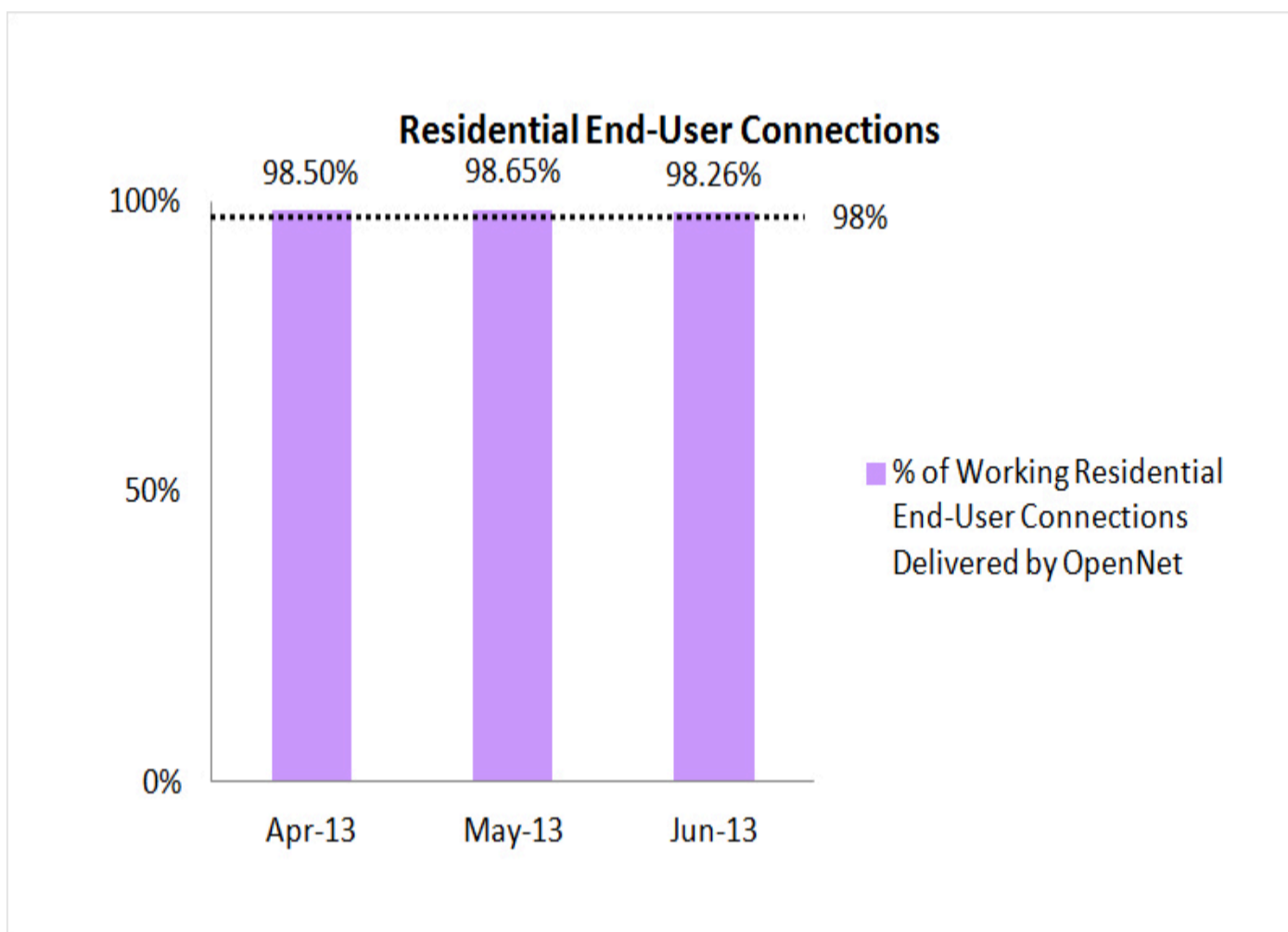


# OpenNet's Fibre Connection Service QoS Performance for Q2 2013

