45	142	11:09	'2253:41	171	13:11	'11359:07	930	12:13
AMBER MESA	'678:17	61	11:07	'335:41	37	9:04	'1336:48	90	14:51	'4878:34	402	12:08
ANGEL FIRE	'189:34	17	11:09	'237:00	21	11:17	'317:38	27	11:46	'1359:59	120	11:20
ANTHONY	'691:23	70	9:53	'576:40	51	11:18	'681:41	59	11:33	'5121:53	465	11:01
ARTESIA	'326:26	32	10:12	'126:50	18	7:03	'433:28	43	10:05	'1825:27	180	10:08
AZTEC MAIN	'913:56	73	12:31	'965:29	74	13:03	'1066:09	82	13:00	'5680:19	444	12:48
AZTEC SOUTH(BLOOMFIELD)	'1278:01	114	11:13	'1152:24	98	11:46	'1417:24	92	15:24	'6788:04	538	12:37
BAYARD	'321:26	29	11:05	'288:18	25	11:32	'288:13	25	11:32	'1621:09	152	10:40
BELEN	'1647:37	151	10:55	'1775:16	140	12:41	'2179:24	155	14:04	'9623:47	767	12:33
BERNALILLO	'1601:52	128	12:31	'1013:17	83	12:12	'1919:09	158	12:09	'8200:17	675	12:09
CHAPARRAL	'437:51	44	9:57	'594:13	39	15:14	'508:27	46	11:03	'2970:43	255	11:39
CIMARRON	'91:50	5	18:22	'106:50	8	13:21	'62:13	6	10:22	'425:11	34	12:30
CLOVIS MAIN	'471:03	60	7:51	'563:38	62	9:05	'657:22	61	10:47	'3764:46	402	9:22
CLOVIS WEST	'37:36	4	9:24	'50:10	3	16:43	'9:21	2	4:40	'109:35	13	8:26
CORRALES	'2865:10	230	12:27	'2233:40	186	12:01	'3177:22	247	12:52	'16013:17	1261	12:42
DEMING	'1445:14	117	12:21	'1581:44	125	12:39	'1692:02	143	11:50	'9881:49	858	11:31
ESTANCIA	'336:39	26	12:57	'377:13	26	14:30	'358:43	32	11:13	'2072:08	166	12:29
FARMINGTON MAIN	'2168:19	206	10:32	'2151:21	185	11:38	'2796:19	198	14:07	'14461:34	1209	11:58
FARMINGTON WEST	'475:28	53	8:58	'406:34	39	10:25	'766:28	64	11:59	'3250:47	312	10:25
FT WINGATE	'4:51	2	2:25	'22:05	2	11:02	'78:33	4	19:38	'176:18	12	14:41
GALLUP EAST	'91:32	8	11:26	'101:56	8	12:44	'143:03	15	9:32	'528:51	50	10:35
GALLUP MAIN	'1467:52	130	11:17	'1208:42	96	12:35	'1446:36	113	12:48	'6474:36	589	11:00
GRANTS MAIN	'674:48	60	11:15	'471:23	51	9:15	'654:42	66	9:55	'3583:24	366	9:47
HATCH	'711:19	56	12:42	'464:49	39	11:55	'560:08	31	18:04	'2788:14	216	12:55
LA MESA	'866:51	75	11:33	'660:18	58	11:23	'922:06	79	11:40	'5759:27	507	11:22
LAGUNA ACOMA	'420:06	44	9:33	'517:59	33	15:42	'770:22	48	16:03	'2925:00	237	12:21
LAS CRUCES MAIN	'3299:54	319	10:21	'4446:24	342	13:00	'5044:54	375	13:27	'24235:01	1979	12:15

New Mexico PRC Quality of Service Rule 17.11.22.8.F
Blanks in the report indicate no activity for the measure.

NEW MEXICO ALL TROUBLES REPAIR INTERVAL - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN
STANDARD												
LAS CRUCES TELSHOR	'1220:15	115	10:37	'757:53	69	10:59	'985:10	76	12:58	'6705:18	615	10:54
LAS VEGAS	'655:25	73	8:59	'1162:25	95	12:14	'1548:10	134	11:33	'6440:43	621	10:22
LOS ALAMOS	'234:00	33	7:05	'446:12	36	12:24	'212:38	25	8:30	'1777:13	173	10:16
LOS LUNAS MAIN	'1363:31	135	10:06	'1633:31	134	12:11	'2581:21	180	14:20	'9728:18	838	11:37
LOS LUNAS NORTH	'893:26	48	18:37	'563:47	41	13:45	'905:29	59	15:21	'4109:04	281	14:37
MORIARTY	'245:48	26	9:27	'342:26	25	13:42	'612:21	58	10:33	'2093:05	184	11:23
MOUNTAIN AIR	'218:21	19	11:30	'115:12	13	8:52	'165:15	13	12:43	'1014:30	78	13:00
PENA BLANCA	'423:05	37	11:26	'224:50	18	12:29	'277:38	18	15:25	'1625:44	129	12:36
PENASCO	'399:04	34	11:44	'389:04	36	10:48	'383:29	28	13:42	'1953:23	171	11:25
PORTALES	'168:33	23	7:20	'261:07	23	11:21	'540:49	39	13:52	'1927:31	173	11:09
QUESTA	'502:52	46	10:56	'233:16	18	12:58	'429:36	31	13:51	'2008:12	184	10:55
RATON	'768:16	50	15:22	'508:31	38	13:23	'715:20	49	14:36	'3021:50	222	13:37
RED RIVER	'227:49	17	13:24	'122:21	11	11:07	'408:07	29	14:04	'853:37	69	12:22
RIO RANCHO	'2094:46	186	11:16	'1843:03	158	11:40	'2185:14	185	11:49	'10996:38	930	11:49
ROSWELL MAIN	'1961:17	203	9:40	'1999:34	218	9:10	'2731:07	227	12:02	'11654:06	1154	10:06
ROSWELL SOUTH	'184:42	17	10:52	'73:17	11	6:40	'171:05	15	11:24	'908:36	88	10:19
SAN MATEO	'1715:38	167	10:16	'1470:20	151	9:44	'2018:29	184	10:58	'10843:07	1031	10:31
SANTA FE - ELDORADO	'690:10	55	12:33	'532:36	34	15:40	'705:33	43	16:24	'3939:03	280	14:04
SANTA FE MAIN	'4386:37	318	13:48	'3496:40	281	12:27	'3967:55	291	13:38	'20291:24	1665	12:11
SANTA FE NORTH	'596:09	40	14:54	'496:09	50	9:55	'318:04	25	12:43	'2397:29	208	11:32
SANTA FE SOUTHWEST	'2156:04	182	11:51	'2458:34	238	10:20	'2130:06	173	12:19	'11852:02	1089	10:53
SANTA TERESA	'402:24	46	8:45	'598:16	53	11:17	'888:24	91	9:46	'4046:50	381	10:37
SILVER CITY	'929:28	87	10:41	'952:25	92	10:21	'836:12	82	10:12	'5521:07	512	10:47
SOCORRO	'433:50	36	12:03	'654:01	27	24:13	'825:02	64	12:53	'3679:21	252	14:36
SPRINGER	'66:20	4	16:35	'43:42	4	10:55	'279:50	17	16:28	'640:24	49	13:04
TAOS MAIN	'1828:24	164	11:09	'1681:31	156	10:47	'1623:06	129	12:35	'8460:57	774	10:56
TAOS NORTH	'446:05	32	13:56	'384:55	28	13:45	'592:32	39	15:12	'2375:15	185	12:50
TIJERAS	'1186:23	118	10:03	'1412:29	118	11:58	'1456:07	105	13:52	'8035:11	691	11:38
TUCUMCARI	'568:58	51	11:09	'544:27	46	11:50	'755:16	44	17:10	'3007:47	250	12:02
WHITE ROCK	'235:13	17	13:50	'131:00	11	11:55	'172:07	20	8:36	'983:31	88	11:11
TOTALS	'70383:27	6247	11:16	'65807:42	5517	11:56	'82070:52	6472	12:41	'413151:38	35127	11:46

NEW MEXICO TOTAL NON-DESIGNED TROUBLES REPAIR INTERVAL - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN
STANDARD			20:00			20:00			20:00			20:00
ACADEMY	'2380:07	216	11:01	'2661:40	174	15:18	'1813:54	160	11:20	'13903:05	1132	12:17
ALAMOGORDO MAIN	'1144:16	130	8:48	'1292:57	128	10:06	'1883:11	155	12:09	'7307:08	713	10:15
ALAMOGORDO WEST	'37:30	2	18:45	'62:40	6	10:27	'56:12	4	14:03	'243:02	21	11:34
ALBQ EAST	'2120:56	196	10:49	'2313:09	183	12:38	'2858:36	248	11:32	'15624:03	1266	12:20
ALBQ MAIN	'1751:36	168	10:26	'1436:28	134	10:43	'1806:48	161	11:13	'10286:47	901	11:25
ALBQ NORTH	'2344:03	195	12:01	'1656:39	125	13:15	'2015:19	159	12:40	'12037:50	967	12:27
ALBQ NORTHEAST	'5251:01	467	11:15	'5314:05	403	13:11	'6040:54	466	12:58	'32063:30	2529	12:41
ALBQ SOUTHWEST	'2519:44	195	12:55	'1503:48	120	12:32	'2594:03	192	13:31	'12702:29	976	13:01
ALBQ WEST	'2072:24	162	12:48	'1581:00	141	11:13	'2246:33	168	13:22	'11340:50	922	12:18
AMBER MESA	'678:17	61	11:07	'335:41	37	9:04	'1336:48	90	14:51	'4876:28	401	12:10
ANGEL FIRE	'189:34	17	11:09	'237:00	21	11:17	'317:38	27	11:46	'1359:59	120	11:20
ANTHONY	'691:23	70	9:53	'576:40	51	11:18	'681:41	59	11:33	'5121:53	465	11:01
ARTESIA	'326:26	32	10:12	'126:50	18	7:03	'433:28	43	10:05	'1825:27	180	10:08
AZTEC MAIN	'913:56	73	12:31	'965:29	74	13:03	'1066:09	82	13:00	'5680:19	444	12:48
AZTEC SOUTH(BLOOMFIELD)	'1278:01	114	11:13	'1152:24	98	11:46	'1417:24	92	15:24	'6788:04	538	12:37
BAYARD	'321:26	29	11:05	'288:18	25	11:32	'288:13	25	11:32	'1621:09	152	10:40
BELEN	'1642:23	149	11:01	'1735:02	135	12:51	'2165:32	152	14:15	'9564:27	757	12:38
BERNALILLO	'1601:52	128	12:31	'1008:09	81	12:27	'1919:09	158	12:09	'8194:39	671	12:13
CHAPARRAL	'437:51	44	9:57	'594:13	39	15:14	'508:27	46	11:03	'2970:43	255	11:39
CIMARRON	'91:50	5	18:22	'106:50	8	13:21	'62:13	6	10:22	'425:11	34	12:30
CLOVIS MAIN	'471:02	59	7:59	'562:13	61	9:13	'657:22	61	10:47	'3763:20	400	9:24
CLOVIS WEST	'37:36	4	9:24	'50:10	3	16:43	'9:21	2	4:40	'109:35	13	8:26
CORRALES	'2856:54	226	12:38	'2221:18	183	12:08	'3173:45	245	12:57	'15984:03	1248	12:48
DEMING	'1445:14	117	12:21	'1581:36	124	12:45	'1691:49	142	11:55	'9880:33	855	11:33
ESTANCIA	'336:39	26	12:57	'377:13	26	14:30	'358:43	32	11:13	'2072:08	166	12:29
FARMINGTON MAIN	'2163:06	202	10:43	'2142:34	178	12:02	'2791:14	195	14:19	'14431:29	1185	12:11
FARMINGTON WEST	'475:28	53	8:58	'406:34	39	10:25	'766:28	64	11:59	'3250:47	312	10:25
FT WINGATE	'4:51	2	2:25	'22:05	2	11:02	'78:33	4	19:38	'176:18	12	14:41
GALLUP EAST	'91:32	8	11:26	'101:56	8	12:44	'143:03	15	9:32	'528:51	50	10:35
GALLUP MAIN	'1463:15	128	11:26	'1206:38	95	12:42	'1445:51	112	12:55	'6466:59	584	11:04
GRANTS MAIN	'674:40	59	11:26	'470:03	48	9:48	'654:42	66	9:55	'3578:24	360	9:56
HATCH	'711:19	56	12:42	'464:49	39	11:55	'560:08	31	18:04	'2788:14	216	12:55
LA MESA	'866:51	75	11:33	'660:18	58	11:23	'922:06	79	11:40	'5759:27	507	11:22
LAGUNA ACOMA	'420:06	44	9:33	'517:59	33	15:42	'770:22	48	16:03	'2925:00	237	12:21
LAS CRUCES MAIN	'3281:02	309	10:37	'4431:50	333	13:19	'5038:25	368	13:41	'24166:45	1940	12:27

New Mexico PRC Quality of Service Rule 17.11.22.8.F
Blanks in the report indicate no activity for the measure.

NEW MEXICO TOTAL NON-DESIGNED TROUBLES REPAIR INTERVAL - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN
STANDARD			20:00			20:00			20:00			20:00
LAS CRUCES TELSHOR	'1220:15	115	10:37	'757:53	69	10:59	'984:31	75	13:08	'6694:02	612	10:56
LAS VEGAS	'655:25	73	8:59	'1162:25	95	12:14	'1548:10	134	11:33	'6440:38	619	10:24
LOS ALAMOS	'227:40	31	7:21	'446:06	35	12:45	'208:12	23	9:03	'1766:20	167	10:35
LOS LUNAS MAIN	'1361:12	134	10:09	'1618:39	128	12:39	'2578:54	179	14:24	'9708:20	829	11:43
LOS LUNAS NORTH	'893:26	48	18:37	'563:47	41	13:45	'905:29	59	15:21	'4109:04	281	14:37
MORIARTY	'245:48	26	9:27	'342:26	25	13:42	'612:21	58	10:33	'2093:05	184	11:23
MOUNTAIN AIR	'218:21	19	11:30	'115:12	13	8:52	'165:15	13	12:43	'1014:30	78	13:00
PENA BLANCA	'423:05	37	11:26	'224:50	18	12:29	'277:38	18	15:25	'1625:44	129	12:36
PENASCO	'399:04	34	11:44	'389:04	36	10:48	'383:29	28	13:42	'1953:23	171	11:25
PORTALES	'168:33	23	7:20	'261:07	23	11:21	'540:49	39	13:52	'1927:31	173	11:09
QUESTA	'502:52	46	10:56	'233:16	18	12:58	'429:36	31	13:51	'2008:12	184	10:55
RATON	'768:16	50	15:22	'506:50	37	13:42	'711:56	47	15:09	'3012:02	216	13:57
RED RIVER	'227:49	17	13:24	'122:21	11	11:07	'408:07	29	14:04	'853:37	69	12:22
RIO RANCHO	'2094:46	186	11:16	'1843:03	158	11:40	'2185:14	185	11:49	'10994:34	926	11:52
ROSWELL MAIN	'1961:17	203	9:40	'1998:41	217	9:13	'2726:58	225	12:07	'11633:24	1144	10:10
ROSWELL SOUTH	'184:42	17	10:52	'73:17	11	6:40	'171:05	15	11:24	'908:36	88	10:19
SAN MATEO	'1715:38	167	10:16	'1470:18	150	9:48	'2010:35	177	11:22	'10786:44	999	10:48
SANTA FE - ELDORADO	'690:10	55	12:33	'532:36	34	15:40	'705:33	43	16:24	'3939:03	280	14:04
SANTA FE MAIN	'4382:34	316	13:52	'3496:40	281	12:27	'3967:37	289	13:44	'20284:41	1659	12:14
SANTA FE NORTH	'596:09	40	14:54	'496:09	50	9:55	'318:04	25	12:43	'2397:29	208	11:32
SANTA FE SOUTHWEST	'2156:04	182	11:51	'2449:36	232	10:34	'2129:15	172	12:23	'11827:57	1074	11:01
SANTA TERESA	'402:24	46	8:45	'598:16	53	11:17	'888:24	91	9:46	'4046:50	381	10:37
SILVER CITY	'929:28	87	10:41	'945:29	90	10:30	'836:12	82	10:12	'5507:52	507	10:52
SOCORRO	'433:50	36	12:03	'654:01	27	24:13	'825:02	64	12:53	'3679:21	252	14:36
SPRINGER	'66:20	4	16:35	'43:42	4	10:55	'279:50	17	16:28	'640:24	49	13:04
TAOS MAIN	'1820:45	160	11:23	'1681:31	156	10:47	'1623:06	129	12:35	'8448:26	767	11:01
TAOS NORTH	'446:05	32	13:56	'384:55	28	13:45	'592:32	39	15:12	'2375:15	185	12:50
TIJERAS	'1186:23	118	10:03	'1412:29	118	11:58	'1456:07	105	13:52	'8028:27	689	11:39
TUCUMCARI	'568:58	51	11:09	'544:27	46	11:50	'755:16	44	17:10	'3007:47	250	12:02
WHITE ROCK	'235:13	17	13:50	'131:00	11	11:55	'172:07	20	8:36	'983:31	88	11:11
TOTALS	'70276:43	6191	11:21	'65666:24	5446	12:03	'81971:28	6412	12:47	'412515:45	34787	11:51

