

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. EMBARRAS
 COMPANY NAME
 2007

Exchange	CULL	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	14	2	0	9	1	0	9	1	0	0	0	0	0	0	0	0	0			
Columbia	CLMA	2	0	0	8	0	0	8	0	0	7	0	0	8	0	0	16	1	0	4	0	0	7	0	0	1	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	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0			
Goldensport	GLWD	2	0	0	33	0	0	51	2	0	52	0	0	55	3	0	64	1	0	66	2	0	66	4	0	68	3	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	82	1	0	80	0	0	62	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	24	0	0	16	0	0	14	0	0	0	0	0	0	0	0	0	0	0		
Grandeur	GRGR	42	1	0	16	0	0	26	0	0	21	0	0	16	0	0	18	0	0	19	0	0	21	0	0	18	0	0	0	0	0	0	0	0	0	0	0		
Harran	HRRH	25	0	0	21	0	0	26	0	0	23	0	0	16	0	0	18	0	0	20	2	0	20	1	0	18	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	25	1	0	20	2	0	10	0	0	20	0	0	0	0	0	0	0	0	0	0	0	0	
Klickitat	KICT	5	0	0	5	0	0	6	0	0	7	0	0	10	0	0	11	1	0	6	0	0	10	0	0	11	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	3	0	0	11	0	0	9	0	0	9	0	0	12	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	21	0	0	19	0	0	20	0	0	0	0	0	0	0	0	0	0	0	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	25	0	0	0	0	0	0	0	0	0	0	0	0	
Patterson	PASN	1	0	0	0	0	0	0	0	0	1	0	0	4	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Port Angeles	PRAG	1	0	0	2	0	0	4	0	0	2	0	0	5	1	0	4	0	0	8	1	0	2	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	
Poulsbo	PRSB	167	6	0	112	2	0	127	2	0	128	3	0	151	3	0	141	3	0	145	3	0	116	3	0	120	1	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	63	0	0	57	1	0	44	1	0	0	0	0	0	0	0	0	0	0	0	
Roosevelt	RSVT	1	0	0	2	0	0	4	0	0	3	0	0	2	0	0	2	0	0	3	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	
Steverson	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	39	0	0	0	0	0	0	0	0	0	0	0	0	0
Sunnyside	SNSD	161	0	0	150	1	0	152	2	0	127	0	0	137	1	0	127	1	0	138	0	0	126	0	0	130	0	0	0	0	0	0	0	0	0	0	0	0	0
Toppensish	TPNS	113	0	0	114	1	0	107	0	0	83	1	0	90	0	0	105	1	0	83	1	0	107	0	0	78	0	0	0	0	0	0	0	0	0	0	0	0	0
Troulshak	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	2	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	67	0	0	49	1	0	65	1	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	41	1	0	49	3	0	35	3	0	0	0	0	0	0	0	0	0	0	0	0
Whiteswan	WHSW	8	0	0	17	0	0	10	0	0	16	0	0	6	0	0	16	1	0	8	0	0	18	0	0	13	0	0	0	0	0	0	0	0	0	0	0	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	8	0	0	0	0	0	0	0	0	0	0	0	0	
Willard	WLBD	2	0	0	3	0	0	1	0	0	1	0	0	4	0	0	2	0	0	3	0	0	1	0	0	1	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	919	14	0	927	16	0	800	11	0	0	0	0	0	0	0	0	0	0	0	0