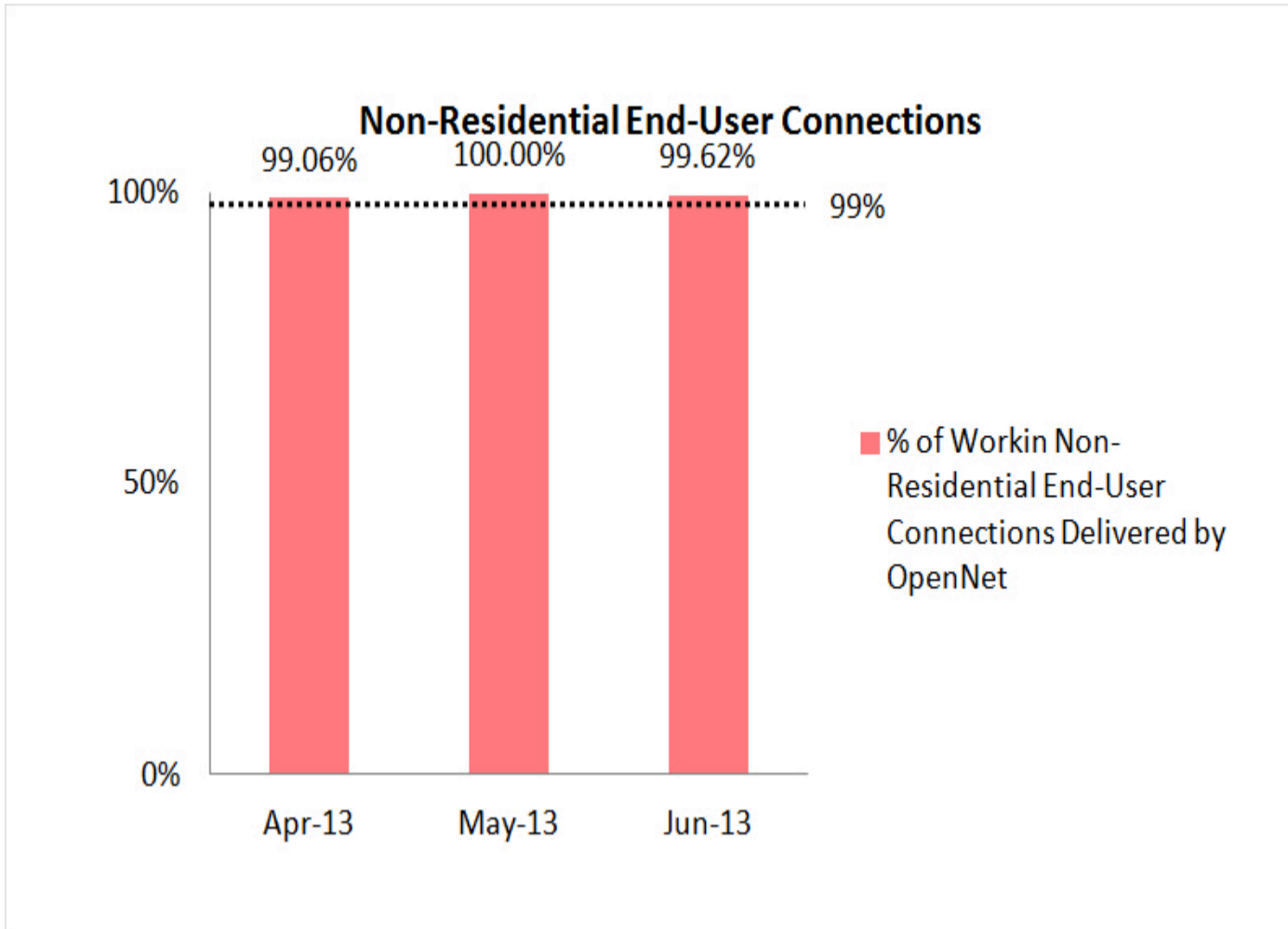
Quality of Service (QoS) Standards for OpenNet's Fibre Connection Services for the Apr - Jun 2013 Quarter

