

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. EMBARK
 COMPANY NAME
 2007

Exchange	CLLI	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	0	0	
Columbia	CLMA	2	0	0	8	0	0	8	2	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	0	0	
Dalesport	DLPT	12	1	0	3	0	0	2	0	0	1	0	0	2	0	0	3	0	0	2	0	0	1	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	66	2	0	66	4	0	68	3	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	82	1	0	80	0	0	82	0	0	0	0	0	0	0	0	0	0	0	0	0
Grandview	GDVW	84	3	0	16	0	0	26	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	0	0
Grandview	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	14	0	0	0	0	0	0	0	0	0	0	0	0	0
Harran	HRRH	25	0	0	21	0	0	18	0	0	18	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	0	0
Hood Canal	HDCL	21	1	0	14	0	0	16	0	0	23	0	0	16	0	0	18	1	0	20	2	0	20	1	0	18	0	0	0	0	0	0	0	0	0	0	0	0	0
Kicklat	KLCT	5	0	0	5	0	0	8	0	0	7	0	0	3	0	0	1	0	0	6	0	0	10	0	0	2	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	9	0	0	11	0	0	12	1	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	0
Patternson	PASN	1	0	0	0	0	0	0	0	0	1	0	0	4	0	0	4	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	0
Poulsbo	PRSB	167	6	0	112	0	0	127	2	0	128	3	0	151	3	0	141	3	0	145	3	0	118	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	0	0	44	0	0	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	0
Rosevonn	RSTN	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
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	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	1	0	17	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
Whitstran	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	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	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		
		Repair	Miss	Excl	Repair	Miss	Excl	Repair	Miss	Excl	Repair	Miss	Excl	Repair	Miss	Excl	Repair	Miss	Excl	Repair	Miss	Excl	Repair	Miss	Excl	Repair	Miss	Excl	Repair	Miss	Excl	Repair	Miss	Excl			
		Made			Made			Made			Made			Made			Made			Made			Made			Made			Made			Made					
Chimacum	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	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									
Dalesport	DLPT	4	0	0	11	2	0	18	3	0	7	0	0	5	0	0	3	0	0	7	1	0	1	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	47	0	0	66	2	0	36	6	0									
Goldendale	GLDL	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									
Grandview	GDVW	17	0	0	14	1	0	16	0	0	12	1	0	19	1	0	11	1	0	16	0	0	9	0	0	8	2	0									
Granger	GRGR	36	1	0	17	0	0	24	1	0	10	0	0	30	4	0	14	1	0	9	0	0	8	1	0	10	0	0									
Harrish	HRRH	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									
Hood Canal	HOCL	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									
Klickitat	KLCT	6	0	0	8	0	0	12	1	0	8	0	0	6	1	0	7	0	0	8	1	0	10	0	0	2	0	0									
Lyle	LYLE	23	1	0	21	0	0	9	0	0	6	0	0	8	0	0	6	0	0	8	1	0	10	2	0	5	0	0									
Mabton	MBTN	39	1	0	23	1	0	27	2	0	46	2	0	34	1	0	24	4	0	17	3	0	23	1	0	17	1	0									
