

UNITED TELEPHONE COMPANY OF THE NORTHWEST
D/B/A CENTURYLINK
SERVICE QUALITY REPORT

CHARTS

Repair Service Center Access

	2010	2011
January		5 Seconds
February		11 Seconds
March		24 Seconds
April		59 Seconds
May		34 Seconds
June		33 Seconds
July		82 Seconds
August		18 Seconds
September		24 Seconds
October	4 Seconds	
November	6 Seconds	
December	10 Seconds	

OAR Standard: Average Speed of Answer Time of 50 Seconds

Business Office Center Access

	2010	2011
January		21 Seconds
February		46 Seconds
March		18 Seconds
April		10 Seconds
May		23 Seconds
June		94 Seconds
July		47 Seconds
August		59 Seconds
September		84 Seconds
October	28 Seconds	
November	12 Seconds	
December	15 Seconds	
DID NOT MEET OAR STANDARD		

OAR Standard: Average Speed of Answer Time of 50 Seconds

Commitments for Service - Provisioning

	2010	2011
January		98.7%
February		99.1%
March		98.9%
April		98.8%
May		98.8%
June		99.0%
July		98.7%
August		98.4%
September		97.4%
October	98.3%	
November	99.3%	
December	98.8%	

OAR Standard: 90%

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REPAIR CLEARED WITHIN 48 HOURS

Repair Center	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11
Coast District	92.6%	79.1%	84.9%	82.0%	89.4%	96.8%	94.7%	93.5%	95.3%	97.6%	95.5%	93.5%
Gorge District	97.6%	78.8%	97.4%	92.7%	96.3%	95.7%	97.1%	94.5%	98.9%	96.3%	97.7%	97.3%
Southern District	82.1%	84.6%	88.2%	87.0%	93.4%	93.5%	90.7%	88.8%	93.2%	96.7%	85.2%	98.2%
Statewide	91.0%	80.0%	88.6%	85.2%	91.7%	95.9%	94.5%	92.9%	95.9%	97.0%		95.9%

OAR Standard: 95%

DID NOT MEET OAR STANDARD

Gorge District

Arlington
Cascade Locks
Grass Valley
Hood River
Moro
Mosier
Odell
Parkdale
Rufus
The Dalles
Wasco

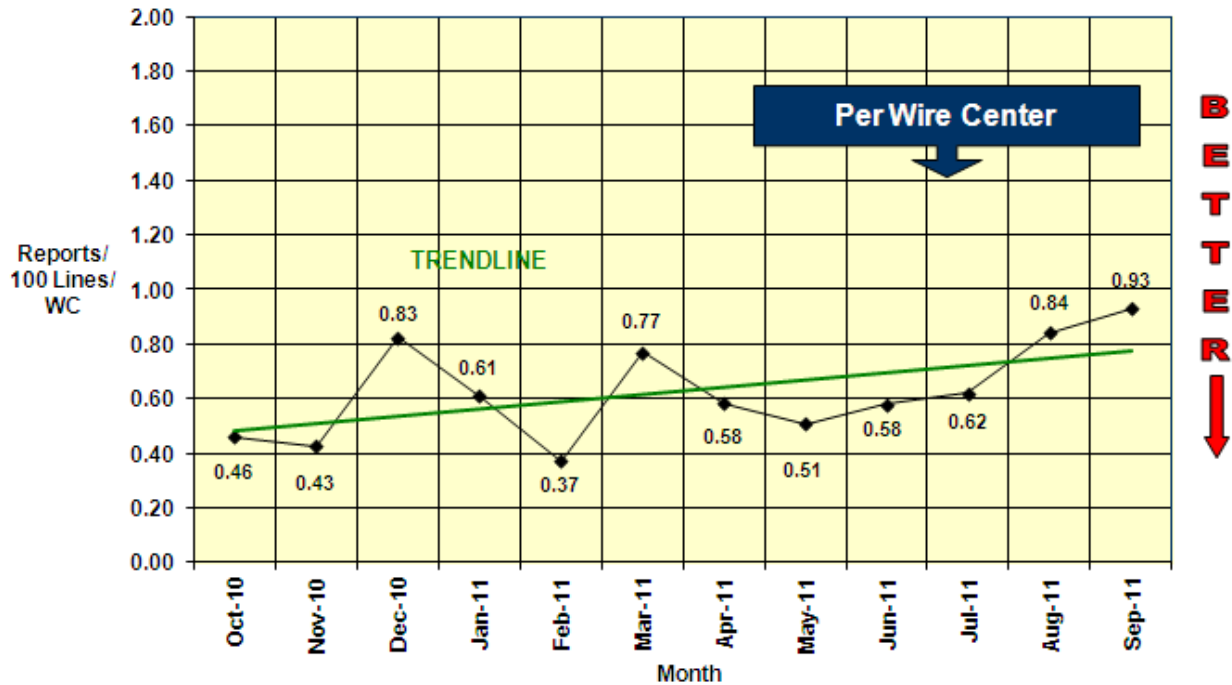
Coast District

Beaver
Bay City
Cloverdale
Carlton
Garibaldi
Grand Ronde
Lincoln City
Pacific City
Rockaway
Sheridan
Tillamook
Willamina

