

ESCHELON TELECOM OF OREGON SERVICE QUALITY REPORT



CHARTS

Repair Service Center Answer Time

	2008	2009
January		98.8%
February		98.0%
March		98.5%
April		98.6%
May		94.9%
June		97.5%
July		99.2%
August		98.6%
September		96.0%
October	98.9%	
November	98.9%	
December	96.2%	

Business Office Center Answer Time

	2008	2009
January		91.0%
February		91.0%
March		93.0%
April		91.0%
May		91.0%
June		92.0%
July		93.0%
August		98.6%
September		96.0%
October	91.0%	
November	88.0%	
December	86.0%	

DID NOT MEET OAR STANDARD

Commitments for Service - Provisioning

	2008	2009
January		93.0%
February		97.0%
March		97.0%
April		100.0%
May		100.0%
June		96.0%
July		98.0%
August		94.0%
September		90.0%
October	97.0%	
November	93.0%	
December	92.0%	

OAR Standard: 90%

DID NOT MEET OAR STANDARD

Repair Cleared Within 48-Hours

	2008	2009
January		97.1%
February		98.5%
March		98.3%
April		99.6%
May		99.7%
June		97.9%
July		98.3%
August		100.0%
September		98.7%
October	98.0%	
November	97.2%	
December	98.2%	

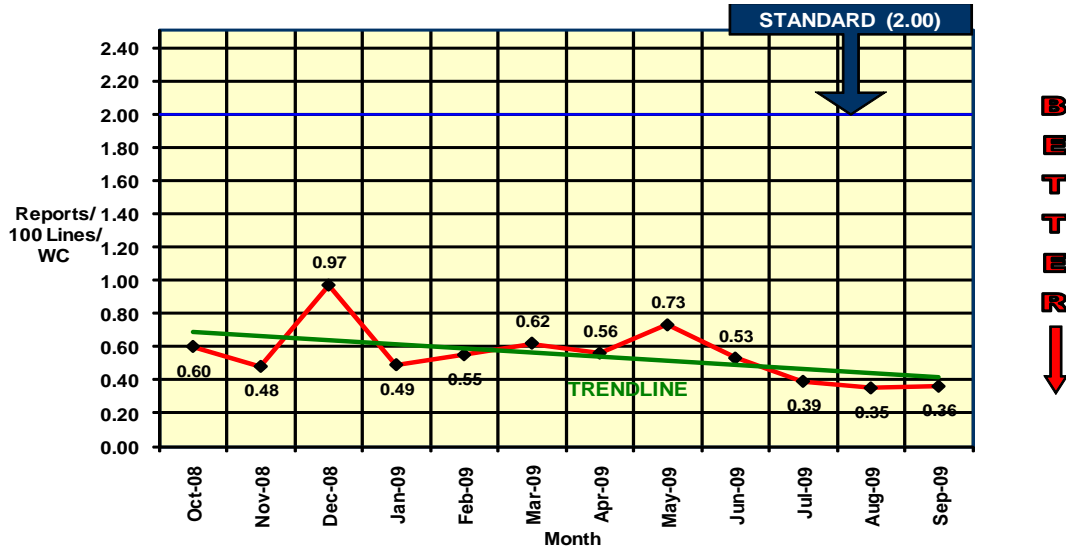
OAR Standard: 95%

DID NOT MEET OAR STANDARD

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TROUBLE REPORT RATE – STATE AVERAGE



MONTHLY TROUBLE REPORT RATE

Wire Center	MO > 2.00 ¹	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09
Eschelon Telecom	0	0.60	0.48	0.97	0.49	0.55	0.62	0.56	0.73	0.53	0.39	0.35	0.36
Statewide Average		0.60	0.48	0.97	0.49	0.55	0.62	0.56	0.73	0.53	0.39	0.35	0.36
Large Wire Center Count ²	0	0	0	0	0	0	0	0	0	0	0	0	0

NOTE 1: The "MO>2.00" column is the number of times a wire center with over 1,000 access lines exceeded a 2.00 trouble report rate during the reported twelve month period. The "Wire Center Count" is the number of wire centers that did not meet standard for the reported month.

NOTE 2: The number at the bottom of the monthly columns are the number of wire centers that exceeded 2.00 for the large wire center during the reported month.

LARGE WIRE CENTER OUT-OF-STANDARD (2.00)