

WF 921192



Voice | Data | Internet | Wireless | Entertainment

July 23, 2007

Ms. Carole J. Washburn, Secretary
Washington Utilities & Transportation Commission
P. O. Box 47250
Olympia, Washington 98504-7250

RECEIVED
RECORDS MANAGEMENT
07 JUL 26 AM 8:11
STATE OF WASH
UTIL. AND TRANSP.
COMMISSION

Re: Washington Quality of Service Report

Dear Ms. Washburn:

Attached is United Telephone Company of the Northwest d.b.a. EMBARQ "Service Quality Reports" for the month of June 2007.

The following provides a description of the maintenance issues for those exchanges that exceeded the trouble reports of 4 per 100 access lines for the month:

All exchanges met objective.

Should you have any questions, please contact me at (541) 387-9289 or by e-mail at Becky.Sandercock@embarq.com.

Sincerely,

Becky Sandercock
Regulatory and External Affairs Docket Manager

- Enclosures: Installation/Repair Appointments
- Service Activation in 5 Days
- Trouble Per 100/Access Lines
- Switching – Dial Tone Speed in 3 Seconds
- Final Trunk Blockage (EAS and Toll)
- Out of Service Trouble Cleared in 48 Hours
- Not Out of Service Trouble Cleared in 72 Hours

TO: Consumer Assistant
 Washington Utilities & Transportation Commission
 PO Box 47250
 Olympia, Washington 98504

WASHINGTON QUALITY OF SERVICE REPORT
 INSTALLATION APPOINTMENTS

United Telephone Company of the Northwest d.b.a. EMBARR
 COMPANY NAME
 2007

Exchange	CILL	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl			
Chinacum	CHMC	16	0	0	8	0	0	20	1	0	10	0	0	14	0	0	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Columbia	CLMA	2	0	0	8	0	0	8	2	0	7	0	0	8	0	0	16	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Dallesport	DLPT	12	1	0	3	0	0	2	0	0	1	0	0	2	1	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Glenwood	GLWD	2	0	0	33	0	0	51	2	0	52	0	0	55	3	0	64	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Goldendale	GLDL	49	0	0	72	0	0	92	0	0	86	1	0	93	1	0	67	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Grandview	GDVW	84	3	0	72	0	0	92	0	0	21	0	0	26	1	0	31	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Granger	GRGR	42	1	0	16	0	0	26	0	0	23	0	0	16	0	0	18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Harrish	HRRH	25	0	0	21	0	0	25	0	0	23	0	0	20	1	0	25	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Hood Canal	HDCL	21	1	0	14	0	0	18	0	0	7	0	0	3	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Kicklat	KLCT	5	0	0	5	0	0	6	0	0	3	0	0	3	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Lyle	LYLE	7	0	0	6	0	0	17	0	0	10	0	0	10	0	0	11	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mabton	MBTN	16	1	0	17	0	0	20	0	0	15	0	0	19	0	0	21	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mattawa	MATWA	51	0	0	42	0	0	54	0	0	1	0	0	4	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Patterson	PASN	1	0	0	0	0	0	3	0	0	1	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Port Angeles	PTAG	1	0	0	2	0	0	4	0	0	0	0	0	5	1	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Poulsbo	PLSB	167	6	0	112	2	0	127	2	0	128	3	0	151	3	0	141	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Prosser	PRSR	46	0	0	52	0	0	54	2	0	49	1	0	57	0	0	55	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Roosevelt	RSVT	1	1	0	2	0	0	1	0	0	3	0	0	2	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson	STSN	43	5	0	46	1	0	41	1	0	47	2	0	32	0	0	42	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sunyside	SNSP	161	0	0	150	1	0	152	2	0	127	0	0	137	1	0	127	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Toppenish	TPNS	113	0	0	114	1	0	107	0	0	83	1	0	90	0	0	105	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Trouble	TRLK	4	0	0	4	1	0	4	0	0	6	0	0	6	0	0	12	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wapato	WPAT	71	1	0	68	2	0	77	0	0	70	0	0	71	0	0	55	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
White Salmon	WHSL	52	1	0	50	1	0	46	0	0	41	1	0	33	1	0	49	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Whiteswan	WHSW	8	0	0	17	1	0	17	0	0	16	0	0	6	0	0	16	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Whitman	WHTS	7	0	0	3	0	0	10	0	0	6	0	0	6	0	0	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Willard	WLRD	2	0	0	3	0	0	1	0	0	1	0	0	4	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Washington		1,009	21	0	871	10	0	984	12	0	875	9	0	909	13	0	929	20	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Made = Total installation appointments scheduled for New and ToTransfer service orders
 Miss = Total installation appointments missed for New and ToTransfer service orders
 Exclude = Total installation appointments excluded

