



INTEGRA TELECOM

CUSTOMER SATISFACTION REPORT CARD

As a valued Integra customer, you'll experience first hand the first-class service we're known for. We measure success based on what our customers care most about. So each year we commission an independent research firm* to ask businesses like yours what they value most from a telecom provider and how satisfied they are with the service from their carrier.

Responsive. Reliable. Local. This is the kind of support you can always count on. And when other telecom companies call to ask for your business, ask to see their grades.

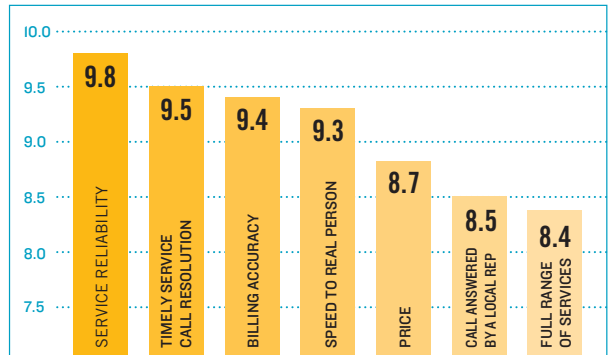
CUSTOMER RANKINGS for Integra Telecom compared to other national providers in Integra's largest markets.

CRITERIA	INTEGRA	INDUSTRY AVG.
Overall satisfaction	8.7	8.4
Reliability of service	8.9	8.6
Resolving service call in a timely manner	8.5	8.1
Billing accuracy	9.1	8.9
Speed in which call was answered by a real person	8.8	7.6
Price	8.5	8.0
Service calls answered by a local care representative	8.8	8.0

* Riley Research Associates, Portland, OR

CUSTOMER CRITERIA

We asked customers like you what you look for when choosing a telecommunications provider. Here's how they ranked seven key purchase criteria.



INTEGRA REPORT CARD: We grade ourselves, too!

Answers calls in 20 seconds or less <i>Responds quickly to others' needs</i>	92%
Resolves issues on first call <i>Good problem solving skills</i>	93%

RESPONSIVE. RELIABLE. LOCAL.

