

Voice | Data | Internet | Wireless | Entertainment



August 20, 2007

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

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 July 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

RECEIVED
REGULATORY DIVISION
07 AUG 24 AM 8:34
OFFICE OF THE
ATTORNEY GENERAL

WASHINGTON QUALITY OF SERVICE REPORT
REPAIR APPOINTMENTS

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					
		Made	Miss	Excl	Repair Appnts	Made	Miss	Excl	Repair Appnts	Made	Miss	Excl	Repair Appnts	Made	Miss	Excl	Repair Appnts	Made	Miss	Excl	Repair Appnts	Made	Miss	Excl	Repair Appnts	Made	Miss	Excl	Repair Appnts	Made	Miss	Excl	Repair Appnts	Made	Miss	Excl				
Chimacum		10	1	0	11	0	0	18	0	0	6	0	0	12	1	0	29	3	0	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Columbia		12	0	0	5	0	0	6	2	0	15	0	0	26	15	0	9	1	0	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Dallesport		4	0	0	11	2	0	18	3	0	7	0	0	5	0	0	3	0	0	7	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Glenwood		31	0	0	29	0	0	41	4	0	113	14	0	62	5	0	42	2	0	47	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Goldendale		53	2	0	24	3	0	46	1	0	29	3	0	34	2	0	24	1	0	23	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Grandview		17	0	0	14	1	0	16	0	0	12	1	0	19	1	0	11	1	0	16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Granger		36	1	0	17	0	0	24	1	0	10	0	0	30	0	0	14	1	0	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Harrish		42	5	0	38	7	0	29	3	0	17	2	0	30	4	0	61	2	0	24	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Hood Canal		7	1	0	7	1	0	7	1	0	2	0	0	2	0	0	2	1	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Klickitat		6	0	0	8	0	0	12	1	0	8	1	0	8	0	0	6	0	0	8	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Lyle		23	1	0	21	0	0	9	0	0	46	2	0	34	1	0	24	4	0	17	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Mabton		39	1	0	23	1	0	27	2	0	17	1	0	34	1	0	24	4	0	17	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mattawa		5	0	0	5	0	0	3	0	0	17	1	0	4	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Patterson		5	0	0	4	1	0	4	1	0	17	1	0	1	0	0	1	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Port Angeles		200	21	0	137	7	0	130	6	0	147	3	0	96	8	0	124	6	0	89	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Poulsbo		36	9	0	38	3	0	46	3	0	38	3	0	27	2	0	34	3	0	39	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Prosser		5	0	0	4	1	0	3	2	0	5	0	0	1	0	0	2	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Roosevelt		67	3	0	51	4	0	65	5	0	31	2	0	127	2	0	62	3	0	32	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Stevenson		111	6	0	79	3	0	85	2	0	76	3	0	63	4	0	68	6	0	61	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Sunnyside		64	3	0	34	2	0	45	0	0	47	0	0	70	0	0	38	0	0	101	43	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Toppenish		5	0	0	9	0	0	3	0	0	7	0	0	5	0	0	5	0	0	6	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Troutlake		57	33	0	41	1	0	33	1	0	30	4	0	41	3	0	34	1	0	22	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Wapato		28	1	0	32	3	0	94	3	0	25	1	0	25	3	0	16	4	0	53	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
White Salmon		16	0	0	7	1	0	7	0	0	3	0	0	5	0	0	8	0	0	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
WhiteSwan		8	0	0	5	1	0	4	0	0	7	1	0	3	0	0	2	0	0	4	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Whitstran		1	0	0	2	0	0	3	0	0	14	0	0	2	0	0	2	0	0	4	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Willard		883	88	0	656	42	0	775	41	0	718	41	0	738	52	0	628	39	0	623	76	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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. EMBARQ
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
Chimacum	CHMC	16	1	8	0	20	4	10	0	14	0	11	0	14	0	1									
Columbia	CLMA	2	0	8	0	8	2	7	1	8	0	16	1	4	0	0									
Dallesport	DLPT	12	1	8	0	2	0	1	0	2	1	3	0	2	1	0									
Glenwood	GLWD	2	0	3	0	51	1	52	1	55	4	64	2	66	1	0									
Goldendale	GLDL	49	0	33	1	92	0	86	1	93	0	67	0	82	0	0									
Grandview	GDVW	84	0	72	0	26	0	21	0	26	1	31	0	24	0	0									
Granger	GRGR	42	1	16	0	26	0	23	0	16	0	18	0	19	0	0									
Harrish	HRRH	25	0	21	0	18	0	23	1	20	2	25	0	20	2	0									
Hood Canal	HDCL	21	6	14	4	6	1	7	0	3	0	1	1	6	0	0									
Klickitat	KLCT	5	0	5	1	17	0	10	0	10	0	11	0	9	0	0									
Lyle	LYLE	7	2	6	1	20	0	15	0	19	0	21	0	21	0	0									
Mabton	MBTN	16	0	17	0	54	2	40	1	39	0	40	1	48	0	0									
Mattawa	MTWA	51	2	42	0	3	0	1	0	4	0	0	0	0	0	0									
Patterson	PASN	1	0	0	0	3	0	1	0	5	0	4	0	8	0	0									
Port Angeles	PTAG	1	0	2	0	4	1	2	0	0	0	0	0	0	0	0									
Poulsbo	PLSB	167	11	112	5	127	1	128	0	151	3	141	4	145	1	0									
Prosser	PRSR	46	0	52	1	54	0	49	1	57	1	55	0	63	0	0									
Roosevelt	RSVT	1	1	2	0	1	0	3	0	2	0	2	0	3	0	0									
Stevenson	STSN	43	3	46	3	41	1	47	2	32	0	42	2	37	0	0									
Sunnyside	SNSD	161	1	150	2	152	1	127	0	137	1	127	0	138	1	0									
Toppenish	TPNS	113	2	114	2	107	0	83	0	90	0	105	0	83	0	0									
Troutlake	TRLK	4	0	4	0	4	0	6	0	6	0	12	0	5	1	0									
Wapato	WPAT	71	0	68	0	77	0	70	1	71	0	55	2	67	0	0									
White Salmon	WHSL	52	3	50	1	46	1	41	1	33	4	49	2	41	1	0									
Whiteswan	WHSW	8	0	17	0	17	1	16	0	6	0	16	1	8	0	0									
Whitstran	WHTS	7	1	6	0	10	0	6	0	6	0	11	0	3	0	0									
Willard	WLRD	2	0	3	0	1	0	1	0	4	0	2	0	3	0	0									
Washington		1,009	35	871	21	984	16	875	10	909	17	929	16	919	9	0									

