

RELIABILITY

Telephone Network Transition Collaborative May 19, 2016

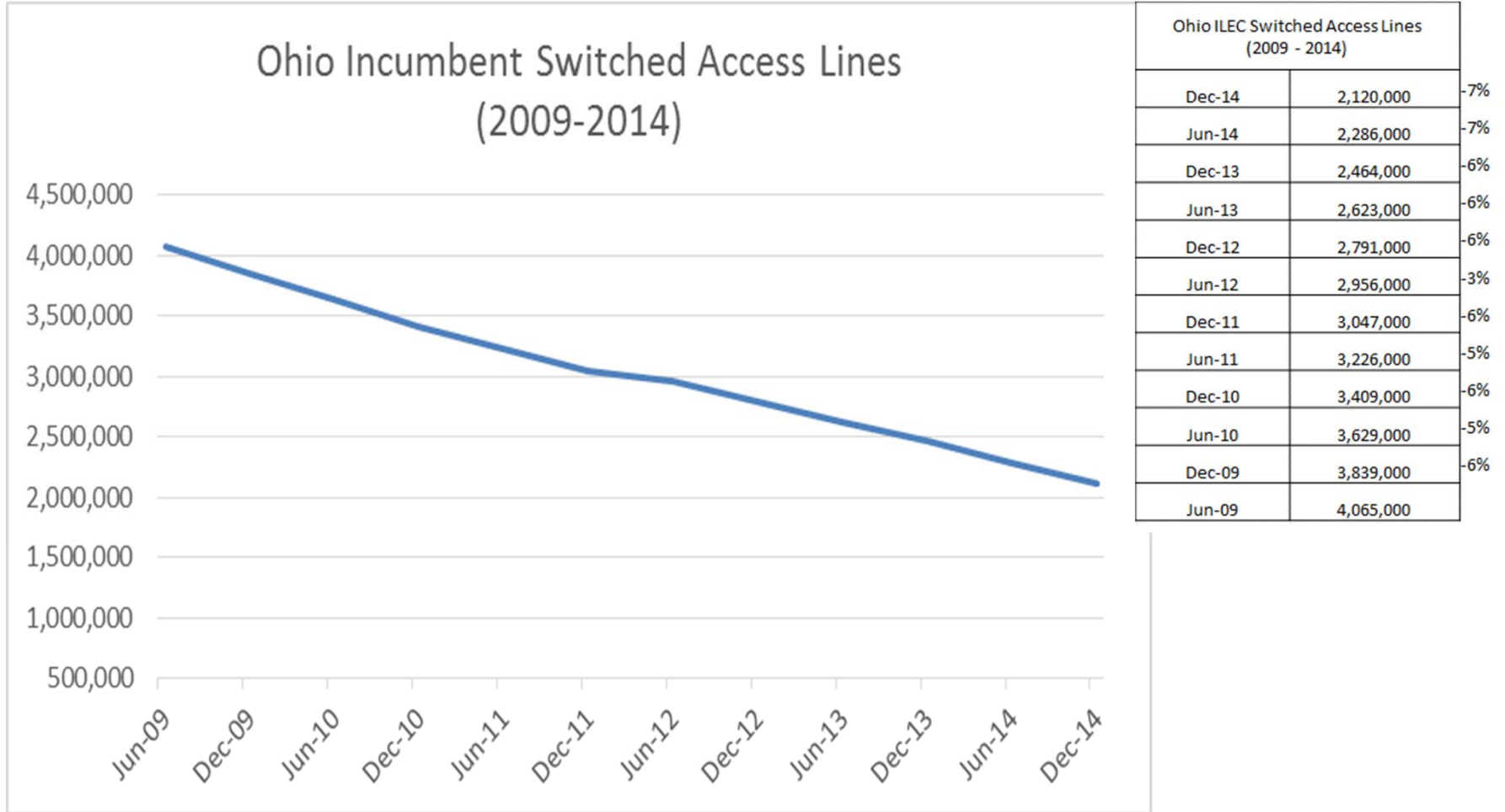


Presented by:

Patrick Phipps

Vice President, QSI Consulting, Inc.

