

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. EMBARQ
COMPANY NAME
2007

Exchange	C/LI	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Install Appts			Install Appts			Install Appts			Install Appts			Install Appts			Install Appts			Install Appts			Install Appts			Install Appts			Install Appts			Install Appts			Install Appts		
		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	14	2	0	9	1	0												
Columbia	CLMA	2	0	0																																	
Dallasport	DLPT	12	1	0	8	0	0	8	2	0	7	0	0	8	0	0	16	1	0	4	0	0	7	0	0												
Glenwood	GLWD	2	0	0	3	0	0	2	0	0	1	0	0	2	1	0	3	0	0	2	0	0	1	0	0												
Goldendale	GLDL	49	0	0	33	0	0	51	2	0	52	0	0	55	3	0	64	1	0	66	2	0	66	4	0												
Grandview	GDVW	84	3	0	72	0	0	92	0	0	86	1	0	93	1	0	67	1	0	82	1	0	80	0	0												
Granger	GRGR	42	1	0	16	0	0	26	0	0	21	0	0	26	1	0	31	0	0	24	0	0	16	0	0												
Harrah	HRRH	25	0	0	21	0	0	26	0	0	23	0	0	16	0	0	18	0	0	19	0	0	21	0	0												
Hood Canal	HDCL	21	1	0	14	0	0	18	0	0	23	0	0	20	1	0	25	1	0	20	2	0	20	1	0												
Klickitat	KLCT	5	0	0	5	0	0	6	0	0	7	0	0	3	0	0	1	0	0	6	0	0	10	0	0												
Lyle	LYLE	7	0	0	6	0	0	17	0	0	10	0	0	10	0	0	11	1	0	9	0	0	11	0	0												
Matton	MTBN	16	1	0	17	0	0	20	0	0	15	0	0	19	0	0	21	0	0	21	0	0	19	0	0												
Mattawa	MTWA	51	0	0	42	0	0	54	0	0	40	0	0	39	0	0	40	1	0	48	0	0	50	0	0												
Paterson	PASN	1	0	0	0	0	0	3	0	0	1	0	0	4	0	0	0	0	0	0	0	0	2	0	0												
Port Angeles	PTAG	1	0	0	2	0	0	4	0	0	2	0	0	5	1	0	4	0	0	8	1	0	118	3	0												
Poulsbo	PLSB	167	6	0	112	2	0	127	2	0	128	3	0	151	3	0	141	3	0	145	3	0	118	3	0												
Rosser	PRSR	46	0	0	52	0	0	54	2	0	49	1	0	57	0	0	55	0	0	63	0	0	57	1	0												
Rosevelt	RSVT	1	0	0	2	0	0	1	0	0	3	0	0	2	0	0	2	0	0	3	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	37	1	0	47	1	0												
Sunnyside	SNSD	161	0	0	150	1	0	152	2	0	127	0	0	137	1	0	105	1	0	138	1	0	126	0	0												
Toppenish	TPNS	113	0	0	114	1	0	107	0	0	83	1	0	90	0	0	127	1	0	83	1	0	107	0	0												
Troulaka	TRLK	4	0	0	4	1	0	4	0	0	6	0	0	6	0	0	12	0	0	5	0	0	4	0	0												
Wapato	WPAT	71	1	0	68	2	0	77	0	0	70	0	0	71	0	0	55	1	0	67	0	0	79	1	0												
White Salmon	WWSL	52	1	0	50	1	0	46	0	0	41	1	0	33	1	0	49	5	0	41	1	0	49	3	0												
Whiteswan	WHSW	8	0	0	17	1	0	17	0	0	16	0	0	6	0	0	16	1	0	8	0	0	18	0	0												
Whitman	WHTS	7	0	0	6	0	0	10	0	0	6	0	0	6	0	0	11	0	0	3	0	0	7	0	0												
Willard	WLRO	2	0	0	3	0	0	1	0	0	1	0	0	4	0	0	2	0	0	3	0	0	1	1	0												
Washington		1,009	21	0	871	10	0	984	12	0	875	9	0	909	13	0	929	20	0	919	14	0	927	16	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. EMBARG
COMPANY NAME
2007

