

# McLeodUSA Telecommunications Services, Inc. Service Quality Information



## Repair Service Center Answer Time

	2021	2022
January	31.1	
February	14.5	
March	28.3	
April	46.0	
May	101.7	
June	101.7	
July	178.0	
August	85.0	
September	12.9	
October	26.0	
November	0.0	
December	1.0	

## Business Office Center Answer Time

	2021	2022
January	41.9	
February	31.6	
March	57.1	
April	38.0	
May	29.5	
June	9.6	
July	178.0	
August	111.0	
September	59.3	
October	34.0	
November	36.0	
December	47.0	

OAR Standard: 50 seconds or less

DID NOT MEET OAR STANDARD

## Commitments for Service - Provisioning

	2021	2022
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%

## Repair Cleared Within 48-Hours

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

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

**McLeodUSA Telecommunications Services, Inc.  
Service Quality Information  
MONTHLY TROUBLE REPORT RATE**

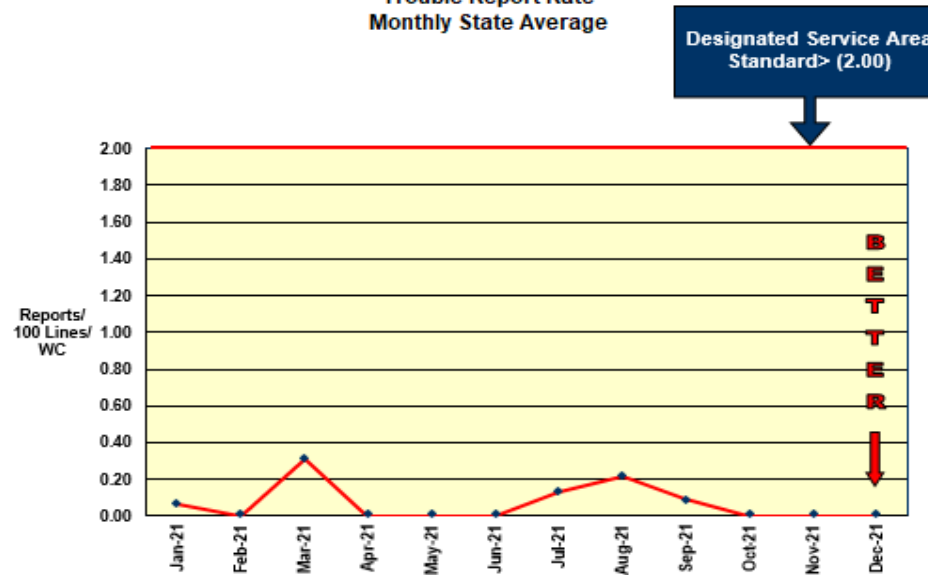


Designated SERVICE AREA	MO >2.00 <sup>1</sup>	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
McLeodUSA	0	0.06	0.00	0.31	0.00	0.00	0.00	0.13	0.22	0.09	0.00	0.00	0.00
<b>Statewide Average</b>		<b>0.06</b>	<b>0.00</b>	<b>0.31</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.13</b>	<b>0.22</b>	<b>0.09</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>

NOTE 1: The "MO>2.00" column is the number of times a service area with over 1,000 access lines exceeded a 2.00 trouble report rate during the reported twelve month period.  
NOTE 2: The company provided revised line count numbers for November 2020, which adjusted the TRR for November 2020.

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**Trouble Report Rate  
Monthly State Average**



NOTE 1: Data points were shifted to show a better picture of performance. The company is significantly under the less than 2 trouble report at all times during 2020, the highest being .17 or 1.83 lower than the maximum.  
NOTE 2: The company provided revised line count numbers for November 2020, which adjusted the TRR for November 2020.