



November 27, 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 October 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
6416 11 09 10:10
WASHINGTON UTILITIES & TRANSPORTATION COMMISSION

TO: Consumer Assistant
 Washington Utilities & Transportation Commission
 PO Box 47280
 Olympia, Washington 98504

WASHINGTON QUALITY OF SERVICE REPORT
 INSTALLATION APPOINTMENTS

United Telephone Company of the Northwest, d.b.a. EMBARC
 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	1	0	10	0	0	0	0	0	
Columbia	CLMA	2	0	0	8	0	0	2	0	0	7	0	0	8	0	0	16	1	0	4	0	0	7	0	0	1	0	1	0	1	0	1	0	0	0	0	
Dallesport	DLP1	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	
Glenwood	GLWD	0	0	0	0	0	0	0	0	0	0	0	0	55	3	0	64	1	0	66	2	0	66	4	0	68	3	0	62	0	0	69	1	0	0	0	
Goldendale	GLDL	49	0	0	33	0	0	51	2	0	52	0	0	3	0	0	67	1	0	82	1	0	80	0	0	82	0	0	14	0	0	27	1	0	0	0	
Grandview	GDVW	84	3	0	72	0	0	92	0	0	86	1	0	93	1	0	31	0	0	24	0	0	16	0	0	14	0	0	18	0	0	18	0	0	0	0	
Granger	GRGR	42	1	0	16	0	0	26	0	0	23	0	0	26	0	0	18	0	0	19	0	0	21	0	0	18	0	0	18	0	0	10	0	0	0	0	
Harrish	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	10	0	0	4	0	0	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	18	0	0	10	0	0	11	0	0	0	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	11	0	0	12	0	0	11	0	0	0	0	
Lyle	LYLE	0	0	0	0	0	0	0	0	0	10	0	0	10	0	0	11	1	0	9	0	0	11	0	0	19	0	0	20	0	0	22	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	21	0	0	21	0	0	25	0	0	28	0	0	0	0	
Mattawa	MTVA	51	0	0	42	0	0	54	0	0	40	0	0	39	0	0	40	1	0	48	0	0	50	0	0	50	0	0	25	0	0	28	0	0	0	0	
Paterson	PASN	1	0	0	0	0	0	3	0	0	1	0	0	4	0	0	4	0	0	0	0	0	2	0	0	3	0	0	1	0	1	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	118	3	0	120	1	0	3	0	3	0	0	0	0	0	
Poulsbo	PLSB	167	6	0	112	2	0	127	2	0	128	3	0	151	3	0	141	3	0	145	0	0	118	0	0	120	0	0	120	0	0	110	1	0	0	0	
Rosevelt	RSVT	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	39	0	0	37	2	0	0	0	
Stevenson	STSN	43	1	0	46	1	0	41	1	0	47	2	0	32	0	0	42	2	0	37	1	0	47	0	0	44	1	0	1	0	51	2	0	0	0		
Sunnyside	SNSD	161	0	0	150	1	0	152	2	0	127	0	0	137	1	0	127	1	0	138	1	0	126	0	0	130	0	0	130	0	0	146	1	0	0	0	
Troulshak	TRPK	71	0	0	68	2	0	77	0	0	70	0	0	71	0	0	55	1	0	67	5	0	79	3	0	65	3	0	65	1	0	59	0	0	0	0	
Mapato	WPAT	1	0	0	1	0	0	4	0	0	4	0	0	33	0	0	49	1	0	41	1	0	49	3	0	35	3	0	46	0	0	9	0	0	0	0	
White Salmon	WHSL	52	1	0	50	1	0	49	0	0	16	0	0	6	0	0	18	0	0	8	0	0	18	0	0	13	0	0	8	0	0	8	0	0	0	0	
Whiteswan	WHSW	8	0	0	17	0	0	10	0	0	6	0	0	6	0	0	11	0	0	3	0	0	7	0	0	8	0	0	1	0	0	0	0	0	0	0	
Whitman	WHTS	7	0	0	6	0	0	10	0	0	1	0	0	0	0	0	2	0	0	3	0	0	1	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	
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	871	10	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. EMBARC
COMPANY NAME
2007

