



UNITED TELEPHONE COMPANY OF THE NORTHWEST DBA CenturyLink

Repair Service Center Access in seconds

	2021	2022
January		10
February		3
March		5
April		5
May		9
June	9	
July	31	
August	34	
September	10	
October	6	
November	3	
December	11	

OAR Standard: Average Speed of Answer Time of 50 Seconds

DID NOT MEET OAR STANDARD

Business Office Center Access in seconds

	2021	2022
January		203
February		214
March		205
April		191
May		165
June	217	
July	132	
August	239	
September	307	
October	274	
November	376	
December	108	

OAR Standard: Average Speed of Answer Time of 50 Seconds

DID NOT MEET OAR STANDARD

Commitments for Service - Provisioning

	2020	2021
January		89%
February		96%
March		88%
April		88%
May		91%
June	95%	
July	97%	
August	87%	
September	95%	
October	96%	
November	98%	
December	94%	

OAR Standard: 90%

DID NOT MEET OAR STANDARD



UNITED TELEPHONE COMPANY OF THE NORTHWEST
DBA CenturyLink
Service Quality Report
REPAIRS CLEARED WITHIN 48 HOURS

Repair Center	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22
Coast District	74.0%	72.0%	76.0%	67.0%	63.0%	52.0%	58.0%	51.0%	23.0%	54.0%	48.0%	48.0%
Gorge District	74.0%	44.0%	72.0%	64.0%	51.0%	55.0%	55.0%	52.0%	54.0%	43.0%	65.0%	65.0%
Southern District	98.0%	89.0%	85.0%	89.0%	90.0%	55.0%	50.0%	49.0%	31.0%	71.0%	67.0%	67.0%
Statewide	79.0%	70.0%	77.0%	71.0%	66.0%	53.0%	56.0%	51.0%	32.0%	56.0%	57.0%	57.0%

DID NOT MEET OAR STANDARD

OAR Standard: 90%

Coast District

Beaver
 Bay City
 Cloverdale
 Carlton
 Garibaldi
 Grand Ronde
 Lincoln City
 Pacific City
 Rockaway
 Sheridan
 Tillamook
 Willamina

Gorge District

Arlington
 Cascade Locks
 Grass Valley
 Hood River
 Moro
 Mosier
 Odell
 Parkdale
 Rufus
 The Dalles
 Wasco

Southern District

Butte Falls
 Crater Lake
 Diamond Lake
 Fish Lake
 Prospect
 Shady Cove
 White City

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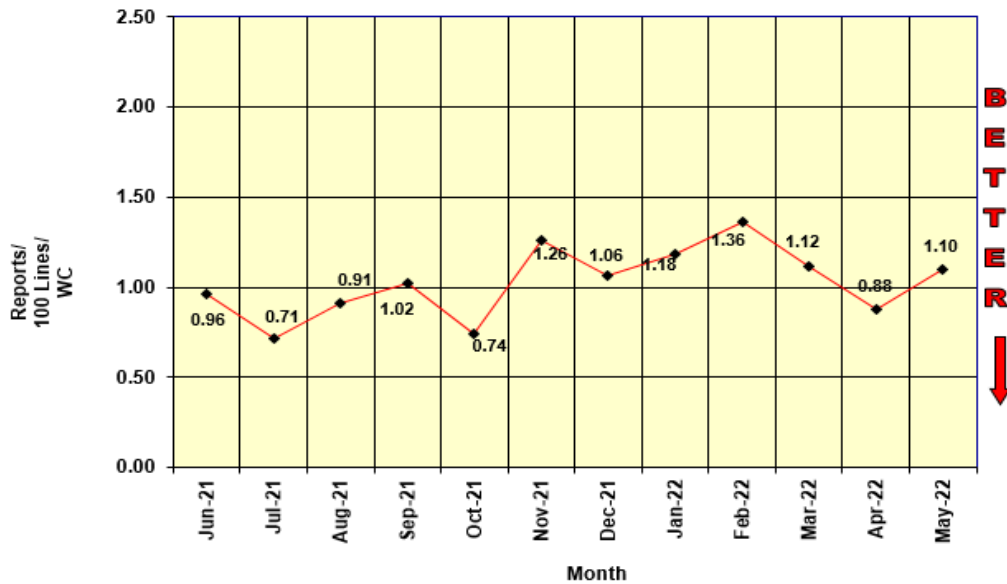
Held Access Line Service Orders Held For Lack of Facilities*

	Total	Standard	>30 Days	Standard
Jan-22	0	60	0	0
Feb-22	0	60	0	0
Mar-22	0	60	0	0
Apr-22	0	60	0	0
May-22	0	60	0	0
Jun-21	0	60	0	0
Jul-21	0	60	0	0
Aug-21	0	60	0	0
Sep-21	0	60	0	0
Oct-21	0	60	0	0
Nov-21	0	60	0	0
Dec-21	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