Exchange	CLLI	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Repair		Miss	Repair		Miss	Repair		Miss	Repair		Miss	Repair		Miss	Repair		Miss	Repair		Miss	Repair		Miss	Repair		Miss	Repair		Miss	Repair		Miss			
		Appnts	Excl		Appnts	Excl		Appnts	Excl		Appnts	Excl		Appnts	Excl		Appnts	Excl		Appnts	Excl		Appnts	Excl		Appnts	Excl		Appnts	Excl		Appnts	Excl		Appnts	Excl	Appnts
Chinacum	CHMC	10	1	0	11	0	0	18	0	0	6	0	0	12	1	0	29	3	0	10	0	0	13	1	0												
Columbia	CLMA																																				
Dallesport	DLPT	12	0	0	5	0	0	6	2	0	15	0	0	26	15	0	9	1	0	23	0	0	7	0	0												
Glenwood	GLWD	4	0	0	11	2	0	18	3	0	7	0	0	5	0	0	3	0	0	7	1	0	1	0	0												
Goldendale	GLDL	31	0	0	29	0	0	41	4	0	113	14	0	62	5	0	42	2	0	47	0	0	66	2	0												
Grandview	GDVW	53	2	0	24	3	0	46	1	0	29	3	0	34	2	0	24	1	0	23	2	0	33	4	0												
Harrah	HRRH	17	0	0	14	1	0	16	0	0	12	1	0	19	1	0	11	1	0	16	0	0	9	0	0												
Hood Canal	HDCL	36	1	0	17	0	0	24	1	0	10	0	0	30	0	0	14	1	0	9	0	0	8	1	0												
Klickitat	KLCT	42	5	0	38	7	0	29	3	0	17	2	0	30	4	0	61	2	0	24	3	0	25	4	0												
Klallam	KLCT	7	1	0	7	1	0	7	1	0	2	0	0	2	0	0	2	1	0	7	0	0	9	0	0												
Lyle	LYLE	6	0	0	8	0	0	12	1	0	8	1	0	6	1	0	7	0	0	8	1	0	10	0	0												
Mabton	MBTN	23	1	0	21	0	0	9	0	0	6	0	0	8	0	0	6	0	0	17	3	0	23	1	0												
Matlwa	MTWA	39	1	0	23	1	0	27	2	0	46	2	0	34	1	0	24	4	0	18	3	0	23	1	0												
Patterson	PASN				5	0	0	3	0	0	17	1	0	4	0	0	1	0	0	1	1	0	1	0	0												
Port Angeles	PTAG	5	0	0	4	1	0	4	1	0	17	3	0	1	0	0	0	0	0	8	9	0	1	0	0												
Poulsbo	PLSB	200	21	0	137	7	0	130	6	0	147	3	0	96	8	0	124	6	0	89	6	0	103	6	0												
Prosser	PRSR	36	9	0	38	3	0	46	3	0	38	3	0	27	2	0	34	3	0	39	2	0	35	3	0												
Roosevelt	RSVT	5	0	0	4	1	0	3	2	0	5	0	0	1	0	0	2	0	0	2	1	0	1	0	0												
Stevenson	STSN	67	3	0	51	4	0	65	5	0	31	2	0	127	2	0	62	3	0	32	2	0	66	1	0												
Summish	SMSD	111	6	0	79	3	0	85	2	0	76	3	0	63	4	0	66	6	0	61	5	0	85	8	0												
Toupenish	TPNS	64	3	0	34	2	0	45	0	0	47	0	0	5	0	0	5	0	0	6	1	0	5	2	0												
Troutlake	TRLK	5	0	0	9	0	0	7	0	0	7	0	0	41	3	0	34	1	0	22	1	0	33	3	0												
