

WASHINGTON QUALITY OF SERVICE REPORT
SERVICE ACTIVATION

United Telephone Company of the Northwest d.b.a. EMBARQ
COMPANY NAME
2008

| 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 | 9 | 0 | | | | | | | | | | | | | | | | | | | | | | |
| Columbia | CLMA | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | |
| Dallesport | DLPT | 9 | 0 | | | | | | | | | | | | | | | | | | | | | | |
| Glenwood | GLWD | 1 | 0 | | | | | | | | | | | | | | | | | | | | | | |
| Goldendale | GLDL | 35 | 0 | | | | | | | | | | | | | | | | | | | | | | |
| Grandview | GDVW | 65 | 0 | | | | | | | | | | | | | | | | | | | | | | |
| Granger | GRGR | 32 | 0 | | | | | | | | | | | | | | | | | | | | | | |
| Harrah | HRRH | 17 | 0 | | | | | | | | | | | | | | | | | | | | | | |
| Hood Canal | HDCL | 19 | 1 | | | | | | | | | | | | | | | | | | | | | | |
| Klickitat | KLCT | 4 | 0 | | | | | | | | | | | | | | | | | | | | | | |
| Lyle | LYLE | 7 | 0 | | | | | | | | | | | | | | | | | | | | | | |
| Mabton | MBTN | 21 | 0 | | | | | | | | | | | | | | | | | | | | | | |
| Mattawa | MTWA | 28 | 0 | | | | | | | | | | | | | | | | | | | | | | |
| Patterson | PASN | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | |
| Port Angeles | PTAG | 1 | 0 | | | | | | | | | | | | | | | | | | | | | | |
| Poulsbo | PLSB | 100 | 0 | | | | | | | | | | | | | | | | | | | | | | |
| Prosser | PRSR | 42 | 2 | | | | | | | | | | | | | | | | | | | | | | |
| Roosevelt | RSVT | 1 | 0 | | | | | | | | | | | | | | | | | | | | | | |
| Stevenson | STSN | 29 | 2 | | | | | | | | | | | | | | | | | | | | | | |
| Sunnyside | SNSD | 136 | 0 | | | | | | | | | | | | | | | | | | | | | | |
| Toppenish | TPNS | 81 | 0 | | | | | | | | | | | | | | | | | | | | | | |
| Troutlake | TRLK | 7 | 1 | | | | | | | | | | | | | | | | | | | | | | |
| Wapato | WPAT | 77 | 1 | | | | | | | | | | | | | | | | | | | | | | |
| White Salmon | WHSL | 36 | 0 | | | | | | | | | | | | | | | | | | | | | | |
| WhiteSwan | WHSW | 8 | 0 | | | | | | | | | | | | | | | | | | | | | | |
| Whitstran | WHTS | 6 | 0 | | | | | | | | | | | | | | | | | | | | | | |
| Willard | WLRD | 1 | 0 | | | | | | | | | | | | | | | | | | | | | | |
| Washington | | 772 | 7 | | | | | | | | | | | | | | | | | | | | | | |

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
 2008

| Exchange | CLLI | Jan | | Feb | | Mar | | Apr | | May | | Jun | | Jul | | Aug | | Sep | | Oct | | Nov | | Dec | |
|--------------|------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|
| | | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 |
| Chimacum | CHMC | 9 | 1,079 | 0.83 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Columbia | CLMA | 0 | 159 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Dallesport | DLPT | 7 | 742 | 0.94 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Glenwood | GLWD | 11 | 380 | 2.89 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Goldsdale | GLDL | 93 | 4,856 | 1.92 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Grandview | GDVW | 33 | 4,789 | 0.88 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Granger | GRGR | 10 | 1,366 | 0.73 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Harrah | HRRH | 11 | 1,052 | 1.07 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Hood Canal | HDCL | 20 | 2,510 | 0.79 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Klickitat | KLCT | 15 | 368 | 4.08 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Lyle | LYLE | 6 | 988 | 0.61 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Mabton | MBTN | 1 | 1,394 | 0.07 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Mattawa | MTWA | 14 | 2,388 | 0.59 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Patterson | PASN | 7 | 400 | 1.75 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Port Angeles | PRAG | 0 | 277 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Poulsbo | PLSB | 102 | 39,028 | 0.26 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Prosser | PRSR | 27 | 4,624 | 0.58 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Roosevelt | RSVT | 3 | 199 | 1.51 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Stevenson | STSN | 41 | 4,325 | 0.95 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Summerville | SNSD | 68 | 9,926 | 0.69 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Toppenish | TPNS | 41 | 7,459 | 0.55 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Troudsieke | TRLK | 12 | 721 | 1.66 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Wapato | WPAT | 36 | 3,711 | 0.97 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| White Salmon | WHSL | 33 | 4,546 | 0.73 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Whiteswan | WHSW | 6 | 735 | 0.82 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Whitman | WHTS | 4 | 600 | 0.67 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Willard | WLRD | 2 | 315 | 0.63 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Washington | | 612 | 98,937 | 0.62 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 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

Out of Service Trouble Reports Cleared Within 48 Hours

United Telephone Company of the Northwest d.b.a. EMBARG
COMPANY NAME
2008

| Exchange | CLI | Jan | | | Feb | | | Mar | | | Apr | | | May | | | Jun | | |
|--------------|-----|-----------|------------|-------------|-----------|------------|-------------|-----------|------------|-------------|-----------|------------|-------------|-----------|------------|-------------|-----------|------------|-------------|
| | | Total OOS | OOS Cir 48 | OOS Cir >48 | Total OOS | OOS Cir 48 | OOS Cir >48 | Total OOS | OOS Cir 48 | OOS Cir >48 | Total OOS | OOS Cir 48 | OOS Cir >48 | Total OOS | OOS Cir 48 | OOS Cir >48 | Total OOS | OOS Cir 48 | OOS Cir >48 |
| Chimacum | | 6 | 6 | 0 | 1 | | | | | | | | | | | | | | |
| Columbia | | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | |
| Dallesport | | 6 | 6 | 0 | 0 | | | | | | | | | | | | | | |
| Glenwood | | 8 | 8 | 0 | 0 | | | | | | | | | | | | | | |
| Goldendale | | 75 | 73 | 2 | 2 | | | | | | | | | | | | | | |
| Grandview | | 20 | 20 | 0 | 0 | | | | | | | | | | | | | | |
| Granger | | 5 | 5 | 0 | 0 | | | | | | | | | | | | | | |
| Harrish | | 7 | 7 | 0 | 1 | | | | | | | | | | | | | | |
| Hood Canal | | 16 | 16 | 0 | 0 | | | | | | | | | | | | | | |
| Klickitat | | 10 | 10 | 0 | 1 | | | | | | | | | | | | | | |
| Lyle | | 4 | 4 | 0 | 0 | | | | | | | | | | | | | | |
| Mabton | | 1 | 1 | 0 | 0 | | | | | | | | | | | | | | |
| Mattawa | | 10 | 10 | 0 | 0 | | | | | | | | | | | | | | |
| Patterson | | 6 | 6 | 0 | 0 | | | | | | | | | | | | | | |
| Port Angeles | | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | |
| Poulsbo | | 77 | 77 | 0 | 1 | | | | | | | | | | | | | | |
| Prosser | | 22 | 22 | 0 | 0 | | | | | | | | | | | | | | |
| Roosevelt | | 3 | 3 | 0 | 0 | | | | | | | | | | | | | | |
| Stevenson | | 31 | 31 | 0 | 0 | | | | | | | | | | | | | | |
| Sunnyside | | 51 | 51 | 0 | 1 | | | | | | | | | | | | | | |
| Toppenish | | 34 | 34 | 0 | 1 | | | | | | | | | | | | | | |
| Troutlake | | 8 | 8 | 0 | 0 | | | | | | | | | | | | | | |
| Wapato | | 29 | 29 | 0 | 1 | | | | | | | | | | | | | | |
| White Salmon | | 24 | 23 | 1 | 2 | | | | | | | | | | | | | | |
| WhiteSwan | | 6 | 6 | 0 | 0 | | | | | | | | | | | | | | |
| Whitstran | | 3 | 3 | 0 | 0 | | | | | | | | | | | | | | |
| Willard | | 2 | 2 | 0 | 0 | | | | | | | | | | | | | | |
| Washington | | 464 | 461 | 3 | 11 | | | | | | | | | | | | | | |

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

Not Out of Service Trouble Reports Cleared Within 72 Hours

COMPANY NAME
2008

| 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 |
| Chimacum | CHMC | 2 | 0 | 0 | | | | | | | | | | | | | | | |
| Columbia | CLMA | 0 | 0 | 0 | | | | | | | | | | | | | | | |
| Dallesport | DLPT | 0 | 0 | 1 | | | | | | | | | | | | | | | |
| Glenwood | GLWD | 3 | 0 | 0 | | | | | | | | | | | | | | | |
| Goldendale | GLDL | 14 | 14 | 2 | | | | | | | | | | | | | | | |
| Grandview | GDVW | 13 | 0 | 0 | | | | | | | | | | | | | | | |
| Granger | GRGR | 5 | 0 | 0 | | | | | | | | | | | | | | | |
| Harrish | HRRH | 3 | 3 | 0 | | | | | | | | | | | | | | | |
| Hood Canal | HDCN | 4 | 4 | 0 | | | | | | | | | | | | | | | |
| Klickitat | KLCT | 4 | 4 | 0 | | | | | | | | | | | | | | | |
| Lyle | LYLE | 2 | 2 | 0 | | | | | | | | | | | | | | | |
| Mabton | MBTN | 0 | 0 | 0 | | | | | | | | | | | | | | | |
| Mattawa | MTWA | 3 | 3 | 0 | | | | | | | | | | | | | | | |
| Patterson | PASN | 1 | 1 | 0 | | | | | | | | | | | | | | | |
| Port Angeles | PTAG | 0 | 0 | 0 | | | | | | | | | | | | | | | |
| Poulsbo | PLSB | 24 | 0 | 0 | | | | | | | | | | | | | | | |
| Prosser | PRSR | 5 | 5 | 0 | | | | | | | | | | | | | | | |
| Roosevelt | RSVT | 0 | 0 | 0 | | | | | | | | | | | | | | | |
| Stevenson | STSN | 9 | 0 | 1 | | | | | | | | | | | | | | | |
| Sunnyside | SNSD | 16 | 16 | 0 | | | | | | | | | | | | | | | |
| Toppenish | TPNS | 5 | 5 | 0 | | | | | | | | | | | | | | | |
| Troutlake | TRLK | 3 | 3 | 0 | | | | | | | | | | | | | | | |
| Wapato | WPAT | 6 | 6 | 0 | | | | | | | | | | | | | | | |
| White Salmon | WHSI | 6 | 6 | 0 | | | | | | | | | | | | | | | |
| WhiteSwan | WHSW | 0 | 0 | 0 | | | | | | | | | | | | | | | |
| Whitstran | WHTS | 1 | 1 | 0 | | | | | | | | | | | | | | | |
| Willard | WLRD | 0 | 0 | 0 | | | | | | | | | | | | | | | |
| Washington | | 129 | 129 | 8 | | | | | | | | | | | | | | | |

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 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**

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

| EXCHANGE | CLLI | Jan-08 | | | Feb-08 | | | Mar-08 | | | 1st Qtr 08 | | |
|--------------|------|---------------------|---------------|-----------------------|---------------------|---------------|-----------------------|---------------------|---------------|-----------------------|---------------------|---------------|-----------------------|
| | | 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 | 9 | 0 | 100% | 0 | 0% | 0 | 0% | 9 | 0 | 100% | 0 | 0% |
| Columbia | CLMA | 0 | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0 | 0% | 0 | 0% |
| Dallesport | DLPT | 9 | 0 | 100% | 0 | 0% | 0 | 0% | 9 | 0 | 100% | 0 | 0% |
| Glenwood | GLWD | 1 | 0 | 100% | 0 | 0% | 0 | 0% | 1 | 0 | 100% | 0 | 0% |
| Goldendale | GLDL | 35 | 0 | 100% | 0 | 0% | 0 | 0% | 35 | 0 | 100% | 0 | 0% |
| Grandview | GDVW | 65 | 0 | 100% | 0 | 0% | 0 | 0% | 65 | 0 | 100% | 0 | 0% |
| Granger | GRGR | 32 | 0 | 100% | 0 | 0% | 0 | 0% | 32 | 0 | 100% | 0 | 0% |
| Hood Canal | HDCL | 19 | 0 | 100% | 0 | 0% | 0 | 0% | 19 | 0 | 100% | 0 | 0% |
| Harrah | HRRH | 17 | 0 | 100% | 0 | 0% | 0 | 0% | 17 | 0 | 100% | 0 | 0% |
| Klickitat | KLCT | 4 | 0 | 100% | 0 | 0% | 0 | 0% | 4 | 0 | 100% | 0 | 0% |
| Lyle | LYLE | 7 | 0 | 100% | 0 | 0% | 0 | 0% | 7 | 0 | 100% | 0 | 0% |
| Mabton | MBTN | 21 | 0 | 100% | 0 | 0% | 0 | 0% | 21 | 0 | 100% | 0 | 0% |
| Mattawa | MTWA | 28 | 0 | 100% | 0 | 0% | 0 | 0% | 28 | 0 | 100% | 0 | 0% |
| Patterson | PASN | 0 | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0 | 0% | 0 | 0% |
| Poulsbo | PLSB | 100 | 0 | 100% | 0 | 0% | 0 | 0% | 100 | 0 | 100% | 0 | 0% |
| Prosser | PRSR | 42 | 0 | 100% | 0 | 0% | 0 | 0% | 42 | 0 | 100% | 0 | 0% |
| Port Angeles | PTAG | 1 | 0 | 100% | 0 | 0% | 0 | 0% | 1 | 0 | 100% | 0 | 0% |
| Roosevelt | RSVT | 1 | 0 | 100% | 0 | 0% | 0 | 0% | 1 | 0 | 100% | 0 | 0% |
| Stevenson | STSN | 29 | 0 | 100% | 0 | 0% | 0 | 0% | 29 | 0 | 100% | 0 | 0% |
| Sunnyside | SNSD | 136 | 0 | 100% | 0 | 0% | 0 | 0% | 136 | 0 | 100% | 0 | 0% |
| Toppenish | TPNS | 81 | 0 | 100% | 0 | 0% | 0 | 0% | 81 | 0 | 100% | 0 | 0% |
| Troutlake | TRLK | 7 | 0 | 100% | 0 | 0% | 0 | 0% | 7 | 0 | 100% | 0 | 0% |
| Wapato | WPAT | 77 | 0 | 100% | 0 | 0% | 0 | 0% | 77 | 0 | 100% | 0 | 0% |
| White Salmon | WHSL | 36 | 0 | 100% | 0 | 0% | 0 | 0% | 36 | 0 | 100% | 0 | 0% |
| WhiteSwan | WHSW | 8 | 0 | 100% | 0 | 0% | 0 | 0% | 8 | 0 | 100% | 0 | 0% |
| Whitstran | WHST | 6 | 0 | 100% | 0 | 0% | 0 | 0% | 6 | 0 | 100% | 0 | 0% |
| Willard | WLRD | 1 | 0 | 100% | 0 | 0% | 0 | 0% | 1 | 0 | 100% | 0 | 0% |
| Washington | | 772 | 0 | 100% | 0 | 0% | 0 | 0% | 772 | 0 | 100% | 0 | 0% |

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

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

| EXCHANGE | CILLI | Jan - Jun 08 (180 Day) | | | |
|--------------|-------|---------------------------|---------------------|----------------------|------------------------------|
| | | Total Orders Cmpltd | Held >90 Days | Held >180 Days | %Held Orders >180 Days |
| Chimacum | CHMC | 9 | 0 | 0 | 100% |
| Columbia | CLMA | 0 | 0 | 0 | 0% |
| Dallesport | DLPT | 9 | 0 | 0 | 100% |
| Glenwood | GLWD | 1 | 0 | 0 | 100% |
| Goldendale | GLDL | 35 | 0 | 0 | 100% |
| Grandview | GDVW | 65 | 0 | 0 | 100% |
| Granger | GRGR | 32 | 0 | 0 | 100% |
| Hood Canal | HDCL | 19 | 0 | 0 | 100% |
| Harrah | HRRH | 17 | 0 | 0 | 100% |
| Klickitat | KLCT | 4 | 0 | 0 | 100% |
| Lyle | LYLE | 7 | 0 | 0 | 100% |
| Mabton | MBTN | 21 | 0 | 0 | 100% |
| Mattawa | MTWA | 28 | 0 | 0 | 100% |
| Patterson | PASN | 0 | 0 | 0 | 0% |
| Poulsbo | PLSB | 100 | 0 | 0 | 100% |
| Prosser | PRSR | 42 | 0 | 0 | 100% |
| Port Angeles | PTAG | 1 | 0 | 0 | 100% |
| Roosevelt | RSVT | 1 | 0 | 0 | 100% |
| Stevenson | STSN | 29 | 0 | 0 | 100% |
| Sunnyside | SNSD | 136 | 0 | 0 | 100% |
| Toppenish | TPNS | 81 | 0 | 0 | 100% |
| Troutlake | TRLK | 7 | 0 | 0 | 100% |
| Wapato | WPAT | 77 | 0 | 0 | 100% |
| White Salmon | WHSL | 36 | 0 | 0 | 100% |
| WhiteSwan | WHSW | 8 | 0 | 0 | 100% |
| Whitstran | WHTS | 6 | 0 | 0 | 100% |
| Willard | WLRD | 1 | 0 | 0 | 100% |
| Washington | | 772 | 0 | 0 | 100% |

