Letter of Explanation
Installation and Repair Time

Digital Network Access Communications, INC
DBA: DNA Communications, INC
601 1st Ave
Rochelle, IL. 61068
(815) 562 4290

Dear Mr. Murray,

This letter provides detail explanation on service installation and repair time frames and credits relating to these activities. Shortages in installations due to delayed by ILEC longer then regulator times. That either result in installation taking or going into a following month (period) or customer canceling service out of delay frustration before it was even installed. This is an ongoing problem with our ILEC relationship.

To further explain please refer to the table below outlining ILEC activity and DNA activity leading to the reported results and percentages. To explain the horrid 12 business days instead of the maximum 5 the reasons provided by the ILEC to DNA vary from one of the following:

No due date available
No Reason
No Man power available.

Due to the long delay in acquiring service delivery loops, DNA has to issue credits towards service delays and often looses a customer before activation due to customer frustration with the delay this off course does not end our loop ordering costs. In fact the delays have been complained about in the past on two occasions and the pattern is impossible to ignore. Even with long ILEC delivery delays, DNA continues to install services within given guidelines. We have always met our goal of 92% or better (within 3 business days).

Month	Orders Placed	Avg ILEC Delivery Time (Business Days)	Avg DNA Service Delivery (3 business Days)	Notes:
January 2011	4	11.6	1.6	
February 2011	3	10.4	1.2	
March 2011	4	14	1	

Please feel free to contact us if you have further questions.

Sincerely,

DNA Communications, Inc