Made = Total installation appointments scheduled for New and To/Transfer service orders
 Miss = Total installation appointments missed for New and To/Transfer 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	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	10	1	0	11	0	0	18	0	0	6	0	0	12	1	0	29	3	0	10	0	0	13	1	0	8	1	0									
Columbia	CLMA																																				
Dalesport	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	5	0	0									
Glenwood	GLWD	4	0	0	11	0	0	18	3	0	7	0	0	5	0	0	3	0	0	7	1	0	1	0	0	0	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	36	6	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	17	1	0									
Granger	GRGR	17	0	0	14	0	0	16	0	0	12	1	0	19	1	0	11	1	0	16	0	0	9	0	0	8	2	0									
Harrish	HRRH	36	1	0	17	0	0	24	1	0	10	0	0	30	1	0	14	1	0	9	0	0	8	1	0	10	0	0									
Hood Canal	HOCL	42	5	0	38	7	0	29	3	0	17	2	0	30	4	0	61	2	0	24	3	0	25	4	0	39	6	0									
Klickitat	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	1	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	2	0	0									
Mabton	MRTN	23	1	0	21	0	0	9	0	0	6	0	0	8	0	0	6	0	0	8	1	0	23	1	0	5	0	0									
Mattawa	MATWA	39	1	0	23	1	0	27	2	0	46	2	0	34	1	0	24	4	0	17	3	0	10	2	0	17	1	0									
Palaterson	PASN				5	0	0	4	0	0	4	0	0	4	0	0	1	0	0	1	0	0	1	0	0	1	0	0									
Port Angeles	PRAG	5	0	0	4	1	0	4	1	0	17	1	0	1	0	0	1	0	0	3	0	0	1	0	0	1	0	0									
Poulsbo	PRSB	200	21	0	137	7	0	130	6	0	147	3	0	96	8	0	124	6	0	89	6	0	103	6	0	76	3	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	27	4	0									
Roosevelt	RSVT	5	3	0	4	1	0	3	2	0	5	0	0	1	0	0	2	0	0	2	1	0	1	0	0	1	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	18	2	0									
Summerville	SMSD	111	6	0	79	3	0	85	2	0	76	3	0	63	4	0	68	6	0	61	5	0	85	8	0	46	3	0									
Toupanish	TRPK	64	3	0	34	2	0	45	0	0	47	0	0	70	0	0	38	0	0	101	43	0	51	3	0	41	1	0									
Wapato	WPAT	57	33	0	41	1	0	33	1	0	30	4	0	41	3	0	5	0	0	6	1	0	5	2	0	2	0	0									
White Salmon	WHSW	28	1	0	32	1	0	94	3	0	25	1	0	25	3	0	16	4	0	53	1	0	33	3	0	24	0	0									
Whiteswan	WHSW	16	0	0	7	1	0	7	0	0	3	0	0	5	0	0	8	0	0	11	0	0	3	1	0	4	0	0									
Whitstran	WLHD	8	0	0	5	1	0	4	0	0	7	1	0	3	0	0	2	0	0	4	0	0	10	1	0	6	1	0									
