CENTURYTEL DBA CenturyLink

Repair Service Center Access
in seconds

	2024	2025
January		3
February		4
March		7
April		3
May		11
June		27
July		11
August	11	
September	5	
October	4	
November	6	
December	8	

OAR Standard: Average Speed of Answer Time of 50 Seconds

DID NOT MEET OAR STANDARD

Business Office Center Access
in seconds

	2024	2025
January		5
February		2
March		6
April		10
May		7
June		7
July		6
August	33	
September	23	
October	23	
November	14	
December	8	

OAR Standard: Average Speed of Answer Time of 50 Seconds

DID NOT MEET OAR STANDARD

Commitments for Service - Provisioning

	2024	2025
January		100.0%
February		100.0%
March		96.9%
April		90.8%
May		79.5%
June		92.3%
July		90.9%
August	88.9%	
September	100.0%	
October	100.0%	
November	100.0%	
December	100.0%	

OAR Standard: 90%

DID NOT MEET OAR STANDARD

CENTURYTEL
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Service Quality Report
REPAIRS CLEARED WITHIN 48 HOURS

Repair Center	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25
Statewide	48.9%	49.0%	48.3%	49.4%	48.1%	45.9%	45.4%	44.8%	44.5%	43.5%	42.6%	41.8%
Protected Customer	58.3%	21.4%	31.3%	53.8%	41.7%	33.3%	5.3%	30.8%	12.5%	38.4%	45.5%	60.0%

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Held Access Line Service Orders
Held For Lack of Facilities*

	Total	Standard	>30 Days	Standard
Aug-24	0	60	0	0
Sep-24	0	60	0	0
Oct-24	0	60	0	0
Nov-24	0	60	0	0
Dec-24	0	60	0	0
Jan-25	0	60	0	0
Feb-25	0	60	0	0
Mar-25	0	60	0	0
Apr-25	0	60	0	0
May-25	0	60	0	0
Jun-25	0	60	0	0
Jul-25	0	60	0	0

*Facilities would include, for example, the lack of capacity at the serving central office or a lack of local cable plant.

DID NOT MEET STANDARD

CENTURYTEL DBA CenturyLink

MONTHLY TROUBLE REPORT RATE

Number of Tickets above threshold per month

Wire Center	Number of Tickets alowed per OAR	Number of Tickets Received	# of tickets above threashold	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25
Aurora	204	43	0	-	-	-	-	-	-	-	-	-	-	-	-
Boardman	132	22	0	-	-	-	-	-	-	-	-	-	-	-	-
Bonanza	108	39	0	-	-	-	-	-	-	-	-	-	-	-	-
Burns	240	106	5	-	-	-	-	-	-	-	-	-	5	-	-
Camas Valley	36	9	0	-	-	-	-	-	-	-	-	-	-	-	-
Chiloquin	171	91	9	-	6	-	-	-	-	-	-	-	3	-	-
Creswell	180	32	0	-	-	-	-	-	-	-	-	-	-	-	-
Drain	72	13	0	-	-	-	-	-	-	-	-	-	-	-	-
Fossil	147	77	3	-	-	3	-	-	-	-	-	-	-	-	-
Gilchrist	144	23	0	-	-	-	-	-	-	-	-	-	-	-	-
Gleneden Beach	150	52	1	-	-	-	-	-	-	1	-	-	-	-	-
Glide	138	24	0	-	-	-	-	-	-	-	-	-	-	-	-
Government Camp	72	13	0	-	-	-	-	-	-	-	-	-	-	-	-
Heppner	201	95	0	-	-	-	-	-	-	-	-	-	-	-	-
Jewell	108	56	0	-	-	-	-	-	-	-	-	-	-	-	-
John Day	180	51	0	-	-	-	-	-	-	-	-	-	-	-	-
Knappa	108	26	0	-	-	-	-	-	-	-	-	-	-	-	-
Lakeview	192	43	0	-	-	-	-	-	-	-	-	-	-	-	-
Lebanon	364	165	0	-	-	-	-	-	-	-	-	-	-	-	-
Malin	36	7	0	-	-	-	-	-	-	-	-	-	-	-	-
Merrill	72	13	0	-	-	-	-	-	-	-	-	-	-	-	-
North Powder	72	15	0	-	-	-	-	-	-	-	-	-	-	-	-
Pilot Rock	210	93	0	-	-	-	-	-	-	-	-	-	-	-	-
Scappoose	321	94	0	-	-	-	-	-	-	-	-	-	-	-	-
Sweet Home	240	51	0	-	-	-	-	-	-	-	-	-	-	-	-
Wamic	108	28	0	-	-	-	-	-	-	-	-	-	-	-	-
Yoncalla	36	9	0	-	-	-	-	-	-	-	-	-	-	-	-
Statewide Total	4042	1290	18	0	6	3	0	0	0	1	0	0	8	0	0

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