Mattawa	MTWA	5	0	0	5	0	0	4	1	0	17	1	0	4	0	0	1	0	0	1	0	0	1	0	0	1	0	0									
Paterson	PASN	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									
Port Angeles	PRAG	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									
Poulsbo	PRSB	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									
Prosser	PRSR	5	0	0	4	1	0	3	2	0	5	0	0	1	0	0	2	0	0	2	1	0	1	0	0	1	0	0									
Roseveel	RSVT	67	3	0	51	4	0	65	5	0	31	2	0	127	2	0	62	3	0	32	2	0	66	8	0	18	2	0									
Stevenson	STSN	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									
Sunnyside	SNSD	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									
Toppensish	TPNS	5	0	0	9	0	0	0	0	0	7	0	0	5	0	0	5	0	0	6	1	0	3	3	0	2	0	0									
Troutlake	TRLK	57	33	0	41	1	0	33	1	0	30	4	0	41	3	0	34	4	0	53	1	0	51	1	0	27	2	0									
Wapato	WPAT	28	1	0	32	3	0	94	3	0	25	1	0	25	3	0	16	4	0	11	0	0	3	1	0	4	0	0									
White Salmon	WHSL	16	0	0	7	1	0	7	0	0	3	0	0	5	0	0	8	0	0	4	0	0	10	5	0	6	0	0									
Whiteswan	WHSW	8	0	0	5	1	0	4	0	0	7	1	0	3	0	0	2	0	0	4	0	0	3	1	0	1	0	0									
Willard	WLRD	1	0	0	2	0	0	3	0	0	14	0	0	2	0	0	2	0	0	2	0	0	10	5	0	6	1	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	CLL	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	9	0	9	0				
Columbia	CLMA	2	0	0	0	2	2	7	1	8	0	16	1	4	0	7	0	1	0	1	0				
Dallesport	DLPT	12	1	8	0	8	0	1	0	2	0	3	0	2	0	1	0	0	0	0	0				
Glennwood	GLWD	2	0	3	0	2	0	1	0	4	0	64	2	66	1	66	1	68	0	62	1				
Goldendale	GLDL	49	0	33	0	51	1	52	1	55	4	67	0	82	0	80	0	62	1	14	0				
Grandview	GDVW	84	0	72	0	92	0	86	1	93	0	31	0	24	0	16	0	14	0	18	0				
Granger	GRGR	42	1	16	0	26	0	21	0	26	1	18	0	19	0	21	0	18	0	18	0				
Harrish	HRRH	25	0	0	0	0	0	23	0	16	0	3	0	20	2	20	1	18	0	18	0				
Hood Canal	HDCL	21	6	14	4	18	0	23	1	20	2	25	0	20	0	10	0	18	0	18	0				
Klickitat	KLCT	5	0	5	1	6	1	7	0	3	0	1	1	6	0	10	0	2	0	2	0				
Lyle	LYLE	7	2	6	1	17	0	10	0	10	0	11	0	9	0	11	1	12	1	12	1				
Mabton	MBTN	16	0	17	0	20	0	15	0	19	0	21	0	21	0	19	0	20	0	20	0				
Mattawa	MTWA	51	0	42	0	54	2	40	1	39	0	40	1	48	0	50	0	25	0	25	0				
Patterson	PASN	1	0	0	0	3	0	1	0	4	0	0	0	0	0	2	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	3	0				
Poulsbo	PLSB	167	11	112	5	127	1	128	0	151	3	141	4	145	0	148	2	120	2	120	2				
Prosser	PRSR	46	0	52	1	54	0	49	1	57	1	55	0	63	0	57	1	44	1	44	1				
Roosevelt	RSVT	1	1	2	0	1	0	3	0	2	0	2	0	3	0	0	0	1	0	1	0				
Stevenson	STSN	43	3	46	3	41	1	47	2	32	0	42	2	37	0	47	1	39	0	39	0				
Sunnyside	SNSD	161	1	150	2	152	1	127	0	137	1	127	0	138	1	126	1	130	0	130	0				
Toppenish	TPNS	113	2	114	2	107	0	83	0	90	0	105	0	83	0	107	0	78	0	78	0				
Troulaka	TRLK	4	0	4	0	4	0	6	0	6	0	12	0	5	1	4	0	2	0	2	0				
Wapato	WPAT	71	0	68	0	77	0	70	1	71	0	55	2	67	0	79	1	65	0	65	0				
White Salmon	WHSL	52	3	50	1	46	1	41	1	33	4	49	2	41	1	49	3	35	3	35	3				
WhitSwan	WHSW	8	0	17	0	17	1	16	0	6	0	16	1	8	0	18	0	13	0	13	0				
Whitstran	WHTS	7	1	6	0	10	0	6	0	6	0	11	0	3	0	7	0	8	0	8	0				
Willard	WLRD	2	0	3	0	1	0	1	0	4	0	2	0	3	0	1	1	1	1	1	1				
Washington		1,009	35	871	21	984	16	875	10	909	17	929	16	919	9	927	13	800	14	800	14				