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 | | |
|--------------|------|-------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|-----|---|--|
| | | 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 | | 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 | 13 | 0 | 0 | 0 | 0 | 7 | 3 | 0 | |
| Columbia | | 2 | 0 | 0 | 8 | 0 | 0 | 8 | 2 | 0 | 7 | 0 | 0 | 8 | 0 | 0 | 16 | 1 | 0 | 4 | 0 | 0 | 1 | 0 | 0 | 15 | 0 | 0 | 11 | 1 | 0 | 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 | 0 | 0 | 4 | 0 | 0 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | | | |
| Glenwood | | 2 | 0 | 0 | 33 | 0 | 0 | 51 | 2 | 0 | 52 | 0 | 0 | 66 | 2 | 0 | 64 | 1 | 0 | 66 | 2 | 0 | 66 | 4 | 0 | 57 | 2 | 0 | 58 | 2 | 0 | 0 | 38 | 1 | 0 | | |
| Goldendale | | 49 | 0 | 0 | 0 | 0 | 0 | 92 | 0 | 0 | 86 | 1 | 0 | 93 | 1 | 0 | 67 | 1 | 0 | 82 | 1 | 0 | 80 | 0 | 0 | 69 | 1 | 0 | 49 | 0 | 0 | 61 | 0 | 0 | | | |
| Grandview | | 84 | 3 | 0 | 72 | 0 | 0 | 26 | 0 | 0 | 21 | 0 | 0 | 26 | 1 | 0 | 31 | 0 | 0 | 24 | 0 | 0 | 16 | 0 | 0 | 27 | 1 | 0 | 26 | 0 | 0 | 8 | 0 | 0 | | | |
| Granger | | 42 | 1 | 0 | 16 | 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 | 3 | 0 | 0 | | | |
| Harrish | | 25 | 0 | 0 | 21 | 0 | 0 | 18 | 0 | 0 | 23 | 0 | 0 | 20 | 1 | 0 | 25 | 1 | 0 | 20 | 2 | 0 | 18 | 0 | 0 | 10 | 0 | 0 | 16 | 1 | 0 | 9 | 1 | 0 | | | |
| Hood Canal | | 21 | 1 | 0 | 14 | 0 | 0 | 18 | 0 | 0 | 23 | 0 | 0 | 20 | 1 | 0 | 25 | 1 | 0 | 20 | 2 | 0 | 18 | 0 | 0 | 10 | 0 | 0 | 16 | 1 | 0 | 9 | 1 | 0 | | | |
| Klickitat | | 5 | 0 | 0 | 5 | 0 | 0 | 6 | 0 | 0 | 7 | 0 | 0 | 3 | 0 | 0 | 1 | 0 | 0 | 6 | 0 | 0 | 2 | 0 | 0 | 4 | 0 | 0 | 6 | 1 | 0 | 1 | 0 | 0 | | | |
| Lyle | | 7 | 0 | 0 | 6 | 0 | 0 | 17 | 0 | 0 | 10 | 0 | 0 | 10 | 0 | 0 | 11 | 1 | 0 | 9 | 0 | 0 | 12 | 1 | 0 | 11 | 0 | 0 | 9 | 1 | 0 | 10 | 0 | 0 | | | |
| Mabton | | 16 | 1 | 0 | 17 | 0 | 0 | 20 | 0 | 0 | 15 | 0 | 0 | 19 | 0 | 0 | 21 | 0 | 0 | 21 | 0 | 0 | 20 | 0 | 0 | 22 | 0 | 0 | 17 | 0 | 0 | 11 | 0 | 0 | | | |
| Mattawa | | 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 | 41 | 0 | 0 | 33 | 0 | 0 | | | |
| Patterson | | 1 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 4 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | | | |
| Port Angeles | | 1 | 0 | 0 | 2 | 0 | 0 | 4 | 0 | 0 | 2 | 0 | 0 | 5 | 1 | 0 | 4 | 0 | 0 | 8 | 1 | 0 | 8 | 0 | 0 | 3 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | | | |
| Poulsbo | | 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 | 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 | 37 | 0 | 0 | 33 | 1 | 0 | | | |
| Roosevelt | | 1 | 1 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 3 | 0 | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 3 | 0 | 0 | 1 | 0 | 0 | 2 | 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 | 37 | 3 | 0 | 31 | 4 | 0 | | | |
| Sunnyside | | 161 | 0 | 0 | 150 | 1 | 0 | 152 | 2 | 0 | 127 | 0 | 0 | 137 | 1 | 0 | 127 | 1 | 0 | 138 | 1 | 0 | 126 | 0 | 0 | 146 | 1 | 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 | 79 | 1 | 0 | 79 | 1 | 0 | | | |
| Troutlake | | 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 | 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 | 0 | 0 | 79 | 1 | 0 | 59 | 0 | 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 | 32 | 3 | 0 | 15 | 1 | 0 | | | |
| WhitSwan | | 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 | 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 | 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 | 0 | 0 | 3 | 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 | 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 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 | | |
|--------------|------|---------------|------|------|---------------|------|------|---------------|------|------|---------------|------|------|---------------|------|------|---------------|------|------|---------------|------|------|---------------|------|------|---------------|------|------|---------------|------|------|---------------|------|------|---------------|----|---|
| | | Repair Appnts | | | Repair Appnts | | | Repair Appnts | | | Repair Appnts | | | Repair Appnts | | | Repair Appnts | | | Repair Appnts | | | Repair Appnts | | | Repair Appnts | | | Repair Appnts | | | Repair Appnts | | | Repair 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 | | 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 | 8 | 0 | 0 |
| Columbia | | 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 | 8 | 0 | 0 |
| Dalesport | | 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 | 11 | 0 | 0 |
| Glennwood | | 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 | 88 | 29 | 0 |
| Goldendale | | 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 | 30 | 3 | 0 |
| Grandview | | 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 | 15 | 0 | 0 |
| Harrish | | 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 | 13 | 0 | 0 |
| Hood Canal | | 42 | 5 | 0 | 38 | 7 | 0 | 29 | 3 | 0 | 17 | 2 | 0 | 30 | 4 | 0 | 61 | 2 | 0 | 24 | 3 | 0 | 25 | 4 | 0 | 39 | 6 | 0 | 24 | 0 | 0 | 20 | 3 | 0 | 20 | 3 | 0 |
| Klickitat | | 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 | 3 | 0 | 0 |
| 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 | 9 | 0 | 0 | 6 | 0 | 0 |
| Mabton | | 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 | 2 | 0 | 0 |
| Mattawa | | 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 | 12 | 1 | 0 |
| Patterson | | 5 | 0 | 0 | 5 | 0 | 0 | 3 | 0 | 0 | 4 | 0 | 0 | 4 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Port Angeles | | 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 | 166 | 6 | 0 |
| Poulsbo | | 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 | 27 | 4 | 0 |
| Prosser | | 5 | 0 | 0 | 4 | 1 | 0 | 3 | 2 | 0 | 5 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 11 | 1 | 0 | |
| Roosevelt | | 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 | 84 | 3 | 0 |
| Stevenson | | 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 | 65 | 4 | 0 |
| Sunnyside | | 64 | 3 | 0 | 34 | 2 | 0 | 45 | 0 | 0 | 47 | 0 | 0 | 70 | 0 | 0 | 38 | 0 | 0 | 101 | 43 | 0 | 51 | 3 | 0 | 41 | 1 | 0 | 60 | 2 | 0 | 49 | 2 | 0 | 40 | 4 | 0 |
| Toppenish | | 5 | 0 | 0 | 9 | 0 | 0 | 7 | 0 | 0 | 7 | 0 | 0 | 5 | 0 | 0 | 5 | 0 | 0 | 6 | 1 | 0 | 5 | 2 | 0 | 2 | 0 | 0 | 8 | 1 | 0 | 5 | 0 | 0 | 7 | 0 | 0 |
| Troulaka | | 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 | 30 | 1 | 0 |
| Wapato | | 28 | 1 | 0 | 32 | 3 | 0 | 94 | 3 | 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 | 46 | 6 | 0 |
| White Salmon | | 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 | 13 | 1 | 0 | 11 | 0 | 0 |
| WhitSwan | | 8 | 0 | 0 | 5 | 1 | 0 | 4 | 0 | 0 | 7 | 1 | 0 | 3 | 0 | 0 | 2 | 0 | 0 | 4 | 0 | 0 | 10 | 5 | 0 | 6 | 0 | 0 | 3 | 0 | 0 | 6 | 1 | 0 | 3 | 0 | 0 |
| Whitstran | | 1 | 0 | 0 | 2 | 0 | 0 | 3 | 0 | 0 | 14 | 0 | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 4 | 2 | 0 | 10 | 5 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 0 |
| Willard | | 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 | 715 | 65 | 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 | 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 |
| Chimacum | CHMC | 16 | 1 | 8 | 0 | 20 | 4 | 10 | 0 | 14 | 0 | 11 | 0 | 14 | 1 | 9 | 0 | 9 | 0 | 10 | 0 | 13 | 0 | 7 | 2 |
| Columbia | CLMA | 2 | 0 | 0 | 0 | 8 | 2 | 7 | 1 | 8 | 0 | 16 | 1 | 4 | 0 | 7 | 0 | 12 | 0 | 15 | 0 | 11 | 0 | 7 | 0 |
| Dallesport | DLPT | 12 | 1 | 8 | 0 | 2 | 0 | 1 | 0 | 2 | 1 | 3 | 0 | 2 | 1 | 1 | 0 | 0 | 0 | 4 | 0 | 2 | 0 | 1 | 0 |
| Glenwood | GLWD | 2 | 0 | 3 | 0 | 51 | 1 | 52 | 1 | 55 | 4 | 64 | 2 | 66 | 1 | 66 | 1 | 68 | 3 | 57 | 2 | 58 | 2 | 38 | 1 |
| Goldendale | GLDL | 49 | 0 | 33 | 1 | 86 | 0 | 86 | 1 | 93 | 0 | 67 | 0 | 82 | 0 | 80 | 0 | 62 | 1 | 69 | 1 | 49 | 1 | 61 | 0 |
| Grandview | GDVW | 84 | 0 | 72 | 0 | 26 | 0 | 21 | 0 | 26 | 1 | 31 | 0 | 24 | 0 | 16 | 0 | 14 | 0 | 27 | 1 | 26 | 0 | 8 | 0 |
| Granger | GRGR | 42 | 1 | 16 | 0 | 26 | 0 | 23 | 0 | 16 | 0 | 18 | 0 | 19 | 0 | 21 | 0 | 18 | 0 | 18 | 0 | 18 | 0 | 3 | 0 |
| Harrah | HRRH | 25 | 0 | 21 | 0 | 26 | 0 | 23 | 1 | 20 | 2 | 25 | 0 | 20 | 2 | 20 | 1 | 18 | 0 | 10 | 0 | 16 | 1 | 9 | 1 |
| Hood Canal | HDCL | 21 | 6 | 14 | 4 | 18 | 0 | 23 | 1 | 3 | 0 | 1 | 1 | 6 | 0 | 10 | 0 | 2 | 0 | 4 | 0 | 6 | 0 | 1 | 0 |
| Klickitat | KLCT | 5 | 0 | 5 | 1 | 6 | 1 | 7 | 0 | 3 | 0 | 1 | 1 | 1 | 0 | 10 | 0 | 2 | 0 | 4 | 0 | 6 | 0 | 1 | 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 | 10 | 0 |
| Mabton | MBTN | 16 | 0 | 17 | 0 | 20 | 0 | 15 | 0 | 19 | 0 | 21 | 0 | 21 | 0 | 19 | 0 | 20 | 0 | 22 | 0 | 17 | 0 | 11 | 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 | 33 | 1 |
| Patterson | PASN | 1 | 0 | 0 | 0 | 3 | 0 | 1 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 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 | 1 | 0 |
| Poulsbo | PLSB | 167 | 11 | 112 | 5 | 127 | 1 | 128 | 0 | 151 | 3 | 141 | 4 | 145 | 1 | 118 | 2 | 120 | 2 | 110 | 1 | 114 | 2 | 92 | 3 |
| Prosser | PRSR | 46 | 0 | 52 | 1 | 54 | 0 | 49 | 1 | 57 | 1 | 55 | 0 | 63 | 0 | 57 | 1 | 44 | 1 | 37 | 1 | 37 | 0 | 33 | 0 |
| Roosevelt | RSVT | 1 | 1 | 2 | 0 | 1 | 0 | 3 | 0 | 2 | 0 | 2 | 0 | 3 | 0 | 0 | 0 | 1 | 0 | 2 | 0 | 3 | 0 | 0 | 0 |
| Stevenson | STSN | 43 | 3 | 46 | 3 | 41 | 1 | 47 | 2 | 32 | 0 | 42 | 2 | 37 | 0 | 47 | 1 | 39 | 1 | 51 | 2 | 37 | 3 | 31 | 2 |
| Sunnyside | SNSD | 161 | 1 | 150 | 2 | 152 | 1 | 127 | 0 | 137 | 0 | 127 | 0 | 138 | 1 | 126 | 1 | 130 | 0 | 146 | 1 | 111 | 1 | 110 | 1 |
| Toppenish | TPNS | 113 | 2 | 114 | 2 | 107 | 0 | 83 | 0 | 90 | 0 | 105 | 0 | 83 | 0 | 107 | 0 | 78 | 0 | 113 | 1 | 79 | 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 | 4 | 0 |
| Wapato | WPAT | 71 | 0 | 68 | 0 | 77 | 0 | 70 | 1 | 71 | 0 | 56 | 2 | 67 | 0 | 79 | 1 | 65 | 0 | 59 | 0 | 48 | 0 | 52 | 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 | 15 | 2 |
| WhiteSwan | WHSW | 8 | 0 | 17 | 1 | 17 | 1 | 16 | 0 | 6 | 0 | 16 | 1 | 8 | 0 | 18 | 0 | 13 | 0 | 9 | 0 | 10 | 0 | 8 | 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 | 5 | 0 |
| Willard | WLRD | 2 | 0 | 3 | 0 | 1 | 0 | 1 | 0 | 4 | 0 | 2 | 0 | 3 | 0 | 1 | 1 | 1 | 1 | 3 | 0 | 1 | 0 | 2 | 0 |
| Washington | | 1,009 | 35 | 871 | 21 | 984 | 16 | 875 | 10 | 909 | 17 | 929 | 16 | 919 | 9 | 927 | 13 | 800 | 14 | 871 | 11 | 753 | 16 | 621 | 15 |