NEW MEXICO OUT OF SERVICE NON-DESIGNED TROUBLES REPAIR INTERVAL - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN
STANDARD												
ACADEMY	'1821:28	162	11:15	'1721:00	123	14:00	'1253:03	102	12:17	'9623:37	820	11:44
ALAMOGORDO MAIN	'921:45	105	8:47	'867:48	101	8:36	'1087:21	97	11:13	'5250:39	540	9:43
ALAMOGORDO WEST	'37:30	2	18:45	'62:40	5	12:32	'30:58	1	30:58	'217:48	17	12:49
ALBQ EAST	'1680:31	148	11:21	'1550:37	137	11:19	'1821:42	153	11:54	'11307:19	947	11:56
ALBQ MAIN	'1380:27	134	10:18	'1110:20	107	10:23	'1326:04	116	11:26	'8337:09	728	11:27
ALBQ NORTH	'1904:40	155	12:17	'1130:31	96	11:47	'1137:40	95	11:59	'8895:46	729	12:12
ALBQ NORTHEAST	'3984:56	353	11:17	'3934:39	311	12:39	'3401:33	293	11:37	'22632:44	1864	12:09
ALBQ SOUTHWEST	'1863:42	153	12:11	'1164:15	100	11:39	'1638:11	132	12:25	'9417:59	761	12:23
ALBQ WEST	'1427:30	120	11:54	'1169:04	107	10:56	'1298:37	108	12:01	'8029:48	679	11:50
AMBER MESA	'601:34	52	11:34	'223:56	21	10:40	'902:05	51	17:41	'3823:06	300	12:45
ANGEL FIRE	'136:20	13	10:29	'183:43	16	11:29	'211:40	17	12:27	'1030:23	93	11:05
ANTHONY	'572:06	56	10:13	'460:59	39	11:49	'434:00	38	11:25	'4192:02	385	10:53
ARTESIA	'180:26	20	9:01	'51:48	9	5:45	'247:34	24	10:19	'1132:28	120	9:26
AZTEC MAIN	'679:02	55	12:21	'705:27	52	13:34	'723:45	56	12:55	'4369:18	341	12:49
AZTEC SOUTH(BLOOMFIELD)	'1051:01	95	11:04	'873:05	73	11:58	'1138:04	72	15:48	'5460:02	430	12:42
BAYARD	'192:15	19	10:07	'201:48	18	11:13	'152:00	12	12:40	'1121:13	109	10:17
BELÉN	'1162:14	112	10:23	'1481:34	106	13:59	'1372:00	102	13:27	'7063:11	573	12:20
BERNALILLO	'1306:15	104	12:34	'673:56	57	11:49	'1379:48	120	11:30	'6173:33	527	11:43
CHAPARRAL	'388:21	40	9:43	'360:57	33	10:56	'356:46	35	10:12	'2375:45	212	11:12
CIMARRON	'40:38	3	13:33	'100:13	7	14:19	'62:11	4	15:33	'350:04	27	12:58
CLOVIS MAIN	'378:26	41	9:14	'405:56	45	9:01	'410:02	34	12:04	'2932:22	300	9:46
CLOVIS WEST	'37:36	4	9:24	'50:10	3	16:43	'9:21	2	4:40	'106:44	12	8:54
CORRALES	'2241:01	172	13:02	'1472:51	132	11:09	'1887:36	148	12:45	'11023:41	897	12:17
DEMING	'1136:44	99	11:29	'1163:42	94	12:23	'894:55	96	9:19	'7633:27	689	11:05
ESTANCIA	'287:27	23	12:30	'291:14	22	13:14	'185:21	15	12:21	'1611:24	129	12:29
FARMINGTON MAIN	'1704:27	166	10:16	'1691:06	137	12:21	'1673:21	127	13:11	'11328:45	937	12:05
FARMINGTON WEST	'387:29	46	8:25	'244:13	27	9:03	'405:50	43	9:26	'2299:25	244	9:25
FT WINGATE	'4:50	1	4:50	'22:04	1	22:04	'54:48	2	27:24	'152:31	8	19:04
GALLUP EAST	'67:36	7	9:39	'24:48	4	6:12	'72:01	8	9:00	'308:04	33	9:20
GALLUP MAIN	'1224:55	113	10:50	'850:27	69	12:20	'933:20	76	12:17	'4899:09	457	10:43
GRANTS MAIN	'549:52	49	11:13	'403:14	43	9:23	'441:51	46	9:36	'2897:55	295	9:49
HATCH	'687:09	52	13:13	'357:38	32	11:11	'315:28	22	14:20	'2237:58	184	12:10
LA MESA	'608:39	60	10:09	'496:47	42	11:50	'584:00	58	10:04	'4352:36	417	10:26
LAGUNA ACOMA	'375:28	41	9:09	'372:55	26	14:21	'600:40	34	17:40	'2399:48	199	12:04
LAS CRUCES MAIN	'2460:16	224	10:59	'2899:13	259	11:12	'3270:32	244	13:24	'17928:28	1481	12:06

New Mexico PRC Quality of Service Rule 17.11.22.8.C
Blanks in the report indicate no activity for the measure.

NEW MEXICO OUT OF SERVICE NON-DESIGNED TROUBLES REPAIR INTERVAL - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN
STANDARD												
LAS CRUCES TELSHOR	'1057:30	90	11:45	'580:19	53	10:57	'743:25	48	15:29	'5312:48	469	11:20
LAS VEGAS	'461:52	54	8:33	'803:44	70	11:29	'827:11	72	11:29	'4575:12	443	10:20
LOS ALAMOS	'203:31	24	8:29	'281:36	23	12:15	'112:40	12	9:23	'1272:32	114	11:10
LOS LUNAS MAIN	'1140:36	105	10:52	'1209:51	95	12:44	'1677:37	121	13:52	'7408:50	637	11:38
LOS LUNAS NORTH	'749:04	36	20:48	'398:36	32	12:27	'584:42	38	15:23	'2919:01	202	14:27
MORIARTY	'162:09	17	9:32	'174:28	18	9:42	'367:35	39	9:26	'1328:32	130	10:13
MOUNTAIN AIR	'149:53	15	10:00	'90:47	11	8:15	'89:38	9	9:58	'578:48	56	10:20
PENA BLANCA	'393:15	32	12:17	'146:02	15	9:44	'200:23	12	16:42	'1278:08	106	12:03
PENASCO	'219:50	23	9:33	'262:01	24	10:55	'275:05	20	13:45	'1309:03	117	11:11
PORTALES	'121:45	17	7:10	'98:00	13	7:32	'252:24	21	12:01	'1198:40	120	9:59
QUESTA	'374:58	35	10:43	'163:23	14	11:40	'230:22	17	13:33	'1527:02	145	10:32
RATON	'517:04	36	14:22	'407:30	29	14:03	'466:05	29	16:04	'2166:08	155	13:59
RED RIVER	'182:25	14	13:02	'122:21	11	11:07	'330:40	24	13:47	'717:00	58	12:22
RIO RANCHO	'1577:10	140	11:16	'1204:19	108	11:09	'1440:58	115	12:32	'7861:28	660	11:55
ROSWELL MAIN	'1488:09	155	9:36	'1470:58	158	9:19	'1515:28	136	11:09	'8070:30	827	9:46
ROSWELL SOUTH	'156:43	14	11:12	'68:14	8	8:32	'96:58	8	12:07	'739:34	69	10:43
SAN MATEO	'1409:28	137	10:17	'1260:59	125	10:05	'1305:05	116	11:15	'8489:30	792	10:43
SANTA FE - ELDORADO	'484:36	42	11:32	'359:41	25	14:23	'254:02	19	13:22	'2585:26	196	13:11
SANTA FE MAIN	'3028:51	225	13:28	'2562:44	220	11:39	'2407:29	191	12:36	'13974:24	1213	11:31
SANTA FE NORTH	'339:38	28	12:08	'353:30	39	9:04	'193:43	17	11:24	'1767:31	156	11:20
SANTA FE SOUTHWEST	'1519:31	138	11:01	'1935:59	191	10:08	'1287:00	106	12:08	'8539:07	819	10:26
SANTA TERESA	'334:36	38	8:48	'539:32	48	11:14	'618:31	68	9:06	'3242:55	306	10:36
SILVER CITY	'589:57	59	10:00	'636:12	56	11:22	'570:21	51	11:11	'3943:48	350	11:16
SOCORRO	'269:15	28	9:37	'412:33	22	18:45	'582:04	44	13:14	'2504:07	192	13:03
SPRINGER	'42:54	3	14:18	'23:13	3	7:44	'144:03	12	12:00	'460:42	42	10:58
TAOS MAIN	'1520:15	128	11:53	'1291:01	127	10:10	'984:39	80	12:18	'6563:12	598	10:59
TAOS NORTH	'256:29	26	9:52	'272:49	22	12:24	'513:51	31	16:35	'1757:38	146	12:02
TIJERAS	'910:23	87	10:28	'982:15	89	11:02	'803:50	72	11:10	'5680:42	514	11:03
TUCUMCARI	'394:12	40	9:51	'346:36	33	10:30	'234:31	25	9:23	'1664:43	181	9:12
WHITE ROCK	'168:08	12	14:01	'65:14	7	9:19	'104:54	13	8:04	'668:26	61	10:57
TOTALS	'53708:43	4797	11:12	'47299:05	4143	11:25	'50929:22	4149	12:17	'303021:38	26358	11:30

NEW MEXICO TOTAL DESIGNED SERVICES TROUBLES REPAIR INTERVAL - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN
STANDARD												
ACADEMY	'8:34	4	2:09	'0:01	1	0:01	'1:09	2	0:34	'20:40	13	1:35
ALAMOGORDO MAIN	'1:09	1	1:09	'4:51	4	1:13	'2:52	3	0:57	'9:05	10	0:55
ALAMOGORDO WEST												
ALBQ EAST				'0:23	1	0:23	'6:03	5	1:13	'11:05	11	1:00
ALBQ MAIN	'29:22	14	2:06	'10:36	11	0:58	'18:58	9	2:06	'140:26	66	2:08
ALBQ NORTH				'1:21	1	1:21	'7:29	2	3:44	'12:37	6	2:06
ALBQ NORTHEAST	'1:40	3	0:33	'0:39	1	0:39	'1:36	1	1:36	'17:06	11	1:33
ALBQ SOUTHWEST				'2:12	1	2:12				'2:12	1	2:12
ALBQ WEST	'3:17	1	3:17	'1:45	1	1:45	'7:08	3	2:23	'18:17	8	2:17
AMBER MESA										'2:06	1	2:06
ANGEL FIRE												
ANTHONY												
ARTESIA												
AZTEC MAIN												
AZTEC SOUTH(BLOOMFIELD)												
BAYARD												
BELEN	'5:14	2	2:37	'40:14	5	8:03	'13:52	3	4:37	'59:20	10	5:56
BERNALILLO				'5:08	2	2:34				'5:38	4	1:25
CHAPARRAL												
CIMARRON												
CLOVIS MAIN	'0:01	1	0:01	'1:25	1	1:25				'1:26	2	0:43
CLOVIS WEST												
CORRALES	'8:16	4	2:04	'12:22	3	4:07	'3:37	2	1:49	'29:14	13	2:15
DEMING				'0:08	1	0:08	'0:13	1	0:13	'1:16	3	0:25
ESTANCIA												
FARMINGTON MAIN	'5:13	4	1:18	'8:47	7	1:15	'5:05	3	1:42	'30:05	24	1:15
FARMINGTON WEST												
FT WINGATE												
GALLUP EAST												
GALLUP MAIN	'4:37	2	2:19	'2:04	1	2:04	'0:45	1	0:45	'7:37	5	1:31
GRANTS MAIN	'0:08	1	0:08	'1:20	3	0:27				'5:00	6	0:50
HATCH												
LA MESA												
LAGUNA ACOMA												
LAS CRUCES MAIN	'18:52	10	1:53	'14:34	9	1:37	'6:29	7	0:56	'68:16	39	1:45

New Mexico PRC Quality of Service Rule 17.11.22.8.F
Blanks in the report indicate no activity for the measure.

