



December 21, 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 November 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:

Port Angeles: On November 13th contractors operating in Qwest territory caused damage to an Embarq, Port Angeles Cross Connect Digital Loop Remote Terminal. The damage generated 13 out of service trouble reports, impacting Troubles per 100 report results for Port Angeles.

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
07 DEC 20 11:00
OFFICE OF THE
ATTORNEY GENERAL

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	CLL	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			
Chimacum	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	10	0	0	13	0	0			
Columbia	CLMA	2	0	0	8	0	0	8	2	0	7	0	0	2	0	0	3	0	0	2	0	0	7	0	0	1	0	0	12	1	0	11	1	0			
Dallesport	DLPT	12	1	0	3	0	0	2	0	0	1	0	0	55	3	0	64	1	0	66	2	0	66	4	0	68	0	0	68	0	0	58	2	0			
Glenwood	GLWD	2	0	0	33	0	0	51	2	0	52	0	0	3	0	0	67	1	0	82	1	0	80	0	0	62	0	0	69	1	0	49	0	0			
Goldendale	GLDL	49	0	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	27	1	0	26	0	0			
Grandview	GRGV	84	3	0	16	0	0	26	0	0	21	0	0	1	0	0	18	0	0	19	0	0	20	0	0	18	0	0	18	0	0	18	0	0			
Grandview	GRGR	42	1	0	16	0	0	26	0	0	23	0	0	16	0	0	18	0	0	20	2	0	20	1	0	18	0	0	18	0	0	18	0	0			
Harrish	HRRH	25	0	0	21	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	16	1	0			
Hood Canal	HDCL	21	1	0	14	0	0	18	0	0	7	0	0	3	0	0	1	0	0	9	0	0	10	0	0	12	1	0	4	0	0	6	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	10	0	0	11	0	0	9	1	0			
Klickitat	KLCT	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	0	0	22	0	0	9	1	0			
Lyle	LYLE	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	20	0	0	25	0	0			
Maitava	MTVA	51	0	0	42	0	0	54	0	0	40	0	0	4	0	0	40	0	0	48	0	0	50	2	0	0	0	0	28	0	0	41	1	0			
Maitava	MASN	1	0	0	0	0	0	3	0	0	1	0	0	4	0	0	0	0	0	0	0	0	2	0	0	0	0	0	1	0	0	1	0	0			
Port Angeles	PASN	1	0	0	0	0	0	4	0	0	2	0	0	5	1	0	4	0	0	8	1	0	2	0	0	3	0	0	3	0	0	2	0	0			
Port Angeles	PAG	1	0	0	112	2	0	127	2	0	128	0	0	151	3	0	141	3	0	145	3	0	118	3	0	120	1	0	110	1	0	111	2	0			
Poulsbo	PLSB	167	6	0	112	2	0	127	2	0	128	0	0	151	3	0	141	3	0	145	3	0	118	3	0	120	1	0	110	1	0	111	2	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	37	2	0	37	0	0			
Roosevelt	RSVT	1	1	0	0	0	0	1	0	0	3	0	0	0	0	0	2	0	0	0	0	0	0	0	0	1	0	0	2	0	0	3	0	0			
Roosevelt	RSVT	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	51	2	0	37	3	0			
Steverson	STSN	181	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	146	1	0	111	1	0			
Sumnyside	SNSD	1	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	146	1	0	111	1	0			
Toppenish	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	113	0	0	79	1	0			
Troubale	TRLK	71	0	0	4	0	0	4	0	0	6	0	0	6	0	0	12	0	0	5	0	0	4	0	0	2	0	0	8	0	0	5	0	0			
Wapato	WPAT	71	1	0	68	2	0	77	0	0	70	0	0	71	0	0	55	1	0	67	1	0	79	1	0	65	1	0	59	0	0	48	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	46	0	0	32	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	13	0	0	9	0	0	10	0	0			
Whitman	WHTS	7	0	0	3	0	0	10	0	0	6	0	0	6	0	0	11	0	0	3	0	0	7	1	0	8	0	0	8	0	0	7	0	0			
Willard	WLRD	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	3	0	0	1	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	750	16	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			
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	8	0	0	7	0	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	8	0	0	8	0	0			
Dallesport	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	10	0	0	6	1	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	52	1	0	58	5	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	26	1	0	30	7	0			
Grandview	GRVW	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	13	0	0	15	0	0			
Granger	GRGR	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	17	1	0			
Harran	HRRH	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	20	3	0			
Hood Canal	HDCL	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	3	1	0			
Klickitat	KLCT	6	1	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	9	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	6	0	0	2	0	0			
Madison	MADN	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	20	1	0	33	1	0			
Mattawa	MTWA	5	0	0	4	1	0	4	1	0	17	1	0	4	0	0	1	0	0	1	0	0	1	0	0	1	0	0	2	0	0	16	5	0			
Port Angeles	PTAG	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	117	7	0	89	2	0			
Port Hadlock	PHSD	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	6	0	31	6	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	1	0	0	1	0	0			
Roosevelt	RSVT	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	48	1	0	27	1	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	59	3	0	62	7	0			
Sunnyside	SNSD	64	3	0	34	2	0	45	0	0	47	0	0	4	0	0	38	0	0	101	43	0	51	2	0	41	1	0	60	1	0	49	2	0			
Toppenish	TPNS	5	0	0	9	0	0	9	0	0	7	0	0	5	0	0	5	0	0	6	1	0	5	3	0	2	0	0	8	1	0	5	0	0			
Troul Lake	TRLK	57	33	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	0	0	19	1	0			
Wapato	WAPT	28	1	0	32	3	0	33	1	0	25	1	0	25	3	0	16	4	0	53	1	0	51	1	0	27	2	0	31	2	0	43	1	0			
White Salmon	WHSL	16	0	0	7	1	0	9	3	0	3	0	0	3	0	0	8	0	0	11	0	0	3	3	0	4	0	0	9	1	0	13	1	0			
WhiteSwan	WHSW	8	0	0	5	1	0	4	0	0	7	1	0	5	0	0	2	0	0	4	0	0	10	5	0	6	0	0	3	0	0	6	1	0			
Whitman	WHTS	1	0	0	2	0	0	3	0	0	14	0	0	2	0	0	2	0	0	4	0	0	1	1	0	6	1	0	1	0	0	1	0	0			
Willard	WLRD	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	570	46	0			
Washington																																					

