

BullsEye Telecom, Inc. SERVICE QUALITY REPORT

CHARTS

Commitments for Service - Provisioning

	2019	2020
January		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

	2018	2019
January		67%*
February		80%*
March		100%
April		100%
May		50%*
June		100%
July		67%*
August		83%*
September	33%*	
October	80%*	
November	100%	
December	80%*	

OAR Standard: 90%

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

Access to Representatives: BullsEye Telecom Inc., does not maintain an automated answering system. Calls are answered by live representatives. The Company does not have the capability to track the number of calls nor record the response times of their representatives.

Trouble Report Rate Monthly State Average



MONTHLY TROUBLE REPORT RATE

Wire Center	MO >2.00 ¹	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20
BullsEye Telecom Inc.	0	0.27	0.45	0.53	0.44	0.26	0.44	0.44	0.35	0.17	0.08	0.50	0.43
Statewide Average		0.27	0.45	0.53	0.44	0.26	0.44	0.44	0.35	0.17	0.08	0.50	0.43
Service Area Count²	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 the Service Area exceeded a 2.00 trouble report rate during the reported twelve month period.