

BendTel Inc

SERVICE QUALITY REPORT

CHARTS

Commitments for Service - Provisioning

	2019	2020
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%

Repair Cleared Within 48-Hours

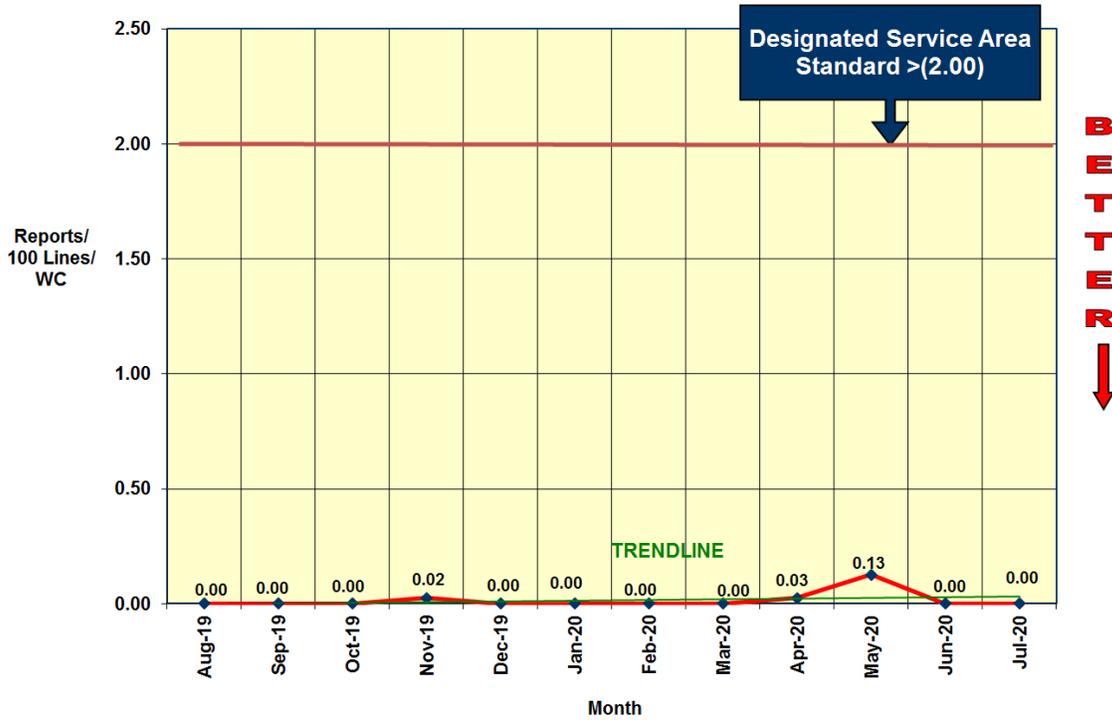
	2019	2020
January		100.0%
February		100.0%
March		100.0%
April		100.0%
May		100.0%
June		100.0%
July		100.0%
August	100.0%	
September	100.0%	
October	100.0%	
November	100.0%	
December	100.0%	

OAR Standard: 90%

Access to Representatives

Bend Tel does not maintain an automated answering system. Calls are answered by live representatives. The company does not have the capabilities to track the number of calls nor record the response times of their representatives.

Trouble Report Rate Monthly State Average



MONTHLY TROUBLE REPORT RATE

	MO >2.00 ¹	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20
Bend Tel Service Area	0	0.00	0.00	0.00	0.02	0.00	0.00	0.00	0.00	0.03	0.13	0.00	0.00
Statewide Average		0.00	0.00	0.00	0.02	0.00	0.00	0.00	0.00	0.03	0.13	0.00	0.00

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.