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	CILLI	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	13	0		
Columbia	CLMA	2	0	8	0	8	2	7	1	8	0	16	1	4	0	7	0	12	0	10	0	11	0		
Dalesport	DLPT	12	1	3	0	2	0	1	0	2	1	3	0	2	1	1	0	0	0	15	0	11	0		
Glenwood	GLWD	49	0	33	0	51	1	52	1	55	4	64	2	66	1	66	1	68	0	4	0	2	0		
Goldendale	GDL	0	0	72	0	92	0	86	1	93	0	67	0	82	0	80	0	62	1	57	2	58	2		
Grandview	GDVW	84	0	16	0	26	0	21	0	26	1	31	0	24	0	16	0	14	0	69	1	49	1		
Granger	GRGR	42	1	0	0	26	0	23	0	16	0	18	0	19	0	21	0	18	0	27	1	26	0		
Harran	HRRH	25	0	21	0	26	0	23	0	16	0	18	0	19	0	21	0	18	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	16	1		
Kickiat	KICT	5	0	5	1	6	1	7	0	3	0	1	1	6	0	10	0	2	0	4	0	6	0		
Lyle	LYLE	7	2	6	1	17	0	10	0	10	0	11	0	9	0	11	1	12	1	11	0	9	2		
Mabton	MBTN	16	0	17	0	20	0	15	0	19	0	21	0	21	0	19	0	20	0	22	0	17	0		
Mattawa	MTWA	51	2	42	0	54	2	40	1	39	0	40	1	48	0	50	0	25	0	28	0	41	0		
Paterson	PASN	1	0	0	0	0	0	1	0	4	0	0	0	0	0	2	0	0	0	1	0	1	0		
Port Angeles	PTAG	1	0	2	0	4	1	2	0	5	0	4	0	8	0	2	0	3	0	3	0	2	0		
Poulsbo	PLSB	167	11	112	5	127	1	128	0	151	3	141	4	145	1	118	2	120	2	110	1	111	2		
Prosser	PRSR	46	1	52	1	54	0	49	1	57	1	55	0	63	0	57	1	44	1	37	1	37	0		
Roosevelt	RSVT	1	0	2	0	1	0	3	0	2	0	2	0	3	0	0	0	1	0	2	0	3	0		
Stevenson	STSN	43	3	46	3	41	1	47	2	32	0	42	2	37	0	47	1	39	0	51	2	37	3		
Sunnyside	SNSD	161	1	150	2	152	1	127	0	137	1	127	0	138	1	126	1	130	0	146	1	111	1		
Toppanish	TPNS	113	2	114	2	107	0	83	0	90	0	105	0	83	0	107	0	78	0	113	1	79	1		
Troutlake	TRLK	4	0	4	0	4	0	6	0	6	0	12	0	5	1	4	0	2	0	8	0	5	0		
Wapato	WPAT	71	0	68	0	77	0	70	1	71	0	55	2	67	0	79	1	65	0	59	0	48	0		
White Salmon	WHSL	52	3	50	1	46	1	41	1	33	4	49	2	41	1	49	3	35	3	46	1	32	3		
WhiteSwan	WHSW	8	0	17	0	17	0	16	0	6	0	16	1	8	0	18	0	13	0	9	0	10	0		
Whitstran	WHTS	7	1	6	0	10	0	6	0	6	0	11	0	3	0	7	0	8	0	8	0	7	0		
Willard	WLRD	2	0	3	0	1	0	1	0	4	0	2	0	3	0	1	0	1	0	3	0	1	0		
Washington		1,009	35	871	21	984	16	875	10	909	17	929	16	919	9	927	13	800	14	871	11	750	16		