Exchange	Exchange	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	8	0	0						
Columbia	CLMA																																				
Dallesport	DUPR	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	8	0	0						
Goldenwood	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	3	0	0	10	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	52	1	0						
Grandview	GDVW	53	2	0	24	3	0	46	0	0	29	3	0	34	2	0	24	1	0	23	2	0	33	4	0	17	1	0	26	1	0						
Granger	GRGR	17	0	0	14	1	0	16	0	0	12	0	0	19	1	0	11	1	0	16	0	0	9	0	0	8	2	0	13	0	0						
Harran	HRRH	36	1	0	17	0	0	24	1	0	10	0	0	30	0	0	14	1	0	9	0	0	8	1	0	10	0	0	9	2	0						
Hood Canal	HDCL	42	5	0	38	7	0	29	3	0	17	2	0	4	0	0	61	2	0	24	3	0	25	4	0	39	6	0	24	0	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	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	2	0	0	15	2	0						
Madon	MDN	23	1	0	21	0	0	27	2	0	6	0	0	8	0	0	6	0	0	8	1	0	10	2	0	5	0	0	6	0	0						
Mattawa	MTWA	39	1	0	23	1	0	3	0	0	46	2	0	34	1	0	24	4	0	17	3	0	23	1	0	17	1	0	20	1	0						
Patterson	PASN																																				
Port Angeles	PTAG	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	2	0	0						
Poulsbo	PLSB	200	21	0	137	4	0	130	6	0	147	3	0	96	8	0	124	6	0	89	6	0	103	6	0	76	3	0	117	7	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	33	0	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	18	2	0	48	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	8	0	24	0	0	59	3	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	60	2	0						
Toppenish	TPNS	64	3	0	9	0	0	45	0	0	47	0	0	5	0	0	38	0	0	6	1	0	5	2	0	2	0	0	8	1	0						
Troulaker	TRAK	5	0	0	9	0	0	0	0	0	7	0	0	0	0	0	5	0	0	6	1	0	5	2	0	4	0	0	8	1	0						
Wapato	WPAT	57	3	0	41	1	0	33	1	0	30	4	0	41	3	0	34	1	0	22	1	0	33	3	0	24	0	0	23	2	0						
White Salmon	WHSW	28	0	0	32	3	0	94	0	0	25	1	0	25	0	0	16	4	0	53	1	0	51	1	0	27	2	0	31	2	0						
Whiteswan	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	4	0	0	9	1	0						
Willard	WLRD	8	0	0	5	1	0	4	0	0	7	1	0	2	0	0	2	0	0	4	0	0	10	3	0	6	1	0	3	0	0						
Washington	WASH	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	600	31	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. EMBARRAS
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	10	0				
Columbia	CLMA	2	0	8	0	8	2	7	1	8	0	16	1	4	0	7	0	1	0	12	0	10	0		
Dallesport	DLPT	12	1	3	0	2	0	1	0	2	0	3	0	2	0	1	0	0	0	0	2	0			
Glenwood	GLWD	2	0	3	0	5	0	1	0	1	0	6	0	6	0	1	0	0	0	0	0				
Goldendale	GLDL	49	0	33	1	51	1	52	1	55	4	64	2	66	1	66	1	68	3	57	2				
Grandview	GDVW	84	0	72	0	92	0	86	1	93	0	67	0	82	0	80	0	62	1	69	1				
Grandview	GRGR	42	1	16	0	26	0	21	0	26	1	31	0	24	0	16	0	14	0	27	1				
Harran	HRRH	25	0	16	0	26	0	23	0	16	0	18	0	19	0	21	0	18	0	18	0				
Hood Canal	HDCL	21	6	14	4	18	0	23	1	20	2	25	0	20	2	20	1	18	0	10	0				
Klickitat	KLCT	5	0	5	1	6	1	7	0	3	0	1	1	6	0	10	0	2	0	4	0				
Lyle	LYLE	7	2	6	1	17	0	10	0	10	0	11	0	9	0	11	0	12	1	11	0				
Mabton	MBTN	16	0	17	0	20	2	15	0	19	0	21	0	21	0	19	0	20	0	22	0				
Mattawa	MTWA	51	2	42	0	54	2	40	1	39	0	40	1	48	0	50	0	25	0	28	0				
Patterson	PASN	1	0	0	0	3	0	1	0	4	0	0	0	0	0	2	0	0	0	1	0				
Port Angeles	PTAG	1	0	2	0	4	0	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	1	118	2	120	2	110	1				
Prosser	PRSR	46	0	52	1	54	0	49	1	57	1	55	0	63	0	57	1	44	1	37	1				
Roosevelt	RSVT	1	1	2	0	1	0	3	0	2	0	2	0	3	0	0	0	1	0	2	0				
Stevenson	STSN	43	3	46	3	41	1	47	2	32	0	42	2	37	0	47	1	39	0	51	2				
Sunnyside	SNSD	161	1	150	2	152	1	127	0	137	1	127	0	138	1	126	1	130	0	146	1				
Toppenish	TPNS	113	2	114	2	107	0	83	0	90	0	105	0	83	0	107	0	78	0	113	1				
Troutlake	TRLK	4	0	4	0	4	0	6	0	6	0	12	0	5	1	4	0	2	0	8	0				
Wapato	WPAT	71	0	68	0	77	0	70	0	71	0	55	2	67	0	79	1	65	0	59	0				
White Salmon	WHSL	52	3	50	1	46	1	41	1	33	4	49	2	41	0	49	3	35	3	46	1				
WhiteSwan	WHSW	8	0	17	0	17	1	16	0	6	0	16	1	8	0	18	0	13	0	9	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	3	0				
Washington		1,009	35	871	21	984	16	875	10	909	17	929	16	919	9	927	13	800	14	871	11				

