

# CENTURYTEL SERVICE QUALITY REPORT



## CHARTS

### Repair Service Center Answers Within 20 Seconds

	2007	2008
January		87.0%
February	97.0%	
March	96.0%	
April	96.0%	
May	95.0%	
June	88.0%	
July	92.0%	
August	89.0%	
September	82.0%	
October	85.0%	
November	85.0%	
December	86.0%	

Answer at Least 80% of Calls Within 20 Seconds

### Business Office Center Answers Within 20 Seconds

	2007	2008
January		85.0%
February	95.0%	
March	99.0%	
April	97.0%	
May	95.0%	
June	92.0%	
July	91.0%	
August	93.0%	
September	92.0%	
October	93.0%	
November	90.0%	
December	93.0%	

Answer at Least 80% of Calls Within 20 Seconds

### Commitments for Service - Provisioning

	2007	2008
January		98.0%
February	97.0%	
March	95.0%	
April	94.0%	
May	96.0%	
June	95.0%	
July	95.0%	
August	96.0%	
September	97.0%	
October	94.0%	
November	98.0%	
December	96.0%	

OAR Standard: 90%

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## REPAIR CLEARED WITHIN 48 HOURS

Repair Center	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08
Northeast	100.0%	100.0%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%
Southeast	98.0%	98.6%	99.2%	98.7%	100.0%	99.4%	100.0%	100.0%	100.0%	97.8%	98.1%	99.4%
Northwest	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.0%
Southwest	99.4%	99.5%	100.0%	100.0%	99.4%	97.9%	99.5%	100.0%	100.0%	100.0%	99.4%	100.0%
<b>Statewide</b>	<b>99.2%</b>	<b>99.5%</b>	<b>99.7%</b>	<b>99.7%</b>	<b>99.7%</b>	<b>98.9%</b>	<b>99.8%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.4%</b>	<b>99.4%</b>	<b>99.6%</b>

OAR Standard: 95%

**DID NOT MEET OAR STANDARD**

### Northwest

Aurora  
Charbonneau  
Jewell  
Knappa  
Scappoose

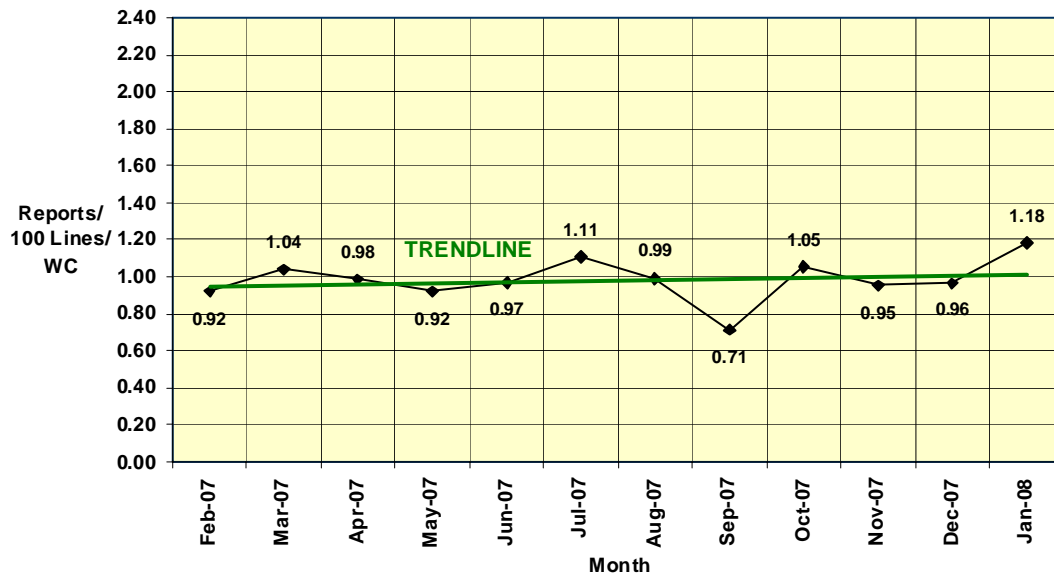
### Southeast

Bly  
Bonanza  
Burns  
Chemult  
Chiloquin  
Fort Kalamath  
Gilchrist  
Harney  
Lakeview  
Malin  
Merrill  
Paisley  
Paulina  
Rocky Point  
Silver Lake  
Sprague River