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. EMBARQ
 COMPANY NAME
 2007

Exchange	C/L/L	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec	
		Total	Rate	Total	Rate	Total	Rate	Total	Rate	Total	Rate	Total	Rate	Total	Rate	Total	Rate	Total	Rate	Total	Rate	Total	Rate	Total	Rate
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	8	1,086 0.74	8	1,079 0.74	7	1,085 0.85	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	159 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	763 0.66	5	759 1.05	8	756 1.06	0	0.00
Goldwood	GLWD	4	373 1.07	11	377 2.92	18	378 7.78	7	382 1.83	5	384 1.30	3	387 0.78	47	4,879 0.96	1	380 0.26	3	378 0.79	3	380 2.63	6	381 1.57	0	0.00
Goldendale	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	23	4,991 0.46	66	4,880 1.35	36	4,913 0.73	52	4,904 1.06	58	4,905 1.18	0	0.00
Grandview	GDVW	63	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	24	4,991 0.46	33	4,962 0.67	17	4,982 0.34	26	4,993 0.53	30	4,902 0.61	0	0.00
Grandview	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	1,393 0.57	8	1,389 0.94	15	1,390 1.64	0	0.00
Harrish	HRRH	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 0.87	10	1,031 0.87	17	1,039 1.64	0	0.00
Hood Canal	HOCL	42	2,578 1.83	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	2,559 1.52	24	2,551 0.94	20	2,539 0.79	0	0.00
Klickitat	KLCT	7	367 1.91	7	366 1.91	7	361 1.94	2	366 0.93	2	366 0.93	2	363 0.35	7	363 1.93	9	368 2.45	1	364 0.27	1	364 0.27	3	368 0.82	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	7	991 0.71	8	992 0.81	10	994 1.01	2	993 0.20	15	985 1.52	9	986 0.91	0	0.00
Mallon	MRTN	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	6	1,414 0.82	2	1,403 0.14	0	0.00
Mattawa	MRTWA	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 0.89	23	2,473 0.93	17	2,443 0.70	20	2,424 0.83	33	2,409 1.37	0	0.00
Port Angeles	PRAG	5	281 1.78	4	279 1.43	4	283 1.41	0	405 0.00	4	411 0.97	0	411 0.00	1	407 0.25	1	407 0.25	0	404 0.00	2	403 0.50	0	0.00		
Port Angeles	PRAS	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	117	39,146 0.30	16	39,018 0.23	0	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	4,685 0.75	27	4,703 0.57	33	4,707 0.70	31	4,693 0.66	0	0.00
Rosewell	RSRT	5	198 2.53	4	194 2.05	3	194 1.55	5	198 2.55	1	198 0.51	2	197 1.02	2	201 1.00	1	198 0.51	0	195 0.00	1	189 0.30	1	200 0.30	0	0.00
Stevenson	STSN	67	4,342 1.94	51	4,345 1.17	63	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	48	4,333 1.11	27	4,345 0.62	0	0.00
Sunnyside	SNSD	111	10,273 1.08	79	10,310 0.77	85	10,304 0.82	76	10,289 0.74	63	10,239 0.62	68	10,190 0.67	61	10,152 0.80	85	10,116 0.84	46	10,086 0.46	59	10,091 0.58	62	10,089 0.61	0	0.00
Toppenish	TPNS	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	60	7,633 0.58	49	7,579 0.65	0	0.00
Trousdale	TRLK	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	8	713 1.12	5	713 0.70	0	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	24	3,787 0.63	23	3,756 0.61	19	3,742 0.51	0	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	4	4,587 0.59	31	4,562 0.68	43	4,552 0.94	0	0.00
Whitehaven	WHSHV	8	610 1.31	7	611 0.82	7	613 0.65	3	612 1.14	5	609 0.49	8	610 0.33	11	608 0.66	10	603 1.66	6	609 0.99	3	612 0.49	13	617 0.99	0	0.00
Willard	WLSD	1	322 0.31	2	322 0.62	3	329 0.92	14	321 0.88	2	322 0.62	2	318 0.63	0	320 0.00	0	318 0.00	1	318 0.31	4	318 0.31	6	317 0.32	0	0.00
Washington		883	101,163 0.87	656	101,286 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	570	99,575 0.57	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 - (DUAL TONE SPEED RECORDING WITHIN 3 SECONDS)
 United Telephones Company of the Northwest d.b.a. EMBARRAS
 COMPANY NAME
 2007