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. ENBARCO
 COMPANY NAME
 2007

Exchange	C/L/L	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec	
		Total	TRF	Total	TRF	Total	TRF	Total	TRF	Total	TRF	Total	TRF	Total	TRF	Total	TRF	Total	TRF	Total	TRF	Total	TRF	Total	TRF
Chinacrum	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	8	1,085 0.74	8	1,079 0.74	0	0.00	0	0.00
Columbia	CLMA	0	163 0.00	0	159 0.00	0	159 0.00	0	159 0.00	0	159 0.00	0	160 0.00	0	157 0.00	0	157 0.00	0	159 0.00	0	159 0.00	0	0.00	0	0.00
Dallasport	DLPT	12	800 1.50	5	799 0.63	6	803 0.75	15	800 1.88	26	796 3.27	9	790 1.14	23	773 2.98	7	767 0.91	5	768 0.66	8	759 1.05	0	0.00	0	0.00
Glennwood	GLWD	4	373 1.07	11	377 2.92	18	378 2.76	7	382 1.83	5	384 1.30	3	387 0.78	3	387 1.81	47	4,879 0.96	66	4,880 1.35	36	4,913 0.73	10	380 0.00	0	0.00
Grandview	GDVW	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	23	4,879 0.96	33	4,892 0.67	17	4,962 0.34	26	4,933 0.53	0	0.00	0	0.00
Grandview	GDVW	53	5,070 1.05	24	5,089 0.47	46	5,090 0.91	29	5,092 0.57	34	5,064 0.57	19	5,015 0.48	16	5,014 1.14	9	5,004 0.64	8	5,034 0.97	13	5,031 0.87	0	0.00	0	0.00
Grandview	GDVW	17	1,425 1.19	17	1,411 0.99	16	1,412 1.13	10	1,410 0.85	30	1,060 2.83	14	1,039 1.35	11	1,407 0.78	9	1,039 0.87	10	1,034 0.97	24	1,031 0.94	0	0.00	0	0.00
Grandview	GDVW	36	1,034 3.48	17	1,043 1.63	24	1,059 2.27	10	1,062 0.94	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	24	2,551 0.94	0	0.00	0	0.00
Harrish	HRRH	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	17	2,572 2.37	24	2,567 0.93	25	2,560 0.98	39	2,558 1.52	24	2,551 0.94	0	0.00	0	0.00
Hood Canal	HOCD	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 0.55	8	363 0.55	10	367 2.45	1	364 0.27	15	365 1.52	0	0.00
Klickitat	KLCT	6	976 0.61	8	979 0.82	12	982 1.22	8	984 0.81	6	985 0.51	7	981 0.71	8	992 0.81	10	994 1.01	10	1,410 0.71	5	1,417 0.35	6	1,414 0.42	0	0.00
Lytle	LYLE	23	1,432 1.61	21	1,433 1.47	27	1,431 0.63	46	1,434 0.42	8	1,437 0.56	6	1,434 0.42	17	1,424 0.56	23	1,410 0.71	17	2,443 0.70	20	2,424 0.83	0	0.00	0	0.00
Madras	MDRA	39	2,468 1.58	23	2,465 0.93	3	2,460 1.10	0	2,460 1.87	4	2,411 0.97	24	2,473 0.97	1	2,465 0.69	1	2,473 0.93	0	2,443 0.70	2	2,424 0.83	0	0.00	0	0.00
Madras	MDRA	0	406 0.00	5	404 1.24	3	408 0.74	0	405 0.00	1	287 0.35	0	411 0.00	1	407 0.25	1	407 0.25	0	404 0.00	5	280 1.79	0	0.00	0	0.00
Madras	MDRA	5	281 1.78	4	279 1.43	4	283 1.41	0	284 0.98	1	287 0.35	1	286 0.35	3	288 1.04	1	288 0.35	1	289 0.35	117	38,146 0.30	0	0.00	0	0.00
Madras	MDRA	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	76	39,220 0.19	33	4,707 0.70	0	0.00	0	0.00
Madras	MDRA	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	27	4,703 0.57	33	4,707 0.70	0	0.00	0	0.00
Madras	MDRA	5	198 2.53	4	194 2.06	3	184 1.55	5	198 2.55	1	198 0.51	2	197 1.02	2	201 1.00	66	4,296 1.54	18	4,334 0.42	48	4,333 1.11	0	0.00	0	0.00
Madras	MDRA	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	4,332 1.43	32	4,303 0.74	66	4,296 1.54	18	4,334 0.42	59	10,091 0.58	0	0.00	0	0.00
