

Local Exchange Company Complaints By Service Quality Categories

Year	Company	Delayed Service	Quality of Service	Out of Service	Network Congestion	Customer Service	Total	Total per 10,000 Access Lines
1998	CenturyTel	20	37	8	6	14	85	4.80
	GTE-NW	29	45	5	0	8	87	.99
	Sprint-United	0	5	1	0	2	8	1.03
	US West Communications	1,113	356	274	742	n/a	2,485	11.15
1999	CenturyTel	25	23	6	11	8	73	4.12
	GTE-NW	43	32	5	6	27	113	1.29
	Sprint-United	5	8	1	2	2	18	2.32
	US West Communications	1,044	377	357	212	137	2,127	9.54

The number of service quality complaints is compiled from data indicating: delayed service, quality-of-service, out-of-service, network congestion, and customer service. Total service quality figures are calculated for each company for each year. Figures in bold type indicate the total number of service quality complaints per 10,000 access lines. The percent of state access lines is calculated based on the reported number of access lines for each company as of June 30, 1999.

Figures based on data compiled by 11/30/99.