Exchange	CLL	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sept			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						
Poulsbo	PLSB	53,013	1	100.0	48,511	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	43,321	1	100.0	40,185	2	100.0			
Sunnyside	SNSD	32,313	2	100.0	118,173	0	100.0	129,387	0	100.0	124,879	0	100.0	126,170	0	100.0	120,918	26	100.0	120,141	1	100.0	120,803	0	100.0	111,857	0	100.0	120,188	2	100.0	114,981	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	168,996	26	100.0	172,162	2	100.0	170,154	0	100.0	152,928	0	100.0	163,509	3	100.0	155,156	2	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.
						Oct-07			Objective met.
						Nov-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. EMBARGO
 COMPANY NAME
 2007

Exchange	CLLI	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	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	1					
Glenwood	GLWD	2	2	0	0	11	9	2	0	16	16	0	0	7	7	0	0	4	4	0	0	4	4	0	0	0					
Goldendale	GDL	25	25	0	0	23	23	0	0	28	28	0	0	59	59	0	0	27	26	1	0	29	29	0	0	1					
Grandview	GDVW	43	43	0	0	19	18	1	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	1	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	6	6	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					
Paterson	PASN																														
Port Angeles	PTAG	5	5	0	0	4	4	0	0	3	3	0	0	13	13	0	0	3	3	0	0	0	0	0	0	0					
Poulsbo	PLSB	163	158	5	0	108	106	2	0	98	98	0	0	118	118	0	0	67	66	1	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	2	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					
Trousdale	TRLK	2	2	0	0	2	2	0	0	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 Clr-48	OOS Clr->48	OOS48 Excl	Total OOS	OOS Clr-48	OOS Clr->48	OOS48 Excl	Total OOS	OOS Clr-48	OOS Clr->48	OOS48 Excl	Total OOS	OOS Clr-48	OOS Clr->48	OOS48 Excl	Total OOS	OOS Clr-48	OOS Clr->48	OOS48 Excl	Total OOS	OOS Clr-48	OOS Clr->48	OOS48 Excl						
Chinacum	CHMC	8	8	0	0	11	11	0	0	5	5	0	1	7	7	0	0	7	7	0	0	7	7	0	0						
Columbia	CLMA	21	21	0	0	6	6	0	0	4	4	0	0	8	8	0	0	8	8	0	0	7	7	0	0						
Dallesport	DLPT	0	0	0	0	1	1	0	0	3	3	0	0	8	8	0	0	6	6	0	0	6	6	0	0						
Glenwood	GLWD	35	35	0	0	57	57	0	0	24	24	0	0	45	45	0	0	53	52	1	1	19	19	1	1						
Goldendale	GLDL	19	19	0	0	28	28	0	0	13	13	0	0	21	21	0	0	19	19	0	0	11	11	0	0						
Grandview	GDVW	12	12	0	0	7	7	0	0	5	5	0	0	10	10	0	0	11	11	0	0	11	11	0	0						
Granger	GRGR	8	8	0	0	7	7	0	0	8	8	0	0	21	21	0	0	15	15	0	0	15	15	0	0						
Harrish	HRRH	19	19	0	0	19	19	0	0	32	30	2	1	5	5	0	0	16	16	0	0	16	16	0	0						
Hood Canal	HDCL	2	2	0	0	7	7	0	0	1	1	0	0	6	6	0	0	3	3	0	0	3	3	0	0						
Klickitat	KLCT	7	7	0	0	9	9	0	0	1	1	0	0	11	11	0	0	6	6	0	0	6	6	0	0						
Lyle	LYLE	5	5	0	0	6	6	0	0	4	4	0	0	3	3	0	0	2	2	0	0	2	2	0	0						
Mabton	MBTN	16	16	0	0	17	17	0	0	10	10	0	0	12	12	0	0	28	28	0	0	28	28	0	0						
Matkawa	MTWA	1	1	0	0	1	1	0	0	4	4	0	0	4	4	0	0	15	15	0	0	15	15	0	0						
Paterson	PASN	2	2	0	0	1	1	0	0	1	1	0	0	1	1	0	0	66	66	0	0	66	66	0	0						
Port Angeles	PTAG	65	65	0	0	76	76	0	0	60	60	0	0	77	77	0	0	20	20	0	0	20	20	0	0						
Poulsbo	PLSB	24	24	0	0	22	22	0	0	25	25	0	0	0	0	0	0	1	1	0	0	1	1	0	0						
Prosser	PRSR	2	2	0	0	1	1	0	0	0	0	0	0	0	0	0	0	24	24	0	0	24	24	0	0						
Roosevelt	RSVT	19	19	0	0	59	59	0	0	17	16	1	0	37	37	0	0	24	24	0	0	24	24	0	0						
Stevenson	STSN	49	48	1	0	64	64	0	0	40	40	0	0	50	50	0	0	49	49	0	0	49	49	0	0						
Sunnyside	SNSD	94	94	0	0	42	42	0	0	31	31	0	0	50	50	0	0	45	45	0	0	45	45	0	0						
Toppenish	TPNS	5	5	0	0	2	2	0	0	2	2	0	0	8	8	0	0	5	5	0	0	5	5	0	0						
Troutlake	TRLK	15	15	0	0	28	28	0	0	22	22	0	0	20	20	0	0	13	13	0	0	13	13	0	0						
Wapato	WPAT	47	47	0	0	41	41	0	0	4	4	0	0	8	8	0	0	12	12	0	0	12	12	0	0						
White Salmon	WHSL	11	11	0	0	2	2	0	0	4	4	0	0	2	2	0	0	5	5	0	0	5	5	0	0						
Whiteswan	WHSW	3	3	0	0	7	7	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0						
Whitstran	WHTS																														
Willard	WLBD																														
Washington		489	488	1	5	521	521	0	16	338	335	3	3	460	460	0	13	483	462	1	7	0	0	0	0						