Wapato	WPAT	57	33	0	41	1	0	33	1	0	30	4	0	41	3	0	34	1	0	22	1	0	33	3	0												
White Salmon	WHSL	28	1	0	32	3	0	94	3	0	25	1	0	25	3	0	16	4	0	53	1	0	51	1	0												
Whitstwan	WHTS	16	0	0	7	1	0	7	0	0	3	0	0	5	0	0	8	0	0	11	0	0	3	1	0												
Willard	WLBD	8	0	0	5	1	0	4	0	0	7	1	0	3	0	0	2	0	0	4	2	0	10	5	0												
Washington		883	88	0	656	42	0	775	41	0	718	41	0	738	52	0	628	39	0	623	76	0	659	48	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	1	9	0								
Columbia	CLMA	2	0																						
Dallesport	DLPT	12	1	8	0	8	2	7	1	8	0	16	1	4	0	7	0								
Glenwood	GLWD	2	0	3	0	2	0	1	0	2	1	3	0	2	1	1	0								
Goldendale	GLDL	49	0	33	1	51	1	52	1	55	4	64	2	66	1	66	1								
Grandview	GDVW	84	0	72	0	92	0	86	1	93	0	67	0	82	0	80	0								
Granger	GRGR	42	1	16	0	26	0	21	0	26	1	31	0	24	0	16	0								
Harrah	HRRH	25	0	21	0	26	0	23	0	16	0	18	0	19	0	21	0								
Hood Canal	HDCL	21	6	14	4	18	1	23	1	20	2	25	0	20	2	20	1								
Klickitat	KLCT	5	0	5	1	6	1	7	0	3	0	1	1	6	0	10	0								
Lyle	LYLE	7	2	6	1	17	0	10	0	10	0	11	0	9	0	11	1								
Mabton	MBTN	16	0	17	0	20	0	15	0	19	0	21	0	21	0	19	0								
Mattawa	MTWA	51	2	42	0	54	2	40	1	39	0	40	1	48	0	50	0								
Patterson	PASN	1	0	0	0	3	0	1	0	4	0	0	0	0	0	2	0								
Port Angeles	PTAG	1	0	2	0	4	1	2	0	5	0	4	0	8	0	2	0								
Poulsbo	PLSB	167	11	112	5	127	1	128	0	151	3	141	4	145	1	118	2								
Prosser	PRSR	46	0	52	1	54	0	49	1	57	1	55	0	63	0	57	1								
Roosevelt	RSVT	1	1	2	0	1	0	3	0	2	0	2	0	3	0	0	0								
Stevenson	STSN	43	3	46	3	41	1	47	2	32	0	42	2	37	0	47	1								
Sunnyside	SNSD	161	1	150	2	152	1	127	0	137	1	127	0	138	1	126	1								
Topenish	TPNS	113	2	114	2	107	0	83	0	90	0	105	0	83	0	107	0								
Troutlake	TRLK	4	0	4	0	4	0	6	0	6	0	12	0	5	1	4	0								
Wapato	WPAT	71	0	68	0	77	0	70	1	71	0	55	2	67	0	79	1								
White Salmon	WHSL	52	3	50	1	46	1	41	1	33	4	49	2	41	1	49	3								
WhiteSwan	WHSW	8	0	17	0	17	1	16	0	6	0	16	1	8	0	18	0								
Whitman	WHTS	7	1	6	0	10	0	6	0	6	0	11	0	3	0	7	0								
Willard	WLRD	2	0	3	0	1	0	1	0	4	0	2	0	3	0	1	1								
Washington		1,009	35	871	21	984	16	875	10	909	17	929	16	919	9	927	13								

