

MCImetro ACCESS TRANSMISSION SERVICES SERVICE QUALITY REPORT



CHARTS

Repair Service Center Answer Time

	2010	2011
January		65.0 Seconds
February		86.4 Seconds
March		77.0 Seconds
April		19.9 Seconds
May		29.6 Seconds
June		46.8 Seconds
July		50.4 Seconds
August		69.4 Seconds
September		96.4 Seconds
October	206.9 Seconds	
November	126.2 Seconds	
December	105.3 Seconds	

OAR Standard: Average Speed of Answer time of 50 Seconds

DID NOT MEET OAR STANDARD

Business Office Center Answer Time

	2010	2011
January		95.6 Seconds
February		85.8 Seconds
March		100.9 Seconds
April		91.9 Seconds
May		88.0 Seconds
June		99.7 Seconds
July		103.1 Seconds
August		92.2 Seconds
September		111.9 Seconds
October	77.3 Seconds	
November	96.8 Seconds	
December	104.2 Seconds	

OAR Standard: Average Speed of Answer time of 50 Seconds

DID NOT MEET OAR STANDARD

Commitments for Service - Provisioning

	2010	2011
January		93.9%
February		92.3%
March		94.8%
April		96.5%
May		94.3%
June		90.6%
July		98.3%
August		92.4%
September		95.2%
October	90.4%	
November	90.4%	
December	94.0%	

OAR Standard: 90%

Repair Cleared Within 48-Hours

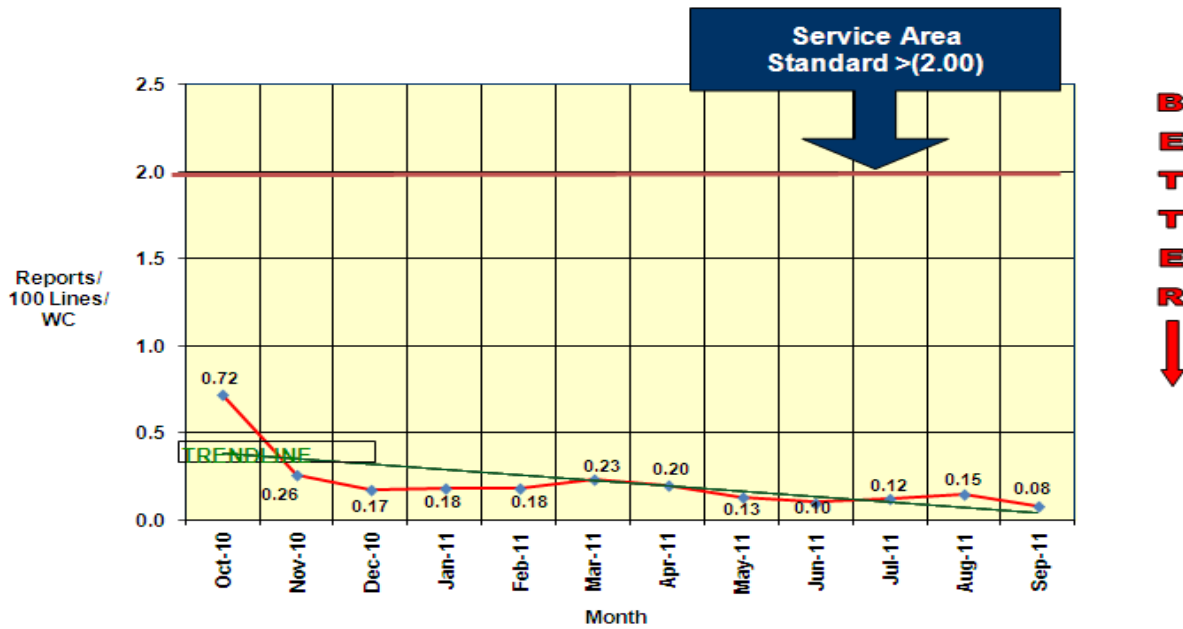
Repair Cleared Within 48-Hours

	2010	2011
January		95.3%
February		84.4%
March		85.3%
April		92.9%
May		94.1%
June		100.0%
July		100.0%
August		100.0%
September		81.8%
October	99.2%	
November	89.5%	
December	95.8%	

OAR Standard: 90%

DID NOT MEET OAR STANDARD

Trouble Report Rate Monthly State Average



MONTHLY TROUBLE REPORT RATE

Service Area	MO >2.00 ¹	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11
MCImetro	0	0.72	0.26	0.17	0.18	0.18	0.23	0.20	0.13	0.10	0.12	0.15	0.08
Statewide Average		0.72	0.26	0.17	0.18	0.18	0.23	0.20	0.13	0.10	0.12	0.15	0.08
Service Area Count ¹	0	0	0	0	0	0	0	0	0	0	0	0	0

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