

# Zipty Fiber (Frontier NW)



## Repair Service Center Access (seconds)

	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	

OAR Standard: Average Speed of Answer Time of 50 Seconds

**DID NOT MEET OAR STANDARD**

## Business Office Access (seconds)

	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	

OAR Standard: Average Speed of Answer Time of 50 Seconds

**DID NOT MEET OAR STANDARD**

## Commitments for Service - Provisioning

	2021	2022
January		100.0%
February		96.5%
March		100.0%
April	100.0%	
May	98.0%	
June	100.0%	
July	100.0%	
August	98.9%	
September	100.0%	
October	95.2%	
November	94.3%	
December	98.5%	

OAR Standard: 90%

# Zipty Fiber (Frontier NW)



## 48 Hour Repair Clearance-by Repair Center

Repair Center	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Beaverton	100.00%	83.30%	100.00%	100.00%	88.90%	90.90%	100.00%	80.50%	82.20%	71.70%	93.30%	100.00%
Coastal	93.50%	100.00%	83.90%	93.10%	69.20%	92.60%	92.90%	78.80%	80.00%	82.20%	78.80%	83.30%
Gresham	72.70%	100.00%	94.70%	88.90%	87.50%	100.00%	80.00%	79.20%	84.60%	81.50%	88.90%	100.00%
LaGrande	83.30%	71.40%	100.00%	61.50%	100.00%	100.00%	100.00%	50.00%	41.70%	30.80%	85.70%	100.00%
McMinnville	88.90%	92.90%	100.00%	88.20%	88.90%	100.00%	93.80%	88.20%	87.20%	75.60%	93.80%	88.90%
Tigard	100.00%	100.00%	100.00%	100.00%	100.00%	88.90%	85.00%	80.00%	92.00%	90.50%	100.00%	95.00%
Statewide	89.7%	91.3%	96.4%	88.6%	98.1%	95.4%	92.0%	76.1%	78.0%	72.1%	90.1%	94.5%

OAR Standard: As of February 2014, 90% of repairs must be repaired within 48 hours, standard lowered from 95%

**DID NOT MEET STANDARD**

<u>BEAVERTON</u>	<u>COASTAL</u>	<u>GRESHAM</u>	<u>LAGRANDE</u>	<u>MCMINNVILLE</u>	<u>TIGARD</u>
Aloha	Bandon	Gresham	Cove	Amity	Bull Mountain
Banks	Brookings	Hoodland	Elgin	Aumsville	Newberg
Beaverton	Coos Bay	Orient	Enterprise	Dayton	Scholls
Clatskanie	Coquille	Sandy	Imbler	Detroit	Sherwood
Forest Grove	Empire	Sunnyside	Imnaha	Grand Island	Stafford
Gaston	Gold Beach	Valley View	Joseph	McMinnville	Tigard
Hillsboro	Lakeside	Tualatin	LaGrande	Mill City	Tualatin
Somerset West	Langlois	Wilsonville	Lostine	Silverton	Wilsonville
Vernonia	Murphy	Union	Union	Turner	
Yamhill	Myrtle Point	Wallowa	Wallowa		
	North Bend				
	Port Orford				
	Powers				
	Provolt				
	Reedsport				