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. EMBARGO
 COMPANY NAME
 2007

Exchange	C.L.I.	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec	
		Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines
Chinacum		10	1,063	0.94	11	1,065	1.03	18	1,076	1.67	12	1,076	1.12	29	1,078	2.69	10	1,087	0.92	0.00	0.00	0.00	0.00	0.00	0.00
Columbia		0	163	0.00	0	159	0.00	0	159	0.00	0	159	0.00	0	160	0.00	0	157	0.00	0.00	0.00	0.00	0.00	0.00	
Dallasport		12	800	1.50	5	799	0.63	6	800	1.88	26	796	3.27	9	790	1.14	23	773	2.98	0.00	0.00	0.00	0.00	0.00	0.00
Glenwood		4	373	1.07	11	377	2.92	18	378	4.76	5	384	1.63	3	387	0.78	7	387	1.81	0.00	0.00	0.00	0.00	0.00	0.00
Goldendale		31	4,879	0.64	29	4,879	0.59	41	4,892	0.84	113	4,892	2.31	62	4,892	0.86	47	4,879	0.96	0.00	0.00	0.00	0.00	0.00	0.00
Grandview		53	5,070	1.05	24	5,085	0.47	46	5,082	0.57	29	5,082	0.57	34	5,064	0.67	24	5,015	0.48	23	4,991	0.46	0.00	0.00	0.00
Granger		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	16	1,404	1.14	0.00	0.00	0.00
Harrish		36	1,034	3.48	17	1,043	1.63	24	1,059	2.27	10	1,062	0.94	30	1,060	2.83	14	1,039	0.87	9	1,039	0.87	0.00	0.00	0.00
Hood Canal		42	2,576	1.63	38	2,571	1.48	29	2,565	1.13	17	2,561	0.68	30	2,565	1.17	61	2,572	2.37	24	2,567	0.93	0.00	0.00	0.00
Kickiat		7	367	1.91	7	366	1.91	7	361	1.94	2	366	0.55	2	363	0.55	2	363	1.93	0.00	0.00	0.00	0.00	0.00	0.00
Klct		6	976	0.61	8	979	0.62	12	982	1.22	6	985	0.61	7	991	0.71	6	992	0.81	0.00	0.00	0.00	0.00	0.00	0.00
Lyle		23	1,432	1.61	21	1,433	1.47	9	1,431	0.63	6	1,434	0.42	8	1,434	0.42	8	1,424	0.56	0.00	0.00	0.00	0.00	0.00	0.00
Mablon		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	17	2,465	0.59	0.00	0.00	0.00
Mattawa		0	406	0.00	5	404	1.24	3	406	0.74	0	405	0.00	4	411	0.97	0	411	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Patterson		5	281	1.78	4	279	1.43	4	283	1.41	17	284	5.98	1	287	0.35	1	286	0.35	3	288	1.04	0.00	0.00	0.00
Port Angeles		200	39,705	0.50	137	39,685	0.35	130	39,620	0.33	147	39,642	0.37	95	39,643	0.24	124	39,564	0.31	89	39,471	0.23	0.00	0.00	0.00
Poulsbo		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	4,699	0.72	39	4,702	0.83	0.00	0.00	0.00
Prosser		5	198	2.53	4	194	1.55	3	194	1.55	5	196	2.55	1	198	0.51	2	197	1.02	2	201	1.00	0.00	0.00	0.00
Roosevelt		67	4,342	1.54	51	4,345	1.17	65	4,332	1.50	31	4,334	0.72	127	4,322	2.34	62	4,322	1.43	32	4,303	0.74	0.00	0.00	0.00
Stevenson		111	10,273	1.08	79	10,310	0.77	85	10,304	0.82	76	10,269	0.74	63	10,239	0.62	68	10,190	0.67	61	10,152	0.60	0.00	0.00	0.00
Sunnyside		64	7,783	0.82	34	7,811	0.44	45	7,832	0.57	47	7,797	0.60	70	7,748	0.90	38	7,740	0.49	101	7,701	1.31	0.00	0.00	0.00
Toppenish		5	715	0.70	9	713	1.26	0	718	0.00	7	719	0.97	5	721	0.69	5	723	0.69	6	722	0.83	0.00	0.00	0.00
Trousdale		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	22	3,796	0.58	0.00	0.00	0.00
Wapato		28	4,608	0.61	32	4,621	0.69	94	4,630	2.03	25	4,618	0.54	25	4,618	0.54	16	4,615	0.35	53	4,596	1.15	0.00	0.00	
White Salmon		16	709	2.26	7	717	0.98	7	724	0.97	3	729	0.41	5	744	0.67	8	736	1.09	11	728	1.51	0.00	0.00	
Whiteswan		8	610	1.31	5	611	0.82	4	613	0.65	7	612	1.14	3	609	0.49	2	610	0.33	4	606	0.66	0.00	0.00	
Whitman		1	322	0.31	2	322	0.62	3	325	0.92	14	321	4.36	2	322	0.62	2	318	0.63	0	320	0.00	0.00	0.00	
Willard		883	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	623	100,521	0.62	0	0	0
Washington																									

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

WASHINGTON QUALITY OF SERVICE REPORT
 SWITCHING - (DIAL TONE SPEED RECORDING WITHIN 3 SECONDS)

United Telephones Company of the Northwest d.b.a. EMBARGO
 COMPANY NAME
 2007

Exchange	CLL	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec						
Pulliso	53,013	1	100.0	46,511	0	100.0	52,583	4	100.0	65,704	0	100.0	48,337	0	100.0	48,078	0	100.0	52,021	1	100.0																
Sullyside	132,313	2	100.0	118,173	0	100.0	129,387	0	100.0	124,979	0	100.0	126,170	0	100.0	120,918	28	100.0	120,141	1	100.0																
Washington	185,326	3	100.0	164,684	0	100.0	181,970	4	100.0	190,683	0	100.0	174,507	0	100.0	168,996	28	100.0	172,162	2	100.0																

