

# QWEST SERVICE QUALITY REPORT CHARTS



## Repair Bureau Access

	2010	2011
January		16 Seconds
February		13 Seconds
March		16 Seconds
April		38 Seconds
May		19 Seconds
June		18 Seconds
July		40 Seconds
August		29 Seconds
September		30 Seconds
October	49 Seconds	
November	37 Seconds	
December	47 Seconds	

OAR Standard: Average Speed of Answer Time of 50 Seconds

## Business Office Access

	2010	2011
January		79 Seconds
February		42 Seconds
March		45 Seconds
April		21 Seconds
May		38 Seconds
June		40 Seconds
July		34 Seconds
August		60 Seconds
September		60 Seconds
October	44 Seconds	
November	55 Seconds	
December	36 Seconds	

OAR Standard: Average Speed of Answer Time of 50 Seconds

**DID NOT MEET OAR STANDARD**

## Commitments for Service - Provisioning

	2010	2011
January		99.9%
February		99.9%
March		99.9%
April		99.9%
May		99.9%
June		99.9%
July		99.9%
August		99.8%
September		99.8%
October	99.8%	
November	99.8%	
December	99.8%	

OAR Standard: 90%

# QWEST SERVICE QUALITY REPORT

## REPAIR CLEARED WITHIN 48 HOURS



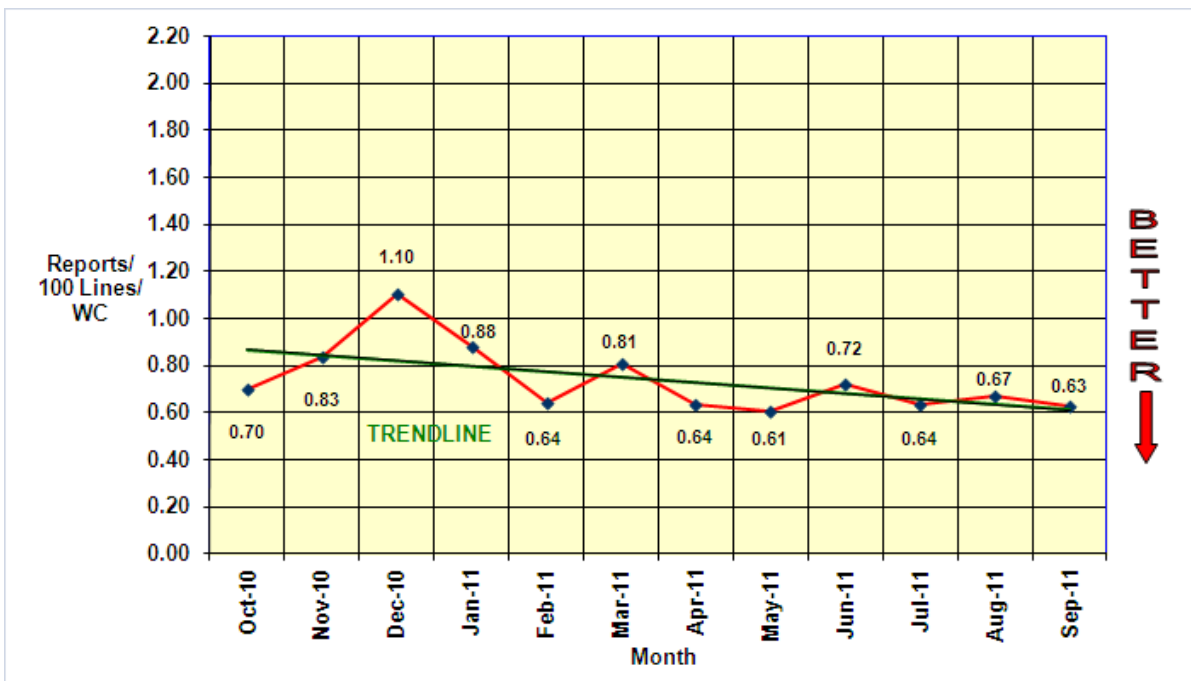
Repair Center	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11
Albany / Corvallis / Newport	91.7%	91.6%	95.7%	93.8%	91.4%	97.9%	97.7%	94.6%	94.4%	93.9%	92.4%	95.3%
Central Oregon	97.5%	94.6%	95.5%	93.3%	96.5%	98.4%	97.6%	98.2%	97.9%	95.6%	97.1%	97.7%
Eastern Oregon	97.2%	93.3%	93.3%	94.1%	97.3%	97.8%	94.0%	91.4%	96.0%	94.7%	91.4%	90.6%
Eugene / Springfield	92.7%	88.6%	80.3%	82.6%	94.8%	85.2%	94.2%	93.7%	96.3%	94.4%	94.5%	95.0%
North Coast	98.7%	95.7%	98.4%	95.0%	94.7%	98.9%	97.7%	96.5%	97.9%	94.5%	95.3%	99.2%
Portland Area	98.2%	95.8%	88.3%	91.8%	98.2%	93.9%	96.9%	97.7%	95.4%	93.3%	98.2%	98.8%
Salem Area	98.6%	96.8%	97.8%	97.7%	98.2%	99.1%	98.7%	98.3%	98.5%	98.5%	98.0%	98.7%
Southern Oregon	96.3%	94.7%	94.8%	93.9%	96.0%	92.9%	95.6%	95.0%	97.0%	97.4%	97.6%	96.6%
<b>STATEWIDE AVERAGE</b>	<b>96.4%</b>	<b>93.8%</b>	<b>90.2%</b>	<b>91.5%</b>	<b>96.3%</b>	<b>93.2%</b>	<b>96.4%</b>	<b>95.9%</b>	<b>96.4%</b>	<b>95.1%</b>	<b>96.3%</b>	<b>96.7%</b>

