

Level 3 Telecom of Oregon, LLC



Business Office Center Access

	2021	2022
January		14.0
February		15.0
March		14.0
April	31.0	
May	17.0	
June	13.0	
July	15.0	
August	13.0	
September	17.0	
October	13.0	
November	13.0	
December	13.0	

Repair Service Center Access

	2021	2022
January		14.0
February		15.0
March		14.0
April	31.0	
May	17.0	
June	13.0	
July	15.0	
August	13.0	
September	17.0	
October	13.0	
November	13.0	
December	13.0	

OAR Standard: Average Speed of Answer Time of 50 Seconds

Commitments for Service - Provisioning

	2021	2022
January		78.0%
February		93.0%
March		94.0%
April	83.0%	
May	82.0%	
June	93.0%	
July	95.0%	
August	79.0%	
September	87.0%	
October	97.0%	
November	77.0%	
December	79.0%	

OAR Standard: 90%

DID NOT MEET OAR STANDARD

Trouble Report Cleared within 48 Hours

	2021	2022
January		100%
February		73%
March		65%
April	100%	
May	100%	
June	80%	
July	100%	
August	95%	
September	94%	
October	89%	
November	79%	
December	100%	

OAR Standard: 90%

*Exclusion to Standard per Order 14-016, Less than 10 repairs for the month

DID NOT MEET OAR STANDARD

Level 3 Telecom of Oregon, LLC Service Quality Information

MONTHLY TROUBLE REPORT RATE

SERVICE AREA	MO >2.00 ¹	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Level 3 of Oregon, LLC	0	0.43	0.38	0.25	0.54	0.55	0.52	0.25	0.42	0.39	0.57	0.46	0.65
Statewide Average		0.43	0.38	0.25	0.54	0.55	0.52	0.25	0.42	0.39	0.57	0.46	0.65

NOTE 1: The "MO>2.00" column is the number of times a service area with over 1,000 access lines exceeded a 2.00 trouble report

