

ORDER NO. 25-215

ENTERED June 11, 2025

**BEFORE THE PUBLIC UTILITY COMMISSION
OF OREGON**

UM 1895

In the Matter of

FRONTIER COMMUNICATION'S
NORTHWEST, INC., and CITIZENS
TELECOMMUNICATIONS COMPANY
OF OREGON,

Service Quality Performance Plan.

ORDER

DISPOSITION: STAFF'S RECOMMENDATION ADOPTED

At its public meeting on June 10, 2025, the Public Utility Commission of Oregon adopted Staff's recommendation in this matter. The Staff Report with the recommendation is attached as Appendix A.



BY THE COMMISSION:

Alison Lackey
Chief Administrative Law Judge

A party may request rehearing or reconsideration of this order under ORS 756.561. A request for rehearing or reconsideration must be filed with the Commission within 60 days of the date of service of this order. The request must comply with the requirements in OAR 860-001-0720. A copy of the request must also be served on each party to the proceedings as provided in OAR 860-001-0180(2). A party may appeal this order by filing a petition for review with the Circuit Court for Marion County in compliance with ORS 183.484.

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without notice or hearing, the Commission may make any findings and orders it deems justified or necessary as provided in Subsection (4).

The Commission establishes minimum service quality standards to ensure safe and adequate services for all telecommunications carriers pursuant to ORS 759.450. Under Section (5) of this statute, the Commission is required to direct a telecommunications carrier, utility or competitive provider that is not meeting the minimum service quality standards to submit a plan for improving performance to meet the standards within six months. The Commission is further required to review and approve or disapprove the plan.

Zipty is currently regulated under an ORS 759.255 Price Plan, approved by the Commission in Order No. 18-303. One of the Price Plan's objectives is to ensure that the quality of existing telecommunications services will meet or exceed Commission service quality standards.

OAR 860-034-0390 provides the statutorily required retail service quality standards for small telecommunications utilities.

OAR 860-034-0390(5) requires each small telecommunications utility must maintain an accurate record of all reports of malfunction made by its customers (trouble reports) and must maintain service so that the monthly trouble report stays below the applicable threshold.

OAR 860-034-0390(6) establishes the clearing time for all trouble reports, the time from when the customer reports the trouble until the trouble is resolved.

Analysis

Background

On August 24, 2017, in Order No. 17-328, the Commission required Zipty Fiber Northwest (formerly dba Frontier) to submit a service quality performance plan to meet the minimum service quality standards for trouble reports, repair clearing times, and access to Utility Representatives within 45 days. Frontier filed its Service Quality Performance Plan (Performance Plan) on October 9, 2017, in Docket No. UM 1855.

On October 24, 2017, in Order No. 17-427, the Commission approved the plan submitted by Zipty Fiber Northwest (formerly dba Frontier) to bring three of its service quality metrics into compliance with the standards.

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On September 14, 2018, Ziplly Fiber of Oregon (formerly dba Citizens) filed a performance plan with The Commission to meet the minimum service quality standard for repair clearing time. This plan was approved by The Commission under order 18-415 on October 23, 2018, in Docket No. UM 1962.

On August 17, 2018, the Commission approved The Price Plan with Order No. 18-303, in Docket No. UM 1895, later amended by Order No. 19-038. Under Price Plan regulation, Ziplly is still subject to service quality rules.

Failure to Meet Service Quality Measurement Standards

For the period from January 2024 to March 2025, Ziplly has failed to meet the standards for trouble report rates and repair clearing time. The applicable standards are as follows:

OAR 860-034-0390(5)(b) states a small telecommunications utility must maintain service so that the monthly trouble report rate, after approved trouble report exclusions, does not exceed:

(A) For wire centers with more than 1,000 access lines: two per 100 working access lines per wire center more than three times during a sliding 12-month period.

(B) For wire centers with 1,000 or less access lines: three per 100 working access lines per wire center more than three times during a sliding 12-month period.

OAR 860-034-0390(6)(b) states a small telecommunications utility must monthly clear at least 90 percent of all trouble reports within 48 hours of receiving a report for each repair center. Alternatively for those reports that are received between 12 pm Friday and 5 pm on Sunday, the small telecommunications utility may use the following weekend exception to calculate the percentage for trouble report cleared:

(A) The small telecommunications utility must clear 90 percent of all trouble reports received between 12 pm Friday and 5 pm Saturday by 5 pm the following Monday for each repair center.

