# **MCIMETRO ACCESS TRANSMISSION SERVICES CORP.** Oregon Public Utility Commission

## **Service Quality Report**

#### **Repair Service Center Answer Time**

	2021	2022
January	81.1	
February	53.1	
March	81.1	
April	81.1	
May	72.4	
June	121.0	
July	157.3	
August	126.8	
September	136.8	
October	77.5	
November	103.8	
December	189.1	

OAR Standard: Average Speed of Answer time of 50 Seconds

### DID NOT MEET OAR STANDARD

#### **Business Office Center Answer Time**

	2021	2022
January	48.8	
February	50.3	
March	49.3	
April	42.0	
May	58.6	
June	32.0	
July	18.2	
August	36.4	
September	29.3	
October	20.2	
November	23.4	
December	45.4	

OAR Standard: Average Speed of Answer time of 50 Seconds

#### 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	83%	
November	33%	
December	0%	

OAR Standard: 90%

DID NOT MEET OAR STANDARD

## **MCI-Metro Service Quality Information**

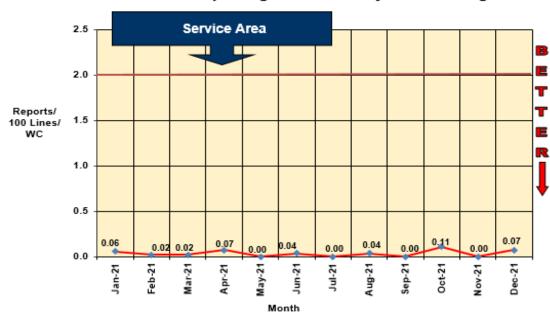
#### MONTHLY TROUBLE REPORT RATE

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
MCImetro	0	0.06	0.02	0.02	0.07	0.00	0.04	0.00	0.04	0.00	0.11	0.00	0.07
Statewide Average		0.06	0.02	0.02	0.07	0.00	0.04	0.00	0.04	0.00	0.11	0.00	0.07
Service Area Count <sup>1</sup>	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 the Service Area exceeded a 2.00 trouble report rate during the reported twelve month period.

SERVICE AREA OUT-OF-STANDARD (2.00)

### Trouble Reporting Rate - Monthly State Average



Prepared by: Joseph Bartholomew 3/18/2022