

# CUSTOMER SATISFACTION

## REPORT CARD



Grace Foods, Inc.  
30 Employees | Customer since 1998 | Internet T1



DSU Peterbuilt & GMC  
210 Employees | Customer since 2003 | Basic Voice



Dick Hannah Dealerships  
1,000 Employees | Customer since 2005 | Private Line - Ethernet - T1

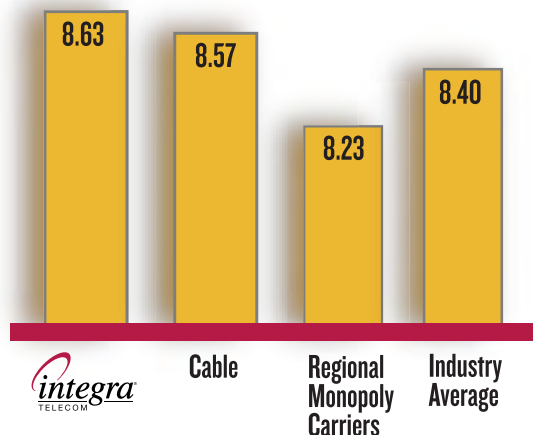
## Integra Leads the Industry in Customer Satisfaction

At Integra, it's our mission to provide quality, user-friendly service.

Our success is measured by the satisfaction of our customers. Each year, we commission an independent research firm\* to ask businesses what they value most from a telecom provider and how satisfied they are with their service. On behalf of all Integra team members, we're proud to share the results with you.

## Overall Customer Satisfaction

Ratings based on a 10 point scale, with 10 being the highest.



\*2009 Riley Research Associates survey of Integra's largest markets.

STUDENT Integra Telecom **A+**

**MAKING THE GRADE**

Ratings based on a 10 point scale, with 10 being the highest.\*

SERVICE ATTRIBUTE	INDUSTRY RANK	SATISFACTION RATING
Reliability of service <i>Consistent performer</i>	#1	8.8
Resolving service call in a timely manner <i>Good problem solving skills</i>	#1	8.7
Billing accuracy <i>Always on the money</i>	#1	9.2
Speed in which call was answered by a real person <i>Responds quickly to others' needs</i>	#1	8.8
Price <i>Always able to add value</i>	#1	8.8
Providing a wide range of services <i>A well-rounded performer</i>	#1	9.2
Service calls answered by a local care representative <i>Right here when you need them</i>	#1	8.9

## RESPONSIVE. RELIABLE. LOCAL.

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

