

# RIOnetworks SERVICE QUALITY REPORT



## CHARTS

### Repair Bureau Access

	2010	2011
January		41.8
February		31.2
March		35.6
April		30.1
May		29.8
June		39.6
July		24.2
August		28.1
September		36.9
October		27.1
November		20.6
December	30.0	

### Business Office Access

	2010	2011
January		36.65
February		28.6
March		36.1
April		33.5
May		27.2
June		36.1
July		34.1
August		40.7
September		39.5
October		21.9
November		19.8
December	40.45	

OAR Standard: Average Speed of Answer Time of 50 Seconds

Rio Communications does not maintain an automatic interactive response system (IVR). All calls are answered on a first come, first serve basis by live representative for business and repair service issues.

### Commitments for Service - Provisioning

	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%	

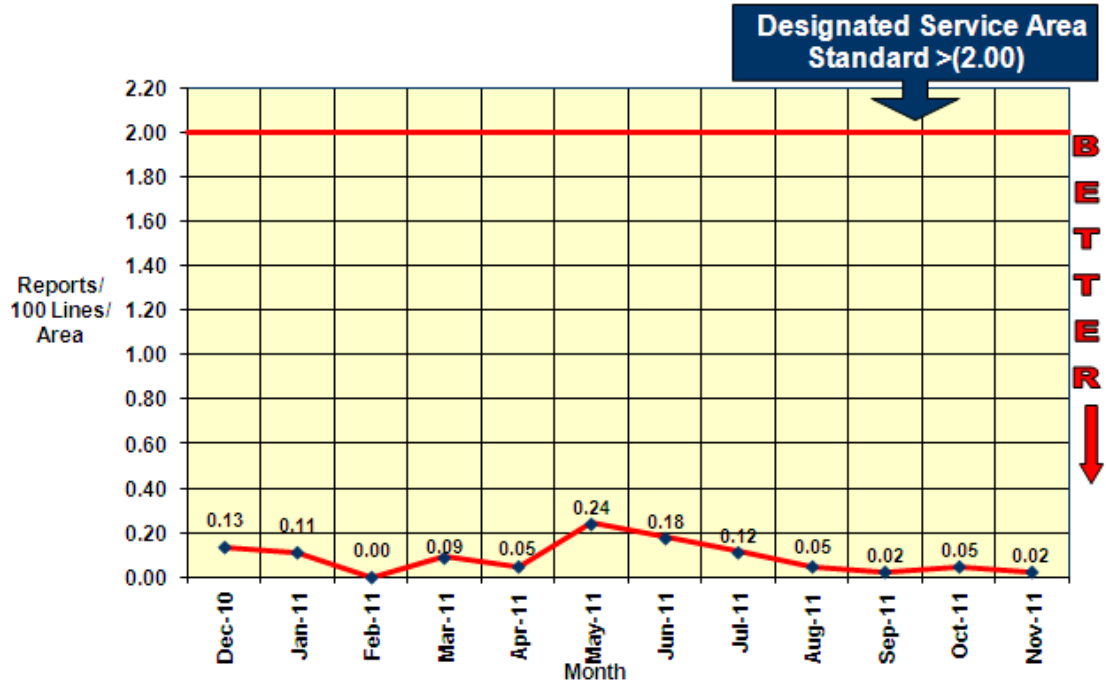
OAR Standard: 90%

### Trouble Report 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

Wire Center	MO >2.00 <sup>1</sup>	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11
RIOnetworks Service Area	0	0.13	0.11	0.00	0.09	0.05	0.24	0.18	0.12	0.05	0.02	0.05	0.02
<b>Statewide Average</b>	<b>0.00</b>	<b>0.13</b>	<b>0.11</b>	<b>0.00</b>	<b>0.09</b>	<b>0.05</b>	<b>0.24</b>	<b>0.18</b>	<b>0.12</b>	<b>0.05</b>	<b>0.02</b>	<b>0.05</b>	<b>0.02</b>

NOTE 1: The "Mo">2.00 column is the number of times a designated service area with over 1,000 access lines exceeded a 2.00 trouble report rate during the reported twelve month period.