





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
Chimacum		9	0	10	0																				
Columbia		0	0	0	0																				
Dallesport		9	0	8	0																				
Glenwood		1	0	1	0																				
Goldendale		35	0	42	2																				
Grandview		65	0	53	1																				
Granger		32	0	21	0																				
Harrah		17	0	18	1																				
Hood Canal		19	1	14	1																				
Klickitat		4	0	4	0																				
Lyle		7	0	5	0																				
Mabton		21	0	8	0																				
Mattawa		28	0	39	1																				
Patterson		0	0	2	0																				
Port Angeles		1	0	0	0																				
Poulsbo		100	0	91	0																				
Prosser		42	2	44	1																				
Roosevelt		1	0	0	0																				
Stevenson		29	2	31	0																				
Sunnyside		136	0	116	3																				
Toppenish		81	0	75	0																				
Troutlake		7	1	2	0																				
Wapato		77	1	65	1																				
White Salmon		36	0	28	1																				
WhiteSwan		8	0	13	0																				
Whitstran		6	0	3	0																				
Willard		1	0	1	0																				
Washington		772	7	694	12																				

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	Trib /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	10	1,081	0.93	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	156	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	DLP1	7	742	0.94	9	573	1.09	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	9	373	0.53	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	
Goldendale	GLDL	83	4,856	1.82	36	4,745	0.74	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	GDVV	33	4,769	0.69	19	1,789	0.10	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	13	1,389	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	
Harran	HRHR	11	1,032	1.37	10	1,150	0.86	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	2,530	0.79	31	2,517	1.23	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	16	368	4.36	4	367	1.29	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	8	986	0.81	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	
Mellott	MBTN	1	1,394	0.50	8	1,380	0.52	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	2,356	0.50	16	2,402	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	
Patterson	PTSN	7	409	1.73	1	403	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	PTAG	0	277	0.36	85	35,023	0.22	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	38,028	0.58	32	4,562	0.70	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	PRGR	27	4,624	0.59	32	4,562	1.01	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	0.51	7	198	1.01	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	0.66	7	4,295	0.33	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	
Sunnyside	SNSC	68	9,926	0.66	45	9,848	0.46	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	
Tappanish	TAPN	41	7,459	1.55	21	7,434	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	
Trousdale	TRVS	12	721	0.66	3	716	0.42	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	
Wappato	WAPT	36	3,171	0.77	24	3,727	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	
White Salmon	WHSU	33	4,156	0.73	21	4,541	0.46	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	1	741	0.54	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	670	0.87	1	597	0.17	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	2	313	0.64	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	68,937	0.82	420	98,713	0.43	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	

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. EMBARG  
 COMPANY NAME  
 2008

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	112413	2	100.0	104750	0	100.0																														
Sunnyside	SNSD	40850	1	100.0	38722	0	100.0																														
Washington		152263	3	100.0	141472	0	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. EMBARGO

COMPANY NAME

2008

Exchange	CCLI	Jan			Feb			Mar			Apr			May			Jun		
		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		6	0	1	6	6	0												
Columbia		0	0	0	0	0	0												
CLMA		0	0	0	0	0	0												
DLPT		6	6	0	6	6	0												
Dallesport		8	8	0	2	2	0												
Glenwood		75	73	2	28	26	2												
Goldendale		20	20	0	11	11	0												
Grandview		5	5	0	11	11	0												
Granger		7	7	0	8	6	2												
HARRH		16	16	0	23	23	0												
Hood Canal		10	10	0	1	1	0												
Klickitat		4	4	0	5	5	0												
LYLE		1	1	0	8	8	0												
Mabton		10	10	0	13	13	0												
Mattawa		6	6	0	0	0	0												
PASN		0	0	0	1	1	0												
Port Angeles		77	77	0	67	67	0												
PLSB		22	22	0	24	24	0												
PRSR		3	3	0	1	1	0												
RSVT		31	31	0	9	9	0												
STSN		51	51	0	35	35	0												
SNSD		34	34	0	16	16	0												
Sunnyside		8	8	0	2	2	0												
TPNSH		29	29	0	21	20	1												
Troutlake		23	23	1	20	20	0												
WPAT		6	6	0	2	2	0												
White Salmon		3	3	0	0	0	0												
WhiteSwan		3	3	0	0	0	0												
Whitstran		2	2	0	2	2	0												
Willard		461	3	11	322	317	5	2	0	0	0	0	0	0	0	0	0	0	0
Washington		464	461	3	322	317	5	2	0	0	0	0	0	0	0	0	0	0	0

