

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

2008

Exchange	CLLI	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec	
		Install	Miss	Install	Miss	Install	Miss	Install	Miss	Install	Miss	Install	Miss	Install	Miss	Install	Miss	Install	Miss	Install	Miss	Install	Miss	Install	Miss
Chimacum		9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Columbia		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Dallesport		9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Glenwood		1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Goldendale		35	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Grandview		65	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Granger		32	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Harrah		17	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Hood Canal		19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Klickitat		4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Lytle		7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Mabton		21	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Mattawa		28	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Paterson		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		1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Poulsbo		100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Prosser		42	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Roosevelt		1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Roswell		29	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Stevenson		29	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Sunnyside		136	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Tappanish		81	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Troutlake		7	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Wapato		77	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
White Salmon		36	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Whiteswan		8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Whitstran		6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Willard		1	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	0	694	11	0	732	16	0	770	10	0	637	9	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	8	0														
Columbia	CLMA	0	0	0	0	1	0	0	0	0	0														
Dallesport	DLPT	9	0	8	0	6	0	4	0	6	0														
Glenwood	GLWD	1	0	1	0	0	0	1	0	1	0														
Goldendale	GLDL	35	0	42	2	45	1	64	0	35	0														
Grandview	GDVW	65	0	53	1	57	1	66	0	44	0														
Granger	GRGR	32	0	21	0	22	0	25	0	20	0														
Harrah	HRRH	17	0	18	1	18	0	6	0	11	0														
Hood Canal	HDCL	19	1	14	1	14	1	28	2	15	0														
Klickitat	KLCT	4	0	4	0	4	0	5	0	8	0														
Lyle	LYLE	7	0	5	0	15	0	11	1	11	0														
Mabton	MBTN	21	0	8	0	13	0	17	0	16	0														
Mattawa	MTWA	28	0	39	1	43	0	46	0	36	0														
Patterson	PASN	0	0	2	0	1	0	1	0	0	0														
Port Angeles	PTAG	1	0	0	0	0	0	3	0	6	0														
Poulsbo	PLSB	100	0	91	0	107	1	90	0	75	2														
Prosser	PRSR	42	2	44	1	28	1	36	0	27	0														
Roosevelt	RSVT	1	0	0	0	1	0	0	0	0	0														
Stevenson	STSN	29	2	31	0	44	1	34	1	45	1														
Sunnyside	SNSD	136	0	116	3	117	2	135	1	111	1														
Toppenish	TPNS	81	0	75	0	88	1	68	0	55	0														
Troutlake	TRLK	7	1	2	0	4	0	3	0	8	1														
Wapato	WPAT	77	1	65	1	49	0	54	0	51	0														
White Salmon	WHSL	36	0	28	1	32	0	39	2	34	0														
WhiteSwan	WHSW	8	0	13	0	7	0	11	0	7	0														
Whitstran	WHTS	6	0	3	0	6	0	8	0	5	0														
Willard	WLRD	1	0	1	0	1	0	3	0	2	0														
Washington		772	7	694	12	732	9	770	7	637	5														

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. EMBARGO  
 COMPANY NAME  
 2008

