

BullsEye Telecom Inc. Service Quality Report



Commitments for Service - Provisioning

| | 2021 | 2022 |
|-----------|------|------|
| January | 100% | 100% |
| February | 100% | |
| March | 100% | |
| April | 100% | |
| May | 100% | |
| June | 100% | |
| July | 100% | |
| August | 100% | |
| September | 100% | |
| October | 100% | |
| November | 100% | |
| December | 100% | |

OAR Standard: 90%

Repairs Cleared Within 48-Hours

| | 2021 | 2022 |
|-----------|------|------|
| January | 80%* | 50%* |
| February | 50%* | |
| March | 71%* | |
| April | 63%* | |
| May | 75%* | |
| June | 75%* | |
| July | 50%* | |
| August | 60%* | |
| September | 83%* | |
| October | 72% | |
| November | 100% | |
| December | 0%* | |

OAR Standard: 90%

*Exclusion to 90% standard applied as less than 10 repairs for the month

DID NOT MEET OAR STANDARD

BullsEye Telecom, Inc. Is Unable to Report Business Office or Repair Office Answering Speed Data.

BullsEye Telecom Inc.



MONTHLY TROUBLE REPORT RATE

| Wire Center | MO >2.00 ¹ | Feb-21 | Mar-21 | Apr-21 | May-21 | Jun-21 | Jul-21 | Aug-21 | Sep-21 | Oct-21 | Nov-21 | Dec-21 | Jan-22 |
|-----------------------|-----------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| BullsEye Telecom Inc. | 0 | 0.76 | 0.67 | 0.77 | 0.75 | 0.38 | 0.56 | 0.48 | 0.58 | 1.09 | 0.20 | 0.20 | 0.41 |
| Statewide Average | | 0.76 | 0.67 | 0.77 | 0.75 | 0.38 | 0.56 | 0.48 | 0.58 | 1.08 | 0.20 | 0.20 | 0.41 |

NOTE 1: The "MO>2.00" column is the number of times the Service Area exceeded a 2.00 trouble report rate during the reported twelve month period.

