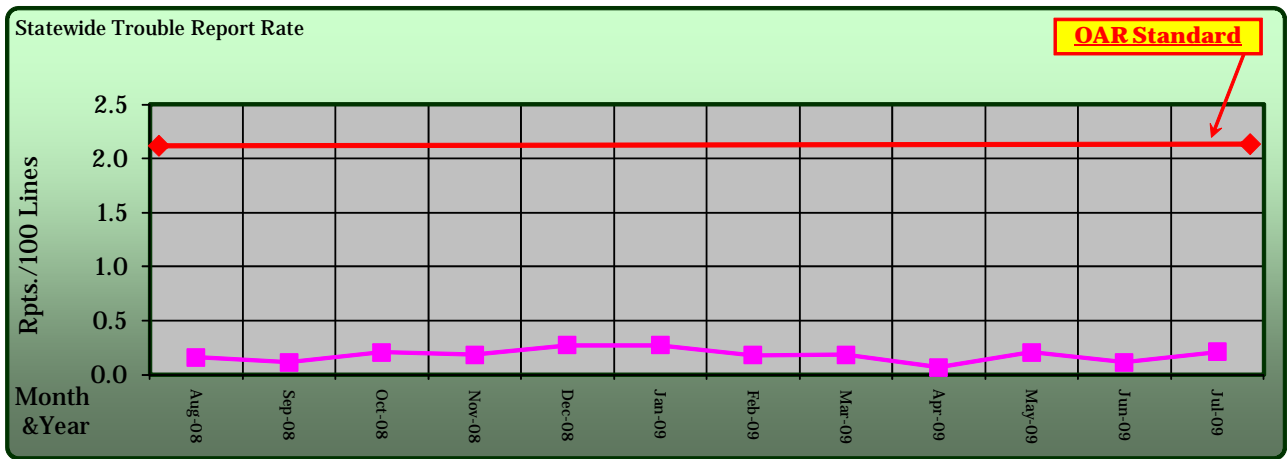


Eastern Oregon Telecom SQR

Service Area	Monthly Trouble Report Rate (TRR)													
	MO >2.0 ¹	MO >3.0 ¹	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09
Eastern Oregon Telecom (EOT)	0		0.2	0.1	0.2	0.2	0.3	0.3	0.2	0.2	0.1	0.2	0.1	0.2
Statewide Trouble Report Rate			0.2	0.1	0.2	0.2	0.3	0.3	0.2	0.2	0.1	0.2	0.1	0.2
Service Area Count	0		0	0	0	0	0	0	0	0	0	0	0	0

Service Area
OUT-OF-STANDARD (2.00)



Eastern Oregon Telecom SQR

Note: Our Company does not maintain an automated answering, or interactive system (IVR), which tracks the number of calls or records the response times of our representatives.
Our Call-Centers are provisioned by live representatives on a 7 day-24 hour basis.

Repair Service Call-Center
Answers within 20 Seconds

	2008	2009
January		N/R
February		N/R
March		N/R
April		N/R
May		N/R
June		N/R
July		N/R
August	N/R	
September	N/R	
October	N/R	
November	N/R	
December	N/R	
OAR Minimum Standard (80%)eff.: Jan. '06 Data		

Business Office Call-Center
Answers within 20 Seconds

	2008	2009
January		N/R
February		N/R
March		N/R
April		N/R
May		N/R
June		N/R
July		N/R
August	N/R	
September	N/R	
October	N/R	
November	N/R	
December	N/R	
OAR Minimum Standard (80%)eff.: Jan. '06 Data		

Commitments Met/
Provisioning

	2008	2009
January		100.0%
February		100.0%
March		100.0%
April		100.0%
May		100.0%
June		100.0%
July		100.0%
August	100.0%	
September	100.0%	
October	100.0%	
November	100.0%	
December	98.0%	
OAR Minimum Standard (90%)		

Trouble Reports Cleared
Within 48 Hrs.

	2008	2009
January		98.0%
February		99.0%
March		100.0%
April		100.0%
May		100.0%
June		100.0%
July		100.0%
August	100.0%	
September	100.0%	
October	100.0%	
November	100.0%	
December	100.0%	
OAR Minimum Standard (95%)		

Legend: N/R=Not Reported