

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. EMBARQ  
 COMPANY NAME  
 2007

Exchange	CLLI	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec					
		Install Appnts			Install Appnts			Install Appnts			Install Appnts			Install Appnts			Install Appnts			Install Appnts			Install Appnts			Install Appnts			Install Appnts			Install Appnts			Install Appnts					
		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		16	0	0	8	0	0	20	1	0	10	0	0	14	0	0	11	0	0	14	2	0	9	1	0	10	0	0	9	1	0	10	0	0	13	0	0	7	3	0
Columbia		2	0	0	8	0	0	8	2	0	7	0	0	4	0	0	16	1	0	4	0	0	7	0	0	15	0	0	12	1	0	11	0	0	11	1	0	7	0	0
Dallesport		12	1	0	3	0	0	2	0	0	1	0	0	2	0	0	3	0	0	2	0	0	1	0	0	4	0	0	0	0	0	2	0	0	2	0	0	1	0	0
Glenwood		49	0	0	33	0	0	51	2	0	52	0	0	66	4	0	64	1	0	82	2	0	66	4	0	57	2	0	68	3	0	58	2	0	38	1	0			
Goldendale		84	3	0	72	0	0	92	0	0	86	1	0	93	1	0	67	1	0	82	1	0	80	0	0	69	1	0	62	0	0	49	0	0	61	0	0			
Grandview		42	1	0	16	0	0	26	0	0	21	0	0	26	1	0	31	0	0	24	0	0	16	0	0	27	1	0	14	0	0	26	0	0	8	0	0			
Granger		25	0	0	21	0	0	26	0	0	23	0	0	16	0	0	18	0	0	19	0	0	21	0	0	18	1	0	18	0	0	18	0	0	3	0	0			
Harrish		21	1	0	14	0	0	18	0	0	23	0	0	20	1	0	25	1	0	20	2	0	20	1	0	10	0	0	18	0	0	16	1	0	9	1	0			
Hood Canal		5	0	0	5	0	0	6	0	0	7	0	0	3	0	0	1	0	0	6	0	0	0	0	0	4	0	0	2	0	0	6	1	0	1	0	0			
Klickitat		7	0	0	6	0	0	17	0	0	10	0	0	19	0	0	11	1	0	9	0	0	11	0	0	11	0	0	12	1	0	11	0	0	10	0	0			
Lyle		16	1	0	17	0	0	20	0	0	15	0	0	40	0	0	21	0	0	21	0	0	19	0	0	22	0	0	20	0	0	17	0	0	11	0	0			
Mabton		51	0	0	42	0	0	54	0	0	40	0	0	39	0	0	40	1	0	48	0	0	50	0	0	28	0	0	25	0	0	41	0	0	33	0	0			
Mattawa		1	0	0	0	0	0	3	0	0	1	0	0	4	0	0	0	0	0	0	0	0	2	0	0	1	0	0	0	0	0	1	0	0	0	0	0			
Patterson		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	3	0	0	2	0	0	1	0	0			
Port Angeles		167	6	0	112	2	0	127	2	0	128	3	0	151	3	0	141	3	0	145	3	0	118	3	0	110	1	0	120	1	0	114	2	0	92	5	0			
Prosser		46	0	0	52	0	0	54	2	0	49	1	0	57	0	0	55	0	0	63	0	0	57	1	0	37	1	0	44	0	0	37	0	0	33	1	0			
Roosevelt		1	0	0	2	0	0	1	0	0	3	0	0	2	0	0	2	0	0	3	0	0	0	0	0	2	0	0	1	0	0	3	0	0	0	0	0			
Stevenson		43	5	0	46	1	0	41	1	0	47	2	0	32	0	0	42	2	0	37	1	0	47	1	0	51	2	0	39	0	0	37	3	0	31	4	0			
Sunnyside		161	0	0	150	1	0	152	2	0	127	1	0	137	1	0	127	1	0	138	0	0	126	0	0	146	1	0	130	0	0	111	1	0	110	1	0			
Toppenish		113	0	0	114	1	0	107	0	0	83	1	0	90	0	0	105	1	0	83	1	0	107	0	0	113	0	0	78	0	0	79	1	0	79	1	0			
Troulgate		4	0	0	4	1	0	4	0	0	6	0	0	6	0	0	12	0	0	5	0	0	4	0	0	8	0	0	2	0	0	5	0	0	4	1	0			
Wapato		71	1	0	68	2	0	77	0	0	70	0	0	71	0	0	55	1	0	67	1	0	79	1	0	59	0	0	65	1	0	48	0	0	52	0	0			
White Salmon		52	1	0	50	1	0	46	0	0	41	1	0	33	1	0	49	5	0	41	1	0	49	3	0	46	0	0	35	3	0	32	3	0	15	1	0			
WhiteSwan		8	0	0	17	1	0	17	0	0	16	0	0	6	0	0	16	1	0	8	0	0	18	0	0	9	0	0	13	0	0	10	0	0	8	1	0			
Whitstran		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	8	0	0	7	0	0	5	1	0			
Willard		2	0	0	3	0	0	1	0	0	1	0	0	4	0	0	2	0	0	3	0	0	1	1	0	3	0	0	1	0	0	1	0	0	2	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	871	10	0	800	11	0	753	16	0	621	21	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 Telephons Company of the Northwest d.b.a. EMBARQ  
COMPANY NAME  
2007

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								
Chimacum	10	1	0	11	0	0	6	0	0	12	1	0	29	3	0	10	0	0	13	1	0	8	1	0	0	0	0	0	0	0	0	0	0	0							
Columbia	12	0	0	5	0	0	15	0	0	26	15	0	9	1	0	23	0	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
Dallsport	4	0	0	11	2	0	7	0	0	5	0	0	3	0	0	7	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Glenwood	31	0	0	29	4	0	113	14	0	62	5	0	42	2	0	47	0	0	66	2	0	36	6	0	0	0	0	0	0	0	0	0	0	0	0	0					
Goldendale	53	2	0	24	3	0	29	3	0	34	2	0	24	1	0	23	2	0	33	4	0	17	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Grandview	17	0	0	14	1	0	12	1	0	19	1	0	11	1	0	16	0	0	9	0	0	8	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Granger	36	1	0	17	0	0	10	0	0	30	0	0	14	1	0	9	0	0	8	1	0	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Hannah	42	5	0	38	7	0	17	2	0	30	4	0	61	2	0	24	3	0	25	4	0	39	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Hood Canal	7	1	0	7	1	0	2	0	0	2	0	0	2	1	0	7	0	0	9	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Klickitat	6	0	0	8	0	0	8	1	0	6	1	0	7	0	0	8	1	0	10	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
LYLE	23	1	0	21	0	0	6	0	0	8	0	0	6	0	0	8	1	0	10	2	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Mabton	39	1	0	23	1	0	46	2	0	34	1	0	24	4	0	17	3	0	23	1	0	17	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Mattawa	5	0	0	5	0	0	4	0	0	4	0	0	1	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Patterson	5	0	0	4	1	0	17	1	0	1	0	0	1	0	0	3	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Port Angeles	200	21	0	137	7	0	147	3	0	96	8	0	124	6	0	89	6	0	103	6	0	76	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Poulsbo	36	9	0	38	3	0	38	3	0	27	2	0	34	3	0	39	2	0	35	3	0	27	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Prosser	5	0	0	4	1	0	5	0	0	1	0	0	2	0	0	2	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Roosevelt	67	3	0	51	4	0	31	2	0	127	2	0	62	3	0	32	2	0	66	1	0	18	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Stevenson	111	6	0	79	3	0	85	2	0	63	4	0	68	6	0	61	5	0	85	8	0	46	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Sunnyside	64	3	0	34	2	0	47	0	0	70	0	0	38	0	0	101	43	0	51	3	0	41	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Toppenish	5	0	0	9	0	0	7	0	0	5	0	0	5	0	0	6	1	0	5	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Troutlake	57	33	0	41	1	0	30	4	0	41	3	0	34	1	0	22	1	0	33	3	0	24	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Wapato	28	1	0	32	3	0	25	1	0	25	3	0	16	4	0	53	1	0	51	1	0	27	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
White Salmon	16	0	0	7	1	0	3	1	0	5	0	0	8	0	0	11	0	0	3	1	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Whiteswan	8	0	0	5	1	0	7	1	0	3	0	0	7	0	0	4	0	0	3	1	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Whitstran	1	0	0	2	0	0	14	0	0	2	0	0	2	0	0	4	2	0	10	5	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Willard	883	88	0	656	42	0	718	41	0	738	52	0	628	39	0	623	76	0	659	48	0	424	33	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Washington	883	88	0	656	42	0	718	41	0	738	52	0	628	39	0	623	76	0	659	48	0	424	33	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	CLI	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		16	1	8	0	20	4	10	0	14	0	11	0	14	1	9	0	0	0	10	0	13	0	7	2
Columbia		2	0	8	0	8	2	7	1	4	1	16	1	4	0	7	0	12	1	15	0	11	0	7	1
Dallesport		12	1	3	0	2	0	1	0	2	1	3	0	2	1	1	0	0	0	4	0	2	0	1	0
Glenwood		2	0	33	1	51	1	52	1	66	1	64	2	66	1	66	1	68	3	57	2	58	2	38	1
Goldendale		49	0	72	0	92	0	86	1	82	0	67	0	82	0	80	0	62	1	69	1	49	1	61	0
Grandview		84	0	16	0	26	0	21	0	24	0	31	0	24	0	16	0	14	0	27	1	26	0	8	0
Granger		42	1	21	0	26	0	23	0	19	0	18	0	19	0	21	0	18	0	18	0	18	0	3	0
Harrah		25	0	14	4	18	0	23	1	20	2	25	0	20	2	20	1	18	0	10	0	16	1	9	1
Hood Canal		21	6	5	1	6	1	7	0	6	0	1	1	6	0	10	0	2	0	4	0	6	0	1	0
Klickitat		5	0	6	1	17	0	10	0	9	0	11	0	9	0	11	1	12	1	11	0	9	2	10	0
Lyle		7	2	1	0	20	0	15	0	21	0	21	0	21	0	19	0	20	0	22	0	17	0	11	0
Mabton		16	0	42	0	54	2	40	1	48	0	40	1	48	0	50	0	25	0	28	0	41	0	33	1
Mattawa		51	2	0	0	3	0	1	0	0	0	0	0	0	0	2	0	0	0	1	0	2	0	1	0
Patterson		1	0	2	0	4	1	2	0	8	0	4	0	8	0	2	0	3	0	3	0	2	0	1	0
Port Angeles		1	0	112	5	127	1	128	0	145	4	141	4	145	0	118	2	120	2	110	1	114	2	92	3
Poulsbo		167	11	52	1	54	0	49	1	63	0	55	0	63	0	57	1	44	1	37	1	37	0	33	0
Prosser		46	0	2	0	1	0	3	0	3	0	2	0	3	0	0	0	1	0	2	0	3	0	1	0
Roosevelt		1	1	46	3	41	1	47	2	37	0	42	2	37	0	47	1	39	0	51	2	37	3	31	2
Stevenson		43	3	150	2	152	1	127	0	138	0	127	0	138	0	126	1	130	0	146	1	111	1	110	1
Sunnyside		161	1	114	2	107	0	83	0	83	0	105	0	83	0	107	0	78	0	113	1	79	1	79	1
Toppenish		113	2	4	0	4	0	6	0	5	1	12	0	5	1	4	0	2	0	8	0	5	0	4	0
Troutlake		4	0	68	0	77	0	70	1	67	0	55	2	67	0	79	1	65	0	59	0	48	0	52	0
Wapato		71	0	50	1	46	1	41	1	41	1	49	2	41	1	49	3	35	3	46	1	32	3	15	2
White Salmon		52	3	17	1	16	0	16	0	8	1	16	1	8	1	18	0	13	0	9	0	10	0	8	0
WhiteSwan		8	0	6	0	10	0	6	0	3	0	11	0	3	0	7	0	8	0	8	0	7	0	5	0
Whitstran		7	1	3	0	1	0	1	0	3	0	2	0	3	0	1	1	1	1	3	0	1	0	2	0
Willard		2	0	871	21	984	16	875	10	919	16	929	16	919	9	927	13	800	14	871	11	753	16	621	15
Washington		1,009	35																						

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	CLI	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
Chimacum	CHMC	10	1,063 0.94	11	1,065 1.03	18	1,076 1.67	6	1,080 0.96	10	1,078 2.69	10	1,087 0.92	13	1,089 1.19	8	1,085 0.74	8	1,085 0.74	8	1,079 0.74	7	1,085 0.65	8	1,081 0.74
Columbia	CLMA	0	163 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	159 0.00	0	159 0.00
Dalleport	DLPT	12	800 1.50	5	799 0.63	6	803 0.75	15	800 1.88	23	790 1.14	23	773 2.98	7	767 0.91	5	763 0.66	8	759 1.05	8	759 1.05	8	756 1.06	13	749 1.74
Glenwood	GLWD	4	373 1.07	11	377 2.92	18	378 1.76	7	382 1.83	3	387 0.78	7	387 1.81	1	380 0.26	3	378 0.73	3	378 0.73	10	380 2.63	6	381 1.57	11	381 2.89
Gouldendale	GLDL	31	4,879 0.64	29	4,878 0.59	41	4,895 0.84	113	4,892 2.31	62	4,876 0.86	47	4,879 0.96	66	4,890 1.35	36	4,913 0.73	52	4,904 1.06	58	4,903 0.53	58	4,905 1.18	88	4,890 1.80
Grandview	GRDV	53	5,070 1.05	24	5,085 0.47	46	5,080 0.91	29	5,082 0.57	34	5,064 0.67	24	5,015 0.48	33	4,962 0.87	17	4,962 0.34	26	4,933 0.53	30	4,902 0.61	30	4,832 0.62	30	4,832 0.62
Granger	GRGR	17	1,425 1.19	14	1,411 0.99	16	1,412 1.13	12	1,410 0.85	19	1,406 1.35	11	1,407 0.78	9	1,404 0.84	8	1,393 0.57	13	1,389 0.94	15	1,390 1.08	15	1,376 1.09	15	1,376 1.09
Harrish	HRRH	36	1,034 3.48	17	1,043 1.63	24	1,039 2.27	10	1,062 0.94	30	1,060 2.83	14	1,039 0.87	8	1,033 0.77	10	1,034 0.97	9	1,031 0.87	17	1,039 1.64	13	1,037 1.25	13	1,037 1.25
Hood Canal	HCCL	42	2,576 1.63	38	2,571 1.48	29	2,565 1.13	17	2,561 0.86	30	2,565 1.17	61	2,567 2.37	25	2,560 0.98	39	2,568 1.52	24	2,551 0.94	20	2,539 0.79	20	2,527 0.79	20	2,527 0.79
Klickitat	KLCT	7	367 1.91	7	366 1.91	7	361 1.94	2	366 0.55	2	363 0.55	2	363 1.93	9	368 2.45	1	364 0.27	9	367 2.45	3	368 0.82	3	365 0.82	3	365 0.82
Lyle	LYLE	6	976 0.61	8	979 0.92	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	6	985 0.61
Mabton	MBTN	23	1,432 1.61	21	1,433 1.47	9	1,431 0.63	6	1,434 0.42	8	1,434 0.42	8	1,424 0.56	10	1,410 0.71	5	1,417 0.35	6	1,414 0.42	2	1,403 0.14	3	1,389 0.22	3	1,389 0.22
Mattawa	MTWA	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	23	2,473 0.93	17	2,443 0.70	20	2,424 0.83	33	2,409 1.37	12	2,395 0.50	12	2,395 0.50
Patterson	PASN	0	406 0.00	5	404 1.24	3	406 0.74	0	405 0.00	4	411 0.97	0	411 0.00	1	288 0.35	1	289 0.35	0	404 0.00	2	403 0.50	0	404 0.00	0	402 0.00
Port Angeles	PTAG	5	281 1.78	4	279 1.43	4	283 1.41	17	284 0.36	1	287 0.35	1	288 1.04	3	288 1.04	3	289 0.35	5	280 1.79	16	281 0.36	16	280 0.36	16	280 0.36
Poulsbo	PLSB	200	39,705 0.50	137	39,685 0.35	130	39,620 0.33	147	39,642 0.37	96	39,643 0.24	124	39,584 0.31	103	39,340 0.26	76	39,220 0.19	117	39,146 0.30	89	39,018 0.23	166	39,076 0.42	166	39,076 0.42
Prosser	PRSR	36	4,767 0.76	38	4,791 0.79	46	4,760 0.97	38	4,740 0.90	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	31	4,663 0.66	27	4,660 0.38
Roosevelt	RSVT	5	198 2.53	4	194 2.06	3	194 1.55	5	196 2.55	1	198 0.51	2	197 1.02	2	198 0.51	0	195 0.00	0	199 0.50	1	199 0.50	1	200 0.50	11	199 0.50
Stevenson	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	66	4,298 1.54	18	4,334 0.42	48	4,333 1.11	27	4,345 1.11	27	4,345 1.11	84	4,338 1.94
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	85	10,116 0.84	46	10,086 0.46	59	10,091 0.66	62	10,089 0.61	62	10,089 0.61	65	10,002 0.65
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 0.79	49	7,579 0.65	40	7,530 0.53
Trulake	TRLK	5	715 0.70	9	713 1.26	0	718 0.00	7	719 0.97	5	721 0.69	5	722 0.83	5	718 0.70	2	715 0.28	2	715 0.28	8	713 1.12	5	713 0.70	7	716 0.98
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	33	3,792 0.87	24	3,787 0.63	23	3,756 0.61	19	3,742 0.51	30	3,716 0.81	30	3,716 0.81
White Salmon	WHSL	28	4,608 0.61	32	4,621 0.69	94	4,630 2.03	25	4,622 0.94	25	4,618 0.54	16	4,615 0.35	51	4,578 1.11	27	4,597 0.59	31	4,562 0.68	43	4,562 0.68	43	4,562 0.68	46	4,540 1.01
Whiteswan	WHSW	16	709 2.26	7	717 0.98	7	724 0.97	5	729 0.41	3	736 1.09	11	728 1.51	3	728 0.41	6	732 0.55	4	732 0.55	9	730 1.23	13	726 1.79	11	730 1.51
Whitstair	WHST	8	610 1.31	5	611 0.82	4	613 0.65	7	612 1.14	3	609 0.49	2	610 0.33	10	603 1.66	4	609 0.99	3	612 0.49	3	612 0.49	6	604 0.99	3	603 0.50
Willard	WLRD	1	322 0.31	2	322 0.62	3	325 0.82	2	321 0.36	2	322 0.62	2	318 0.63	0	318 0.00	1	318 0.31	1	318 0.31	1	318 0.31	1	317 0.32	2	315 0.63
Washington		863	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	628	100,235 0.66	424	100,100 0.42	600	99,858 0.60	570	99,575 0.57	715	99,283 0.57	715	99,283 0.57

