

COMSPAN COMMUNICATIONS INC. 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

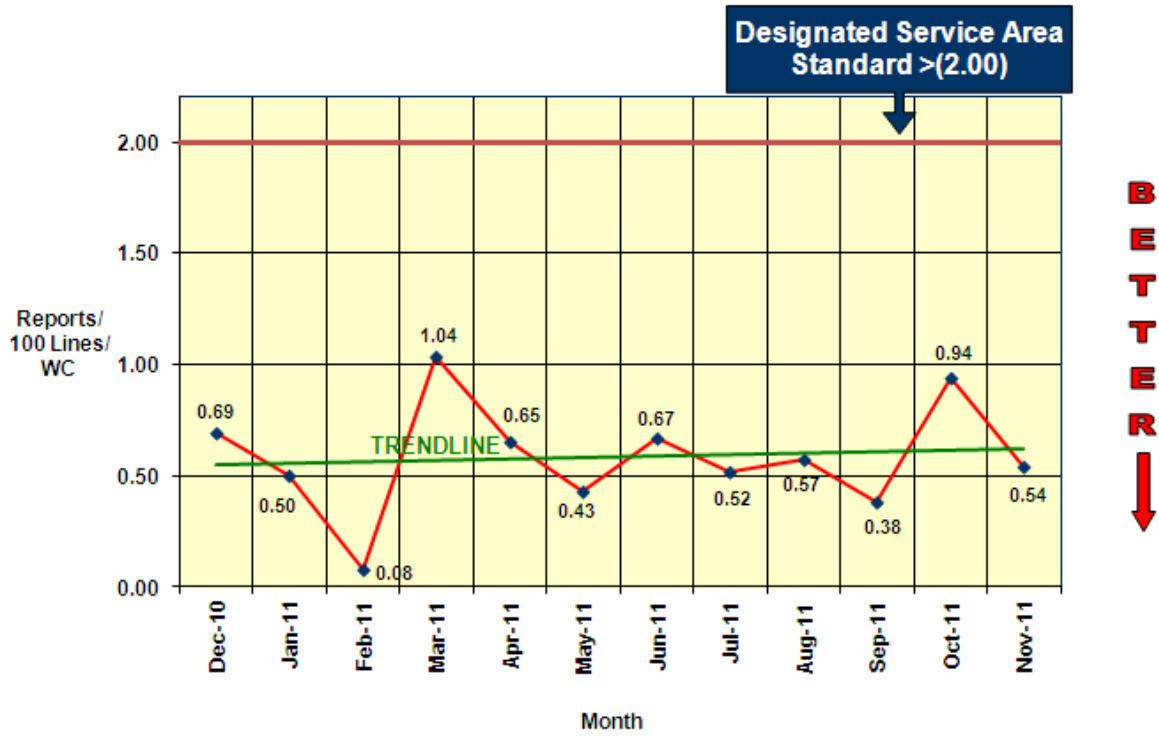
	2010	2011
January		100.0%
February		100.0%
March		100.0%
April		100.0%
May		100.0%
June		100.0%
July		100.0%
August		100.0%
September		100.0%
October		100.0%
November		100.0%
December	100.0%	

OAR Standard: 95%

Access to Representatives

Comspan USA does not maintain an automated answering system. Call centers are provisioned by live representatives on a 7-day/24-hour basis. The company does not have the capabilities to track the number of calls nor record the response times of their representatives.

Trouble Report Rate Monthly State Average



MONTHLY TROUBLE REPORT RATE

SERVICE AREA	MO >2.00 ¹	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11
Comspan Service Area	0	0.69	0.50	0.08	1.04	0.65	0.43	0.67	0.52	0.57	0.38	0.94	0.54
Statewide Average		0.69	0.50	0.08	1.04	0.65	0.43	0.67	0.52	0.57	0.38	0.94	0.54

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.