# **Origin Networks Service Quality Information**



## **Repair Bureau Access**

#### **Business Office 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	

	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%	
Feburary	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%	

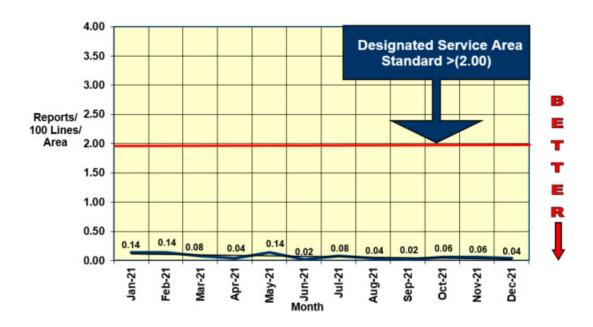
OAR Standard: 90%

# Origin Networks Service Quality Information MONTHLY TROUBLE REPORT RATE



Wire Center	MO >2.00 <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
Origin Networks Service Area	0	0.14	0.14	80.0	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.



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