



July 18, 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 June 2008.

The trouble reports per 100 access lines objective was met for the month of June in all exchanges.

Granger: The number of out of service (OOS) trouble reports, cleared in greater than 48 hours, was due to repair reports not being closed when Embarq had difficulty isolating trouble in the central office. To ensure the trouble was completely isolated and customers would remain in service, tickets were held open.

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

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

2008 JUL 23 AM 8:16
RECEIVED
COMMUNICATIONS DIVISION

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. EMBARRAS
 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	12	0	0	8	0	0	18	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	6	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	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Gierwood	GLWD	1	0	0	1	0	0	0	0	0	1	0	0	0	0	0	2	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	64	0	0	35	0	0	40	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	44	0	0	40	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	20	0	0	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Harran	HRRH	17	0	0	18	0	0	18	0	0	6	0	0	11	0	0	19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Hood Canal	HCCL	19	0	0	14	0	0	14	0	0	28	0	0	15	0	0	22	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	5	0	0	8	0	0	11	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	0	0	11	0	0	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madon	MEDN	21	0	0	0	0	0	13	0	0	17	0	0	16	0	0	35	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Makawa	MATWA	28	0	0	39	0	0	43	0	0	46	0	0	36	0	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Paterson	PASN	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				
Port Angeles	PTAG	0	0	0	0	0	0	0	0	0	3	0	0	6	0	0	103	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Poulsbo	PLSB	100	0	0	91	0	0	107	0	0	90	0	0	75	0	0	35	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Prosser	PRSR	42	0	0	44	0	0	28	0	0	36	0	0	27	0	0	2	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	41	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Stevenson	STSN	29	0	0	31	0	0	44	0	0	34	0	0	45	0	0	131	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Sunnyside	SMSD	136	0	0	116	0	0	117	0	0	135	0	0	111	0	0	81	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	3	0	0	55	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Troulctake	TRLK	7	0	0	2	0	0	4	0	0	3	0	0	8	0	