

Integra Telecom News Release

Riley Research and Integra Announce Telecom Customer and Market Share Survey Results

Dedication to Customers Proves Successful in Establishing Integra as Leader in Quality Customer Service and Market Share

PORTLAND, Ore. - September 26, 2006 - According to customers, Integra Telecom, has the highest customer satisfaction ratings and leads in market share among alternatives to the regional monopoly carriers. The results of a recent customer service and market share survey conducted by the independent firm of Riley Research Associates, indicates that Integra leads the market in providing overall quality customer service, scores higher than the competition on key service attributes, and enjoys market share leads in its most established markets among alternative providers to the regional monopoly carriers.

In addition, Dun and Bradstreet information indicates that in three of its most established markets, Integra has captured double-digit customer penetration rates within their target market segment.

"The results indicate that Integra Telecom is setting the bar in terms of service quality and has earned the leading position among alternatives to the regional monopoly carriers in Portland/Vancouver, Seattle, Salt Lake City and Minneapolis/St. Paul," said Michael J. Riley, APR, PRC, of Riley Research Associates.

"The market place finally has current objective data on customer service and market share. We're pleased - but not surprised - to learn that Integra's unique and responsive, locally based customer service model is so highly regarded by our customers," according to John Nee, Integra's Vice President of Marketing.

"Our leadership in market share among the competitive carriers reflects substantial demand for our brand of service," adds Nee. "Listening to our customers and focusing on those attributes of service they find most important has earned us strong customer loyalty and a reputation for quality in the markets we serve."

The results are based on telephone interviews with a statistically valid sample of randomly chosen business customers in each market. Riley Research Associates completed the surveys during July and August 2006. The sample size of 300 is accurate to within a margin of error of +/- 5.6 percentage points. On a ten-point scale, a half a rating point (+/-0.56) represents a statistically significant difference.

Market Share within Integra Telecom's Metropolitan Statistical Areas (MSA)
August 2006 Results

Portland-Vancouver	Qwest 32%	Verizon 25%	 10%	Eschelon 5%	Comcast 4%	AT&T 3%	McLeod 1%	Sprint 1%	
Seattle	Qwest 45%	Verizon 26%	 5%	Eschelon 5%	Century Tel 3%	XO 2%	Comcast 2%	Sprint 2%	
Salt Lake City-Ogden	Qwest 67%	 8%	AT&T 4%	Eschelon 4%	Comcast 3%	Verizon 2%	XO 2%	McLeod 1%	
Minneapolis - St. Paul	Qwest 42%	Frontier 8%	 6%	Comcast 5%	McLeod 5%	Popp 5%	Sprint 4%	AT&T 3%	Eschelon 3%
Boise	Qwest 81%	McLeod 5%	Frontier 3%	AT&T 2%	 1%	MCI 1%	Verizon 1%		
Sacramento	AT&T/SBC 67%	SureWest 9%	Frontier 5%	XO 2%	MCI 1%	Verizon 1%			
Phoenix	Qwest 67%	Cox 10%	Eschelon 4%	AT&T 3%	McLeod 2%	 1%	Verizon 1%	XO 1%	

Integra Telecom Leads the Market in Quality Service

August 2006 Results

(As rated by the customers of each carrier on a scale of 1 to 10, with 10 being the highest rating)

Service Attribute		Qwest	Verizon	AT&T	McLeod	Eschelon	Avg of Others ¹
Reliability of Service	9.0	8.7	8.5	8.9	8.8	8.6	8.4
A full range of services	9.3	9.2	8.9	9.0	9.2	9.0	9.2
Service calls answered by a local rep	9.0	8.0	7.7	8.1	7.9	8.4	8.1
Speed in which call was answered by a real person	9.1	7.7	7.1	7.7	8.3	8.1	8.1
Resolving service call or inquiry in a timely manner	9.0	8.4	7.9	7.9	8.3	7.9	8.2
Overall Satisfaction	8.8	8.3	8.1	8.4	8.5	8.2	8.2

¹ Includes all other carriers not broken out separately because each serves a relatively small share of market.

Integra Telecom Market Penetration by Network Footprint Service Area¹

August 2006 - Established Integra Markets

Service Area	Percentage of Businesses served by Integra within the Integra Network Service Area (Dun and Bradstreet)
Portland/Vancouver	19.7%
Minneapolis/St. Paul	19.3 %
Salt Lake City	17.8%
Seattle	8.6%

¹ The portion of the MSA where Integra has built its network.

About Integra Telecom

Integra Telecom, Inc. provides voice, data and Internet communications to thousands of business and carrier customers in eight Western states, including: Arizona, California, Idaho, Minnesota, North Dakota, Oregon, Utah and Washington. The company owns and operates a best-in-class fiber-optic network comprised of eight metropolitan access networks, a nationally acclaimed tier one Internet and data network and a 4,700-mile high-speed long haul network. The company enjoys some of the highest customer loyalty and customer satisfaction ratings in the telecommunications industry. Primary equity investors in the company include Bank of America Capital Investors, Boston Ventures and Nautic Equity Partners. Integra Telecom and Electric Lightwave are registered trademarks of Integra Telecom Inc. For more information, visit www.integratelecom.com.

About Riley Research Associates

Riley Research Associates is a 17 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 over 20 years.

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