WASHINGTON QUALITY OF SERVICE REPORT
Not Out of Service Trouble Reports Cleared Within 72 Hours

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

Exchange	CLLI	Jan				Feb				Mar				Apr				May				Jun			
		Total NOOS	NOOS Clr-72	NOOS Clr->72	NOOS 72 Excl	Total NOOS	NOOS Clr-72	NOOS Clr->72	NOOS 72 Excl	Total NOOS	NOOS Clr-72	NOOS Clr->72	NOOS 72 Excl	Total NOOS	NOOS Clr-72	NOOS Clr->72	NOOS 72 Excl	Total NOOS	NOOS Clr-72	NOOS Clr->72	NOOS 72 Excl	Total NOOS	NOOS Clr-72	NOOS Clr->72	NOOS 72 Excl
Chimacum	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																								
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	GDL	6	6	0	0	6	6	0	0	13	13	0	0	54	54	0	0	35	35	0	0	12	11	0	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	HDC	12	10	2	0	9	7	2	0	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	2	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
Patternson	PASN					1	1	0	0	0	0	0	0	4	4	0	0	1	1	0	0	0	0	0	0
Port Angeles	PTAG	0	0	0	0	2	2	0	0	2	1	1	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	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	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	WHS	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 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
 SERVICE ACTIVATION DELAY