Madras	MDRA	111	10,273 1.08	79	10,310 0.77	85	10,304 0.82	76	10,289 0.74	63	10,239 0.82	68	10,190 0.67	61	10,152 0.60	85	10,116 0.84	46	10,086 0.46	60	7,633 0.79	0	0.00	0	0.00
Madras	MDRA	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	5	723 0.89	6	722 0.83	5	718 0.70	2	715 0.28	8	713 1.12	0	0.00	0	0.00
Madras	MDRA	5	715 0.70	9	713 1.26	0	718 0.00	7	719 0.97	5	721 0.69	34	723 0.89	22	3,796 0.58	33	3,792 0.87	24	3,787 0.63	23	3,756 0.61	0	0.00	0	0.00
Madras	MDRA	57	3,820 1.48	41	3,821 1.07	33	3,837 0.86	30	3,857 0.78	41	3,845 1.07	16	4,615 0.35	53	4,596 1.15	51	4,578 1.11	27	4,597 0.59	31	4,562 0.68	0	0.00	0	0.00
Madras	MDRA	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	8	4,615 0.35	11	4,618 0.54	3	4,728 1.51	4	4,597 0.59	9	4,562 0.68	0	0.00	0	0.00
Madras	MDRA	16	709 2.26	7	717 0.96	7	713 0.97	3	729 0.41	3	744 0.67	8	736 1.09	4	608 0.66	10	603 1.66	6	609 0.99	3	612 0.49	0	0.00	0	0.00
Madras	MDRA	8	610 1.31	5	611 0.82	4	613 0.65	7	612 1.14	3	609 0.49	2	610 0.33	0	608 0.66	0	603 1.66	1	609 0.99	0	612 0.49	0	0.00	0	0.00
Madras	MDRA	1	322 0.31	2	322 0.62	3	325 0.92	14	321 0.35	2	322 0.62	2	318 0.63	0	320 0.00	0	318 0.00	1	318 0.31	1	318 0.31	0	0.00	0	0.00
Madras	MDRA	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	600	99,858 0.60	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	Cell	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec						
Pouiso	PLSB	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	46,078	0	100.0	52,021	1	100.0	49,251	0	100.0	41,071	0	100.0	43,321	1	100.0						
Sunnyside	SNSD	32,313	2	100.0	118,173	0	100.0	129,387	0	100.0	124,879	0	100.0	128,170	0	100.0	120,918	26	100.0	120,141	1	100.0	120,903	0	100.0	111,857	0	100.0	120,188	2	100.0						
Washington		85,326	3	100.0	184,684	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	152,928	0	100.0	163,509	3	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	CILL	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	0	19	19	0	0		
Columbia	CLMA	7	7	0	0	3	3	0	0	4	4	0	0	11	11	0	0	19	19	0	0	4	4	0	0	1	1	0	0		
Dallesport	DLPT	2	2	0	0	11	9	2	0	16	16	0	0	7	7	0	0	27	26	1	0	27	26	1	0	29	29	0	0		
Glenwood	GLWD	25	25	0	0	23	23	0	0	28	28	0	0	59	59	0	0	25	25	0	0	25	25	0	0	20	20	0	0		
Goldendale	GLDL	43	43	0	0	19	18	1	0	36	36	0	0	22	22	0	0	17	17	0	0	17	17	0	0	10	10	0	0		
Grandview	GDVW	17	17	0	0	13	13	0	0	13	13	0	0	11	11	0	0	24	24	0	0	24	24	0	0	11	11	0	0		
Granger	GRGR	28	28	0	0	13	13	0	0	23	23	0	0	9	9	0	0	22	21	1	0	22	21	1	0	53	53	0	0		
Harrish	HRRH	30	27	3	0	25	25	0	0	4	4	0	0	1	1	0	0	3	3	0	0	6	6	0	0	2	2	0	0		
Hood Canal	HDCL	3	3	0	0	7	7	0	0	10	10	0	0	8	8	0	0	3	3	0	0	6	6	0	0	5	5	0	0		
Klickitat	KLCT	5	5	0	0	4	4	0	0	8	8	0	0	3	3	0	0	27	27	0	0	3	3	0	0	17	17	0	0		
Lyle	LYLE	22	22	0	0	17	17	0	0	25	25	0	0	40	40	0	0	3	3	0	0	3	3	0	0	1	1	0	0		
Mabton	MBTN	32	32	0	0	18	18	0	0	2	2	0	0	13	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Mattawa	MTWA	5	5	0	0	1	1	0	0	2	2	0	0	13	13	0	0	0	0	0	0	0	0	0	0	1	1	0	0		
