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Federal Communications Commission
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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 enables consumers, regulators and industry to evaluate quality-of-service trends of the major incumbent local exchange carriers (regional Bell companies and Embarq), as well as smaller incumbent local exchange carriers. The data is presented separately for each company 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 as of end-of-year 2008 were identified in the following indicators of industry-wide service quality:

- Repair intervals are increasing on average 5.8% annually for the industry overall, 4.9% annually for the larger companies, and 7.3% annually for the smaller companies.
- Percentage of customers dissatisfied with residential repairs is increasing on average 4.3% per year for the larger companies.
- Percentage of customers dissatisfied with residential installations is increasing on average 7.3% per year for the larger companies.¹
- Percentage of switches with downtime is decreasing by 0.9% annually for large companies.

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.

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

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¹ The smaller companies covered in this report are not required to file data on customer dissatisfaction with repairs and installations. These data are collected in the ARMIS 43-06 reports, filed only by the larger incumbent local exchange carriers.