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

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

Exchange	CLLJ	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
Chimacum	CHMC	8	8	0	0	6	6	0	0	13	13	0	0	5	5	0	0	9	9	0	0	19	19	0	1
Columbia	CLMA	7	7	0	0	3	3	0	0	4	4	0	0	11	11	0	0	19	19	0	0	9	9	0	0
Dallesport	DLPT	2	2	0	0	11	9	2	0	16	16	0	0	7	7	0	0	4	4	0	0	1	1	0	0
Glenwood	GLWD	25	25	0	0	23	23	0	0	28	28	0	0	59	59	0	0	27	26	1	0	29	29	0	1
Goldendale	GLDL	43	43	0	0	19	18	1	0	36	36	0	0	22	22	0	1	25	25	0	0	20	20	0	0
Grandview	GDVW	17	17	0	0	13	13	0	0	13	13	0	0	11	11	0	0	17	17	0	0	10	10	0	0
Granger	GRGR	28	28	0	0	13	13	0	0	23	23	0	0	9	9	0	0	24	24	0	0	11	11	0	0
Harrah	HRRH	30	27	3	0	25	25	0	2	23	23	0	0	16	16	0	0	22	21	1	1	53	53	0	2
Hood Canal	HDCL	3	3	0	0	4	4	0	0	4	4	0	0	1	1	0	0	1	1	0	0	1	1	0	0
Klickitat	KLCT	5	5	0	0	7	7	0	0	10	10	0	0	8	8	0	0	3	3	0	0	2	2	0	0
Lyle	LYLE	22	22	0	0	17	17	0	0	8	8	0	0	3	3	0	0	6	6	0	0	5	5	0	0
Mabton	MBTN	32	32	0	0	18	18	0	0	25	25	0	0	40	40	0	0	27	27	0	0	17	17	0	0
Mattawa	MTWA	5	5	0	0	4	4	0	0	3	3	0	0	13	13	0	0	0	0	0	0	1	1	0	0
Patterson	PASN	163	158	5	3	108	106	2	0	98	98	0	0	118	118	0	0	67	66	1	3	89	89	0	4
Port Angeles	PTAG	30	29	1	0	32	32	0	0	34	34	0	0	31	31	0	0	23	23	0	0	26	26	0	0
Poulsbo	PLSB	4	4	0	0	4	4	0	0	3	3	0	0	3	3	0	0	1	1	0	0	1	1	0	0
Prosser	PRSR	58	58	0	0	38	38	0	0	49	49	0	0	20	20	0	0	122	122	0	0	61	61	0	0
Roosevelt	RSVT	84	84	0	0	65	65	0	0	71	71	0	0	61	61	0	0	47	47	0	2	51	49	2	0
Stevenson	STSN	48	48	0	0	29	29	0	0	35	35	0	0	34	34	0	0	44	44	0	0	28	28	0	0
Sunnyside	SNSD	2	2	0	0	2	2	0	0	4	4	0	0	4	4	0	0	4	4	0	0	4	4	0	0
Toppenish	TPNS	52	44	8	0	33	33	0	0	31	31	0	0	20	20	0	2	30	30	0	1	29	29	0	0
Troutlake	TRLK	24	24	0	0	27	27	0	0	85	85	0	0	22	22	0	0	17	17	0	0	11	11	0	0
Wapato	WPAT	13	13	0	0	5	5	0	0	5	5	0	0	3	3	0	0	5	5	0	0	8	8	0	0
White Salmon	WHSL	7	7	0	0	3	3	0	0	3	3	0	0	5	5	0	0	2	2	0	0	1	1	0	0
Whiteswan	WHSW	0	0	0	0	2	2	0	0	2	2	0	0	13	13	0	0	2	2	0	0	2	2	0	0
Whitstran	WHST																								
Willard	WLRD																								
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
Out of Service Trouble Reports Cleared Within 48 Hours
 United Telephone Company of the Northwest d.b.a. EMBARQ
 COMPANY NAME
 2007