WASHINGTON QUALITY OF SERVICE REPORT
REPAIR APPOINTMENTS
United Telephone Company of the Northwest d/b/a EMBARQ
COMPANY NAME
2007

Exchange	Cell	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl			
Chimacum	CHMC	10	1	0	11	0	0	18	0	0	6	0	0	12	1	0	29	3	0																		
Columbia	CLMA				5	0	0	6	2	0	15	0	0	26	15	0	9	1	0																		
Dallesport	DLPT	4	0	0	11	2	0	18	3	0	7	0	0	5	0	0	3	0	0																		
Glenwood	GLWD	31	0	0	29	0	0	41	4	0	113	14	0	62	5	0	42	2	0																		
Goldendale	GLDL	53	2	0	24	3	0	46	1	0	29	3	0	34	2	0	24	1	0																		
Grandview	GRVW	17	0	0	14	1	0	16	0	0	12	1	0	19	1	0	11	1	0																		
Granger	GRGR	36	1	0	17	0	0	24	1	0	10	0	0	30	4	0	61	2	0																		
Harrah	HRRH	42	5	0	38	7	0	29	3	0	17	2	0	30	4	0	61	2	0																		
Hood Canal	HCCL	7	1	0	7	1	0	7	1	0	2	0	0	2	0	0	7	0	0																		
Klickitat	KLCT	6	0	0	8	0	0	12	1	0	8	1	0	6	1	0	7	0	0																		
Lyle	LYLE	23	1	0	21	0	0	9	0	0	6	0	0	8	0	0	6	0	0																		
Madon	MBTN	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0																			
Mathawa	MTWA	39	1	0	23	1	0	27	2	0	46	2	0	34	1	0	24	4	0																		
Mathawa	MTWA				5	0	0	3	0	0	0	0	0	4	0	0	0	0																			
Mathawa	MTWA				4	1	0	4	1	0	17	1	0	1	0	0	1	0	0																		
Port Angeles	PTAG	5	0	0	4	1	0	4	1	0	147	3	0	96	8	0	124	6	0																		
Poulsbo	PLSB	200	21	0	137	7	0	130	6	0	147	3	0	96	8	0	124	6	0																		
Prosser	PRSR	36	9	0	38	3	0	46	3	0	38	3	0	27	2	0	34	3	0																		
Foosesvit	FSVT	5	0	0	4	1	0	3	2	0	5	0	0	1	0	0	2	0	0																		
Stevenson	STSN	67	3	0	51	4	0	65	5	0	31	2	0	127	2	0	62	3	0																		
Sunraysia	SNSD	111	6	0	79	3	0	85	2	0	76	3	0	63	4	0	88	6	0																		
Troulask	TRNS	64	3	0	34	2	0	45	0	0	47	0	0	70	0	0	38	0	0																		
Wapato	WPAT	5	0	0	9	0	0	0	0	0	7	0	0	5	0	0	5	0	0																		
White Salmon	WHSW	57	33	0	41	1	0	33	1	0	30	4	0	41	3	0	34	1	0																		
Whiteswan	WHSW	28	0	0	32	1	0	94	3	0	25	1	0	25	3	0	16	4	0																		
Whitstarr	WHTS	16	0	0	7	1	0	7	0	0	3	0	0	5	0	0	8	0	0																		
Willard	WLRD	8	0	0	5	1	0	4	0	0	7	1	0	2	0	0	2	0	0																		
Washington		883	88	0	656	42	0	775	41	0	718	41	0	738	52	0	628	39	0																		

Made = Total repair appointments scheduled for regulated customers
Miss = Total repair appointments missed for regulated customers
Exclude = Force majeure, work stoppage exclusion code currently not available; manual exclude if apply.