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. EMBARRAS

COMPANY NAME

2007

		Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec			
		Total Rpts	Total Lines	Tbl /100	Total Rpts	Total Lines	Tbl /100	Total Rpts	Total Lines	Tbl /100	Total Rpts	Total Lines	Tbl /100	Total Rpts	Total Lines	Tbl /100	Total Rpts	Total Lines	Tbl /100	Total Rpts	Total Lines	Tbl /100	Total Rpts	Total Lines	Tbl /100	Total Rpts	Total Lines	Tbl /100	Total Rpts	Total Lines	Tbl /100							
Chinacum	CHMC	10	1,063	0.94	11	1,065	1.03	18	1,076	1.67	6	1,080	0.56	12	1,076	1.12	29	1,078	2.69	10	1,087	0.92	13	1,089	1.19													
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	157	0.00	0	157	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	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	23	773	2.98	7	767	0.91	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
Glennwood	GLWD	4	373	1.07	11	377	2.92	18	378	4.76	7	382	1.83	5	384	1.30	3	387	0.78	7	387	1.81	1	380	0.26	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
Glennwood	GLDL	31	4,879	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	47	4,879	0.96	66	4,890	1.35	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	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	23	4,991	0.46	33	4,962	0.67	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	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	16	1,404	1.14	9	1,404	0.64	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
Harrah	HRRH	36	1,034	3.48	17	1,043	1.63	24	1,059	2.27	10	1,062	0.94	30	1,089	2.83	14	1,039	1.35	9	1,039	0.87	8	1,033	0.77	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
Hood Canal	HOCL	42	2,576	1.63	38	2,571	1.48	29	2,565	1.13	17	2,561	0.66	30	2,565	1.17	61	2,572	2.37	24	2,567	0.93	25	2,560	0.98	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	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	7	363	1.93	9	368	2.45	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Lyle	LYLE	6	976	0.61	8	979	0.82	12	982	1.22	8	984	0.81	6	985	0.61	7	991	0.71	8	992	0.81	10	994	1.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Mabton	MBTN	23	1,432	1.61	21	1,433	1.47	9	1,431	0.63	46	1,434	0.42	8	1,437	0.56	6	1,434	0.42	8	1,424	0.56	10	1,410	0.71	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Mabton	MTVA	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	0.69	23	2,473	0.93	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Paterson	PASN	0	406	0.00	5	404	1.24	3	406	0.74	0	405	0.00	4	411	0.97	0	411	0.00	1	407	0.25	1	407	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Port Angeles	PTAG	5	281	1.78	4	279	1.43	4	283	1.41	17	284	5.99	1	287	0.35	1	286	0.35	3	288	1.04	1	288	0.35	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	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	89	39,471	0.23	103	39,340	0.26	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	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	39	4,702	0.83	35	4,695	0.75	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Rosevelt	RSVT	5	198	2.53	4	194	2.06	3	194	1.55	5	196	2.55	1	198	0.51	2	197	1.02	2	201	1.00	1	198	0.51	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Rosevelt	RSVN	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	32	4,303	0.74	66	4,296	1.54	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Stevenson	STSN	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	85	10,116	0.84	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Sunnyside	STNS	64	7,783	0.82	34	7,811	0.44	45	7,832	0.57	47	7,797	0.60	70	7,748	0.50	38	7,740	0.48	101	7,701	1.31	51	7,671	0.66	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Trousdale	TRSL	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	5	718	0.70	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	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	22	3,796	0.58	33	3,792	0.87	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
White Salmon	WHSL	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	0.35	53	4,596	1.15	51	4,578	1.11	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Whitman	WHTS	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	3	728	0.41	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Whitman	WHTS	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	10	603	1.66	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Willard	WLFD	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	318	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Washington		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	659	100,235	0.66	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0.00

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 Telephone Company of the Northwest (d.b.a. EM&A/B)
 COMPANY NAME
 2007

		Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT				
Exchanges		CLL	Cells	Delay	3 Sec	Cells	Delay	3 Sec	Cells	Delay	3 Sec	Cells	Delay	3 Sec	Cells	Delay	3 Sec	Cells	Delay	3 Sec	Cells	Delay	3 Sec	Cells	Delay	3 Sec	Cells	Delay	3 Sec	Cells	Delay	3 Sec					
Poubo	P.S.B	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	49,251	0	100.0												
Sunnyside	SMSD	132,313	2	100.0	118,173	0	100.0	123,387	0	100.0	124,879	0	100.0	126,170	0	100.0	120,918	26	100.0	120,141	1	100.0	120,903	0	100.0												
Washington		185,326	3	100.0	164,684	0	100.0	181,970	4	100.0	190,583	0	100.0	174,507	0	100.0	168,996	26	100.0	172,162	2	100.0	170,154	0	100.0												

(Reported when a final trunk group does not meet standard)

(completion of all dialed calls during the average busy season busy hour without blocking)

[illegible]

Note: Field Service Managers (FSM's) contact Connecting Companies with quality of service issues and recommendations.

Interoffice facilities. Blocking performance during average busy-hour for ninety-nine percent of trunk groups for any month must be less than one-half of one percent for intertoll and intertandem facilities and less than one percent for local and EAS interoffice trunk facilities. The blocking standard for E911 dedicated interoffice trunk facilities must be less than one percent during average busy-hour of the average busy season. Two consecutive months is the maximum that a single trunk group may be below the applicable standard.