EXCHANGE	CILLI	Apr-07					May-07					Jun-07					2nd 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	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days
Chimacum	CHMC	10	0	0	100%	100%	14	0	0	100%	100%	11	0	0	100%	100%	35	0	0	100%	100%
Columbia	CLMA	7	0	0	100%	0%	8	0	0	100%	0%	16	0	0	100%	0%	0	0	0	100%	0%
Dalesport	DLPT	1	0	0	100%	100%	2	0	0	100%	100%	3	0	0	100%	100%	31	0	0	100%	100%
Glenwood	GLWD	52	0	0	100%	100%	55	0	0	100%	100%	64	1	0	98%	100%	6	0	0	100%	100%
Goldendale	GLDL	86	0	0	100%	100%	93	0	0	100%	100%	67	0	0	100%	100%	171	1	0	99%	100%
Grandview	GDVW	21	0	0	100%	100%	26	0	0	100%	100%	31	0	0	100%	100%	246	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%
Hood Canal	HDCL	23	0	0	100%	100%	16	0	0	100%	100%	18	0	0	100%	100%	68	0	0	100%	100%
Harrish	HRRH	23	0	0	100%	100%	16	0	0	100%	100%	18	0	0	100%	100%	57	0	0	100%	100%
Klickitat	KICT	7	0	0	100%	100%	3	0	0	100%	100%	1	0	0	100%	100%	11	0	0	100%	100%
Lyle	LYLE	10	0	0	100%	100%	10	0	0	100%	100%	11	0	0	100%	100%	31	0	0	100%	100%
Mabton	MBTN	15	0	0	100%	100%	19	0	0	100%	100%	21	0	0	100%	100%	55	0	0	100%	100%
Mattawa	MTWA	40	0	0	100%	100%	39	0	0	100%	100%	40	0	0	100%	100%	119	0	0	100%	100%
Patternson	PASN	1	0	0	100%	100%	4	0	0	100%	100%	0	0	0	0%	0%	5	0	0	100%	100%
Poulsbo	PLSB	128	0	0	100%	100%	151	0	0	100%	100%	141	0	0	100%	100%	420	0	0	100%	100%
Prosser	PRSR	49	0	0	100%	100%	57	0	0	100%	100%	55	0	0	100%	100%	161	0	0	100%	100%
Port Angeles	PTAG	2	0	0	100%	100%	5	0	0	100%	100%	4	0	0	100%	100%	11	0	0	100%	100%
Roosevelt	RSVT	3	0	0	100%	100%	2	0	0	100%	100%	2	0	0	100%	100%	7	0	0	100%	100%
Stevenson	STSN	47	0	0	100%	100%	32	0	0	100%	100%	42	0	0	100%	100%	121	0	0	100%	100%
Sunnyside	SNSD	127	0	0	100%	100%	137	0	0	100%	100%	127	0	0	100%	100%	391	0	0	100%	100%
Toppenish	TPNS	83	0	0	100%	100%	90	0	0	100%	100%	105	0	0	100%	100%	278	0	0	100%	100%
Troulaker	TRLK	6	0	0	100%	100%	6	0	0	100%	100%	12	0	0	100%	100%	24	0	0	100%	100%
Wapato	WPAT	70	0	0	100%	100%	71	0	0	100%	100%	55	0	0	100%	100%	196	0	0	100%	100%
White Salmon	WPSL	41	0	0	100%	100%	33	0	0	100%	100%	49	0	0	100%	100%	123	0	0	100%	100%
Whiteswan	WHSW	16	0	0	100%	100%	6	0	0	100%	100%	16	0	0	100%	100%	38	0	0	100%	100%
Whitstran	WHTS	6	0	0	100%	100%	6	0	0	100%	100%	11	0	0	100%	100%	23	0	0	100%	100%
Willard	WLRD	1	0	0	100%	100%	4	0	0	100%	100%	2	0	0	100%	100%	7	0	0	100%	100%
Washington		875	0	0	100%	100%	909	0	0	100%	100%	929	1	0	100%	100%	2,713	1	0	100%	100%

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CCLI	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%
Columbia	CLMA	2	0	0	100%
Dallesport	DLPT	59	0	0	100%
Glenwood	GLWD	13	0	0	100%
Goldendale	GLDL	304	1	0	100%
Grandview	GDVW	494	0	0	100%
Granger	GRGR	162	0	0	100%
Hood Canal	HDCL	121	0	0	100%
Harrah	HRRH	129	0	0	100%
Klickitat	KLCT	27	0	0	100%
Lyle	LYLE	61	0	0	100%
Mabton	MBTN	108	0	0	100%
Matawa	MTWA	266	0	0	100%
Paterson	PASN	9	0	0	100%
Poulsbo	PLSB	826	0	0	100%
Prosser	PRSR	313	0	0	100%
Port Angeles	PTAG	18	0	0	100%
Roosevelt	RSVT	11	0	0	100%
Stevenson	STSN	251	0	0	100%
Sunnyside	SNSD	854	0	0	100%
Toppenish	TPNS	612	0	0	100%
Troutlake	TRLK	36	0	0	100%
Wapato	WPAT	412	0	0	100%
White Salmon	WHSL	271	0	0	100%
WhiteSwan	WHSW	80	0	0	100%
Whitstran	WHTS	46	0	0	100%
Willard	WLRD	13	0	0	100%
Washington		5,577	1	0	100%