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 | CLLI | Jan | | Feb | | Mar | | Apr | | May | | Jun | | Jul | | Aug | | Sep | | Oct | | Nov | | Dec | |
|--------------|------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|
| | | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 |
| Chimacum | | 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 2.89 | 10 | 1,087 0.92 | 13 | 1,089 1.19 | 8 | 1,085 0.74 | 8 | 1,079 0.74 | 7 | 1,085 0.65 | 8 | 1,081 0.74 |
| Columbia | | 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 | 159 0.00 |
| Dallasport | | 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 | 8 | 759 1.05 | 8 | 756 1.06 | 13 | 749 1.74 |
| Glenwood | | 4 | 373 1.07 | 11 | 377 2.92 | 18 | 378 2.76 | 7 | 382 1.83 | 5 | 384 1.30 | 3 | 387 0.78 | 7 | 387 1.81 | 1 | 380 0.26 | 3 | 378 0.79 | 10 | 380 2.63 | 6 | 381 1.57 | 11 | 381 2.89 |
| Goldendale | | 31 | 4,879 0.64 | 29 | 4,879 0.64 | 41 | 4,895 0.84 | 113 | 4,892 2.31 | 62 | 4,897 1.27 | 42 | 4,876 0.96 | 47 | 4,879 0.96 | 66 | 4,890 1.36 | 36 | 4,913 0.73 | 52 | 4,904 1.06 | 58 | 4,905 1.18 | 88 | 4,890 1.80 |
| Grandview | | 53 | 5,070 1.05 | 24 | 5,085 0.47 | 46 | 5,090 0.91 | 29 | 5,082 0.57 | 34 | 5,064 0.87 | 24 | 5,015 0.48 | 23 | 4,991 0.46 | 33 | 4,962 0.34 | 17 | 4,962 0.34 | 26 | 4,933 0.53 | 30 | 4,902 0.61 | 30 | 4,832 0.62 |
| Granger | | 17 | 1,425 1.19 | 14 | 1,411 0.99 | 16 | 1,412 1.13 | 12 | 1,410 0.85 | 12 | 1,410 0.85 | 11 | 1,407 0.78 | 16 | 1,404 1.14 | 9 | 1,404 0.64 | 8 | 1,393 0.57 | 13 | 1,388 0.94 | 15 | 1,390 1.06 | 15 | 1,376 1.09 |
| Harrah | | 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 0.97 | 9 | 1,031 0.87 | 17 | 1,039 1.64 | 13 | 1,037 1.25 |
| Hood Canal | | 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 | 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 | 20 | 2,539 0.79 | 20 | 2,527 0.78 |
| Klickitat | | 7 | 367 1.91 | 7 | 366 1.91 | 7 | 361 1.94 | 2 | 366 0.55 | 2 | 366 0.55 | 2 | 363 0.55 | 7 | 363 1.93 | 7 | 368 2.45 | 1 | 364 0.27 | 9 | 367 2.45 | 3 | 368 0.82 | 3 | 365 0.82 |
| Lyle | | 6 | 976 0.61 | 8 | 979 0.82 | 12 | 982 1.22 | 8 | 984 0.81 | 8 | 984 0.81 | 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 | | 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 0.42 | 2 | 1,403 0.14 | 3 | 1,389 0.22 |
| MTWA | | 39 | 2,466 1.58 | 23 | 2,465 0.93 | 27 | 2,460 1.37 | 46 | 2,460 1.87 | 34 | 2,474 1.37 | 24 | 2,473 0.97 | 17 | 2,465 0.69 | 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 |
| Paterson | | 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 | 407 0.25 | 1 | 407 0.25 | 1 | 404 0.00 | 2 | 403 0.50 | 0 | 404 0.00 | 0 | 402 0.00 |
| Port Angeles | | 5 | 281 1.78 | 4 | 279 1.43 | 4 | 283 1.41 | 17 | 284 0.96 | 1 | 287 0.35 | 1 | 286 0.35 | 3 | 288 1.04 | 1 | 288 0.35 | 1 | 289 0.35 | 5 | 280 1.79 | 16 | 281 0.68 | 1 | 280 0.36 |
| Poulsbo | | 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 | 88 | 39,471 0.23 | 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 |
| Prosser | | 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 | 4,699 0.72 | 39 | 4,702 0.83 | 35 | 4,685 0.75 | 27 | 4,703 0.57 | 33 | 4,707 0.70 | 31 | 4,683 0.66 | 27 | 4,680 0.58 |
| Rosevelt | | 5 | 198 2.53 | 4 | 184 2.06 | 3 | 194 1.55 | 5 | 196 2.55 | 1 | 198 0.51 | 2 | 197 1.02 | 2 | 201 1.00 | 1 | 198 0.51 | 0 | 195 0.00 | 1 | 199 0.50 | 1 | 200 0.50 | 11 | 199 0.50 |
| Stevenson | | 67 | 4,342 1.54 | 51 | 4,345 1.77 | 65 | 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 | 84 | 4,338 1.94 |
| Sunnyside | | 111 | 10,273 1.08 | 79 | 10,310 0.77 | 85 | 10,304 0.82 | 76 | 10,269 0.74 | 63 | 10,239 0.62 | 68 | 10,190 0.67 | 61 | 10,152 0.84 | 85 | 10,116 0.84 | 46 | 10,096 0.46 | 59 | 10,091 0.58 | 62 | 10,089 0.61 | 65 | 10,002 0.65 |
| Toppenish | | 64 | 7,783 0.82 | 34 | 7,811 0.44 | 45 | 7,832 0.57 | 47 | 7,797 0.60 | 70 | 7,748 0.60 | 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 |
| Trendle | | 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 | 7 | 716 0.98 |
| Wapato | | 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 | 3,792 0.87 | 33 | 3,792 0.87 | 24 | 3,787 0.63 | 23 | 3,756 0.61 | 19 | 3,742 0.51 | 30 | 3,706 0.81 |
| White Salmon | | 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 | 27 | 4,587 0.59 | 31 | 4,562 0.88 | 43 | 4,552 0.94 | 46 | 4,540 1.01 |
| Whiteswan | | 16 | 709 2.26 | 7 | 717 0.98 | 7 | 724 0.67 | 3 | 725 0.41 | 5 | 744 0.67 | 8 | 736 1.09 | 11 | 728 1.51 | 3 | 728 0.41 | 4 | 732 0.55 | 9 | 730 1.23 | 13 | 726 1.79 | 11 | 730 1.51 |
| Whitman | | 8 | 610 1.31 | 5 | 611 0.82 | 4 | 613 0.65 | 7 | 612 1.14 | 5 | 609 0.49 | 2 | 610 0.33 | 4 | 606 0.66 | 10 | 603 1.66 | 6 | 609 0.99 | 3 | 612 0.49 | 6 | 604 0.99 | 3 | 603 0.50 |
| Willard | | 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 | 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 | 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 | 715 | 99,283 0.72 |

