

XO COMMUNICATIONS SERVICE QUALITY REPORT



CHARTS

Repair Service Center Access

	2010	2011
January		262.0
February		180.0
March		322.0
April	18.0	
May	55.0	
June	333.0	
July	218.0	
August	103.0	
September	382.0	
October	563.0	
November	156.0	
December	398.0	

Business Office Center Access

	2010	2011
January		40.0
February		87.0
March		31.0
April	22.0	
May	29.0	
June	42.0	
July	34.0	
August	29.0	
September	130.0	
October	46.0	
November	69.0	
December	37.0	

OAR Standard: Average Speed of Answer less than 50 seconds

DID NOT MEET OAR STANDARD

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	83.0%	
October	83.0%	
November	100.0%	
December	100.0%	

OAR Standard: 90%

DID NOT MEET OAR STANDARD

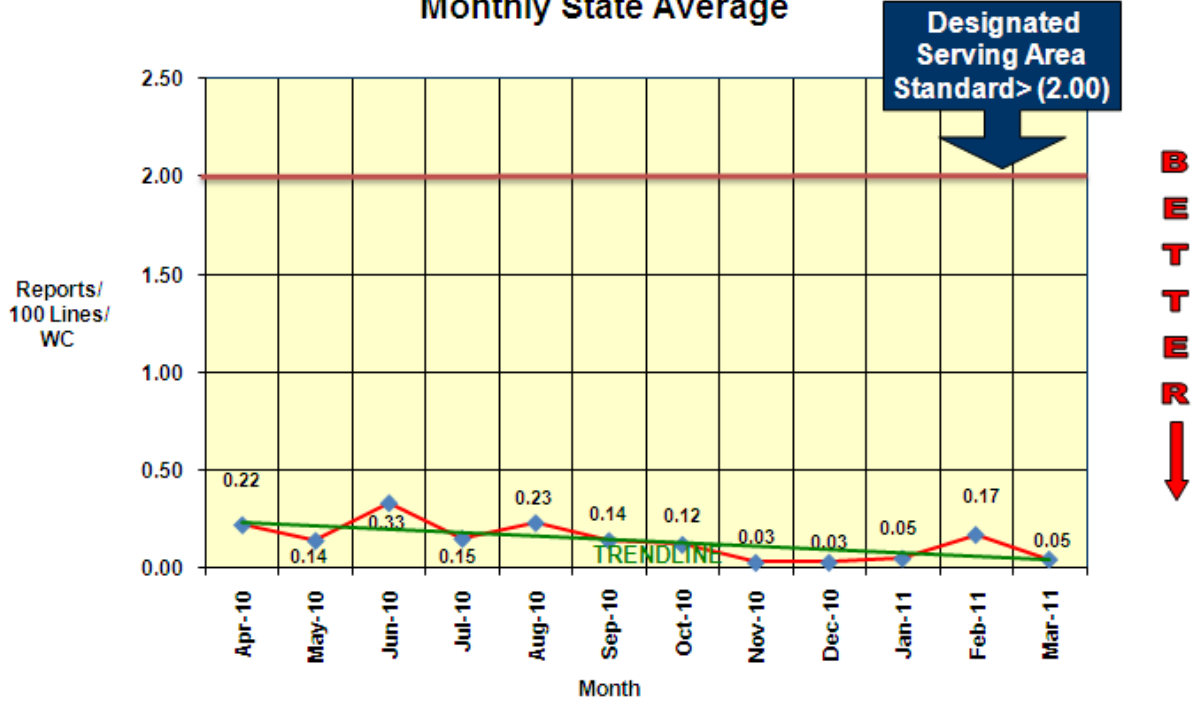
Repair Cleared Within 48-Hours

	2010	2011
January		83.3%
February		94.4%
March		97.0%
April	100.0%	
May	100.0%	
June	91.7%	
July	100.0%	
August	100.0%	
September	75.0%	
October	100.0%	
November	100.0%	
December	75.0%	

OAR Standard: 95%

DID NOT MEET OAR STANDARD

Trouble Report Rate Monthly State Average



MONTHLY TROUBLE REPORT RATE

Designated Service Area	MO >2.00 ¹	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
XO Communications		0.22	0.14	0.33	0.15	0.23	0.14	0.12	0.03	0.03	0.05	0.17	0.05
Statewide Average		0.22	0.14	0.33	0.15	0.23	0.14	0.12	0.03	0.03	0.05	0.17	0.05
Designated Service Area Count ²	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 a wire center with over 1,000 access lines exceeded a 2.00 trouble report rate during the reported twelve month period. The "Designated Service Area Count" is the number of areas that did not meet standard for the reported month.

NOTE 2: The number at the bottom of the monthly columns is the designated service areas that exceeded 2.00 for the large wire center during the reported month.