OAR Standard: 95%

DID NOT MEET STANDARD

- | ALBANY/CORVALLIS/<br>NEWPORT | CENTRAL OR   | EASTERN OR       | EUGENE/SPRINGFIELD |
|------------------------------|--------------|------------------|--------------------|
| Adair                        | Bend         | Athens           | Blue River         |
| Albany                       | Black Butte  | Baker            | Cottage Grove      |
| Corvallis                    | Culver       | Hermiston        | Culp Creek         |
| Jefferson                    | Lapine       | Milton-Freewater | Eugene             |
| Newport                      | Madras       | Pendleton        | Florence           |
| Toledo                       | Prineville   | Stanfield        | Junction City      |
| Siletz                       | Redmond      | Umatilla         | Leaburg            |
|                              | Sisters      |                  | Lowell             |
|                              | Spring River |                  | Mapleton           |
|                              | Warm Springs |                  | Marcola            |
|                              |              |                  | Oakridge           |
|                              |              |                  | River Road         |
|                              |              |                  | Springfield        |
|                              |              |                  | Veneta             |
- 
- | NORTH COAST  | PORTLAND AREA | SALEM AREA | SOUTHERN OR   |
|--------------|---------------|------------|---------------|
| Astoria      | Alpine        | Dallas     | Ashland       |
| Cannon Beach | Atlantic      | Falls City | Central Point |
| Seaside      | Belmont       | Indep-Mon  | Gold Hill     |
| Warrenton    | Burlington    | Keiser     | Grants Pass   |
| Westport     | Butler        | Salem      | Jacksonville  |
|              | Capitol       | Woodburn   | Klamath Falls |
|              | Cherry        |            | Medford       |
|              | Cypress       |            | Phoenix       |
|              | Harold        |            | Rogue River   |
|              | Lake Oswego   |            | Roseburg      |
|              | Milwaukie     |            | Sutherlin     |
|              | North Plains  |            | Winston       |
|              | Oregon City   |            |               |
|              | Prospect      |            |               |
|              | Rainier       |            |               |
|              | St Helens     |            |               |

