

WAC 480-120-439 Monthly Service Quality Performance Report
Eschelon Telecom of Washington, Inc. & Affiliates

August 2008 Report

Subpart (3) – Missed appointment report (statewide installation data, all orders; includes both off-net and on-net and Integra business):

Total appointment/commitments made:	461
Appointments/commitments missed:	22

Subpart (4) - Installation or activation of basic service (statewide data, all orders; includes both off-net and on-net and Integra business):

	<u>30 Days</u>	<u>90 Days</u>	<u>180 days</u>
Orders taken (total commitments made):	461	838	1180
Orders completed (commitments met):	439	786	1121

Subpart (6) – Summary trouble reports (statewide data; must include both off-net and on-net. Exclusions: troubles due to CPE, inside wire, force majeure, power outages):

Number of ALEs (estimated):	79,497
Ratio of trouble reports per 100 ALEs in service: (ALE equivalent = 563)	0.69/100
If ratio exceeds 4:100 include explanation of cause(s):	N/A

Subpart (7) and (8) – Eschelon and its affiliates met or exceeded the network performance standards.

Subpart (9) - Repair report (must include both off-net and on-net. Exclusions: troubles due to CPE, inside wire, force majeure, power outages):

Total service interruptions (e.g., no dial tone) reported:	208
Less exclusions	(13)
Total service interruptions	195
Service interruptions cleared in 48 hours:	186
Service interruptions cleared after 48 hours:	9
Total service impairments (e.g., malfunctioning features) reported:	341
Less exclusions	(35)
Total service impairments	306
Service impairments cleared in 72 hours:	294
Service impairments cleared after 72 hours:	12