Exchange	CLLI	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec		
		Total Rpts	Trib /100	Total Rpts	Trib /100	Total Rpts	Trib /100	Total Rpts	Trib /100	Total Rpts	Trib /100	Total Rpts	Trib /100	Total Rpts	Trib /100	Total Rpts	Trib /100	Total Rpts	Trib /100	Total Rpts	Trib /100	Total Rpts	Trib /100	Total Rpts	Trib /100	
Chinacoma	CHMC	9	1,079	0.83	10	1,081	0.83	10	1,077	0.83	5	1074	0.47	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Columbia	CLMA	0	158	0.00	0	158	0.00	0	163	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	
Dallesport	DLPT	7	742	0.64	8	733	1.09	6	715	0.84	6	708	0.85	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	7	375	1.87	3	377	0.80	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	93	4,856	1.82	36	4,845	0.74	22	4,819	0.46	58	4,811	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	
Grandview	GDVW	33	4,789	0.69	19	4,759	0.40	37	4,720	0.78	37	4,686	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	
Granger	GRGR	10	1,366	0.73	13	1,368	0.85	13	1,373	0.95	11	1,355	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	
Harrah	HRRH	11	1,032	1.07	10	1,037	0.96	13	1,040	1.25	10	1,031	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	
Hood Canal	HCCL	20	2,530	0.79	31	2,519	1.23	18	2,521	0.71	20	2,522	0.78	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	0.88	4	367	1.09	5	367	1.36	6	370	1.62	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Lyle	LYLE	6	998	0.61	8	998	0.81	8	980	0.62	14	973	1.44	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	14	1,365	1.03	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Maltawa	MTWA	14	2,388	0.59	16	2,402	0.67	33	2,397	1.38	13	2,422	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	
Patterson	PASN	7	400	1.75	0	403	0.00	0	405	0.00	0	408	0.00	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	0.96	1	274	0.38	2	271	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	
Poulsbo	PLSB	102	38,028	0.26	85	38,023	0.22	99	38,927	0.25	82	38,628	0.21	79	38,671	0.20	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	0.99	32	4,582	0.70	24	4,545	0.53	31	4,518	0.69	13	4,496	0.29	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Roosevelt	RSVT	3	199	1.51	2	198	1.01	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	
Stevenson	STSN	41	4,325	0.95	14	4,285	0.33	31	4,284	0.72	116	4,297	2.70	35	4,282	0.82	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Sunnyside	SPNS	68	9,826	0.89	45	9,848	0.46	57	9,810	0.59	34	9,767	0.35	37	9,767	0.38	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Toppishish	TPNS	41	7,459	0.85	21	7,434	0.28	23	7,465	0.31	32	7,393	0.43	63	7,346	0.66	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Troulakte	TRLK	12	721	1.86	3	716	0.42	4	716	0.56	23	712	3.23	1	714	1.74	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Wapato	WPAT	38	3,711	0.97	24	3,727	0.64	34	3,713	0.92	202	3,683	0.43	99	3,634	2.72	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	21	4,541	0.46	33	4,525	0.73	220	4,461	0.91	86	4,462	0.45	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	0.69	5	741	0.67	3	741	0.67	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Whitman	WHTS	4	600	0.87	1	597	0.17	4	586	0.60	3	586	0.30	1	586	0.31	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	10	319	3.13	1	320	0.31	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Washington		612	88,837	0.62	420	88,713	0.43	548	88,475	0.56	968	87,821	0.89	546	87,761	0.56	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 Telephone Company of the Northwest d.b.a. EMBARQ  
 COMPANY NAME

2008

Exchange	CLL	LL	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
			Total	% DT	% DT	Total	% DT	% DT	Total	% DT	% DT	Total	% DT	% DT	Total	% DT	% DT	Total	% DT	% DT	Total	% DT	% DT	Total	% DT	% DT	Total	% DT	% DT	Total	% DT	% DT	Total	% DT	% DT			
Polisbo	112413	2	100.0	104750	0	100.0	105.887	0	100.0	38.318	0	100.0	37.345	0	100.0	103.047	1	100.0																				
Sunnyside	40850	1	100.0	36722	0	100.0	38.841	0	100.0	104.073	0	100.0	103.047	1	100.0																							
Washington	155263	3	100.0	141472	0	100.0	144728	0	100.0	142391	0	100.0	140382	1	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  
 2008

