



May 16, 2008

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

Re: Washington Quality of Service Report

Dear Ms. Washburn:

Attached is United Telephone Company of the Northwest d.b.a. EMBARQ "Service Quality Reports" for the month of April 2008.

The trouble reports per 100 access lines objective was met for the month of April in all exchanges with the exception of Wapato and White Salmon. On April 23rd, a contractor working for the city of Mosier, Oregon cut a major fiber cable impacting the entire Gorge area including the Washington exchange of White Salmon. The cable was located prior to digging, but the contractor chose to use heavy equipment which cut through Embarq's fiber cable. Embarq crews responded quickly to repair the cut, re-establishing service to customers within 7 hours.

In Wapato a defective DLP card in an AFC generated over 190 tickets on April 13th. The defective card DLP card was replaced restoring service to all customers.

Final Trunk Group Blocking missed the 99% objective with the April 23rd fiber cut. The cut caused transport and switching equipment to go out of service. This outage impacted long distance calling capabilities of several Washington remote offices served by Embarq's host office in The Dalles, Oregon. Calling capabilities were restored within 7 hours.

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

Sincerely,

Becky Sandercock
Regulatory and External Affairs Docket Manager

RECEIVED
REGISTRY MANAGER
2008 MAY 22 AM 9:02
STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

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. EMBARR
 COMPANY NAME
 2008

Exchange	CILL	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	12	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		
Dallesport	DLPT	9	0	0	8	0	0	6	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	
Glenwood	GLWD	1	0	0	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	
Goldendale	GLDL	35	0	0	42	2	0	45	3	0	64	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	GDVW	65	0	0	53	0	0	57	0	0	66	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	25	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	
Harran	HRRH	17	0	0	18	1	0	18	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	
Hood Canal	HDCL	19	1	0	14	1	0	14	2	0	28	2	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	1	0	5	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	11	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	
Malton	MBTN	21	0	0	8	0	0	13	0	0	17	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	46	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
Paterson	PASN	0	0	0	0	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
Port Angeles	PTAG	1	0	0	0	0	0	0	0	0	3	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
Poulsbo	PLSB	100	0	0	91	2	0	107	3	0	90	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	PRSR	42	2	0	44	1	0	28	1	0	36	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	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	2	0	44	1	0	34	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	135	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
Trounkit	TPNS	81	0	0	75	0	0	88	3	0	68	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
Trounkit	TRLK	7	1	0	65	1	0	4	0	0	54	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	1	0	49	1	0	39	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
White Salmon	WHSL	36	0	0	28	0	0	32	0	0	11	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	8	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	6	0	0	3	1	0	6	0	0	3	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	770	10	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
SERVICE ACTIVATION**

United Telephone 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	
		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	9	0	10	0	9	0	12	0																
Columbia	CLMA	0	0	0	0	1	0	0	0																
Dallesport	DLPT	9	0	8	0	6	0	4	0																
Glenwood	GLWD	1	0	1	0	0	0	1	0																
Goldendale	GLDL	35	0	42	2	45	1	64	0																
Grandview	GDVW	65	0	53	1	57	1	66	0																
Granger	GRGR	32	0	21	0	22	0	25	0																
Harrah	HRRH	17	0	18	1	18	0	6	0																
Hood Canal	HDCL	19	1	14	1	14	1	28	2																
Klickitat	KLCT	4	0	4	0	4	0	5	0																
Lyle	LYLE	7	0	5	0	15	0	11	1																
Mabton	MBTN	21	0	8	0	13	0	17	0																
Matlawa	MTWA	28	0	39	1	43	0	46	0																
Patterson	PASN	0	0	2	0	1	0	1	0																
Port Angeles	PTAG	1	0	0	0	107	1	3	0																
Poulsbo	PLSB	100	0	91	0	107	1	90	0																
Prosser	PRSR	42	2	44	1	28	1	36	0																
Roosevelt	RSVT	1	0	0	0	1	0	0	0																
Stevenson	STSN	29	2	31	0	44	1	34	1																
Sunnyside	SNSD	136	0	116	3	117	2	135	1																
Toppenish	TPNS	81	0	75	0	88	1	68	0																
Troulaker	TRLK	7	1	2	0	4	0	3	0																
Wapato	WPAT	77	1	65	1	49	0	54	0																
White Salmon	WWSL	36	0	28	1	32	0	39	2																
WhiteSwan	WHSW	6	0	13	0	7	0	11	0																
Whitstran	WHTS	8	0	3	0	6	0	8	0																
Willard	WLRD	1	0	1	0	1	0	3	0																
Washington		772	7	694	12	732	9	770	7															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. EMBARCO
 COMPANY NAME
 2008

