



NEWS

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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. Cir. 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 2004 submitted by major incumbent local exchange carriers (regional Bell companies and Sprint), as well as smaller 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 from this year's report:

- Statistically significant trends were identified in six indicators of industry-wide performance. These indicators and their expected annual percentage decline or increase are average complaints per million lines (-8.1%), lengths of installation intervals (-7.3%), lengths of repair intervals (+4.2%), trouble reports per 1000 lines (-2.0%), percent installation dissatisfaction (-5.4%), and percent of switches with outages (-16.1%).
- Relative to their performance in 2003, most indicators for the larger companies summarized in the report changed very little in 2004; however average repair intervals increased for most of these companies in 2004.
- There were statistically significant differences between performance of large companies and small companies. In addition, while a number of clear trends in performance were identified for large companies, most of the corresponding small company performance data exhibited no statistically significant identifiable trends, except for repair interval data which showed a trend toward increasing intervals.

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 Wireline Competition Bureau Statistical Reports 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.

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