## TROUBLE REPORT RATE – STATE AVERAGE



# QWEST SERVICE QUALITY REPORT

## MONTHLY TROUBLE REPORT RATE



Wire Center <sup>1</sup>	MO >2.00 <sup>2</sup>	MO >3.00 <sup>2</sup>	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11
Adair	2		0.84	1.22	1.61	1.72	4.34	0.58	0.68	2.70	1.17	1.29	0.50	0.50
Albany	0		0.70	0.72	1.00	0.78	0.65	0.72	0.65	0.66	0.56	0.50	0.62	0.97
Alpine	0		0.62	0.86	1.11	0.91	0.83	0.83	0.76	0.71	0.89	0.65	0.59	0.56
Ashland	0		0.77	0.49	0.81	0.51	0.44	0.39	0.88	0.44	0.59	0.86	0.69	1.06
Astoria	0		0.62	0.70	0.84	0.82	0.76	0.71	0.88	0.76	0.37	0.59	0.99	1.05
Athens	1		0.64	1.46	1.31	0.99	0.58	2.43	0.77	1.20	1.12	0.61	1.93	1.51
Atlantic	0		0.58	0.60	0.64	0.48	0.28	0.55	0.46	0.39	0.33	0.38	0.36	0.33
Baker	0		0.61	0.59	0.83	1.00	0.28	0.68	0.42	0.80	0.68	0.62	0.86	0.87
Belmont	0		0.60	0.69	0.76	0.56	0.56	0.70	0.43	0.41	0.41	0.42	0.40	0.39
Bend	0		0.54	0.65	0.56	0.36	0.46	0.45	0.38	0.45	0.67	0.52	0.58	0.48
Black Butte	0		0.27	0.18	0.73	0.28	0.56	0.09	0.85	0.85	1.73	1.65	0.78	0.29
Blue River		0	0.88	1.26	1.41	1.03	0.52	1.69	0.91	0.26	1.44	1.32	1.45	0.93
Burlington		1	1.04	1.25	2.49	3.14	1.06	1.82	1.50	0.54	1.95	0.87	0.66	0.22
Butler	0		0.88	1.07	1.18	0.79	0.53	0.89	0.68	0.54	0.57	0.61	0.45	0.37
Cannon Beach	0		0.73	0.46	1.03	1.39	0.64	1.40	0.76	0.47	0.12	0.77	0.60	0.37
Capitol	0		0.29	0.30	0.31	0.30	0.21	0.23	0.27	0.22	0.29	0.27	0.26	0.21
Central Point	0		0.56	0.68	0.81	1.17	0.74	0.65	0.46	0.54	0.66	0.48	0.70	0.60
Cherry	0		0.75	1.18	1.06	0.75	0.66	0.59	0.57	0.66	0.68	0.69	0.47	0.72
Corvallis	0		0.76	1.14	1.44	1.15	0.63	1.32	0.56	0.57	0.91	0.72	0.58	0.46
Cottage Grove	0		0.76	1.13	1.69	1.34	0.75	1.44	0.84	0.46	0.80	0.81	0.77	0.74
Culp Creek		0	1.36	1.37	1.66	0.83	1.38	2.20	0.83	1.12	0.28	1.12	0.55	0.28
Culver		1	3.88	0.24	0.49	0.75	1.28	1.03	1.17	1.06	0.94	1.50	1.39	1.56
Cypress	0		0.53	0.72	1.23	0.81	0.87	0.54	0.80	0.85	0.72	0.40	0.47	0.31
Dallas	0		0.64	0.76	1.25	0.80	0.61	0.66	0.38	0.56	0.46	0.53	0.65	0.46
Eugene	0		0.64	0.87	1.08	0.85	0.79	0.92	0.74	0.51	0.71	0.61	0.86	0.64
Falls City		0	0.68	2.49	1.60	2.08	0.70	0.70	0.47	0.72	0.49	1.47	0.76	0.52
Florence	0		0.52	0.68	0.87	0.78	0.61	0.72	0.49	1.01	0.86	1.11	0.51	0.53
Gold Hill	2		0.94	0.61	1.79	2.00	0.70	2.12	1.21	0.87	1.84	0.52	1.65	0.91
