



Qwest Service Quality Information

Repair Center Access (seconds)

	2021	2022
January	8	
February	6	
March	9	
April	4	
May	5	
June	9	
July	31	
August	34	
September	10	
October	11	
November	3	
December	11	

OAR Standard: Average Speed of Answer Time of 50 Seconds

Business Office Access (seconds)

	2021	2022
January	266	
February	0	
March	226	
April	145	
May	126	
June	234	
July	148	
August	178	
September	131	
October	155	
November	139	
December	108	

No Data for 2021 due to System Migr

OAR Standard: Average Speed of Answer Time of 50 Seconds

DID NOT MEET OAR STANDARD

Commitments for Service - Provisioning

	2021	2022
January	98.2%	
February	95.0%	
March	99.0%	
April	99.2%	
May	99.2%	
June	98.8%	
July	98.8%	
August	98.6%	
September	98.8%	
October	98.1%	
November	98.4%	
December	97.5%	

OAR Standard: 90%



Qwest Service Quality Information

Qwest Repair Clearing Time

Repair Center	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
Albany / Corvallis / Newport	55.2%	61.6%	89.1%	94.0%	100.0%	91.6%	88.4%	83.1%	79.4%	83.9%	55.4%	68.9%
Central Oregon	93.1%	87.7%	95.6%	93.0%	96.3%	94.4%	87.8%	88.6%	82.9%	85.6%	82.3%	96.4%
Eastern Oregon	89.0%	89.2%	100.0%	97.0%	90.5%	80.0%	85.0%	68.0%	74.7%	76.2%	50.4%	80.5%
Eugene / Springfield	55.3%	66.1%	89.4%	95.0%	98.4%	97.0%	87.3%	68.0%	84.5%	64.8%	39.0%	61.9%
North Coast	96.6%	92.3%	90.0%	93.2%	96.0%	95.7%	94.4%	83.3%	94.7%	94.1%	84.6%	82.4%
Portland Area	60.1%	35.1%	65.4%	80.1%	80.0%	66.7%	80.0%	53.2%	54.5%	59.8%	27.7%	66.1%
Salem Area	57.5%	67.7%	56.6%	98.1%	97.6%	97.0%	81.3%	86.5%	88.7%	76.2%	47.0%	65.0%
Southern Oregon	87.4%	71.9%	96.3%	93.0%	93.4%	90.4%	76.3%	80.4%	87.5%	90.9%	55.3%	90.0%
STATEWIDE AVERAGE	66.0%	59.2%	80.5%	91.3%	92.3%	88.2%	82.7%	71.7%	78.9%	73.1%	44.0%	73.6%

OAR Standard: ≥ 90%

ALBANY /CORVALLIS	CENTRAL OR	EASTERN OR	EUGENE	NORTH COAST	PORTLAND AREA	SALEM AREA	SOUTHERN OR
Adair	Bend	Athena	Blue River	Astoria	Alpine	Dallas	Ashland
Albany	Black Butte	Baker	Cottage Grove	Cannon Beach	Atlantic	Falls City	Central Point
Corvallis	Camp Sherman	Hermiston	Culp Creek	Seaside	Belmont	Independence	Gold Hill
Jefferson	Culver	Milton-Freewater	Eugene	Warrenton	Burlington	Keizer	Grants Pass
Newport	Lapine	Nyssa	Florence	Westport	Butler	Salem	Jacksonville
Siletz	Madras	Ontario	Junction City		Capitol	Woodburn	Klamath Falls
Toledo	Prineville	Oregon-slope	Leaburg		Cherry		Medford
	Redmond	Pendleton	Lowell		Cypress		Phoenix
	Sisters	Stanfield	Mapleton		Harold		Rogue River
	Spring River	Umatilla	Marcola		Lake Oswego		Roseburg
			Oakridge		Milwaukie		Sutherlin
			River Road		North Plains		Winston
			Springfield		Oregon City		
			Veneta		Prospect		
					Rainier		
					St Helens		

Qwest Service Quality Information

Held Access Line Service Orders Held for Lack of Facilities *

Month	Total	Standard	>30 Days	Standard
Jan-21	21	162	5	2.1
Feb-21	16	162	0	1.6
Mar-21	22	162	3	2.2
Apr-21	24	162	7	2.4
May-21	21	162	6	2.1
Jun-21	19	162	6	1.9
Jul-21	16	162	4	1.6
Aug-21	11	162	4	1.1
Sep-21	19	162	3	1.9
Oct-21	23	162	3	2.3
Nov-21	15	162	5	1.5
Dec-21	17	162	4	1.7

DID NOT MEET STANDARD

* Lack of facilities would include, for example, the lack of capacity at the serving central office or a lack of local cable plant.