Trouble Report Rate Monthly State Average





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MONTHLY TROUBLE REPORT RATE

Wire Center ¹	MO >2.00 ²	MO >3.00 ²	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22
COAST DISTRICT														
Bay City		1	4.10	1.70	0.00	0.80	0.90	1.90	2.80	0.00	0.00	0.00	1.10	1.10
Beaver	1		0.40	0.40	0.40	2.80	3.30	1.60	2.10	2.10	2.10	1.30	0.90	2.60
Carlton	3		0.00	1.10	0.40	2.40	2.00	4.40	1.20	2.10	2.20	3.10	0.90	3.60
Cloverdale	0		0.20	2.20	2.30	0.90	0.00	1.20	0.70	0.20	0.30	1.30	1.30	1.10
Garibaldi	2		3.50	0.90	2.20	3.60	1.30	1.80	2.80	1.40	1.50	1.50	0.50	2.00
Grand Ronde		1	0.90	1.70	2.90	0.60	1.50	2.10	2.70	2.40	3.40	2.60	1.80	2.70
Lincoln City	2		1.30	1.20	0.70	1.40	0.70	2.10	1.80	0.80	0.90	2.80	0.80	1.10
Pacific City		1	2.40	0.50	0.00	1.70	0.60	2.30	2.00	0.60	0.60	2.80	2.80	4.10
Rockaway		0	1.50	0.20	0.30	0.50	0.50	0.30	0.50	0.50	0.60	0.90	0.90	0.60
Sheridan	9		4.70	1.40	2.00	2.10	2.20	4.20	5.20	9.40	11.20	5.70	3.70	1.80
Tillamook	1		1.50	2.30	1.70	1.50	1.00	1.90	1.20	1.40	1.70	1.30	0.60	0.50
Willamina		0	0.40	0.00	0.90	0.70	0.20	0.70	1.20	0.50	0.50	0.50	0.30	1.10
GORGE DISTRICT														
Arlington		0	0.30	0.60	0.30	1.90	0.60	1.60	0.00	1.10	1.20	0.00	0.80	0.40
Cascade Locks		0	0.00	0.00	1.00	0.00	0.30	0.80	0.30	0.30	0.30	0.30	1.10	0.70
Grass Valley		0	0.00	1.00	0.00	0.00	0.00	2.00	0.00	0.00	0.00	1.10	0.00	2.30
Hood River	0		0.30	0.50	0.40	0.30	0.90	0.60	0.20	0.70	1.00	0.30	0.50	0.30
Moro		0	0.90	0.00	0.00	0.50	0.90	1.80	0.50	0.50	0.60	0.60	0.00	1.90
Mosier		0	0.00	0.70	0.70	1.10	0.40	0.80	1.50	1.90	2.00	0.40	1.20	2.50
Odell ³		0	1.10	0.80	0.60	1.80	1.00	1.80	0.30	1.20	1.40	1.40	1.20	0.00
Parkdale		0	1.10	0.90	0.30	1.80	0.60	1.20	2.40	1.50	1.60	0.00	0.30	0.70
Rufus		0	0.00	0.00	0.00	0.00	1.20	0.00	0.00	0.00	0.00	0.80	0.80	0.00
The Dalles	0		0.40	0.40	1.10	0.20	0.40	0.80	0.70	0.90	1.20	0.60	1.80	0.90
Wasco		0	0.00	0.50	0.00	0.00	0.50	0.50	0.00	1.50	1.70	1.70	0.00	0.00
SOUTHERN DISTRICT														
Butte Falls		0	1.70	0.80	2.50	0.00	0.00	0.00	0.90	1.80	1.90	0.50	1.00	0.00
Crater Lake		0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diamond Lake		1	0.00	0.00	4.90	2.40	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Fish Lake		0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Prospect		0	1.00	0.50	0.50	0.20	0.00	0.30	0.00	0.50	0.50	0.30	0.80	0.00
Shady Cove	0		0.40	0.40	0.60	0.30	0.80	0.40	0.40	1.00	1.00	0.80	0.70	0.10
White City	0		0.70	0.70	0.60	1.10	0.40	0.70	0.50	1.20	1.40	0.90	0.50	0.90
Statewide Average			0.96	0.71	0.91	1.02	0.74	1.26	1.06	1.18	1.36	1.12	0.88	1.10
Large Wire Center Count ³	12		1	1	0	1	1	2	1	1	1	2	1	0
Small Wire Center Count ³		10	2	0	1	1	1	1	0	0	1	1	0	2

NOTE 1: Small wire centers (1,000 or less access lines) are in red.

LARGE WIRE CENTER OUT-OF-STANDARD	SMALL WIRE CENTER OUT-OF-STANDARD
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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.