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 Telephones Company of the Northwest, d.b.a. EMBARQ
 COMPANY NAME
 2007

| Exchange | GLLI | 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 | 46,511 | 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 |
| Sunnyside | SNSD | 32,313 | 2 | 100.0 | 118,173 | 0 | 100.0 | 129,387 | 0 | 100.0 | 124,979 | 0 | 100.0 | 126,170 | 0 | 100.0 | 120,916 | 26 | 100.0 | 120,141 | 1 | 100.0 | 120,903 | 0 | 100.0 | 111,857 | 0 | 100.0 | 120,188 | 2 | 100.0 | 114,981 | 0 | 100.0 | 108,273 | 2 | 100.0 |
| Washington | | 85,326 | 3 | 100.0 | 164,684 | 0 | 100.0 | 181,970 | 4 | 100.0 | 190,563 | 0 | 100.0 | 174,507 | 0 | 100.0 | 168,896 | 26 | 100.0 | 172,162 | 2 | 100.0 | 170,154 | 0 | 100.0 | 152,828 | 0 | 100.0 | 163,509 | 3 | 100.0 | 155,156 | 2 | 100.0 | 152,118 | 2 | 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. EMBARG
COMPANY NAME
2007

| Exchange | CLLI | Jan | | | Feb | | | Mar | | | Apr | | | May | | | Jun | | |
|---------------|------|-----------|------------|-------------|-----------|------------|-------------|-----------|------------|-------------|-----------|------------|-------------|-----------|------------|-------------|-----------|------------|-------------|
| | | Total OOS | OOS Ctr 48 | OOS Ctr >48 | Total OOS | OOS Ctr 48 | OOS Ctr >48 | Total OOS | OOS Ctr 48 | OOS Ctr >48 | Total OOS | OOS Ctr 48 | OOS Ctr >48 | Total OOS | OOS Ctr 48 | OOS Ctr >48 | Total OOS | OOS Ctr 48 | OOS Ctr >48 |
| Chimacum | CHMC | 8 | 8 | 0 | 6 | 6 | 0 | 13 | 13 | 0 | 5 | 5 | 0 | 9 | 9 | 0 | 19 | 19 | 0 |
| Columbia | CLMA | 7 | 7 | 0 | 3 | 3 | 0 | 4 | 4 | 0 | 11 | 11 | 0 | 19 | 19 | 0 | 9 | 9 | 0 |
| Dallesport | DLPT | 2 | 2 | 0 | 11 | 9 | 2 | 16 | 16 | 0 | 7 | 7 | 0 | 4 | 4 | 0 | 1 | 1 | 0 |
| Glenwood | GLWD | 25 | 25 | 0 | 23 | 23 | 0 | 28 | 28 | 0 | 59 | 59 | 0 | 27 | 26 | 1 | 29 | 29 | 0 |
| Goldendale | GLDL | 43 | 43 | 0 | 19 | 18 | 1 | 36 | 36 | 0 | 22 | 22 | 0 | 25 | 25 | 0 | 20 | 20 | 0 |
| Grandview | GDVW | 17 | 17 | 0 | 13 | 13 | 0 | 13 | 13 | 0 | 11 | 11 | 0 | 17 | 17 | 0 | 10 | 10 | 0 |
| Granger | GRGR | 28 | 28 | 0 | 13 | 13 | 0 | 23 | 23 | 0 | 9 | 9 | 0 | 24 | 24 | 0 | 11 | 11 | 0 |
| Harrish | HRRH | 30 | 27 | 3 | 25 | 25 | 0 | 23 | 23 | 0 | 16 | 16 | 0 | 22 | 21 | 1 | 53 | 53 | 0 |
| Hood Canal | HDCL | 3 | 3 | 0 | 4 | 4 | 0 | 4 | 4 | 0 | 1 | 1 | 0 | 1 | 1 | 0 | 1 | 1 | 0 |
| Klickitat | KLCT | 5 | 5 | 0 | 7 | 7 | 0 | 10 | 10 | 0 | 8 | 8 | 0 | 3 | 3 | 0 | 2 | 2 | 0 |
| Lyle | LYLE | 22 | 22 | 0 | 17 | 17 | 0 | 8 | 8 | 0 | 3 | 3 | 0 | 6 | 6 | 0 | 5 | 5 | 0 |
| Mabton | MBTN | 32 | 32 | 0 | 18 | 18 | 0 | 25 | 25 | 0 | 40 | 40 | 0 | 27 | 27 | 0 | 17 | 17 | 0 |
| Mattawa | MTWA | 5 | 5 | 0 | 4 | 4 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 |
| Patterson | PASN | 5 | 5 | 0 | 1 | 1 | 0 | 2 | 2 | 0 | 13 | 13 | 0 | 0 | 0 | 0 | 1 | 1 | 0 |
| Port Angeles | PTAG | 163 | 158 | 5 | 108 | 106 | 2 | 98 | 98 | 0 | 118 | 118 | 0 | 67 | 66 | 1 | 89 | 89 | 0 |
| Porto Angeles | PLSB | 30 | 29 | 1 | 32 | 32 | 0 | 34 | 34 | 0 | 31 | 31 | 0 | 23 | 23 | 0 | 26 | 26 | 0 |
| Prosser | PRSR | 4 | 4 | 0 | 4 | 4 | 0 | 3 | 3 | 0 | 3 | 3 | 0 | 1 | 1 | 0 | 1 | 1 | 0 |
| Roosevelt | RSVT | 58 | 58 | 0 | 38 | 38 | 0 | 49 | 49 | 0 | 20 | 20 | 0 | 122 | 122 | 0 | 61 | 61 | 0 |
| Stevenson | STSN | 84 | 84 | 0 | 65 | 65 | 0 | 71 | 71 | 0 | 61 | 61 | 0 | 47 | 47 | 0 | 51 | 49 | 2 |
| Sunnyside | SNSD | 48 | 48 | 0 | 29 | 29 | 0 | 35 | 35 | 0 | 34 | 34 | 0 | 44 | 44 | 0 | 28 | 28 | 0 |
| Toppenish | TPNS | 2 | 2 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 4 | 4 | 0 | 4 | 4 | 0 | 4 | 4 | 0 |
| Trouflake | TRLK | 52 | 44 | 8 | 33 | 33 | 0 | 31 | 31 | 0 | 20 | 20 | 0 | 30 | 30 | 0 | 29 | 29 | 0 |
| Wapato | WPAT | 24 | 24 | 0 | 27 | 27 | 0 | 85 | 85 | 0 | 22 | 22 | 0 | 17 | 17 | 0 | 11 | 11 | 0 |
| White Salmon | WHSL | 13 | 13 | 0 | 5 | 5 | 0 | 5 | 5 | 0 | 3 | 3 | 0 | 5 | 5 | 0 | 8 | 8 | 0 |
| WhiteSwan | WHSW | 7 | 7 | 0 | 3 | 3 | 0 | 3 | 3 | 0 | 5 | 5 | 0 | 2 | 2 | 0 | 1 | 1 | 0 |
| Whitstran | WHTS | 0 | 0 | 0 | 2 | 2 | 0 | 2 | 2 | 0 | 13 | 13 | 0 | 2 | 2 | 0 | 2 | 2 | 0 |
| Willard | WLRD | 712 | 695 | 17 | 512 | 507 | 5 | 624 | 624 | 0 | 539 | 539 | 0 | 651 | 548 | 3 | 489 | 487 | 2 |
| Washington | | 10 | 10 | 0 | 10 | 10 | 0 | 10 | 10 | 0 | 2 | 2 | 0 | 6 | 6 | 0 | 9 | 9 | 0 |

