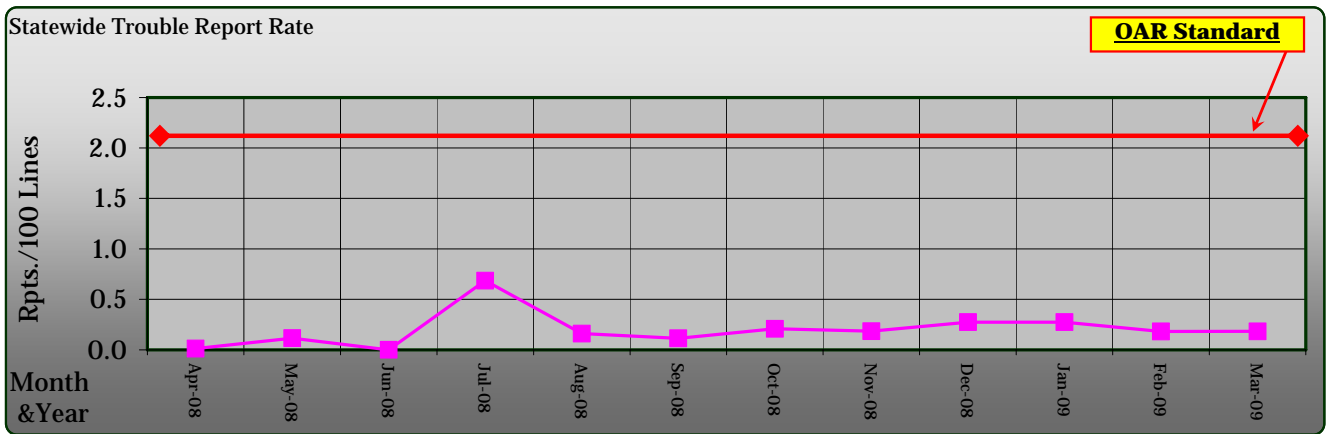


Eastern Oregon Telecom SQR

Service Area	Monthly Trouble Report Rate (TRR)														
	MO >2.0 ¹	MO >3.0 ¹	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	
Eastern Oregon Telecom (EOT)	0		0.0	0.1	0.0	0.7	0.2	0.1	0.2	0.2	0.3	0.3	0.2	0.2	
Statewide Trouble Report Rate			0.0	0.1	0.0	0.7	0.2	0.1	0.2	0.2	0.3	0.3	0.2	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.

Eastern Oregon Telecom

Repair Service Call-Center
Answers within 20 Seconds

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		

	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

Trouble Reports Cleared
Within 48 Hrs.

	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%)		

	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