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. EMBARQ  
 COMPANY NAME  
 2007

Exchange	CLLI	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay						
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	49,251	0	100.0	41,071	0	100.0	43,321	1	100.0	40,185	2	100.0	42,845	0	100.0
Summystede	SMSD	32,313	2	100.0	118,173	0	100.0	128,387	0	100.0	124,979	0	100.0	126,170	0	100.0	120,818	28	100.0	120,141	1	100.0	120,903	0	100.0	111,867	0	100.0	120,188	2	100.0	114,961	0	100.0	109,273	2	100.0
Washington		85,326	3	100.0	164,684	0	100.0	181,970	4	100.0	190,593	0	100.0	174,507	0	100.0	168,998	28	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	152,118	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
						Dec-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 Ctr >48	OOS Excl	Total OOS	OOS Ctr >48	OOS Excl	Total OOS	OOS Ctr >48	OOS Excl	Total OOS	OOS Ctr >48	OOS Excl	Total OOS	OOS Ctr >48	OOS Excl	Total OOS	OOS Ctr >48	OOS Excl	
Chimacum	CHMC	8	8	0	6	6	0	13	13	0	5	5	0	9	9	0	19	19	0	1
Columbia	CLMA	7	7	0	3	3	0	4	4	0	11	11	0	19	19	0	9	9	0	0
Dallesport	DLPT	2	2	0	11	9	2	16	16	0	7	7	0	4	4	0	1	1	0	0
Glenwood	GLWD	25	25	0	23	23	0	28	28	0	59	59	0	27	26	1	29	29	0	1
Goldendale	GLDL	43	43	0	19	18	1	36	36	0	22	22	0	25	25	0	20	20	0	0
Grandview	GDVW	17	17	0	13	13	0	13	13	0	11	11	0	17	17	0	10	10	0	0
Granger	GRGR	28	28	0	13	13	0	23	23	0	9	9	0	24	24	0	11	11	0	0
Harrish	HRRH	30	27	3	25	25	0	23	23	0	16	16	0	22	21	1	53	53	0	2
Hood Canal	HDCL	3	3	0	4	4	0	4	4	0	1	1	0	1	1	0	1	1	0	0
Klickitat	KLCT	5	5	0	7	7	0	10	10	0	8	8	0	3	3	0	2	2	0	0
Lyle	LYLE	22	22	0	17	17	0	8	8	0	3	3	0	6	6	0	5	5	0	0
Mabton	MBTN	32	32	0	18	18	0	25	25	0	40	40	0	27	27	0	17	17	0	0
Mattawa	MTWA	5	5	0	4	4	0	3	3	0	0	0	0	3	3	0	0	0	0	0
Patterson	PASN	5	5	0	1	1	0	2	2	0	13	13	0	0	0	0	1	1	0	0
Port Angeles	PTAG	163	158	5	108	106	2	98	98	0	118	118	0	67	66	1	89	89	0	4
Poulsbo	PLSB	30	29	1	32	32	0	34	34	0	31	31	0	23	23	0	26	26	0	0
Prosser	PRSR	4	4	0	4	4	0	3	3	0	3	3	0	1	1	0	1	1	0	0
Roosevelt	RSVT	58	58	0	38	38	0	49	49	0	20	20	0	122	122	0	61	61	0	0
Stevenson	STSN	84	84	0	65	65	0	71	71	0	61	61	0	47	47	0	51	49	2	0
Sunnyside	SNSD	48	48	0	29	29	0	35	35	0	34	34	0	44	44	0	28	28	0	0
Toppenish	TPNS	2	2	0	2	2	0	0	0	0	4	4	0	4	4	0	4	4	0	0
Troutlake	TRLK	52	44	8	33	33	0	31	31	0	20	20	0	30	30	0	29	29	0	0
Wapato	WPAT	24	24	0	27	27	0	85	85	0	22	22	0	17	17	0	11	11	0	1
White Salmon	WHSL	13	13	0	5	5	0	5	5	0	3	3	0	5	5	0	8	8	0	0
WhiteSwan	WHSW	7	7	0	3	3	0	3	3	0	5	5	0	2	2	0	1	1	0	0
Whitstran	WHTS	0	0	0	2	2	0	2	2	0	13	13	0	2	2	0	2	2	0	0
Willard	WLRD	712	695	17	512	507	5	624	624	0	539	539	0	551	548	3	489	487	2	9

Total OOS = Total regulated out of service trouble reports.

OOS Ctr >48 = Total regulated out of service trouble reports cleared within 48 hours.