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jul-07					Aug-07					Sep-07					3rd Qtr 07				
		Total Orders	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	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			Cmpltd	Days	Days		
Chimacum	CHMC	14	0	0	100%	100%	9	0	0	100%	100%	9	0	0	100%	100%	32	0	0	100%	100%
Columbia	CLMA	0	0	0	0%	0%	7	0	0	100%	100%	1	0	0	100%	100%	1	0	0	100%	100%
Dallesport	DLPT	4	0	0	100%	100%	1	0	0	100%	100%	12	0	0	100%	100%	23	0	0	100%	100%
Glennwood	GLWD	2	0	0	100%	100%	66	0	0	100%	100%	0	0	0	0%	0%	3	0	0	100%	100%
Goldendale	GLDL	66	0	0	100%	100%	80	0	0	100%	100%	68	0	0	100%	100%	200	0	0	100%	100%
Grandview	GDVW	82	0	0	100%	100%	16	0	0	100%	100%	62	0	0	100%	100%	224	0	0	100%	100%
Granger	GRGR	24	0	0	100%	100%	16	0	0	100%	100%	14	0	0	100%	100%	54	0	0	100%	100%
Harran	HRRH	19	0	0	100%	100%	21	0	0	100%	100%	18	0	0	100%	100%	58	0	0	100%	100%
Hood Canal	HDCL	20	0	0	100%	100%	20	0	0	100%	100%	18	0	0	100%	100%	58	0	0	100%	100%
Klickitat	KLCT	6	0	0	100%	100%	10	0	0	100%	100%	2	0	0	100%	100%	18	0	0	100%	100%
Lyle	LYLE	9	0	0	100%	100%	11	0	0	100%	100%	12	0	0	100%	100%	32	1	0	97%	100%
Mabton	MBTN	21	0	0	100%	100%	19	0	0	100%	100%	20	0	0	100%	100%	60	0	0	100%	100%
Mattawa	MTWA	48	0	0	100%	100%	50	0	0	100%	100%	25	0	0	100%	100%	123	0	0	100%	100%
Paterson	PASN	0	0	0	0%	0%	2	0	0	100%	100%	0	0	0	0%	0%	2	0	0	100%	100%
Port Angeles	PTAG	8	0	0	100%	100%	2	0	0	100%	100%	3	0	0	100%	100%	13	0	0	100%	100%
Poulsbo	PLSB	145	0	0	100%	100%	118	0	0	100%	100%	120	0	0	100%	100%	383	0	0	100%	100%
Prosser	PRSR	63	0	0	100%	100%	57	0	0	100%	100%	44	0	0	100%	100%	164	0	0	100%	100%
Roosevelt	RSVT	3	0	0	100%	100%	0	0	0	0%	0%	1	0	0	100%	100%	4	0	0	100%	100%
Stevenson	STSN	37	0	0	100%	100%	47	0	0	100%	100%	39	0	0	100%	100%	123	0	0	100%	100%
Sunny-side	SNSD	138	0	0	100%	100%	126	0	0	100%	100%	130	0	0	100%	100%	394	0	0	100%	100%
Toppensish	TPNS	83	0	0	100%	100%	107	0	0	100%	100%	78	0	0	100%	100%	268	0	0	100%	100%
Troulaker	TRLK	5	0	0	100%	100%	4	0	0	100%	100%	2	0	0	100%	100%	11	0	0	100%	100%
Wapato	WPAT	67	0	0	100%	100%	79	0	0	100%	100%	65	0	0	100%	100%	211	0	0	100%	100%
White Salmon	WHSL	41	0	0	100%	100%	49	0	0	100%	100%	35	0	0	100%	100%	125	0	0	100%	100%
WhiteSwan	WHSW	8	0	0	100%	100%	18	0	0	100%	100%	13	0	0	100%	100%	39	0	0	100%	100%
Whitstran	WHTS	3	0	0	100%	100%	7	0	0	100%	100%	8	0	0	100%	100%	18	0	0	100%	100%
Willard	WLRD	3	0	0	100%	100%	1	0	0	100%	100%	1	0	0	100%	100%	5	0	0	100%	100%
Washington		919	0	0	100%	100%	927	0	0	100%	100%	800	1	0	100%	100%	2,646	1	0	100%	100%