NEW MEXICO TOTAL DESIGNED SERVICES TROUBLES REPAIR INTERVAL - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN
STANDARD												
LAS CRUCES TELSHOR							'0:39	1	0:39	'11:16	3	3:45
LAS VEGAS										'0:05	2	0:02
LOS ALAMOS	'6:20	2	3:10	'0:06	1	0:06	'4:26	2	2:13	'10:53	6	1:49
LOS LUNAS MAIN	'2:19	1	2:19	'14:52	6	2:29	'2:27	1	2:27	'19:58	9	2:13
LOS LUNAS NORTH												
MORIARTY												
MOUNTAIN AIR												
PENA BLANCA												
PENASCO												
PORTALES												
QUESTA												
RATON				'1:41	1	1:41	'3:24	2	1:42	'9:48	6	1:38
RED RIVER												
RIO RANCHO										'2:04	4	0:31
ROSWELL MAIN				'0:53	1	0:53	'4:09	2	2:04	'20:42	10	2:04
ROSWELL SOUTH												
SAN MATEO				'0:02	1	0:02	'7:54	7	1:08	'56:23	32	1:46
SANTA FE - ELDORADO												
SANTA FE MAIN	'4:03	2	2:01				'0:18	2	0:09	'6:43	6	1:07
SANTA FE NORTH												
SANTA FE SOUTHWEST				'8:58	6	1:30	'0:51	1	0:51	'24:05	15	1:36
SANTA TERESA												
SILVER CITY				'6:56	2	3:28				'13:15	5	2:39
SOCORRO												
SPRINGER												
TAOS MAIN	'7:39	4	1:55							'12:31	7	1:47
TAOS NORTH												
TIJERAS										'6:44	2	3:22
TUCUMCARI												
WHITE ROCK												
TOTALS	'106:44	56	1:54	'141:18	71	1:59	'99:24	60	1:39	'635:53	340	1:52

NEW MEXICO OUT OF SERVICE DESIGNED SERVICES TROUBLES REPAIR INTERVAL - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN
STANDARD												
ACADEMY	'8:34	4	2:09	'0:01	1	0:01	'1:09	2	0:34	'20:40	13	1:35
ALAMOGORDO MAIN	'1:09	1	1:09	'4:51	4	1:13	'2:52	3	0:57	'9:05	10	0:55
ALAMOGORDO WEST												
ALBQ EAST				'0:23	1	0:23	'6:03	5	1:13	'11:05	11	1:00
ALBQ MAIN	'29:22	14	2:06	'10:36	11	0:58	'18:58	9	2:06	'140:26	66	2:08
ALBQ NORTH				'1:21	1	1:21	'7:29	2	3:44	'12:37	6	2:06
ALBQ NORTHEAST	'1:40	3	0:33	'0:39	1	0:39	'1:36	1	1:36	'17:06	11	1:33
ALBQ SOUTHWEST				'2:12	1	2:12				'2:12	1	2:12
ALBQ WEST	'3:17	1	3:17	'1:45	1	1:45	'7:08	3	2:23	'18:17	8	2:17
AMBER MESA										'2:06	1	2:06
ANGEL FIRE												
ANTHONY												
ARTESIA												
AZTEC MAIN												
AZTEC SOUTH(BLOOMFIELD)												
BAYARD												
BELEN	'5:14	2	2:37	'40:14	5	8:03	'13:52	3	4:37	'59:20	10	5:56
BERNALILLO				'5:08	2	2:34				'5:38	4	1:25
CHAPARRAL												
CIMARRON												
CLOVIS MAIN	'0:01	1	0:01	'1:25	1	1:25				'1:26	2	0:43
CLOVIS WEST												
CORRALES	'8:16	4	2:04	'12:22	3	4:07	'3:37	2	1:49	'29:14	13	2:15
DEMING				'0:08	1	0:08	'0:13	1	0:13	'1:16	3	0:25
ESTANCIA												
FARMINGTON MAIN	'5:13	4	1:18	'8:47	7	1:15	'5:05	3	1:42	'30:05	24	1:15
FARMINGTON WEST												
FT WINGATE												
GALLUP EAST												
GALLUP MAIN	'4:37	2	2:19	'2:04	1	2:04	'0:45	1	0:45	'7:37	5	1:31
GRANTS MAIN	'0:08	1	0:08	'1:20	3	0:27				'5:00	6	0:50
HATCH												
LA MESA												
LAGUNA ACOMA												
LAS CRUCES MAIN	'18:52	10	1:53	'14:34	9	1:37	'6:29	7	0:56	'68:16	39	1:45

New Mexico PRC Quality of Service Rule 17.11.22.8.C
Blanks in the report indicate no activity for the measure.

NEW MEXICO OUT OF SERVICE DESIGNED SERVICES TROUBLES REPAIR INTERVAL - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN	TOTAL TIME HRS:MIN	TOTAL TICKETS	AVERAGE INTERVAL HRS:MIN
STANDARD												
LAS CRUCES TELSHOR							'0:39	1	0:39	'11:16	3	3:45
LAS VEGAS										'0:05	2	0:02
LOS ALAMOS	'6:20	2	3:10	'0:06	1	0:06	'4:26	2	2:13	'10:53	6	1:49
LOS LUNAS MAIN	'2:19	1	2:19	'14:52	6	2:29	'2:27	1	2:27	'19:58	9	2:13
LOS LUNAS NORTH												
MORIARTY												
MOUNTAIN AIR												
PENA BLANCA												
PENASCO												
PORTALES												
QUESTA												
RATON				'1:41	1	1:41	'3:24	2	1:42	'9:48	6	1:38
RED RIVER												
RIO RANCHO										'2:04	4	0:31
ROSWELL MAIN				'0:53	1	0:53	'4:09	2	2:04	'20:42	10	2:04
ROSWELL SOUTH												
SAN MATEO				'0:02	1	0:02	'7:54	7	1:08	'56:23	32	1:46
SANTA FE - ELDORADO												
SANTA FE MAIN	'4:03	2	2:01				'0:18	2	0:09	'6:43	6	1:07
SANTA FE NORTH												
SANTA FE SOUTHWEST				'8:58	6	1:30	'0:51	1	0:51	'24:05	15	1:36
SANTA TERESA												
SILVER CITY				'6:56	2	3:28				'13:15	5	2:39
SOCORRO												
SPRINGER												
TAOS MAIN	'7:39	4	1:55							'12:31	7	1:47
TAOS NORTH												
TIJERAS										'6:44	2	3:22
TUCUMCARI												
WHITE ROCK												
TOTALS	'106:44	56	1:54	'141:18	71	1:59	'99:24	60	1:39	'635:53	340	1:52

NEW MEXICO ALL REPEAT TROUBLE REPORT RATE - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	REPEAT REPORTS	TOTAL TROUBLE REPORTS	RATE	REPEAT REPORTS	TOTAL TROUBLE REPORTS	RATE	REPEAT REPORTS	TOTAL TROUBLE REPORTS	RATE	REPEAT REPORTS	TOTAL TROUBLE REPORTS	RATE
STANDARD												
ACADEMY	4	183	2.19%	5	133	3.76%	3	137	2.19%	25	920	2.72%
ALAMOGORDO MAIN	3	99	3.03%	5	94	5.32%	1	120	0.83%	11	532	2.07%
ALAMOGORDO WEST	1	1	100.00%	1	6	16.67%	0	2	0.00%	2	14	14.29%
ALBQ EAST	2	155	1.29%	2	128	1.56%	8	186	4.30%	24	951	2.52%
ALBQ MAIN	2	139	1.44%	4	104	3.85%	3	126	2.38%	20	722	2.77%
ALBQ NORTH	5	154	3.25%	6	89	6.74%	2	106	1.89%	30	738	4.07%
ALBQ NORTHEAST	14	393	3.56%	3	317	0.95%	11	386	2.85%	55	2034	2.70%
ALBQ SOUTHWEST	5	187	2.67%	3	102	2.94%	9	168	5.36%	38	840	4.52%
ALBQ WEST	1	121	0.83%	2	92	2.17%	2	118	1.69%	10	636	1.57%
AMBER MESA	0	41	0.00%	1	25	4.00%	3	88	3.41%	14	325	4.31%
ANGEL FIRE	0	14	0.00%	1	17	5.88%	0	21	0.00%	3	96	3.13%
ANTHONY	6	58	10.34%	0	34	0.00%	0	48	0.00%	15	361	4.16%
ARTESIA	0	24	0.00%	0	12	0.00%	1	30	3.33%	4	123	3.25%
AZTEC MAIN	1	52	1.92%	2	60	3.33%	2	59	3.39%	10	311	3.22%
AZTEC SOUTH(BLOOMFIELD)	4	83	4.82%	3	82	3.66%	5	82	6.10%	18	398	4.52%
BAYARD	0	18	0.00%	0	14	0.00%	0	16	0.00%	2	90	2.22%
BELÉN	5	130	3.85%	2	112	1.79%	11	121	9.09%	25	603	4.15%
BERNALILLO	2	109	1.83%	4	70	5.71%	6	128	4.69%	17	537	3.17%
CHAPARRAL	1	35	2.86%	1	28	3.57%	2	27	7.41%	5	166	3.01%
CIMARRON	1	5	20.00%	0	7	0.00%	0	6	0.00%	1	29	3.45%
CLOVIS MAIN	0	44	0.00%	0	40	0.00%	1	40	2.50%	4	286	1.40%
CLOVIS WEST	1	4	25.00%	0	1	0.00%	0	1	0.00%	1	9	11.11%
CORRALES	4	202	1.98%	3	157	1.91%	4	193	2.07%	23	981	2.34%
DEMING	5	109	4.59%	11	112	9.82%	3	124	2.42%	55	758	7.26%
ESTANCIA	1	21	4.76%	2	18	11.11%	1	24	4.17%	7	122	5.74%
FARMINGTON MAIN	3	149	2.01%	4	136	2.94%	3	142	2.11%	38	864	4.40%
FARMINGTON WEST	2	43	4.65%	2	28	7.14%	1	47	2.13%	9	242	3.72%
FT WINGATE	0	2	0.00%	0	2	0.00%	0	4	0.00%	0	11	0.00%
GALLUP EAST	0	9	0.00%	1	6	16.67%	0	13	0.00%	1	42	2.38%
GALLUP MAIN	2	88	2.27%	1	73	1.37%	3	89	3.37%	10	422	2.37%
GRANTS MAIN	1	49	2.04%	0	34	0.00%	1	45	2.22%	7	277	2.53%
HATCH	1	46	2.17%	2	32	6.25%	3	22	13.64%	13	167	7.78%
LA MESA	1	64	1.56%	1	48	2.08%	4	69	5.80%	13	451	2.88%
LAGUNA ACOMA	1	36	2.78%	1	23	4.35%	3	48	6.25%	10	199	5.03%
LAS CRUCES MAIN	10	269	3.72%	11	297	3.70%	5	315	1.59%	54	1645	3.28%

New Mexico PRC Quality of Service Rule 17.11.22.8.D
Blanks in the report indicate no activity for the measure.