Exchange	CLLI	Jul			Aug			Sep			Oct			Nov			Dec		
		Total OOS	OOS Ctr 48	OOS Ctr >48	Total OOS	OOS Ctr 48	OOS Ctr >48	Total OOS	OOS Ctr 48	OOS Ctr >48	Total OOS	OOS Ctr 48	OOS Ctr >48	Total OOS	OOS Ctr 48	OOS Ctr >48	Total OOS	OOS Ctr 48	OOS Ctr >48
Chimacum	CHMC	8	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Columbia	CLMA	21	21	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dallesport	DLPT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Glenwood	GLWD	35	35	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Goldendale	GLDL	19	19	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Grandview	GDVW	12	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Granger	GRGR	8	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Harrah	HRRH	19	19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hood Canal	HDCL	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Klickitat	KLCT	7	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lyle	LYLE	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mabton	MBTN	16	16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mattawa	MTWA	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Patterson	PASN	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Port Angeles	PTAG	65	65	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Poulsbo	PLSB	24	24	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Prosser	PRSR	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Roosevelt	RSVT	19	19	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson	STSN	49	48	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sunnyside	SNSD	94	94	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Toppenish	TPNS	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troutlake	TRLK	15	15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wapato	WPAT	47	47	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
White Salmon	WHSL	11	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WhiteSwan	WHSW	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Whitstran	WHTS	488	488	1	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Willard	WLRD	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Washington		489	488	1	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0

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	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS 72 Excl	
Chimacum		2	2	0	5	5	0	1	1	0	0	0	0	2	2	0	8	8	0	1
Columbia																				
Dallesport		5	5	0	2	2	0	4	4	0	0	0	0	7	7	0	0	0	0	0
Glenwood		2	2	0	2	2	0	0	0	0	0	0	0	1	1	0	2	2	0	0
Goldendale		6	6	0	13	13	0	54	54	0	1	1	1	35	35	0	12	11	1	0
Grandview		8	8	0	10	10	0	5	5	0	1	1	1	9	9	0	4	4	0	0
Granger		0	0	0	0	0	0	1	1	0	0	0	0	2	2	0	1	1	0	0
Harrah		8	8	0	4	4	0	1	1	0	0	0	0	6	6	0	3	3	0	0
Hood Canal		12	10	2	9	7	2	1	1	0	0	0	0	6	6	0	6	6	0	0
Klickitat		4	4	0	3	2	1	1	1	0	0	0	0	1	1	0	1	1	0	0
Lyle		1	1	0	1	1	0	0	0	0	0	0	0	2	2	0	5	5	0	0
Mabton		0	0	0	4	4	0	3	3	0	0	0	0	2	2	0	1	1	0	0
Mattawa		7	7	0	4	4	0	4	4	0	0	0	0	6	6	0	7	7	0	0
Patterson																				
Port Angeles		0	0	0	1	1	0	0	0	0	0	0	0	1	1	0	0	0	0	0
Poulsbo		30	26	4	28	27	1	31	29	2	1	0	0	24	24	0	30	30	0	1
Prosser		3	3	0	4	4	0	10	10	0	1	1	1	4	4	0	8	8	0	0
Roosevelt		1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0
Stevenson		8	8	0	11	11	0	15	15	0	0	0	0	4	4	0	1	1	0	0
Sunnyside		26	26	0	13	13	0	14	14	0	0	0	0	13	13	0	17	17	0	0
Toppenish		15	15	0	4	4	0	10	10	0	0	0	0	26	26	0	10	10	0	0
Trouilake		3	3	0	7	7	0	3	3	0	0	0	0	1	1	0	1	1	0	0
Wapato		5	4	1	7	7	0	2	2	0	0	0	0	10	9	1	5	5	0	0
White Salmon		3	3	0	4	4	0	8	8	0	1	1	1	8	8	0	4	4	0	0
WhiteSwan		3	3	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Whitstran		1	1	0	1	1	0	2	1	0	0	0	0	1	1	0	1	1	0	0
Willard		1	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0
Washington		154	147	7	128	123	5	145	142	3	4	3	172	171	1	128	127	1	6	

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 72 Excl = 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