Patternson	PASN	163	158	5	0	108	106	2	0	98	98	0	0	118	118	0	0	67	66	1	0	66	66	0	0	89	89	0	0		
Port Angeles	PTAG	30	29	1	0	32	32	0	0	34	34	0	0	31	31	0	0	23	23	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	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	47	47	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	0	47	47	0	0	28	28	0	0		
Stevenson	STSN	48	48	0	0	29	29	0	0	35	35	0	0	4	4	0	0	44	44	0	0	44	44	0	0	4	4	0	0		
Sunnyside	SNSD	2	2	0	0	2	2	0	0	31	31	0	0	20	20	0	0	30	30	0	0	17	17	0	0	29	29	0	0		
Toppenish	TPNS	52	44	8	0	33	33	0	0	85	85	0	0	3	3	0	0	5	5	0	0	5	5	0	0	8	8	0	0		
Troutlake	TRLK	24	24	0	0	27	27	0	0	5	5	0	0	3	3	0	0	2	2	0	0	2	2	0	0	1	1	0	0		
Wapato	WPAT	13	13	0	0	5	5	0	0	3	3	0	0	5	5	0	0	2	2	0	0	2	2	0	0	1	1	0	0		
White Salmon	WHSL	7	7	0	0	3	3	0	0	2	2	0	0	13	13	0	0	2	2	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	2	2	0	0		
Whitstran	WHTS	712	695	17	0	512	507	5	0	624	624	0	0	539	539	0	0	551	548	3	0	551	548	3	0	489	487	2	0		
Willard	WLRD																														
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. EMBARG
 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	7	7	0	0														
Columbia	CLMA	21	21	0	0	6	6	0	0	4	4	0	0	8	8	0	0														
Dallesport	DLPT	0	0	0	0	1	1	0	0	3	3	0	0	8	8	0	0														
Glenwood	GLWD	35	35	0	0	57	57	0	0	24	24	0	0	45	45	0	0														
Goldendale	GDL	19	19	0	0	28	28	0	0	13	13	0	0	21	21	0	0														
Grandview	GDVW	12	12	0	0	7	7	0	0	5	5	0	0	10	10	0	0														
Granger	GRGR	8	8	0	0	7	7	0	0	8	8	0	0	21	21	0	0														
Harran	HRRH	19	19	0	0	19	19	0	0	32	30	2	1	5	5	0	0														
Hood Canal	HDCL	2	2	0	0	9	7	0	0	1	1	0	0	6	6	0	0														
Klickitat	KLCT	7	7	0	0	9	9	0	0	1	1	0	0	11	11	0	0														
Lyle	LYLE	5	5	0	0	6	6	0	0	4	4	0	0	3	3	0	0														
Mahton	MBTN	16	16	0	0	17	17	0	0	10	10	0	0	12	12	0	0														
Maltawa	MTWA	1	1	0	0	1	1	0	0	1	1	0	0	4	4	0	0														
Patternson	PASN	2	2	0	0	1	1	0	0	1	1	0	0	4	4	0	0														
Port Angeles	PTAG	65	65	0	0	76	76	0	0	60	60	0	0	77	77	0	0														
Poulsbo	PLSB	24	24	0	0	22	22	0	0	25	25	0	0	25	25	0	0														
Prosser	PRSR	2	2	0	0	1	1	0	0	0	0	0	0	0	0	0	0														
Roosevelt	RSVT	19	19	0	0	59	59	0	0	17	16	1	0	37	37	0	0														
Stevenson	STSN	49	48	1	0	64	64	0	0	40	40	0	0	50	50	0	0														
Sunnyside	SNSD	94	94	0	0	42	42	0	0	31	31	0	0	50	50	0	0														
Toppenish	TPNS	5	5	0	0	2	2	0	0	2	2	0	0	8	8	0	0														
Troutlake	TRLK	15	15	0	0	28	28	0	0	22	22	0	0	20	20	0	0														
Wapato	WPAT	47	47	0	0	41	41	0	0	4	4	0	0	8	8	0	0														
White Salmon	WHSW	11	11	0	0	2	2	0	0	20	20	0	0	20	20	0	0														
Whiteswan	WHTS	3	3	0	0	7	7	0	0	5	5	0	0	2	2	0	0														
Whitstran	WHTS																														
Willard	WLRD																														
Washington		489	488	1	5	521	521	0	16	338	335	3	3	460	460	0	13														

