

Origin Networks Service Quality Information



Repair Bureau Access

| | 2021 | 2022 |
|-----------|------|------|
| January | 2.5 | |
| February | 37.6 | |
| March | 1.2 | |
| April | 7.3 | |
| May | 17.6 | |
| June | 20.6 | |
| July | 29.3 | |
| August | 22.5 | |
| September | 6.0 | |
| October | 7.9 | |
| November | 26.4 | |
| December | 5.1 | |

Business Office Access

| | 2021 | 2022 |
|-----------|------|------|
| January | 27.8 | |
| February | 42.5 | |
| March | 35.7 | |
| April | 31.4 | |
| May | 36.2 | |
| June | 29.4 | |
| July | 39.8 | |
| August | 37.8 | |
| September | 27.3 | |
| October | 33.8 | |
| November | 36.0 | |
| December | 39.0 | |

OAR Standard: Average Speed of Answer Time of 50 Seconds

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%

Trouble Report 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%

Origin Networks Service Quality Information MONTHLY TROUBLE REPORT RATE



| Wire Center | 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 |
|------------------------------|-----------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Origin Networks Service Area | 0 | 0.14 | 0.14 | 0.08 | 0.04 | 0.14 | 0.02 | 0.08 | 0.04 | 0.02 | 0.06 | 0.06 | 0.04 |
| Statewide Average | | 0.14 | 0.14 | 0.08 | 0.04 | 0.14 | 0.02 | 0.08 | 0.04 | 0.02 | 0.06 | 0.06 | 0.04 |

NOTE 1: The "Mo">2.00 column is the number of times a designated service area with over 1,000 access lines exceeded a 2.00 trouble report rate during the reported twelve month period.