Total OOS = Total regulated out of service trouble reports.

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

OOS48 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

Not Out of Service Trouble Reports Cleared Within 72 Hours

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

Exchange	CLLI	Jan			Feb			Mar			Apr			May			Jun		
		Total NOOS	NOOS Ctr>72	NOOS 72 Excl	Total NOOS	NOOS Ctr>72	NOOS 72 Excl	Total NOOS	NOOS Ctr>72	NOOS 72 Excl	Total NOOS	NOOS Ctr>72	NOOS 72 Excl	Total NOOS	NOOS Ctr>72	NOOS 72 Excl	Total NOOS	NOOS Ctr>72	NOOS 72 Excl
Chimacum	CHMC	2	0	0	4	0	0												
Columbia	CLMA	0	0	0	0	0	0												
Dallesport	DLPT	0	0	1	2	2	0												
Glenwood	GLWD	3	0	0	0	0	0												
Goldendale	GLDL	14	0	2	7	7	0												
Grandview	GDVW	13	0	0	7	7	0												
Granger	GRGR	5	0	0	1	1	0												
Harrah	HRRH	3	0	0	2	2	0												
Hood Canal	HDCL	4	0	0	8	8	0												
Klickitat	KLCT	4	0	0	2	2	0												
Lyle	LYLE	2	0	0	3	3	0												
Mabton	MBTN	0	0	0	0	0	0												
Mattawa	MTWA	3	0	1	3	3	0												
Patterson	PASN	1	0	0	0	0	0												
Port Angeles	PTAG	0	0	0	0	0	0												
Poulsbo	PLSB	24	0	0	16	16	0												
Prosser	PRSR	5	0	0	7	7	0												
Roosevelt	RSVT	0	0	0	0	0	0												
Stevenson	STSN	9	0	1	4	4	0												
Sunnyside	SNSD	16	0	0	10	9	1												
Toppenish	TPNS	5	0	1	5	5	0												
Troutlake	TRLK	3	0	1	1	1	0												
Wapato	WPAT	6	0	0	3	3	0												
White Salmon	WHSL	6	0	1	1	1	0												
WhiteSwan	WHSW	0	0	0	1	1	0												
Whitstran	WHTS	1	0	0	1	1	0												
Willard	WLRD	0	0	0	0	0	0												
Washington		129	129	8	88	87	1	8	0	0	0	0	0	0	0	0	0	0	0

Total NOOS = Total regulated not out of service trouble reports.  
 NOOS Ctr 72 = Total regulated not out of service trouble reports cleared within 72 hours.  
 NOOS Ctr >72= Total regulated not out of service trouble reports cleared over 72 hours.  
 NOOS Exclude = Total regulated not out of service "Customer Request Delay" trouble reports, and Force majeure. Work stoppage exclusion code currently not available; manual exclude if apply