WASHINGTON QUALITY OF SERVICE REPORT
SERVICE ACTIVATION

United Telephone Company of the Northwest d.b.a. EMBARG
COMPANY NAME
2007

Exchange	CLLI	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec	
		Orders Taken	5 Day Miss	Orders Taken	5 Day Miss	Orders Taken	5 Day Miss	Orders Taken	5 Day Miss	Orders Taken	5 Day Miss	Orders Taken	5 Day Miss	Orders Taken	5 Day Miss	Orders Taken	5 Day Miss	Orders Taken	5 Day Miss	Orders Taken	5 Day Miss	Orders Taken	5 Day Miss	Orders Taken	5 Day Miss
Chinacum	CHMC	16	1	8	0	20	4	10	0	14	0	11	0												
Columbia	CLMA	2	0																						
Dallesport	DLPT	12	1	8	0	8	2	7	1	8	0	16	1												
Glenwood	GLWD	2	0	3	0	2	0	1	0	2	1	3	0												
Goldendale	GLDL	49	0	33	1	51	1	52	1	55	4	64	2												
Grandview	GDVW	84	0	72	0	92	0	86	1	93	0	67	0												
Granger	GRGR	42	1	16	0	26	0	21	0	26	1	31	0												
Harrah	HRRH	25	0	21	0	26	0	23	0	16	0	18	0												
Hood Canal	HOCL	21	6	14	4	18	0	23	1	20	2	25	0												
Klickitat	KLCT	5	0	5	1	6	1	7	0	3	0	1	1												
Lyle	LYLE	7	2	6	1	17	0	10	0	10	0	11	0												
Mabton	MBTN	16	0	17	0	20	0	15	0	19	0	21	0												
Mattawa	MTWA	51	2	42	0	54	2	40	1	39	0	40	1												
Port Angeles	PASN	1	0	2	0	3	0	1	0	4	0	0	0												
Port Angeles	PTAG	1	0	2	0	4	1	2	0	5	0	4	0												
Poulsbo	PLSB	167	11	112	5	127	1	128	0	151	3	141	4												
Prosser	PRSR	46	0	52	1	54	0	49	1	57	1	55	0												
Roosevelt	RSVT	1	1	2	0	1	0	3	0	2	0	2	0												
Stevenson	STSN	43	3	46	3	41	1	47	2	32	0	42	2												
Sunnyside	SNSD	161	1	150	2	152	1	127	0	137	1	127	0												
Toppenish	TPNS	113	2	114	2	107	0	83	0	90	0	105	0												
Troulaker	TRLK	4	0	4	0	4	0	6	0	6	0	12	0												
Wapato	WPAT	71	0	68	0	77	0	70	0	71	0	55	2												
White Salmon	WHSL	52	3	50	1	46	1	41	1	33	4	49	2												
WhiteSwan	WHSW	8	0	17	0	17	1	16	0	6	0	16	1												
Whitstran	WHTS	7	1	6	0	10	0	6	0	6	0	11	0												
Willard	WLRD	2	0	3	0	1	0	1	0	4	0	2	0												
Washington		1,009	35	871	21	984	16	875	10	909	17	929	16												

Orders Taken = Total New and To/Transfer service orders completed
5 Day Miss = Total New and To/Transfer service orders not completed within 5 business days. Total Includes service orders not completed by customer requested due date