WASHINGTON QUALITY OF SERVICE REPORT

Not Out of Service Trouble Reports Cleared Within 72 Hours

United Telephone Company of the Northwest d.b.a. EMBARR

COMPANY NAME

2007

Exchange	CLLI	Jan				Feb				Mar				Apr				May				Jun				
		Total NOOS	NOOS Clr >72	NOOS 72 Excl	NOOS	Total NOOS	NOOS Clr >72	NOOS 72 Excl	NOOS	Total NOOS	NOOS Clr >72	NOOS 72 Excl	NOOS	Total NOOS	NOOS Clr >72	NOOS 72 Excl	NOOS	Total NOOS	NOOS Clr >72	NOOS 72 Excl	NOOS	Total NOOS	NOOS Clr >72	NOOS 72 Excl	NOOS	
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	0
Dallesport	DLPT	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	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	1	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	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	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	0
Harrah	HRRH	8	8	0	0	4	4	0	0	1	1	0	0	1	1	0	0	6	6	0	0	1	1	0	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	0
Klickitat	KLCT	4	4	0	0	3	2	1	1	3	3	0	0	1	1	0	0	1	1	0	0	1	1	0	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	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	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	0
Matson	MATN	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0
Port Angeles	PTAG	0	0	0	0	3	2	1	1	2	1	1	0	4	4	0	0	1	1	0	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	1
Prosser	PRSR	3	3	0	0	4	4	0	0	10	10	0	0	7	7	0	0	4	4	0	0	8	8	0	0	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	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	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	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	0
Troutlake	TRLK	3	3	0	0	7	7	0	0	2	2	0	0	3	3	0	0	1	1	0	0	1	1	0	0	0
Wapato	WPAT	5	4	1	0	7	7	0	0	8	8	0	0	8	7	1	0	10	9	1	0	5	5	0	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	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	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	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	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 Clr >72 = Total regulated not out of service trouble reports cleared within 72 hours.

