



**UNITED TELEPHONE COMPANY
OF THE NORTHWEST
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



UNITED TELEPHONE COMPANY OF THE NORTHWEST
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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	35.2%	34.0%	33.2%	33.6%	33.9%	34.8%	35.7%	36.5%	35.6%	36.7%	35.3%	35.8%
Protected Customer	40.0%	14.3%	50.0%	25.0%	40.0%	42.9%	27.3%	37.5%	20.0%	N/A	50.0%	60.0%

DID NOT MEET OAR STANDARD

OAR Standard: 90%

N/A = No trouble tickets for that month



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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

MONTHLY TROUBLE REPORT RATE
Number of Tickets above threshold per month

Wire Center	Number of Tickets allowed per OAR	Number of Tickets Received	# of tickets above threshold	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25
Arlington	54	26	4	-	-	1	3	-	-	-	-	-	-	-	-
Bay City	36	0	0	-	-	-	-	-	-	-	-	-	-	-	-
Beaver	72	19	0	-	-	-	-	-	-	-	-	-	-	-	-
Butte Falls	72	17	0	-	-	-	-	-	-	-	-	-	-	-	-
Carlton	72	36	1	-	-	-	-	-	-	1	-	-	-	-	-
Cascade Locks	54	8	0	-	-	-	-	-	-	-	-	-	-	-	-
Cloverdale	81	51	4	-	-	-	3	-	-	-	-	-	1	-	-
Crater Lake	36	1	0	-	-	-	-	-	-	-	-	-	-	-	-
Diamond Lake	36	1	0	-	-	-	-	-	-	-	-	-	-	-	-
Fish Lake	36	1	0	-	-	-	-	-	-	-	-	-	-	-	-
Garibaldi	72	17	0	-	-	-	-	-	-	-	-	-	-	-	-
Grand Ronde	60	32	1	-	-	-	-	-	-	-	1	-	-	-	-
Grass Valley	36	9	0	-	-	-	-	-	-	-	-	-	-	-	-
Hood River	243	73	0	-	-	-	-	-	-	-	-	-	-	-	-
Lincoln City	279	114	0	-	-	-	-	-	-	-	-	-	-	-	-
Moro	36	8	0	-	-	-	-	-	-	-	-	-	-	-	-
Mosier	72	9	0	-	-	-	-	-	-	-	-	-	-	-	-
Odell ⁴	72	19	0	-	-	-	-	-	-	-	-	-	-	-	-
Pacific City	72	22	0	-	-	-	-	-	-	-	-	-	-	-	-
Parkdale	72	27	2	-	-	-	-	-	-	2	-	-	-	-	-
Prospect	84	10	0	-	-	-	-	-	-	-	-	-	-	-	-
Rockaway	72	5	0	-	-	-	-	-	-	-	-	-	-	-	-
Rufus	36	4	0	-	-	-	-	-	-	-	-	-	-	-	-
Shady Cove	189	63	0	-	-	-	-	-	-	-	-	-	-	-	-
Sheridan	117	93	18	-	-	-	7	-	1	6	4	-	-	-	-
The Dalles	306	124	0	-	-	-	-	-	-	-	-	-	-	-	-
Tillamook	303	68	0	-	-	-	-	-	-	-	-	-	-	-	-
Wasco	36	9	0	-	-	-	-	-	-	-	-	-	-	-	-
White City	286	149	10	-	-	-	10	-	-	-	-	-	-	-	-
Willamina	72	47	6	-	-	-	-	4	-	-	-	-	2	-	-
Statewide Total	3064	1062	46	0	0	1	23	4	1	9	5	0	3	0	0