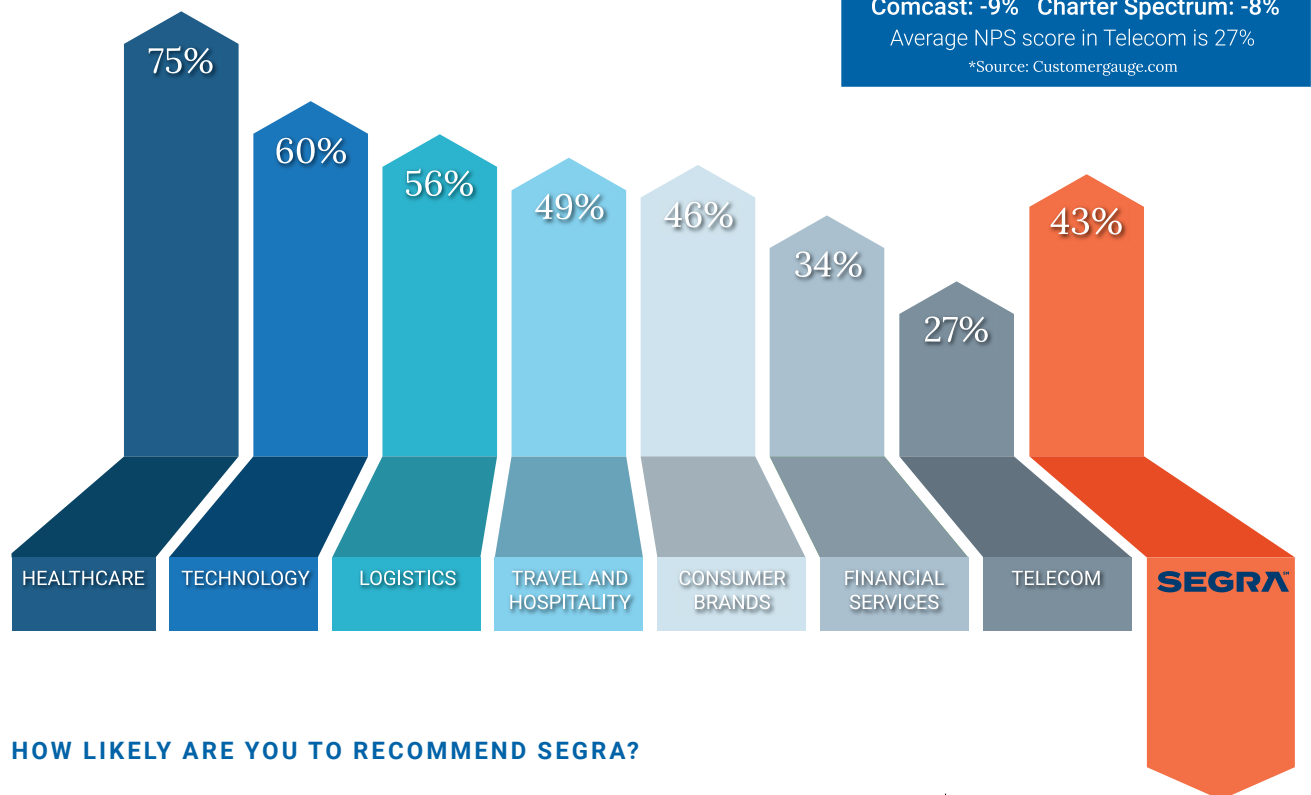


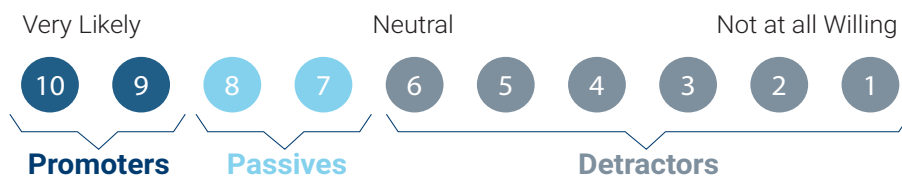
Customer Satisfaction Report

Recently, Segra commissioned an independent, third-party research firm to survey 500 business customers throughout its seven-state service region. To understand how Segra ranks in customer satisfaction compared to competitors in the industry, it is first important to understand how other industries rank in Net Promoter Scores (NPS). The NPS percentage is determined by surveying a large group of customers, and asking them to rank how likely they are to recommend each provider in these industries. After all the NPS percentages for each company in these industries are determined, a benchmark is determined for the industry by taking the average. Below are the benchmark scores for the top 7 industries polled.*

BENCHMARK NPS SCORES BY INDUSTRY



HOW LIKELY ARE YOU TO RECOMMEND SEGRA?



Net Promoter Score =
Promoters - Detractors

Customer Satisfaction Report

The goal of the survey was to determine what attributes Segra customers use to choose their communications technology provider, how Segra rated on each of those attributes and to determine an overall customer satisfaction score based on customer ranking of their most important attributes when choosing a communications technology provider.

Below is a chart that shows the attributes that Segra customers found most important in their communications technology provider, as well as how they ranked the importance and how satisfied they are with Segra in providing these.

OVERALL SATISFACTION OF 8.5
(on a 10-point Scale)

IMPORTANCE	ATTRIBUTE	SATISFACTION
9.7	RELIABILITY OF SERVICE	8.7
9.6	RESOLVING SERVICE CALL TIME	9.4
9.6	BILLING ACCURACY	9
9.4	SERVICE CALL ANSWER SPEED	8.7
9.2	PRICE OF PRODUCTS AND SERVICES	8.3
9.1	EASE OF USE OF PRODUCTS AND SERVICES	8.7
8.8	SERVICE CALL ANSWERED LOCALLY	8.6
8.7	PROVIDING INNOVATIVE SOLUTIONS	8.4
8.4	PROVIDING SERVICES TO HELP GROW	8.4