Willard	WLHD	1	0	0	2	0	0	3	0	0	14	0	0	2	0	0	2	0	0	4	0	0	0	0	0	1	0	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	424	33	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
Chinacum	CHMC	16	1	8	0	20	4	10	0	14	0	11	0	14	1	9	0	9	0	9	0	0	0	0	0
Columbia	CLMA	2	0	0	0	8	2	7	1	8	0	16	1	4	0	7	0	1	0	1	0	1	0	0	0
Dallesport	DLPT	12	1	8	0	2	0	1	0	2	0	3	0	2	0	1	0	0	0	0	0	0	0	0	0
Glenwood	GLWD	2	0	3	0	2	0	1	0	55	4	64	2	66	1	66	1	68	3	62	1	0	0	0	
Goldendale	GLDL	49	0	33	1	51	1	52	1	93	0	67	0	82	0	80	0	68	3	62	1	0	0	0	
Grandview	GDVW	84	0	72	0	92	0	86	1	26	1	31	0	24	0	16	0	14	0	14	0	0	0	0	
Granger	GRGR	42	1	16	0	26	0	21	0	16	0	18	0	19	0	21	0	18	0	18	0	0	0	0	
Harran	HRRH	25	0	21	0	26	0	23	0	16	0	18	0	20	2	20	0	18	0	18	0	0	0	0	
Hood Canal	HDCL	21	6	14	4	18	0	23	1	20	2	25	0	20	2	20	1	18	0	18	0	0	0	0	
Klickitat	KLCT	5	0	5	1	6	1	7	0	3	0	1	1	6	0	10	0	2	0	2	0	0	0	0	
Lyle	LYLE	7	2	6	1	17	0	10	0	10	0	11	0	9	0	11	1	12	1	12	1	0	0	0	
Mabton	MBTN	16	0	17	0	20	2	15	0	19	0	21	0	21	0	19	0	20	0	25	0	0	0	0	
Mattawa	MTWA	51	2	42	0	54	2	40	1	39	0	40	1	48	0	50	0	25	0	25	0	0	0	0	
Patterson	PASN	1	0	0	0	3	0	1	0	4	0	0	0	0	0	2	0	0	0	0	0	0	0	0	
Port Angeles	PTAG	1	0	2	0	4	1	2	0	5	0	4	0	8	0	2	0	3	0	0	0	0	0	0	
Porto	PLSB	167	11	112	5	127	1	128	0	151	3	141	4	145	1	118	2	120	2	120	2	0	0	0	
Prosser	PRSR	46	1	52	1	54	0	49	1	57	1	55	0	63	0	57	1	44	1	44	1	0	0	0	
Roosevelt	RSVT	1	0	2	0	1	0	3	0	2	0	0	0	3	0	0	0	1	0	1	0	0	0	0	
Stevenson	STSN	43	3	46	3	41	1	47	2	32	0	42	2	37	0	47	1	39	0	39	0	0	0	0	
Sunnyside	SNSD	161	1	150	2	152	1	127	0	137	1	127	0	138	1	126	1	130	0	130	0	0	0	0	
Toppenish	TPNS	113	2	114	2	107	0	83	0	90	0	105	0	83	0	107	0	78	0	78	0	0	0	0	
Troulaka	TRLK	4	0	4	0	4	0	6	0	6	0	12	0	5	1	4	0	2	0	2	0	0	0	0	
Wapato	WPAT	71	0	68	0	77	0	70	1	71	0	55	2	67	0	79	1	65	0	65	0	0	0	0	
White Salmon	WHSL	52	3	50	1	46	1	41	1	33	4	49	2	41	1	49	3	35	3	35	3	0	0	0	
Whiteswan	WHSW	8	1	17	0	17	1	16	0	6	0	16	1	8	0	18	0	13	0	13	0	0	0	0	
Whitstran	WHTS	7	0	6	0	10	0	6	0	6	0	11	0	3	0	7	0	8	0	8	0	0	0	0	
Willard	WLRD	2	0	3	0	1	0	1	0	4	0	2	0	3	0	1	1	1	1	1	1	0	0	0	
Washington		1,009	35	871	21	984	16	875	10	909	17	929	16	919	9	927	13	800	14	800	14	0	0	0	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. EMBARRAS
 COMPANY NAME
 2007

