

**MCIMETRO ACCESS TRANSMISSION
SERVICES CORP.
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 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
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 ¹	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

