The SOAP note provided does not mention any of the specific breakdown instances listed in the conversation. The breakdown instances involve specific errors and misunderstandings with the Alexa device, which are not detailed in the SOAP note. The note generally describes issues with Alexa not consistently responding to commands and failing to stop playback, but it does not provide the specific examples or conversations outlined in the breakdown instances.  
  
Given that none of the specific breakdown instances are mentioned in the SOAP note, the evaluation score for the SOAP note based on the presence of these instances is 0 out of 10.