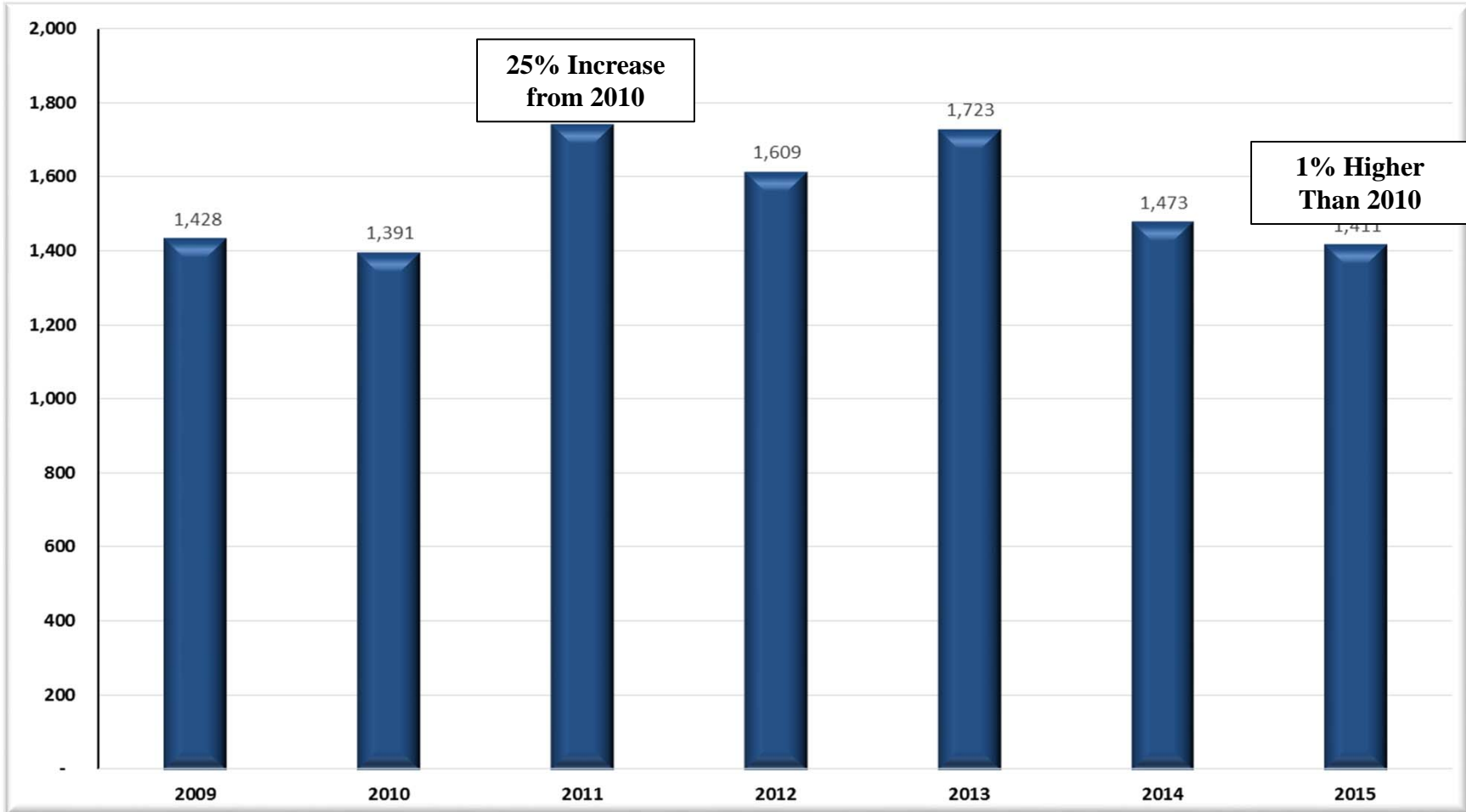
Ohio Incumbent Switched Access Line Counts (2009-2014)



Source: FCC Local Competition Report

Ohio incumbent switched access lines decreased by 48% between June 2009 and December 2014 (the most recent data available). Between SB 162 (2010) and HB 64 (2015), Ohio incumbent switched access lines decreased by about 38%. This trend is important when analyzing the complaint data that follows.

