

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

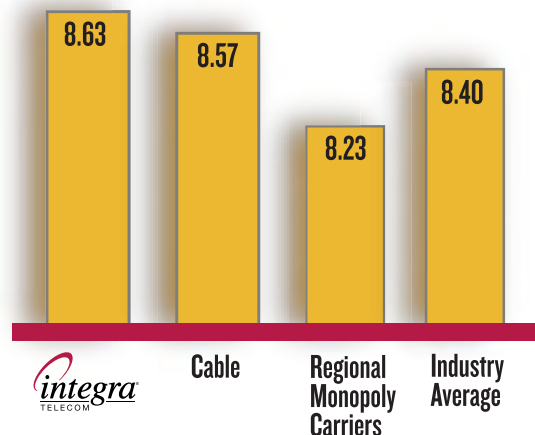
Integra Leads the Industry in Customer Satisfaction

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

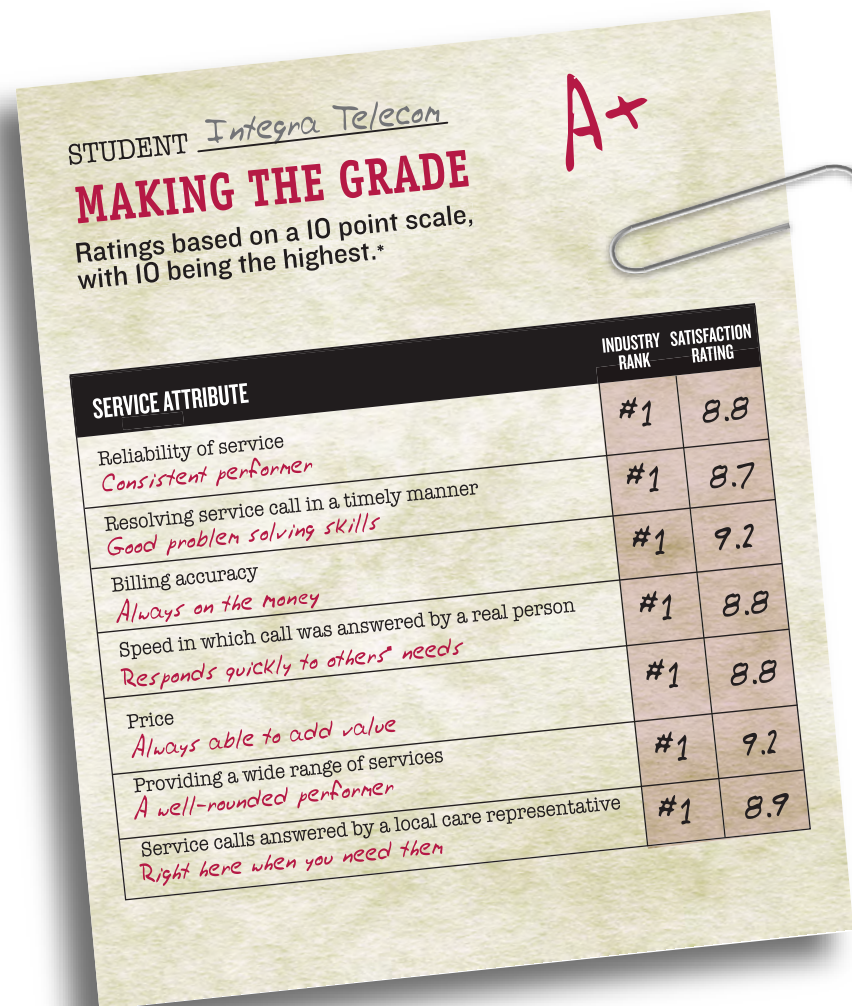
Our success is measured by the satisfaction of our customers. Each year, we commission an independent research firm* to ask businesses what they value most from a telecom provider and how satisfied they are with their service. On behalf of all Integra team members, we're proud to share the results with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



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.

