

Fusion Cloud Services, LLC SERVICE QUALITY REPORT

CHARTS

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

	2019	2020
January		85
February		60
March		119
April		103
May		46
June		85
July	83	
August	94	
September	155	
October	70	
November	30	
December	60	

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

	2019	2020
January		96
February		155
March		89
April		24
May		187
June		215
July	125	
August	150	
September	194	
October	324	
November	304	
December	137	

DID NOT MEET OAR STANDARD

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*

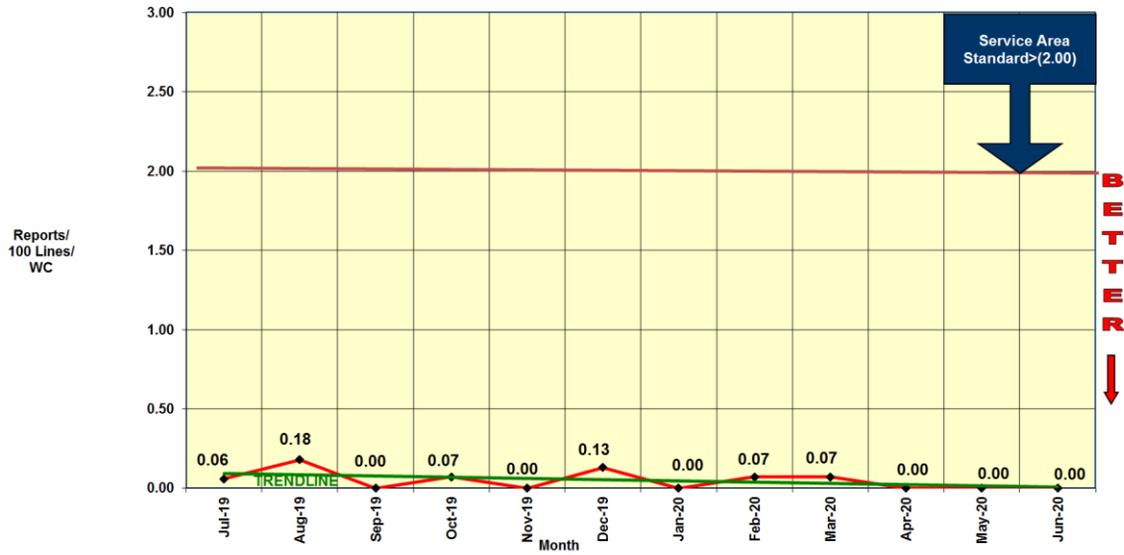
	2019	2020
January		100%
February		100%
March		100%
April		100%
May		100%
June		100%
July	100%	
August	100%	
September	100%	
October	100%	
November	100%	
December	100%	

OAR Standard: 90%

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

Trouble Report Rate Monthly State Average

MONTHLY TROUBLE REPORT RATE



Monthly Trouble Report Rate

Service Area	MO >2.00 ¹	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Fusion Cloud Services, LLC	0	0.06	0.18	0.00	0.07	0.00	0.13	0.00	0.07	0.07	0.00	0.00	0.00
Statewide Average		0.06	0.18	0.00	0.07	0.00	0.13	0.00	0.07	0.07	0.00	0.00	0.00
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 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.