

XO COMMUNICATIONS SERVICE QUALITY REPORT

CHARTS

Repair Service Center Access

	2019	2020
January		149.3
February		170.5
March		224.3
April		16.9
May		126.2
June		48.2
July		74.3
August		25.5
September	37.6	
October	40.8	
November	56.6	
December	67.5	

Business Office Center Access

	2019	2020
January		0.0
February		0.0
March		0.0
April		0.0
May		0.0
June		0.0
July		0.0
August		0.0
September	0.0	
October	0.0	
November	0.0	
December	0.0	

OAR Standard: Average Speed of Answer less than 50 seconds

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%

DID NOT MEET OAR STANDARD

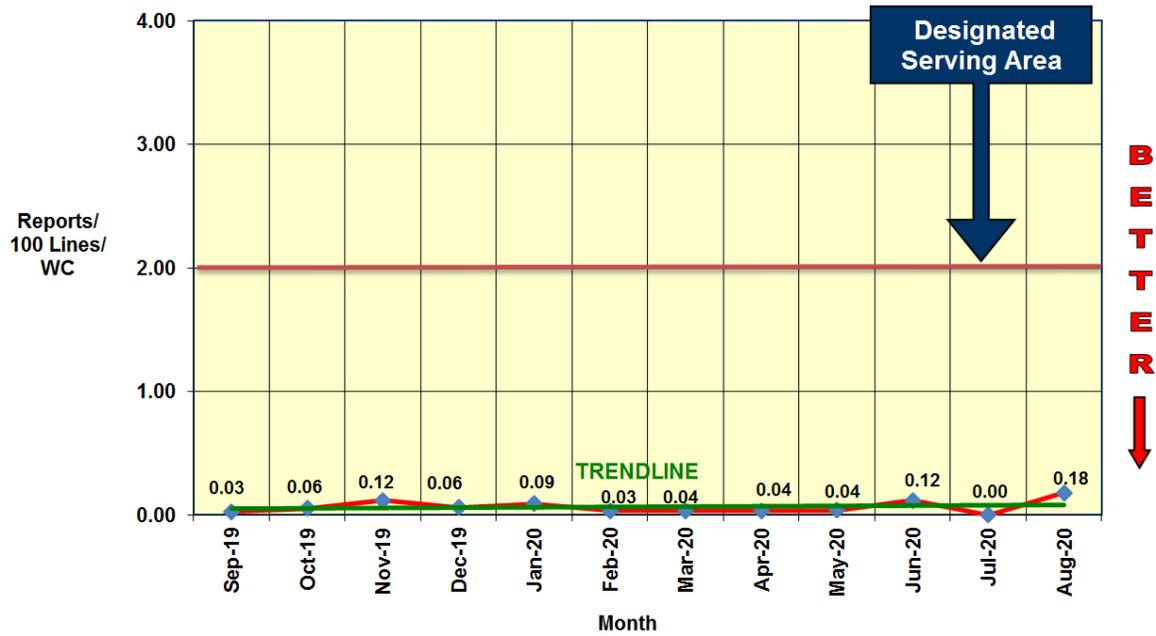
Repair Cleared Within 48-Hours

	2019	2020
January		100.0%
February		100.0%
March		100.0%
April		100.0%
May		100.0%
June		67%*
July		100.0%
August		100.0%
September	100.0%	
October	100.0%	
November	100.0%	
December	100.0%	

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

Designated Service Area	MO >2.00 ¹	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20
XO Communications		0.03	0.06	0.12	0.06	0.09	0.03	0.04	0.04	0.04	0.12	0.00	0.18
Statewide Average		0.03	0.06	0.12	0.06	0.09	0.03	0.04	0.04	0.04	0.12	0.00	0.18
Designated Service Area Count ²	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 wire center with 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 of areas that did not meet standard for the reported month.