WASHINGTON QUALITY OF SERVICE REPORT
 Trouble Reports Per 100 Access Lines

United Telephone Company of the Northwest d.b.a. EWBARCO
 COMPANY NAME
 2007

Exchange	CLLI	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec	
		Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100
Chinacum	CHMC	10	1,063 0.94	11	1,066 1.03	18	1,076 1.67	6	1,080 0.56	12	1,076 1.12	29	1,078 2.69	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Columbia	CLMA	0	163 0.00	0	159 0.00	0	159 0.00	0	159 0.00	0	159 0.00	0	160 0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Dallasport	DLPT	12	800 1.50	5	799 0.63	6	803 0.75	15	800 1.86	26	796 3.27	9	790 1.14	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Goldwood	GLWD	4	373 1.07	11	377 2.92	18	378 2.76	7	382 1.83	5	384 1.30	3	387 0.78	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Goldendale	GLDL	31	4,679 0.64	29	4,879 0.59	41	4,895 0.84	113	4,892 2.31	62	4,897 1.27	42	4,876 0.86	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Grandview	GDVW	53	5,070 1.05	24	5,085 0.47	46	5,080 0.91	29	5,082 0.57	34	5,064 0.67	24	5,015 0.48	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Granger	GRGR	17	1,425 1.19	14	1,411 0.99	16	1,412 1.13	12	1,410 0.85	19	1,406 1.35	11	1,407 0.78	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Harrish	HRRH	36	1,034 3.49	17	1,043 1.63	29	1,059 2.27	10	1,062 0.94	30	1,060 2.83	14	1,039 1.35	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Hood Canal	HOCL	42	2,576 1.63	38	2,571 1.48	24	2,565 1.13	17	2,561 0.66	2	2,565 1.17	61	2,572 2.37	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Kicklat	KLCT	7	367 1.91	7	366 1.91	7	361 1.94	2	366 0.55	2	366 0.55	2	363 0.55	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Lyle	LYLE	6	976 0.61	8	979 0.82	12	982 1.22	8	984 0.81	6	985 0.61	6	1,437 0.56	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Mabton	MBTN	23	1,432 1.61	21	1,433 1.47	9	1,431 0.63	6	1,434 0.42	8	1,437 0.56	6	1,434 0.42	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Mattawa	MATWA	39	2,466 1.58	23	2,465 0.93	27	2,460 1.10	46	2,460 1.87	34	2,474 1.37	24	2,473 0.97	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Port Angeles	PTAG	0	406 0.00	5	404 1.24	3	406 0.74	0	405 0.00	4	411 0.97	0	411 0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Port Angeles	PTAG	5	281 1.78	4	279 1.43	4	283 1.41	17	284 5.98	1	287 0.36	1	286 0.36	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Poulsbo	PLSB	200	39,705 0.50	137	39,695 0.35	130	39,620 0.33	147	39,642 0.37	96	39,643 0.24	124	39,564 0.31	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Prosser	PRSR	36	4,767 0.76	38	4,791 0.79	46	4,760 0.97	38	4,740 0.80	27	4,699 0.57	34	4,698 0.72	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Roosevelt	RSTV	5	198 2.53	4	194 2.05	3	194 1.55	5	196 2.55	1	198 0.51	2	197 1.02	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Stevenson	STSN	67	4,342 1.54	51	4,345 1.17	65	4,332 1.50	31	4,334 0.72	127	4,322 2.94	62	4,322 1.43	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Sunnyvale	SNSD	111	10,273 1.08	79	10,310 0.77	85	10,304 0.82	76	10,269 0.74	63	10,239 0.82	68	10,190 0.67	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Toppenish	TRNS	64	7,783 0.82	34	7,811 0.44	45	7,832 0.57	47	7,797 0.60	70	7,749 0.90	38	7,740 0.49	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Trousdale	TRLK	5	715 0.70	9	713 1.26	0	718 0.00	7	719 0.97	5	721 0.69	5	723 0.69	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Wapato	WPAT	57	3,820 1.49	41	3,821 1.07	33	3,837 0.86	30	3,857 0.78	41	3,845 1.07	34	3,805 0.89	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
White Salmon	WPSL	28	4,608 0.61	32	4,621 0.69	94	4,630 2.03	25	4,622 0.54	25	4,618 0.54	16	4,615 0.36	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Wahkiakum	WPKW	16	709 2.26	7	717 0.98	7	724 0.97	7	729 0.41	5	744 0.57	8	736 1.09	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Wahslevan	WHSV	1	610 1.31	5	611 0.82	4	613 0.85	7	612 1.14	2	609 0.49	2	610 0.33	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Willard	WLFD	8	322 0.31	2	322 0.62	3	325 0.92	14	321 3.36	2	322 0.62	2	318 0.63	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Washington		893	101,163 0.87	656	101,266 0.65	775	101,239 0.77	718	101,199 0.71	738	101,075 0.73	628	100,800 0.62	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00

Total Reports = Total regulated initial and repeat trouble reports received
 Total Access Lines = Total access lines in service
 Trouble Per 100 AL = Trouble report per 100 access line ratio

WASHINGTON QUALITY OF SERVICE REPORT
Out of Service Trouble Reports Cleared Within 48 Hours

