

Company Name ARKWEST COMMUNICATIONS

APSC SERVICE PERFORMANCE REPORT - TPR 9.01 10.01								
2011								
Line No.		Jan	Feb	Mar	Apr	May	Jun	Jul
<b>Trouble Reports TPR 10.06</b>								
Exchange Name:	1	Access Lines	238	239	234	233	236	234
CASA	2	Total Trouble Rpts.	2	3	3	5	10	8
Switch Mfg:	3	Deregulated	0	2	3	4	9	7
NORTEL	4	Excluded						
NXX:	5	Measurable Rpts.	2	1		1	1	1
233	6	Trouble Index	0.84	0.42	0	0.43	0.42	0.43
<b>Service Outage Restoration TRP 10.01</b>								
	7	Total OOS Rpts.	2	2	2	2	6	1
	8	Deregulated	0	1	2	1	5	1
	9	Excluded						
	10	Measurable Rpts.	2	1		1	1	
	11	Restored W/ 24 Hrs.	2	1	0	1	1	0
	12	Percentage	100.00%	100.00%		100.00%	100.00%	
<b>Application for Service 5 days TPR 9.01</b>								
	13	Total Applications	0	3	0	0	2	0
	14	W/ 5 Days	0	3	0	0	2	0
	15	Percentage		100.00%			100.00%	
<b>Application for Service 30 days TPR 9.01</b>								
	16	Total Applications	0	0	0	0	0	0
	17	W/ 30 Days	0	0	0	0	0	0
	18	Percentage						

19 Name and address of person to contact regarding this information:

JAMES GIBSON (479) 495-4200  
 PO BOX 699  
 DANVILLE, AR 72833

NOTE: Create a tab to represent each exchange

01 10.06

Aug Sep Oct Nov Dec


Target

<=5


>=95%

				0
				0

>=95%

0	0	0		0
0	0	0		0

>=95%

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