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	Jul			Aug			Sep			Oct			Nov			Dec		
		Total NOOS	NOOS Ctr 72	NOOS Ctr >72	Total NOOS	NOOS Ctr 72	NOOS Ctr >72	Total NOOS	NOOS Ctr 72	NOOS Ctr >72	Total NOOS	NOOS Ctr 72	NOOS Ctr >72	Total NOOS	NOOS Ctr 72	NOOS Ctr >72	Total NOOS	NOOS Ctr 72	NOOS Ctr >72
Chimacum	C-HMC	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Columbia	CLMA	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dallesport	DLPT	7	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Glenwood	GLWD	12	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Goldendale	GLDL	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Grandview	GDVW	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Granger	GRGR	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Harrish	HRRH	4	3	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hood Canal	HDCL	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Klickitat	KLCT	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lyle	LYLE	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mabton	MBTN	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mattawa	MTWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Patterson	PASN	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Port Angeles	PTAG	22	22	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Poulsbo	PLSB	15	15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Prosser	PRSR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Roosevelt	RSVT	11	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson	STSN	11	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sunnyside	SNSD	6	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Toppenish	TPNS	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troutlake	TRLK	6	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wapato	WPAT	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
White Salmon	WHSL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WhiteSwan	WHSW	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Whitstran	WHTS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Willard	WLRD	123	122	1	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Washington																			

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jan-07				Feb-07				Mar-07				1st Qtr 07			
		Total Orders Cmpltd	Held >90 Days	%Held Orders >180 Days	%Held Orders >90 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >180 Days	%Held Orders >90 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >180 Days	%Held Orders >90 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >180 Days	%Held Orders >90 Days
Chimacum		16	0	100%	8	0	100%	20	0	100%	44	0	100%	0	0	100%	100%
Columbia		2	0	100%	0	0	0%	0	0	0%	2	0	0%	0	0	0%	100%
Dallesport		12	0	100%	8	0	100%	8	0	100%	28	0	100%	0	0	100%	100%
Glenwood		2	0	100%	3	0	100%	2	0	100%	7	0	100%	0	0	100%	100%
Goldendale		49	0	100%	33	0	100%	51	0	100%	133	0	100%	0	0	100%	100%
Grandview		84	0	100%	72	0	100%	92	0	100%	248	0	100%	0	0	100%	100%
Granger		42	0	100%	16	0	100%	26	0	100%	84	0	100%	0	0	100%	100%