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	GLL	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	1.085 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	8	1.085 0.74	0	0.00	0	0.00	0	0.00
Chinacum	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	159 0.00	0	0.00	0	0.00	0	0.00
Chinacum	DLPT	12	800 1.50	5	799 0.63	6	803 0.78	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
Chinacum	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	7	387 1.81	1	380 0.26	3	378 0.79	0	0.00	0	0.00	0	0.00
Chinacum	GLUD	31	4,879 0.64	29	4,879 0.59	41	4,893 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	36	4,913 0.73	0	0.00	0	0.00	0	0.00
Chinacum	GDVW	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
Chinacum	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	8	1,383 0.57	0	0.00	0	0.00	0	0.00
Chinacum	HARR	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
Chinacum	HDCI	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
Chinacum	HOOD	7	367 1.91	8	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
Chinacum	KICHI	6	976 0.61	8	979 0.82	12	982 1.22	8	984 0.81	6	985 0.61	6	991 0.71	8	992 0.81	10	994 1.01	2	983 0.20	0	0.00	0	0.00	0	0.00
Chinacum	LYLE	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 0.36	10	1,410 0.71	5	1,417 0.35	0	0.00	0	0.00	0	0.00
Chinacum	MATWA	39	2,466 1.58	23	2,465 0.93	27	2,460 1.70	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	17	2,443 0.70	0	0.00	0	0.00	0	0.00
Chinacum	PALSON	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	404 0.00	0	0.00	0	0.00	0	0.00
Chinacum	PTAAG	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
Chinacum	PTAAG	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
Chinacum	PRSR	36	4,767 0.76	38	4,781 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	27	4,703 0.57	0	0.00	0	0.00	0	0.00
Chinacum	RSVT	5	198 2.53	4	194 2.06	3	194 1.55	5	196 2.95	1	198 0.51	1	197 1.02	2	201 1.00	1	199 0.51	0	185 0.00	0	0.00	0	0.00	0	0.00
Chinacum	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	32	4,303 0.74	66	4,298 1.54	18	4,334 0.42	0	0.00	0	0.00	0	0.00
Chinacum	SUNMSD	111	10,273 1.08	79	10,310 0.77	85	10,304 0.82	76	10,269 0.74	63	10,299 0.62	68	10,190 0.67	61	10,152 0.60	85	10,116 0.84	46	10,066 0.46	0	0.00	0	0.00	0	0.00
Chinacum	TRPANH	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	51	7,671 0.66	41	7,649 0.54	0	0.00	0	0.00	0	0.00
Chinacum	TRONLAK	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
Chinacum	WPKAT	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	3,792 0.83	33	3,792 0.87	24	3,787 0.63	0	0.00	0	0.00	0	0.00
Chinacum	WHSLS	28	4,608 0.61	32	4,621 0.69	94	4,630 2.03	23	4,622 0.34	25	4,618 0.54	16	4,615 0.35	53	4,596 1.15	51	4,578 1.11	27	4,587 0.59	0	0.00	0	0.00	0	0.00
Chinacum	WHSW	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	4	732 0.53	0	0.00	0	0.00	0	0.00
Chinacum	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	6	609 0.99	0	0.00	0	0.00	0	0.00
Chinacum	WHLR	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	1	318 0.31	0	0.00	0	0.00	0	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	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. EMBARC
 COMPANY NAME
 2007

Exchange	CLI	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						
Poulsbo	PLSB	53,073	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	48,251	0	100.0	41,071	0	100.0									
Sunnyside	SNSD	32,313	2	100.0	118,173	0	100.0	128,387	0	100.0	124,879	0	100.0	126,170	0	100.0	120,918	26	100.0	120,141	1	100.0	120,503	0	100.0	111,857	0	100.0									
Washington		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	26	100.0	172,162	2	100.0	170,154	0	100.0	152,928	0	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. EMBARRAS
COMPANY NAME
2007

