

ZiPLY Fiber (Citizens)



Business Office Center Answer Time

	2021	2022
January		73
February		19
March		8
April	5	
May	49	
June	70	
July	28	
August	17	
September	23	
October	17	
November	19	
December	22	

Repair Service Center Answer Time

	2021	2022
January		56
February		35
March		13
April	6	
May	3	
June	10	
July	46	
August	27	
September	65	
October	17	
November	45	
December	21	

Standard: Average Speed of Answer Time of 50 Seconds or Less

DID NOT MEET OAR STANDARD

Commitments for Service - Provisioning

	2021	2022
January		100.0%
February		100.0%
March		100.0%
April	100.0%	
May	100.0%	
June	100.0%	
July	100.0%	
August	100.0%	
September	100.0%	
October	100.0%	
November	100.0%	
December	77.8%	

OAR Standard: 90%

DID NOT MEET OAR STANDARD

Repair Cleared Within 48-Hours*

	2021	2022
January		69.2%
February		90.9%
March		80.0%
April	80.0%	
May	100.0%	
June	84.6%	
July	85.7%	
August	77.8%	
September	94.4%	
October	100.0%	
November	80.0%	
December	80.0%	

OAR Standard: 95%

DID NOT MEET OAR STANDARD

MONTHLY TROUBLE REPORT RATE

Citizen's/Frontier	MO >2.00 ²	MO >3.00 ²	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Azalea		0	0.45	0.00	0.46	0.47	0.00	0.47	0.00	0.47	0.47	0.47	0.00	0.34
Canyonville		0	0.00	0.00	0.00	0.00	0.36	0.00	0.44	0.00	0.49	0.49	0.29	0.00
Cave Junction	0		0.28	0.14	0.42	0.14	0.29	0.44	0.52	0.67	0.23	0.53	0.23	0.11
Days Creek		0	0.74	0.00	1.01	0.26	0.26	0.00	0.00	0.27	1.09	0.83	0.20	0.20
Glendale		0	0.00	0.35	0.00	0.00	0.36	1.09	0.00	0.00	0.38	1.15	0.25	0.24
Myrtle Creek		0	0.24	0.36	0.12	0.00	0.12	0.63	0.25	0.38	0.38	0.51	0.09	0.18
O'Brien		0	0.87	0.00	0.00	1.33	0.00	0.45	0.45	0.00	0.45	0.46	0.32	0.32
Riddle		0	0.70	0.00	0.00	0.00	0.78	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Selma		0	0.48	0.24	0.24	0.00	0.00	0.49	0.25	0.25	0.25	1.51	0.34	0.34
Wolf Creek		0	0.00	0.00	0.00	0.00	0.00	0.00	0.81	0.00	0.00	0.00	0.00	0.00
Statewide Average			1.24	0.11	1.24	0.22	0.22	0.36	0.06	0.20	0.37	0.60	0.17	0.17
Large Wire Center Count ²	0		0	0	0	0	0	0	0	0	0	0	0	0
Small Wire Center Count ³		0	0	0	0	0	0	0	0	0	0	0	0	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 is the number of wire centers that exceeded either 2.00 for larger wire centers or 3.00 for the small wire centers during this month.

Large Wire Center Out of Standard >2.0

Small Wire Center Out of Standard >3.0

TROUBLE REPORT RATE-STATE AVERAGE