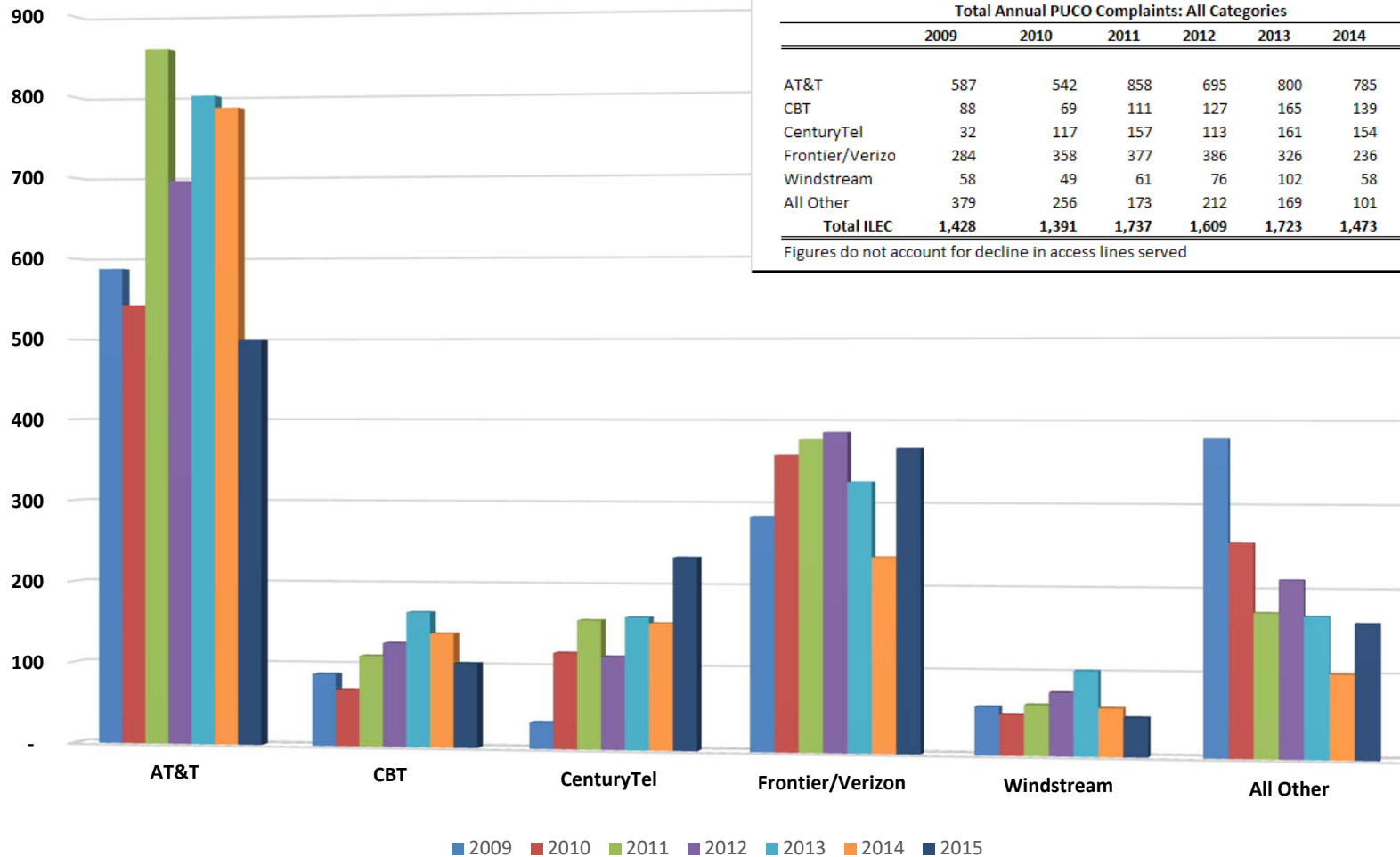
Number of Complaints Received At Ohio Public Utilities Commission About Ohio Incumbent Phone Companies (2009-2015)



Source: PUCO Complaint Data

Complaints against Ohio incumbents increased 25% in the year following SB 162; remained higher at the time HB 64 was enacted. This is despite the fact that Ohio incumbent Switched Access Lines have decreased 38+% during this timeframe.