### Southwest

Brownsville  
Camas Valley  
Crewswell  
Depoe Bay  
Drain  
Gleneden Beach  
Glide  
Lebanon  
North Umpqua  
Shedd  
Sweet Home  
Yoncalla

## TROUBLE REPORT RATE – STATE AVERAGE



**BETTER** ↓

# CENTURYTEL SERVICE QUALITY REPORT



## MONTHLY TROUBLE REPORT RATE

Wire Center <sup>1</sup>	MO >2.00 <sup>2</sup>	MO >3.00 <sup>2</sup>	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08
Aurora	0		0.47	0.47	0.47	0.70	0.53	0.89	0.51	0.63	0.48	0.78	0.66	0.72
Bly		0	0.76	0.38	2.68	1.15	0.38	2.33	1.56	0.40	2.40	1.21	1.21	0.82
Boardman	0		0.50	0.84	0.51	0.79	0.79	0.45	0.80	0.52	0.87	0.58	0.99	0.53
Bonanza	1		0.89	1.25	1.25	1.17	1.36	2.45	1.55	0.64	1.10	0.92	1.10	1.11
Brownsville	0		1.36	0.64	0.96	1.60	0.88	1.13	0.81	0.65	1.14	0.97	0.81	1.14
Burns	0		0.66	0.98	0.54	0.70	0.70	0.79	0.54	0.70	0.48	0.58	0.48	0.77
Camas Valley		2	1.17	2.05	0.89	0.90	2.13	1.85	3.15	0.00	1.26	4.10	2.87	1.60
Charbonneau	0		0.13	0.85	0.79	0.51	0.69	0.16	0.65	0.58	1.27	0.97	0.36	0.18
Chemult		0	0.83	2.49	1.27	1.26	2.98	1.71	1.72	0.85	0.43	0.43	0.00	0.87
Chiloquin	0		0.86	0.74	0.68	0.68	1.42	1.26	0.98	0.69	1.98	0.81	0.93	1.29
Creswell	0		1.15	0.98	1.45	0.71	0.94	0.97	1.29	0.67	1.13	0.99	1.36	1.30
Depoe Bay	3		1.24	1.39	0.93	1.32	1.54	2.61	2.75	0.69	1.75	1.44	1.98	2.14
Drain	2		1.38	1.93	1.38	1.48	1.68	1.59	2.05	0.85	1.32	2.35	1.87	1.78
Durkee		0	0.89	0.00	0.00	0.00	0.00	0.95	1.90	0.00	0.95	0.96	0.00	0.00
Echo		0	1.09	0.88	1.12	0.00	0.89	1.57	1.81	0.45	0.00	0.45	0.68	0.23
Fort Klamath		1	0.00	0.00	1.55	2.33	1.53	3.73	1.43	2.16	2.96	2.31	0.00	1.53
Fossil		0	0.00	0.41	0.00	0.21	0.82	1.64	0.40	0.00	0.41	0.00	0.21	0.00
Gilchrist	0		0.97	0.53	0.80	0.89	0.54	0.99	0.99	0.72	0.18	0.91	0.83	1.02
Gleneden Beach	0		1.06	0.88	0.97	1.37	1.46	1.96	0.89	0.67	1.35	1.00	1.09	1.56
Glide	2		1.15	1.80	1.55	1.68	2.45	2.59	1.04	1.63	1.84	1.66	1.27	1.67
Government Camp		0	1.38	0.86	0.17	1.20	1.32	1.33	1.55	0.69	0.66	0.99	1.64	0.82
Harney County		0	0.88	1.01	2.51	1.65	1.14	0.60	2.63	2.17	1.28	1.95	0.65	1.42
Heppner	0		0.42	0.95	0.52	1.46	0.94	0.60	1.20	0.69	1.65	1.98	1.30	0.52
Huntington		0	0.33	0.66	0.34	0.34	0.69	0.69	0.69	0.00	0.70	0.00	0.00	0.00
Ione		1	1.91	0.55	2.74	2.75	3.01	2.48	1.37	1.92	2.47	1.10	0.55	1.64
Jewell		0	2.48	2.83	1.36	1.77	1.50	2.17	0.95	1.91	1.24	0.69	1.93	1.39
John Day	1		0.62	1.47	1.29	1.01	1.45	0.97	1.80	1.41	2.01	0.74	0.60	1.20
Knappa	0		1.86	1.86	1.14	1.50	0.80	1.24	1.31	0.73	0.66	1.77	1.47	1.48