Total OOS = Total regulated out of service trouble reports.

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

OOS Ctr >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 Cir >48 | OOS Excl | Total OOS | OOS Cir >48 | OOS Excl | Total OOS | OOS Cir >48 | OOS Excl | Total OOS | OOS Cir >48 | OOS Excl | Total OOS | OOS Cir >48 | OOS Excl | Total OOS | OOS Cir >48 | OOS Excl |
| Chimacum | CHMC | 8 | 8 | 0 | 11 | 11 | 0 | 5 | 5 | 0 | 7 | 7 | 0 | 7 | 7 | 0 | 5 | 5 | 0 |
| Columbia | CLMA | 21 | 21 | 0 | 6 | 6 | 0 | 4 | 4 | 0 | 8 | 8 | 0 | 7 | 7 | 0 | 10 | 10 | 0 |
| Dallesport | DLPT | 0 | 0 | 0 | 1 | 1 | 0 | 3 | 3 | 0 | 8 | 8 | 0 | 8 | 8 | 0 | 11 | 11 | 0 |
| Glenwood | GLWD | 35 | 35 | 0 | 57 | 57 | 0 | 24 | 24 | 0 | 45 | 45 | 0 | 53 | 52 | 1 | 46 | 44 | 2 |
| Goldendale | GLDL | 19 | 19 | 0 | 28 | 28 | 0 | 13 | 13 | 0 | 21 | 21 | 0 | 21 | 19 | 0 | 22 | 22 | 0 |
| Grandview | GDVW | 12 | 12 | 0 | 7 | 7 | 0 | 5 | 5 | 0 | 10 | 10 | 0 | 11 | 11 | 0 | 15 | 15 | 0 |
| Granger | GRGR | 8 | 8 | 0 | 7 | 7 | 0 | 8 | 8 | 0 | 21 | 21 | 0 | 15 | 15 | 0 | 13 | 13 | 0 |
| Harrah | HRRH | 19 | 19 | 0 | 19 | 19 | 0 | 32 | 30 | 2 | 5 | 5 | 0 | 16 | 16 | 0 | 14 | 13 | 1 |
| Hood Canal | HDCL | 2 | 2 | 0 | 7 | 7 | 0 | 1 | 1 | 0 | 6 | 6 | 0 | 3 | 3 | 0 | 2 | 2 | 0 |
| Klickitat | KLCT | 7 | 7 | 0 | 9 | 9 | 0 | 1 | 1 | 0 | 11 | 11 | 0 | 6 | 6 | 0 | 6 | 6 | 0 |
| Lyle | LYLE | 5 | 5 | 0 | 6 | 6 | 0 | 4 | 4 | 0 | 3 | 3 | 0 | 2 | 2 | 0 | 3 | 3 | 0 |
| Mabton | MBTN | 16 | 16 | 0 | 17 | 17 | 0 | 10 | 10 | 0 | 12 | 12 | 0 | 28 | 28 | 0 | 9 | 9 | 0 |
| Mattawa | MTWA | 1 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 1 | 1 | 0 |
| Patterson | PASN | 2 | 2 | 0 | 1 | 1 | 0 | 1 | 1 | 0 | 77 | 77 | 0 | 15 | 15 | 0 | 1 | 1 | 0 |
| Port Angeles | PTAG | 65 | 65 | 0 | 76 | 76 | 0 | 60 | 60 | 0 | 25 | 25 | 0 | 20 | 20 | 0 | 132 | 132 | 0 |
| Poulsbo | PLSB | 24 | 24 | 0 | 22 | 22 | 0 | 25 | 25 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 23 | 23 | 0 |
| Prosser | PRSR | 2 | 2 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 6 | 5 | 1 |
| Roosevelt | RSVT | 19 | 19 | 0 | 59 | 59 | 0 | 17 | 16 | 1 | 37 | 37 | 0 | 24 | 24 | 0 | 76 | 76 | 0 |
| Stevenson | STSN | 49 | 48 | 1 | 64 | 64 | 0 | 40 | 40 | 0 | 50 | 50 | 0 | 49 | 49 | 0 | 54 | 54 | 0 |
| Sunnyside | SNSD | 94 | 94 | 0 | 42 | 42 | 0 | 31 | 31 | 0 | 50 | 50 | 0 | 45 | 45 | 0 | 32 | 32 | 0 |
| Toppenish | TPNS | 5 | 5 | 0 | 2 | 2 | 0 | 2 | 2 | 0 | 8 | 8 | 0 | 5 | 5 | 0 | 7 | 7 | 0 |
| Troutlake | TRLK | 15 | 15 | 0 | 28 | 28 | 0 | 22 | 22 | 0 | 20 | 20 | 0 | 13 | 13 | 0 | 27 | 27 | 0 |
| Wapato | WPAT | 47 | 47 | 0 | 41 | 41 | 0 | 20 | 20 | 0 | 20 | 20 | 0 | 35 | 35 | 0 | 34 | 34 | 0 |
| White Salmon | WHSL | 11 | 11 | 0 | 2 | 2 | 0 | 4 | 4 | 0 | 8 | 8 | 0 | 12 | 12 | 0 | 10 | 10 | 0 |
| WhiteSwan | WHSW | 3 | 3 | 0 | 7 | 7 | 0 | 5 | 5 | 0 | 2 | 2 | 0 | 5 | 5 | 0 | 3 | 3 | 0 |
| Whitstran | WHTS | | | | | | | | | | | | | | | | | | |
| Willard | WLRD | 489 | 488 | 1 | 521 | 521 | 0 | 338 | 335 | 3 | 460 | 460 | 0 | 463 | 462 | 1 | 563 | 559 | 4 |
| Washington | | | | | | | | | | | | | | | | | | | |

