

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) – in compliance with Order 01, Docket UT-061443

**July 2007 Report**

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

Total appointment/commitments made:	328
Appointments/commitments missed:	32

**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):

	<u>30 Days</u>	<u>90 Days</u>	<u>180 days</u>
Orders taken (total commitments made):	328	1056	1886
Orders completed (commitments met):	296	964	1702

**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:	82,585
Ratio of trouble reports per 100 ALEs in service:	0.92/100
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:	489
Less exclusions	(135)
Total service interruptions	402
Service interruptions cleared in 48 hours:	393
Service interruptions cleared after 48 hours:	9
Total service impairments (e.g., malfunctioning features) reported:	463
Less exclusions	(109)
Total service impairments	354
Service impairments cleared in 72 hours:	351
Service impairments cleared after 72 hours:	3