Hood Canal		21	0	100%	14	0	100%	18	0	100%	53	0	100%	0	0	100%	100%
Harran		25	0	100%	21	0	100%	26	0	100%	72	0	100%	0	0	100%	100%
Klickitat		5	0	100%	5	0	100%	6	0	100%	16	0	100%	0	0	100%	100%
Lyle		7	0	100%	6	0	100%	17	0	100%	30	0	100%	0	0	100%	100%
Mabton		16	0	100%	17	0	100%	20	0	100%	53	0	100%	0	0	100%	100%
Mattawa		51	0	100%	42	0	100%	54	0	100%	147	0	100%	0	0	100%	100%
Patterson		1	0	100%	0	0	0%	3	0	0%	4	0	0%	0	0	0%	100%
Poulsbo		167	0	100%	112	0	100%	127	0	100%	406	0	100%	0	0	100%	100%
Prosser		46	0	100%	52	0	100%	54	0	100%	152	0	100%	0	0	100%	100%
Port Angeles		1	0	100%	2	0	100%	4	0	100%	7	0	100%	0	0	100%	100%
Roosevelt		1	0	100%	2	0	100%	1	0	100%	4	0	100%	0	0	100%	100%
Stevenson		43	0	100%	46	0	100%	41	0	100%	130	0	100%	0	0	100%	100%
Sunnyside		161	0	100%	150	0	100%	152	0	100%	463	0	100%	0	0	100%	100%
Toppenish		113	0	100%	114	0	100%	107	0	100%	334	0	100%	0	0	100%	100%
Troutlake		4	0	100%	4	0	100%	4	0	100%	12	0	100%	0	0	100%	100%
Wapato		71	0	100%	68	0	100%	77	0	100%	216	0	100%	0	0	100%	100%
White Salmon		52	0	100%	50	0	100%	46	0	100%	148	0	100%	0	0	100%	100%
WhiteSwan		8	0	100%	17	0	100%	17	0	100%	42	0	100%	0	0	100%	100%
Whitstran		7	0	100%	6	0	100%	10	0	100%	23	0	100%	0	0	100%	100%
Willard		2	0	100%	3	0	100%	1	0	100%	6	0	100%	0	0	100%	100%
Washington		1,009	0	100%	871	0	100%	984	0	100%	2,864	0	100%	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 Orders >90 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >90 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >90 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >90 Days
Chimacum	CHMC	10	0	100%	14	0	100%	11	0	100%	35	0	100%
Columbia	CLMA	7	0	100%	8	0	100%	16	0	100%	0	0	0%
Dallesport	DLPT	1	0	100%	2	0	100%	3	0	100%	31	0	100%
Glennwood	GLWD	52	0	100%	55	0	100%	64	1	98%	6	0	100%
Goidendale	GLDL	86	0	100%	93	0	100%	67	0	100%	171	1	99%
Grandview	GDVW	21	0	100%	26	0	100%	31	0	100%	246	0	100%
Granger	GRGR	23	0	100%	20	0	100%	25	0	100%	78	0	100%
Hood Canal	HDCL	23	0	100%	16	0	100%	25	0	100%	68	0	100%
Harrah	HRRH	7	0	100%	3	0	100%	18	0	100%	57	0	100%
Kilickitat	KLCT	10	0	100%	10	0	100%	1	0	100%	11	0	100%
Lyle	LYLE	15	0	100%	19	0	100%	21	0	100%	31	0	100%
Mabton	MBTN	40	0	100%	39	0	100%	40	0	100%	55	0	100%
Mattawa	MTWA	1	0	100%	4	0	100%	0	0	0%	119	0	100%
Patterson	PASN	128	0	100%	151	0	100%	0	0	0%	5	0	100%
Poulsbo	PLSB	49	0	100%	57	0	100%	141	0	100%	420	0	100%
Prosser	PRSR	2	0	100%	5	0	100%	55	0	100%	161	0	100%
Port Angeles	PTAG	3	0	100%	2	0	100%	4	0	100%	11	0	100%
Roosevelt	RSVT	47	0	100%	32	0	100%	42	0	100%	7	0	100%
Stevenson	STSN	127	0	100%	137	0	100%	127	0	100%	121	0	100%
Sunnyside	SNSD	83	0	100%	90	0	100%	105	0	100%	391	0	100%
Toppenish	TPNS	6	0	100%	6	0	100%	105	0	100%	278	0	100%
Troutlake	TRLK	70	0	100%	71	0	100%	12	0	100%	24	0	100%
Wapato	WPAT	41	0	100%	33	0	100%	55	0	100%	196	0	100%
White Salmon	WHSL	16	0	100%	6	0	100%	49	0	100%	123	0	100%
Whiteswan	WHSW	6	0	100%	6	0	100%	16	0	100%	38	0	100%
Whitstran	WHTS	1	0	100%	4	0	100%	11	0	100%	23	0	100%
Willard	WLRD	875	0	100%	909	0	100%	2	0	100%	7	0	100%
Washington								929	1	100%	2,713	1	100%