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 | | | | | | |
| Chimacum | CHMC | 2 | 2 | 0 | 0 | 0 | 0 | 5 | 5 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 8 | 8 | 0 | 0 | 1 |
| Columbia | CLMA | 5 | 5 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 4 | 4 | 0 | 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 | 1 | 1 | 0 | 0 | 2 | 2 | 0 | 0 | 0 |
| Glenwood | GLWD | 6 | 6 | 0 | 0 | 0 | 0 | 13 | 13 | 0 | 0 | 54 | 54 | 0 | 0 | 1 | 35 | 35 | 0 | 0 | 12 | 11 | 1 | 0 | 0 |
| Goldendale | GLDL | 8 | 8 | 0 | 0 | 0 | 0 | 10 | 10 | 0 | 0 | 5 | 5 | 0 | 0 | 0 | 9 | 9 | 0 | 0 | 4 | 4 | 0 | 0 | 0 |
| Grandview | GDVW | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | 0 |
| Granger | GRGR | 8 | 8 | 0 | 0 | 0 | 0 | 4 | 4 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 6 | 6 | 0 | 0 | 3 | 3 | 0 | 0 | 0 |
| Hairah | HRRH | 12 | 10 | 2 | 0 | 0 | 0 | 9 | 7 | 2 | 2 | 5 | 5 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 6 | 6 | 0 | 0 | 0 |
| Hood Canal | HDCL | 4 | 4 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 |
| Klickitat | KLCT | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | 0 |
| Lyle | LYLE | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 4 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | 0 |
| Mabton | MBTN | 7 | 7 | 0 | 0 | 0 | 0 | 4 | 4 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 6 | 6 | 0 | 0 | 7 | 7 | 0 | 0 | 0 |
| Mattawa | MTWA | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Patterson | PASN | 30 | 26 | 4 | 0 | 0 | 0 | 3 | 2 | 1 | 1 | 4 | 4 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Port Angeles | PTAG | 3 | 3 | 0 | 0 | 0 | 0 | 27 | 27 | 1 | 1 | 27 | 27 | 0 | 0 | 0 | 24 | 24 | 0 | 0 | 30 | 30 | 0 | 0 | 1 |
| Poulsbo | PLSB | 1 | 1 | 0 | 0 | 0 | 0 | 4 | 4 | 0 | 0 | 7 | 7 | 0 | 0 | 0 | 4 | 4 | 0 | 0 | 8 | 8 | 0 | 0 | 0 |
| Prosser | PRSR | 8 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 |
| Roosevelt | RSVT | 26 | 26 | 0 | 0 | 0 | 0 | 11 | 11 | 0 | 0 | 10 | 10 | 0 | 0 | 0 | 4 | 4 | 0 | 0 | 1 | 1 | 0 | 0 | 0 |
| Stevenson | STSN | 15 | 15 | 0 | 0 | 0 | 0 | 13 | 13 | 0 | 0 | 15 | 14 | 0 | 0 | 0 | 13 | 13 | 0 | 0 | 17 | 17 | 0 | 0 | 0 |
| Sunnyside | SNSD | 3 | 3 | 0 | 0 | 0 | 0 | 4 | 4 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 26 | 26 | 0 | 0 | 10 | 10 | 0 | 0 | 0 |
| Toppenish | TPNS | 5 | 4 | 1 | 0 | 0 | 0 | 7 | 7 | 0 | 0 | 8 | 7 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 |
| Troutlake | TRLK | 3 | 3 | 0 | 0 | 0 | 0 | 7 | 7 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 10 | 9 | 1 | 0 | 5 | 5 | 0 | 0 | 0 |
| Wapato | WPAT | 3 | 3 | 0 | 0 | 0 | 0 | 4 | 4 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 8 | 8 | 0 | 0 | 4 | 4 | 0 | 0 | 0 |
| White Salmon | WHSL | 3 | 3 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| WhiteSwan | WHSW | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 |
| Whitstran | WHTS | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Willard | WLRD | 154 | 147 | 7 | 7 | 0 | 6 | 128 | 123 | 5 | 6 | 170 | 167 | 3 | 3 | 3 | 172 | 171 | 1 | 1 | 128 | 127 | 1 | 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 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 | | | | |
| Chimacum | CHMC | 2 | 0 | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | | | | |
| Columbia | CLMA | 2 | 2 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | | | | |
| Dallesport | DLPT | 7 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | |
| Glenwood | GLWD | 12 | 12 | 0 | 9 | 0 | 0 | 9 | 0 | 3 | 7 | 7 | 0 | 0 | 0 | 4 | 40 | 38 | 2 | | | | |
| Goldendale | GLDL | 3 | 3 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 5 | 5 | 0 | 0 | 1 | 6 | 6 | 0 | 0 | | | | |
| Grandview | GDVW | 4 | 4 | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 4 | 4 | 0 | 0 | | | | |
| Granger | GRGR | 1 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | | | | |
| Harrish | HRRH | 4 | 3 | 1 | 4 | 0 | 0 | 6 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | | | | |
| Hood Canal | HDCL | 5 | 5 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | | | | |
| Klickitat | KLCT | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | | | | |
| Lyle | LYLE | 2 | 2 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | |
| Madon | MBTN | 1 | 1 | 0 | 3 | 0 | 0 | 1 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | |
| Mattawa | MTWA | 1 | 1 | 0 | 6 | 0 | 0 | 7 | 0 | 0 | 7 | 7 | 0 | 0 | 0 | 1 | 5 | 0 | 0 | | | | |
| Patterson | PASN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 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 | | | | |
| Poulsbo | PLSB | 22 | 22 | 0 | 24 | 23 | 1 | 15 | 15 | 0 | 37 | 37 | 0 | 1 | 0 | 1 | 23 | 23 | 0 | | | | |
| Prosser | PRSR | 15 | 15 | 0 | 12 | 12 | 0 | 2 | 2 | 0 | 6 | 6 | 0 | 0 | 0 | 8 | 8 | 0 | 0 | | | | |
| Roosevelt | RSVT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | |
| Stevenson | STSN | 11 | 11 | 0 | 6 | 6 | 0 | 1 | 1 | 0 | 10 | 10 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | | | | |
| Sunnyside | SNSD | 11 | 11 | 0 | 16 | 16 | 0 | 6 | 6 | 0 | 8 | 8 | 0 | 0 | 0 | 12 | 12 | 0 | 0 | | | | |
| Toppenish | TPNS | 6 | 6 | 0 | 6 | 6 | 0 | 10 | 10 | 0 | 8 | 8 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | | | | |
| Troutlake | TRLK | 1 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | |
| Wapato | WPAT | 6 | 6 | 0 | 4 | 4 | 0 | 2 | 2 | 0 | 3 | 3 | 0 | 0 | 0 | 5 | 5 | 0 | 0 | | | | |
| White Salmon | WHSL | 5 | 5 | 0 | 10 | 10 | 0 | 7 | 7 | 0 | 9 | 9 | 0 | 0 | 0 | 7 | 7 | 0 | 0 | | | | |
| WhiteSwan | WHSW | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | | | | |
| Whitstran | WHTS | 1 | 1 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | | | | |
| Willard | WLRD | 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 | 2 | 5 | 79 | 79 | 0 | 4 | 124 | 124 | 3 | 96 | 95 | 1 | 4 | 142 | 139 | 3 |