0	68	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Wapato	WPAT	77	0	0	65	0	0	49	0	0	54	0	0	51	0	0	33	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	39	0	0	34	0	0	4	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	11	0	0	7	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Whitstran	WHTS	6	0	0	3	0	0	6	0	0	8	0	0	5	0	0	1	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	3	0	0	2	0	0	1	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	637	9	0	730	14	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. EMBARR
COMPANY NAME
2008

Exchange	CILL	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
Chinacurn	CHMC	9	0	10	0	9	0	12	0	8	0	18	0	0	0	0	0	0	0	0	0	0	0	0	
Columbia	CLMA	0	0	0	0	1	0	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Dalesport	DLPT	9	0	8	0	6	0	4	0	6	0	8	0	0	0	0	0	0	0	0	0	0	0	0	
Glenwood	GLWD	1	0	1	0	0	0	1	0	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	
Goldendale	GLDL	35	0	42	0	45	1	64	0	35	0	38	0	0	0	0	0	0	0	0	0	0	0	0	
Grandview	GDVW	65	0	53	1	57	1	66	0	44	0	40	0	0	0	0	0	0	0	0	0	0	0	0	
Granger	GRGR	32	0	21	0	22	0	20	0	20	0	11	0	0	0	0	0	0	0	0	0	0	0	0	
Harran	HRRH	17	0	18	1	18	0	6	0	11	0	19	0	0	0	0	0	0	0	0	0	0	0	0	
Hood Canal	HDCL	19	1	14	1	14	1	28	2	15	0	22	0	0	0	0	0	0	0	0	0	0	0	0	
Klickitat	KLCT	4	0	4	0	4	0	5	0	8	0	2	0	0	0	0	0	0	0	0	0	0	0	0	
Lyle	LYLE	7	0	5	0	15	0	11	1	11	0	11	0	0	0	0	0	0	0	0	0	0	0	0	
Mabton	MBTN	21	0	8	0	13	0	17	0	16	0	7	0	0	0	0	0	0	0	0	0	0	0	0	
Mattawa	MTWA	28	0	39	1	43	0	46	0	36	0	35	0	0	0	0	0	0	0	0	0	0	0	0	
Patterson	PASN	0	0	2	0	1	0	1	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	
Port Angeles	PTAG	0	0	0	0	107	0	0	0	75	0	103	0	0	0	0	0	0	0	0	0	0	0	0	
Poulsbo	PLSB	100	0	91	0	107	1	3	0	0	0	7	0	0	0	0	0	0	0	0	0	0	0	0	
Prosser	PRSR	42	2	44	1	28	1	36	0	27	0	35	0	0	0	0	0	0	0	0	0	0	0	0	
Roosevelt	RSVT	1	0	0	0	1	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	
Stevenson	STSN	29	2	31	0	44	1	34	0	45	1	41	1	3	0	0	0	0	0	0	0	0	0	0	
Sunnyside	SNSD	136	0	116	3	117	2	135	1	111	0	131	1	1	0	0	0	0	0	0	0	0	0	0	
Toppenish	TPNS	81	0	75	0	88	1	68	0	55	0	81	1	0	0	0	0	0	0	0	0	0	0	0	
Troutlake	TRLK	7	1	2	0	4	0	3	0	8	1	3	0	0	0	0	0	0	0	0	0	0	0	0	
Wapato	WPAT	77	1	65	1	49	0	54	0	51	0	68	0	0	0	0	0	0	0	0	0	0	0	0	
White Salmon	WHSL	36	0	28	1	32	0	39	2	34	0	33	3	0	0	0	0	0	0	0	0	0	0	0	
WhiteSwan	WHSW	8	0	13	0	7	0	11	0	7	0	4	0	0	0	0	0	0	0	0	0	0	0	0	
Whitstran	WHTS	6	0	3	0	6	0	3	0	5	0	5	0	0	0	0	0	0	0	0	0	0	0	0	
Willard	WLRD	1	0	1	0	1	0	3	0	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	
Washington		772	7	694	12	732	9	770	7	637	5	730	8	0	0	0	0	0	0	0	0	0	0	0	

