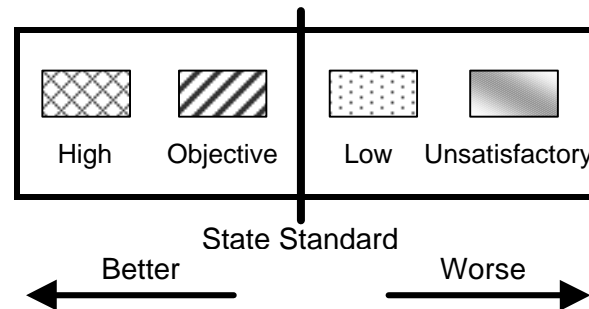
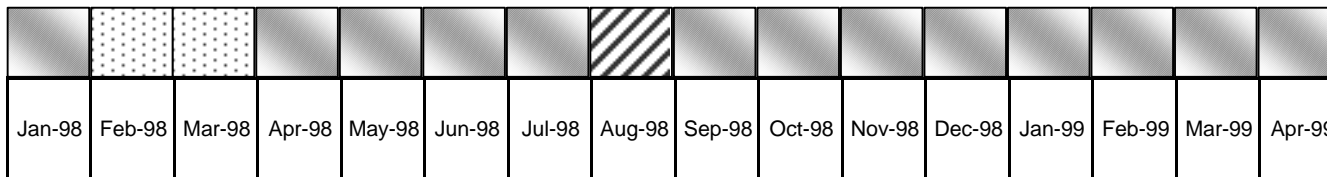


Network Blockage Problems in Grants Pass

State standards require that 98% of originating average busy hour call attempts shall receive dial tone within 3 seconds; and that all intraoffice, interoffice, and access trunking and associated switching components shall be engineered and maintained to allow 99 percent completion of properly dialed calls during the average busy season without encountering blockages or equipment irregularities.



Performance data reported by U S WEST is rated in one of four categories. Two are above the standard, two are below. In 16 months from June 1998 - March 1999, 15 months were below standard. Fourteen of those were in the lowest category.