(B) The small telecommunications utility must clear 90 percent of all trouble reports received between 5 pm Saturday and 5 pm Sunday by 5 pm the following Tuesday for each repair center.

As shown in Attachment A for Ziplly Fiber Northwest and Attachment B for Ziplly Fiber of Oregon, both Ziplly Fiber Northwest and Ziplly Fiber of Oregon are failing to meet the 48-hour clear time standard of 90 percent and the trouble tickets per 100 access lines in multiple wire centers.

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Conclusion

Staff concludes that Ziplly has failed to meet the service quality standards, trouble tickets per 100 access lines, and 48-hour repair times. ORS 759.450(5) states that the Commission shall require a telecommunications utility that is not meeting the minimum service quality standards to submit a plan for improving performance.

Staff concludes that it is necessary for Ziplly to submit such a plan for Commission consideration

PROPOSED COMMISSION MOTION:

Require Ziplly to submit a service quality performance plan for its operating companies to meet the Commission's minimum service quality standards for trouble ticket rate and 48-hour repair times within 45 days.

Ziplly Service Quality Performance Plan

48 Hour Repair Clearance-by Repair Center

Repair Center	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25
Beaverton	51.00%	70.00%	67.00%									
Coastal	16.00%	62.00%	54.00%									
Gresham	71.00%	56.00%	60.00%									
LaGrande	47.00%	73.00%	73.00%									
McMinnville	49.00%	63.00%	57.00%									
Tigard	37.00%	79.00%	63.00%									
Statewide	45.2%	67.2%	62.3%									

OAR Standard 90%
DID NOT MEET STANDARD

BEAVERTON	COASTAL	GRESHAM	LAGRANDE	MCMINNVILLE	TIGARD
Aloha	Bandon	Gresham	Cove	Amity	Bull Mountain
Banks	Brookings	Hoodland	Elgin	Aumsville	Newberg
Beaverton	Coos Bay	Orient	Enterprise	Dayton	Scholls
Clatskanie	Coquille	Sandy	Imbler	Detroit	Sherwood
Forest Grove	Empire	Sunnyside	Imnaha	Grand Island	Stafford
Gaston	Gold Beach	Valley View	Joseph	McMinnville	Tigard
Hillsboro	Lakeside	Tualatin	LaGrande	Mill City	Tualatin
Somerset West	Langlois	Wilsonville	Lostine	Silverton	Wilsonville
Vernonia	Murphy	Union	Union	Turner	
Yamhill	Myrtle Point	Wallowa	Wallowa		
	North Bend				
	Port Orford				
	Powers				
	Provolt				
	Reedsport				

Monthly Trouble Report Rate

Wire Center ¹	MO >2.00 ²	MO >3.00 ²	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Aloha	2		13.00	3.00	1.00									
Amity		2	11.00	6.00	2.00									
Aumsville	1		4.00	2.00	0.00									
Bandon	2		14.00	3.00	13.00									
Banks	3		7.00	7.00	10.00									
Beaverton	3		30.00	18.00	10.00									
Brookings	3		5.00	5.00	4.00									
Bull Mountain	0		0.00	0.00	1.00									
Clatskanie		2	22.00	3.00	4.00									
Coos Bay	3		22.00	16.00	15.00									
Coquille		3	29.00	9.00	7.00									
Cove	0		1.00	1.00	1.00									
Dayton	1		2.00	4.00	3.00									
Detroit	0		0.00	0.00	1.00									
Elgin	0		2.00	1.00	2.00									
Empire	1		2.00	1.00	4.00									
Enterprise	0		2.00	1.00	1.00									
Forest Grove	3		20.00	9.00	9.00									
Gaston		2	5.00	7.00	1.00									
Gold Beach		3	11.00	7.00	6.00									
Grand Island		2	4.00	1.00	5.00									
Gresham	3		25.00	17.00	20.00									
Hillsboro	3		23.00	8.00	8.00									
Hoodland		2	10.00	9.00	3.00									
Imbler	0		2.00	1.00	1.00									
Imnaha	1		0.00	0.00	4.00									
Joseph	1		4.00	3.00	0.00									
LaGrande	1		8.00	0.00	0.00									
Lakeside		1	4.00	1.00	1.00									
Langlois	0		3.00	1.00	0.00									
Lostine	0		1.00	0.00	1.00									
McMinnville	3		13.00	9.00	11.00									
Mill City		1	5.00	1.00	2.00									
Murphy	0		3.00	2.00	2.00									
Myrtle Point		3	26.00	15.00	9.00									
Newberg	3		19.00	12.00	12.00									
North Bend	3		6.00	6.00	3.00									
Orient		2	6.00	3.00	7.00									
Port Orford	1		4.00	2.00	2.00									
Powers	0		0.00	0.00	0.00									
Provolt	3		18.00	19.00	5.00									
Reedsport		1	6.00	0.00	2.00									
Sandy	3		13.00	25.00	24.00									
Scholls		3	29.00	15.00	17.00									
Sherwood	3		9.00	5.00	4.00									
Silverton	3		19.00	16.00	19.00									
Somerset West	3		12.00	12.00	5.00									
Stafford		2	8.00	5.00	2.00									
Sunnyside	2		7.00	2.00	5.00									
Tigard	0		1.00	0.00	0.00									
Tualatin	0		2.00	2.00	1.00									
Turner		3	14.00	9.00	5.00									
Union	0		2.00	1.00	2.00									
Valley View	0		0.00	0.00	0.00									
Vernonia	1		7.00	3.00	2.00									
Wallowa		1	2.00	4.00	2.00									
Wilsonville	2		1.00	6.00	5.00									
Yamhill		0	1.57	0.23	0.23									
Statewide Average			8.96	5.49	4.94									
Large Wire Center Count ³	46		16	15	15									
Small Wire Center Count ³		48	22	13	13									