United Telephone Company of the Northwest db.a. EMBARQ
 COMPANY NAME
 2007

Exchange	CLL	Jan				Feb				Mar				Apr				May				Jun			
		Total OOS	OOS Cir 48	OOS Cir >48	OOS48 Excl	Total OOS	OOS Cir 48	OOS Cir >48	OOS48 Excl	Total OOS	OOS Cir 48	OOS Cir >48	OOS48 Excl	Total OOS	OOS Cir 48	OOS Cir >48	OOS48 Excl	Total OOS	OOS Cir 48	OOS Cir >48	OOS48 Excl	Total OOS	OOS Cir 48	OOS Cir >48	OOS48 Excl
Chinacum	CHMC	8	8	0	0	6	6	0	0	13	13	0	0	5	5	0	0	9	9	0	0	19	19	0	0
Columbia	CLMA																								
Dallesport	DLPT	7	7	0	0	3	3	0	0	4	4	0	0	11	11	0	0	19	19	0	0	9	9	0	0
Glenwood	GLWD	2	2	0	0	11	9	2	0	16	16	0	0	7	7	0	0	4	4	0	0	1	1	0	0
Goldendale	GLDL	25	25	0	0	23	23	0	0	28	28	0	0	59	59	0	0	27	26	1	0	29	29	0	0
Grandview	GDVW	43	43	0	0	19	18	1	0	36	36	0	0	22	22	0	0	25	25	0	0	20	20	0	0
Granger	GRGR	17	17	0	0	13	13	0	0	13	13	0	0	11	11	0	0	17	17	0	0	10	10	0	0
Harrah	HRRH	28	28	0	0	13	13	0	0	23	23	0	0	9	9	0	0	24	24	0	0	11	11	0	0
Hood Canal	HDCL	30	27	3	0	25	25	0	0	23	23	0	0	16	16	0	0	22	21	1	0	53	53	0	0
Klickitat	KLCT	3	3	0	0	4	4	0	0	4	4	0	0	1	1	0	0	1	1	0	0	1	1	0	0
Lyle	LYLE	5	5	0	0	7	7	0	0	10	10	0	0	8	8	0	0	3	3	0	0	2	2	0	0
Mabon	MBTN	22	22	0	0	17	17	0	0	8	8	0	0	3	3	0	0	6	6	0	0	5	5	0	0
Mattawa	MTWA	32	32	0	0	18	18	0	0	25	25	0	0	40	40	0	0	27	27	0	0	17	17	0	0
Patterson	PASN																								
Port Angeles	PTAG	5	5	0	0	1	1	0	0	2	2	0	0	13	13	0	0	3	3	0	0	1	1	0	0
Poulsbo	PLSB	163	158	5	0	108	106	2	0	98	98	0	0	118	118	0	0	67	66	1	0	89	89	0	0
Prosser	PRSR	30	29	1	0	32	32	0	0	34	34	0	0	31	31	0	0	23	23	0	0	26	26	0	0
Roosevelt	RSVT	4	4	0	0	4	4	0	0	3	3	0	0	3	3	0	0	1	1	0	0	1	1	0	0
Stevenson	STSN	58	58	0	0	38	38	0	0	49	49	0	0	20	20	0	0	122	122	0	0	61	61	0	0
Summerville	SNSD	84	84	0	0	65	65	0	0	71	71	0	0	61	61	0	0	47	47	0	0	51	49	2	0
Toppenish	TPNS	48	48	0	0	29	29	0	0	35	35	0	0	34	34	0	0	44	44	0	0	28	28	0	0
Trousdale	TRLK	2	2	0	0	2	2	0	0					4	4	0	0					4	4	0	0
Wapato	WPAT	52	44	8	0	33	33	0	0	31	31	0	0	20	20	0	0	30	30	0	0	29	29	0	0
White Salmon	WHSL	24	24	0	0	27	27	0	0	85	85	0	0	22	22	0	0	17	17	0	0	11	11	0	0
WhiteSwan	WHSW	13	13	0	0	5	5	0	0	5	5	0	0	3	3	0	0	5	5	0	0	8	8	0	0
Whitman	WHTS	7	7	0	0	3	3	0	0	3	3	0	0	5	5	0	0	2	2	0	0	1	1	0	0
Willard	WLRD	0	0	0	0	2	2	0	0	2	2	0	0	13	13	0	0	2	2	0	0	2	2	0	0
Washington		712	695	17	10	512	507	5	10	624	624	0	2	539	539	0	6	551	548	3	9	489	487	2	9

Total OOS = Total regulated out of service trouble reports.
 OOS Cir 48 = Total regulated out of service trouble reports cleared within 48 hours.
 OOS Cir >48 = Total regulated out of service trouble reports cleared over 48 hours.
 OOS Exclude = Total regulated out of service "Customer Request Delay" trouble reports, and Force majeure. Work stoppage exclusion code currently not available; manual exclude if apply

WASHINGTON QUALITY OF SERVICE REPORT
 Not Out of Service Trouble Reports Cleared Within 72 Hours
 United Telephone Company of the Northwest d.b.a. EMBARQ
 COMPANY NAME
 2007