Exchange	CUM	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec	
		Total Rpts	Total /100	Total Rpts	Total /100	Total Rpts	Total /100	Total Rpts	Total /100	Total Rpts	Total /100	Total Rpts	Total /100	Total Rpts	Total /100	Total Rpts	Total /100	Total Rpts	Total /100	Total Rpts	Total /100	Total Rpts	Total /100	Total Rpts	Total /100
Chinacum	CHMC	10	1,063 0.94	11	1,065 1.03	18	1,076 1.67	6	1,090 0.56	12	1,076 1.12	29	1,078 2.69	10	1,087 0.92	13	1,089 1.19	8	1,085 0.74	0	0.00	0	0.00	0	0.00
Columbia	CUMM	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	159 0.00	0	0.00	0	0.00	0	0.00
Dallasport	DUPP	12	800 1.50	5	799 0.63	6	803 0.75	15	800 1.88	26	796 3.27	9	790 1.14	23	773 2.98	7	767 0.91	5	763 0.66	0	0.00	0	0.00	0	0.00
Glennwood	GLND	4	373 1.07	11	377 2.92	18	378 4.76	7	382 1.83	5	384 1.30	3	387 0.78	3	387 1.81	1	380 0.26	3	378 0.79	0	0.00	0	0.00	0	0.00
Granddale	GLDD	31	4,879 0.64	29	4,879 0.59	41	4,895 0.84	113	4,882 2.31	62	4,897 1.27	42	4,876 0.86	47	4,879 0.96	66	4,890 1.35	36	4,913 0.73	0	0.00	0	0.00	0	0.00
Grandview	GDVV	53	5,070 1.05	24	5,085 0.47	46	5,080 0.91	29	5,082 0.57	34	5,084 0.67	24	5,015 0.48	23	4,991 0.46	33	4,962 0.67	17	4,962 0.34	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	16	1,404 1.14	9	1,404 1.14	8	1,393 0.57	0	0.00	0	0.00	0	0.00
Hannah	HHRH	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 1.35	9	1,039 0.87	8	1,033 0.77	10	1,034 0.97	0	0.00	0	0.00	0	0.00
Hood Canal	HDCL	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	39	2,558 1.52	0	0.00	0	0.00	0	0.00
Klickitat	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	1	364 0.27	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	981 0.71	8	982 0.81	10	984 1.01	2	983 0.20	0	0.00	0	0.00	0	0.00
Madison	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	8	1,424 0.56	10	1,410 0.71	5	1,417 0.35	0	0.00	0	0.00	0	0.00
Matkawa	MTWA	39	2,466 1.58	23	2,465 0.93	27	2,460 1.70	46	2,460 1.87	4	2,474 1.37	24	2,473 0.97	17	2,465 0.69	23	2,473 0.93	17	2,443 0.70	0	0.00	0	0.00	0	0.00
Palaterson	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 0.35	0	404 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 5.88	1	287 0.35	1	286 0.35	3	288 1.04	1	288 0.35	1	289 0.35	0	0.00	0	0.00	0	0.00
Poulsbo	PUSB	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	39,664 0.31	89	39,471 0.23	103	39,340 0.26	76	39,220 0.19	0	0.00	0	0.00	0	0.00
Prosser	PRSR	36	4,787 0.76	38	4,791 0.79	46	4,760 0.97	38	4,740 0.80	27	4,689 0.57	34	4,698 0.72	39	4,702 0.83	35	4,695 0.75	27	4,703 0.57	0	0.00	0	0.00	0	0.00
Rosewall	RSWT	5	198 2.33	4	194 2.06	3	194 1.55	5	196 2.95	1	198 0.51	2	197 1.02	2	201 1.00	1	198 0.51	0	185 0.00	0	0.00	0	0.00	0	0.00
Rosewall	RSWT	67	4,342 1.54	51	4,346 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	18	4,334 0.42	0	0.00	0	0.00	0	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	46	10,086 0.46	0	0.00	0	0.00	0	0.00
Sunnyside	SNSD	64	7,873 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	51	7,671 0.66	41	7,649 0.54	0	0.00	0	0.00	0	0.00
Tropanish	TRPN	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	2	715 0.28	0	0.00	0	0.00	0	0.00
Trounkle	TRKL	57	3,820 1.49	41	3,821 1.07	33	3,837 0.86	30	3,867 0.78	41	3,845 1.07	34	3,805 0.89	22	3,796 0.58	33	3,792 0.87	24	3,787 0.63	0	0.00	0	0.00	0	0.00
White Salmon	WRSAT	28	4,608 0.61	32	4,621 0.69	94	4,630 2.03	29	4,622 0.54	25	4,618 0.54	16	4,615 0.38	53	4,596 1.15	51	4,578 1.11	27	4,587 0.59	0	0.00	0	0.00	0	0.00
WhiteSwan	WHSW	16	709 2.26	7	717 0.98	7	724 0.97	3	729 0.41	3	744 0.67	8	736 1.09	11	728 1.51	3	728 0.41	4	732 0.55	0	0.00	0	0.00	0	0.00
WhiteSwan	WHSW	8	610 1.31	5	611 0.82	4	613 0.65	7	612 1.14	5	609 0.49	2	610 1.03	4	608 0.66	10	603 1.66	6	609 0.99	0	0.00	0	0.00	0	0.00
Willard	WLRD	1	322 0.31	2	322 0.62	3	325 0.92	14	321 3.38	2	322 0.62	2	318 0.63	0	320 0.00	0	318 0.00	1	318 0.31	0	0.00	0	0.00	0	0.00
Washington		883	101,163 0.87	656	101,266 0.66	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	424	100,100 0.42	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 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. EMBARGO
 COMPANY NAME
 2007

