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

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FOR IMMEDIATE RELEASE:
February 27, 2007

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FCC RELEASES REPORT ON QUALITY OF SERVICE OF INCUMBENT LOCAL EXCHANGE CARRIERS

Washington, D. C. – The FCC today releases a report entitled *Quality of Service of Incumbent Local Exchange Carriers*. This report summarizes quality of service data for 2005 submitted by major incumbent local exchange carriers (regional Bell companies and Sprint), as well as smaller incumbent local exchange carriers. The data is presented separately for each operating entity and includes measures of service quality provided to residential and business end-user customers, as well as service quality provided to long distance carriers. Statistically significant six-year trends were identified in four indicators of industry-wide service quality:

- Complaints per million lines decreased on average 5.1% annually.
- Installation intervals decreased on average 4.2% annually.
- Repair intervals increased on average 5.1% annually.
- Percentage of switches with outages decreased on average 10.9% annually.

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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