NOTE 1: The small wire centers (1,000 or less access lines) are in red.
NOTE 2: The "MO>2.00" column is the number of times a wire center with over 1,000 access lines exceeded a 2.00 trouble report rate during the reported twelve month period. The "MO>3.00" column is the number of times a wire center with 1,000 or less access lines exceeded a 3.00 trouble report rate during the reported twelve month period. The "Wire Center Count" is the number of wire centers that did not meet standard for the reported month.

LARGE WIRE CENTER OUT-OF-STANDARD | SMALL WIRE CENTER OUT-OF-STANDARD



48 Hour Repair Clearance-by Repair Center

Repair Center	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Beaverton	20.00%	25.00%	24.00%	48.00%	36.00%	61.00%	58.00%	51.00%	50.00%	73.00%	67.00%	61.00%
Coastal	100.00%	37.00%	33.00%	33.00%	24.00%	46.00%	37.00%	39.00%	43.00%	36.00%	33.00%	28.00%
Gresham	0.00%	28.00%	35.00%	42.00%	69.00%	46.00%	45.00%	59.00%	47.00%	62.00%	44.00%	44.00%
LaGrande	100.00%	27.00%	57.00%	56.00%	50.00%	11.00%	52.00%	22.00%	48.00%	69.00%	67.00%	45.00%
McMinnville	100.00%	22.00%	31.00%	20.00%	33.00%	23.00%	25.00%	52.00%	41.00%	62.00%	51.00%	29.00%
Tigard	0.00%	17.00%	30.00%	62.00%	55.00%	54.00%	56.00%	27.00%	45.00%	31.00%	47.00%	18.00%
Statewide	53.3%	26.0%	35.0%	43.5%	44.5%	40.2%	45.5%	41.7%	45.7%	55.5%	51.5%	37.5%

OAR Standard 90%

DID NOT MEET STANDARD

BEAVERTON	COASTAL	GRESHAM	LAGRANDE	MCMINNVILLE	TIGARD
Aloha	Bandon	Gresham	Cove	Amity	Bull Mountain
Banks	Brookings	Hoodland	Elgin	Aumsville	Newberg
Beaverton	Coos Bay	Orient	Enterprise	Dayton	Scholls
Clatskanie	Coquille	Sandy	Imbler	Detroit	Sherwood
Forest Grove	Empire	Sunnyside	Imnaha	Grand Island	Stafford
Gaston	Gold Beach	Valley View	Joseph	McMinnville	Tigard
Hillsboro	Lakeside	Tualatin	LaGrande	Mill City	Tualatin
Somerset West	Langlois	Wilsonville	Lostine	Silverton	Wilsonville
Vernonia	Murphy	Union	Union	Turner	
Yamhill	Myrtle Point	Wallowa	Wallowa		
	North Bend				
	Port Orford				
	Powers				
	Provoit				
	Reedsport				