Orders Taken = Total New and ToT Transfer service orders completed
5 Day Miss = Total New and ToT 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 dba EMBARGO
 COMPANY NAME
 2008

Exchange	CLLI	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Total	Total	/100	Total	Total	/100	Total	Total	/100	Total	Total	/100	Total	Total	/100	Total	Total	/100	Total	Total	/100	Total	Total	/100	Total	Total	/100	Total	Total	/100						
Chimacum	CHMC	9	1,079	0.83	10	1,081	0.83	81	1,075	0.83	10	1,077	0.83	5	1,074	0.47	16	1,075	1.48	0	0	0.00	0	0	0.00	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	163	0.00	0	163	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Dalport	DLPT	7	742	0.94	8	733	1.08	3	776	0.41	6	715	0.84	6	708	0.85	3	708	0.42	7	708	0.42	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Glenwood	GLWD	11	390	2.89	2	376	0.53	22	4,819	0.46	58	4,821	1.20	26	4,811	0.54	58	4,783	1.21	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Goldendale	GLDL	83	4,856	1.92	36	4,845	0.74	19	4,756	0.40	37	4,720	0.78	37	4,686	0.78	30	4,684	1.21	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Grandview	GRVW	33	4,789	0.69	13	4,759	0.40	13	4,733	0.95	11	4,555	0.81	11	4,338	0.92	37	4,327	2.78	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Granger	GRGR	10	1,366	0.73	10	1,368	0.96	13	1,373	0.95	10	1,331	0.87	13	1,328	0.52	9	1,322	0.58	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Hernan	HRRH	11	1,032	1.07	10	1,037	1.23	18	2,521	0.71	20	2,522	0.79	13	2,505	0.52	9	2,488	0.58	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Hood Canal	HDCL	20	2,530	0.78	31	2,519	1.08	5	367	1.36	6	373	1.44	8	376	1.33	10	377	1.83	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Klickitat	KLCT	15	368	0.61	8	367	0.81	5	367	0.82	14	365	1.03	8	368	0.59	7	369	0.52	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Lyle	LYLE	6	898	0.67	8	886	0.81	8	880	0.82	14	873	1.44	8	870	0.82	10	867	1.83	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Mabton	MBTN	1	1,384	0.07	8	1,380	0.58	4	1,371	0.28	14	1,365	1.03	8	1,368	0.59	7	1,369	0.52	0	0	0.00	0	0	0.00	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	2,397	1.38	13	2,422	0.54	50	2,421	0.50	38	2,419	0.52	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Paterson	PASN	7	400	1.75	0	403	0.00	0	405	0.00	0	408	0.00	0	407	0.00	1	407	0.24	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Port Angeles	PLAS	0	277	0.00	0	276	0.36	0	274	0.00	2	271	0.74	0	271	0.00	0	271	0.21	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Poulsbo	PLSB	102	38,028	0.28	95	38,023	0.22	69	38,927	0.23	82	38,628	0.29	78	38,621	0.20	83	38,625	0.38	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Rosevelt	RSVT	3	189	1.51	2	188	1.01	2	188	1.01	2	189	1.01	2	189	0.51	1	189	0.51	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Snohomish	SNMS	41	4,325	0.85	14	4,295	0.33	31	4,294	0.72	116	4,287	2.30	32	4,292	0.82	29	4,280	0.66	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Summerville	STNS	68	9,926	0.69	45	9,848	0.48	57	9,749	0.59	32	9,733	0.43	63	9,746	0.88	37	9,729	0.51	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Toppenish	TSPS	41	7,459	0.53	21	7,434	0.28	23	7,459	0.51	22	7,432	0.43	63	7,446	0.14	4	7,44	0.56	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Toulatle	TRTK	12	721	1.66	3	716	0.42	4	719	0.59	202	3,653	0.43	1	3,634	0.14	4	3,607	0.69	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Wapato	WPAT	36	3,711	0.97	24	3,727	0.64	34	3,725	0.75	220	4,481	0.67	20	4,482	0.45	34	4,481	0.76	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
White Salmon	WHSL	33	4,346	0.73	6	4,341	0.44	30	4,325	0.75	220	4,481	0.67	5	4,482	0.67	4	4,481	0.54	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Whiteswan	WHWS	6	735	0.62	4	741	0.17	4	735	0.67	5	741	0.50	4	741	0.67	9	736	1.51	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Willard	WLRS	4	600	0.63	2	597	0.64	0	595	0.67	3	596	0.50	4	596	0.31	1	598	0.31	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Washington	WLRD	2	315	0.53	2	313	0.64	0	319	0.00	10	313	3.13	1	320	0.31	1	319	0.31	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
		612	98,937	0.82	420	98,713	0.43	546	98,475	0.56	888	97,921	0.99	546	97,761	0.56	532	97,485	0.55	0	0	0.00	0	0	0.00	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 - (DUAL TONE SPEED RECORDING WITHIN 3 SECONDS)

