



MINET Service Quality Report

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	100.0%	
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%

MINET does not have the capabilities to track the number of calls nor record the response times of their representatives.

MINET

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
MINET	2	1.51	0.71	0.40	0.80	0.70	0.40	0.10	0.40	0.40	0.40	0.50	0.60
Statewide Average		1.51	0.71	0.40	0.80	0.70	0.40	0.10	0.40	0.40	0.40	0.50	0.60
Service Area Count²	1	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.

