

WAC 480-120-439 Monthly Service Quality Performance Report
Eschelon Telecom of Washington, Inc. & Affiliates (Advanced TelCom, Inc., Washington
Telecom, Inc. d/b/a Oregon Telecom, Inc.)

Subpart (4) - Installation or activation of basic service (statewide data, all orders; includes both off-net and on-net, Classic Eschelon, Classic ATI and OTI) – October 2006*:

	<u>30 Days</u>	<u>90 Days</u>	<u>180 days</u>
Orders taken (total commitments made):	574	(WA history not accrued)	
Orders completed (commitments met):	537	(WA history not accrued)	

Subpart (6) – Summary trouble reports (statewide data; must include both off-net and on-net, Classic Eschelon, Classic ATI and OTI. Exclusions: troubles due to CPE, inside wire, force majeure, power outages) – November 2006*:

Number of ALEs:	72,719
Ratio of trouble reports per 100 ALEs in service:	0.82/100
If ratio exceeds 4:100 include explanation of cause(s):	N/A

Subpart (9) - Repair report (must include both off-net and on-net, Classic Eschelon, Classic ATI and OTI. Exclusions: troubles due to CPE, inside wire, force majeure, power outages) - November 2006*:

Service interruptions (e.g., no dial tone) reported:	462
Service interruptions cleared in 48 hours:	449
Service interruptions cleared after 48 hours:	13
Service impairments (e.g., malfunctioning features) reported:	136
Service impairments cleared in 72 hours:	134
Service impairments cleared after 72 hours:	2

* Eschelon will coordinate reporting periods in future reports.