Grants Pass	0		0.64	0.49	0.79	0.67	0.59	0.73	0.41	0.38	0.64	0.38	0.55	0.70
Harold	0		0.61	0.82	1.06	0.87	0.46	0.71	0.47	0.44	0.69	0.64	0.42	0.51
Hermiston	0		0.67	0.79	1.27	0.83	0.58	0.70	0.69	0.52	0.63	0.70	0.86	0.66
Indep-Monm	1		1.15	0.91	2.28	1.09	0.75	1.02	1.18	0.61	0.55	1.88	0.92	1.21
Jacksonville	0		1.10	1.02	0.61	1.06	0.63	0.73	0.46	1.07	1.55	1.19	1.01	1.70
Jefferson	2		0.79	1.75	2.91	3.10	1.14	1.59	1.37	0.61	0.85	1.23	1.09	1.34
Junction City	2		0.85	1.76	2.83	1.88	1.31	1.43	0.83	2.06	1.93	1.34	1.98	1.50
Keizer	0		0.76	0.55	0.79	0.75	0.57	0.67	0.72	0.44	0.56	0.56	0.57	0.53
Klamath Falls	0		0.71	0.80	0.93	0.62	0.54	0.70	0.60	0.61	1.24	0.84	0.74	0.42
Lake Oswego	0		1.17	0.93	1.43	1.32	0.81	0.89	1.06	0.69	0.78	0.60	0.52	0.63
LaPine	0		0.47	1.23	0.76	0.55	0.33	0.65	0.66	0.26	0.58	0.92	1.04	0.54
Leaburg		2	1.03	1.15	2.92	0.95	1.49	3.56	2.81	3.02	1.95	2.07	1.75	0.99
Lowell	3		1.03	2.16	2.66	1.86	0.97	3.09	1.06	0.57	1.07	1.41	1.58	1.27
Madras	0		0.39	0.68	0.40	0.66	0.52	0.53	0.95	0.46	0.66	0.70	1.14	0.56
Mapleton		0	1.58	1.59	2.65	1.79	2.15	1.25	1.24	0.36	2.71	1.07	2.17	0.72
Marcola		3	2.70	5.75	5.58	4.24	1.61	2.18	1.04	0.81	2.21	1.62	2.10	2.12
Medford	0		0.45	0.58	0.66	0.85	0.57	0.60	0.50	0.52	0.58	0.55	0.61	0.74
Milton-Freewater	2		1.22	0.82	2.26	1.09	0.85	1.07	0.58	0.87	1.54	0.67	1.57	2.57
Milwaukie	0		0.77	0.99	1.01	1.05	0.63	0.59	0.54	0.58	0.73	0.59	0.71	0.73
Newport	1		1.08	1.67	1.29	2.20	1.12	1.36	0.98	0.51	1.11	0.80	0.65	0.41
North Plains	2		0.97	1.74	13.82	1.65	0.66	2.22	0.95	0.78	0.62	1.09	1.21	0.99
Nysa	0		0.50	0.76	1.47	0.70	0.71	0.65	0.13	0.26	0.39	0.33	1.07	1.68
Oakridge	5		1.30	2.11	3.00	2.39	2.77	3.62	1.62	0.85	1.53	1.23	1.12	0.69
Ontario	0		0.44	0.41	0.64	0.41	0.20	0.22	0.49	0.39	0.17	0.47	0.53	0.19
Oregon City	0		0.55	1.06	1.30	1.04	0.58	0.97	0.73	0.74	0.85	0.81	0.77	0.73
Oregon Slope		1	0.85	0.29	0.87	0.88	0.30	0.30	0.61	1.82	3.96	0.92	2.51	2.53
Pendleton	0		0.44	0.59	1.08	0.85	0.63	0.65	0.51	0.75	0.48	0.36	0.67	0.23
Phoenix-talent	0		0.85	0.51	1.14	0.74	0.60	0.43	0.48	0.90	0.78	0.71	0.62	0.87
Prineville	0		0.84	0.88	0.76	0.68	0.70	0.53	0.90	0.79	1.10	0.64	0.74	0.71
Prospect	0		0.68	0.89	1.54	0.73	0.67	0.71	0.51	0.67	0.68	0.53	0.62	0.51