NEW MEXICO ALL REPEAT TROUBLE REPORT RATE - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	REPEAT REPORTS	TOTAL TROUBLE REPORTS	RATE	REPEAT REPORTS	TOTAL TROUBLE REPORTS	RATE	REPEAT REPORTS	TOTAL TROUBLE REPORTS	RATE	REPEAT REPORTS	TOTAL TROUBLE REPORTS	RATE
STANDARD												
LAS CRUCES TELSHOR	4	94	4.26%	0	47	0.00%	2	49	4.08%	21	471	4.46%
LAS VEGAS	1	56	1.79%	3	76	3.95%	5	88	5.68%	16	444	3.60%
LOS ALAMOS	1	30	3.33%	1	27	3.70%	0	24	0.00%	5	130	3.85%
LOS LUNAS MAIN	1	111	0.90%	3	109	2.75%	10	161	6.21%	25	652	3.83%
LOS LUNAS NORTH	0	40	0.00%	1	33	3.03%	1	48	2.08%	5	228	2.19%
MORIARTY	0	25	0.00%	1	18	5.56%	1	45	2.22%	3	140	2.14%
MOUNTAIN AIR	2	14	14.29%	0	10	0.00%	2	14	14.29%	4	57	7.02%
PENA BLANCA	0	25	0.00%	0	11	0.00%	0	16	0.00%	1	101	0.99%
PENASCO	0	27	0.00%	5	33	15.15%	3	22	13.64%	14	145	9.66%
PORTALES	0	19	0.00%	0	18	0.00%	0	32	0.00%	3	135	2.22%
QUESTA	4	42	9.52%	1	17	5.88%	1	23	4.35%	8	163	4.91%
RATON	0	40	0.00%	0	38	0.00%	4	44	9.09%	7	196	3.57%
RED RIVER	0	14	0.00%	0	11	0.00%	0	31	0.00%	0	65	0.00%
RIO RANCHO	5	148	3.38%	2	117	1.71%	7	147	4.76%	23	685	3.36%
ROSWELL MAIN	0	161	0.00%	3	166	1.81%	5	162	3.09%	15	847	1.77%
ROSWELL SOUTH	0	11	0.00%	0	6	0.00%	0	11	0.00%	2	69	2.90%
SAN MATEO	4	130	3.08%	1	95	1.05%	2	143	1.40%	12	775	1.55%
SANTA FE - ELDORADO	1	44	2.27%	1	20	5.00%	2	30	6.67%	6	181	3.31%
SANTA FE MAIN	4	201	1.99%	6	167	3.59%	7	186	3.76%	27	989	2.73%
SANTA FE NORTH	0	35	0.00%	2	40	5.00%	0	20	0.00%	6	178	3.37%
SANTA FE SOUTHWEST	1	121	0.83%	5	181	2.76%	2	98	2.04%	16	687	2.33%
SANTA TERESA	1	37	2.70%	0	42	0.00%	3	68	4.41%	7	291	2.41%
SILVER CITY	1	55	1.82%	4	51	7.84%	2	58	3.45%	9	332	2.71%
SOCORRO	1	21	4.76%	0	18	0.00%	3	59	5.08%	5	183	2.73%
SPRINGER	0	2	0.00%	0	3	0.00%	0	12	0.00%	1	39	2.56%
TAOS MAIN	7	120	5.83%	2	112	1.79%	4	112	3.57%	20	572	3.50%
TAOS NORTH	0	25	0.00%	0	23	0.00%	1	35	2.86%	3	145	2.07%
TIJERAS	9	101	8.91%	4	102	3.92%	4	91	4.40%	26	569	4.57%
TUCUMCARI	1	47	2.13%	1	43	2.33%	2	49	4.08%	6	233	2.58%
WHITE ROCK	0	17	0.00%	0	8	0.00%	1	17	5.88%	1	74	1.35%
TOTALS	137	4949	2.77%	130	4175	3.11%	175	5046	3.47%	871	26678	3.26%

NEW MEXICO NON-DESIGNED REPEAT TROUBLE REPORT RATE - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	REPEAT REPORTS	TOTAL TROUBLE REPORTS	RATE	REPEAT REPORTS	TOTAL TROUBLE REPORTS	RATE	REPEAT REPORTS	TOTAL TROUBLE REPORTS	RATE	REPEAT REPORTS	TOTAL TROUBLE REPORTS	RATE
STANDARD			18.00%			18.00%			18.00%			18.00%
ACADEMY	4	180	2.22%	5	133	3.76%	3	137	2.19%	25	913	2.74%
ALAMOGORDO MAIN	3	99	3.03%	5	94	5.32%	1	118	0.85%	11	529	2.08%
ALAMOGORDO WEST	1	1	100.00%	1	6	16.67%	0	2	0.00%	2	14	14.29%
ALBQ EAST	2	155	1.29%	2	127	1.57%	8	184	4.35%	24	944	2.54%
ALBQ MAIN	2	128	1.56%	4	101	3.96%	2	118	1.69%	17	676	2.51%
ALBQ NORTH	5	154	3.25%	6	88	6.82%	2	104	1.92%	30	734	4.09%
ALBQ NORTHEAST	14	392	3.57%	3	317	0.95%	11	385	2.86%	54	2027	2.66%
ALBQ SOUTHWEST	5	187	2.67%	3	102	2.94%	9	168	5.36%	38	840	4.52%
ALBQ WEST	1	120	0.83%	2	91	2.20%	2	115	1.74%	10	628	1.59%
AMBER MESA	0	41	0.00%	1	25	4.00%	3	88	3.41%	14	324	4.32%
ANGEL FIRE	0	14	0.00%	1	17	5.88%	0	21	0.00%	3	96	3.13%
ANTHONY	6	58	10.34%	0	34	0.00%	0	48	0.00%	15	361	4.16%
ARTESIA	0	24	0.00%	0	12	0.00%	1	30	3.33%	4	123	3.25%
AZTEC MAIN	1	52	1.92%	2	60	3.33%	2	59	3.39%	10	311	3.22%
AZTEC SOUTH(BLOOMFIELD)	4	83	4.82%	3	82	3.66%	5	82	6.10%	18	398	4.52%
BAYARD	0	18	0.00%	0	14	0.00%	0	16	0.00%	2	90	2.22%
BELEN	5	128	3.91%	2	107	1.87%	9	118	7.63%	23	593	3.88%
BERNALILLO	2	109	1.83%	4	68	5.88%	6	128	4.69%	17	534	3.18%
CHAPARRAL	1	35	2.86%	1	28	3.57%	2	27	7.41%	5	166	3.01%
CIMARRON	1	5	20.00%	0	7	0.00%	0	6	0.00%	1	29	3.45%
CLOVIS MAIN	0	44	0.00%	0	40	0.00%	1	40	2.50%	4	286	1.40%
CLOVIS WEST	1	4	25.00%	0	1	0.00%	0	1	0.00%	1	9	11.11%
CORRALES	4	198	2.02%	3	154	1.95%	4	192	2.08%	22	971	2.27%
DEMING	5	109	4.59%	11	112	9.82%	3	123	2.44%	55	757	7.27%
ESTANCIA	1	21	4.76%	2	18	11.11%	1	24	4.17%	7	122	5.74%
FARMINGTON MAIN	3	146	2.05%	4	131	3.05%	3	140	2.14%	38	849	4.48%
FARMINGTON WEST	2	43	4.65%	2	28	7.14%	1	47	2.13%	9	242	3.72%
FT WINGATE	0	2	0.00%	0	2	0.00%	0	4	0.00%	0	11	0.00%
GALLUP EAST	0	9	0.00%	1	6	16.67%	0	13	0.00%	1	42	2.38%
GALLUP MAIN	2	86	2.33%	1	72	1.39%	3	88	3.41%	10	417	2.40%
GRANTS MAIN	1	49	2.04%	0	32	0.00%	1	45	2.22%	7	274	2.55%
HATCH	1	46	2.17%	2	32	6.25%	3	22	13.64%	13	167	7.78%
LA MESA	1	64	1.56%	1	48	2.08%	4	69	5.80%	13	451	2.88%
LAGUNA ACOMA	1	36	2.78%	1	23	4.35%	3	48	6.25%	10	199	5.03%
LAS CRUCES MAIN	8	262	3.05%	10	293	3.41%	5	308	1.62%	51	1621	3.15%