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		
		Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec						
Poulsbo	PLSB	112413	2	100.0	104760	0	100.0	105887	0	100.0	38318	0	100.0	37346	0	100.0	38876	3	100.0																		
Summerville	SNSD	40850	1	100.0	36722	0	100.0	38341	0	100.0	104073	0	100.0	103047	1	100.0	86526	2	100.0																		
Washington		159263	3	100.0	141472	0	100.0	144728	0	100.0	142391	0	100.0	146392	1	100.0	136501	5	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. EMBARQ
 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	5	5	0	0	14	14	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	3	3	0	0	3	3	0	0	3	3	0	0
Glenwood	GLWD	8	8	0	0	2	2	0	0	2	2	0	0	5	5	0	0	2	2	0	0	7	7	0	0
Goldendale	GLDL	75	73	2	2	28	26	0	0	17	17	0	0	51	49	2	1	22	22	0	0	44	44	0	0
Grandview	GDVW	20	20	0	0	11	11	0	0	10	10	0	0	31	31	0	0	29	29	0	0	29	29	0	0
Granger	GRGR	5	5	0	0	8	8	0	0	10	10	0	0	9	9	0	0	14	14	0	0	37	37	0	0
Harrah	HRRH	7	7	0	0	8	8	0	0	10	10	0	0	9	9	0	0	14	14	0	0	5	5	0	0
Hood Canal	HDCL	16	16	0	0	23	23	0	0	8	8	0	0	13	13	0	0	10	10	0	0	7	7	0	0
Klickitat	KLCT	10	10	0	0	1	1	0	0	3	3	0	0	4	4	0	0	4	4	0	0	4	4	0	0
Lyle	LYLE	4	4	0	0	5	5	0	0	6	6	0	0	13	13	0	0	3	3	0	0	15	14	0	0
Maton	MBTN	1	1	0	0	8	8	0	0	3	3	0	0	7	7	0	0	3	3	0	0	4	4	0	0
Mattawa	MTWA	1	1	0	0	13	13	0	0	30	30	0	0	11	11	0	0	4	4	0	0	29	29	0	0
Matlacha	MATL	10	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	0	1	1	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	1	1	0	0
Poulsbo	PLSB	77	77	0	0	67	67	0	0	73	73	0	0	56	55	1	0	52	52	0	0	71	71	0	0
Roosevelt	RSVT	22	22	0	0	24	24	0	0	15	15	0	0	24	24	0	0	9	9	0	0	10	10	0	0
Snohomish	SNSD	3	3	0	0	1	1	0	0	2	2	0	0	1	1	0	0	0	0	0	0	1	1	0	0
Sunnyside	STSN	31	31	0	0	9	9	0	0	30	30	0	0	110	110	0	0	29	29	0	0	24	24	0	0
Toppenish	TPNS	51	51	0	0	35	35	0	0	39	39	0	0	25	25	0	0	31	31	0	0	37	37	0	0
Troutlake	TRLK	8	8	0	0	2	2	0	0	22	22	0	0	27	27	0	0	54	54	0	0	28	27	0	0
Wapato	WPAT	29	29	0	0	21	21	0	0	4	4	0	0	22	22	0	0	1	1	0	0	3	3	0	0
White Salmon	WHSAL	24	24	0	0	20	20	0	0	28	28	0	0	195	190	5	0	98	87	0	0	22	22	0	0
Whiteswan	WHSW	6	6	0	0	2	2	0	0	23	23	0	0	5	5	0	0	14	14	0	0	27	27	0	0
Whitman	WHTM	3	3	0	0	0	0	0	0	3	3	0	0	1	1	0	0	4	4	0	0	7	7	0	0
Willard	WLRD	2	2	0	0	2	2	0	0	0	0	0	0	6	6	0	0	1	1	0	0	1	1	0	0
Washington		464	461	3	11	322	317	5	2	439	439	0	6	850	841	9	12	458	447	11	9	436	415	21	6

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 Excl = 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. EMBARRAS
 COMPANY NAME
 2008