## Trouble Report Rate Monthly State Average



## MONTHLY TROUBLE REPORT RATE

Wire Center <sup>1</sup>	MO > 2.00 <sup>2</sup>	MO > 3.00 <sup>2</sup>	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Aloha	0		0.08	0.04	0.08	0.04	0.04	0.04	0.08	0.29	0.08	0.17	0.17	0.03
Amity		0	0.00	0.00	0.29	0.29	0.59	0.00	0.30	1.19	1.19	0.30	0.54	0.54
Aumsville		0	0.00	0.00	0.00	0.56	0.00	0.58	0.00	0.90	0.91	1.83	0.00	0.26
Bandon		0	0.00	0.11	0.34	1.28	0.12	0.12	0.12	0.25	0.00	0.63	0.12	0.12
Banks		0	0.14	0.14	0.00	0.87	0.00	0.15	0.30	0.15	0.15	0.75	0.37	0.12
Beaverton	0		0.06	0.00	0.02	0.00	0.07	0.02	0.07	0.14	0.07	0.19	0.08	0.03
Brookings	0		0.00	0.00	0.24	0.16	0.08	0.17	0.17	0.26	0.18	0.53	0.47	0.16
Bull Mountain	0		0.06	0.06	0.13	0.27	0.00	0.07	0.07	0.14	0.14	0.07	0.00	0.06
Clatskanie		0	0.16	0.33	0.66	0.50	0.00	0.00	0.17	1.03	1.73	0.87	0.11	0.00
Coos Bay	0		0.28	0.24	0.39	0.10	0.05	0.56	0.26	0.84	0.64	0.75	0.16	0.42
Coquille		0	0.57	0.29	0.89	0.15	0.00	0.32	0.66	0.34	0.85	1.75	0.16	0.33
Cove		0	0.00	0.00	1.24	1.26	0.00	0.00	0.00	0.00	0.65	0.00	0.00	1.31
Dayton		0	0.00	0.00	0.00	0.00	0.00	0.00	0.76	0.51	1.04	1.10	0.52	0.27
Detroit		0	1.06	0.00	0.00	1.14	1.14	0.00	0.00	2.35	2.41	1.20	0.00	0.00
Elgin	0		0.24	0.48	0.24	0.24	0.00	0.50	0.25	0.00	0.00	0.52	0.25	0.51
Empire	0		0.31	0.00	0.66	0.17	0.00	0.36	0.37	0.00	0.56	0.57	0.16	0.63
Enterprise		0	0.15	0.00	0.00	0.00	0.17	0.86	0.18	0.00	0.54	0.37	0.00	0.37
Forest Grove	0		0.04	0.08	0.12	0.04	0.13	0.09	0.17	0.26	0.31	0.35	0.22	0.18
Gaston		0	0.94	0.24	0.24	0.71	0.24	0.00	0.49	0.98	0.99	0.75	0.24	0.24
Gold Beach	0		0.34	0.34	0.34	0.11	0.12	0.23	0.23	1.30	0.36	0.48	0.31	0.10
Grand Island		0	0.00	0.00	0.00	0.00	0.53	1.06	0.00	0.55	0.55	1.65	0.00	0.50
Gresham	0		0.04	0.00	0.10	0.06	0.06	0.04	0.08	0.25	0.17	0.10	0.07	0.04
Hillsboro	0		0.00	0.05	0.08	0.18	0.00	0.03	0.08	0.14	0.11	0.31	0.19	0.02
Hoodland		0	0.11	0.00	0.11	0.46	0.12	0.23	0.12	0.24	0.12	0.24	0.00	0.00
Imbler	0		0.00	0.49	0.50	0.50	0.00	0.00	0.52	0.00	0.53	0.53	0.58	0.58
Imnaha		0	0.00	1.26	0.62	0.63	0.00	0.00	0.00	0.00	0.00	0.65	0.71	0.00
Joseph		0	0.00	0.00	0.16	0.16	0.00	0.00	0.00	0.37	0.39	0.20	0.39	0.40
LaGrande	0		0.19	0.13	0.07	0.41	0.07	0.07	0.15	0.37	0.31	0.31	0.07	0.15
Lakeside		0	0.00	0.00	0.00	0.00	0.51	0.00	0.00	0.52	0.00	0.53	0.00	0.00
Langlois	0		0.00	0.63	0.64	0.00	0.00	0.00	0.65	0.00	0.00	1.95	0.00	0.00
Lostine		0	0.00	0.00	0.00	0.00	0.78	0.77	0.00	0.00	0.81	0.00	0.00	0.00
