

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

January 2008 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: | 75 |
| Appointments/commitments missed: | 22 |

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): | 75 | 274 | 689 |
| Orders completed (commitments met): | 53 | 225 | 611 |

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 (estimated): | 82,000 |
| Ratio of trouble reports per 100 ALEs in service: (ALE equivalent = 590) | 0.72/100 |
| 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: | 387 |
| Less exclusions | (76) |
| Total service interruptions | 311 |
| Service interruptions cleared in 48 hours: | 303 |
| Service interruptions cleared after 48 hours: | 8 |
| Total service impairments (e.g., malfunctioning features) reported: | 354 |
| Less exclusions | (71) |
| Total service impairments | 283 |
| Service impairments cleared in 72 hours: | 278 |
| Service impairments cleared after 72 hours: | 5 |