Exchange	CLLI	Jan				Feb				Mar				Apr				May				Jun			
		Total NOOS	NOOS Cir-72	NOOS Cir->72	NOOS 72 Excl	Total NOOS	NOOS Cir-72	NOOS Cir->72	NOOS 72 Excl	Total NOOS	NOOS Cir-72	NOOS Cir->72	NOOS 72 Excl	Total NOOS	NOOS Cir-72	NOOS Cir->72	NOOS 72 Excl	Total NOOS	NOOS Cir-72	NOOS Cir->72	NOOS 72 Excl	Total NOOS	NOOS Cir-72	NOOS Cir->72	NOOS 72 Excl
Chimacum	CHMC	2	2	0	0	4	4	0	0	3	3	0	0	3	3	0	0	0	0	0	0	2	2	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	0	0	0	0	2	2	0	0	1	1	0	0	3	3	0	0	1	1	0	0	0	0	0	
Glennwood	GLWD	3	3	0	0	0	0	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	
Goldendale	GLDL	14	14	0	0	7	7	0	0	5	5	0	0	6	6	0	0	1	1	0	0	12	12	0	0
Grandview	GDVW	13	13	0	0	7	7	0	0	2	2	0	0	4	4	0	0	8	8	0	0	1	1	0	0
Granger	GRGR	5	5	0	0	1	1	0	0	2	2	0	0	2	2	0	0	2	2	0	0	0	0	0	0
Harrish	HRRH	3	3	0	0	2	2	0	0	3	3	0	0	1	1	0	0	1	1	0	0	1	1	0	0
Hood Canal	HDCL	4	4	0	0	8	8	0	0	10	10	0	0	6	6	0	0	2	2	0	0	2	2	0	0
Klickitat	KLCT	4	4	0	0	2	2	0	0	1	1	0	0	0	0	0	0	1	1	0	0	3	3	0	0
Lyle	LYLE	2	2	0	0	3	3	0	0	2	2	0	0	1	1	0	0	2	2	0	0	1	1	0	0
Mabton	MBTN	0	0	0	0	0	0	0	0	1	1	0	0	7	7	0	0	1	1	0	0	9	9	0	0
Mattawa	MTWA	3	3	0	0	3	3	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	24	0	0	25	25	0	0	12	12	0	0
Prosser	PRSR	5	5	0	0	7	7	0	0	7	7	0	0	6	6	0	0	4	4	0	0	4	4	0	0
Roosevelt	RSVT	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1	0	0	0	0	0	0
Stevenson	STSN	9	9	0	0	4	4	0	0	17	17	0	0	8	8	0	0	5	5	0	0	4	4	0	0
Sunnyside	SNSD	16	16	0	0	10	10	0	0	11	11	0	0	4	4	0	0	7	7	0	0	8	8	0	0
Toppenish	TPNS	5	5	0	0	5	5	0	0	1	1	0	0	4	4	0	0	0	0	0	0	1	1	0	0
Troulaker	TRLK	3	3	0	0	1	1	0	0	6	6	0	0	7	7	0	0	1	1	0	0	2	2	0	0
Wapato	WPAT	6	6	0	0	3	3	0	0	10	10	0	0	5	5	0	0	6	6	0	0	6	6	0	0
White Salmon	WHSL	0	0	0	0	1	1	0	0	2	2	0	0	1	1	0	0	1	1	0	0	1	1	0	0
Whiteswan	WHSW	0	0	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0
Whitstran	WHTS	1	1	0	0	1	1	0	0	2	2	0	0	1	1	0	0	1	1	0	0	1	1	0	0
Willard	WLRD	0	0	0	0	0	0	0	0	0	0	0	0	3	3	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	2	3	77	77	0	2	88	88	0	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 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	CLLI	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	100%	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%
Glenwood	GLWD	1	0	0	100%	100%	1	0	0	100%	100%	0	0	0	0%	0%	2	0	0	100%	100%
Goldendale	GLDL	35	0	0	100%	100%	42	0	0	100%	100%	45	0	0	100%	100%	122	0	0	100%	100%
Grandview	GDVW	85	0	0	100%	100%	53	0	0	100%	100%	57	0	0	100%	100%	175	0	0	100%	100%
Granger	GRGR	32	0	0	100%	100%	21	0	0	100%	100%	22	0	0	100%	100%	75	0	0	100%	100%
Hood Canal	HDCL	19	0	0	100%	100%	14	0	0	100%	100%	18	0	0	100%	100%	51	0	0	100%	100%
Harrat	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	0%	0%	3	0	0	100%	100%
Poulsbo	PLSB	100	0	0	100%	100%	91	0	0	100%	100%	107	0	0	100%	100%	191	0	0	100%	100%
Port Angeles	PRSR	42	0	0	100%	100%	44	0	0	100%	100%	28	0	0	100%	100%	193	0	0	100%	100%
Rosevelt	RSVT	1	0	0	100%	100%	0	0	0	0%	0%	1	0	0	100%	100%	2	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%
Toppenish	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.

