

# McLeodUSA Telecommunications Services, Inc. SERVICE QUALITY REPORT



## CHARTS

Repair Service Center Answer Time

	2010	2011
January		93.0%
February		93.0%
March	95.0%	
April	98.0%	
May	83.0%	
June	91.0%	
July	92.0%	
August	95.0%	
September	91.8%	
October	93.5%	
November	95.4%	
December	93.0%	

Business Office Center Answer Time

	2010	2011
January		92.9%
February		92.9%
March	93.6%	
April	90.9%	
May	87.0%	
June	91.0%	
July	93.0%	
August	90.0%	
September	89.0%	
October	92.1%	
November	93.0%	
December	92.9%	

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

## Commitments for Service - Provisioning

	2010	2011
January		100.0%
February		75.0%
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%

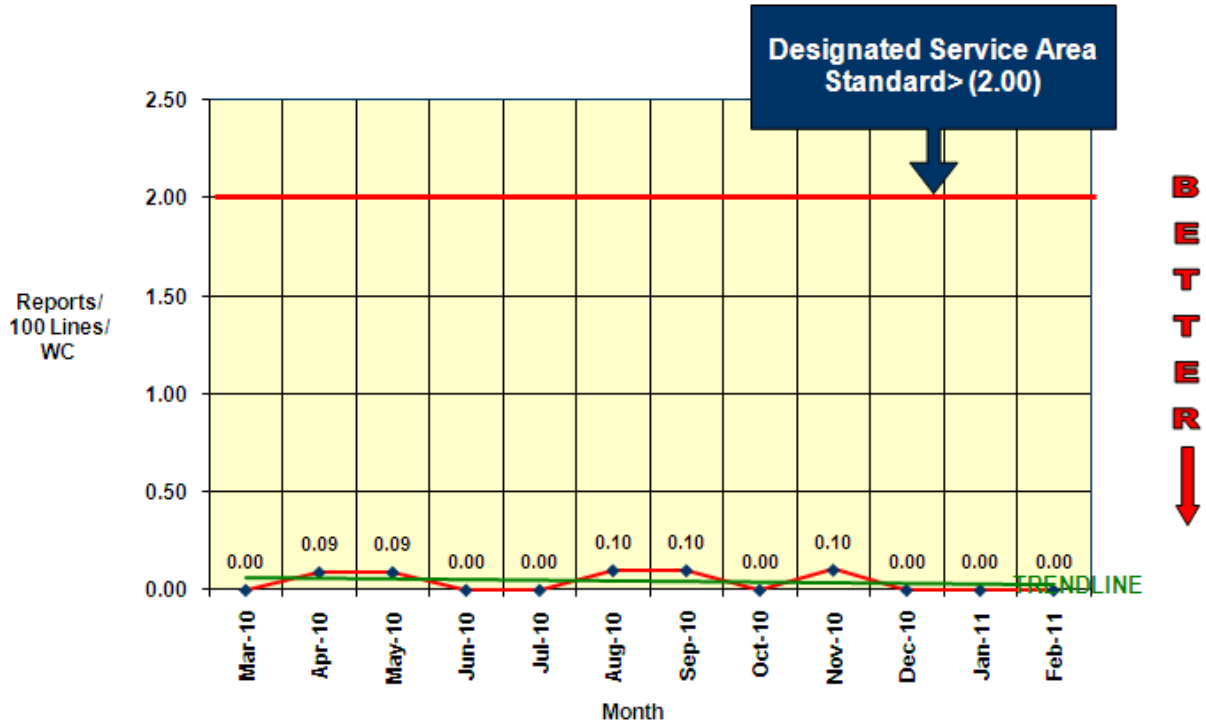
**DID NOT MEET OAR STANDARD**

## 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%

## Trouble Report Rate Monthly State Average



### MONTHLY TROUBLE REPORT RATE

Designated SERVICE AREA	MO >2.00 <sup>1</sup>	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11
McLeodUSA	0	0.00	0.09	0.09	0.00	0.00	0.10	0.10	0.00	0.10	0.00	0.00	0.00
<b>Statewide Average</b>		<b>0.00</b>	<b>0.09</b>	<b>0.09</b>	<b>0.00</b>	<b>0.00</b>	<b>0.10</b>	<b>0.10</b>	<b>0.00</b>	<b>0.10</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>

NR - No Reported data for the month

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.