NOOS Clr >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 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	2	2	0	0	2	2	0	0	1	1	0	0	1	1	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	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	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	0	0	0
Goldendale	GLDL	12	12	0	0	9	9	0	0	9	9	0	0	7	7	0	0	0	0	0	0	0	0	0	0
Grandview	GDVW	3	3	0	0	5	5	0	0	4	4	0	0	5	5	0	0	0	0	0	0	0	0	0	0
Granger	GRGR	4	4	0	0	2	2	0	0	2	2	0	0	3	3	0	0	0	0	0	0	0	0	0	0
Harrish	HRRH	1	1	0	0	0	0	0	0	2	2	0	0	2	2	0	0	0	0	0	0	0	0	0	0
Hood Canal	HDCL	4	3	1	0	4	4	0	0	6	6	0	0	4	4	0	0	0	0	0	0	0	0	0	0
Klickitat	KLCT	5	5	0	0	2	2	0	0	0	0	0	0	3	3	0	0	0	0	0	0	0	0	0	0
Lyle	LYLE	1	1	0	0	1	1	0	0	1	1	0	0	3	3	0	0	0	0	0	0	0	0	0	0
Mabton	MBTN	2	2	0	0	3	3	0	0	1	1	0	0	3	3	0	0	0	0	0	0	0	0	0	0
Mattawa	MTWA	1	1	0	0	6	6	0	0	7	7	0	0	1	1	0	0	1	1	0	0	0	0	0	0
Patterson	PASN	0	0	0	0	0	0	0	0	0	0	0	0	1	1	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	0	0	0	0
Poulsbo	PLSB	22	22	0	0	24	23	0	0	15	15	0	0	37	37	0	0	1	1	0	0	0	0	0	0
Prosser	PRSR	15	15	0	0	12	12	0	0	2	2	0	0	6	6	0	0	0	0	0	0	0	0	0	0
Roosevelt	RSVT	0	0	0	0	0	0	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0
Stevenson	STSN	11	11	0	0	6	6	0	0	6	6	0	0	10	10	0	0	0	0	0	0	0	0	0	0
Sunnyside	SNSD	11	11	0	0	16	16	0	0	1	1	0	0	8	8	0	0	1	1	0	0	0	0	0	0
Toppenish	TPNS	6	6	0	0	6	6	0	0	10	10	0	0	8	8	0	0	0	0	0	0	0	0	0	0
Troutlake	TRLK	1	1	0	0	1	1	0	0	0	0	0	0	0	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	3	3	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	9	9	0	0	0	0	0	0	0	0	0	0
WhiteSwan	WHSW	0	0	0	0	1	1	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0
Whistman	WHTS	1	1	0	0	2	2	0	0	1	1	0	0	1	1	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	0	0	0
Washington		123	122	1	6	117	115	1	5	79	79	0	4	124	124	0	3	0	0	0	0	0	0	0	0