Exchange	Cell	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec				
		Total Calls	Total Delay 3 Sec	% DT 3 Sec	Total Calls	Total Delay 3 Sec	% DT 3 Sec	Total Calls	Total Delay 3 Sec	% DT 3 Sec	Total Calls	Total Delay 3 Sec	% DT 3 Sec	Total Calls	Total Delay 3 Sec	% DT 3 Sec	Total Calls	Total Delay 3 Sec	% DT 3 Sec	Total Calls	Total Delay 3 Sec	% DT 3 Sec	Total Calls	Total Delay 3 Sec	% DT 3 Sec	Total Calls	Total Delay 3 Sec	% DT 3 Sec	Total Calls	Total Delay 3 Sec	% DT 3 Sec								
Paulsbo	PSB	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	41,071	0	100.0											
Summvsda	SMSD	32,313	2	100.0	18,173	0	100.0	129,387	0	100.0	124,879	0	100.0	126,170	0	100.0	120,918	28	100.0	120,141	1	100.0	120,903	0	100.0	111,857	0	100.0											
Washington	WS	85,326	3	100.0	164,684	0	100.0	181,970	4	100.0	190,583	0	100.0	174,507	0	100.0	168,986	28	100.0	172,162	2	100.0	170,154	0	100.0	152,928	0	100.0											

