

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

**May 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:	393
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):	393	768	990
Orders completed (commitments met):	370	723	910

**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):	82,156
Ratio of trouble reports per 100 ALEs in service: (ALE equivalent = 624)	0.76/100
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:	274
Less exclusions	(32)
Total service interruptions	242
Service interruptions cleared in 48 hours:	231
Service interruptions cleared after 48 hours:	11
Total service impairments (e.g., malfunctioning features) reported:	356
Less exclusions	(47)
Total service impairments	309
Service impairments cleared in 72 hours:	297
Service impairments cleared after 72 hours:	12