Exchange	CLLI	Jan				Feb				Mar				Apr				May				Jun			
		Total NOOS	Cir 72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	Cir 72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	Cir 72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	Cir 72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	Cir 72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	Cir 72	NOOS Cir >72	NOOS 72 Excl
Chinacum	CHMC	2	2	0	0	5	5	0	0	5	5	0	0	1	1	0	0	2	2	0	0	8	8	0	0
Columbia	CLMA																								
Dallesport	DLPT	5	5	0	0	2	2	0	0	2	2	0	0	4	4	0	0	7	7	0	0	0	0	0	0
Grandview	GDVW	8	8	0	0	5	5	0	0	10	10	0	0	5	5	0	0	9	9	0	0	4	4	0	0
Goldendale	GLDL	6	6	0	0	6	6	0	0	13	13	0	0	54	54	0	0	35	35	0	0	12	11	1	0
Glenwood	GLWD	2	2	0	0	0	0	0	0	2	2	0	0	0	0	0	0	1	1	0	0	2	2	0	0
Granger	GRGR	0	0	0	0	0	0	0	0	3	3	0	0	1	1	0	0	2	2	0	0	1	1	0	0
Hood Canal	HDCL	12	10	2	0	9	7	2	2	5	5	0	0	1	1	0	0	6	6	0	0	6	6	0	0
Harrah	HRRH	8	4	0	0	4	2	0	0	1	1	0	0	1	1	0	0	6	6	0	0	3	3	0	0
Klickitat	KLCT	4	4	0	0	4	2	0	0	3	3	0	0	1	1	0	0	1	1	0	0	1	1	0	0
Lyle	LYLE	1	1	0	0	1	1	0	0	2	2	0	0	0	0	0	0	2	2	0	0	1	1	0	0
Mabton	MABTN	0	0	0	0	4	4	0	0	1	1	0	0	3	3	0	0	2	2	0	0	1	1	0	0
Matthawa	MTWA	7	7	0	0	1	1	0	0	2	2	0	0	4	4	0	0	6	6	0	0	7	7	0	0
Patterson	PASN																								
Reulso	PLSB	30	26	4	4	28	27	1	1	31	29	2	1	27	27	0	1	24	24	0	2	30	30	0	1
Prosser	PRSR	3	3	0	0	4	4	0	0	10	10	0	0	7	7	0	0	4	4	0	0	8	8	0	0
Port Angeles	PTAG	0	0	0	0	3	2	0	0	2	1	0	0	4	4	0	0	1	1	0	0	0	0	0	0
Roosevelt	RSVT	1	1	0	0	0	0	0	0	0	0	0	0	2	2	0	0	0	0	0	0	1	1	0	0
Sunnyside	SNSD	26	26	0	0	13	13	0	0	14	14	0	0	15	14	0	0	13	13	0	0	17	17	0	0
Stevenson	STSN	8	8	0	0	11	11	0	0	15	15	0	0	10	10	0	0	4	4	0	0	1	1	0	0
Toppenish	TPNS	15	15	0	0	4	4	0	0	10	10	0	0	13	13	0	0	26	26	0	0	10	10	0	0
Troulcke	TRLK	3	3	0	0	7	7	0	0	3	3	0	0	3	3	0	0	1	1	0	0	1	1	0	0
White Salmon	WHSL	3	3	0	0	4	4	0	0	8	8	0	0	3	3	0	0	8	8	0	0	4	4	0	0
Whiteswan	WHSW	3	3	0	0	2	2	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Whitstran	WHTS	1	1	0	0	1	1	0	0	1	1	0	0	2	2	0	0	1	1	0	0	1	1	0	0
Willard	WLRD	1	1	0	0	0	0	0	0	1	1	0	0	1	1	0	0	1	1	0	0	1	1	0	0
Wapato	WPAT	5	4	1	0	7	7	0	0	2	2	0	0	8	7	1	0	10	9	1	0	5	5	0	0
Washington		154	147	7	7	128	123	5	6	145	142	3	4	170	167	3	3	172	171	1	6	128	127	1	2

Total NOOS = Total regulated not out of service trouble reports.
 NOOS Cir 72 = Total regulated not out of service trouble reports cleared within 72 hours.
 NOOS Cir >72 = Total regulated not out of service trouble reports cleared over 72 hours.
 NOOS Exclude = Total regulated not out of service "Customer Request Delay" trouble reports, and Force majeure. Work stoppage exclusion code currently not available; manual exclude if apply