Number of Complaints Received At Ohio Public Utilities Commission By Ohio Incumbent Phone Company (2009-2015)

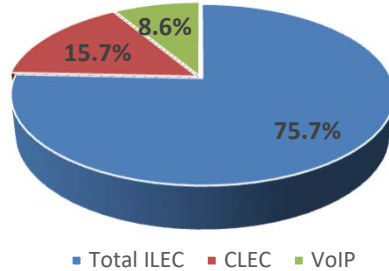


Source: PUCO Complaint Data

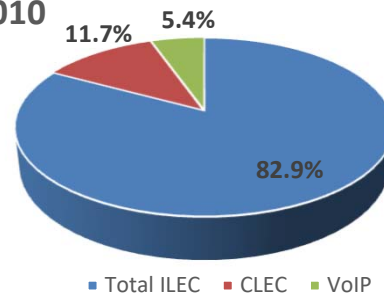
Complaints increased for all incumbents (except “All Other”) in the year following SB 162; complaint volumes for Cincinnati Bell, CenturyTel, and Frontier remained higher at the time HB 64 was enacted. AT&T’s complaints decreased 8% and Windstream’s complaints decreased 4% b/w SB 162 and HB 64. Again, Ohio incumbent Switched Access Lines have decreased 38+% during this timeframe.

Number of Complaints Received At Ohio Public Utilities Commission: Incumbent Phone Companies Compared to Competitors (2009-2015)