FINAL TRUNK GROUP BLOCKING

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

Objective Service Level: EAS = 99%, Toll = 99.5%, and E9-1-1 = 99%

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

ORIGINATING WIRE CENTER	ORIGINATING FINAL TRUNK ID	TERMINATING WIRE CENTER	TERMINATING FINAL TRUNK ID	OWNER (ACNA)	EAS/ Toll/E911	MONTH/ YEAR	BUSY HOUR	% PEAK BLOCK	ACTION TAKEN TO RELIEVE BLOCKAGE
						Jan-07			Objective met.
						Feb-07			Objective met.
						Mar-07			Objective met.
						Apr-07			Objective met.
						May-07			Objective met.
						Jun-07			Objective met.
						Jul-07			Objective met.
						Aug-07			Objective met.
						Sep-07			Objective met.

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. EMBARRAS
COMPANY NAME
2007

Exchange	CLLI	Jan				Feb				Mar				Apr				May				Jun				
		Total OOS	OOS Cir >48	OOS Cir >48 Excl	OOS48 Excl	Total OOS	OOS Cir >48	OOS Cir >48 Excl	OOS48 Excl	Total OOS	OOS Cir >48	OOS Cir >48 Excl	OOS48 Excl	Total OOS	OOS Cir >48	OOS Cir >48 Excl	OOS48 Excl	Total OOS	OOS Cir >48	OOS Cir >48 Excl	OOS48 Excl	Total OOS	OOS Cir >48	OOS Cir >48 Excl	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	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	0
Glenwood	GLWD	2	2	0	0	11	9	0	0	16	16	0	0	7	7	0	0	4	4	0	0	1	1	0	0	0
Goldendale	GLDL	25	25	0	0	23	23	0	0	28	28	0	0	59	59	0	0	27	26	0	0	29	29	0	0	1
Grandview	GDVW	43	43	0	0	19	18	0	0	36	36	0	0	22	22	0	0	25	25	0	0	20	20	0	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	0
Harrish	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	0
Hood Canal	HDCL	30	27	3	0	25	25	0	0	23	23	0	0	16	16	0	0	22	21	0	0	53	53	0	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	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	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	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	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	0
Poulsbo	PLSB	163	158	5	0	108	106	2	0	98	98	0	0	118	118	0	0	67	66	0	0	89	89	0	0	4
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	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	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	0
Sunnyside	SNSD	84	84	0	0	65	65	0	0	71	71	0	0	61	61	0	0	47	47	0	0	51	49	0	0	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	0
Troulaker	TRLK	2	2	0	0	2	2	0	0			0	0	4	4	0	0	4	4	0	0	4	4	0	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	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	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	0
Whitstran	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	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	0
Washington		712	695	17	0	512	507	5	0	624	624	0	0	539	539	0	0	551	548	3	0	489	487	2	0	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 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	11	11	0	0	5	5	0	1																		
Columbia	CLMA																														
Dallesport	DLPT	21	21	0	0	6	6	0	0	4	4	0	0																		
Glenwood	GLWD	0	0	0	0	1	1	0	0	3	3	0	0																		
Goldendale	GLDL	35	35	0	0	57	57	0	0	24	24	0	0																		
Grandview	GDVW	19	19	0	0	28	28	0	0	13	13	0	1																		
Granger	GRGR	12	12	0	0	7	7	0	0	5	5	0	0																		
Harrish	HRRH	8	8	0	0	7	7	0	0	8	8	0	0																		
Hood Canal	HDCL	19	19	0	0	19	19	0	0	32	30	2	1																		
Klickitat	KLCT	2	2	0	0	7	7	0	0	1	1	0	0																		
Lyle	LYLE	7	7	0	0	9	9	0	0	1	1	0	0																		
Mabton	MBTN	5	5	0	0	6	6	0	0	4	4	0	0																		
Mattawa	MTWA	16	16	0	0	17	17	0	0	10	10	0	0																		
Patterson	PASN	1	1	0	0	1	1	0	0	1	1	0	0																		
Port Angeles	PTAG	2	2	0	0	1	1	0	0	1	1	0	0																		
Poulsbo	PLSB	65	65	0	0	76	76	0	0	60	60	0	0																		
Prosser	PRSR	24	24	0	0	22	22	0	0	25	25	0	0																		
Roosevelt	RSVT	2	2	0	0	1	1	0	0	1	1	0	0																		
Stevenson	STSN	19	19	0	0	59	59	0	0	17	16	1	0																		
Sunnyside	SNSD	49	48	1	0	64	64	0	0	40	40	0	0																		
Toppenish	TPNS	94	94	0	0	42	42	0	0	31	31	0	0																		
Troutlake	TRLK	5	5	0	0	2	2	0	0	2	2	0	0																		
Wapato	WPAT	15	15	0	0	28	28	0	0	22	22	0	0																		
White Salmon	WHSL	47	47	0	0	41	41	0	0	20	20	0	0																		
Whiteswan	WHSW	11	11	0	0	2	2	0	0	4	4	0	0																		
Whitstran	WHTS	3	3	0	0	7	7	0	0	5	5	0	0																		
Willard	WLRD									1	1	0	0																		
Washington		489	488	1	5	521	521	0	16	338	335	3	3	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. EMBARG
 COMPANY NAME
 2007

