



February 22, 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 issue which contributed to the trouble reports of 4 per 100 access lines for the month:

Klickitat- A power outage caused the failure of a rectifier on January 8th. . Failure of the replacement rectifier delayed final repairs and service restoration until mid-morning on January 9<sup>th</sup> when a new rectifier could be placed at the site. Back up batteries were also replaced in an effort to avoid similar outages in the future. With an access line count of 368 in this exchange the 9 tickets received as a result of this outage greatly contributed to the 4.05 result.

Should you have any questions, please contact me at (541) 387-9289 or by e-mail at [Becky.Sandercock@embarq.com](mailto: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

File: WAmemo 01-08.doc

Page: 1 of 1

RECEIVED  
RECORDS MANAGEMENT  
2008 FEB 27 AM 8:07  
STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION