

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

March 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:	10
Appointments/commitments missed:	7

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):	10	101	300
Orders completed (commitments met):	7	73	245

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):	80,360
Ratio of trouble reports per 100 ALEs in service: (ALE equivalent = 603)	0.75/100
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:	272
Less exclusions	(38)
Total service interruptions	234
Service interruptions cleared in 48 hours:	226
Service interruptions cleared after 48 hours:	8
Total service impairments (e.g., malfunctioning features) reported:	330
Less exclusions	(52)
Total service impairments	278
Service impairments cleared in 72 hours:	262
Service impairments cleared after 72 hours:	16