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jan-07					Feb-07					Mar-07					1st Qtr 07				
		Total	Held	Held	%Held	%Held	Total	Held	Held	%Held	%Held	Total	Held	Held	%Held	%Held	Total	Held	Held	%Held	%Held
		Orders	>90	>180	Orders	Orders	Orders	>90	>180	Orders	Orders	Orders	>90	>180	Orders	Orders	Orders	>90	>180	Orders	Orders
Chinacum	CHMC	16	0	0	100%	100%	8	0	0	100%	100%	20	0	0	100%	100%	44	0	0	100%	100%
Columbia	CLMA	2	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	2	0	0	100%	100%
Dallesport	DLPT	12	0	0	100%	100%	8	0	0	100%	100%	8	0	0	100%	100%	28	0	0	100%	100%
Glenwood	GLWD	2	0	0	100%	100%	3	0	0	100%	100%	2	0	0	100%	100%	7	0	0	100%	100%
Goldendale	GLDL	49	0	0	100%	100%	33	0	0	100%	100%	51	0	0	100%	100%	133	0	0	100%	100%
Grandview	GDVW	84	0	0	100%	100%	72	0	0	100%	100%	92	0	0	100%	100%	248	0	0	100%	100%
Granger	GRGR	42	0	0	100%	100%	16	0	0	100%	100%	26	0	0	100%	100%	84	0	0	100%	100%
Hood Canal	HDCL	21	0	0	100%	100%	14	0	0	100%	100%	18	0	0	100%	100%	53	0	0	100%	100%
Harrah	HRRH	25	0	0	100%	100%	21	0	0	100%	100%	26	0	0	100%	100%	72	0	0	100%	100%
Klickitat	KLCT	5	0	0	100%	100%	5	0	0	100%	100%	6	0	0	100%	100%	16	0	0	100%	100%
Lyle	LYLE	7	0	0	100%	100%	6	0	0	100%	100%	17	0	0	100%	100%	30	0	0	100%	100%
Mabton	MBTN	16	0	0	100%	100%	17	0	0	100%	100%	20	0	0	100%	100%	53	0	0	100%	100%
Mattawa	MTWA	51	0	0	100%	100%	42	0	0	100%	100%	54	0	0	100%	100%	147	0	0	100%	100%
Patterson	PASN	1	0	0	100%	100%	0	0	0	0%	0%	3	0	0	100%	100%	4	0	0	100%	100%
Poulsbo	PLSB	167	0	0	100%	100%	112	0	0	100%	100%	127	0	0	100%	100%	406	0	0	100%	100%
Prosser	PRSR	46	0	0	100%	100%	52	0	0	100%	100%	54	0	0	100%	100%	152	0	0	100%	100%
Port Angeles	PTAG	1	0	0	100%	100%	2	0	0	100%	100%	4	0	0	100%	100%	7	0	0	100%	100%
Roosevelt	RSVT	1	0	0	100%	100%	2	0	0	100%	100%	1	0	0	100%	100%	4	0	0	100%	100%
Stevens	STSN	43	0	0	100%	100%	46	0	0	100%	100%	41	0	0	100%	100%	130	0	0	100%	100%
Sunnyside	SNSD	161	0	0	100%	100%	150	0	0	100%	100%	152	0	0	100%	100%	463	0	0	100%	100%
Toppenish	TPNS	113	0	0	100%	100%	114	0	0	100%	100%	107	0	0	100%	100%	334	0	0	100%	100%
Troutlake	TRLK	4	0	0	100%	100%	4	0	0	100%	100%	4	0	0	100%	100%	12	0	0	100%	100%
Wapato	WPAT	71	0	0	100%	100%	68	0	0	100%	100%	77	0	0	100%	100%	216	0	0	100%	100%
White Salmon	WHSL	52	0	0	100%	100%	50	0	0	100%	100%	46	0	0	100%	100%	148	0	0	100%	100%
Whiteswan	WHSW	8	0	0	100%	100%	17	0	0	100%	100%	17	0	0	100%	100%	42	0	0	100%	100%
Whitstran	WHTS	7	0	0	100%	100%	6	0	0	100%	100%	10	0	0	100%	100%	23	0	0	100%	100%
Willard	WLRD	2	0	0	100%	100%	3	0	0	100%	100%	1	0	0	100%	100%	6	0	0	100%	100%
Washington		1,009	0	0	100%	100%	871	0	0	100%	100%	984	0	0	100%	100%	2,864	0	0	100%	100%

Note: This report captures service order completion dates upon service activation.