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

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION DELAY

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%	10	0	100%	10	0	100%	19	0	100%
Columbia	CLMA	0	0	0%	0	0	0%	0	0	0%	0	0	0%
Dallesport	DLPT	9	0	100%	8	0	100%	8	0	100%	17	0	100%
Glenwood	GLWD	1	0	100%	1	0	100%	1	0	100%	2	0	100%
Goldendale	GLDL	35	0	100%	42	0	100%	42	0	100%	77	0	100%
Grandview	GDVV	65	0	100%	53	0	100%	53	0	100%	118	0	100%
Granger	GRGR	32	0	100%	21	0	100%	21	0	100%	53	0	100%
Hood Canal	HDCL	19	0	100%	14	0	100%	14	0	100%	33	0	100%
Harrah	HRRH	17	0	100%	18	0	100%	18	0	100%	35	0	100%
Klickitat	KLCT	4	0	100%	4	0	100%	4	0	100%	8	0	100%
Lyle	LYLE	7	0	100%	5	0	100%	5	0	100%	12	0	100%
Mabton	MBTN	21	0	100%	8	0	100%	8	0	100%	29	0	100%
Mattawa	MTWA	28	0	100%	39	0	100%	39	0	100%	67	0	100%
Patterson	PASN	0	0	0%	2	0	100%	2	0	100%	2	0	100%
Poulsbo	PLSB	100	0	100%	91	0	100%	91	0	100%	191	0	100%
Prosser	PRSR	42	0	100%	44	0	100%	44	0	100%	86	0	100%
Port Angeles	PTAG	1	0	100%	0	0	0%	0	0	0%	1	0	100%
Roosevelt	RSVT	1	0	100%	0	0	0%	0	0	0%	1	0	100%
Stevenson	STSN	29	0	100%	31	0	100%	31	0	100%	60	0	100%
Sunnyside	SNSD	136	0	100%	116	0	100%	116	0	100%	252	0	100%
Toppenish	TPNS	81	0	100%	75	0	100%	75	0	100%	156	0	100%
Troutlake	TRLK	7	0	100%	2	0	100%	2	0	100%	9	0	100%
Wapato	WPAT	77	0	100%	65	0	100%	65	0	100%	142	0	100%
White Salmon	WHSL	36	0	100%	28	0	100%	28	0	100%	64	0	100%
WhiteSwan	WHSW	8	0	100%	13	0	100%	13	0	100%	21	0	100%
Whitman	WHTS	6	0	100%	3	0	100%	3	0	100%	9	0	100%
Willard	WLRD	1	0	100%	1	0	100%	1	0	100%	2	0	100%
Washington		772	0	100%	694	0	100%	694	0	100%	1,466	0	100%

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

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jan - Jun 08 (180 Day)				%Held Orders >180 Days
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	
Chinacum	CHMC	19	0	0	100%	
Columbia	CLMA	0	0	0	0%	
Dallesport	DLPT	17	0	0	100%	
Glenwood	GLWD	2	0	0	100%	
Goldendale	GLDL	77	0	0	100%	
Grandview	GDVW	118	0	0	100%	
Granger	GRGR	53	0	0	100%	
Hood Canal	HDCL	33	0	0	100%	
Harrah	HRRH	35	0	0	100%	
Klickitat	KLCT	8	0	0	100%	
Lyle	LYLE	12	0	0	100%	
Mabton	MBTN	29	0	0	100%	
Mattawa	MTWA	67	0	0	100%	
Patterson	PASN	2	0	0	100%	
Poulsbo	PLSB	191	0	0	100%	
Prosser	PRSR	86	0	0	100%	
Port Angeles	PTAG	1	0	0	100%	
Roosevelt	RSVT	1	0	0	100%	
Stevenson	STSN	60	0	0	100%	
Sunnyside	SNSD	252	0	0	100%	
Toppenish	TPNS	156	0	0	100%	
Troutlake	TRLK	9	0	0	100%	
Wapato	WPAT	142	0	0	100%	
White Salmon	WHSL	64	0	0	100%	
WhiteSwan	WHSW	21	0	0	100%	
Whitstran	WHTS	9	0	0	100%	
Willard	WLRD	2	0	0	100%	
Washington		1,466	0	0	100%	

: This report captures service o