

VERIZON SERVICE QUALITY INFORMATION CHARTS



Repair Service Center Answer Time

	2009	2010
January		50.7 Seconds
February		17.4 Seconds
March	36.0 Seconds	
April	27.7 Seconds	
May	37.5 Seconds	
June	34.4 Seconds	
July	33.2 Seconds	
August	26.5 Seconds	
September	26.6 Seconds	
October	39.6 Seconds	
November	22.5 Seconds	
December	32.3 Seconds	

OAR Standard: Average Speed of Answer Time of 50 Seconds

Business Office Center Answer Time

	2009	2010
January		84.3 Seconds
February		109.1 Seconds
March	68.4 Seconds	
April	34.2 Seconds	
May	44.9 Seconds	
June	53.0 Seconds	
July	50.1 Seconds	
August	53.0 Seconds	
September	51.3 Seconds	
October	36.2 Seconds	
November	40.6 Seconds	
December	34.0 Seconds	

OAR Standard: Average Speed of Answer Time of 50 Seconds

DID NOT MEET OAR STANDARD

Commitments for Service - Provisioning

	2009	2010
January		99.2%
February		99.2%
March	99.4%	
April	99.4%	
May	99.3%	
June	99.2%	
July	99.2%	
August	99.1%	
September	99.1%	
October	99.3%	
November	99.4%	
December	98.9%	

OAR Standard: 90%

VERIZON SERVICE QUALITY INFORMATION



REPAIR CLEARED WITHIN 48-HOURS

Repair Center	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10
Beaverton	96.3%	97.5%	96.4%	95.3%	97.4%	98.3%	98.7%	97.2%	96.8%	96.3%	97.3%	98.3%
Coastal	95.1%	97.4%	96.4%	96.2%	95.3%	95.2%	97.3%	95.6%	95.1%	97.4%	95.0%	98.2%
Gresham	95.5%	95.9%	96.0%	95.2%	98.8%	98.5%	95.3%	96.7%	97.7%	99.1%	99.1%	99.6%
LaGrande	94.0%	97.9%	97.1%	98.7%	96.9%	96.7%	95.4%	96.6%	96.7%	98.6%	98.1%	94.4%
McMinnville	95.3%	95.9%	95.1%	93.7%	93.5%	95.2%	98.0%	96.3%	96.1%	89.9%	95.1%	99.0%
Tigard	95.9%	98.6%	98.0%	97.1%	96.5%	97.2%	98.6%	98.0%	97.7%	95.2%	96.2%	99.8%
Statewide	95.6%	97.2%	96.7%	95.9%	96.8%	97.2%	97.6%	96.8%	96.7%	96.0%	96.5%	98.7%

OAR Standard: 95%

DID NOT MEET STANDARD

BEAVERTON

Aloha
Banks
Beaverton
Clatskanie
Forest Grove
Gaston
Hillsboro
Somerset West
Vernonia
Yamhill

COASTAL

Bandon
Brookings
Coos Bay
Coquille
Empire
Gold Beach
Lakeside
Langlois
Murphy
Myrtle Point
North Bend
Port Orford
Powers
Provolt
Reedsport

GRESHAM

Gresham
Hoodland
Orient
Sandy
Sunnyside
Valley View

LAGRANDE

Cove
Elgin
Enterprise
Imbler
Imnaha
Joseph
LaGrande
Lostine
Union
Wallowa

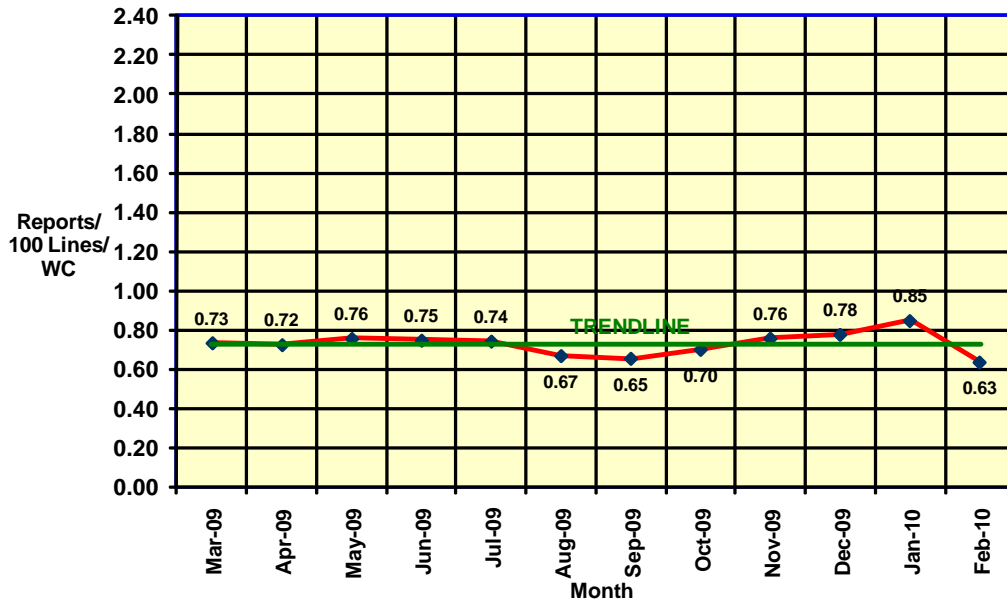
MCMINNVILLE

Amity
Aumsville
Dayton
Detroit
Grand Island
McMinnville
Mill City
Silverton
Turner