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

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

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jul-07			Aug-07			Sep-07			3rd 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
		Chimacum	14	0	0	100%	0%	0%	0%	0%	0%	0%	14	0	0	100%
Columbia	0	0	0	0%	0%	0%	0%	0%	0%	0%	0	0	0	0%	0%	
Dallesport	4	0	0	100%	0%	0%	0%	0%	0%	0%	4	0	0	100%	100%	
Glenwood	2	0	0	100%	0%	0%	0%	0%	0%	0%	2	0	0	100%	100%	
Goldendale	66	0	0	100%	0%	0%	0%	0%	0%	0%	66	0	0	100%	100%	
Glendale	82	0	0	100%	0%	0%	0%	0%	0%	0%	82	0	0	100%	100%	
Grandview	24	0	0	100%	0%	0%	0%	0%	0%	0%	24	0	0	100%	100%	
Granger	20	0	0	100%	0%	0%	0%	0%	0%	0%	20	0	0	100%	100%	
Hood Canal	19	0	0	100%	0%	0%	0%	0%	0%	0%	19	0	0	100%	100%	
Harrah	6	0	0	100%	0%	0%	0%	0%	0%	0%	6	0	0	100%	100%	
Klickitat	9	0	0	100%	0%	0%	0%	0%	0%	0%	9	0	0	100%	100%	
Lyle	21	0	0	100%	0%	0%	0%	0%	0%	0%	21	0	0	100%	100%	
Mabton	48	0	0	100%	0%	0%	0%	0%	0%	0%	48	0	0	100%	100%	
Mattawa	0	0	0	0%	0%	0%	0%	0%	0%	0%	0	0	0	0%	0%	
Patterson	145	0	0	100%	0%	0%	0%	0%	0%	0%	145	0	0	100%	100%	
Poulsbo	63	0	0	100%	0%	0%	0%	0%	0%	0%	63	0	0	100%	100%	
Prosser	8	0	0	100%	0%	0%	0%	0%	0%	0%	8	0	0	100%	100%	
Port Angeles	3	0	0	100%	0%	0%	0%	0%	0%	0%	3	0	0	100%	100%	
Roosevelt	37	0	0	100%	0%	0%	0%	0%	0%	0%	37	0	0	100%	100%	
Stevenson	138	0	0	100%	0%	0%	0%	0%	0%	0%	138	0	0	100%	100%	
Sunnyside	83	0	0	100%	0%	0%	0%	0%	0%	0%	83	0	0	100%	100%	
Toppenish	5	0	0	100%	0%	0%	0%	0%	0%	0%	5	0	0	100%	100%	
Troutlake	67	0	0	100%	0%	0%	0%	0%	0%	0%	67	0	0	100%	100%	
Wapato	41	0	0	100%	0%	0%	0%	0%	0%	0%	41	0	0	100%	100%	
White Salmon	8	0	0	100%	0%	0%	0%	0%	0%	0%	8	0	0	100%	100%	
WhiteSwan	3	0	0	100%	0%	0%	0%	0%	0%	0%	3	0	0	100%	100%	
Whitstran	3	0	0	100%	0%	0%	0%	0%	0%	0%	3	0	0	100%	100%	
Willard	919	0	0	100%	0%	0%	0%	0%	0%	0%	919	0	0	100%	100%	
Washington	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	