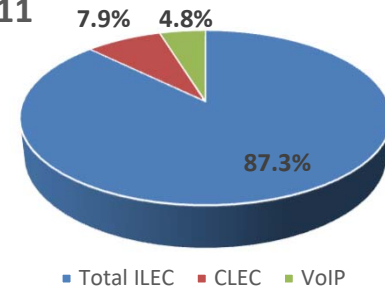
2009



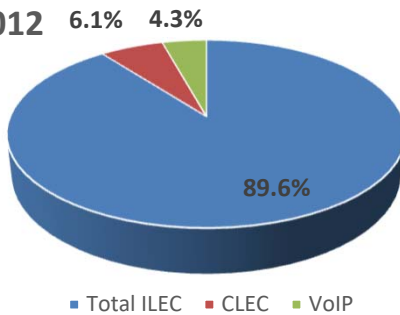
2010



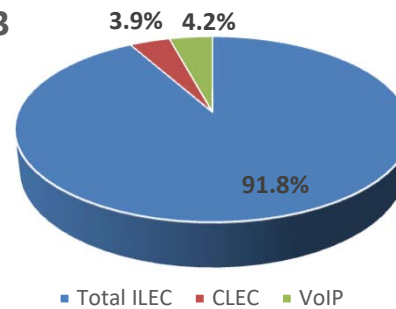
2011



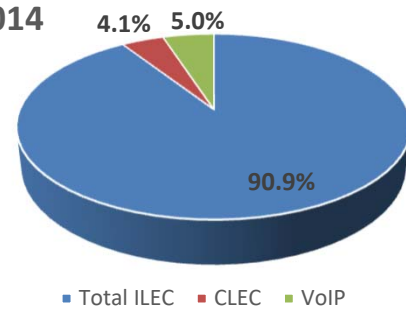
2012



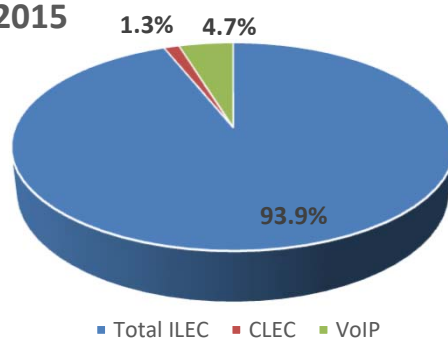
2013



2014



2015

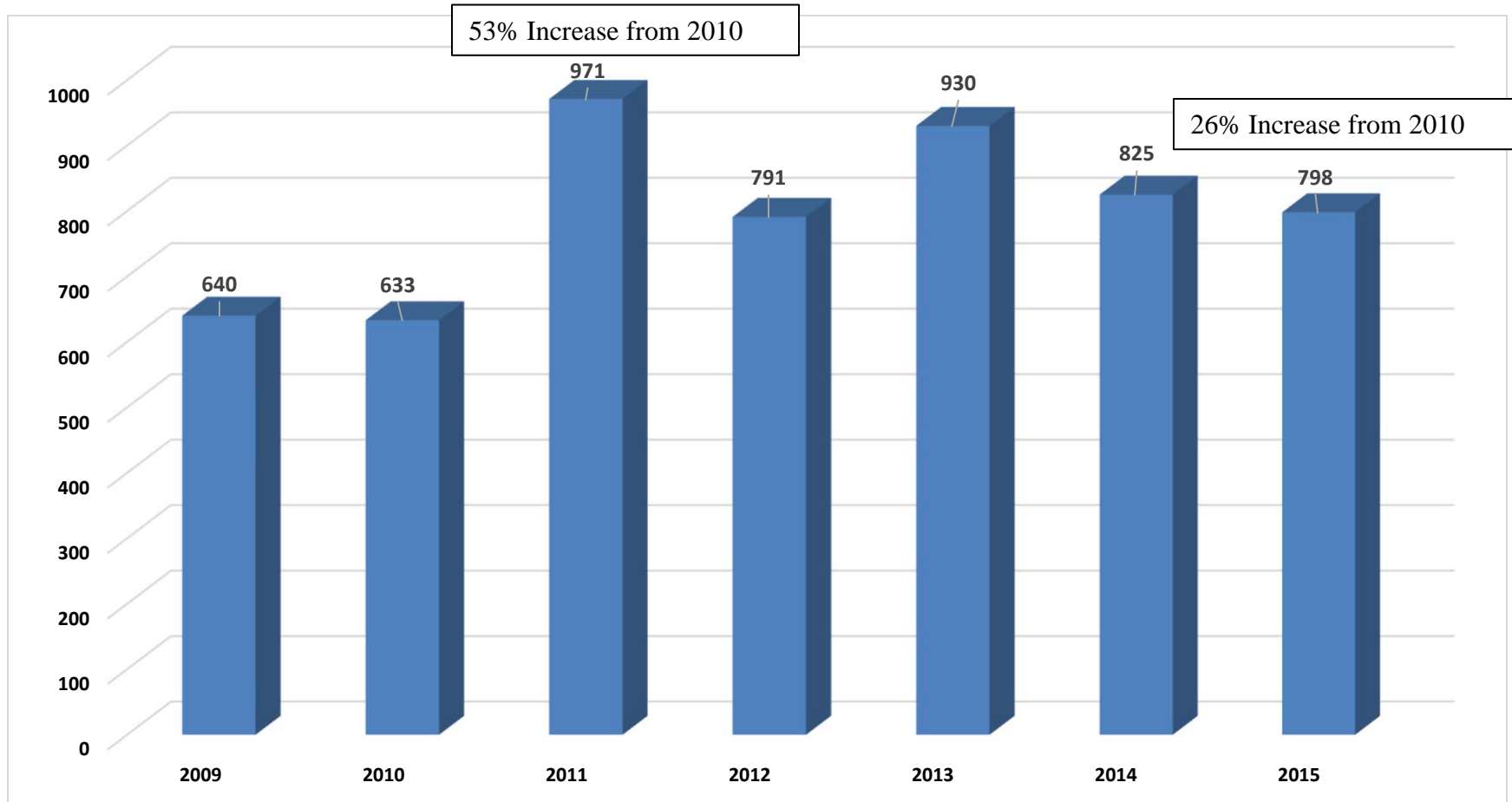


Total Annual PUCO Complaints: All Categories

	2009	2010	2011	2012	2013	2014	2015
Total ILEC	1,428	1,391	1,737	1,609	1,723	1,473	1,411
CLEC	296	196	157	110	74	67	20
VoIP	163	91	95	77	79	81	71
Total Complaints	1,887	1,678	1,989	1,796	1,876	1,621	1,502

An increasing percentage of complaints received by the Ohio Commission are directed at incumbent phone companies compared to their competitors. Incumbents made up 93.9% of the telephone-related complaints in 2015, Compared To 75.7% in 2009. Between SB 162 and HB 64, incumbent share of complaints increased by 11 percentage points (while incumbent switched access lines counts dropped by 38+% during that time period).