OOS Excl = 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	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	0	0	0	5	5	0	1	7	7	0	0	7	7	0	0	5	5	0	1
Columbia	CLMA	21	21	0	0	0	0	4	4	0	0	8	8	0	0	7	7	0	0	10	10	0	0
Dallesport	DLPT	0	0	0	0	0	0	3	3	0	0	8	8	0	0	6	6	0	0	11	11	0	0
Glenwood	GLWD	35	35	0	0	0	0	24	24	0	0	45	45	0	0	53	52	1	1	46	44	2	1
Goldendale	GLDL	19	19	0	0	0	0	13	13	0	0	21	21	0	0	19	19	0	0	22	22	0	2
Grandview	GDVW	12	12	0	0	0	0	5	5	0	0	10	10	0	0	11	11	0	0	15	15	0	0
Granger	GRGR	8	8	0	0	0	0	8	8	0	0	21	21	0	0	15	15	0	0	13	13	0	0
Harrish	HRRH	19	19	0	0	0	0	32	30	2	1	5	5	0	0	16	16	0	0	14	13	1	0
Hood Canal	HDCL	2	2	0	0	0	0	1	1	0	0	6	6	0	0	3	3	0	0	2	2	0	0
Klickitat	KLCT	7	7	0	0	0	0	1	1	0	0	11	11	0	0	6	6	0	0	6	6	0	0
Lyle	LYLE	5	5	0	0	0	0	4	4	0	0	3	3	0	0	2	2	0	0	3	3	0	0
Mabton	MBTN	16	16	0	0	0	0	10	10	0	0	12	12	0	0	28	28	0	0	9	9	0	1
Mattawa	MTWA	1	1	0	0	0	0	1	1	0	0	4	4	0	0	0	0	0	0	1	1	0	0
Patterson	PASN	2	2	0	0	0	0	1	1	0	0	1	1	0	0	15	15	0	0	1	1	0	0
Port Angeles	PTAG	65	65	0	0	0	0	60	60	0	0	77	77	0	0	66	66	0	0	132	132	0	0
Poulsbo	PLSB	24	24	0	0	0	0	22	22	0	0	25	25	0	0	20	20	0	0	23	23	0	0
Prosser	PRSR	2	2	0	0	0	0	1	1	0	0	0	0	0	0	1	1	0	0	6	5	1	0
Roosevelt	RSVT	19	19	0	0	0	0	17	16	1	0	37	37	0	0	24	24	0	0	76	76	0	0
Stevenson	STSN	49	48	1	0	0	0	40	40	0	0	50	50	0	0	49	49	0	0	54	54	0	1
Sunnyside	SNSD	94	94	0	0	0	0	31	31	0	0	50	50	0	0	45	45	0	0	32	32	0	0
Toppenish	TPNS	5	5	0	0	0	0	2	2	0	0	8	8	0	0	5	5	0	0	7	7	0	0
Troutlake	TRLK	15	15	0	0	0	0	22	22	0	0	20	20	0	0	13	13	0	0	27	27	0	0
Wapato	WPAT	47	47	0	0	0	0	20	20	0	0	20	20	0	0	35	35	0	0	34	34	0	1
White Salmon	WHSL	11	11	0	0	0	0	4	4	0	0	8	8	0	0	12	12	0	0	10	10	0	0
WhiteSwan	WHSW	3	3	0	0	0	0	5	5	0	0	2	2	0	0	5	5	0	0	3	3	0	0
Whitstran	WHTS	3	3	0	0	0	0	1	1	0	0	1	1	0	0	0	0	0	0	2	2	0	0
Willard	WLRD	489	488	1	5	16	0	338	335	3	3	460	460	0	13	463	462	1	7	563	559	4	7



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 Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS 72 Excl	
Chinacum		2	2	0	5	5	0	1	1	0	0	0	2	2	0	0	0	8	8	0
Columbia		5	5	0	2	2	0	4	4	0	0	0	7	7	0	0	0	0	0	0
Dallesport		2	2	0	0	0	0	0	0	0	0	0	1	1	0	0	0	2	2	0
Glenwood		6	6	0	13	13	0	54	54	0	1	35	35	9	9	0	12	11	1	0
Goldendale		8	8	0	10	10	0	5	5	0	0	9	9	2	2	0	4	4	0	0
Grandview		0	0	0	3	3	0	1	1	0	0	2	2	0	0	0	1	1	0	0
Granger		8	8	0	4	4	0	1	1	0	0	6	6	0	0	0	3	3	0	0
Harrah		12	10	2	9	7	2	5	5	0	1	6	6	0	0	0	6	6	0	0
Hood Canal		4	4	0	3	2	1	1	1	0	0	1	1	0	0	0	1	1	0	0
Klickitat		1	1	0	1	1	0	0	0	0	0	2	2	0	0	0	1	1	0	0
Lyle		0	0	0	4	4	0	3	3	0	0	2	2	0	0	0	5	5	0	0
Mabton		0	0	0	1	1	0	0	0	0	0	2	2	0	0	0	1	1	0	0
Mattawa		7	7	0	4	4	0	4	4	0	0	6	6	0	0	0	7	7	0	0
Patterson		0	0	0	1	1	0	0	0	0	0	1	1	0	0	0	0	0	0	0
Port Angeles		30	26	4	28	27	1	31	29	2	1	27	24	3	2	2	30	30	0	1
Poulsbo		3	3	0	4	4	0	10	10	0	0	4	4	0	0	0	8	8	0	0
Prosser		1	1	0	0	0	0	0	0	0	0	2	2	0	0	0	1	1	0	0
Roosevelt		8	8	0	11	11	0	15	15	0	0	10	10	0	0	0	1	1	0	0
Stevenson		26	26	0	13	13	0	14	14	0	0	15	14	1	0	1	17	17	0	0
Sunnyside		15	15	0	4	4	0	10	10	0	0	13	13	0	0	0	10	10	0	0
Toppenish		3	3	0	7	7	0	3	3	0	0	3	3	0	0	0	1	1	0	0
Troutlake		5	4	1	7	7	0	2	2	0	0	8	7	1	0	0	5	5	0	0
Wapato		3	3	0	4	4	0	8	8	0	1	3	3	0	0	0	4	4	0	0
White Salmon		3	3	0	2	2	0	2	2	0	0	0	0	0	0	0	0	0	0	0
WhiteSwan		1	1	0	1	1	0	1	1	0	0	2	2	0	0	0	1	1	0	0
Whitstran		1	1	0	0	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0
Willard		154	147	7	128	123	5	145	142	3	4	170	167	3	3	6	128	127	1	2

Total NOOS = Total regulated not out of service trouble reports.

NOOS Cir >72 = Total regulated not out of service trouble reports cleared within 72 hours.