Rainier	0		1.11	1.28	1.70	1.33	1.13	1.18	0.80	0.81	1.02	1.98	0.73	0.87
Redmond	0		0.66	0.55	0.48	0.27	0.96	0.57	0.55	0.47	0.65	0.39	0.77	0.68
River Road	0		0.78	0.76	1.11	0.99	0.53	1.03	0.68	0.79	0.88	0.71	0.56	0.65
Rogue River	0		0.67	0.83	1.21	1.04	0.57	0.98	0.32	1.12	0.61	0.49	0.65	0.89
Roseburg	0		0.57	0.56	0.75	0.66	0.68	0.94	1.14	0.66	0.69	0.44	0.74	0.50
Salem	0		0.72	0.79	1.01	0.86	0.54	0.79	0.65	0.53	0.57	0.49	0.64	0.61
Seaside	0		1.02	0.52	1.00	1.11	0.99	1.22	0.56	0.55	0.84	0.47	0.59	0.53
Siletz	3		1.87	2.31	1.95	4.53	1.71	1.44	1.01	0.76	1.36	1.27	2.73	1.12
Sisters	0		0.42	0.38	0.44	0.22	0.28	0.68	0.11	0.41	0.35	0.36	0.30	0.25
Spring River	0		0.38	0.41	0.41	0.58	0.25	0.28	0.21	0.45	0.62	0.72	0.29	0.32
Springfield	0		1.26	1.38	1.65	1.52	0.67	1.23	0.84	0.91	1.38	1.01	0.87	0.85
St. Helens	0		0.50	1.10	1.15	1.13	0.63	0.82	0.62	0.61	0.82	0.53	0.43	0.59
Stanfield		0	0.82	2.07	2.95	0.21	0.00	0.64	0.89	1.34	0.23	0.93	1.15	1.85
Sutherlin	0		0.55	0.85	0.91	0.92	0.82	1.38	0.71	0.70	0.78	0.53	0.90	0.59
Toledo	3		0.91	2.66	3.71	4.19	1.02	1.19	1.61	1.39	1.89	1.27	1.28	1.30
Umatilla	0		0.97	0.62	1.71	0.80	0.42	1.24	0.99	1.30	0.48	0.98	0.81	0.94
Vale	0		0.75	0.82	0.76	0.69	0.56	0.64	0.50	1.21	0.65	0.44	0.37	0.37
Veneta	0		1.21	1.53	1.78	1.82	1.10	1.25	0.74	0.83	1.05	1.04	1.00	0.86
Warm Springs		0	1.12	0.57	0.76	0.19	0.09	0.38	0.98	1.09	1.35	0.63	0.75	0.77
Warrenton	1		1.04	1.37	1.24	2.32	1.21	1.36	0.76	1.15	0.40	1.26	0.56	0.66
Westport		0	0.35	0.36	1.08	2.55	1.44	0.72	1.79	0.71	0.73	1.82	1.45	0.73
Winston	1		0.77	1.13	2.27	0.92	1.65	1.32	0.66	0.71	0.95	0.92	0.80	0.92
Woodburn	0		0.57	1.14	1.18	1.39	0.62	0.90	0.74	0.40	0.50	0.58	0.66	0.71
<b>Statewide Average</b>			<b>0.70</b>	<b>0.83</b>	<b>1.10</b>	<b>0.88</b>	<b>0.64</b>	<b>0.81</b>	<b>0.64</b>	<b>0.61</b>	<b>0.72</b>	<b>0.64</b>	<b>0.67</b>	<b>0.63</b>
Large Wire Center Count <sup>3</sup>	1		1	4	10	8	2	5	0	2	1	0	1	1
Small Wire Center Count <sup>3</sup>		0	0	1	1	1	1	0	1	0	1	0	0	0

NOTE 1: The small Qwest 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  
 NOTE 3: The number at the bottom of the monthly columns is the number of wire centers that exceeded

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