

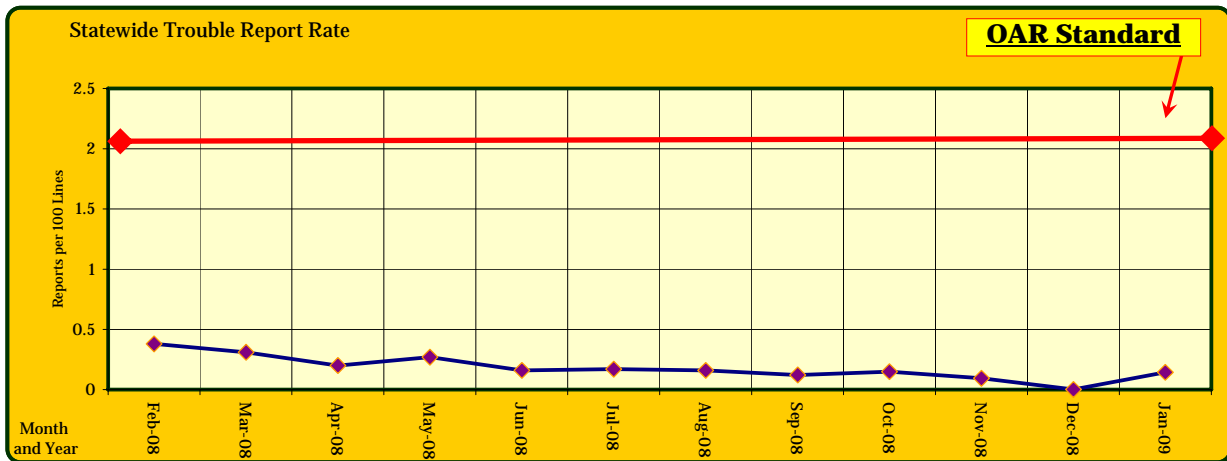
# Matrix Telecom, Inc.

DBA: Trinsic Communications

## SQR

Service Area	Monthly Trouble Report Rate													
	MO >2.0 <sup>1</sup>	MO >3.0 <sup>1</sup>	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	8-0-	Sep-09	Oct-09	Nov-09
Matrix Telecom	0		0.7											
Statewide Avg.			0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Service Area Count	0		0	0	0	0	0	0	0	0	0	0	0	0

Service Area  
OUT-OF-STANDARD  
(>2.00)



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# Matrix Telecom, Inc.

DBA: Trinsic Communications

## SQR

Repair Service Call-Center  
Answers within 20 Seconds

	2008	2009
January		
February		
March		
April		
May		
June		
July		
August		
September		
October		
November		
December	59.3%	
%Answered w/in 20Seconds		

Commitments Met/  
Provisioning

Business Office Call-Center  
Answers within 20 Seconds

	2008	2009
January		
February		
March		
April		
May		
June		
July		
August		
September		
October		
November		
December	60.2%	
%Answered w/in 20Seconds		

Trouble Reports Cleared  
Within 48 Hrs.

	2008	2009
January		
February		
March		
April		
May		
June		
July		
August		
September		
October		
November		
December	100.0%	
OAR Minimum Standard (90%)		

	2008	2009
January		
February		
March		
April		
May		
June		
July		
August		
September		
October		
November		
December	100.0%	
OAR Minimum Standard (95%)		

Legend: N/A=Not Available  
N/R=No Report