NOOS 72 Excl = 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 Clr >72	NOOS 72 Excl	NOOS	Total NOOS	NOOS Cir 72	NOOS Clr >72	NOOS 72 Excl	NOOS	Total NOOS	NOOS Cir 72	NOOS Clr >72	NOOS 72 Excl	NOOS	Total NOOS	NOOS Cir 72	NOOS Clr >72	NOOS 72 Excl	NOOS	Total NOOS	NOOS Cir 72	NOOS Clr >72	NOOS 72 Excl	NOOS	Total NOOS	NOOS Cir 72	NOOS Clr >72	NOOS 72 Excl	
Chimacum		2	2	0	0	2	2	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	0	
Columbia		2	2	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	3	0	0	
Dallesport		7	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	40	38	0	1	
Glenwood		12	12	0	0	9	9	0	0	3	7	7	0	0	0	0	0	0	0	0	0	0	0	0	0	6	6	0	0		
Goldendale		3	3	0	0	5	5	0	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0		
Grandview		4	4	0	0	2	2	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	4	4	0	0		
Granger		1	1	0	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	6	6	0	0		
Harrah		4	4	0	0	4	4	0	0	0	6	6	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0		
Hood Canal		5	5	0	0	2	2	0	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	6	6	0	0		
Klickitat		1	1	0	0	1	1	0	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0		
Lyle		1	1	0	0	1	1	0	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	3	3	0	0		
Mabton		2	2	0	0	3	3	0	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	5	5	0	0		
Mattawa		1	1	0	0	6	6	0	0	0	7	7	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	0		
Patterson		0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	0		
Port Angeles		1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0		
Poulsbo		22	22	0	0	24	23	1	0	1	15	15	0	0	0	0	0	0	0	0	0	0	0	0	0	32	32	0	0		
Prosser		15	15	0	0	12	12	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	4	4	0	0			
Roosevelt		0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	5	5	0	0			
Stevenson		11	11	0	0	6	6	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	8	8	0	0			
Sunnyside		11	11	0	0	16	16	0	0	1	6	6	0	0	0	0	0	0	0	0	0	0	0	0	10	10	0	0			
Toppenish		6	6	0	0	6	6	0	0	1	10	10	0	0	0	0	0	0	0	0	0	0	0	0	8	8	0	0			
Troutlake		1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0			
Wapato		6	6	0	0	1	1	0	0	2	2	2	0	0	0	0	0	0	0	0	0	0	0	0	3	3	0	0			
White Salmon		5	5	0	0	10	10	0	0	0	7	7	0	0	0	0	0	0	0	0	0	0	0	0	11	11	0	0			
WhiteSwan		0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0			
Whitstran		1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0			
Willard		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	4	0	0			
Washington		123	122	1	6	117	115	2	5	79	79	0	4	4	124	124	0	3	3	96	95	1	1	4	142	139	0	0			

WASHINGTON QUALITY OF SERVICE REPORT  
SERVICE ACTIVATION DELAY

To: Consumer Assistant  
Washington Utilities Transportation Commission  
Olympia, Washington 98504

EXCHANGE	CLLI	Jan-07			Feb-07			Mar-07			1st Qtr 07		
		Total Orders Cmpltd	Held >90 Days	%Held Orders >90 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >90 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >90 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >90 Days
Chimacum	CHMC	16	0	100%	8	0	100%	20	0	100%	44	0	100%
Columbia	CLMA	2	0	100%	0	0	0%	0	0	0%	2	0	100%
Dallesport	DLPT	12	0	100%	8	0	100%	8	0	100%	28	0	100%
Glenwood	GLWD	2	0	100%	3	0	100%	2	0	100%	7	0	100%
Goldendale	GLDL	49	0	100%	33	0	100%	51	0	100%	133	0	100%
Grandview	GDVV	84	0	100%	72	0	100%	92	0	100%	248	0	100%
Granger	GRGR	42	0	100%	16	0	100%	26	0	100%	84	0	100%
Hood Canal	HDCL	21	0	100%	14	0	100%	18	0	100%	53	0	100%
Harrah	HRRH	25	0	100%	21	0	100%	26	0	100%	72	0	100%
Klickitat	KLCT	5	0	100%	5	0	100%	6	0	100%	16	0	100%
Lyle	LYLE	7	0	100%	6	0	100%	17	0	100%	30	0	100%
Mabton	MBTN	16	0	100%	17	0	100%	20	0	100%	53	0	100%
Mattawa	MTWA	51	0	100%	42	0	100%	54	0	100%	147	0	100%
Patterson	PASN	1	0	100%	0	0	0%	3	0	100%	4	0	100%
Poulsbo	PLSB	167	0	100%	112	0	100%	127	0	100%	406	0	100%
Prosser	PRSR	46	0	100%	52	0	100%	54	0	100%	152	0	100%
Port Angeles	PTAG	1	0	100%	2	0	100%	4	0	100%	7	0	100%
Roosevelt	RSVT	1	0	100%	2	0	100%	1	0	100%	4	0	100%
Stevenson	STSN	43	0	100%	46	0	100%	41	0	100%	130	0	100%
Sunnyside	SNSD	161	0	100%	150	0	100%	152	0	100%	463	0	100%
Toppenish	TPNS	113	0	100%	114	0	100%	107	0	100%	334	0	100%
Troutlake	TRLK	4	0	100%	4	0	100%	4	0	100%	12	0	100%
Wapato	WPAT	71	0	100%	68	0	100%	77	0	100%	216	0	100%
White Salmon	WHSL	52	0	100%	50	0	100%	46	0	100%	148	0	100%
WhiteSwan	WHSW	8	0	100%	17	0	100%	17	0	100%	42	0	100%
Whitstran	WHTS	7	0	100%	6	0	100%	10	0	100%	23	0	100%
Willard	WLRD	2	0	100%	3	0	100%	1	0	100%	6	0	100%
Washington		1,009	0	100%	871	0	100%	984	0	100%	2,864	0	100%

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

**WASHINGTON QUALITY OF SERVICE REPORT  
SERVICE ACTIVATION DELAY**

To: Consumer Assistant  
Washington Utilities Transportation Commission  
Olympia, Washington 98504