Monthly Trouble Report Rate

Wire Center ¹	MO >2.00 ²	MO >3.00 ²	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Aloha	0		0.06	0.75	1.13	0.67	0.40	0.43	0.71	0.64	0.79	0.31	0.23	0.58
Amity		2	0.00	3.50	1.50	1.00	3.00	1.00	1.00	2.50	1.00	1.00	3.50	1.00
Aumsville	0	0.00	0.50	1.50	1.50	2.50	0.00	0.50	2.00	2.50	1.00	1.00	1.50	1.50
Bandon	2	0.00	1.25	1.00	1.00	3.25	0.50	0.25	1.25	1.00	3.50	2.50	2.25	2.25
Banks		2	0.50	3.50	2.50	1.50	4.50	1.75	1.25	2.50	2.00	1.50	1.75	2.00
Beaverton	0		0.04	0.64	0.64	0.50	1.75	0.88	0.70	0.39	0.35	0.41	0.77	0.76
Brookings	1		0.00	0.60	0.80	1.60	1.40	0.60	1.00	2.25	0.50	0.25	0.25	2.00
Bull Mountain	0		0.00	0.38	0.13	0.75	0.25	0.00	0.29	0.00	0.00	0.00	0.14	0.00
Clatskanie		1	0.00	1.40	2.25	3.25	1.25	1.00	2.25	1.25	2.50	2.75	1.75	2.00
Coos Bay	3		0.00	2.25	2.25	0.83	1.92	1.42	1.18	0.73	0.64	1.09	1.91	3.70
Coquille		2	0.00	1.25	3.00	2.00	0.75	2.50	2.50	3.00	2.25	7.75	4.75	3.00
Cove	0	0.00	2.00	1.00	1.00	0.00	1.00	0.00	0.00	0.00	1.00	0.00	1.00	1.00
Dayton	3	0.00	2.00	3.50	1.50	0.50	2.50	2.00	3.00	2.00	4.00	3.00	4.00	4.00
Detroit	1	0.00	1.00	4.00	0.00	1.00	0.00	1.00	0.00	2.00	1.00	0.00	0.00	0.00
Elgin	1	0.00	0.33	0.67	0.33	1.50	2.00	3.00	1.00	3.00	2.50	1.50	4.50	4.50
Empire	0	0.00	0.33	1.33	1.67	1.00	0.00	0.67	1.00	1.50	0.00	0.50	1.50	1.50
Enterprise	0	0.33	0.00	0.33	1.67	0.67	1.00	1.00	0.67	3.00	1.50	1.00	1.00	1.00
Forest Grove	0		0.07	0.93	1.20	0.64	0.36	0.93	0.93	1.14	0.62	1.00	1.31	1.69
Gaston		2	0.33	2.00	0.67	1.50	4.00	0.50	6.00	2.00	2.00	1.00	3.00	3.00
Gold Beach	4	0.00	0.20	3.00	3.20	4.60	2.20	3.20	0.80	3.00	0.75	4.00	2.25	2.25
Grand Island	5	0.00	7.00	2.00	1.00	4.00	4.00	0.00	1.00	4.00	0.00	1.00	4.00	4.00
Gresham	0		0.03	0.68	0.55	0.43	0.20	0.90	0.86	0.86	1.07	0.89	0.77	1.27
Hillsboro	0		0.00	1.95	0.86	0.45	0.20	1.40	0.37	0.42	0.63	0.42	1.50	0.67
Hoodland		0	0.00	2.00	0.50	0.67	0.50	1.00	1.00	0.33	1.33	1.33	1.33	1.50
Imbler	1	0.00	1.00	1.00	0.00	0.00	1.00	1.00	0.00	3.00	3.00	1.00	9.00	9.00
Imnaha	0	0.00	0.00	1.00	0.00	2.00	0.00	3.00	0.00	0.00	2.00	0.00	0.00	0.00
Joseph	2	0.00	0.33	0.67	2.67	0.67	0.33	4.33	1.67	5.50	2.50	0.50	1.00	1.00
LaGrande	0		0.00	0.50	1.00	0.50	0.00	0.14	0.43	0.14	1.57	1.86	0.86	0.71
Lakeside		3	0.00	2.00	3.00	6.00	1.00	1.00	0.00	0.00	1.00	4.00	0.00	8.00
Langlois	4	0.00	4.00	3.00	3.00	5.00	7.00	1.00	1.00	9.00	3.00	1.00	3.00	3.00