Qwest Service Quality Information

Trouble Report Rate Monthly State Average





Qwest Service Quality Information Monthly Trouble Report Rate

Wire Center ¹	MO >2.00 ²	MO >3.00 ²	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
Adair		1	1.53	5.09	1.03	0.26	0.27	0.00	1.35	2.43	0.54	1.64	3.88	0.28
Albany	0		1.20	1.15	0.88	0.57	0.76	0.95	0.40	0.59	0.71	0.79	1.10	1.31
Alpine	0		0.81	0.96	0.92	0.32	0.43	0.82	0.42	0.36	0.39	0.33	1.75	0.79
Ashland	0		0.61	0.25	1.40	0.42	0.74	0.53	1.67	0.55	0.95	1.19	1.44	1.04
Astoria	0		0.74	0.75	0.30	0.38	0.38	0.39	0.62	0.39	0.24	0.16	1.45	0.41
Athens		0	1.77	0.39	0.99	0.60	0.60	0.81	0.40	1.42	0.40	1.23	1.66	0.42
Atlantic	0		0.37	0.56	0.19	0.41	0.26	0.30	0.33	0.34	0.19	0.25	0.53	0.48
Baker	0		0.38	0.19	0.90	0.39	0.26	0.20	0.48	0.77	0.85	0.71	0.73	0.51
Belmont	0		0.99	0.52	0.38	0.31	0.28	0.28	0.36	0.25	0.18	0.67	0.98	1.00
Bend	0		0.44	0.29	0.65	0.27	0.37	0.91	0.38	0.24	0.47	0.10	0.64	0.38
Black Butte		0	0.45	0.23	0.69	0.23	0.46	0.69	0.69	2.55	2.10	1.87	0.71	0.48
Blue River		6	1.70	3.60	9.29	5.73	2.35	1.50	4.57	6.81	1.05	0.54	4.89	0.55
Burlington		2	3.77	2.31	4.45	0.43	1.95	0.65	0.44	0.22	0.00	0.23	0.92	0.70
Butler	0		0.83	0.72	0.44	0.48	0.36	0.40	0.50	0.57	0.30	0.50	0.76	0.77
Cannon Beach		0	0.22	0.44	0.45	0.23	0.23	0.23	0.47	0.94	0.00	0.75	0.52	0.78
Capitol	0		0.19	0.26	0.23	0.11	0.06	0.05	0.08	0.10	0.11	0.37	0.50	0.23
Central Point		0	2.05	1.42	1.05	0.80	0.81	0.27	0.27	1.10	0.28	0.69	2.37	1.70
Cherry	0		1.73	1.72	1.46	0.34	0.46	0.32	0.52	0.30	0.30	0.45	1.37	1.09
Corvallis	0		1.66	1.27	1.19	0.60	0.41	0.45	0.29	0.30	0.82	0.34	0.83	1.04
Cottage Grove	5		4.17	2.80	1.08	1.87	1.15	2.28	1.02	1.08	2.34	0.66	1.68	2.80
Culp Creek		2	3.33	4.35	0.33	0.33	2.97	1.69	0.69	2.05	1.03	0.69	1.74	0.71
Culver		1	0.80	0.80	2.01	2.40	0.00	1.67	1.69	0.86	1.75	2.71	1.84	5.05
Cypress	2		1.30	2.13	0.68	0.25	0.45	0.35	0.55	0.41	0.41	1.70	1.04	2.15
Dallas	2		2.96	2.48	1.38	0.72	0.32	0.64	0.78	0.70	0.65	1.04	1.38	1.39
Eugene	0		1.83	1.81	1.64	0.69	0.87	0.77	0.79	0.61	0.64	0.66	1.12	1.24
Falls City		2	3.29	9.21	1.99	2.01	2.74	1.38	0.00	1.39	0.70	2.16	2.88	2.19
Florence	7		2.57	2.21	2.37	1.58	1.31	3.02	3.50	2.91	1.04	1.37	1.72	2.14