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

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Oct-07						Nov-07						Dec-07						4th Qtr 07					
		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				
Chimacum	CHMC	10	0	0	100%	100%	13	0	0	100%	100%	0	0	0	0%	0%	23	0	0	100%	100%				
Columbia	CLMA	15	0	0	100%	0%	11	1	0	91%	100%	0	0	0	0%	0%	0	0	0	0%	0%				
Dallesport	DLPT	4	0	0	100%	100%	2	0	0	100%	100%	0	0	0	0%	0%	26	1	0	96%	100%				
Glennwood	GLWD	57	1	0	98%	100%	58	0	0	100%	100%	0	0	0	0%	0%	6	0	0	100%	100%				
Goldendale	GLDL	69	0	0	100%	100%	49	0	0	100%	100%	0	0	0	0%	0%	115	1	0	99%	100%				
Grandview	GDVW	27	0	0	100%	100%	26	0	0	100%	100%	0	0	0	0%	0%	118	0	0	100%	100%				
Granger	GRGR	18	0	0	100%	100%	18	0	0	100%	100%	0	0	0	0%	0%	53	0	0	100%	100%				
Harrish	HRRH	10	0	0	100%	100%	16	0	0	100%	100%	0	0	0	0%	0%	36	0	0	100%	100%				
Hood Canal	HDCL	4	0	0	100%	100%	6	0	0	100%	100%	0	0	0	0%	0%	26	0	0	100%	100%				
Klickitat	KLCT	11	0	0	100%	100%	9	0	0	100%	100%	0	0	0	0%	0%	10	0	0	100%	100%				
Lyle	LYLE	22	0	0	100%	100%	17	0	0	100%	100%	0	0	0	0%	0%	20	0	0	100%	100%				
Mabton	MBTN	28	0	0	100%	100%	41	0	0	100%	100%	0	0	0	0%	0%	39	0	0	100%	100%				
Mattawa	MTWA	1	0	0	100%	100%	1	0	0	100%	100%	0	0	0	0%	0%	69	0	0	100%	100%				
Paterson	PASN	3	0	0	100%	100%	2	0	0	100%	100%	0	0	0	0%	0%	2	0	0	100%	100%				
Port Angeles	PTAG	110	0	0	100%	100%	111	2	2	98%	98%	0	0	0	0%	0%	5	0	0	100%	100%				
Poulsbo	PLSB	37	0	0	100%	100%	37	0	0	100%	100%	0	0	0	0%	0%	221	2	2	99%	99%				
Prosser	PRSR	2	0	0	100%	100%	3	0	0	100%	100%	0	0	0	0%	0%	74	0	0	100%	100%				
Roosevelt	RSVT	51	0	0	100%	100%	37	0	0	100%	100%	0	0	0	0%	0%	5	0	0	100%	100%				
Stevenson	STSN	146	0	0	100%	100%	111	0	0	100%	100%	0	0	0	0%	0%	88	0	0	100%	100%				
Sunnyside	SNSD	113	0	0	100%	100%	79	0	0	100%	100%	0	0	0	0%	0%	257	0	0	100%	100%				
Toppenish	TPNS	8	0	0	100%	100%	5	0	0	100%	100%	0	0	0	0%	0%	192	0	0	100%	100%				
Troulaker	TRLK	59	0	0	100%	100%	48	0	0	100%	100%	0	0	0	0%	0%	13	0	0	100%	100%				
Wapato	WPAT	46	0	0	100%	100%	32	0	0	100%	100%	0	0	0	0%	0%	107	0	0	100%	100%				
White Salmon	WHSL	9	0	0	100%	100%	10	0	0	100%	100%	0	0	0	0%	0%	78	0	0	100%	100%				
WhiteSwan	WHSW	8	0	0	100%	100%	7	0	0	100%	100%	0	0	0	0%	0%	19	0	0	100%	100%				
Whitstran	WHTS	3	0	0	100%	100%	1	0	0	100%	100%	0	0	0	0%	0%	15	0	0	100%	100%				
Willard	WLRD	871	1	0	100%	100%	750	3	2	100%	100%	0	0	0	0%	0%	1,621	4	2	100%	100%				

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CILI	Jul - Dec 07 (180 Day)			
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days
					%Held Orders >180 Days
Chinacum	CHMC	55	0	0	100%
Columbia	CLMA	1	0	0	100%
Dalesport	DLPD	49	1	0	98%
Glenwood	GLWD	9	0	0	100%
Goldendale	GLDL	315	1	0	100%
Grandview	GDVW	342	0	0	100%
Granger	GRGR	107	0	0	100%
Harran	HRRH	94	0	0	100%
Hood Canal	HDCL	84	0	0	100%
Klickitat	KLCT	28	0	0	100%
Lyle	LYLE	52	1	0	98%
Mabton	MBTN	99	0	0	100%
Matlawa	MTWA	192	0	0	100%
Paterson	PASN	4	0	0	100%
Port Angeles	PTAG	18	0	0	100%
Poulsbo	PLSB	604	2	2	100%
Prosser	PRSR	238	0	0	100%
Roosevelt	RSVT	9	0	0	100%
Stevenson	STSN	211	0	0	100%
Sunnyside	SNSD	651	0	0	100%
Topenish	TPNS	460	0	0	100%
Troutlake	TRLK	24	0	0	100%
Wapato	WPAT	318	0	0	100%
White Salmon	WHSL	203	0	0	100%
WhiteSwan	WHSW	58	0	0	100%
Whitstran	WHTS	33	0	0	100%
Willard	WLRD	9	0	0	100%
Washington		4,267	5	2	100%