Southern District

Butte Falls
Crater Lake
Diamond Lake
Fish Lake
Prospect
Shady Cove
White City

TROUBLE REPORT RATE – STATE AVERAGE



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SERVICE QUALITY REPORT

MONTHLY TROUBLE REPORT RATE

Wire Center ¹	MO >2.00 ²	MO >3.00 ²	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11
COAST DISTRICT														
Bay City	0		0.68	0.23	0.45	0.00	0.23	1.15	0.70	0.47	0.47	0.24	0.24	0.00
Beaver	1		1.03	1.03	5.19	1.89	1.46	1.47	0.84	1.70	0.85	0.87	1.09	1.75
Carlton	0		0.36	0.12	0.00	0.13	0.13	0.64	1.28	0.90	0.64	0.40	0.93	0.14
Cloverdale	4		2.08	0.96	1.13	2.37	1.48	1.49	2.67	1.75	1.33	1.01	1.37	2.39
Garibaldi	0		0.16	0.32	0.48	0.00	0.49	0.16	1.00	0.66	1.66	0.68	0.52	0.35
Grand Ronde	0		0.00	0.00	0.15	0.31	0.00	0.16	0.31	0.63	0.16	0.33	1.14	0.82
Lincoln City	0		0.55	0.46	0.64	1.10	0.69	1.27	0.82	0.64	0.68	0.55	0.82	0.58
Pacific City	1		0.78	1.14	0.72	0.72	0.27	0.91	0.55	0.55	2.48	0.74	0.57	1.44
Rockaway	0		0.15	0.07	0.23	0.70	0.08	0.80	1.06	1.24	0.17	1.33	0.42	0.43
Sheridan	0		0.00	0.36	0.05	0.05	0.00	0.42	0.57	1.14	0.67	0.76	1.31	1.18
Tillamook	0		0.80	0.58	1.04	0.84	0.61	1.27	0.48	0.57	0.71	0.84	0.69	0.97
Willamina	0		0.11	0.11	0.32	0.21	0.00	0.86	0.97	0.65	0.53	0.54	0.33	0.22
GORGE DISTRICT														
Arlington	0		0.20	0.20	0.00	0.00	0.19	0.38	0.19	1.14	0.19	0.19	0.19	0.40
Cascade Locks	0		0.18	0.54	0.72	1.45	0.54	1.28	1.26	0.18	0.18	0.10	2.64	0.00
Grass Valley	0		0.50	0.00	0.50	0.00	0.00	0.51	2.06	0.00	0.00	1.10	0.00	0.56
Hood River	0		0.17	0.31	0.21	0.24	0.29	0.64	0.36	0.26	0.46	0.49	0.56	0.57
Moro	0		0.27	0.54	1.10	0.00	1.40	1.41	0.29	0.54	0.82	0.56	0.56	0.87
Mosier	1		0.67	0.00	0.23	7.00	0.23	1.14	0.46	0.23	0.46	0.96	1.43	0.24
Odell	1		0.51	0.25	1.78	0.17	0.34	0.69	0.78	0.87	0.52	2.49	0.80	1.57
Parkdale	0		0.12	0.12	0.12	0.49	0.12	0.61	2.46	0.49	2.72	1.01	1.14	1.14
Rufus	0		0.00	0.00	2.42	0.00	0.00	0.48	0.00	0.00	0.00	1.01	1.55	1.57
The Dalles	0		0.23	0.50	0.41	0.09	0.18	0.48	0.23	0.30	0.23	0.34	0.58	0.60
Wasco	0		0.27	0.54	0.00	0.00	0.00	0.56	0.56	0.28	0.28	0.29	0.29	0.00
SOUTHERN DISTRICT														
Butte Falls	0		1.16	0.29	0.29	0.30	0.00	0.31	0.62	0.62	0.00	0.32	0.63	0.62
Crater Lake	0		1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diamond Lake	1		1.72	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3.70	0.00
Fish Lake	0		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Prospect	0		1.35	0.45	0.89	0.67	0.00	0.45	0.00	0.00	0.89	0.67	1.34	0.22
Shady Cove	1		0.68	0.34	0.68	0.93	0.49	0.49	0.05	0.10	0.29	0.39	2.01	0.59
White City	2		0.44	0.43	2.23	0.46	0.23	0.39	0.35	0.17	0.31	0.43	0.93	2.04
Statewide Average			0.46	0.43	0.83	0.61	0.37	0.77	0.58	0.51	0.58	0.62	0.84	0.93
Large Wire Center Count ³	1		1	0	1	1	0	0	1	0	1	1	1	2
Small Wire Center Count ³	0		0	0	1	1	0	0	0	0	0	0	1	0

NOTE 1: Small wire centers (1,000 or less access lines) are in red.

NOTE 2: The "MO>2.00" column is the number of times a wire center with over 1,000 access lines exceeded a 2.00 trouble report rate during the reported twelve month period. The "MO>3.00" column is the number of times a wire center with 1,000 or less access lines exceeded a 3.00 trouble report rate during the reported twelve month period. The "Wire Center Count" is the number of wire centers that did not meet standard for the reported month.

NOTE 3: The number at the bottom of the monthly columns are the number of wire centers that exceeded either 2.00 for the large wire centers or 3.00 for the small wire centers during that month.

LARGE WIRE CENTER OUT-OF-STANDARD (2.00)
SMALL WIRE CENTER OUT-OF-STANDARD (3.00)