TIGARD

Bull Mountain
Newberg
Scholls
Sherwood
Stafford
Tigard
Tualatin
Wilsonville

MONTHLY TROUBLE REPORT RATE – STATE AVERAGE



VERIZON SERVICE QUALITY INFORMATION



MONTHLY TROUBLE REPORT RATE BY WIRE CENTER

Wire Center ¹	MO >2.00 ²	MO >3.00 ²	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10
Aloha	0		0.69	0.77	0.73	0.75	0.76	0.73	0.70	0.40	0.57	0.57	0.58	0.43
Amity	0		0.70	0.88	1.24	0.72	1.09	1.38	0.74	0.47	1.60	1.23	1.33	1.34
Aumsville	0		0.46	0.26	0.47	0.20	0.14	0.49	0.49	0.28	0.65	0.73	0.51	0.37
Bandon	0		0.82	0.62	0.96	1.00	0.87	0.98	0.99	0.85	1.18	1.16	1.25	0.82
Banks	0		0.96	1.33	1.03	1.90	0.86	1.94	0.44	0.63	1.46	1.67	1.69	1.05
Beaverton	0		0.69	0.52	0.64	0.51	0.67	0.57	0.42	0.48	0.50	0.45	0.56	0.45
Brookings	0		0.71	0.48	0.76	0.57	0.58	0.36	0.79	0.57	0.46	0.55	1.05	0.58
Bull Mountain	0		0.68	0.36	0.73	0.49	0.68	0.59	0.42	0.50	0.39	0.40	0.47	0.84
Ciatskanie	0		0.49	1.19	0.80	1.17	0.92	0.72	0.89	0.84	1.27	0.80	0.49	1.26
Coos Bay	0		0.80	0.79	0.61	0.53	0.46	0.63	0.50	0.87	1.02	0.77	1.19	0.67
Coquille	0		0.57	0.81	0.73	0.85	1.25	0.43	0.75	0.79	0.96	0.97	0.61	0.65
Cove		0	0.74	0.55	1.30	1.12	0.57	2.28	0.57	2.68	2.11	1.75	0.98	0.79
Dayton	1		0.97	1.24	0.92	2.06	0.75	0.75	1.24	1.74	1.13	1.36	1.45	0.88
Detroit		0	1.00	0.66	0.96	0.32	0.96	0.00	0.00	0.96	0.32	0.65	0.65	0.00
Elgin (Small WC Jun09)		0	0.78	0.66	1.19	0.71	0.72	2.28	1.26	1.88	0.42	1.61	0.66	1.11
Empire	0		1.00	1.42	0.77	0.75	0.77	0.53	0.95	1.25	1.53	1.09	1.63	0.98
Enterprise	0		0.72	1.05	0.61	0.95	0.55	0.78	0.22	0.37	0.52	0.84	0.69	0.39
Forest Grove	0		0.89	0.89	0.65	0.94	0.80	1.03	1.25	0.83	1.41	1.41	1.50	1.00
Gaston		1	1.22	0.67	0.56	2.35	3.08	1.84	0.47	1.52	2.84	1.79	2.17	1.71
Gold Beach	0		1.02	0.66	0.88	0.88	0.58	1.59	1.29	1.30	1.00	0.79	1.43	0.85
Grand Island		0	1.28	0.64	1.92	1.72	2.16	2.38	1.33	2.23	2.45	2.46	2.27	1.38
Gresham	0		0.78	0.89	0.69	0.63	0.81	0.67	0.56	0.56	0.62	0.61	0.70	0.53
Hillsboro	0		0.59	0.83	0.49	0.72	0.62	0.56	0.52	0.46	0.67	0.84	0.95	0.51
Hoodland	0		0.94	0.71	0.61	0.59	0.39	0.50	0.57	0.50	0.40	0.85	0.48	0.41
Imbler		0	1.27	0.00	2.58	1.30	2.22	2.91	0.67	0.68	1.14	1.39	0.94	1.42
Imnaha		0	0.00	0.76	0.00	0.00	0.78	0.75	1.50	0.00	0.76	2.26	0.76	0.76
Joseph	0		0.40	0.48	0.40	0.63	0.80	0.48	0.40	1.56	1.08	1.01	0.77	0.17
LaGrande	0		1.31	1.23	0.93	1.30	0.72	1.22	0.66	0.95	1.16	0.85	1.15	0.88
Lakeside	0		0.53	0.45	0.82	0.65	0.38	0.10	0.49	0.50	0.71	1.86	1.27	1.41
