

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

June 2008 Report

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

| | |
|-------------------------------------|-----|
| Total appointment/commitments made: | 439 |
| Appointments/commitments missed: | 25 |

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

| | <u>30 Days</u> | <u>90 Days</u> | <u>180 days</u> |
|--|----------------|----------------|-----------------|
| Orders taken (total commitments made): | 430 | 762 | 1196 |
| Orders completed (commitments met): | 414 | 715 | 1132 |

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): | 166,588 |
| Ratio of trouble reports per 100 ALEs in service: (ALE equivalent = 898) | 0.54/100 |
| If ratio exceeds 4:100 include explanation of cause(s): | N/A |

Subpart (7) and (8) – Integra 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: | 430 |
| Less exclusions | (21) |
| Total service interruptions | 409 |
| Service interruptions cleared in 48 hours: | 402 |
| Service interruptions cleared after 48 hours: | 7 |
| Total service impairments (e.g., malfunctioning features) reported: | 524 |
| Less exclusions | (37) |
| Total service impairments | 487 |
| Service impairments cleared in 72 hours: | 473 |
| Service impairments cleared after 72 hours: | 14 |