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Apr-07					May-07					Jun-07					2nd Qtr 07				
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days
Chinacum	CHMC	10	0	0	100%	100%	14	0	0	100%	100%	11	0	0	100%	100%	35	0	0	100%	100%
Columbia	CLMA	7	0	0	0%	0%	8	0	0	100%	100%	16	0	0	0%	0%	0	0	0	0%	0%
Dalesport	DLPT	1	0	0	100%	100%	2	0	0	100%	100%	3	0	0	100%	100%	31	0	0	100%	100%
Glenwood	GLWD	52	0	0	100%	100%	55	0	0	100%	100%	64	1	0	98%	100%	6	0	0	100%	100%
Goldendale	GLDL	86	0	0	100%	100%	93	0	0	100%	100%	67	0	0	100%	100%	171	1	0	99%	100%
Grandview	GDVW	21	0	0	100%	100%	26	0	0	100%	100%	31	0	0	100%	100%	246	0	0	100%	100%
Stranger	GRGR	23	0	0	100%	100%	20	0	0	100%	100%	25	0	0	100%	100%	78	0	0	100%	100%
Hood Canal	HDCI	23	0	0	100%	100%	16	0	0	100%	100%	18	0	0	100%	100%	68	0	0	100%	100%
Harrah	HRRH	7	0	0	100%	100%	3	0	0	100%	100%	1	0	0	100%	100%	57	0	0	100%	100%
Klickitat	KLCT	10	0	0	100%	100%	10	0	0	100%	100%	11	0	0	100%	100%	31	0	0	100%	100%
Lyle	LYLE	15	0	0	100%	100%	19	0	0	100%	100%	21	0	0	100%	100%	55	0	0	100%	100%
Mabton	MBTN	40	0	0	100%	100%	39	0	0	100%	100%	40	0	0	100%	100%	119	0	0	100%	100%
Mattawa	MTWA	1	0	0	100%	100%	4	0	0	100%	100%	0	0	0	0%	0%	5	0	0	100%	100%
Patterson	PASN	128	0	0	100%	100%	151	0	0	100%	100%	141	0	0	100%	100%	420	0	0	100%	100%
Poulsbo	PLSB	49	0	0	100%	100%	57	0	0	100%	100%	55	0	0	100%	100%	161	0	0	100%	100%
Prosser	PRSR	2	0	0	100%	100%	5	0	0	100%	100%	4	0	0	100%	100%	11	0	0	100%	100%
Port Angeles	PTAG	3	0	0	100%	100%	2	0	0	100%	100%	2	0	0	100%	100%	7	0	0	100%	100%
Roosevelt	RSVT	47	0	0	100%	100%	32	0	0	100%	100%	42	0	0	100%	100%	121	0	0	100%	100%
Stevenson	SNSD	127	0	0	100%	100%	137	0	0	100%	100%	127	0	0	100%	100%	391	0	0	100%	100%
Sunnyside	TPNS	83	0	0	100%	100%	90	0	0	100%	100%	105	0	0	100%	100%	278	0	0	100%	100%
Toppensish	TRPK	6	0	0	100%	100%	6	0	0	100%	100%	12	0	0	100%	100%	24	0	0	100%	100%
Troutlake	TRPK	70	0	0	100%	100%	71	0	0	100%	100%	55	0	0	100%	100%	196	0	0	100%	100%
Mapapo	WPAT	41	0	0	100%	100%	33	0	0	100%	100%	49	0	0	100%	100%	123	0	0	100%	100%
White Salmon	WHSI	16	0	0	100%	100%	6	0	0	100%	100%	16	0	0	100%	100%	38	0	0	100%	100%
Whiteswan	WHSW	6	0	0	100%	100%	6	0	0	100%	100%	11	0	0	100%	100%	23	0	0	100%	100%
Whitstran	WLHS	1	0	0	100%	100%	4	0	0	100%	100%	2	0	0	100%	100%	7	0	0	100%	100%
Willard	WLFD	875	0	0	100%	100%	909	0	0	100%	100%	929	1	0	100%	100%	2,713	1	0	100%	100%
Washington																					

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CILLI	Jan - Jun 07 (180 Day)				
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days
Chinacum	CHMC	79	0	0	100%	100%
Columbia	CLMA	2	0	0	100%	100%
Dalesport	DLPT	59	0	0	100%	100%
Glenwood	GLWD	13	0	0	100%	100%
Goldendale	GDL	304	1	0	100%	100%
Grandview	GDVW	494	0	0	100%	100%
Granger	GRGR	162	0	0	100%	100%
Hood Canal	HDCL	121	0	0	100%	100%
Harrah	HRRH	129	0	0	100%	100%
Klickitat	KLCT	27	0	0	100%	100%
Lyle	LYLE	61	0	0	100%	100%
Mabton	MBTN	108	0	0	100%	100%
Mattawa	MTWA	266	0	0	100%	100%
Patterson	PASN	9	0	0	100%	100%
Poulsbo	PLSB	826	0	0	100%	100%
Prosser	PRSR	313	0	0	100%	100%
Port Angeles	PTAG	18	0	0	100%	100%
Roosevelt	RSVT	11	0	0	100%	100%
Stevenson	STSN	251	0	0	100%	100%
Sunnyside	SNSD	854	0	0	100%	100%
Toppish	TPNS	612	0	0	100%	100%
Troutlake	TRLK	36	0	0	100%	100%
Wapato	WPAT	412	0	0	100%	100%
White Salmon	WHSL	271	0	0	100%	100%
Whiteswan	WHSW	80	0	0	100%	100%
Whitstran	WHTS	46	0	0	100%	100%
Willard	WLRD	13	0	0	100%	100%
Washington		5,577	1	0	100%	100%