

Fiber Services

Reliability Report (2014)

Month	January	February	March	April	May	June	July	August	September	October	November	December	Totals
Total Customer	116	115	116	117	117	118	118	118	118	119	120	120	1412
Total Minutes	44,640	40,320	44,640	43,200	44,640	43,200	44,640	44,640	44,640	44,640	43,200	44,640	527,040
Total Service Minutes	5,178,240	4,636,800	5,178,240	5,054,400	5,222,880	5,097,600	5,267,520	5,267,520	5,267,520	5,312,160	5,184,000	5,356,800	62,023,680

Unscheduled Outages

Number of Customers	12	0	116	94	56	118	118	43	0	19	6	120	702
Outage Minutes	84	0	10	22	21	16	16	22	0	36	1320	10	1557
Total Outage Minutes	1008	0	1160	2068	1176	1888	1888	946	0	684	7920	1200	19938

Scheduled Outage

Scheduled Minutes													
Actual Minutes													

Outage Cause

Provider Down				X		X	X					X	4
Weather					X								1
Equipment Failure	X		X					X		X			4
Animal											X		1
Human Error													

Monthly Outage %	0.000194661	0	0.022%	0.041%	0.023%	0.037%	0.036%	0.018%	0.000%	0.013%	0.153%	0.022%	0.032%
Uptime Percentage	99.981%	100.000%	99.978%	99.959%	99.977%	99.963%	99.964%	99.982%	100.000%	99.987%	99.847%	99.978%	99.968%