EXCHANGE	CLLI	Apr-07				May-07				Jun-07				2nd Qtr 07			
		Total Orders Cmpltd	Held >90 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >90 Days	%Held Orders >180 Days
		Chimacum	CHMC	10	0	0	100%	0	0	100%	0%	11	0	0	100%	35	0
Columbia	CLMA				0%			0%									0%
Dallesport	DLPT	7	0	0	100%	0	0	100%	100%	16	0	0	100%	31	0	0	100%
Glenwood	GLWD	1	0	0	100%	0	0	100%	100%	3	0	0	100%	6	0	0	100%
Goldendale	GLDL	52	0	0	100%	0	0	100%	100%	64	1	0	98%	171	1	0	99%
Grandview	GDVW	86	0	0	100%	0	0	100%	100%	67	0	0	100%	246	0	0	100%
Granger	GRGR	21	0	0	100%	0	0	100%	100%	31	0	0	100%	78	0	0	100%
Hood Canal	HDCL	23	0	0	100%	0	0	100%	100%	25	0	0	100%	68	0	0	100%
Harrah	HRRH	23	0	0	100%	0	0	100%	100%	18	0	0	100%	57	0	0	100%
Klickitat	KLCT	7	0	0	100%	0	0	100%	100%	1	0	0	100%	11	0	0	100%
Lyle	LYLE	10	0	0	100%	0	0	100%	100%	11	0	0	100%	31	0	0	100%
Mabton	MBTN	15	0	0	100%	0	0	100%	100%	21	0	0	100%	55	0	0	100%
Mattawa	MTWA	40	0	0	100%	0	0	100%	100%	40	0	0	100%	119	0	0	100%
Patterson	PASN	1	0	0	100%	0	0	100%	100%	0	0	0	0%	5	0	0	100%
Poulsbo	PLSB	128	0	0	100%	0	0	100%	100%	141	0	0	100%	420	0	0	100%
Prosser	PRSR	49	0	0	100%	0	0	100%	100%	55	0	0	100%	161	0	0	100%
Port Angeles	PTAG	2	0	0	100%	0	0	100%	100%	4	0	0	100%	11	0	0	100%
Roosevelt	RSVT	3	0	0	100%	0	0	100%	100%	2	0	0	100%	7	0	0	100%
Stevenson	STSN	47	0	0	100%	0	0	100%	100%	42	0	0	100%	121	0	0	100%
Sunnyside	SNSD	127	0	0	100%	0	0	100%	100%	127	0	0	100%	391	0	0	100%
Toppenish	TPNS	83	0	0	100%	0	0	100%	100%	105	0	0	100%	278	0	0	100%
Troutlake	TRLK	6	0	0	100%	0	0	100%	100%	12	0	0	100%	24	0	0	100%
Wapato	WPAT	70	0	0	100%	0	0	100%	100%	55	0	0	100%	196	0	0	100%
White Salmon	WHSL	41	0	0	100%	0	0	100%	100%	49	0	0	100%	123	0	0	100%
WhiteSwan	WHSW	16	0	0	100%	0	0	100%	100%	16	0	0	100%	38	0	0	100%
Whitstran	WHTS	6	0	0	100%	0	0	100%	100%	11	0	0	100%	23	0	0	100%
Willard	WLRD	1	0	0	100%	0	0	100%	100%	2	0	0	100%	7	0	0	100%
Washington		875	0	0	100%	0	0	100%	100%	929	1	0	100%	2,713	1	0	100%

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION DELAY

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

To: Consumer Assistant  
 Washington Utilities Transportation Commission  
 Olympia, Washington 98504

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jul-07				Aug-07				Sep-07				3rd Qtr 07			
		Total	Held	%Held	%Held	Total	Held	%Held	%Held	Total	Held	%Held	%Held	Total	Held	%Held	%Held
		Orders	>90	Orders	Orders	Orders	>90	Orders	Orders	Orders	>90	Orders	Orders	Orders	Orders	>90	Orders
Chimacum	CHMC	14	0	0	100%	9	0	0	100%	9	0	0	100%	32	0	0	100%
Columbia	CLMA	0	0	0	0%	1	0	0	0%	1	0	0	100%	1	0	0	100%
Dallesport	DLPT	4	0	0	100%	7	0	0	100%	12	0	0	100%	23	0	0	100%
Glenwood	GLWD	2	0	0	100%	1	0	0	100%	0	0	0	0%	3	0	0	100%
Goldendale	GLDL	66	0	0	100%	66	0	0	100%	68	0	0	100%	200	0	0	100%
Grandview	GDVV	82	0	0	100%	80	0	0	100%	62	0	0	100%	224	0	0	100%
Granger	GRGR	24	0	0	100%	16	0	0	100%	14	0	0	100%	54	0	0	100%
Harrah	HRRH	19	0	0	100%	21	0	0	100%	18	0	0	100%	58	0	0	100%
Hood Canal	HDCL	20	0	0	100%	20	0	0	100%	18	0	0	100%	58	0	0	100%
Klickitat	KLCT	6	0	0	100%	10	0	0	100%	2	0	0	100%	18	0	0	100%
Lyle	LYLE	9	0	0	100%	11	0	0	100%	12	1	0	92%	32	1	0	97%
Mabton	MBTN	21	0	0	100%	19	0	0	100%	20	0	0	100%	60	0	0	100%
Mattawa	MTWA	48	0	0	100%	50	0	0	100%	25	0	0	100%	123	0	0	100%
Patterson	PASN	0	0	0	0%	2	0	0	100%	0	0	0	0%	2	0	0	100%
Port Angeles	PTAG	8	0	0	100%	2	0	0	100%	3	0	0	100%	13	0	0	100%
Poulsbo	PLSB	145	0	0	100%	118	0	0	100%	120	0	0	100%	383	0	0	100%
Prosser	PRSR	63	0	0	100%	57	0	0	100%	44	0	0	100%	164	0	0	100%
Roosevelt	RSVT	3	0	0	100%	0	0	0	0%	1	0	0	100%	4	0	0	100%
Stevenson	STSN	37	0	0	100%	47	0	0	100%	39	0	0	100%	123	0	0	100%
Sunnyside	SNSD	138	0	0	100%	126	0	0	100%	130	0	0	100%	394	0	0	100%
Toppenish	TPNS	83	0	0	100%	107	0	0	100%	78	0	0	100%	268	0	0	100%
Troutlake	TRLK	5	0	0	100%	4	0	0	100%	2	0	0	100%	11	0	0	100%
Wapato	WPAT	67	0	0	100%	79	0	0	100%	65	0	0	100%	211	0	0	100%
White Salmon	WHSL	41	0	0	100%	49	0	0	100%	35	0	0	100%	125	0	0	100%
WhiteSwan	WHSW	8	0	0	100%	18	0	0	100%	13	0	0	100%	39	0	0	100%
Whitstran	WHTS	3	0	0	100%	7	0	0	100%	8	0	0	100%	18	0	0	100%
Willard	WLDR	3	0	0	100%	1	0	0	100%	1	0	0	100%	5	0	0	100%
Washington		919	0	0	100%	927	0	0	100%	800	1	0	100%	2,646	1	0	100%