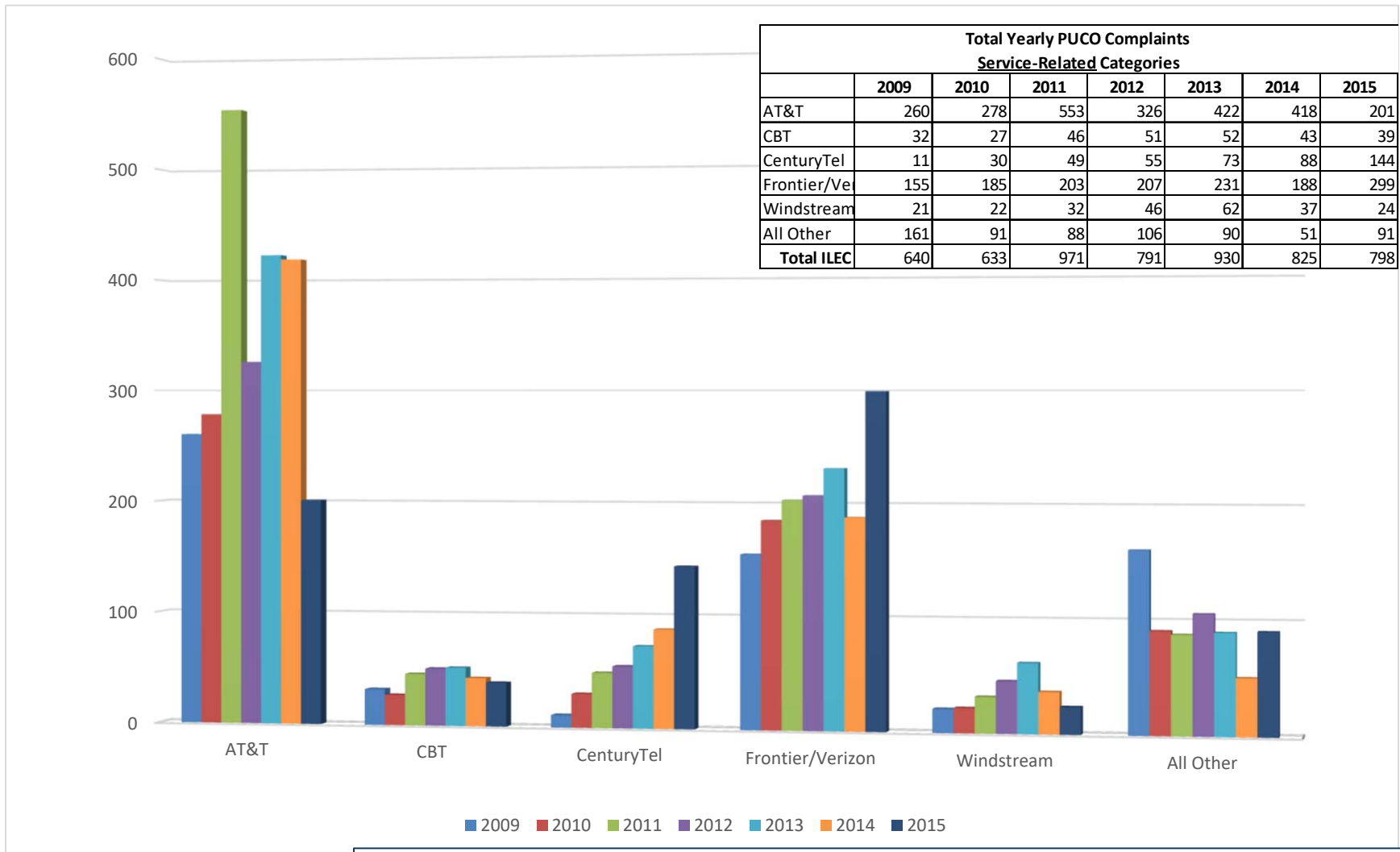
Number of Service-Related Complaints Received By Ohio Public Utilities Commission About Ohio Incumbent Phone Companies (2009-2015)



Source: PUCO Complaint Data

Service-related complaints against Ohio incumbents increased 53% in the year following SB 162; remained 26% higher at the time HB 64 was enacted. This is despite the fact that Ohio incumbent Switched Access Lines have decreased 38+% during this timeframe.

Number of Service-Related Complaints Received At Ohio Public Utilities Commission By Ohio Incumbent Phone Company (2009-2015)

