



January 30, 2008

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 December 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:

Roosevelt: On December 6th a defective card in the Smythe Ridge radio, which serves the exchange of Roosevelt, had to be replaced. During the length of time in which it took to replace the card Embarq experienced 6 repair reports in an exchange with only 199 access lines. This caused the ratio of trouble reports per 100 to exceed the threshold for the month.

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

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