Gold Hill		2	4.90	2.45	0.90	1.37	0.23	1.16	2.11	2.83	0.71	0.94	1.90	3.59
Grants Pass	0		0.95	1.02	0.69	0.81	0.56	0.67	0.90	0.89	0.40	0.44	1.73	1.87
Harold	0		0.84	0.85	0.90	0.82	0.39	0.31	0.58	0.35	0.18	0.58	1.87	0.68
Hermiston	0		1.01	0.18	0.28	0.37	0.38	0.48	0.48	0.29	0.29	0.40	0.51	1.22
Indep-Monm		1	3.11	2.07	1.49	0.50	0.90	1.30	0.52	0.79	0.93	0.94	1.63	1.65
Jacksonville		4	5.50	3.23	6.11	1.51	0.56	1.96	1.55	3.00	4.61	2.51	0.60	2.60
Jefferson		0	1.22	1.86	0.93	0.00	0.00	1.29	0.00	0.33	0.66	0.00	1.34	0.68
Junction City	7		11.19	6.83	2.29	0.88	2.96	1.20	3.69	5.13	1.70	4.30	7.57	6.89
Keizer	0		2.05	2.20	0.95	0.84	0.61	0.69	0.53	0.54	0.50	0.59	1.37	1.21
Klamath Falls	0		0.61	0.62	0.98	0.72	0.64	0.14	0.47	0.52	0.38	0.39	0.79	0.65
Lake Oswego	1		2.18	1.08	1.67	0.36	0.97	0.37	1.45	0.71	0.33	0.29	1.59	1.41
LaPine	2		0.77	1.20	1.46	0.53	1.07	3.15	0.55	2.21	1.13	0.57	0.78	0.29
Leaburg		3	6.82	9.51	1.94	1.63	2.55	2.56	0.85	2.14	1.28	2.62	5.24	0.87
Lowell		8	5.13	3.29	4.01	4.51	0.96	3.89	6.17	3.99	1.01	1.26	3.05	1.78
Madras	0		0.48	0.49	0.75	0.50	0.38	0.13	0.39	0.26	0.40	0.54	0.68	0.55
Mapleton	2		9.57	2.36	2.62	0.79	1.85	1.34	4.24	1.06	1.86	0.54	1.86	2.41
Marcola	2		4.75	4.58	2.22	2.05	2.06	0.38	0.95	0.57	0.19	0.98	1.56	2.14
Medford	0		1.02	0.65	0.59	0.31	0.81	1.65	0.97	0.27	1.27	0.58	1.02	0.60
Milton-Freewater		2	4.56	2.61	1.77	1.28	2.21	1.18	3.32	1.07	1.65	2.50	2.67	1.84
Milwaukie	0		1.01	1.14	1.02	0.42	0.30	0.42	0.53	0.81	0.59	0.74	0.90	1.16
Newport	0		1.35	1.35	0.77	0.78	0.70	0.27	0.45	0.55	0.18	0.83	0.74	0.84
North Plains		3	3.50	2.09	2.35	0.94	0.12	1.07	0.24	0.24	0.49	3.33	3.83	1.86
Nyssa	0		0.16	0.16	0.33	1.02	0.17	1.53	0.35	1.23	0.70	0.18	0.89	0.36
Oakridge	2		5.15	4.37	2.44	1.64	0.50	0.51	1.56	1.41	0.54	0.73	2.77	2.98
Ontario	0		0.30	0.09	0.26	0.09	0.13	0.36	0.14	0.37	0.94	0.33	0.48	0.33
Oregon City	1		1.38	1.66	2.45	0.61	0.50	0.78	0.78	0.67	0.82	1.18	1.63	0.78
Oregon Slope		1	3.42	0.00	0.87	0.88	0.00	0.91	0.95	0.00	0.00	0.00	0.00	2.11
Pendleton	0		0.46	0.87	0.47	0.27	0.42	0.49	0.57	1.00	0.94	1.25	1.79	0.53
Phoenix-Talent		1	2.64	1.42	0.32	0.81	1.31	1.16	2.18	1.68	0.84	0.17	0.86	1.57
