



# 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 INCUMBENT LOCAL EXCHANGE CARRIERS**

Washington, D. C. – The FCC has released a report entitled *Quality of Service of Incumbent Local Exchange Carriers*. This report summarizes quality of service data for 2003 submitted by major incumbent local exchange carriers (regional Bell operating companies and Sprint), as well as smaller price-cap incumbent local exchange carriers. The data are presented separately for each operating entity and include measures of service quality provided to residential and business 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 2003:

- Overall, the percent of switches with outages in the major incumbent holding companies has steadily declined over the past 5 years.
- Average complaints per million lines were comparable for all individual major incumbent holding companies in 2003 following declines for the past two reporting periods.
- Smaller carriers on average had consistently longer installation intervals than major incumbent carriers, but had comparable average repair intervals.
- Average residential installation intervals declined or remained the same for all but one major incumbent holding company, while residential repair intervals increased for all but one major incumbent holding company
- This year's summary report includes data from all reporting incumbent local exchange carriers for the first time.

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 Best Copy and Printing, Inc. at (202) 488-5300. The report can be downloaded from the **FCC-State Link** Internet site at <http://www.fcc.gov/wcb/stats> on the World Wide Web. For additional information, contact Jonathan Kraushaar of the Industry Analysis and Technology Division, Wireline Competition Bureau at (202) 418-0947, 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](http://www.fcc.gov)



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