Lumen Minimum Service Quality Rule Compliance Statewide since February 9, 2024, by ILEC

Qwest Compliance

Service Quality Rule	Residential repair center call answer time	Business repair center call answer time	Service order completion	48 hour repair clearing time	Held orders for lack of facilities	Trouble tickets per 100 customers per wire center
Feb 2024	Yes	Yes	Yes	No	Yes	Yes
March 2024	Yes	Yes	Yes	No	Yes	Yes
April 2024	Yes	Yes	Yes	No	Yes	Yes
May 2024	Yes	Yes	Yes	No	Yes	Yes
June 2024	Yes	Yes	Yes	No	Yes	Yes
July 2024	Yes	Yes	Yes	No	No	Yes
Aug 2024	Yes	Yes	Yes	No	No	Yes
Sept 2024	Yes	Yes	Yes	No	Yes	Yes
Oct 2024	Yes	Yes	Yes	No	Yes	Yes
Nov 2024	Yes	Yes	Yes	No	Yes	Yes
Dec 2024	Yes	Yes	No	No	Yes	Yes
Jan 2025	Yes	Yes	Yes	No	Yes	Yes
Feb 2025	Yes	Yes	Yes	No	Yes	Yes
March 2025	Yes	Yes	Yes	No	Yes	Yes
April 2025	Yes	Yes	Yes	No	No	Yes
May 2025	Yes	Yes	Yes	No	Yes	Yes
June 2025	Yes	Yes	Yes	No	Yes	Yes

*highlighted field indicates non-compliance with minimum service quality standard

Qwest Service Quality Data

	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25
Residential repair center call answer time (50 seconds or less)	2	5	5	3	10	9	25	5	5	5	11	7	4	8	5	10
Business repair center call answer time (50 seconds or less)	8	4	7	10	9	10	11	12	12	6	4	3	1	4	5	5
Service order completion (90% or better)	96.6%	97.0%	97.8%	98.0%	98.5%	97.8%	98.7%	100.0%	100.0%	99.0%	83.0%	100.0%	100.0%	100.0%	100.0%	100.0%
48 hour repair clearing time (90% or better)	32.5%	44.5%	48.0%	51.9%	52.9%	56.7%	48.6%	60.3%	61.0%	49.5%	47.4%	35.1%	45.7%	34.7%	34.3%	48.3%
Held orders for lack of facilities (10% or less of total held orders not complete >30 days)	0	0	0	0	0	1	1	0	0	0	0	0	0	0	1	0
Trouble tickets per 100 customers per wire center (90% or better)	98.4%	98.9%	99.7%	98.7%	99.2%	99.3%	92.2%	99.1%	99.6%	99.5%	98.3%	97.4%	98.6%	99.5%	99.1%	99.2%

United Compliance

Service Quality Rule	Residential repair center call answer time	Business repair center call answer time	Service order completion	48 hour repair clearing time	Held orders for lack of facilities	Trouble tickets per 100 customers per wire center
Feb 2024	Yes	Yes	Yes	No	Yes	Yes
March 2024	Yes	Yes	No	No	Yes	Yes
April 2024	Yes	Yes	No	No	Yes	Yes
May 2024	Yes	Yes	Yes	No	Yes	Yes
June 2024	Yes	Yes	Yes	No	Yes	Yes
July 2024	Yes	Yes	No	No	Yes	Yes
Aug 2024	Yes	Yes	No	No	Yes	Yes
Sept 2024	Yes	Yes	Yes	No	Yes	Yes
Oct 2024	Yes	Yes	Yes	No	Yes	Yes
Nov 2024	Yes	Yes	Yes	No	Yes	Yes
Dec 2024	Yes	Yes	Yes	No	Yes	Yes
Jan 2025	Yes	Yes	Yes	No	Yes	Yes
Feb 2025	Yes	Yes	Yes	No	Yes	Yes
March 2025	Yes	Yes	Yes	No	Yes	Yes
April 2025	Yes	Yes	Yes	No	Yes	Yes
May 2025	Yes	Yes	No	No	Yes	Yes
June 2025	Yes	Yes	Yes	No	Yes	Yes