Lostine	1	1.00	2.00	0.00	0.00	0.00	0.00	7.00	1.00	1.00	1.00	0.00	1.00	0.00
McMinnville	0		0.00	0.69	0.85	0.31	0.69	0.50	0.42	0.58	0.67	0.50	0.73	1.55
Mill City		2	0.00	2.00	5.00	0.00	2.00	2.00	0.00	2.00	1.00	0.00	0.00	8.00
Murphy	4	0.00	2.50	1.00	2.00	3.00	4.00	2.00	4.00	8.00	1.00	1.00	4.00	4.00
Myrtle Point	8	0.00	1.75	3.50	4.00	6.75	5.00	7.75	6.00	4.00	1.25	2.25	4.75	4.75
Newberg	0		0.00	1.43	1.00	0.85	1.00	0.33	0.08	1.00	1.42	1.00	1.25	1.91
North Bend	0		0.00	1.00	1.00	0.20	1.20	0.25	0.25	0.75	0.75	0.25	1.25	1.75
Orient		0	0.17	2.67	0.33	0.80	0.40	2.00	2.00	0.60	1.20	1.80	2.20	3.00
Port Orford	1	0.00	0.50	1.00	2.00	1.50	0.00	0.00	2.00	1.00	1.00	2.00	9.00	9.00
Powers	0	0.00	0.00	0.00	2.00	1.00	0.00	0.00	0.00	1.00	1.00	1.00	3.00	3.00
Provoit	0	0.00	1.33	2.17	1.33	2.33	2.33	1.33	0.83	0.60	0.00	0.60	1.20	1.20
Reedsport	4	0.00	1.00	1.33	1.33	7.00	2.33	2.00	1.67	4.00	3.00	4.50	3.50	3.50
Sandy	0	0.14	1.08	1.38	1.62	0.67	0.92	0.83	0.42	1.17	1.75	1.45	1.18	1.18
Scholls		1	0.17	7.67	2.20	0.60	0.60	2.80	1.00	0.80	0.40	1.20	2.40	1.80
Sherwood	0	0.00	0.56	1.00	0.78	1.11	0.38	0.63	0.75	0.38	1.38	1.13	1.43	1.43
Silverton	3	0.00	1.82	3.00	0.50	1.20	2.00	1.40	1.44	1.56	1.89	2.78	3.88	3.88
Somerset West	0	0.00	0.43	0.90	0.65	0.70	0.75	0.47	0.26	0.42	0.50	0.50	0.67	0.67
Stafford		1	0.00	3.00	1.67	2.00	1.00	1.67	1.33	0.67	1.67	1.67	2.00	3.33
Sunnyside	1	0.00	1.33	0.50	1.17	0.83	1.00	0.50	0.33	0.00	1.00	0.40	2.71	2.71
Tigard	0	0.05	0.00	0.06	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Tualatin	1	0.00	0.63	0.13	1.38	0.75	0.13	0.50	0.25	0.86	0.86	1.57	2.57	2.57
Turner		5	0.50	4.00	1.50	1.00	18.00	9.50	1.50	0.00	2.00	5.50	1.50	7.00
Union	1	0.00	1.00	0.00	2.00	2.00	2.00	3.00	2.00	0.00	1.00	2.00	4.00	4.00
Valley View	0	0.00	0.00	0.00	0.00	0.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Vernonia	1	0.67	3.33	0.67	1.67	1.33	3.00	2.00	0.33	0.67	1.00	0.33	1.00	1.00
Wallowa	0	0.00	1.00	2.00	1.00	1.00	1.00	0.00	0.00	1.00	0.00	2.00	1.00	1.00
Wilsonville	1	0.00	0.86	1.14	4.14	0.50	1.33	0.17	0.17	0.83	0.33	0.67	0.20	0.20
Yamhill	0	1.57	0.23	0.23	1.15	0.23	0.93	0.23	0.23	0.47	0.24	1.01	1.83	1.83
Statewide Average			0.66	0.43	0.39	0.13	0.10	0.20	0.16	0.07	0.15	0.16	0.30	0.31
Large Wire Center Count ³	10		0	1	2	1	0	0	0	1	0	0	1	4
Small Wire Center Count ³		64	0	7	4	4	9	5	5	2	6	5	4	13