Exchange	C/L/L	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
Chinacum	CHMC	9	1,079	0.83	10	1,081	0.93	91	1,075	8.4%	10	1,077	0.93	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Columbia	CLMA	0	159	0.00	0	156	0.00	0	163	0.00	0	163	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Dalesport	DLPT	7	742	0.94	8	733	1.08	3	724	0.41	6	715	0.84	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Goldenwood	GLDL	11	380	2.89	2	376	0.53	22	376	0.53	7	375	1.87	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Goldendale	GLDL	93	4,956	1.92	36	4,845	0.74	22	4,819	0.46	58	4,821	1.20	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Grandview	GDVW	33	4,789	0.69	19	4,759	0.40	19	4,756	0.40	37	4,720	0.78	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Graninger	GRGR	10	1,966	0.73	13	1,968	0.95	13	1,973	0.95	11	1,955	0.81	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Harrish	HRRH	11	1,932	1.07	10	1,937	0.96	13	1,940	1.25	10	1,931	0.97	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Hood Canal	HOCL	20	2,530	0.79	31	2,519	1.23	18	2,521	0.71	20	2,522	0.79	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Kicklat	KICT	15	988	0.81	8	986	1.09	5	980	1.36	6	970	1.44	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Lyle	LYLE	6	888	0.81	4	886	0.81	4	880	0.82	14	873	1.44	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Mabton	MBTN	1	1,394	0.07	8	1,380	0.59	4	1,371	0.28	14	1,365	1.03	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Mattawa	MTWA	14	2,388	0.59	16	2,402	0.67	33	2,387	1.38	13	2,422	0.54	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Port Angeles	PAAN	7	400	1.75	0	403	0.00	0	405	0.00	0	408	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Port Angeles	PAAN	0	277	0.00	0	278	0.00	1	274	0.38	2	271	0.74	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Prosser	PRSS	02	39,028	0.28	85	39,023	0.22	99	38,927	0.25	82	38,928	0.21	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Roosevelt	RSRT	3	199	1.31	2	198	1.01	2	198	0.01	2	198	0.01	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Steverson	SVST	3	4,325	0.69	14	4,285	0.32	31	4,289	0.72	116	4,287	2.10	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Sunnyvale	SNVD	68	9,258	0.69	45	9,248	0.48	57	9,248	0.48	34	9,189	0.43	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Toppenish	TPNS	43	7,459	0.55	21	7,444	0.28	23	7,436	0.31	34	7,432	0.43	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Tillamook	TLIL	12	1,86	1.86	3	176	0.42	4	175	0.56	32	172	3.23	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Wahkiakum	WPKT	36	3,711	0.97	24	3,727	0.84	34	3,713	0.92	202	3,683	4.84	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Wenatchee	WNHL	33	4,546	0.73	21	4,541	0.46	33	4,525	0.73	220	4,481	4.84	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
White Salmon	WHSW	6	735	0.82	4	741	0.54	5	737	0.68	3	596	0.50	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Whitman	WHTS	4	600	0.67	1	597	0.17	4	585	0.67	3	596	0.50	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Willard	WLRD	2	315	0.63	2	313	0.64	0	319	0.00	10	319	3.13	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Washington		612	99,937	0.82	420	99,713	0.43	548	99,475	0.56	966	97,821	0.99	0	0	0.00	0	0	0.00	0	0	0.00	0	0	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
 SWITCHING - (QUAL TONE SPEED RECORDING WITHIN 3 SECONDS)
 Unified Telephones Company of the Northwest d.b.a. EMBARQ
 COMPANY NAME
 2008

Exchange	CLL	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Total Calls	Delay	% DT 3 Sec	Total Calls	Delay	% DT 3 Sec	Total Calls	Delay	% DT 3 Sec	Total Calls	Delay	% DT 3 Sec	Total Calls	Delay	% DT 3 Sec	Total Calls	Delay	% DT 3 Sec	Total Calls	Delay	% DT 3 Sec	Total Calls	Delay	% DT 3 Sec	Total Calls	Delay	% DT 3 Sec	Total Calls	Delay	% DT 3 Sec						
Poulsbo	PLSB	12413	2	100.0	104750	0	100.0	105387	0	100.0	38318	0	100.0																								
Sunnyside	SNSS	40850	1	100.0	38722	0	100.0	38941	0	100.0	104073	0	100.0																								
Washington	WSNSD	153963	3	100.0	141472	0	100.0	144728	0	100.0	142391	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. EMBARO
 COMPANY NAME
 2008

Exchange	CLL1	Jan				Feb				Mar				Apr				May				Jun			
		Total OOS	OOS Ctr 48	OOS Ctr >48	OOS48 Excl	Total OOS	OOS Ctr 48	OOS Ctr >48	OOS48 Excl	Total OOS	OOS Ctr 48	OOS Ctr >48	OOS48 Excl	Total OOS	OOS Ctr 48	OOS Ctr >48	OOS48 Excl	Total OOS	OOS Ctr 48	OOS Ctr >48	OOS48 Excl	Total OOS	OOS Ctr 48	OOS Ctr >48	OOS48 Excl
Chinacum	CHMC	6	6	0	1	6	6	0	0	88	88	0	0	7	7	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	
Dallasport	DLPT	6	6	0	0	6	6	0	0	2	2	0	0	3	3	0	0	0	0	0	0	0	0	0	
Glenwood	GLWD	8	8	0	0	2	2	0	0	2	2	0	0	5	5	0	0	0	0	0	0	0	0	0	
Goldendale	GLDL	75	73	2	2	28	26	2	0	17	17	0	0	51	49	2	2	1	1	0	0	0	0	0	
Grandview	GDVW	20	20	0	0	11	11	0	0	17	17	0	0	31	31	0	0	2	2	0	0	0	0	0	
Granger	GRGR	5	5	0	0	11	11	0	0	10	10	0	0	9	9	0	0	0	0	0	0	0	0	0	
Harrish	HRRH	7	7	0	0	8	6	2	0	10	10	0	0	9	9	0	0	0	0	0	0	0	0	0	
Hood Canal	HDCL	16	16	0	0	23	23	0	0	8	8	0	0	13	13	0	0	1	1	0	0	0	0	0	
Klickitat	KLCT	10	10	0	0	1	1	0	0	3	3	0	0	4	4	0	0	0	0	0	0	0	0	0	
Lyle	LYLE	4	4	0	0	5	5	0	0	6	6	0	0	13	13	0	0	0	0	0	0	0	0	0	
Mabton	MBTN	1	1	0	0	8	8	0	0	3	3	0	0	7	7	0	0	0	0	0	0	0	0	0	
Mattawa	MTWA	10	10	0	0	13	13	0	0	30	30	0	0	11	11	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	2	0	0	0	0	0	0	0	0	0	
Poulsbo	PLSB	77	77	0	0	67	67	0	0	73	73	0	0	56	55	1	1	2	2	0	0	0	0	0	
Prosser	PRSR	22	22	0	0	24	24	0	0	15	15	0	0	24	24	0	0	1	1	0	0	0	0	0	
Roosevelt	RSVT	3	3	0	0	1	1	0	0	2	2	0	0	1	1	0	0	0	0	0	0	0	0	0	
Stevenson	STSN	31	31	0	0	9	9	0	0	30	30	0	0	110	110	0	0	1	1	0	0	0	0	0	
Sunnyside	SNSD	51	51	0	0	35	35	0	0	39	39	0	0	25	25	0	0	0	0	0	0	0	0	0	
Toppenish	TPNS	34	34	0	0	16	16	0	0	22	22	0	0	27	27	0	0	0	0	0	0	0	0	0	
Troulakis	TRLK	8	8	0	0	2	2	0	0	4	4	0	0	22	22	0	0	0	0	0	0	0	0	0	
Wapato	WPAT	29	29	0	0	21	20	1	0	28	28	0	0	195	190	5	0	0	0	0	0	0	0	0	
White Salmon	WHSL	24	23	1	2	20	20	0	0	23	23	0	0	213	213	0	0	2	2	0	0	0	0	0	
Whiteswan	WHSW	6	6	0	0	2	2	0	0	3	3	0	0	5	5	0	0	0	0	0	0	0	0	0	
Whitstran	WHTS	3	3	0	0	0	0	0	0	3	3	0	0	1	1	0	0	0	0	0	0	0	0	0	
Willard	WLRD	2	2	0	0	2	2	0	0	0	0	0	0	6	6	0	0	1	1	0	0	0	0	0	
Washington		484	481	3	11	322	317	5	2	439	439	0	6	850	841	9	12	0	0	0	0	0	0	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
 Not Out of Service Trouble Reports Cleared Within 72 Hours
 United Telephone Company of the Northwest d.b.a. EMBARG
 COMPANY NAME
 2008

Exchange	CLLL	Jan				Feb				Mar				Apr				May				Jun			
		Total	NOOS	Cir >72	NOOS	Total	NOOS	Cir >72	NOOS	Total	NOOS	Cir >72	NOOS	Total	NOOS	Cir >72	NOOS	Total	NOOS	Cir >72	NOOS	Total	NOOS	Cir >72	NOOS
Chinacum	CHMC	2	2	0	0	4	4	0	0	3	3	0	0	3	3	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	0
Dallesport	DLPT	0	0	0	0	2	2	0	0	1	1	0	0	3	3	0	0	0	0	0	0	0	0	0	0
Glenwood	GLWD	3	3	0	0	0	0	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0
Gouldendale	GLDL	14	14	0	0	7	7	0	0	5	5	0	0	6	6	0	0	0	0	0	0	0	0	0	0
Grandview	GDVW	13	13	0	0	7	7	0	0	2	2	0	0	4	4	0	0	0	0	0	0	0	0	0	0
Granger	GRGR	5	5	0	0	1	1	0	0	2	2	0	0	2	2	0	0	0	0	0	0	0	0	0	0
Harran	HRRH	3	3	0	0	2	2	0	0	3	3	0	0	1	1	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	6	6	0	0	0	0	0	0	0	0	0	0
Klickitat	KLCT	4	4	0	0	2	2	0	0	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	1	1	0	0	0	0	0	0	0	0	0	0
Mabton	MBTN	0	0	0	0	0	0	0	0	1	1	0	0	7	7	0	0	0	0	0	0	0	0	0	0
Mattawa	MTWA	3	3	0	0	0	0	0	0	3	3	0	0	2	2	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	0	21	21	0	0	24	23	0	0	0	0	0	0	0	0	0	0
Prosser	PRSR	5	5	0	0	7	7	0	0	7	7	0	0	6	6	0	0	0	0	0	0	0	0	0	0
Roosevelt	RSVT	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0
Stevenson	STSN	9	9	0	0	4	4	0	0	1	1	0	0	6	6	0	0	0	0	0	0	0	0	0	0
Sunnyside	SNSD	16	16	0	0	10	10	0	0	17	17	0	0	8	8	0	0	0	0	0	0	0	0	0	0
Toppenish	TPNS	5	5	0	0	5	5	0	0	1	1	0	0	4	4	0	0	0	0	0	0	0	0	0	0
Troutlake	TRLK	3	3	0	0	1	1	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0
Wapato	WPAT	6	6	0	0	3	3	0	0	6	6	0	0	7	7	0	0	0	0	0	0	0	0	0	0
White Salmon	WHSW	0	0	0	0	1	1	0	0	10	10	0	0	5	5	0	0	0	0	0	0	0	0	0	0
Whiteswan	WHTS	1	1	0	0	1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Willard	WLRD	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0
Washington		129	129	0	0	88	87	1	8	99	99	0	4	103	101	1	3	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 ACTIVITY DELAY

EXCHANGE	CULL	Apr-08					May-08					Jun-08					2nd 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	12	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%	12	0	0	0%	0%		
Columbia	CLMA	0	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%	0	0	0	0%	0%		
Dalesport	DLPT	4	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%	4	0	0	0%	0%		
Glenwood	GLWD	1	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%	1	0	0	0%	0%		
Gondendale	GLDL	64	0	0	0%	0%	64	0	0%	0%	66	0	0%	0%	64	0	0	0%	0%		
Grandview	GDVW	66	0	0	0%	0%	66	0	0%	0%	25	0	0%	0%	66	0	0	0%	0%		
Granger	GRGR	25	0	0	0%	0%	25	0	0%	0%	28	0	0%	0%	25	0	0	0%	0%		
Hood Canal	HDCL	28	0	0	0%	0%	28	0	0%	0%	6	0	0%	0%	28	0	0	0%	0%		
Harran	HRRH	6	0	0	0%	0%	6	0	0%	0%	5	0	0%	0%	6	0	0	0%	0%		
Klickitat	KLCT	5	0	0	0%	0%	5	0	0%	0%	11	0	0%	0%	5	0	0	0%	0%		
Lyle	LYLE	11	0	0	0%	0%	11	0	0%	0%	17	0	0%	0%	11	0	0	0%	0%		
Mabton	MBTN	17	0	0	0%	0%	17	0	0%	0%	46	0	0%	0%	17	0	0	0%	0%		
Mattawa	MTWA	46	0	0	0%	0%	46	0	0%	0%	1	0	0%	0%	46	0	0	0%	0%		
Patterson	PASN	1	0	0	0%	0%	1	0	0%	0%	90	0	0%	0%	1	0	0	0%	0%		
Poulsbo	PLSB	90	0	0	0%	0%	90	0	0%	0%	36	0	0%	0%	90	0	0	0%	0%		
Prosser	PRSR	36	0	0	0%	0%	36	0	0%	0%	3	0	0%	0%	36	0	0	0%	0%		
Port Angeles	PTAG	3	0	0	0%	0%	3	0	0%	0%	0	0	0%	0%	3	0	0	0%	0%		
Roosevelt	RSVT	0	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%	0	0	0	0%	0%		
Stevenson	STSN	34	0	0	0%	0%	34	0	0%	0%	34	0	0%	0%	34	0	0	0%	0%		
Summyside	SNSD	135	0	0	0%	0%	135	0	0%	0%	68	0	0%	0%	135	0	0	0%	0%		
Toppenish	TPNS	68	0	0	0%	0%	68	0	0%	0%	3	0	0%	0%	68	0	0	0%	0%		
Troulaker	TRLK	3	0	0	0%	0%	3	0	0%	0%	54	0	0%	0%	3	0	0	0%	0%		
Wapato	WPAT	54	0	0	0%	0%	54	0	0%	0%	39	0	0%	0%	54	0	0	0%	0%		
White Salmon	WHSL	39	0	0	0%	0%	39	0	0%	0%	11	0	0%	0%	39	0	0	0%	0%		
Whiteswan	WHSW	11	0	0	0%	0%	11	0	0%	0%	8	0	0%	0%	11	0	0	0%	0%		
Whitstran	WHTS	8	0	0	0%	0%	8	0	0%	0%	3	0	0%	0%	8	0	0	0%	0%		
Willard	WLRD	3	0	0	0%	0%	3	0	0%	0%	770	0	0%	0%	3	0	0	0%	0%		
Washington		770	0	0	100%	100%	0	0	0%	0%	0	0	0%	0%	770	0	0	100%	100%		

: This report captures service o

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
Chinacum	CHMC	40	0	0	100%	100%
Columbia	CLMA	1	0	0	100%	100%
Dallesport	DLPT	27	0	0	100%	100%
Glenwood	GLWD	3	0	0	100%	100%
Goldendale	GLDL	186	0	0	100%	100%
Grandview	GDVW	241	0	0	100%	100%
Granger	GRGR	100	0	0	100%	100%
Hood Canal	HDCL	79	0	0	100%	100%
Harrish	HRRH	55	0	0	100%	100%
Klickitat	KLCT	17	0	0	100%	100%
Lyle	LYLE	38	0	0	100%	100%
Mabton	MBTN	59	0	0	100%	100%
Maltawa	MTWA	156	0	0	100%	100%
Patterson	PASN	4	0	0	100%	100%
Poulsbo	PLSB	281	0	0	100%	100%
Prosser	PRSR	229	0	0	100%	100%
Port Angeles	PTAG	32	0	0	100%	100%
Roosevelt	RSVT	2	0	0	100%	100%
Stevenson	STSN	138	0	0	100%	100%
Sunnyside	SNSD	504	1	0	100%	100%
Toppenish	TPNS	312	0	0	100%	100%
Troutlake	TRLK	16	0	0	100%	100%
Wapato	WPAT	245	0	0	100%	100%
White Salmon	WHSL	135	0	0	100%	100%
Whiteswan	WHSW	39	0	0	100%	100%
Whitstran	WHTS	23	0	0	100%	100%
Willard	WLRD	6	0	0	100%	100%
Washington		2,988	1	0	100%	100%

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