New Mexico PRC Quality of Service Rule 17.11.22.8.D
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NEW MEXICO NON-DESIGNED REPEAT TROUBLE REPORT RATE - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	REPEAT REPORTS	TOTAL TROUBLE REPORTS	RATE	REPEAT REPORTS	TOTAL TROUBLE REPORTS	RATE	REPEAT REPORTS	TOTAL TROUBLE REPORTS	RATE	REPEAT REPORTS	TOTAL TROUBLE REPORTS	RATE
STANDARD			18.00%			18.00%			18.00%			18.00%
LAS CRUCES TELSHOR	4	94	4.26%	0	47	0.00%	2	49	4.08%	21	469	4.48%
LAS VEGAS	1	56	1.79%	3	76	3.95%	5	88	5.68%	16	443	3.61%
LOS ALAMOS	1	28	3.57%	1	27	3.70%	0	22	0.00%	5	126	3.97%
LOS LUNAS MAIN	1	110	0.91%	3	106	2.83%	10	161	6.21%	25	648	3.86%
LOS LUNAS NORTH	0	40	0.00%	1	33	3.03%	1	48	2.08%	5	228	2.19%
MORIARTY	0	25	0.00%	1	18	5.56%	1	45	2.22%	3	140	2.14%
MOUNTAIN AIR	2	14	14.29%	0	10	0.00%	2	14	14.29%	4	57	7.02%
PENA BLANCA	0	25	0.00%	0	11	0.00%	0	16	0.00%	1	101	0.99%
PENASCO	0	27	0.00%	5	33	15.15%	3	22	13.64%	14	145	9.66%
PORTALES	0	19	0.00%	0	18	0.00%	0	32	0.00%	3	135	2.22%
QUESTA	4	42	9.52%	1	17	5.88%	1	23	4.35%	8	163	4.91%
RATON	0	40	0.00%	0	37	0.00%	3	43	6.98%	6	192	3.13%
RED RIVER	0	14	0.00%	0	11	0.00%	0	31	0.00%	0	65	0.00%
RIO RANCHO	5	148	3.38%	2	117	1.71%	7	147	4.76%	23	683	3.37%
ROSWELL MAIN	0	161	0.00%	3	165	1.82%	5	160	3.13%	15	839	1.79%
ROSWELL SOUTH	0	11	0.00%	0	6	0.00%	0	11	0.00%	2	69	2.90%
SAN MATEO	4	130	3.08%	1	95	1.05%	2	139	1.44%	11	753	1.46%
SANTA FE - ELDORADO	1	44	2.27%	1	20	5.00%	2	30	6.67%	6	181	3.31%
SANTA FE MAIN	4	201	1.99%	6	167	3.59%	7	186	3.76%	27	988	2.73%
SANTA FE NORTH	0	35	0.00%	2	40	5.00%	0	20	0.00%	6	178	3.37%
SANTA FE SOUTHWEST	1	121	0.83%	5	177	2.82%	2	97	2.06%	16	677	2.36%
SANTA TERESA	1	37	2.70%	0	42	0.00%	3	68	4.41%	7	291	2.41%
SILVER CITY	1	55	1.82%	4	49	8.16%	2	58	3.45%	7	328	2.13%
SOCORRO	1	21	4.76%	0	18	0.00%	3	59	5.08%	5	183	2.73%
SPRINGER	0	2	0.00%	0	3	0.00%	0	12	0.00%	1	39	2.56%
TAOS MAIN	7	119	5.88%	2	112	1.79%	4	112	3.57%	20	571	3.50%
TAOS NORTH	0	25	0.00%	0	23	0.00%	1	35	2.86%	3	145	2.07%
TIJERAS	9	101	8.91%	4	102	3.92%	4	91	4.40%	26	568	4.58%
TUCUMCARI	1	47	2.13%	1	43	2.33%	2	49	4.08%	6	233	2.58%
WHITE ROCK	0	17	0.00%	0	8	0.00%	1	17	5.88%	1	74	1.35%
TOTALS	135	4911	2.75%	129	4136	3.12%	171	5003	3.42%	857	26460	3.24%

NEW MEXICO DESIGNED SERVICES REPEAT TROUBLE REPORT RATE - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	REPEAT REPORTS	TOTAL TROUBLE REPORTS	RATE	REPEAT REPORTS	TOTAL TROUBLE REPORTS	RATE	REPEAT REPORTS	TOTAL TROUBLE REPORTS	RATE	REPEAT REPORTS	TOTAL TROUBLE REPORTS	RATE
STANDARD												
ACADEMY	0	3	0.00%							0	7	0.00%
ALAMOGORDO MAIN							0	2	0.00%	0	3	0.00%
ALAMOGORDO WEST												
ALBQ EAST				0	1	0.00%	0	2	0.00%	0	7	0.00%
ALBQ MAIN	0	11	0.00%	0	3	0.00%	1	8	12.50%	3	46	6.52%
ALBQ NORTH				0	1	0.00%	0	2	0.00%	0	4	0.00%
ALBQ NORTHEAST	0	1	0.00%				0	1	0.00%	1	7	14.29%
ALBQ SOUTHWEST												
ALBQ WEST	0	1	0.00%	0	1	0.00%	0	3	0.00%	0	8	0.00%
AMBER MESA										0	1	0.00%
ANGEL FIRE												
ANTHONY												
ARTESIA												
AZTEC MAIN												
AZTEC SOUTH(BLOOMFIELD)												
BAYARD												
BELEN	0	2	0.00%	0	5	0.00%	2	3	66.67%	2	10	20.00%
BERNALILLO				0	2	0.00%				0	3	0.00%
CHAPARRAL												
CIMARRON												
CLOVIS MAIN												
CLOVIS WEST												
CORRALES	0	4	0.00%	0	3	0.00%	0	1	0.00%	1	10	10.00%
DEMING							0	1	0.00%	0	1	0.00%
ESTANCIA												
FARMINGTON MAIN	0	3	0.00%	0	5	0.00%	0	2	0.00%	0	15	0.00%
FARMINGTON WEST												
FT WINGATE												
GALLUP EAST												
GALLUP MAIN	0	2	0.00%	0	1	0.00%	0	1	0.00%	0	5	0.00%
GRANTS MAIN				0	2	0.00%				0	3	0.00%
HATCH												
LA MESA												
LAGUNA ACOMA												
LAS CRUCES MAIN	2	7	28.57%	1	4	25.00%	0	7	0.00%	3	24	12.50%

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NEW MEXICO DESIGNED SERVICES REPEAT TROUBLE REPORT RATE - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	REPEAT REPORTS	TOTAL TROUBLE REPORTS	RATE	REPEAT REPORTS	TOTAL TROUBLE REPORTS	RATE	REPEAT REPORTS	TOTAL TROUBLE REPORTS	RATE	REPEAT REPORTS	TOTAL TROUBLE REPORTS	RATE
STANDARD												
LAS CRUCES TELSHOR										0	2	0.00%
LAS VEGAS										0	1	0.00%
LOS ALAMOS	0	2	0.00%				0	2	0.00%	0	4	0.00%
LOS LUNAS MAIN	0	1	0.00%	0	3	0.00%				0	4	0.00%
LOS LUNAS NORTH												
MORIARTY												
MOUNTAIN AIR												
PENA BLANCA												
PENASCO												
PORTALES												
QUESTA												
RATON				0	1	0.00%	1	1	100.00%	1	4	25.00%
RED RIVER												
RIO RANCHO										0	2	0.00%
ROSWELL MAIN				0	1	0.00%	0	2	0.00%	0	8	0.00%
ROSWELL SOUTH												
SAN MATEO							0	4	0.00%	1	22	4.55%
SANTA FE - ELDORADO												
SANTA FE MAIN										0	1	0.00%
SANTA FE NORTH												
SANTA FE SOUTHWEST				0	4	0.00%	0	1	0.00%	0	10	0.00%
SANTA TERESA												
SILVER CITY				0	2	0.00%				2	4	50.00%
SOCORRO												
SPRINGER												
TAOS MAIN	0	1	0.00%							0	1	0.00%
TAOS NORTH												
TIJERAS										0	1	0.00%
TUCUMCARI												
WHITE ROCK												
TOTALS	2	38	5.26%	1	39	2.56%	4	43	9.30%	14	218	6.42%

WIRE CENTERS EXCEEDING THE REPEAT TROUBLE REPORT RATE STANDARD

WIRECENTER	REPEAT REPORTS	TOTAL TROUBLE REPORTS	RATE	APRIL 2011 REASON EXCEEDED STANDARD
ALAMOGORDO WEST	1	1	100.00%	Variation caused by small number of total trouble reports in the wire center such that only a single repeat trouble a miss for the wire center report generated.
CIMARRON	1	5	20.00%	Variation caused by small number of total trouble reports in the wire center such that only a single repeat trouble a miss for the wire center report generated.
CLOVIS WEST	1	4	25.00%	Variation caused by small number of total trouble reports in the wire center such that only a single repeat trouble a miss for the wire center report generated.

WIRE CENTERS EXCEEDING THE REPEAT TROUBLE REPORT RATE STANDARD

WIRECENTER	REPEAT REPORTS	TOTAL TROUBLE REPORTS	RATE	MAY 2011 REASON EXCEEDED STANDARD
				No wire centers exceeded standard.

WIRE CENTERS EXCEEDING THE REPEAT TROUBLE REPORT RATE STANDARD

WIRECENTER	REPEAT REPORTS	TOTAL TROUBLE REPORTS	RATE	JUNE 2011 REASON EXCEEDED STANDARD
				No wire centers exceeded standard.