NOTE 1: The small wire centers (1,000 or less access lines) are in red.
 NOTE 2: The "MO>2.00" column is the number of times a wire center with over 1,000 access lines exceeded a 2.00 trouble report rate during the reported twelve month period. The "MO>3.00" column is the number of times a wire center with 1,000 or less access lines exceeded a 3.00 trouble report rate during the reported twelve month period. The "Wire Center Count" is the number of wire centers that did not meet standard for the reported month.

LARGE WIRE CENTER OUT-OF-STANDARD | SMALL WIRE CENTER OUT-OF-STANDARD

Repair Cleared Within 48 Hours

Repair Center	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25
ZiPLY Fiber (Citizens)	11.0	28.0	64.0									

OAR Standard 90%

DID NOT MEET OAR STANDARD

- Citizens Frontier
- Azalea
- Canyonville
- Cave Junction
- Days Creek
- Glendale
- Myrtle Creek
- O'Brien
- Riddle
- Selma
- Wolf Creek

***Above is an average of all wire centers to the left, per month

TROUBLE REPORT RATE

Citizen's/Frontier	MO >2.00 ²	MO >3.00 ²	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25
Azalea		1	1.50	0.00	5.00									
Canyonville		0	3.00	1.00	3.00									
Cave Junction	1		3.43	1.83	1.33									
Days Creek		0	3.00	2.00	2.50									
Glendale		0	0.00	0.00	1.00									
Myrtle Creek		0	2.00	1.20	2.20									
O'Brien		1	17.00	0.00	1.00									
Riddle		0	3.00	0.00	0.00									
Selma		0	2.00	2.00	2.00									
Wolf Creek		1	6.80	0.00	0.00									
Statewide Average			0.21	1.54	3.52	1.81	1.23	1.15	1.36	1.08	1.08	1.67	1.63	1.70
Large Wire Center Count ²	1		1	0	0	0	0	0	0	0	0	0	0	0
Small Wire Center Count ³		3	2	0	1	0	0	0	0	0	0	0	0	0

NOTE 1: Small wire centers (1,000 or less access lines) are in red.

NOTE 2: The "MO>2.00" column is the number of times a wire center with over 1,000 access lines exceeded a 2.00 trouble report rate during the reported twelve month period. The "MO>3.00" column is the number of times a wire center with 1,000 or less access lines exceeded a 3.00 trouble report rate during the reported twelve month period. The "Wire Center Count" is the number of wire centers that did not meet standard for the reported month.

NOTE 3: The number at the bottom of the monthly columns is the number of wire centers that exceeded either 2.00 for larger wire centers or 3.00 for the small wire centers during this month.

Large Wire Center Out of Standard >2.0

Small Wire Center Out of Standard >3.0

Repair Cleared Within 48 Hours

Repair Center	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Ziplay Fiber (Citizens)	0.0	15.0	21.0	39.0	33.0	46.0	18.0	33.0	55.0	54.0	59.0	17.0

OAR Standard 90%

DID NOT MEET OAR STANDARD

- Citizens Frontier
- Azalea
- Canyonville
- Cave Junction
- Days Creek
- Glendale
- Myrtle Creek
- O'Brien
- Riddle
- Selma
- Wolf Creek

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TROUBLE REPORT RATE

Citizen's/Frontier	MO >2.00 ²	MO >3.00 ²	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Azalea		4	0.00	0.00	5.00	9.00	1.00	1.00	1.00	1.00	4.00	4.00	3.00	3.00
Canyonville		1	0.00	2.00	6.00	2.00	2.00	3.00	2.00	1.00	2.00	0.00	0.00	1.00
Cave Junction	2		0.56	2.11	2.38	1.75	0.38	1.25	1.38	1.43	0.71	2.00	0.57	1.00
Days Creek		3	0.00	3.00	9.00	3.00	1.00	3.00	1.50	5.50	1.50	6.00	2.00	2.00
Glendale		3	0.00	2.00	8.00	4.00	0.00	0.00	0.00	1.00	2.00	1.00	7.00	2.00
Myrtle Creek		1	0.00	1.17	3.50	1.00	0.80	1.00	0.40	0.40	1.20	1.20	2.60	1.20
O'Brien		5	0.00	3.00	3.00	2.00	7.00	4.00	14.00	0.00	1.00	1.00	5.00	4.00
Riddle		1	0.00	1.00	6.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.00	3.00
Selma		3	0.33	1.00	3.50	2.00	6.50	0.50	0.50	0.50	1.00	1.00	0.00	4.50
Wolf Creek		0	0.00	1.00	2.00	3.00	0.00	0.00	0.00	0.00	1.00	0.00	1.00	0.00
Statewide Average			0.21	1.54	3.52	1.81	1.23	1.15	1.36	1.08	1.08	1.67	1.63	1.70
Large Wire Center Count ²	2		0	1	1	0	0	0	0	0	0	0	0	0
Small Wire Center Count ³		21	0	0	7	2	2	1	1	1	1	2	2	2

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Large Wire Center Out of Standard >2.0

Small Wire Center Out of Standard >3.0