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

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).

FOR IMMEDIATE RELEASE:
February 9, 2004

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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 quality of service data for 2002 submitted by major incumbent local operating companies, which collectively serve about 90% of the incumbents' access lines. The data are presented separately for each operating entity and 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.

The following are highlights of some key quality of service indicators for 2002:

- Average overall complaints per million lines declined for the second year in a row from approximately 167 in 2001 to about 113 in 2002.
- Initial overall holding company trouble report levels declined from about 191 reports per thousand lines in 2001 to about 173 reports per thousand lines in 2002.
- In 2002, the level of customer dissatisfaction with residential repairs declined for all but one reporting holding company, and the level of customer dissatisfaction with residential installations declined for two out of the four reporting holding companies.
- Average residential installation intervals for individual operating entities ranged from a low of 0.5 business days to a high of 2.1 business days in 2002, as compared to a low of 0.6 business days and a high of 3.2 business days in 2001.

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/web/stats> on the World Wide Web.

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

News about the Federal Communications Commission can also be found at the Commission's web site www.fcc.gov



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