New Mexico Repair Tickets Exceptions - JUNE 2011
 Extraordinary and Abnormal Conditions of Operation

Type	APR-11	MAY-11	JUN-11
Customer Action	4	3	4
Fire	38	19	24
Lightning or Weather Damage	232	146	202
Other Phenomena	23	12	34
Theft	83	75	39
Third Party Cable Cuts	126	132	125
Vandalism	53	24	26
Vendor Action	2	7	2

NEW MEXICO PERCENT NONDES ORDERS COMPLETED IN 5 BUSINESS DAYS - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	COMPLETE D WITHIN 5 BUS DAYS (NON-DESIGN)	TOTAL ORDERS	% COMPLETE D WITHIN 5 BUSINESS DAYS	COMPLETE D WITHIN 5 BUS DAYS (NON-DESIGN)	TOTAL ORDERS	% COMPLETE D WITHIN 5 BUSINESS DAYS	COMPLETE D WITHIN 5 BUS DAYS (NON-DESIGN)	TOTAL ORDERS	% COMPLETE D WITHIN 5 BUSINESS DAYS	COMPLETE D WITHIN 5 BUS DAYS (NON-DESIGN)	TOTAL ORDERS	% COMPLETE D WITHIN 5 BUSINESS DAYS
STANDARD			96.00%			96.00%			96.00%			96.00%
ACADEMY	1579	1579	100.00%	2829	2829	100.00%	2369	2369	100.00%	11194	11199	99.96%
ALAMOGORDO MAIN	920	922	99.78%	1549	1549	100.00%	1206	1206	100.00%	6335	6338	99.95%
ALAMOGORDO WEST	22	22	100.00%	30	30	100.00%	32	32	100.00%	167	167	100.00%
ALBQ EAST	1600	1600	100.00%	2470	2474	99.84%	2196	2196	100.00%	11739	11748	99.92%
ALBQ MAIN	1086	1087	99.91%	1509	1509	100.00%	1311	1312	99.92%	7977	7985	99.90%
ALBQ NORTH	902	903	99.89%	1398	1399	99.93%	1156	1157	99.91%	6101	6106	99.92%
ALBQ NORTHEAST	3404	3406	99.94%	5957	5959	99.97%	4703	4704	99.98%	24175	24186	99.95%
ALBQ SOUTHWEST	946	946	100.00%	1432	1433	99.93%	1243	1245	99.84%	6881	6889	99.88%
ALBQ WEST	1987	1988	99.95%	3216	3217	99.97%	2835	2838	99.89%	14800	14821	99.86%
AMBER MESA	496	502	98.80%	831	831	100.00%	695	695	100.00%	3885	3895	99.74%
ANGEL FIRE	235	235	100.00%	334	334	100.00%	337	337	100.00%	1693	1694	99.94%
ANTHONY	361	361	100.00%	423	423	100.00%	406	406	100.00%	2332	2336	99.83%
ARTESIA	245	245	100.00%	323	323	100.00%	283	284	99.65%	1600	1604	99.75%
AZTEC MAIN	475	475	100.00%	971	971	100.00%	730	730	100.00%	3648	3648	100.00%
AZTEC SOUTH(BLOOMFIELD)	465	467	99.57%	859	860	99.88%	697	697	100.00%	3650	3657	99.81%
BAYARD	242	242	100.00%	340	340	100.00%	272	273	99.63%	1583	1584	99.94%
BELEN	707	707	100.00%	1124	1126	99.82%	926	927	99.89%	4860	4867	99.86%
BERNALILLO	937	937	100.00%	1633	1633	100.00%	1285	1290	99.61%	6765	6776	99.84%
CHAPARRAL	276	277	99.64%	429	429	100.00%	346	348	99.43%	2057	2062	99.76%
CIMARRON	56	56	100.00%	93	93	100.00%	70	70	100.00%	376	376	100.00%
CLOVIS MAIN	503	503	100.00%	716	716	100.00%	600	600	100.00%	3467	3468	99.97%
CLOVIS WEST	10	10	100.00%	18	18	100.00%	18	18	100.00%	79	79	100.00%
CORRALES	2474	2474	100.00%	4472	4473	99.98%	3374	3377	99.91%	17482	17491	99.95%
DEMING	636	638	99.69%	918	918	100.00%	729	729	100.00%	4219	4223	99.91%
ESTANCIA	176	176	100.00%	254	254	100.00%	184	184	100.00%	1205	1207	99.83%
FARMINGTON MAIN	1304	1304	100.00%	2465	2468	99.88%	1947	1948	99.95%	9928	9934	99.94%
FARMINGTON WEST	176	176	100.00%	392	393	99.75%	306	306	100.00%	1684	1686	99.88%
FT WINGATE	21	21	100.00%	32	32	100.00%	27	27	100.00%	146	146	100.00%
GALLUP EAST	70	70	100.00%	81	81	100.00%	63	64	98.44%	417	418	99.76%
GALLUP MAIN	815	815	100.00%	1235	1237	99.84%	1032	1032	100.00%	5723	5727	99.93%
GRANTS MAIN	410	410	100.00%	749	749	100.00%	617	618	99.84%	3046	3048	99.93%
HATCH	157	157	100.00%	188	188	100.00%	195	195	100.00%	1057	1059	99.81%
LA MESA	214	215	99.53%	194	194	100.00%	201	201	100.00%	1265	1266	99.92%

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NEW MEXICO PERCENT NONDES ORDERS COMPLETED IN 5 BUSINESS DAYS - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	COMPLETE D WITHIN 5 BUS DAYS (NON-DESIGN)	TOTAL ORDERS	% COMPLETE D WITHIN 5 BUSINESS DAYS	COMPLETE D WITHIN 5 BUS DAYS (NON-DESIGN)	TOTAL ORDERS	% COMPLETE D WITHIN 5 BUSINESS DAYS	COMPLETE D WITHIN 5 BUS DAYS (NON-DESIGN)	TOTAL ORDERS	% COMPLETE D WITHIN 5 BUSINESS DAYS	COMPLETE D WITHIN 5 BUS DAYS (NON-DESIGN)	TOTAL ORDERS	% COMPLETE D WITHIN 5 BUSINESS DAYS
STANDARD			96.00%			96.00%			96.00%			96.00%
LAGUNA ACOMA	163	163	100.00%	192	192	100.00%	217	217	100.00%	1181	1185	99.66%
LAS CRUCES MAIN	1683	1686	99.82%	2782	2787	99.82%	2351	2357	99.75%	12393	12419	99.79%
LAS CRUCES TELSHOR	738	739	99.86%	1267	1268	99.92%	1022	1024	99.80%	5468	5475	99.87%
LAS VEGAS	645	645	100.00%	1023	1023	100.00%	862	863	99.88%	4674	4679	99.89%
LOS ALAMOS	319	319	100.00%	616	616	100.00%	439	439	100.00%	2254	2255	99.96%
LOS LUNAS MAIN	1095	1096	99.91%	1803	1803	100.00%	1516	1516	100.00%	7678	7679	99.99%
LOS LUNAS NORTH	251	252	99.60%	486	486	100.00%	347	347	100.00%	1885	1888	99.84%
MORIARTY	291	291	100.00%	423	423	100.00%	327	328	99.70%	1969	1970	99.95%
MOUNTAIN AIR	73	73	100.00%	106	106	100.00%	83	83	100.00%	542	542	100.00%
PENA BLANCA	127	127	100.00%	217	217	100.00%	177	178	99.44%	1113	1117	99.64%
PENASCO	133	133	100.00%	172	172	100.00%	139	139	100.00%	872	872	100.00%
PORTALES	228	228	100.00%	344	344	100.00%	297	297	100.00%	1619	1619	100.00%
QUESTA	174	174	100.00%	217	217	100.00%	172	172	100.00%	1149	1149	100.00%
RATON	321	321	100.00%	607	607	100.00%	476	477	99.79%	2498	2499	99.96%
RED RIVER	76	76	100.00%	112	112	100.00%	139	139	100.00%	518	518	100.00%
RIO RANCHO	2089	2090	99.95%	3745	3747	99.95%	3123	3123	100.00%	15432	15438	99.96%
ROSWELL MAIN	1142	1142	100.00%	1552	1553	99.94%	1294	1298	99.69%	7492	7500	99.89%
ROSWELL SOUTH	65	65	100.00%	117	117	100.00%	76	76	100.00%	547	548	99.82%
SAN MATEO	1044	1045	99.90%	1740	1740	100.00%	1396	1397	99.93%	7603	7608	99.93%
SANTA FE - ELDORADO	370	370	100.00%	492	492	100.00%	408	409	99.76%	2430	2432	99.92%
SANTA FE MAIN	1913	1915	99.90%	2792	2793	99.96%	2417	2419	99.92%	14084	14092	99.94%
SANTA FE NORTH	264	264	100.00%	437	437	100.00%	352	352	100.00%	2003	2004	99.95%
SANTA FE SOUTHWEST	1779	1780	99.94%	2865	2867	99.93%	2128	2129	99.95%	12648	12658	99.92%
SANTA TERESA	262	263	99.62%	337	337	100.00%	319	320	99.69%	1887	1890	99.84%
SILVER CITY	596	596	100.00%	947	947	100.00%	807	807	100.00%	4221	4221	100.00%
SOCORRO	330	330	100.00%	577	579	99.65%	491	491	100.00%	2450	2453	99.88%
SPRINGER	68	68	100.00%	92	92	100.00%	71	71	100.00%	460	460	100.00%
TAOS MAIN	946	948	99.79%	1397	1398	99.93%	1270	1271	99.92%	7049	7054	99.93%
TAOS NORTH	246	246	100.00%	276	276	100.00%	273	273	100.00%	1647	1647	100.00%
TIJERAS	1234	1236	99.84%	2318	2319	99.96%	1806	1807	99.94%	8992	9000	99.91%
TUCUMCARI	197	197	100.00%	303	303	100.00%	244	244	100.00%	1447	1447	100.00%
WHITE ROCK	206	206	100.00%	446	446	100.00%	345	345	100.00%	1430	1430	100.00%
TOTALS	42975	43010	99.92%	70264	70299	99.95%	57775	57823	99.92%	309171	309438	99.91%