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	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	1	19	19	0	1						
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	1						
Grandview	GDVW	43	43	0	1	19	18	1	0	36	36	0	0	22	22	0	1	25	25	0	0	20	20	0	0						
Granger	GRGR	17	17	0	0	13	13	0	1	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	2	23	23	0	0	16	16	0	0	22	21	1	1	53	53	0	2						
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						
Mabton	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						
Matlawa	MTWA	32	32	0	0	18	18	0	1	25	25	0	0	40	40	0	2	27	27	0	1	17	17	0	0						
Patterson	PASN																														
Port Angeles	PTAG	5	5	0	0	4	4	0	0	2	2	0	0	13	13	0	0	3	3	0	0	1	1	0	0						
Poulsbo	PLSB	163	158	5	3	108	106	2	0	98	98	0	0	118	118	0	0	67	66	1	3	89	89	0	4						
Prosser	PRSR	30	29	1	3	32	32	0	2	34	34	0	1	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	2	49	49	0	1	20	20	0	1	122	122	0	0	61	61	0	0						
Sunnyside	SNSD	84	84	0	1	65	65	0	0	71	71	0	0	61	61	0	0	47	47	0	2	51	49	2	0						
Toppenish	TPNS	48	48	0	1	29	29	0	0	35	35	0	0	34	34	0	0	44	44	0	0	28	28	0	0						
Troutlake	TRLK	2	2	0	0	2	2	0	0	31	31	0	0	4	4	0	0	4	4	0	1	4	4	0	0						
Wapato	WPAT	52	44	8	0	33	33	0	0	85	85	0	0	20	20	0	2	30	30	0	1	29	29	0	0						
White Salmon	WHSL	24	24	0	0	27	27	0	1	85	85	0	0	22	22	0	0	17	17	0	0	11	11	0	1						
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	1	3	3	0	0	5	5	0	0	2	2	0	0	1	1	0	0						
Willard	WLFD	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 Ctr 48 = Total regulated out of service trouble reports cleared within 48 hours.
 OOS Ctr >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	CULL	Jul					Aug					Sep					Oct					Nov					Dec				
		Total	OOS	OOS	OOS	OOS48	Total	OOS	OOS	OOS	OOS48	Total	OOS	OOS	OOS	OOS48	Total	OOS	OOS	OOS	OOS48	Total	OOS	OOS	OOS	OOS48	Total	OOS	OOS	OOS	OOS48
Chinacum	CHMC	8	8	0	0	0	11	11	0	0	0																				
Columbia	CLMA																														
Dallesport	DLPT	21	21	0	0	0	6	6	0	0	0																				
Glenwood	GLWD	0	0	0	0	0	1	1	0	0	0																				
Goldendale	GLDL	35	35	0	0	0	57	57	0	0	0																				
Grandview	GDVW	19	19	0	0	1	28	28	0	0	0																				
Granger	GRGR	12	12	0	0	0	7	7	0	0	0																				
Harran	HRRH	8	8	0	0	0	7	7	0	0	1																				
Hood Canal	HDCL	19	19	0	0	0	19	19	0	0	2																				
Klickitat	KLCT	2	2	0	0	0	7	7	0	0	0																				
Lyle	LYLE	7	7	0	0	0	9	9	0	0	0																				
Mabton	MBTN	5	5	0	0	0	6	6	0	0	1																				
Matlawa	MTWA	16	16	0	0	0	17	17	0	0	0																				
Patterson	PASN	1	1	0	0	0	1	1	0	0	0																				
Port Angeles	PTAG	2	2	0	0	0	1	1	0	0	0																				
Poulsbo	PLSB	65	65	0	0	1	76	76	0	0	3																				
Prosser	PRSR	24	24	0	0	0	22	22	0	0	1																				
Roosevelt	RSVT	2	2	0	0	0	1	1	0	0	0																				
Stevenson	STSN	19	19	0	0	2	59	59	0	0	0																				
Sunnyside	SNSD	49	48	1	0	0	64	64	0	0	4																				
Toppenish	TPNS	94	94	0	0	0	42	42	0	0	2																				
Troutlake	TRLK	5	5	0	0	0	2	2	0	0	0																				
Wapato	WPAT	15	15	0	0	0	28	28	0	0	1																				
White Salmon	WHSL	47	47	0	0	1	41	41	0	0	0																				
WhiteSwan	WHSW	11	11	0	0	0	2	2	0	0	0																				
Whistman	WHTS	3	3	0	0	0	7	7	0	0	1																				
Willard	WLFD																														
Washington		489	488	1	5	521	521	0	16	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	CLL	Jan					Feb					Mar					Apr					May					Jun				
		Total NOOS	NOOS Cir >72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	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	1					
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						
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						
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						
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						
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						
Harrish	HRRH	8	8	0	0	4	4	0	0	1	1	0	0	1	1	0	0	6	6	0	0	3	3	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						
Klickitat	KLCT	4	4	0	0	3	2	1	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	MBTN	0	0	0	0	4	4	0	0	1	1	0	0	3	3	0	0	2	2	0	0	1	1	0	0						
Mattawa	MTWA	7	7	0	0	4	4	0	0	2	2	0	0	4	4	0	0	6	6	0	0	7	7	0	0						
Patterson	PASN					1	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0						
Port Angeles	PTAG	0	0	0	0	3	2	1	1	2	1	1	1	4	4	0	0	1	1	0	0	0	0	0	0						
Poulsbo	PLSB	30	26	4	4	28	27	1	1	31	29	2	1	27	27	0	0	24	24	0	0	30	30	0	0						
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						
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						
Svensen	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						
Sunnyside	SNSD	26	26	0	0	13	13	0	0	14	14	0	0	15	14	1	0	13	13	0	0	17	17	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						
Troulakte	TRLK	3	3	0	0	7	7	0	0					3	3	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						
White Salmon	WWSL	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	WWSW	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	1	1	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	0	0	0	0	0	0	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