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

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. EMBARR
 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	1																		
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	MABTN	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																		
Paterson	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	16	16	1	0																		
Stevenson	STSN	19	19	0	0	59	59	0	0	40	40	0	0																		
Sunnyside	SNSD	49	48	1	0	64	64	0	0	31	31	0	0																		
Toppenish	TPNS	94	94	0	0	42	42	0	0	22	22	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	20	20	0	0																		
White Salmon	WHSL	47	47	0	0	41	41	0	0	4	4	0	0																		
Whiteswan	WHSW	11	11	0	0	2	2	0	0	5	5	0	0																		
Whitstran	WHTS	3	3	0	0	7	7	0	0	1	1	0	0																		
Willard	WLRD																														
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	1
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	13	13	0	0	13	13	0	0	54	54	0	0	35	35	0	0	12	11	1	0	
Goldendale	GLDL	8	8	0	0	10	10	0	0	10	10	0	0	5	5	0	0	9	9	0	0	4	4	0	0	
Grandview	GDVW	0	0	0	0	3	3	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	
Harrah	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	2	2	0	0	3	3	0	0	0	0	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	5	5	0	0	
Lyle	LYLE	0	0	0	0	1	1	0	0	1	1	0	0	3	3	0	0	4	4	0	0	1	1	0	0	
Mabon	MABN	0	0	0	0	4	4	0	0	1	1	0	0	0	0	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	
Port Angeles	PASN	0	0	0	0	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	2	2	0	0	1	1	0	0	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	2	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	1	13	13	0	0	17	17	0	0	
Tropenish	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	
Troulaker	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	
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	1	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. EMBARG
 COMPANY NAME
 2007

Exchange	CLLI	Jul				Aug				Sep				Oct				Nov				Dec			
		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	2	2	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0			
Columbia	CLMA	2	2	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0			
Dallesport	DLPT	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Glenwood	GLWD	7	7	0	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	0	0	0	0	0	0	0	0	0			
Grandview	GDVW	3	3	0	0	5	5	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0			
Granger	GRGR	4	4	0	0	2	2	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0			
Harrah	HRRH	1	1	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0			
Hood Canal	HDCL	4	3	1	1	4	4	0	0	6	6	0	0	0	0	0	0	0	0	0	0	0			
Klickitat	KLCT	5	5	0	0	2	2	0	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	0	0	0	0	0	0	0	0	0			
Mabton	MBTN	2	2	0	0	3	3	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0			
Mattawa	MTWA	1	1	0	0	6	6	0	0	7	7	0	0	0	0	0	0	0	0	0	0	0			
Patterson	PASN	1	0	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	1	0	0	0	0	0	0	0	0	0			
Poulsbo	PLSB	22	22	0	0	24	23	0	0	15	15	0	1	0	0	0	0	0	0	0	0	0			
Prosser	PRSR	15	15	0	0	12	12	0	0	2	2	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	0	0	0	0	0			
Stevenson	STSN	11	11	0	0	6	6	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0			
Sunnyside	SNSD	11	11	0	0	16	16	0	0	6	6	0	0	0	0	0	0	0	0	0	0	0			
Toppenish	TPNS	6	6	0	0	6	6	0	0	10	10	0	0	0	0	0	0	0	0	0	0	0			
Troutlake	TRLK	1	1	0	0	1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0			
Wapato	WPAT	6	6	0	0	4	4	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0			
White Salmon	WHSL	5	5	0	0	10	10	0	0	7	7	0	0	0	0	0	0	0	0	0	0	0			
WhiteSwan	WHSW	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Whitstran	WHTS	1	1	0	0	2	2	0	0	1	1	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	0	0	0			
Washington		123	122	1	6	117	115	1	5	79	79	0	4	0	0	0	0	0	0	0	0	0			