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

**WASHINGTON QUALITY OF SERVICE REPORT
SERVICE ACTIVATION DELAY**

To: Consumer Assistant
Washington Utilities Transportation Commission
Olympia, Washington 98504

EXCHANGE	CLLI	Oct-07				Nov-07				Dec-07				4th Qtr 07			
		Total Orders Cmpltd	Held >90 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >90 Days	%Held Orders >180 Days
Chimacum	CHMC	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
Columbia	CLMA	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
Dallesport	DLPT	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
Glenwood	GLWD	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
Goldendale	GLDL	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
Grandview	GDVW	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
Granger	GRGR	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
Hood Canal	HDCL	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
Harrah	HRRH	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
Klickitat	KLCT	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
Lyle	LYLE	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
Mabton	MBTN	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
Mattawa	MTWA	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
Patterson	PASN	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
Poulsbo	PLSB	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
Prosser	PRSR	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
Port Angeles	PTAG	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
Roosevelt	RSVT	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
Stevenson	STSN	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
Sunnyside	SNSD	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
Toppenish	TPNS	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
Troutlake	TRLK	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
Wapato	WPAT	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
White Salmon	WHSL	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
WhiteSwan	WHSW	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
Whitstran	WHTS	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
Willard	WLRD	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
Washington		0	0	0%	0%	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jul - Dec 07 (180 Day)			
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >180 Days
Chimacum	CHMC	14	0	0	100%
Columbia	CLMA	0	0	0	0%
Dallesport	DLPT	4	0	0	100%
Glenwood	GLWD	2	0	0	100%
Goldendale	GLDL	66	0	0	100%
Grandview	GDVW	82	0	0	100%
Granger	GRGR	24	0	0	100%
Hood Canal	HDCL	20	0	0	100%
Harrish	HRRH	19	0	0	100%
Klickitat	KLCT	6	0	0	100%
Lyle	LYLE	9	0	0	100%
Mabton	MBTN	21	0	0	100%
Mattawa	MTWA	48	0	0	100%
Patterson	PASN	0	0	0	0%
Poulsbo	PLSB	145	0	0	100%
Prosser	PFSR	63	0	0	100%
Port Angeles	PTAG	8	0	0	100%
Roosevelt	RSVT	3	0	0	100%
Stevenson	STSN	37	0	0	100%
Sunnyside	SNSD	138	0	0	100%
Toppenish	TPNS	83	0	0	100%
Troutlake	TRLK	5	0	0	100%
Wapato	WPAT	67	0	0	100%
White Salmon	WHSL	41	0	0	100%
WhiteSwan	WHSW	8	0	0	100%
Whitstran	WHTS	3	0	0	100%
Willard	WLRD	3	0	0	100%
Washington		919	0	0	100%