Langlois		0	1.17	0.94	0.71	0.70	1.17	0.71	0.47	1.91	2.63	1.69	1.69	0.97
Lostine		0	0.85	0.00	0.43	0.87	2.64	1.34	0.45	0.00	0.46	0.47	0.47	0.00
McMinnville	0		0.70	0.73	0.88	0.88	0.80	0.70	0.77	0.85	0.81	1.14	1.29	0.71
Mill City	0		0.31	0.80	0.24	0.49	0.25	0.41	0.58	0.17	1.19	0.69	1.58	0.97
Murphy		0	0.36	0.40	0.37	1.12	0.63	0.64	0.51	0.91	1.97	1.59	2.79	1.07
Myrtle Point	0		0.90	0.66	0.85	0.55	0.92	0.43	1.75	1.31	0.94	0.45	1.72	0.59
Newberg	0		0.77	0.63	1.15	0.83	1.16	0.52	0.57	0.99	0.94	1.14	0.69	1.34
North Bend	0		0.69	0.76	0.73	0.88	0.50	1.01	0.70	0.82	1.04	0.66	0.78	0.65
Orient	0		0.72	0.50	0.75	0.81	0.52	0.49	0.72	0.60	0.92	0.64	0.35	0.32
Port Orford	0		0.98	0.66	0.50	0.93	0.17	0.92	1.60	0.51	1.29	1.07	1.71	1.28
Powers		0	0.56	1.38	0.28	0.28	1.14	0.00	0.87	0.00	0.29	0.87	0.29	1.18
Provoit	0		0.92	1.15	0.92	1.05	0.29	0.70	1.00	1.65	0.48	0.90	0.91	0.61
Reedsport	0		1.35	0.29	0.81	0.96	1.02	0.72	1.10	0.77	0.78	0.70	1.01	0.87
Sandy	0		0.80	1.06	0.88	0.61	0.56	0.42	0.60	0.76	0.81	0.69	0.87	0.40
Scholls	0		1.51	1.31	0.95	0.96	1.39	0.92	0.93	0.93	1.05	0.89	1.02	1.19
Sherwood	0		0.78	0.82	0.94	0.87	1.11	0.58	0.53	1.08	0.79	1.08	0.79	0.48
Silverton	0		0.84	0.76	0.77	0.84	0.65	0.80	0.95	1.38	1.16	1.17	1.68	1.05
Somerset West	0		0.47	0.38	0.51	0.37	0.60	0.46	0.44	0.36	0.44	0.31	0.43	0.31
Stafford	0		0.94	0.86	1.62	1.16	1.04	1.05	0.82	0.68	0.54	1.43	1.99	1.46
Sunnyside	0		1.03	1.18	1.67	1.19	1.23	0.81	1.23	0.62	0.90	0.90	0.72	0.70
Tigard	0		0.50	0.62	0.89	0.87	0.76	0.46	0.54	0.64	0.56	0.65	0.61	0.35
Tualatin	0		0.52	0.52	0.59	0.55	0.65	0.43	0.44	0.64	0.42	0.56	0.55	0.48
Turner	0		0.71	0.86	0.29	0.51	1.10	0.29	0.22	0.89	0.75	1.21	0.54	0.39
Union		0	0.76	1.55	1.00	1.34	0.34	0.46	0.81	0.82	0.71	1.31	0.60	0.61
Valley View	0		0.34	0.08	0.39	0.62	0.32	0.28	0.49	0.37	0.50	0.17	0.21	0.30
Vernonia	0		1.19	0.63	0.50	0.93	0.36	0.72	0.36	0.51	0.51	0.81	0.00	1.13
Wallowa		0	0.36	0.55	0.37	0.74	0.55	0.00	0.57	0.57	0.58	0.00	0.59	0.20
Wilsonville	0		0.44	0.44	0.67	0.48	0.59	0.41	0.48	0.61	0.45	0.42	0.45	0.18
Yamhill	1		1.97	1.58	1.68	1.78	1.31	1.80	1.82	1.17	0.84	2.87	1.69	1.54
Statewide Average			0.73	0.72	0.76	0.75	0.74	0.67	0.65	0.70	0.76	0.78	0.85	0.63
Large Wire Center Count ³	0		0	0	0	1	0	0	0	0	0	1	0	0
Small Wire Center Count ³		0	0	0	0	0	1	0	0	0	0	0	0	0

NOTE 1: The nine Verizon 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)