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., and Tel-West lines migrated to Eschelon)

January 2007 Report

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):

	30 Days	90 Days	180 days
Orders taken (total commitments made):	902	1949	2523
Orders completed (commitments met):	821	1766	2303

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):

Number of ALEs:	77, 241
Ratio of trouble reports per 100 ALEs in service:	1.02/100
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):

Total service interruptions (e.g., no dial tone) reported:	495
Less exclusions	(110)
Total service interruptions	385
Service interruptions cleared in 48 hours:	366
Service interruptions cleared after 48 hours:	19
Total service impairments (e.g., malfunctioning features) reported:	581
Less exclusions	(179)
Total service impairments	402
Service impairments cleared in 72 hours:	393
Service impairments cleared after 72 hours:	9