United Service Quality Data

	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25
Residential repair center call answer time (50 seconds or less)	2	3	5	16	13	13	11	5	4	6	8	3	4	7	3	11
Business repair center call answer time (50 seconds or less)	13	3	6	13	17	19	33	23	23	14	8	5	2	6	10	7
Service order completion (90% or better)	91.7%	87.5%	76.5%	92.3%	100.0%	83.3%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.9%	90.8%	79.5%
48 hour repair clearing time (90% or better)	22.0%	20.8%	43.5%	36.4%	48.9%	39.1%	40.0%	37.8%	51.0%	39.6%	30.1%	23.2%	25.5%	23.4%	33.8%	55.1%
Held orders for lack of facilities (10% or less of total held orders not complete >30 days)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Trouble tickets per 100 customers per wire center (90% or better)	95.2%	97.3%	96.5%	95.8%	100.0%	100.0%	100.0%	100.0%	99.6%	91.3%	98.5%	99.6%	96.4%	98.0%	100.0%	98.7%

CenturyTel Compliance

Service Quality Rule	Residential repair center call answer time	Business repair center call answer time	Service order completion	48 hour repair clearing time	Held orders for lack of facilities	Trouble tickets per 100 customers per wire center
Feb 2024	Yes	Yes	Yes	No	Yes	Yes
March 2024	Yes	Yes	No	No	Yes	Yes
April 2024	Yes	Yes	No	No	Yes	Yes
May 2024	Yes	Yes	Yes	No	Yes	Yes
June 2024	Yes	Yes	Yes	No	Yes	Yes
July 2024	Yes	Yes	No	No	Yes	Yes
Aug 2024	Yes	Yes	No	No	Yes	Yes
Sept 2024	Yes	Yes	Yes	No	Yes	Yes
Oct 2024	Yes	Yes	Yes	No	Yes	Yes
Nov 2024	Yes	Yes	Yes	No	Yes	Yes
Dec 2024	Yes	Yes	Yes	No	Yes	Yes
Jan 2025	Yes	Yes	Yes	No	Yes	Yes
Feb 2025	Yes	Yes	Yes	No	Yes	Yes
March 2025	Yes	Yes	Yes	No	Yes	Yes
April 2025	Yes	Yes	Yes	No	Yes	Yes
May 2025	Yes	Yes	No	No	Yes	Yes
June 2025	Yes	Yes	Yes	No	Yes	Yes

CenturyTel Service Quality Data

	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25
Residential repair center call answer time (50 seconds or less)	2	3	5	16	13	13	11	5	4	6	8	3	4	7	3	11
Business repair center call answer time (50 seconds or less)	13	3	6	13	17	19	33	23	23	14	8	5	2	6	10	7
Service order completion (90% or better)	91.7%	87.5%	76.5%	92.3%	100.0%	83.3%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.9%	90.8%	79.5%
48 hour repair clearing time (90% or better)	31.9%	40.8%	48.3%	50.6%	55.7%	58.3%	59.6%	40.1%	49.6%	62.3%	35.5%	21.1%	22.1%	33.0%	45.0%	40.5%
Held orders for lack of facilities (10% or less of total held orders not complete >30 days)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Trouble tickets per 100 customers per wire center (90% or better)	99.7%	100.0%	100.0%	97.5%	99.7%	99.7%	99.8%	99.7%	99.6%	99.6%	99.6%	99.6%	99.6%	99.6%	99.5%	99.6%

Lumen Compliance with Jacksonville Orders (Order No. 22-340 as modified by Order No. 22-422) since February 9, 2024

Order 22-340 and 22-422 Requirements	**Issues reported in Call Logs and/or Consumer Complaints**
a toll-free, 24/7 dedicated customer support line to support customers in Jacksonville, Applegate, and surrounding areas	Yes
allow customers in this service area to report service issues for multiple addresses and create multiple repair tickets with one phone call	Yes
address all tickets and make repairs in a manner that results in a consistent dial tone and ability to make and receive calls within 48 hours of the creation of the ticket, or provide a functionally equivalent substitute at no additional cost	Yes
track and retain information on all tickets generated through this customer support line, including the name, address, and contact information for the customer for whom the ticket has been generated, a description of the service issue, logs of customer contact regarding the service issue, actions taken to resolve the service issue, information on the results, and the date and time for all the information collected	No
file a report every two weeks that includes the tracked information on repair tickets and a confidential version that includes customer information	Yes