## OpenNet's QoS Performance for Installation-Related Service Levels

1. Percentage of Residential End-User Connections Delivered to OpenNet's Requesting Licensees in Working Condition

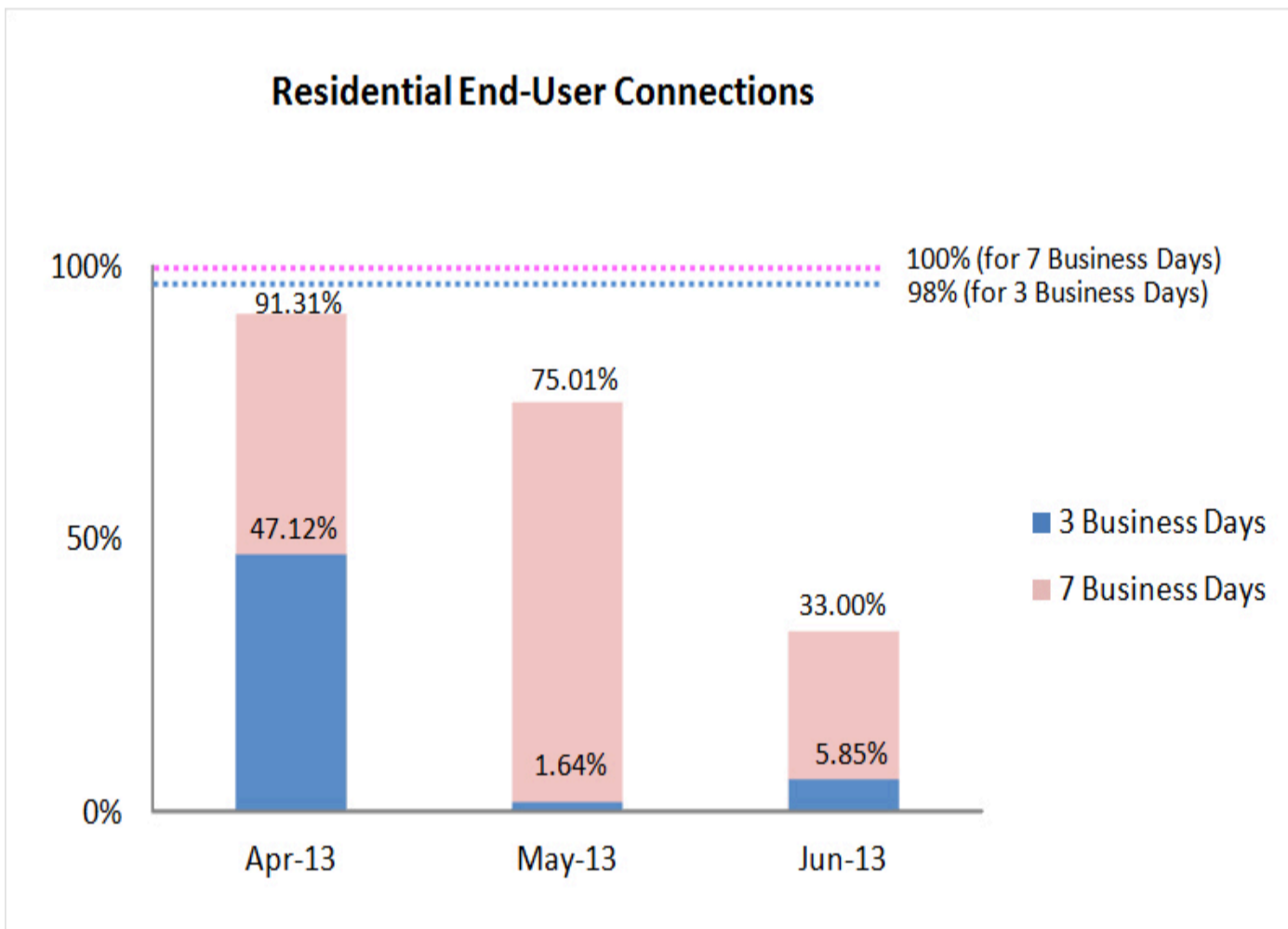


2. Percentage of Non-Residential End-User Connections Delivered to OpenNet's Requesting Licensees in Working Condition



## OpenNet's QoS Performance for Timeframe in the Provisioning of End-User Connection Services

1. Percentage of Residential End-User Connections Provisioned within Three or Seven Business Days of the Date of the Service Order



2. Percentage of Non-Residential End-User Connections Provisioned within Four or Eight Calendar Weeks from the Date of the Service Order

### Non-Residential End-User Connections

