

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

November 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:	85
Appointments/commitments missed:	73

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):	85	500	1136
Orders completed (commitments met):	73	459	1025

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:	83,000
Ratio of trouble reports per 100 ALEs in service:	1.10/100
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:	50
Less exclusions	(87)
Total service interruptions	413
Service interruptions cleared in 48 hours:	405
Service interruptions cleared after 48 hours:	8
Total service impairments (e.g., malfunctioning features) reported:	437
Less exclusions	(108)
Total service impairments	329
Service impairments cleared in 72 hours:	327
Service impairments cleared after 72 hours:	2