

Level 3 Telecom of Oregon, LLC Service Quality Report

CHARTS

Business Office Center Access

	2019	2020
January		10.0
February		10.0
March		11.0
April		14.0
May		25.0
June		13.0
July		16.0
August		19.0
September	14.0	
October	12.0	
November	12.0	
December	19.0	

Repair Service Center Access

	2019	2020
January		10.0
February		10.0
March		11.0
April		14.0
May		25.0
June		13.0
July		16.0
August		19.0
September	14.0	
October	12.0	
November	12.0	
December	19.0	

OAR Standard: Average Speed of Answer Time of 50 Seconds

Commitments for Service - Provisioning

	2019	2020
January		50.0%
February		93.0%
March		89.7%
April		86.0%
May		86.0%
June		100.0%
July		97.0%
August		97.0%
September	67.0%	
October	50.0%	
November	83.3%	
December	97.2%	

OAR Standard: 90%

DID NOT MEET OAR STANDARD

Trouble Report Cleared within 48 Hours

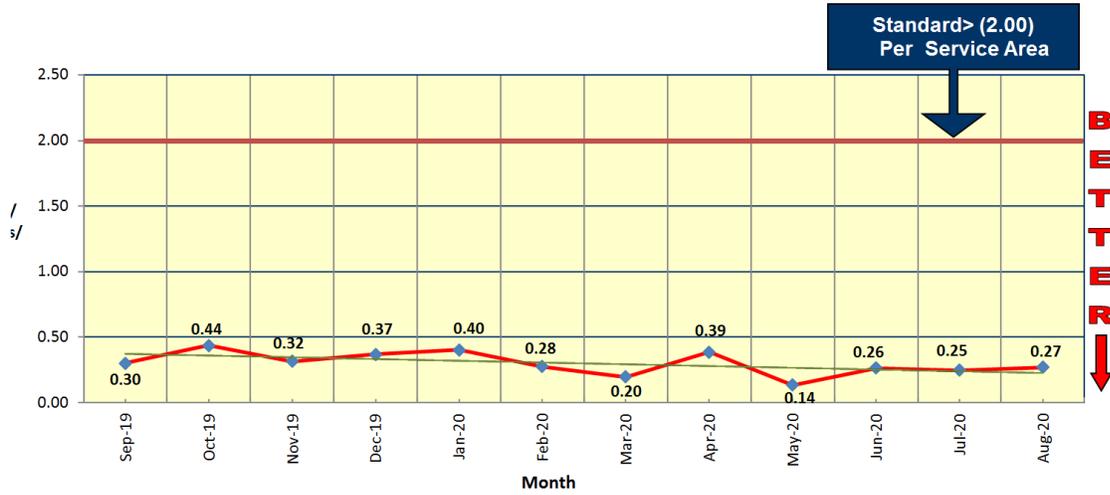
	2019	2020
January		100%
February		100%
March		85%
April		100%
May		100%
June		100%
July		81%
August		100%
September	71%	
October	84%	
November	72%	
December	85%	

OAR Standard: 90%

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

DID NOT MEET OAR STANDARD

Trouble Report Rate Monthly State Average



MONTHLY TROUBLE REPORT RATE

SERVICE AREA	MO >2.00 ¹	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20
Level 3 of Oregon, LLC	0	0.30	0.44	0.32	0.37	0.40	0.28	0.20	0.39	0.14	0.26	0.25	0.27
Statewide Average		0.30	0.44	0.32	0.37	0.40	0.28	0.20	0.39	0.14	0.26	0.25	0.27

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 rate during the reported twelve month period.