

PRESS RELEASE

FOR INTEGRA TELECOM



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INTEGRA TELECOM RECEIVES HIGH MARKS FOR CUSTOMER SERVICE AND RELIABILITY

Riley Research and Integra Telecom Release Telecom Customer Survey Results

PORTLAND, Ore. – April 6, 2009 – According to a customer survey commissioned by [Integra Telecom Inc.](#) and conducted by independent research firm [Riley Research Associates](#), Integra's reliability of service was its highest rated service attribute. The survey illustrated statistically high levels of satisfaction by Integra's customers throughout the company's rapid growth. Additionally, Integra's Electric Lightwave (ELI) and Eschelon Telecom customers who joined the company through acquisitions during the past three years, showed the greatest increases in customer service satisfaction.

"The results indicate that overall satisfaction among Integra Telecom's customers has remained consistently high throughout the company's rapid growth and integration of acquired customers into its local service model," said [Michael J. Riley, APR, PRC, president and research director of Riley Research Associates](#). "Our findings show that as the newly acquired customers from ELI and Eschelon have been integrated into the Integra family, their satisfaction with their services has continued to grow."

According to the survey, Integra scored 8.9 for reliability and 9.1 for billing accuracy, on a 10-point scale where 10 means "Extremely Satisfied." The company also received high marks for its speed in connecting customers with a live person, its service range, and for having local representatives answer service calls, rather than being routed through an automated system. All customer groups surveyed expressed a strong likelihood of recommending Integra Telecom's products and services to others.

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“Customer service is a core principal of Integra’s business model and we use Riley’s survey, as well as ongoing feedback from our customers, as key indicators of whether or not we are exceeding our customers’ expectations,” said [Dudley Slater, CEO of Integra Telecom](#). “Having expanded our customer base nearly fourfold in the past few years, I am pleased to see that we’ve successfully been able to uphold our promise of providing industry-leading customer service.”

When asked to rank the importance of key service attributes of a telecom provider, reliability was chosen as the most important factor. And, although price was ranked among the top eight purchase criteria for customers, speed of reaching a real person, billing accuracy, timely service call resolution and service reliability were ranked higher.

The results of this survey are based on telephone interviews conducted by Riley Research Associates with roughly 765 local exchange carrier customers located in 10 of Integra’s 11-state service area. The overall sample provides accuracy to within a margin of error of +/- 3.5 percentage points at a 95 percent level of confidence. Additional results of this survey can be found on [Integra Telecom's Web site](#).

About Riley Research Associates

[Riley Research Associates](#) is a 20-year-old communications and market research firm. Principal Michael J. Riley is a certified professional research practitioner (PRC) by the Market Research Association, and is accredited (APR) by the Public Relations Society of America. Riley has been conducting research in the telecommunications industry for more than 25 years.

About Integra Telecom

[Integra Telecom Inc.](#) provides voice, data and Internet communications to thousands of business and carrier customers in 11 Western states, including: Arizona, California, Colorado, Idaho, Minnesota, Montana, Nevada, North Dakota, Oregon, Utah and Washington. The company owns and operates a best-in-class fiber-optic network comprised of metropolitan access networks, a nationally acclaimed tier one Internet and data network, and a 4,700-mile high-speed long haul

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network. The company has earned some of the highest customer loyalty and customer satisfaction ratings in the telecommunications industry. Primary equity investors in the company include Warburg Pincus, Banc of America Capital Investors and Boston Ventures. Integra Telecom and Electric Lightwave are registered trademarks of Integra Telecom Inc. For more information, visit www.integratelecom.com.

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