

Fusion Cloud Services, LLC.



**Business Office Center Answer Time
(Seconds)**

	2021	2022
January	36	
February	84	
March	47	
April	61	
May	64	
June	108	
July	130	
August	94	
September	92	
October	67	
November	84	
December	16	

**Repair Service Center Answer Time
(Seconds)**

	2021	2022
January	35	
February	22	
March	35	
April	27	
May	28	
June	61	
July	49	
August	38	
September	74	
October	32	
November	48	
December	62	

OAR Standard: 50 seconds or less

DID NOT MEET OAR STANDARD

Commitments for Service - Provisioning

	2021	2022
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*

	2021	2022
January	100%	
February	100%	
March	100%	
April	100%	
May	100%	
June	50%*	
July	100%	
August	0%*	
September	100%	
October	100%	
November	100%	
December	100%	

OAR Standard: 90%

*Exclusion to Standard per Order 14-016,
less than 10 repairs for the month

Fusion Cloud Services, LLC.

Monthly Trouble Report Rate

Service Area	MO >2.00 ¹	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
Fusion Cloud Services, LLC	0	0.00	0.00	0.00	0.00	0.08	0.17	0.09	0.09	0.00	0.00	0.00	0.00
Statewide Average		0.00	0.00	0.00	0.00	0.08	0.17	0.09	0.09	0.00	0.00	0.00	0.00
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 designated service area of 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 the designated service area did not meet standard for the reported month.

NOTE 2: The number at the bottom of the monthly columns are the number of times the designated service area exceeded 2.00 for the reported month.

