

UT-921192

Voice | Data | Internet | Wireless | Entertainment



April 16, 2008

Ms. Carole J. Washburn, Secretary  
Washington Utilities & Transportation Commission  
P. O. Box 47250  
Olympia, Washington 98504-7250

RECEIVED  
ACCOUNTS MANAGER (M)  
2008 APR 23 AM 8:37  
STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

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 March 2008.

The trouble reports per 100 access lines objective was met for the month of March in all exchanges with the exception of Chimacum. On March 13<sup>th</sup> the entire exchange was affected and 91 repair tickets taken when a circuit static problem impacted multiple T1's. The problem was isolated and resolved the same day.

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

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. EMBARRA  
 COMPANY NAME  
 2008

Exchange	CLL	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			
Chinacum	CHMC	9	0	0	10	0	0	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Columbia	CLMA	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dallesport	DLPT	9	0	0	8	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Glenwood	GLWD	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Goldendale	GLDL	35	0	0	42	0	0	45	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Grandview	GDVV	65	0	0	53	0	0	57	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Granger	GRGR	32	0	0	21	0	0	22	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Harrish	HRRH	17	0	0	18	0	0	18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hood Canal	HDCL	19	0	0	14	0	0	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Klickitat	KLCT	4	0	0	4	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lyle	LYLE	7	0	0	5	0	0	15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mabton	MBTN	21	0	0	8	0	0	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mattawa	MTWA	28	0	0	39	0	0	43	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Patterson	PASN	0	0	0	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Port Angeles	PTAG	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Prosser	PLSB	100	0	0	91	0	0	107	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Roosevelt	PRSR	42	2	0	44	1	0	28	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Rosevelt	RSVT	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson	STSN	29	2	0	31	0	0	44	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sunnyside	SNSD	136	0	0	116	1	0	117	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Toppenish	TPNS	81	0	0	75	0	0	88	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troulaka	TRLK	7	1	0	2	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wapato	WPAT	77	1	0	65	0	0	49	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
White Salmon	WPHL	36	0	0	28	0	0	32	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Whiteswan	WHSW	8	0	0	13	0	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Whitman	WHTS	6	0	0	3	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Willard	WLRD	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Washington		772	7	0	694	11	0	732	16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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 Technologies Company of the Northwest d/b/a. EMBARGO  
 COMPANY NAME  
 2009

Exchange	CLL	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec			
		Repair	Appts	Excl	Repair	Appts	Excl	Repair	Appts	Excl	Repair	Appts	Excl	Repair	Appts	Excl	Repair	Appts	Excl	Repair	Appts	Excl	Repair	Appts	Excl	Repair	Appts	Excl	Repair	Appts	Excl	Repair	Appts	Excl				
		Made	Miss		Made	Miss		Made	Miss		Made	Miss		Made	Miss		Made	Miss		Made	Miss		Made	Miss		Made	Miss		Made	Miss		Made	Miss					
Chimacum	CLMA	9	0	0	10	0	0	91	2	0																												
Columbia	DLPT	7	1	0	8	1	0	3	0	0																												
Dallesport	GLWD	11	0	0	2	1	0	22	0	0																												
Glenwood	GLDL	89	2	0	36	4	0	0	0	0																												
Godenvalde	GDVW	33	0	0	19	1	0	19	0	0																												
Grandview	GRDV	10	0	0	13	0	0	13	2	0																												
Harpur	HRCR	11	1	0	10	2	0	13	0	0																												
Harold	HRCR	11	1	0	10	2	0	13	0	0																												
Heald	HRCR	11	1	0	10	2	0	13	0	0																												
Herron	HRCR	11	1	0	10	2	0	13	0	0																												
Kenel	KCCT	15	1	0	31	1	0	15	2	0																												
Kickball	KCCT	15	1	0	31	1	0	15	2	0																												
Live	LYLE	6	0	0	8	0	0	8	0	0																												
Mabson	MBTN	1	0	0	8	0	0	4	0	0																												
Maitawa	MTVA	14	1	0	16	0	0	33	4	0																												
Palmerston	PASN	7	0	0	0	0	0	0	0	0																												
Port Angeles	PTAG	0	0	0	1	0	0	1	0	0																												
Poulsbo	PLSB	102	3	0	85	0	0	99	7	0																												
Prosser	PRSR	27	3	0	32	2	0	24	2	0																												
Roosevelt	RSVT	3	0	0	14	2	0	31	2	0																												
Stevenson	STSN	41	1	0	45	2	0	57	1	0																												
Sunmyside	SNSD	68	9	0	21	0	0	23	0	0																												
Tappanish	TPNS	41	3	0	3	0	0	4	0	0																												
Touluak	TKLK	12	1	0	9	2	0	34	0	0																												
Wapato	WPAI	36	2	0	24	2	0	34	0	0																												
White Salmon	WMSL	38	3	0	21	2	0	33	1	0																												
Wahkiakum	WAKI	4	1	0	4	1	0	4	1	0																												
Whitman	WHTS	9	1	0	1	0	0	1	0	0																												
Willahd	WLRO	2	0	0	2	0	0	0	0	0																												
Washington		612	42	0	420	36	0	548	24	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  
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	10	0	9	0																		
Columbia	CLMA	0	0	0	0	1	0																		
Dallesport	DLPT	9	0	8	0	6	0																		
Glenwood	GLWD	1	0	1	0	0	0																		
Goldendale	GLDL	35	0	42	2	45	1																		
Grandview	GDVW	65	0	53	1	57	1																		
Granger	GRGR	21	0	21	0	22	0																		
Harrah	HRRH	17	0	18	1	18	0																		
Hood Canal	HDCL	19	0	14	1	14	1																		
Klickitat	KLCT	4	0	4	0	4	0																		
Lyle	LYLE	7	0	5	0	15	0																		
Mabon	MBTN	21	0	8	0	13	0																		
Matlawa	MTWA	28	0	39	1	43	0																		
Patterson	PASN	0	0	2	0	1	0																		
Port Angeles	PTAG	1	0	0	0	0	0																		
Poulsbo	PLSB	100	0	91	0	107	1																		
Prosser	PRSR	42	2	44	1	28	1																		
Roosevelt	RSVT	1	0	0	0	1	0																		
Stevenson	STSN	29	2	31	0	44	1																		
Sunnyside	SNSD	136	0	116	3	117	2																		
Toppenish	TPNS	81	0	75	0	88	1																		
Troulaka	TRLK	7	1	2	0	4	0																		
Wapato	WPAT	77	1	65	1	49	0																		
White Salmon	WHSL	36	0	28	1	32	0																		
Whiteswan	WHSW	8	0	13	0	7	0																		
Whitstran	WHTS	6	0	3	0	6	0																		
Willard	WLRD	1	0	1	0	1	0																		
Washington		772	7	694	12	732	9																	0	

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. EMBARRAS  
COMPANY NAME  
2009

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	10	1,081	0.93	91	1,075	8.47	0.00	0.00	0.00	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	CLVA	0	159	0.00	0	156	0.00	0	163	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Dalesport	DLPT	7	742	0.94	8	733	1.09	3	724	0.41	0.00	0.00	0.00	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	2	376	0.53	2	376	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
Goldendale	GLD	93	4,856	1.92	36	4,845	0.74	22	4,819	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
Gardview	GDVV	33	4,789	0.69	19	4,756	0.40	19	4,756	0.40	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Ganger	GRGR	10	1,366	0.73	13	1,368	0.95	13	1,373	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
Hemrah	HRRH	11	1,032	1.07	10	1,037	0.96	13	1,040	1.25	0.00	0.00	0.00	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	2,519	1.23	18	2,521	0.71	0.00	0.00	0.00	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	4	367	1.09	5	367	1.36	0.00	0.00	0.00	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	8	980	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
Mabton	MBTN	1	1,394	0.07	8	1,380	0.58	4	1,371	0.29	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
Mattawa	MTWA	14	2,388	0.59	16	2,402	0.67	33	2,397	1.38	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Paterson	PASN	7	400	1.75	0	403	0.00	0	405	0.00	0.00	0.00	0.00	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	0.00	1	276	0.36	1	274	0.36	0.00	0.00	0.00	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	85	39,023	0.22	99	38,927	0.25	0.00	0.00	0.00	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	32	4,592	0.70	24	4,545	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
Roosevelt	RSVT	3	189	1.51	2	198	1.01	2	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
Stevenson	STSN	41	4,325	0.95	14	4,295	0.33	31	4,294	0.72	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Summish	SMSD	68	9,926	0.69	45	9,848	0.46	57	9,810	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
Toppenish	TPNS	41	7,459	0.55	21	7,434	0.28	23	7,465	0.31	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Troublekt	TRKT	12	721	1.66	3	716	0.42	4	716	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
Wapato	WAPT	36	3,711	0.97	24	3,727	0.64	34	3,713	0.92	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
White Salmon	WVSL	33	4,546	0.73	21	4,541	0.54	33	4,525	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
Whiteswan	WHSW	6	735	0.82	4	741	0.54	5	737	0.68	0.00	0.00	0.00	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	1	597	0.17	4	595	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
Willard	WLRD	2	315	0.63	2	313	0.64	0	319	0.00	0.00	0.00	0.00	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	95,937	0.62	420	96,713	0.43	548	98,475	0.56	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 AL = 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. EMBARSQ  
 COMPANY NAME  
 2008

Exchange	C.L.L.	Total Calls	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
			Total	Delay	% DT 3 Sec	Total	Delay	% DT 3 Sec	Total	Delay	% DT 3 Sec	Total	Delay	% DT 3 Sec	Total	Delay	% DT 3 Sec	Total	Delay	% DT 3 Sec	Total	Delay	% DT 3 Sec	Total	Delay	% DT 3 Sec	Total	Delay	% DT 3 Sec	Total	Delay	% DT 3 Sec						
PUSB	112413	2	100.0	104750	0	100.0	105.887	0	100.0																													
SMSD	40850	1	100.0	36722	0	100.0	38.941	0	100.0																													
Washington	153283	3	100.0	141472	0	100.0	144728	0	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-08			objective met
						Feb-08			objective met
						Mar-08			objective met

Note: Solutions Field Service Managers (FSMs) 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. EMBARR  
 COMPANY NAME  
 2008

Exchange	CLLI	Jan				Feb				Mar				Apr				May				Jun			
		Total OOS	OOS Cir-48	OOS Cir->48	OOS48 Excl	Total OOS	OOS Cir-48	OOS Cir->48	OOS48 Excl	Total OOS	OOS Cir-48	OOS Cir->48	OOS48 Excl	Total OOS	OOS Cir-48	OOS Cir->48	OOS48 Excl	Total OOS	OOS Cir-48	OOS Cir->48	OOS48 Excl	Total OOS	OOS Cir-48	OOS Cir->48	OOS48 Excl
Chinacum	CHMC	6	6	0	1	6	6	0	0	88	88	0	0	0	0	0	0	0	0	0	0	0	0	0	
Columbia	CLMA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Dallesport	DLPT	6	6	0	0	6	6	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	
Glenwood	GLWD	8	8	0	0	2	2	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	
Goldendale	GLDL	75	73	2	2	28	26	2	0	17	17	0	0	0	0	0	0	0	0	0	0	0	0	0	
Grandview	GDVW	20	20	0	0	11	11	0	0	17	17	0	0	0	0	0	0	0	0	0	0	0	0	0	
Granger	GRGR	5	5	0	0	11	11	0	1	10	10	0	1	0	0	0	0	0	0	0	0	0	0	0	
Harrish	HRRH	7	7	0	1	8	6	2	0	10	10	0	0	0	0	0	0	0	0	0	0	0	0	0	
Head Canal	HDCI	16	16	0	0	23	23	0	0	8	8	0	0	0	0	0	0	0	0	0	0	0	0	0	
Klickitat	KLCT	10	10	0	0	1	1	0	0	3	3	0	0	1	0	0	0	0	0	0	0	0	0	0	
Lyle	LYLE	4	4	0	0	5	5	0	0	6	6	0	0	0	0	0	0	0	0	0	0	0	0	0	
Mabton	MBTN	1	1	0	0	8	8	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	
Mattawa	MTWA	10	10	0	0	13	13	0	0	30	30	0	0	0	0	0	0	0	0	0	0	0	0	0	
Patterson	PASN	6	6	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Port Angeles	PTAG	0	0	0	0	1	1	0	0	1	1	0	0	2	0	0	0	0	0	0	0	0	0	0	
Poulsbo	PLSB	77	77	0	1	67	67	0	0	73	73	0	0	0	0	0	0	0	0	0	0	0	0	0	
Prosser	PRSR	22	22	0	0	24	24	0	0	15	15	0	1	0	0	0	0	0	0	0	0	0	0	0	
Roosevelt	RSVT	3	3	0	0	1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	
Stevenson	STSN	31	31	0	0	9	9	0	0	30	30	0	0	0	0	0	0	0	0	0	0	0	0	0	
Summerville	SNSD	51	51	0	1	35	35	0	0	39	39	0	1	0	0	0	0	0	0	0	0	0	0	0	
Toppenish	TPNS	34	34	0	1	16	16	0	0	22	22	0	0	0	0	0	0	0	0	0	0	0	0	0	
Troutlake	TRLK	8	8	0	0	2	2	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	
Wapato	WPAT	29	29	0	1	21	20	0	0	28	28	0	0	0	0	0	0	0	0	0	0	0	0	0	
White Salmon	WHSI	24	23	1	0	20	20	0	0	23	23	0	0	0	0	0	0	0	0	0	0	0	0	0	
Whiteswan	WHSW	6	6	0	0	2	2	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	
Whitman	WHTS	3	3	0	0	0	0	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	
Willard	WLRD	2	2	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Washington		464	461	3	11	322	317	5	2	439	439	0	6	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.  
 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

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

Exchange	CLLI	Jan				Feb				Mar				Apr				May				Jun			
		Total NOOS	Cir 72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	Cir 72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	Cir 72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	Cir 72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	Cir 72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	Cir 72	NOOS Cir >72	NOOS 72 Excl
Chinacum	CHMC	2	2	0	0	4	4	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Columbia	CLMA	0	0	0	0	2	2	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dalesport	DLPT	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Glenwood	GLWD	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Goldendale	GLDL	14	14	0	0	7	7	0	1	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Grandview	GDVW	13	13	0	0	7	7	0	1	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Granger	GRGR	5	5	0	0	1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Harran	HRRH	3	3	0	0	2	2	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hood Canal	HDCL	4	4	0	0	8	8	0	0	10	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Klickitat	KLCT	4	4	0	0	2	2	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lyle	LYLE	2	2	0	0	3	3	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mabton	MBTN	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mattawa	MTWA	3	3	0	0	3	3	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Patterson	PASN	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Port Angeles	PTAG	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Poulsbo	PLSB	24	24	0	0	16	16	0	2	21	21	0	3	1	1	1	1	1	1	1	1	1	1	1	1
Prosser	PRSR	5	5	0	0	7	7	0	1	7	7	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Roosevelt	RSVT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson	STSN	9	9	0	0	4	4	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sunnyside	SNSD	16	16	0	0	10	10	0	1	17	17	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Toppensish	TPNS	5	5	0	0	5	5	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troulaka	TRLK	3	3	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wapato	WPAT	6	6	0	0	3	3	0	0	6	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0
White Salmon	WHSW	6	6	0	0	1	1	0	0	10	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Whiteswan	WHTS	0	0	0	0	1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Whistler	WLRD	1	1	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Washington		129	129	0	0	88	87	1	8	99	99	0	4	0	0	0	0	0	0	0	0	0	0	0	0

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 Cir >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

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION DELAY

EXCHANGE	CULL	Jan-08					Feb-08					Mar-08					1st Qtr 08				
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days
Chimacum	CHMC	9	0	0	100%	100%	10	0	0	0%	100%	9	0	0	100%	100%	28	0	0	100%	100%
Columbia	CLMA	0	0	0	0%	0%	0	0	0	0%	0%	1	0	0	100%	100%	1	0	0	100%	100%
Dalesport	DLPT	9	0	0	100%	100%	8	0	0	100%	100%	6	0	0	100%	100%	23	0	0	100%	100%
Granwood	GLWD	1	0	0	100%	100%	4	0	0	100%	100%	0	0	0	0%	0%	2	0	0	100%	100%
Goldendale	GILD	35	0	0	100%	100%	42	0	0	100%	100%	45	0	0	100%	100%	122	0	0	100%	100%
Grandview	GDVW	65	0	0	100%	100%	53	0	0	100%	100%	57	0	0	100%	100%	175	0	0	100%	100%
Groanger	GRGR	32	0	0	100%	100%	21	0	0	100%	100%	22	0	0	100%	100%	75	0	0	100%	100%
Hoood Canal	HDCL	19	0	0	100%	100%	14	0	0	100%	100%	18	0	0	100%	100%	51	0	0	100%	100%
Harrah	HRRH	17	0	0	100%	100%	18	0	0	100%	100%	14	0	0	100%	100%	49	0	0	100%	100%
Klickitat	KLCT	4	0	0	100%	100%	4	0	0	100%	100%	4	0	0	100%	100%	12	0	0	100%	100%
Lyle	LYLE	7	0	0	100%	100%	5	0	0	100%	100%	15	0	0	100%	100%	27	0	0	100%	100%
Mabton	MBTN	21	0	0	100%	100%	8	0	0	100%	100%	13	0	0	100%	100%	42	0	0	100%	100%
Mattawa	MTWA	28	0	0	100%	100%	39	0	0	100%	100%	43	0	0	100%	100%	110	0	0	100%	100%
Patterson	PASN	0	0	0	0%	0%	2	0	0	100%	100%	1	0	0	100%	100%	3	0	0	100%	100%
Poulsbo	PLSB	100	0	0	100%	100%	91	0	0	100%	100%	0	0	0	0%	0%	191	0	0	100%	100%
Proriso	PRSR	42	0	0	100%	100%	44	0	0	100%	100%	107	0	0	100%	100%	193	0	0	100%	100%
Port Angeles	PTAG	1	0	0	100%	100%	0	0	0	0%	0%	28	0	0	100%	100%	29	0	0	100%	100%
Rosevelt	RSVT	1	0	0	100%	100%	0	0	0	0%	0%	1	0	0	100%	100%	0	0	0	100%	100%
Stevenson	STSN	29	0	0	100%	100%	31	0	0	100%	100%	44	0	0	100%	100%	104	0	0	100%	100%
Sunnyside	SNSD	136	0	0	100%	100%	116	0	0	100%	100%	117	1	0	99%	100%	369	1	0	100%	100%
Tappanish	TPNS	81	0	0	100%	100%	75	0	0	100%	100%	88	0	0	100%	100%	244	0	0	100%	100%
Troulaker	TRLK	7	0	0	100%	100%	2	0	0	100%	100%	4	0	0	100%	100%	13	0	0	100%	100%
Wapato	WPAT	77	0	0	100%	100%	65	0	0	100%	100%	49	0	0	100%	100%	191	0	0	100%	100%
White Salmon	WHSL	36	0	0	100%	100%	28	0	0	100%	100%	32	0	0	100%	100%	96	0	0	100%	100%
Whiteswan	WHSW	8	0	0	100%	100%	13	0	0	100%	100%	7	0	0	100%	100%	28	0	0	100%	100%
Whitstran	WHTS	6	0	0	100%	100%	3	0	0	100%	100%	6	0	0	100%	100%	15	0	0	100%	100%
Willard	WLRD	1	0	0	100%	100%	1	0	0	100%	100%	1	0	0	100%	100%	3	0	0	100%	100%
Washington		772	0	0	100%	100%	694	0	0	100%	100%	732	1	0	100%	100%	2,198	1	0	100%	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)				
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days
Chimacum	CHMC	28	0	0	100%	100%
Columbia	CLMA	1	0	0	100%	100%
Dallesport	DLPT	23	0	0	100%	100%
Glenwood	GLWD	2	0	0	100%	100%
Goldendale	GLDL	122	0	0	100%	100%
Grandview	GDVW	175	0	0	100%	100%
Granger	GRGR	75	0	0	100%	100%
Hood Canal	HDCL	51	0	0	100%	100%
Harrish	HRRH	49	0	0	100%	100%
Klickitat	KLCT	12	0	0	100%	100%
Lyle	LYLE	27	0	0	100%	100%
Mabton	MBTN	42	0	0	100%	100%
Mattawa	MTWA	110	0	0	100%	100%
Paterson	PASN	3	0	0	100%	100%
Poulsbo	PLSB	191	0	0	100%	100%
Prosser	PRSR	193	0	0	100%	100%
Port Angeles	PTAG	29	0	0	100%	100%
Roosevelt	RSVT	2	0	0	100%	100%
Stevenson	STSN	104	0	0	100%	100%
Sunnyside	SNSD	369	1	0	100%	100%
Toppenish	TPNS	244	0	0	100%	100%
Troutlake	TRLK	13	0	0	100%	100%
Wapato	WPAT	191	0	0	100%	100%
White Salmon	WHSL	96	0	0	100%	100%
Whiteswan	WHSW	28	0	0	100%	100%
Whitstran	WHTS	15	0	0	100%	100%
Willard	WLRD	3	0	0	100%	100%
Washington		2,198	1	0	100%	100%

: This report captures service o