McMinnville	0		0.00	0.17	0.04	0.04	0.00	0.23	0.09	0.19	0.19	0.48	0.13	0.04
Mill City		0	0.00	0.63	0.63	0.63	0.95	0.32	0.65	0.99	0.33	0.33	0.52	0.00
Murphy		0	0.70	0.00	0.00	0.00	0.35	0.00	0.00	0.36	0.37	0.37	0.00	0.00
Myrtle Point		0	0.73	0.29	0.59	0.00	0.15	0.00	0.45	1.34	0.30	0.61	0.67	0.27
Newberg	0		0.09	0.22	0.22	0.04	0.00	0.23	0.18	0.33	0.42	0.33	0.17	0.42
North Bend	0		0.28	0.00	0.52	0.21	0.22	0.33	0.23	0.35	0.60	1.22	0.42	0.22
Orient		0	0.23	0.12	0.00	0.12	0.12	0.24	0.24	0.84	0.97	0.49	0.09	0.09
Port Orford		0	0.00	0.00	0.56	0.00	0.00	0.00	0.29	0.00	0.60	0.61	0.00	0.29
Powers		0	0.00	0.00	0.00	0.56	0.55	0.00	0.00	0.00	0.00	0.00	0.57	0.00
Provolt		0	0.49	0.00	0.12	0.37	0.00	0.13	0.13	0.39	0.39	0.65	0.33	0.33
Reedsport		1	0.37	0.00	3.05	0.96	0.57	0.57	0.77	0.20	0.40	0.99	0.95	0.80
Sandy	0		0.15	0.10	0.59	0.00	0.10	0.10	0.05	0.05	0.21	0.64	0.12	0.57
Scholls		0	0.24	0.12	0.37	0.00	0.12	0.75	0.88	0.76	0.64	0.39	0.11	0.32
Sherwood	0		0.20	0.26	0.20	0.07	0.00	0.14	0.14	0.07	0.07	0.07	0.20	0.14
Silverton	0		0.28	0.38	0.19	0.34	0.10	0.29	0.34	0.74	0.95	0.66	0.20	0.46
Somerset West	0		0.03	0.00	0.03	0.03	0.03	0.00	0.03	0.06	0.13	0.03	0.07	0.07
Stafford		0	0.17	0.18	0.35	0.00	0.36	0.18	0.55	0.00	0.19	0.38	0.17	0.00
Sunnyside	0		0.18	0.18	0.00	0.09	0.00	0.10	0.20	0.20	0.50	0.30	0.00	0.08
Tigard	0		0.12	0.03	0.16	0.00	0.00	0.06	0.07	0.07	0.07	0.17	0.03	0.03
Tualatin	0		0.00	0.06	0.00	0.00	0.00	0.00	0.00	0.07	0.27	0.07	0.00	0.06
Turner		1	0.55	0.00	0.56	0.86	0.00	0.00	0.29	0.00	0.29	0.60	0.54	0.27
Union	0		0.00	0.00	0.46	0.47	0.91	0.00	0.46	1.40	0.00	0.95	0.48	0.96
Valley View		0	0.19	0.00	0.20	0.00	0.20	0.00	0.00	0.00	0.00	0.22	0.14	0.00
Vernonia		0	0.00	0.13	0.13	0.13	0.00	0.52	0.00	0.40	0.67	0.14	0.15	0.16
Wallowa		0	0.42	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Wilsonville	0		0.00	0.00	0.00	0.00	0.00	0.08	0.08	0.08	0.08	0.08	0.00	0.16
Yamhill		0	0.19	0.39	0.20	0.40	0.00	0.20	0.20	0.20	1.05	1.47	0.20	0.20
<b>Statewide Average</b>			<b>0.13</b>	<b>0.10</b>	<b>0.20</b>	<b>0.16</b>	<b>0.07</b>	<b>0.15</b>	<b>0.16</b>	<b>0.30</b>	<b>0.31</b>	<b>0.38</b>	<b>0.21</b>	<b>0.23</b>
Large Wire Center Count <sup>3</sup>	0		0	0	0	0	0	0	0	0	0	0	0	0
Small Wire Center Count <sup>3</sup>		2	0	0	1	0	0	0	0	0	0	0	0	0

NOTE 1: The 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 the large wire centers or 3.00 for the small wire centers during that month.