

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

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*:

| | |
|---|-------|
| Total service interruptions (e.g., no dial tone) reported: | 590 |
| Less exclusions | (128) |
| Total service interruptions | 462 |
| Service interruptions cleared in 48 hours: | 449 |
| Service interruptions cleared after 48 hours: | 13 |
| Total service impairments (e.g., malfunctioning features) reported: | 315 |
| Less exclusions | (179) |
| Total service impairments | 136 |
| Service impairments cleared in 72 hours: | 134 |
| Service impairments cleared after 72 hours: | 2 |

* Eschelon will coordinate reporting periods in future reports.