

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

April 2008 Report

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

Total appointment/commitments made:	412
Appointments/commitments missed:	23

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

	<u>30 Days</u>	<u>90 Days</u>	<u>180 days</u>
Orders taken (total commitments made):	412	762	973
Orders completed (commitments met):	389	701	905

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):	82,961
Ratio of trouble reports per 100 ALEs in service: (ALE equivalent = 514)	0.62/100
If ratio exceeds 4:100 include explanation of cause(s):	N/A

Subpart (7) and (8) – Eschelon and its affiliates 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:	262
Less exclusions	(30)
Total service interruptions	232
Service interruptions cleared in 48 hours:	219
Service interruptions cleared after 48 hours:	13
Total service impairments (e.g., malfunctioning features) reported:	335
Less exclusions	(50)
Total service impairments	285
Service impairments cleared in 72 hours:	275
Service impairments cleared after 72 hours:	10