

U S WEST Service Quality Complaints

Service Quality Complaint Category	1997	1998 *		1999**	
	Complaints	Complaints	% Change 97- 98	Complaints	% Change 98 - 99
Delayed Service	824	515 ¹	-38%	1,044	103%
Quality of Service	472	315 ²	-33%	377	20%
Out of Service	138	165 ³	20%	357	116%
Network Congestion	n/a	742	n/a	212	-71%
Customer Service	n/a	n/a	n/a	137	n/a
Total Service Quality complaints	1,434	1,737	21%	2,127	22%
Total USW complaints	2,596	3,123 ⁴	20%	3,082	-1%
% Service Quality complaints to total USW complaints	55%	56%		69%	

* Adjusted for 1998 strike

** 1999 estimates based on complaints received through 11/30/99.

n/a = not applicable; complaint tracking database did not track this type category.

¹1,113 less 598 strike-related

²356 less 41 strike-related

³274 less 109 strike-related

⁴3,871 less 748 strike-related