Exchange	CLLI	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	0	0	88	0	0	7	7	0	0	5	0	0	5	0	0
Columbia		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dallesport		6	6	0	6	6	0	2	0	0	3	3	0	0	5	0	0	5	0	0
Glenwood		8	8	0	2	2	0	2	0	0	5	5	0	0	3	0	0	3	0	0
Goldendale		75	73	2	28	26	2	17	17	0	51	49	2	1	22	22	0	22	22	0
Grandview		20	0	0	0	0	0	17	17	0	31	31	0	0	29	29	0	29	29	0
Granger		5	5	0	11	11	0	10	10	0	9	9	0	0	9	9	0	9	9	0
Harran		7	7	0	8	6	2	10	10	0	9	9	0	0	14	14	0	14	14	0
Hood Canal		16	16	0	23	23	0	8	8	0	13	13	0	0	10	10	0	10	10	0
Klickitat		10	10	0	1	1	0	3	3	0	4	4	0	0	4	4	0	4	4	0
Lyle		4	4	0	5	5	0	6	6	0	13	13	0	0	3	3	0	3	3	0
Mabton		1	1	0	8	8	0	3	3	0	7	6	1	0	7	7	0	7	7	0
Mattawa		10	10	0	13	13	0	30	30	0	11	11	0	0	48	48	0	48	48	0
Patterson		6	6	0	0	0	0	0	0	0	0	0	0	0	2	2	0	2	2	0
Port Angeles		0	0	0	0	0	0	1	1	0	2	2	0	0	0	0	0	0	0	0
Port Angeles		0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Poulsbo		77	77	0	67	67	0	73	73	0	56	55	1	2	52	52	0	52	52	0
Prosser		22	22	0	24	24	0	15	15	0	24	24	0	1	9	9	0	9	9	0
Rosevelt		3	3	0	1	1	0	2	2	0	1	1	0	0	0	0	0	0	0	0
Stevenson		31	31	0	9	9	0	30	30	0	110	110	0	0	29	29	0	29	29	0
Sunnyside		51	51	0	35	35	0	39	39	0	25	25	0	1	31	31	0	31	31	0
Toppenish		34	34	0	16	16	0	22	22	0	27	27	0	0	54	54	0	54	54	0
Trullake		8	8	0	2	2	0	4	4	0	22	22	0	0	1	1	0	1	1	0
Wapato		29	29	0	21	20	1	28	28	0	195	190	5	0	98	87	11	98	87	11
White Salmon		24	23	1	20	20	0	23	23	0	213	213	0	0	14	14	0	14	14	0
Whiteswan		6	6	0	2	2	0	3	3	0	5	5	0	0	4	4	0	4	4	0
Whitstran		3	3	0	0	0	0	3	3	0	1	1	0	0	1	1	0	1	1	0
Willard		2	2	0	2	2	0	0	0	0	6	6	0	0	1	1	0	1	1	0
Washington		464	461	3	322	317	5	439	439	0	850	841	9	12	458	447	11	458	447	11

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 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
Chinacum		2	0	0	4	0	0	3	0	0	3	0	0	0	0	0	0	0	0
Columbia		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dallesport		0	0	1	2	2	0	3	1	0	3	0	0	1	1	0	1	1	0
Glenwood		3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Goldendale		14	14	2	7	7	1	5	5	0	6	6	0	1	1	0	1	1	1
Grandview		13	13	0	7	7	0	2	2	0	4	4	0	0	0	0	0	0	0
Granger		5	5	0	1	1	0	2	2	0	2	2	0	0	0	0	0	0	0
Harrah		3	3	0	2	2	0	3	3	0	1	1	0	1	1	0	2	2	0
Hood Canal		4	4	0	8	8	0	10	10	0	6	6	0	2	2	0	2	2	0
Klickitat		4	4	0	2	2	0	1	1	0	0	0	0	1	1	0	0	0	0
Lyle		2	2	0	3	3	0	2	2	0	1	1	0	0	0	1	1	0	0
Mabton		0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0
Mattawa		3	3	0	3	3	0	3	3	0	2	2	0	2	2	0	2	2	0
Patterson		1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Port Angeles		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PTAG		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Poulsbo		24	24	0	16	16	0	21	21	0	24	24	0	1	1	0	25	25	0
Prosser		5	5	0	7	7	0	7	7	0	6	6	0	0	0	0	4	4	0
Roosevelt		0	0	0	0	0	0	0	0	0	1	1	0	1	1	0	1	1	0
Roosevelt		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson		9	9	0	4	4	0	1	1	0	6	6	0	6	6	0	6	6	0
Sunnyside		16	16	0	10	9	1	17	17	0	8	7	0	0	0	0	5	5	0
TPNS		5	5	0	5	5	0	1	1	0	4	4	0	0	0	1	7	7	0
Trooplake		3	3	0	1	1	0	0	0	0	1	1	0	1	1	0	0	0	0
Wapato		6	6	0	3	3	0	6	6	0	7	7	0	0	0	1	1	0	0
White Salmon		6	6	0	1	1	0	10	10	0	5	5	0	0	0	6	6	0	0
Whiteswan		0	0	0	1	1	0	2	2	0	0	0	0	0	0	1	1	0	0
Whitstran		1	1	0	1	1	0	1	1	0	1	1	0	0	0	0	0	0	0
Willard		0	0	0	0	0	0	0	0	0	3	3	0	0	0	0	0	0	0
Washington		129	129	0	88	87	1	99	99	0	103	101	1	3	3	2	77	77	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 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



