

ACN COMMUNICATIONS SERVICE QUALITY REPORT



CHARTS

Commitments for Service - Provisioning

	2010	2011
January		100.0%
February		100.0%
March		100.0%
April		100.0%
May		100.0%
June		100.0%
July		100.0%
August		100.0%
September	100.0%	
October	100.0%	
November	100.0%	
December	100.0%	

OAR Standard: 90%

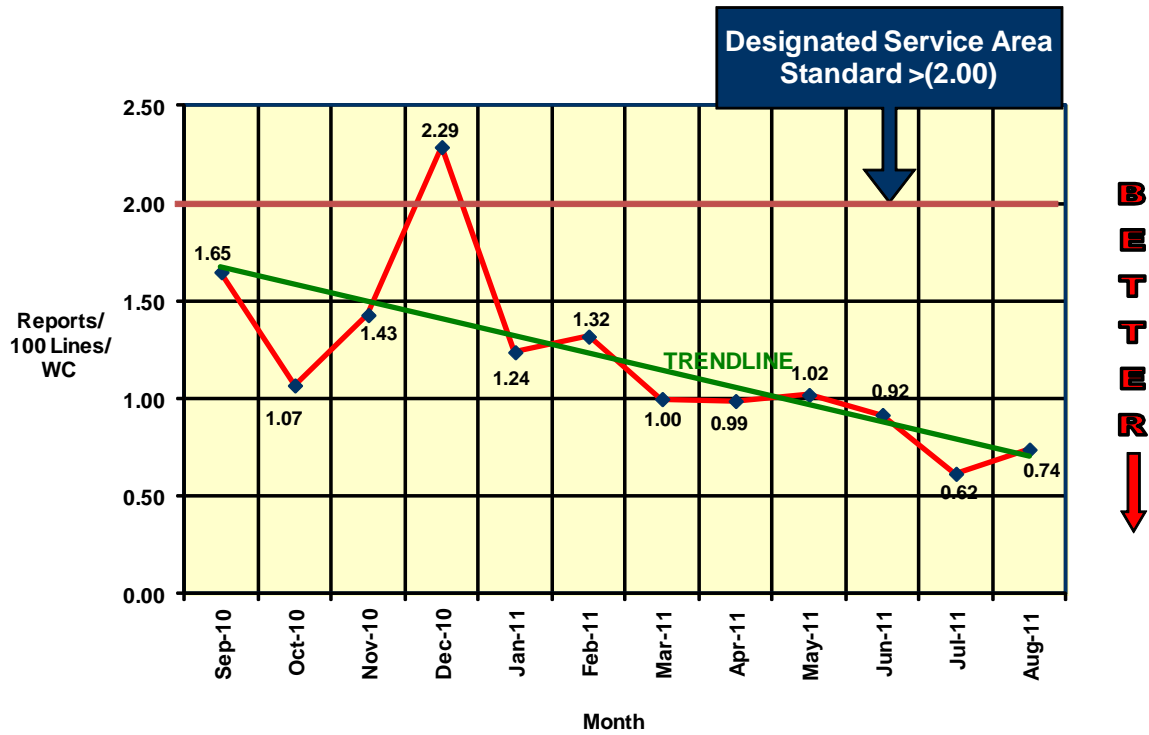
Repair Cleared Within 48-Hours

	2010	2011
January		40.0%
February		39.0%
March		46.0%
April		81.0%
May		78.0%
June		71.0%
July		62.0%
August		74.0%
September	70.0%	
October	46.0%	
November	50.0%	
December	38.0%	

OAR Standard: 95%

DID NOT MEET OAR STANDARD

Trouble Report Rate Monthly State Average



MONTHLY TROUBLE REPORT RATE

SERVICE AREA	MO >2.00 ¹	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11
Comspan Service Area	1	1.65	1.07	1.43	2.29	1.24	1.32	1.00	0.99	1.02	0.92	0.62	0.74
Statewide Average		1.65	1.07	1.43	2.29	1.24	1.32	1.00	0.99	1.02	0.92	0.62	0.74

NOTE 1: The "MO>2.00" column is the number of times a service area with over 1,000 access lines exceeded a 2.00 trouble report rate during the reported twelve month period.

SERVICE AREA OUT-OF-STANDARD> (2.00)