

ERNEST COMMUNICATIONS SERVICE QUALITY REPORT



CHARTS

Repair Service Center Answer Time

	2009	2010
January		95.0%
February		95.0%
March		95.0%
April		95.0%
May		95.0%
June		95.0%
July		95.0%
August		95.0%
September		95.0%
October		95.0%
November	95.0%	
December	95.0%	

Business Office Center Answer Time

	2009	2010
January		98.0%
February		98.0%
March		98.0%
April		95.0%
May		95.0%
June		95.0%
July		95.0%
August		95.0%
September		95.0%
October		95.0%
November	98.0%	
December	98.0%	

OAR Standard: Answer at Least 80% of Calls Within 20 Seconds

Commitments for Service - Provisioning

	2009	2010
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%

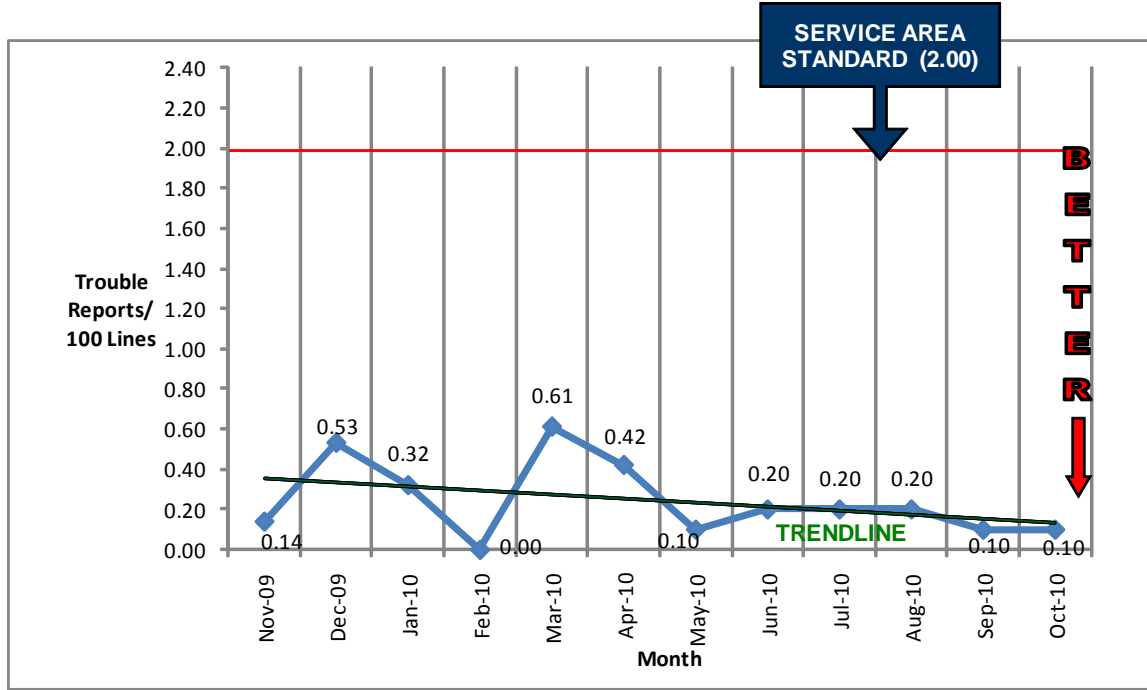
Repair Cleared Within 48-Hours

	2009	2010
January		100.0%
February		100.0%
March		80.0%
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%

DID NOT MEET OAR STANDARD

MONTHLY TROUBLE REPORT RATE



Oregon Service Area	MO > 2.00 ¹	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
Ernest Communications	0	0.14	0.53	0.32	0.00	0.61	0.42	0.10	0.20	0.20	0.20	0.10	0.10
Statewide Average		0.14	0.53	0.32	0.00	0.61	0.42	0.10	0.20	0.20	0.20	0.10	0.10

NOTE 1: The "MO>2.00" column is the number of times the trouble report rate exceeded a 2.00 during the reported twelve month period.