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	Held >90 Days	Held >180 Days	%Held Orders >90 Days	Total Orders	Held >90 Days	Held >180 Days	%Held Orders >90 Days	Total Orders	Held >90 Days	Held >180 Days	%Held Orders >90 Days	Total Orders	Held >90 Days	Held >180 Days	%Held Orders >90 Days
		Cmpltd	Days	Days	%Held Orders >180 Days	Cmpltd	Days	Days	%Held Orders >180 Days	Cmpltd	Days	Days	%Held Orders >180 Days	Cmpltd	Days	Days	%Held Orders >180 Days
Chimacum	CHMC	12	0	0	100%	8	0	0	100%	18	0	0	100%	38	0	0	100%
Columbia	CLMA	0	0	0	0%	0	0	0	0%	0	0	0	0%	0	0	0	0%
Dalesport	DLPT	4	0	0	100%	6	0	0	100%	8	0	0	100%	18	0	0	100%
Glenwood	GLWD	1	0	0	100%	1	0	0	100%	40	0	0	100%	42	0	0	100%
Goldendale	GLDL	64	0	0	100%	35	0	0	100%	38	0	0	100%	137	0	0	100%
Grandview	GDVW	66	0	0	100%	44	0	0	100%	40	0	0	100%	150	0	0	100%
Granger	GRGR	25	0	0	100%	20	0	0	100%	11	0	0	100%	56	0	0	100%
Hood Canal	HDCL	28	0	0	100%	15	0	0	100%	22	0	0	100%	65	0	0	100%
Harrah	HRRH	6	0	0	100%	11	0	0	100%	19	0	0	100%	36	0	0	100%
Klickitat	KLCT	5	0	0	100%	8	0	0	100%	2	0	0	100%	15	0	0	100%
Lyle	LYLE	11	0	0	100%	11	0	0	100%	11	0	0	100%	33	0	0	100%
Mabon	MBTN	17	0	0	100%	16	0	0	100%	7	0	0	100%	40	0	0	100%
Mattawa	MTWA	46	0	0	100%	36	0	0	100%	35	0	0	100%	117	0	0	100%
Patternson	PASN	1	0	0	100%	1	0	0	100%	3	0	0	100%	4	0	0	100%
Poulsbo	PLSB	90	0	0	100%	75	0	0	100%	103	0	0	100%	288	0	0	100%
Prosser	PRSR	36	0	0	100%	27	0	0	100%	35	0	0	100%	98	0	0	100%
Port Angeles	PTAG	3	0	0	100%	6	0	0	100%	7	0	0	100%	16	0	0	100%
Roosevelt	RSVT	0	0	0	0%	0	0	0	0%	2	0	0	100%	2	0	0	100%
Stevenson	STSN	34	0	0	100%	45	0	0	100%	41	0	0	100%	120	0	0	100%
Sunnyside	SNSD	135	0	0	100%	111	0	0	100%	131	0	0	100%	377	0	0	100%
Topenish	TPNS	68	0	0	100%	55	0	0	100%	81	0	0	100%	204	0	0	100%
Troulaker	TRLK	3	0	0	100%	8	0	0	100%	3	0	0	100%	14	0	0	100%
Wapato	WPAT	54	0	0	100%	51	0	0	100%	68	0	0	100%	173	0	0	100%
White Salmon	WHSL	39	0	0	100%	34	0	0	100%	33	0	0	100%	106	0	0	100%
Whiteswan	WHSW	11	0	0	100%	7	0	0	100%	4	0	0	100%	22	0	0	100%
Whitman	WHTS	8	0	0	100%	5	0	0	100%	5	0	0	100%	18	0	0	100%
Wland	WLRD	3	0	0	100%	2	0	0	100%	1	0	0	100%	6	0	0	100%
Washington		770	0	0	100%	637	0	0	100%	788	0	0	100%	2,175	0	0	100%

: This report captures service o

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jan - Jun 08 (180 Day)			
		Total Orders	Held >90 Days	Held >180 Days	%Held Orders >90 Days
		Completed			%Held Orders >180 Days
Chimacum	CHMC	66	0	0	100%
Columbia	CLMA	1	0	0	100%
Dallesport	DLPT	41	0	0	100%
Glenwood	GLWD	44	0	0	100%
Goldendale	GLDL	259	0	0	100%
Grandview	GDVW	325	0	0	100%
Granger	GRCR	131	0	0	100%
Hood Canal	HDCL	116	0	0	100%
Harran	HRRH	85	0	0	100%
Klickitat	KLCT	27	0	0	100%
Lyle	LYLE	60	0	0	100%
Mabton	MBTN	82	0	0	100%
Matlatawa	MTWA	227	0	0	100%
Patterson	PASN	7	0	0	100%
Poulsbo	PLSB	459	0	0	100%
Prosser	PRSR	291	0	0	100%
Port Angeles	PTAG	45	0	0	100%
Roosevelt	RSVT	4	0	0	100%
Stevenson	STSN	224	0	0	100%
Sunnyside	SNSD	746	1	0	100%
Toppenish	TPNS	448	0	0	100%
Troutlake	TRLK	27	0	0	100%
Mapalo	WPAT	364	0	0	100%
White Salmon	WWSL	202	0	0	100%
Whiteswan	WHSW	50	0	0	100%
Whitstran	WHTS	33	0	0	100%
Willard	WLRD	9	0	0	100%
Washington		4,373	1	0	100%

: This report captures service o