Prineville	0		0.12	0.31	1.50	0.51	0.06	1.82	1.63	0.40	0.68	0.76	1.05	0.84
Prospect	0		1.16	0.85	0.68	0.42	0.24	0.41	0.47	0.47	0.15	0.67	0.52	0.46
Rainier	2		3.55	1.57	0.99	2.74	1.00	1.76	1.85	1.17	1.34	1.51	1.86	0.51
Redmond	0		1.06	0.54	0.38	1.93	0.67	0.71	0.72	0.45	0.61	0.50	0.96	0.89
River Road	2		2.34	1.70	0.73	0.48	0.71	0.42	0.42	0.96	0.66	1.28	1.77	2.37
Rogue River		0	1.76	1.46	0.84	0.84	0.32	0.11	0.54	0.33	1.65	0.67	2.69	2.14
Roseburg	0		1.04	1.14	0.67	1.22	0.55	0.60	1.63	1.57	1.10	1.21	1.18	1.00
Salem	0		1.76	1.34	1.20	0.67	0.53	0.44	0.63	0.57	0.37	0.63	1.08	1.02
Seaside	0		0.25	0.93	0.17	1.48	0.53	0.27	0.36	0.36	0.65	0.47	0.96	0.78
Siletz		1	2.56	3.41	1.56	0.00	0.70	0.18	0.18	0.72	0.54	0.54	0.73	1.10
Sisters ⁴	0		0.21	0.42	0.21	0.00	0.21	0.22	1.75	0.00	0.00	1.11	0.22	0.00
Spring River		0	0.16	0.16	0.32	1.31	0.49	1.18	1.19	2.07	1.22	0.71	0.71	0.36
Springfield	3		2.13	1.41	1.09	0.75	0.49	0.57	0.42	0.68	0.57	0.64	2.25	2.32
St. Helens	0		1.16	1.06	0.91	0.54	0.43	1.36	0.60	0.49	0.33	0.72	1.46	1.18
Stanfield		1	0.65	0.65	1.32	0.68	0.00	3.55	1.45	0.00	0.74	0.76	1.54	1.56
Sutherlin	1		2.49	0.55	0.55	0.67	2.65	0.33	1.47	1.15	0.70	3.48	1.40	1.99
Toledo	1		2.22	1.75	1.50	0.51	0.25	0.77	3.57	0.26	0.26	0.62	0.26	0.00
Umatilla	0		0.90	0.30	0.76	1.07	1.24	0.78	0.62	1.89	2.38	0.63	2.07	1.45
Vale	0		0.30	0.15	0.15	0.77	0.15	0.46	0.46	0.63	0.48	1.77	2.26	1.94
Veneta	3		4.30	3.14	2.61	1.49	1.23	1.10	0.59	1.56	0.37	1.57	1.87	1.06
Warm Springs	2		0.66	0.00	0.65	1.31	3.21	0.64	0.00	0.00	3.29	2.05	0.00	0.00
Warrenton	0		0.69	0.52	2.48	0.54	1.28	0.92	2.23	0.75	0.19	0.19	0.58	0.97
Westport	0		1.09	1.08	0.55	0.54	0.00	1.61	0.00	1.10	1.65	0.55	0.56	1.12
Winston		4	4.82	5.51	2.29	1.11	2.88	1.78	1.79	1.16	1.31	1.45	3.32	4.00
Woodburn	2		3.30	0.94	0.94	0.96	0.97	0.70	0.92	1.86	1.45	1.11	1.43	2.11
Monthly TRR			1.51	1.24	1.02	0.64	0.58	0.68	0.73	0.70	0.59	0.98	1.54	1.34
Large Wire Center Count ⁵	43		10	6	3	1	0	3	2	3	1	1	2	7
Small Wire Center Count ⁵		38	15	11	4	2	1	2	5	2	2	2	6	3

NOTE 1: The small Qwest wire center names (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.

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