New Mexico PRC Quality of Service Rule 17.11.22.8.E
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NEW MEXICO PERCENT DESIGNED ORDERS MEETING 10 DAY INTERVAL - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	COMPLETE D IN 10 DAYS (DESIGN)	TOTAL ORDER S	% MEETING 10 DAY INTERVAL	COMPLETE D IN 10 DAYS (DESIGN)	TOTAL ORDER S	% MEETING 10 DAY INTERVAL	COMPLETE D IN 10 DAYS (DESIGN)	TOTAL ORDER S	% MEETING 10 DAY INTERVAL	COMPLETE D IN 10 DAYS (DESIGN)	TOTAL ORDER S	% MEETING 10 DAY INTERVAL
STANDARD			85.00%			85.00%			85.00%			85.00%
ACADEMY	1	1	100.00%	2	2	100.00%	1	1	100.00%	12	12	100.00%
ALAMOGORDO MAIN				1	1	100.00%				1	1	100.00%
ALAMOGORDO WEST												
ALBQ EAST	1	1	100.00%	4	4	100.00%	3	3	100.00%	10	10	100.00%
ALBQ MAIN	3	3	100.00%	9	9	100.00%	5	5	100.00%	34	34	100.00%
ALBQ NORTH				2	2	100.00%	4	4	100.00%	13	13	100.00%
ALBQ NORTHEAST				2	2	100.00%	1	1	100.00%	8	8	100.00%
ALBQ SOUTHWEST				3	3	100.00%				3	3	100.00%
ALBQ WEST							5	5	100.00%	5	5	100.00%
AMBER MESA												
ANGEL FIRE												
ANTHONY	1	1	100.00%							1	1	100.00%
ARTESIA	2	2	100.00%				1	1	100.00%	3	3	100.00%
AZTEC MAIN												
AZTEC SOUTH(BLOOMFIELD)										1	1	100.00%
BAYARD												
BELEN				2	2	100.00%				3	3	100.00%
BERNALILLO	1	1	100.00%	3	3	100.00%				4	4	100.00%
CHAPARRAL												
CIMARRON												
CLOVIS MAIN				3	3	100.00%				4	4	100.00%
CLOVIS WEST												
CORRALES	2	2	100.00%				1	1	100.00%	6	6	100.00%
DEMING												
ESTANCIA												
FARMINGTON MAIN										4	4	100.00%
FARMINGTON WEST												
FT WINGATE												
GALLUP EAST												
GALLUP MAIN	1	1	100.00%	2	2	100.00%	1	1	100.00%	4	4	100.00%
GRANTS MAIN				2	2	100.00%				3	3	100.00%
HATCH												
LA MESA												
LAGUNA ACOMA												

NEW MEXICO PERCENT DESIGNED ORDERS MEETING 10 DAY INTERVAL - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	COMPLETE D IN 10 DAYS (DESIGN)	TOTAL ORDERS	% MEETING 10 DAY INTERVAL	COMPLETE D IN 10 DAYS (DESIGN)	TOTAL ORDERS	% MEETING 10 DAY INTERVAL	COMPLETE D IN 10 DAYS (DESIGN)	TOTAL ORDERS	% MEETING 10 DAY INTERVAL	COMPLETE D IN 10 DAYS (DESIGN)	TOTAL ORDERS	% MEETING 10 DAY INTERVAL
STANDARD			85.00%			85.00%			85.00%			85.00%
LAS CRUCES MAIN	5	5	100.00%	6	6	100.00%				14	14	100.00%
LAS CRUCES TELSHOR	1	1	100.00%							1	1	100.00%
LAS VEGAS				1	1	100.00%				1	1	100.00%
LOS ALAMOS							2	2	100.00%	3	3	100.00%
LOS LUNAS MAIN				2	2	100.00%				3	3	100.00%
LOS LUNAS NORTH												
MORIARTY				1	1	100.00%				1	1	100.00%
MOUNTAIN AIR										1	1	100.00%
PENA BLANCA												
PENASCO												
PORTALES				1	1	100.00%				2	2	100.00%
QUESTA	1	1	100.00%							1	1	100.00%
RATON										1	1	100.00%
RED RIVER												
RIO RANCHO				3	3	100.00%				3	3	100.00%
ROSWELL MAIN	1	1	100.00%				0	1	0.00%	4	5	80.00%
ROSWELL SOUTH										2	2	100.00%
SAN MATEO	1	1	100.00%	6	6	100.00%				11	11	100.00%
SANTA FE - ELDORADO												
SANTA FE MAIN	1	1	100.00%	11	11	100.00%				25	25	100.00%
SANTA FE NORTH												
SANTA FE SOUTHWEST	2	2	100.00%	5	5	100.00%	2	2	100.00%	11	11	100.00%
SANTA TERESA				1	1	100.00%				1	1	100.00%
SILVER CITY												
SOCORRO										8	8	100.00%
SPRINGER										1	1	100.00%
TAOS MAIN				14	14	100.00%				14	14	100.00%
TAOS NORTH												
TIJERAS							1	1	100.00%	1	1	100.00%
TUCUMCARI												
WHITE ROCK	1	1	100.00%							1	1	100.00%
TOTALS	25	25	100.00%	86	86	100.00%	27	28	96.43%	229	230	99.57%

NEW MEXICO PERCENT DESIGNED ORDERS MEETING 45 DAY INTERVAL - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	COMPLETE D IN 45 DAYS (DESIGN)	TOTAL ORDER S	% MEETING 45 DAY INTERVAL	COMPLETE D IN 45 DAYS (DESIGN)	TOTAL ORDER S	% MEETING 45 DAY INTERVAL	COMPLETE D IN 45 DAYS (DESIGN)	TOTAL ORDER S	% MEETING 45 DAY INTERVAL	COMPLETE D IN 45 DAYS (DESIGN)	TOTAL ORDER S	% MEETING 45 DAY INTERVAL
STANDARD						85.00%			85.00%			85.00%
ACADEMY				1	1	100.00%				2	2	100.00%
ALAMOGORDO MAIN				1	1	100.00%				2	2	100.00%
ALAMOGORDO WEST												
ALBQ EAST												
ALBQ MAIN										1	1	100.00%
ALBQ NORTH				1	1	100.00%				1	1	100.00%
ALBQ NORTHEAST							1	1	100.00%	2	2	100.00%
ALBQ SOUTHWEST												
ALBQ WEST												
AMBER MESA												
ANGEL FIRE												
ANTHONY												
ARTESIA												
AZTEC MAIN												
AZTEC SOUTH(BLOOMFIELD)												
BAYARD												
BELÉN												
BERNALILLO				1	1	100.00%				1	1	100.00%
CHAPARRAL												
CIMARRON												
CLOVIS MAIN												
CLOVIS WEST												
CORRALES							1	1	100.00%	1	1	100.00%
DEMING												
ESTANCIA												
FARMINGTON MAIN										1	1	100.00%
FARMINGTON WEST												
FT WINGATE												
GALLUP EAST												
GALLUP MAIN										1	1	100.00%
GRANTS MAIN										1	1	100.00%
HATCH												
LA MESA												
LAGUNA ACOMA												
LAS CRUCES MAIN										1	1	100.00%

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NEW MEXICO PERCENT DESIGNED ORDERS MEETING 45 DAY INTERVAL - JUNE 2011

WIRECENTER	APRIL 2011			MAY 2011			JUNE 2011			YTD		
	COMPLETE D IN 45 DAYS (DESIGN)	TOTAL ORDER S	% MEETING 45 DAY INTERVAL	COMPLETE D IN 45 DAYS (DESIGN)	TOTAL ORDER S	% MEETING 45 DAY INTERVAL	COMPLETE D IN 45 DAYS (DESIGN)	TOTAL ORDER S	% MEETING 45 DAY INTERVAL	COMPLETE D IN 45 DAYS (DESIGN)	TOTAL ORDER S	% MEETING 45 DAY INTERVAL
STANDARD						85.00%			85.00%			85.00%
LAS CRUCES TELSHOR												
LAS VEGAS												
LOS ALAMOS										1	1	100.00%
LOS LUNAS MAIN				1	1	100.00%				2	2	100.00%
LOS LUNAS NORTH												
MORIARTY												
MOUNTAIN AIR												
PENA BLANCA												
PENASCO												
PORTALES										1	1	100.00%
QUESTA												
RATON												
RED RIVER												
RIO RANCHO				1	1	100.00%	2	2	100.00%	3	3	100.00%
ROSWELL MAIN										1	1	100.00%
ROSWELL SOUTH												
SAN MATEO										2	2	100.00%
SANTA FE - ELDORADO												
SANTA FE MAIN												
SANTA FE NORTH												
SANTA FE SOUTHWEST												
SANTA TERESA				1	1	100.00%				1	1	100.00%
SILVER CITY										2	2	100.00%
SOCORRO												
SPRINGER												
TAOS MAIN												
TAOS NORTH												
TIJERAS												
TUCUMCARI												
WHITE ROCK												
TOTALS				7	7	100.00%	4	4	100.00%	27	27	100.00%

NEW MEXICO AVERAGE WAIT TIME/PERCENTAGE OF CALLS BUSY - JUNE 2011

	APR-11	MAY-11	JUN-11
METRIC DESCRIPTION	RESULT	RESULT	RESULT
Average Wait Time - RES	20.98	40.09	41.63
Percentage of Calls Busy - RES	0.00%	0.00%	0.00%
Average Wait Time - BUS	17.74	12.44	21.83
Percentage of Calls Busy - BUS	0.00%	0.00%	0.00%
Average Wait Time - REPAIR	38.27	18.55	17.57
Percentage of Calls BUSY - REPAIR	0.00%	0.00%	0.00%

New Mexico Individual Customer Credits Issued by Rule - QTR 2 2011

TYPE OF CREDIT	TOTAL CREDIT	# OF CREDITS	
Credits Pursuant to Rule 17.11.22.23.A	\$15,402.68	4147	
Credits Pursuant to Rule 17.11.22.23.B	\$7,087.26	55	
Credits Pursuant to Rule 17.11.22.23.C	\$13,316.00	666	
Credits Pursuant to Rule 17.11.22.15	\$4,010.00	13	
Total Credits Issued	\$35,805.94	4868	

This is pursuant to Rule 17.11.22.11.I
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