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

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

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

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Apr-08			May-08			Jun-08			2nd Qtr 08						
		Total Orders Cmpltd	Held >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >180 Days				
		Chimacum	12	0	0	100%	8	0	0	100%	0%	0	0	0	100%	0%	0
Columbia	0	0	0	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0%
Dallesport	4	0	0	100%	6	0	0	100%	100%	0	0	0	100%	0%	0	0	100%
Glenwood	1	0	0	100%	1	0	0	100%	100%	2	0	0	100%	0%	0	0	100%
Goldendale	64	0	0	100%	35	0	0	100%	100%	99	0	0	100%	0%	0	0	100%
Grandview	66	0	0	100%	44	0	0	100%	100%	110	0	0	100%	0%	0	0	100%
Granger	25	0	0	100%	20	0	0	100%	100%	45	0	0	100%	0%	0	0	100%
Hood Canal	28	0	0	100%	15	0	0	100%	100%	43	0	0	100%	0%	0	0	100%
Harrah	6	0	0	100%	11	0	0	100%	100%	17	0	0	100%	0%	0	0	100%
Klickitat	5	0	0	100%	8	0	0	100%	100%	13	0	0	100%	0%	0	0	100%
Lyle	11	0	0	100%	11	0	0	100%	100%	22	0	0	100%	0%	0	0	100%
Mabton	17	0	0	100%	16	0	0	100%	100%	33	0	0	100%	0%	0	0	100%
Mattawa	46	0	0	100%	36	0	0	100%	100%	82	0	0	100%	0%	0	0	100%
Patterson	1	0	0	100%	0	0	0	0%	0%	1	0	0	100%	0%	0	0	100%
Poulsbo	90	0	0	100%	75	0	0	100%	100%	165	0	0	100%	0%	0	0	100%
Prosser	36	0	0	100%	27	0	0	100%	100%	63	0	0	100%	0%	0	0	100%
Port Angeles	3	0	0	100%	6	0	0	100%	100%	9	0	0	100%	0%	0	0	100%
Roosevelt	0	0	0	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0%
Stevenson	34	0	0	100%	45	0	0	100%	100%	79	0	0	100%	0%	0	0	100%
Sunnyside	135	0	0	100%	111	0	0	100%	100%	246	0	0	100%	0%	0	0	100%
Toppenish	68	0	0	100%	55	0	0	100%	100%	123	0	0	100%	0%	0	0	100%
Troutlake	3	0	0	100%	8	0	0	100%	100%	11	0	0	100%	0%	0	0	100%
Wapato	54	0	0	100%	51	0	0	100%	100%	105	0	0	100%	0%	0	0	100%
White Salmon	39	0	0	100%	34	0	0	100%	100%	73	0	0	100%	0%	0	0	100%
WhiteSwan	11	0	0	100%	7	0	0	100%	100%	18	0	0	100%	0%	0	0	100%
Whitstran	8	0	0	100%	5	0	0	100%	100%	13	0	0	100%	0%	0	0	100%
Willard	3	0	0	100%	2	0	0	100%	100%	5	0	0	100%	0%	0	0	100%
Washington	770	0	0	100%	637	0	0	100%	100%	1,407	0	0	100%	0%	0	0	100%

: This report captures service o

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	
Chimacum	CHMC	48	0	0	100%	
Columbia	CLMA	1	0	0	100%	
Dallesport	DLPT	33	0	0	100%	
Glenwood	GLWD	4	0	0	100%	
Goldendale	GLDL	221	0	0	100%	
Grandview	GDVW	285	0	0	100%	
Granger	GRGR	120	0	0	100%	
Hood Canal	HDCL	94	0	0	100%	
Harrah	HRRH	66	0	0	100%	
Klickitat	KLCT	25	0	0	100%	
Lyle	LYLE	49	0	0	100%	
Mabton	MBTN	75	0	0	100%	
Mattawa	MTWA	192	0	0	100%	
Patterson	PASN	4	0	0	100%	
Poulsbo	PLSB	356	0	0	100%	
Prosser	PRSR	256	0	0	100%	
Port Angeles	PTAG	38	0	0	100%	
Roosevelt	RSVT	2	0	0	100%	
Stevenson	STSN	183	0	0	100%	
Sunnyside	SNSD	615	1	0	100%	
Toppenish	TPNS	367	0	0	100%	
Troullake	TRLK	24	0	0	100%	
Wapato	WPAT	296	0	0	100%	
White Salmon	WHSL	169	0	0	100%	
WhiteSwan	WHSW	46	0	0	100%	
Whitstran	WHTS	28	0	0	100%	
Willard	WLRD	8	0	0	100%	
Washington		3,605	1	0	100%	

: This report captures service o