Lakeview	0		1.17	0.61	0.87	0.68	0.72	0.88	0.76	0.59	0.93	0.43	0.60	1.33
Lebanon	0		0.93	1.39	1.02	0.73	0.75	0.87	0.81	0.72	1.03	0.91	0.88	1.48
Lexington		1	0.00	1.15	1.53	2.27	2.28	1.89	1.14	0.00	3.01	2.63	1.50	1.88
Long Creek		0	0.31	0.93	0.31	0.62	2.48	0.93	0.59	0.68	0.00	1.24	0.00	0.63
Malin		0	0.98	1.15	0.98	0.66	1.83	1.51	1.19	0.24	0.51	2.21	0.17	0.34
Maupin		0	0.00	0.97	0.96	0.95	0.71	1.63	0.70	0.48	2.66	1.94	0.00	0.73
Merrill		0	1.64	1.52	0.47	0.47	1.08	1.55	0.84	0.57	0.60	0.36	1.09	0.85
Mitchell	0		2.37	0.00	1.48	0.59	2.04	2.33	0.86	0.67	0.58	0.00	0.00	2.82
Monument	0		1.41	1.37	1.02	0.68	1.02	1.58	1.01	0.81	2.32	0.66	0.99	0.68
North Powder	0		0.52	0.26	1.04	0.26	0.00	0.00	0.53	0.26	0.00	0.53	0.53	0.54
North Umpqua	0		0.00	0.73	2.94	0.00	2.14	0.71	0.00	1.41	0.71	0.00	0.00	0.00
Paisley	0		0.71	0.36	0.00	0.36	1.45	0.72	0.36	2.90	0.73	0.00	0.74	0.37
Paulina	0		0.40	0.40	1.21	0.81	1.23	0.42	0.42	0.00	0.83	0.42	0.42	0.43
Pilot Rock	0		0.74	0.64	0.85	0.43	0.75	0.33	0.33	0.22	0.33	0.77	0.67	0.68
Pine Grove	0		0.75	1.47	0.00	0.00	0.00	0.73	0.00	0.00	0.74	0.00	0.72	0.00
Rocky Point	0		0.81	0.00	0.40	1.20	1.18	0.00	1.62	0.41	1.65	1.24	2.09	0.84
Scappoose	0		0.67	0.60	0.72	0.81	0.56	1.21	0.57	0.39	0.99	0.93	1.33	1.09
Seneca	0		0.70	0.70	1.39	1.36	0.00	0.56	0.58	2.00	2.04	0.00	0.00	0.67
Shedd	0		0.72	0.36	1.42	0.36	0.73	1.09	1.81	2.54	2.17	1.09	0.72	1.44
Silver Lake	2		1.23	1.85	4.21	3.34	1.73	1.26	1.12	0.87	0.75	0.64	1.02	1.16
Sprague River	0		1.23	1.61	0.90	0.71	1.08	1.44	0.72	0.00	2.33	0.53	1.06	2.31
Spray	0		0.70	0.35	1.40	2.45	1.06	0.71	1.79	1.43	1.07	0.00	0.72	1.08
Starkey	0		0.00	0.00	0.00	0.00	0.00	0.00	0.78	2.38	0.00	0.00	0.00	0.00
Sweet Home	0		0.97	0.86	0.81	0.72	0.65	0.59	0.80	0.46	0.81	0.86	1.12	1.51
Tygh Valley	0		0.50	0.49	0.50	0.00	0.00	0.97	0.50	0.99	0.50	0.00	1.00	0.51
Ukiah	0		0.00	1.09	0.00	0.54	0.00	0.54	0.54	0.00	0.53	0.00	1.05	0.00
Wamic	0		1.39	0.78	1.25	0.16	0.16	1.78	0.99	0.17	0.50	0.17	1.02	0.52
Yoncalla	0		1.21	1.62	1.11	1.40	1.70	1.00	1.81	0.81	0.80	1.91	1.11	1.63
<b>Statewide Average</b>			<b>0.92</b>	<b>1.04</b>	<b>0.98</b>	<b>0.92</b>	<b>0.97</b>	<b>1.11</b>	<b>0.99</b>	<b>0.71</b>	<b>1.05</b>	<b>0.95</b>	<b>0.96</b>	<b>1.18</b>
Large Wire Center Count <sup>3</sup>	0		0	0	0	0	1	3	2	0	1	1	0	1
Small Wire Center Count <sup>3</sup>	0		0	0	1	1	1	1	1	0	1	1	0	0

NOTE 1: The fifteen Sprint 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)**