

TIME WARNER TELECOM SERVICE QUALITY REPORT



CHARTS

Repair Service Center Access

	2010	2011
January		41.0
February		51.0
March		55.0
April		60.0
May		61.0
June		100.0
July		98.0
August		103.0
September		122.0
October		116.0
November	40.0	
December	32.0	

OAR Standard: Average Speed of Answer Time of 50 Seconds

DID NOT MEET OAR STANDARD

Business Office Center Access

Time Warner does not have the capabilities to measure this parameter.

Commitments for Service - Provisioning

	2010	2011
January		100.0%
February		86.0%
March		100.0%
April		100.0%
May		100.0%
June		97.0%
July		95.0%
August		84.0%
September		97.0%
October		93.0%
November	96.0%	
December	96.8%	

OAR Standard: 90%

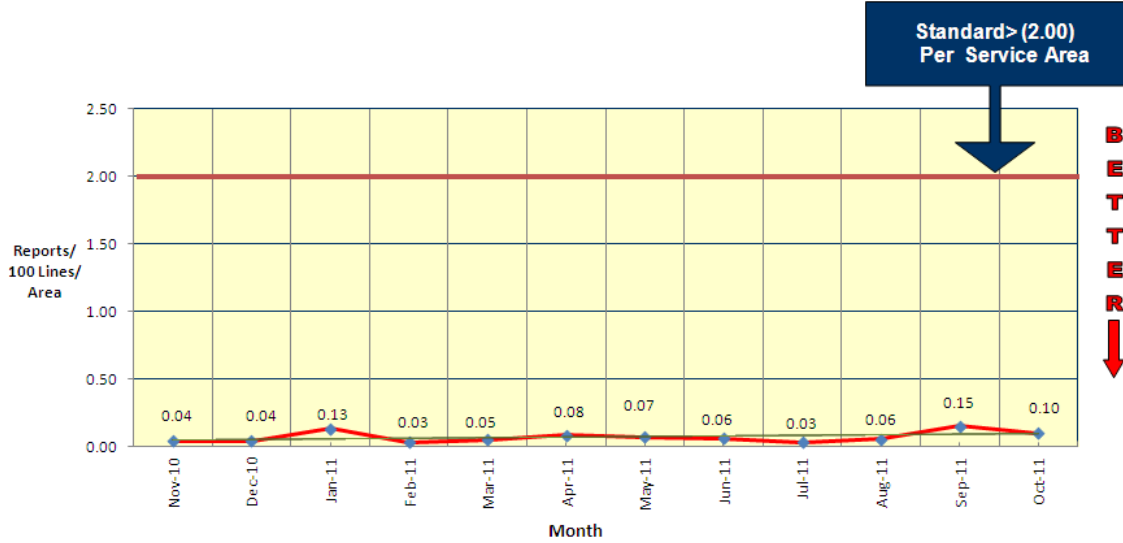
DID NOT MEET OAR STANDARD

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

SERVICE AREA	MO > 2.00 ¹	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11
TW Telecom of OR	0	0.04	0.04	0.13	0.03	0.05	0.08	0.07	0.06	0.03	0.06	0.15	0.10
Statewide Average		0.04	0.04	0.13	0.03	0.05	0.08	0.07	0.06	0.03	0.06	0.15	0.10

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.