

GRANITE TELECOMMUNICATIONS SERVICE QUALITY REPORT



CHARTS

Repair Service Center and Business Office Center Answer Time

	2010	2011
January		97.0%
February		97.0%
March		98.0%
April		99.0%
May		97.0%
June	98.0%	
July	97.0%	
August	96.0%	
September	98.0%	
October	99.0%	
November	97.0%	
December	99.0%	

Standard: Average Speed of Answer Time 50 Seconds or Less

Commitments for Service - Provisioning

	2010	2011
January		99.0%
February		100.0%
March		98.0%
April		100.0%
May		99.0%
June	98.0%	
July	100.0%	
August	100.0%	
September	99.0%	
October	100.0%	
November	98.0%	
December	97.0%	

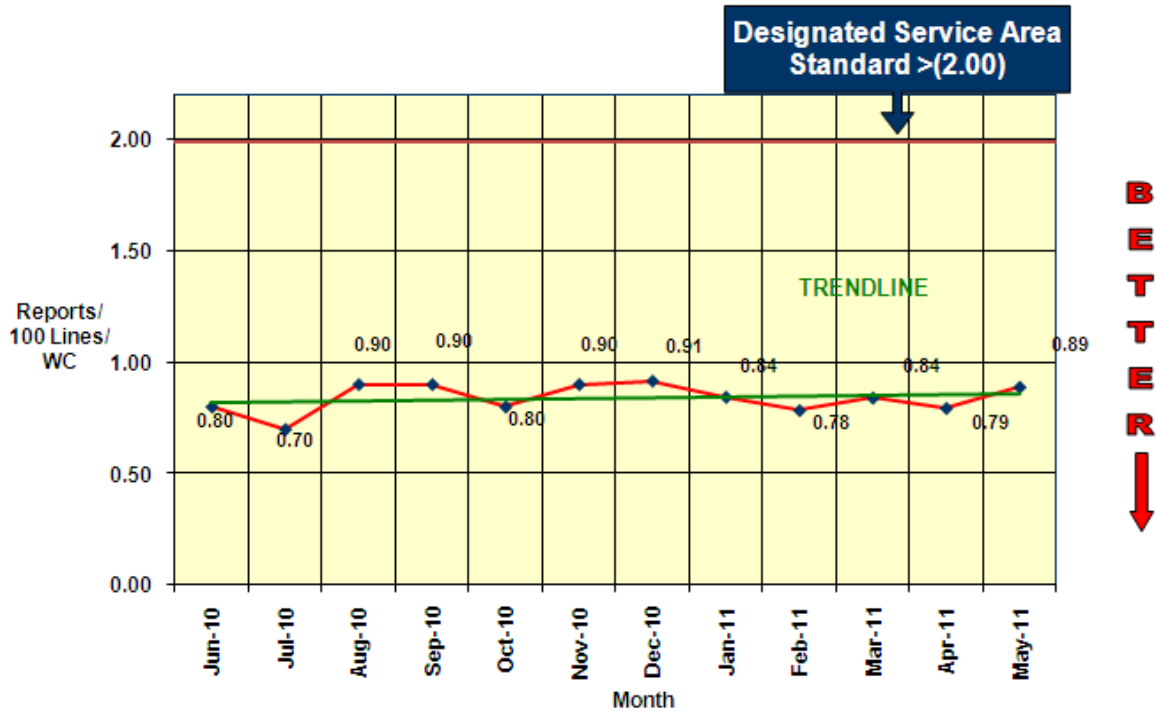
OAR Standard: 90%

Repair Cleared Within 48-Hours

	2010	2011
January		99.0%
February		99.0%
March		98.0%
April		98.0%
May		99.0%
June	100.0%	
July	100.0%	
August	96.0%	
September	99.0%	
October	98.0%	
November	97.0%	
December	98%	

OAR Standard: 95%

Trouble Report Rate Monthly State Average



MONTHLY TROUBLE REPORT RATE

SERVICE AREA	MO >2.00 ¹	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11
Granite Telecommunications	0	0.80	0.70	0.90	0.90	0.80	0.90	0.91	0.84	0.78	0.84	0.79	0.89
Statewide Average		0.80	0.70	0.90	0.90	0.80	0.90	0.91	0.84	0.78	0.84	0.79	0.89

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.