



# NEWS

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**Federal Communications Commission**  
**445 12th Street, S.W.**  
**Washington, D. C. 20554**

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This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action. See MCI v. FCC, 515 F 2d 385 (D.C. Circ 1974).

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## **FCC RELEASES REPORT ON QUALITY OF SERVICE OF LOCAL PHONE COMPANIES**

Washington, D. C. – The FCC has released a report entitled *Quality of Service of the Local Operating Companies*. This report summarizes data submitted by major incumbent local operating companies, which collectively serve about 90% of the nation's access lines, on their quality of service for 1999 and 2000. Such data include measures of service quality provided to business and residential end user customers, as well as service quality provided to access customers, namely interexchange carriers.

Following is a summary of various quality of service indicators:

- The percentages of residential installation commitments met have remained fairly stable over the past five years at around 98% or better.
- Residential out of service repair intervals ranged from a low of 13 hours to a high of 49.0 in the year 2000.
- Residential installation intervals ranged from a low of 0.8 days to a high of 3.9 days in the year 2000.
- In 1997, three out of nine reporting entities averaged more than 100 complaints per million lines; in 2000, seven out of nine averaged more than 100 complaints per million lines.

The report is available for reference in the FCC's Reference Information Center, Courtyard Level, 445 12th Street, S.W. Copies may be purchased by calling Qualex International at (202) 863-2893. The report can be downloaded from the **FCC-State Link** Internet site at <http://www.fcc.gov/ccb/stats> on the World Wide Web.

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For additional information, contact the Industry Analysis Division, Common Carrier Bureau at (202) 418-0940, or for users of TTY equipment, call 202-418-0484.

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