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

**WASHINGTON QUALITY OF SERVICE REPORT  
SERVICE ACTIVATION DELAY**

To: Consumer Assistant  
Washington Utilities Transportation Commission  
Olympia, Washington 98504

EXCHANGE	CLLI	Oct-07				Nov-07				Dec-07				4th Qtr 07			
		Total	Held	%Held	%Held	Total	Held	%Held	%Held	Total	Held	%Held	%Held	Total	Held	%Held	%Held
		Orders	>90	Orders	Orders	Orders	>90	Orders	Orders	Orders	>90	Orders	Orders	Orders	Orders	>90	Orders
Chimacum	CHMC	10	0	100%	100%	13	0	100%	100%	7	0	100%	100%	30	0	100%	100%
Columbia	CLMA			0%	0%			0%	0%			0%	0%			0%	0%
Dallesport	DLPT	15	0	100%	100%	11	1	91%	100%	7	0	100%	100%	33	1	97%	100%
Glenwood	GLWD	4	0	100%	100%	2	0	100%	100%	1	0	100%	100%	7	0	100%	100%
Goldendale	GLDL	57	1	98%	100%	58	0	100%	100%	38	0	100%	100%	153	1	99%	100%
Grandview	GDVV	69	0	100%	100%	49	0	100%	100%	61	0	100%	100%	179	0	100%	100%
Granger	GRGR	27	0	100%	100%	26	0	100%	100%	8	0	100%	100%	61	0	100%	100%
Harran	HRRH	18	0	100%	100%	18	0	100%	100%	3	0	100%	100%	39	0	100%	100%
Hood Canal	HDCL	10	0	100%	100%	16	0	100%	100%	9	0	100%	100%	35	0	100%	100%
Klickitat	KLCT	4	0	100%	100%			0%	0%	1	0	100%	100%	5	0	100%	100%
Lyle	LYLE	11	0	100%	100%	9	0	100%	100%	10	0	100%	100%	30	0	100%	100%
Mabton	MBTN	22	0	100%	100%	17	0	100%	100%	11	0	100%	100%	50	0	100%	100%
Mattawa	MTWA	28	0	100%	100%	41	0	100%	100%	33	0	100%	100%	102	0	100%	100%
Patterson	PASN	1	0	100%	100%	1	0	100%	100%					2	0	100%	100%
Port Angeles	PTAG	3	0	100%	100%	2	0	100%	100%	1	0	100%	100%	6	0	100%	100%
Poulsbo	PLSB	110	0	100%	100%	111	2	98%	98%	92	0	100%	100%	313	2	99%	100%
Prosser	PRSR	37	0	100%	100%			0%	0%	33	0	100%	100%	70	0	100%	100%
Roosevelt	RSVT	2	0	100%	100%	3	0	100%	100%					5	0	100%	100%
Stevenson	STSN	51	0	100%	100%	37	0	100%	100%	31	0	100%	100%	119	0	100%	100%
Sunnyside	SNSD	146	0	100%	100%	111	0	100%	100%	110	0	100%	100%	367	0	100%	100%
Toppenish	TPNS	113	0	100%	100%	79	0	100%	100%	79	0	100%	100%	271	0	100%	100%
Troutlake	TRLK	8	0	100%	100%	5	0	100%	100%	4	0	100%	100%	17	0	100%	100%
Wapato	WPAT	59	0	100%	100%	48	0	100%	100%	52	0	100%	100%	159	0	100%	100%
White Salmon	WHSL	46	0	100%	100%	32	0	100%	100%	15	0	100%	100%	93	0	100%	100%
WhiteSwan	WHSW	9	0	100%	100%	10	0	100%	100%	8	0	100%	100%	27	0	100%	100%
Whitsiran	WHTS	8	0	100%	100%	7	0	100%	100%	5	0	100%	100%	20	0	100%	100%
Willard	WLRD	3	0	100%	100%	1	0	100%	100%	2	0	100%	100%	6	0	100%	100%
Washington		871	1	100%	100%	707	3	2	100%	621	0	100%	100%	2,199	4	2	100%

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jul - Dec 07 (180 Day)				%Held Orders >180 Days
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	
Chimacum	CHMC	62	0	0	100%	
Columbia	CLMA	1	0	0	100%	
Dallesport	DLPT	56	1	0	98%	
Glenwood	GLWD	10	0	0	100%	
Goldendale	GLDL	353	1	0	100%	
Grandview	GDVW	403	0	0	100%	
Granger	GRGR	115	0	0	100%	
Harrah	HRRH	97	0	0	100%	
Hood Canal	HDCL	93	0	0	100%	
Klickitat	KLCT	23	0	0	100%	
Lyle	LYLE	62	1	0	98%	
Mabton	MBTN	110	0	0	100%	
Mattawa	MTWA	225	0	0	100%	
Patterson	PASN	4	0	0	100%	
Port Angeles	PTAG	19	0	0	100%	
Poulsbo	PLSB	696	2	2	100%	
Prosser	PRSR	234	0	0	100%	
Roosevelt	RSVT	9	0	0	100%	
Stevenson	STSN	242	0	0	100%	
Sunnyside	SNSD	761	0	0	100%	
Toppenish	TPNS	539	0	0	100%	
Troutlake	TRLK	28	0	0	100%	
Wapato	WPAT	370	0	0	100%	
White Salmon	WHSL	218	0	0	100%	
WhiteSwan	WHSW	66	0	0	100%	
Whitstran	WHTS	38	0	0	100%	
Willard	WLRD	11	0	0	100%	
Washington		4,845	5	2	100%	