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	NOOS	NOOS	Total	NOOS	NOOS	NOOS	NOOS	Total	NOOS	NOOS	NOOS	NOOS	Total	NOOS	NOOS	NOOS	NOOS	Total	NOOS	NOOS	NOOS	NOOS					
		NOOS	Ctr 72	Ctr >72	72 Excl	72 Excl	NOOS	Ctr 72	Ctr >72	72 Excl	72 Excl	NOOS	Ctr 72	Ctr >72	72 Excl	72 Excl	NOOS	Ctr 72	Ctr >72	72 Excl	72 Excl	NOOS	Ctr 72	Ctr >72	72 Excl	72 Excl					
Chinacum	CHMC	2	2	0	0	2	2	0	0	0																					
Columbia	CLMA																														
Dallesport	DLPT	2	2	0	0	1	1	0	0	0																					
Glenwood	GLWD	7	7	0	0	0	0	0	0	0																					
Goldendale	GLDL	12	12	0	0	9	9	0	0	0																					
Grandview	GDVW	3	3	0	0	5	5	0	0	0																					
Granger	GRGR	4	4	0	0	2	2	0	0	0																					
Harrah	HRRH	1	1	0	0	0	0	0	0	0																					
Hood Canal	HDCL	4	3	1	1	4	4	0	0	0																					
Klickitat	KLCI	5	5	0	0	2	2	0	0	0																					
Lyle	LYLE	1	1	0	0	1	1	0	0	0																					
Mabton	MBTN	2	2	0	0	3	3	0	0	0																					
Mattawa	MTWA	1	1	0	0	6	6	0	0	0																					
Patterson	PASN	0	0	0	0	0	0	0	0	0																					
Port Angeles	PTAG	1	1	0	0	0	0	0	0	0																					
Poulsbo	PLSB	22	22	0	0	24	23	0	0	0																					
Prosser	PRSR	15	15	0	0	12	12	0	0	0																					
Roosevelt	RSVT	0	0	0	0	0	0	0	0	0																					
Stevens	STSN	11	11	0	0	6	6	0	0	1																					
Sunnyside	SNSD	11	11	0	1	16	16	0	0	1																					
Toppenish	TPNS	6	6	0	1	6	6	0	0	1																					
Troutlake	TRLK	1	1	0	0	1	1	0	0	2																					
Wapato	WPAT	6	6	0	0	4	4	0	0	0																					
White Salmon	WWSL	5	5	0	0	10	10	0	0	0																					
WhiteSwan	WHSW	0	0	0	0	1	0	1	0	0																					
Whitstran	WHTS	1	1	0	0	2	2	0	0	0																					
Willard	WLRD	0	0	0	0																										
Washington		123	122	1	6	117	115	1	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					