

# SAMPLE – DATA ESTIMATED

WAC 480-120-439 Monthly Service Quality Performance Report  
Integra Telecom of Washington, Inc. & Affiliates

## Sample Report

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

|                                     |     |
|-------------------------------------|-----|
| Total appointment/commitments made: | 680 |
| Appointments/commitments missed:    | 45  |

**Subpart (4)** - Installation or activation of basic service (statewide data, all orders; includes both off-net and on-net):

|  | <u>30 Days</u> | <u>90 Days</u> | <u>180 days</u> |
|--|----------------|----------------|-----------------|
| Orders taken (total commitments made): | 680            | 2020           | 2800            |
| Orders completed (commitments met):    | 640            | 1830           | 2530            |

**Subpart (6)** – Summary trouble reports (statewide data; must include both off-net and on-net. Exclusions: troubles due to CPE, inside wire, force majeure, power outages):

|  |          |
|--|----------|
| Number of ALEs (estimated):  | 151,000  |
| Ratio of trouble reports per 100 ALEs in service:<br>(ALE equivalent = 1130) | 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. Exclusions: troubles due to CPE, inside wire, force majeure, power outages):

|   |       |
|---|-------|
| Total service interruptions (e.g., no dial tone) reported:          | 750   |
| Less exclusions   | (190) |
| Total service interruptions   | 560   |
| Service interruptions cleared in 48 hours:                          | 550   |
| Service interruptions cleared after 48 hours:                       | 15    |
| Total service impairments (e.g., malfunctioning features) reported: | 440   |
| Less exclusions   | (235) |
| Total service impairments   | 435   |
| Service impairments cleared in 72 hours:                            | 430   |
| Service impairments cleared after 72 hours:                         | 10    |