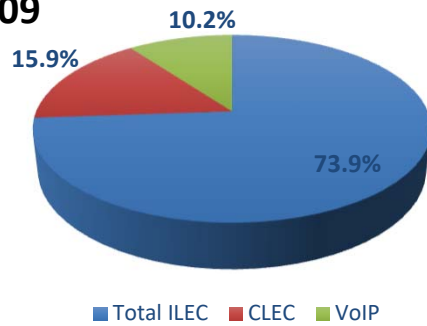


Source: PUCO Complaint Data

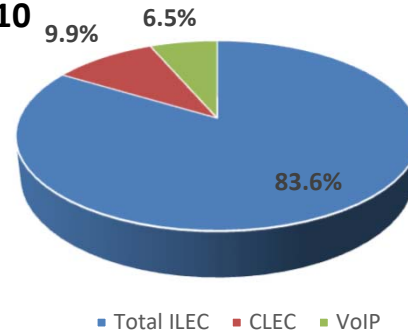
Service-related complaints increased for all incumbents (except “All Other”) in the year following SB 162; service-related complaint volumes for Cincinnati Bell, CenturyTel, Frontier, and Windstream remained higher at the time HB 64 was enacted. AT&T’s complaints decreased 28% b/w SB 162 and HB 64. Again, Ohio incumbent Switched Access Lines have decreased 38+% during this timeframe.

Number of Service-Related Complaints Received At Ohio Public Utilities Commission: Incumbent Phone Companies Compared to Competitors (2009-2015)

2009

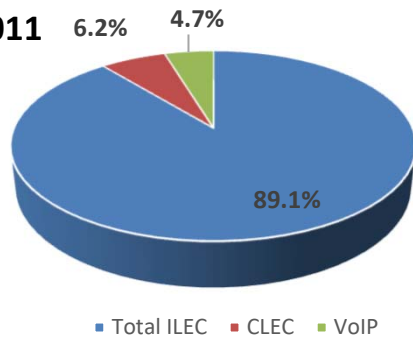


2010

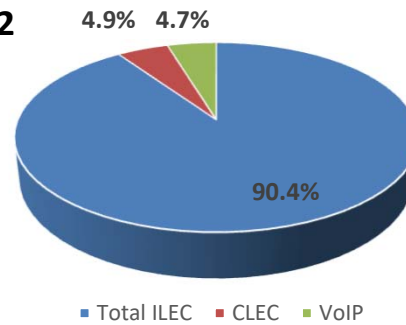


	2009	2010	2011	2012	2013	2014	2015	2016
AT&T	260	278	553	326	422	418	201	34
CBT	32	27	46	51	52	43	39	5
CenturyTel	11	30	49	55	73	88	144	32
Frontier/Verizon	155	185	203	207	231	188	299	39
Windstream	21	22	32	46	62	37	24	2
All Other	161	91	88	106	90	51	91	9
Total ILEC	640	633	971	791	930	825	798	121
CLEC	138	75	68	43	24	22	5	1
VoIP	88	49	51	41	39	36	22	4
Grand Total	866	757	1090	875	993	883	825	126