Lumen Compliance with Order No. 24-041 since February 9, 2024

Order 24-041 Requirements	**Issues reported in Call Logs and/or Consumer Complaints**
maintain a 24/7 dedicated customer service line and regularly communicate its existence to the protected customers	Yes
allow reporting for multiple addresses with a single call to the dedicated line	Yes
treat trouble tickets opened through the dedicated line as a high priority for resolution	No
provide a monthly report on contacts to the dedicated line	No

Jacksonville Customers

48hr Repair Clearing Time (RCT)

	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25
Remote Terminals 2600 and 2900	76.0%	16.7%	85.7%	42.9%	84.0%	84.4%	87.7%	87.9%	87.0%	85.7%	86.4%	87.2%	86.0%	82.7%	83.1%	81.6%

*highlighted field indicates non-compliance with standard

Protected Customers
48hr Repair Clearing Time (RCT)

	May-25	Apr-24	Mar-24	Feb-24	Jan-24	Dec-24	Nov-24	Oct-24	Sep-24	Aug-24	Jul-24	Jun-24	May-24	Apr-24	Mar-24	Feb-24
CenturyTel of E. Oregon / Oregon, Inc	38.5%	12.5%	30.8%	5.3%	33.3%	41.7%	53.8%	31.3%	21.4%	58.3%	90.9%	57.1%	43.8%	30.0%	25.0%	30.0%
Qwest Corporation	71.4%	20.0%	85.0%	56.8%	46.4%	55.6%	58.3%	50.0%	64.0%	58.6%	66.7%	60.0%	26.9%	55.6%	37.5%	33.3%
EQ United Tel-OR	100.0%	20.0%	37.5%	27.3%	42.9%	40.0%	25.0%	50.0%	14.3%	40.0%	0.0%	16.7%	14.3%	42.9%	20.0%	20.0%

Lumen Safety Audit Reports

*Report Names in *Italics* were issued after Order 24-041

**Highlighted field indicates report response is past due

Reports	Original Due date	Extension 1	Extension 2
E20-66R Lumen/CenturyLink Portland -Beaverton	7/23/2020		
E20-66PT Lumen.CenturyLink Portland -Beaverton	7/23/2020		
E20-70R Lumen-CenturyLink-John Day-Burns	8/6/2020		
E20-76R Lumen-OnFiber-Portland-Beaverton	8/20/2020		
E20-83R Lumen-Gresham	8/9/2020		
E20-83PT Lumen-Gresham			
E20-92R Lumen-Bend	7/30/2020		
E21-02R Lumen-Drain-Yoncalla	8/27/2021		
E21-02PT Lumen-Drain-Yoncalla	8/27/2021		
E21-14R Lumen-Ashland	10/12/2021		
E21-19PT Lumen-Winston-Dillard-Myrtle Creek	11/15/2021		
E21-29PT Lumen-Hillsboro	12/14/2021		
E21-31R Lumen-Astoria	12/10/2021		
E21-31PT Lumen-Astoria	12/10/2021		
E21-41R Lumen - Sunriver, Bend	12/13/2021		
E21-44R Lumen-Monmouth	12/13/2021		
E21-60R Lumen - Hood River	3/8/2022		
E21-74PT CenturyLink Klamath Falls	5/27/2022	10/15/2024	
E21-84R Lumen-Beaverton Portland	7/12/2022		
E21-84PT Lumen-Beaverton Portland	7/12/2022		
E22-02R Lumen-Walton	8/4/2022		
E22-07R Lumen-Leaburg-Walterville-Vida-Eugene	8/26/2022		
E22-07PT Lumen-Leaburg-Walterville-Vida-Eugene	8/26/2022		
E22-12PT Lumen-Salem	9/16/2022		
E22-23R Lumen-Eugene	9/23/2022		
E22-27R Lumen - CPUD - Rainer	10/21/2022		
E22-27PT Lumen - CPUD - Rainer	10/21/2022		
E22-33R Lumen - CRPUD - Rainer	10/27/2022		
E22-36R Lumen - Grants Pass	10/24/2022		
E22-36PT Lumen - Grants Pass	10/24/2022		
E22-48R Lumen Statewide Deteriorated Poles	11/7/2022		
E22-54R Lumen-Jacksonville	12/5/2022		
E22-73R Lumen-Albany	6/9/2023		
E22-73PT Lumen-Albany	6/9/2023		
E22-82R Lumen-Tigard-Beaverton	7/21/2023		
E22-82PT Lumen-Tigard-Beaverton	7/21/2023		
E22-88R Lumen - Lincoln City - Otis	6/30/2023	4/10/2024	6/1/2024
E23-06R Lumen - Keizer	8/25/2023		
E23-15R Lumen - Woodburn, St Paul	9/29/2023		
E23-15PT Lumen - Woodburn, St Paul	9/29/2023		
E23-25R Lumen - Bend	11/3/2023		
E23-25PT Lumen - Bend	11/3/2023		
E23-36R Lumen-Portland	12/15/2023		
E23-36PT Lumen-Portland	12/15/2023		
E23-41R Lumen - Hood River	12/15/2023		
E23-46R Lumen - Rufus, The Dalles, Durfur, Wasco	1/26/2024		
E23-46PT Lumen - Rufus, The Dalles, Durfur, Wasco	1/26/2024		
E23-52R Lumen-Consumer services customer complaint -Daniel Gillespie	8/31/2023		
E23-62R Lumen - Milton Freewater, Walla Walla	6/7/2024	10/4/2024	
E23-71R Lumen- Burns	5/10/2024	10/15/2024	
E23-81R Lumen - Salem	6/14/2024	10/15/2024	
E23-81PT Lumen - Salem	6/14/2024	10/15/2024	
E23-93R Lumen - Gold Hill, White City, Jacksonville, Ashland, Central Point, Medford	8/2/2024	9/30/2024	
E23-100R Lumen - Portland	8/2/2024	12/31/2024	
E24-05R Lumen - Northern Oregon Coast	**9/6/2024**	11/15/2024	