Exchange	CLLI	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
Columbia	CLMA	5	5	0	0	2	2	0	0	2	2	0	0	4	4	0	0	7	7	0	0	0	0	0	0
Dallesport	DLPT	2	2	0	0	0	0	0	0	2	2	0	0	0	0	0	0	1	1	0	0	2	2	0	0
Glenwood	GLWD	6	6	0	0	6	6	0	0	13	13	0	0	54	54	0	0	35	35	0	0	12	11	0	0
Goldendale	GLDL	8	8	0	0	5	5	0	0	10	10	0	0	5	5	0	0	9	9	0	0	4	4	0	0
Grandview	GDVW	0	0	0	0	0	0	0	0	3	3	0	0	1	1	0	0	2	2	0	0	1	1	0	0
Granger	GRGR	8	8	0	0	4	4	0	0	1	1	0	0	1	1	0	0	6	6	0	0	3	3	0	0
Harrish	HRRH	12	10	2	0	9	7	2	2	5	5	0	0	1	1	0	0	6	6	0	0	6	6	0	0
Hood Canal	HDCL	4	4	0	0	3	2	1	0	3	3	0	0	1	1	0	0	1	1	0	0	1	1	0	0
Klickitat	KLCT	1	1	0	0	1	1	0	0	2	2	0	0	0	0	0	0	2	2	0	0	1	1	0	0
Lyle	LYLE	0	0	0	0	4	4	0	0	1	1	0	0	3	3	0	0	2	2	0	0	1	1	0	0
Mabton	MBTN	0	0	0	0	4	4	0	0	1	1	0	0	4	4	0	0	6	6	0	0	7	7	0	0
Mattawa	MTWA	7	7	0	0	4	4	0	0	2	2	0	0	4	4	0	0	1	1	0	0	0	0	0	0
Mattawa	PASN	0	0	0	0	1	2	0	0	1	1	0	0	4	4	0	0	1	1	0	0	0	0	0	0
Port Angeles	PTAG	0	0	0	0	3	2	1	1	2	2	1	1	4	4	0	0	1	1	0	0	0	0	0	0
Port Angeles	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
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
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
Troutlake	TRLK	3	3	0	0	7	7	0	0	0	0	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	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	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 Ctr > 72	NOOS Ctr > 72	NOOS 72 Excl	Total NOOS	NOOS Ctr > 72	NOOS Ctr > 72	NOOS 72 Excl	Total NOOS	NOOS Ctr > 72	NOOS Ctr > 72	NOOS 72 Excl	Total NOOS	NOOS Ctr > 72	NOOS Ctr > 72	NOOS 72 Excl	Total NOOS	NOOS Ctr > 72	NOOS Ctr > 72	NOOS 72 Excl				
Chinacum	CHMC	2	2	0	0	2	2	0	0	2	2	0	0	2	2	0	0	2	2	0	0				
Columbia	CLMA																								
Dallesport	DLPT	2	2	0	0	1	1	0	0	1	1	0	0	1	1	0	0	1	1	0	0				
Glenwood	GLWD	7	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Goldendale	GLDL	12	12	0	0	9	9	0	0	9	9	0	3	9	9	0	0	9	9	0	0				
Grandview	GDVW	3	3	0	0	5	5	0	0	4	4	0	0	4	4	0	0	4	4	0	0				
Granger	GRGR	4	4	0	0	2	2	0	0	2	2	0	0	2	2	0	0	2	2	0	0				
Harran	HRRH	1	1	0	0	0	0	0	0	2	2	0	0	2	2	0	0	2	2	0	0				
Hood Canal	HDCL	4	3	1	1	4	4	0	0	6	6	0	0	6	6	0	0	6	6	0	0				
Klickitat	KLCT	5	5	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Lyle	LYLE	1	1	0	0	1	1	0	0	1	1	0	0	1	1	0	0	1	1	0	0				
Mabton	MBTN	2	2	0	0	3	3	0	0	1	1	0	0	1	1	0	0	1	1	0	0				
Mattawa	MTWA	1	1	0	0	6	6	0	0	7	7	0	0	7	7	0	0	7	7	0	0				
Mattawa	MTWA	1	1	0	0	6	6	0	0	7	7	0	0	7	7	0	0	7	7	0	0				
Patterson	PASN	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Port Angeles	PTAG	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Poulsbo	PLSB	22	22	0	0	24	23	0	0	15	15	0	1	15	15	0	0	15	15	0	0				
Prosser	PRSR	15	15	0	0	12	12	0	0	2	2	0	0	2	2	0	0	2	2	0	0				
Roosevelt	RSVT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Stevenson	STSN	11	11	0	0	6	6	0	0	1	1	0	0	1	1	0	0	1	1	0	0				
Sunnyside	SNSD	11	11	0	0	16	16	0	0	6	6	0	0	6	6	0	0	6	6	0	0				
Toppenish	TPNS	6	6	0	0	6	6	0	0	10	10	0	0	10	10	0	0	10	10	0	0				
Troulaker	TRLK	1	1	0	0	1	1	0	0	2	2	0	0	2	2	0	0	2	2	0	0				
Wapato	WPAT	6	6	0	0	4	4	0	0	2	2	0	0	2	2	0	0	2	2	0	0				
White Salmon	WHSL	5	5	0	0	10	10	0	0	7	7	0	0	7	7	0	0	7	7	0	0				
WhiteSwan	WHSW	0	0	0	0	1	1	0	0	1	1	0	0	1	1	0	0	1	1	0	0				
Whitstran	WHTS	1	1	0	0	2	2	0	0	1	1	0	0	1	1	0	0	1	1	0	0				
Willard	WLRD	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Washington		123	122	1	6	117	115	1	5	79	79	0	4	0	0	0	0	0	0	0	0				