

McLeodUSA Telecommunications Services LLC SERVICE QUALITY REPORT

CHARTS

Repair Service Center Answer Time

	2019	2020
January		70.0
February		99.0
March		73.0
April		32.0
May		81.0
June		195.0
July	45.4	
August	103.0	
September	141.0	
October	83.7	
November	49.5	
December	17.1	

Business Office Center Answer Time

	2019	2020
January		41.0
February		45.8
March		68.0
April		102.0
May		64.9
June		125.0
July	122.0	
August	52.0	
September	59.0	
October	43.9	
November	29.3	
December	21.5	

OAR Standard: 50 seconds or less

DID NOT MEET OAR STANDARD

Commitments for Service - Provisioning

	2019	2020
January		100%
February		100%
March		100%
April		100%
May		100%
June		100%
July	100%	
August	100%	
September	100%	
October	100%	
November	100%	
December	100%	

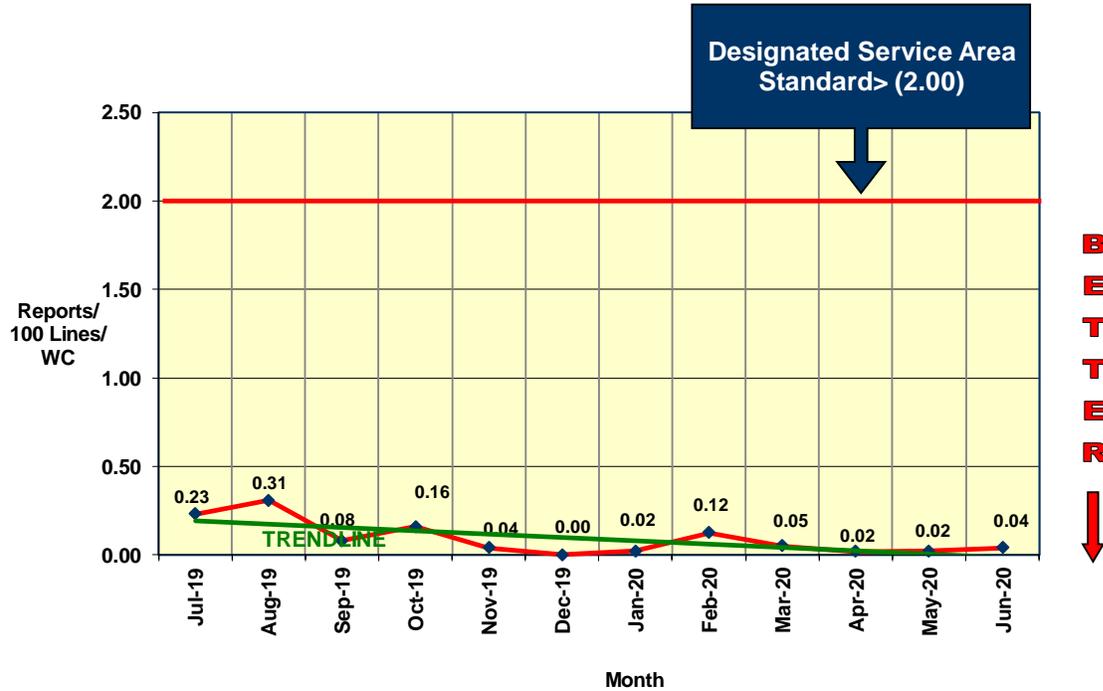
OAR Standard: 90%

Repair Cleared Within 48-Hours

	2019	2020
January		100%
February		86%*
March		100%
April		100%
May		0%*
June		0%*
July	83%*	
August	100%	
September	100%	
October	75%*	
November	100%	
December	100%	

*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	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
McLeodUSA	0	0.23	0.31	0.08	0.16	0.04	0.00	0.02	0.12	0.05	0.02	0.02	0.04
Statewide Average		0.23	0.31	0.08	0.16	0.04	0.04	0.02	0.12	0.05	0.02	0.02	0.04

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