E24-10R Lumen - Sheridan, Salem, Bellevue, Mcminnville	**9/13/2024**		
E24-10PT Lumen - Sheridan, Salem, McMinnville Pole Transfer Report	**9/13/2024**		
E24-19R Lumen - Portland, Cottage Grove - Customer Complaint	**9/30/2024**	9/30/2024	
E24-28R Lumen - Consumer Complaint-Portland-Peterson	**5/20/2024**	9/10/2024	
E24-33R Lumen - Cascade Locks	**12/6/2024**		
E24-38R Lumen - Ashland	**12/6/2024**		
E24-50R Lumen - Klamath Falls	**12/27/2024**		
E24-56R Lumen - Government Camp, Rhododendron	2/28/2025	9/1/2025	
E24-63R Lumen - Milton-Freewater	**2/21/2025**		
E24-74R Lumen - Astoria, Warrenton, Hammond	**3/11/2025**		
E24-77R Lumen - Mount Hood Parkdale	**4/18/2025**		
E24-87R Lumen - La Pine	**4/25/2025**		
E24-93R Lumen - Roseburg, Winchester	**6/13/2025**		
E24-97 Lumen - Portland	9/12/2025		
E24-109 Lumen - Hillsboro, Portland, North Plains	9/15/2025		
E25-01C-R Lumen-Belmore Consumer Complaint-Shady Cove	**2/18/2025**		
E25-03C-R Lumen-City of Sheridan Consumer Complaint-Sheridan	**2/17/2025**		
E25-04C-R Lumen-City of Portland Consumer Complaint-Portland	**2/17/2025**		
E25-06C-R Lumen - Alameda Trailer Park- Consumer Complaint-Roseburg	**2/17/2025**		
E25-08N-R Lumen - Springfield	11/3/2025		
E25-12N-R Lumen - Eugene	10/27/2025		
E25-16C-R Lumen - Consumer Complaint-Springfield	**4/25/2025**		
E25-21N-R Lumen - Junctionm City	11/3/2025		
E25-28N-R Lumen - Albany, Fall City, Corvallis	11/24/2025		
E25-43N-R Lumen - Cloverdale, Tillamook, Neskowin	12/4/2025		
E25-48N-R Lumen - Grants Pass, Merlin, Wolf Creek	1/9/2026		
E25-52N-R Lumen - St. Helens	1/9/2026		
E25-58N-R Lumen - Pilot Rock, Echo, Pendleton	1/7/2026		
E25-63N-R Lumen - Hermiston	1/7/2026		
E25-72C-R Lumen - Lebanon	8/15/2025		