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

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

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

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Oct-07				Nov-07				Dec-07				4th Qtr 07			
		Total Orders	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	
		Cmpltd	Days	Days			Cmpltd	Days	Days			Cmpltd	Days	Days			
Chimacum	CHMC	10	0	0	100%	100%	0	0	0	0%	0%	10	0	0	100%	100%	
Columbia	CLMA	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Dallesport	DLPT	15	0	0	100%	100%	15	0	0	0%	0%	15	0	0	100%	100%	
Glenwood	GLWD	4	0	0	100%	100%	4	0	0	0%	0%	4	0	0	100%	100%	
Goldendale	GLDL	57	1	0	98%	100%	57	1	0	0%	0%	57	1	0	98%	100%	
Grandview	GDVW	69	0	0	100%	100%	69	0	0	0%	0%	69	0	0	100%	100%	
Granger	GRGR	27	0	0	100%	100%	27	0	0	0%	0%	27	0	0	100%	100%	
Harrah	HRRH	18	0	0	100%	100%	18	0	0	0%	0%	18	0	0	100%	100%	
Hood Canal	HDCL	10	0	0	100%	100%	10	0	0	0%	0%	10	0	0	100%	100%	
Klickitat	KLCT	4	0	0	100%	100%	4	0	0	0%	0%	4	0	0	100%	100%	
Lyle	LYLE	11	0	0	100%	100%	11	0	0	0%	0%	11	0	0	100%	100%	
Mabton	MBTN	22	0	0	100%	100%	22	0	0	0%	0%	22	0	0	100%	100%	
Matlawa	MTWA	28	0	0	100%	100%	28	0	0	0%	0%	28	0	0	100%	100%	
Paterson	PASN	1	0	0	100%	100%	1	0	0	0%	0%	1	0	0	100%	100%	
Port Angeles	PTAG	3	0	0	100%	100%	3	0	0	0%	0%	3	0	0	100%	100%	
Poulsbo	PLSB	110	0	0	100%	100%	110	0	0	0%	0%	110	0	0	100%	100%	
Prosser	PRSR	37	0	0	100%	100%	37	0	0	0%	0%	37	0	0	100%	100%	
Roosevelt	RSVT	2	0	0	100%	100%	2	0	0	0%	0%	2	0	0	100%	100%	
Stevenson	STSN	51	0	0	100%	100%	51	0	0	0%	0%	51	0	0	100%	100%	
Sunnyside	SNSD	146	0	0	100%	100%	146	0	0	0%	0%	146	0	0	100%	100%	
Toppenish	TPNS	113	0	0	100%	100%	113	0	0	0%	0%	113	0	0	100%	100%	
Trousdale	TRLK	8	0	0	100%	100%	8	0	0	0%	0%	8	0	0	100%	100%	
Wapato	WPAT	59	0	0	100%	100%	59	0	0	0%	0%	59	0	0	100%	100%	
White Salmon	WHSL	46	0	0	100%	100%	46	0	0	0%	0%	46	0	0	100%	100%	
WhiteSwan	WHSW	9	0	0	100%	100%	9	0	0	0%	0%	9	0	0	100%	100%	
Whitstran	WHTS	8	0	0	100%	100%	8	0	0	0%	0%	8	0	0	100%	100%	
Willard	WLRD	3	0	0	100%	100%	3	0	0	0%	0%	3	0	0	100%	100%	
Washington		871	1	0	100%	100%	0	0	0	0%	0%	871	1	0	100%	100%	

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jul - Dec 07 (180 Day)				
		Total Orders Cmpld	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days
Chinacum	CHMC	42	0	0	100%	100%
Columbia	CLMA	1	0	0	100%	100%
Daliesport	DLPT	38	0	0	100%	100%
Glenwood	GLWD	7	0	0	100%	100%
Goldendale	GLDL	257	1	0	100%	100%
Grandview	GDVW	293	0	0	100%	100%
Granger	GRGR	81	0	0	100%	100%
Harran	HRRH	76	0	0	100%	100%
Hood Canal	HDCL	68	0	0	100%	100%
Kickitat	KLCT	22	0	0	100%	100%
Lyle	LYLE	43	1	0	98%	100%
Mabton	MBTN	82	0	0	100%	100%
Mattawa	MTWA	151	0	0	100%	100%
Patterson	PASN	3	0	0	100%	100%
Port Angeles	PTAG	16	0	0	100%	100%
Poulsbo	PLSB	493	0	0	100%	100%
Prosser	PRSR	201	0	0	100%	100%
Roosevelt	RSVT	6	0	0	100%	100%
Sunnyside	STSN	174	0	0	100%	100%
Stevens	SNSD	540	0	0	100%	100%
Toppetish	TPNS	381	0	0	100%	100%
Troutlake	TRLK	19	0	0	100%	100%
Wapato	WPAT	270	0	0	100%	100%
White Salmon	WHSL	171	0	0	100%	100%
WhiteSwan	WHSW	48	0	0	100%	100%
Whitstran	WHTS	26	0	0	100%	100%
Willard	WLRD	8	0	0	100%	100%
Washington		3,517	2	0	100%	100%