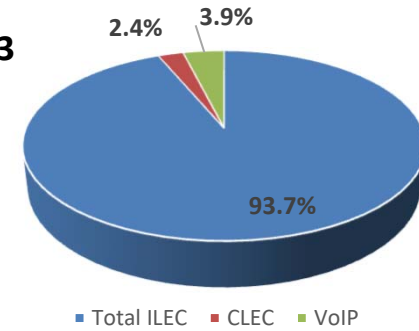
2011



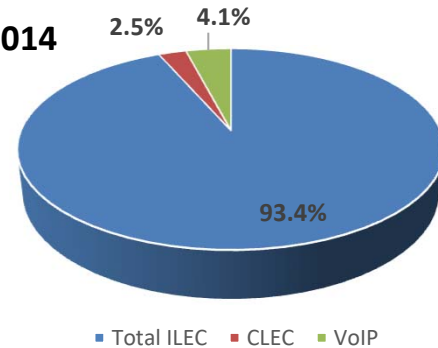
2012



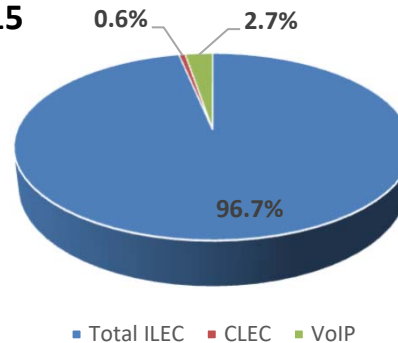
2013



2014

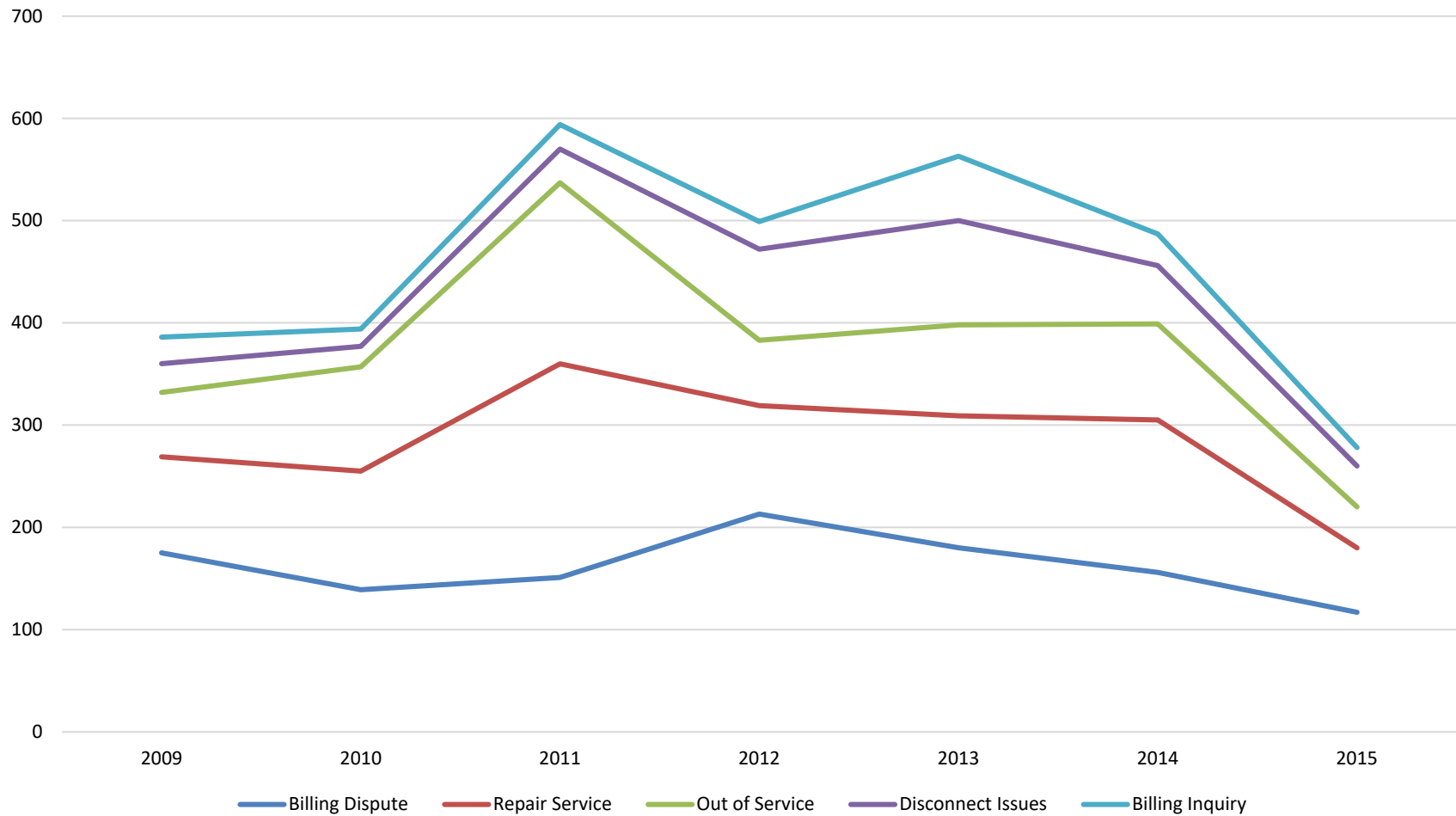


2015



An increasing percentage of service-related complaints received by the Ohio Commission are directed at incumbents compared to their competitors. Incumbents made up 96.7% of service-related complaints in 2015 compared to 73.9% in 2009. Between SB 162 and HB 64, incumbent share of complaints increased by 13 percentage points (while incumbent switched access lines counts dropped by 38+% during that time period).

Volume of “Top 5” Complaints Received At Ohio Public Utilities Commission About AT&T By Type (2009-2015)



AT&T is performing better in the Top 5 categories of complaints in recent years, but has not kept pace with switched access line decrease. Decrease in Top 5 complaints for AT&T has been 29% between 2010 and 2015; compared to a 38+% drop in incumbent switched access lines during that same time period.

Source: PUCO Complaint Data



Office of the Ohio Consumers' Counsel

THANK YOU!