



August 26, 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 July 2008.

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

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 AUG 29 AM 8:13

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 dba. EMBARG
 COMPANY NAME

2008

Exchange	CLLI	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						
Chinacum	CHM/C	9	0	0	10	0	0	9	0	0	12	0	0	8	0	0	18	0	0	8	0	0	8	0	0	1	0	0	0	0	0	0	0	0	0		
Columbia	CLM/A	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			
Dallesport	DLPT	9	0	0	8	0	0	6	0	0	4	0	0	6	0	0	8	0	0	8	0	0	8	0	0	0	0	0	0	0	0	0	0	0	0		
Glennwood	GLWD	1	0	0	1	0	0	0	0	0	1	0	0	1	0	0	2	0	0	2	0	0	2	0	0	1	0	0	0	0	0	0	0	0	0		
Goldendale	GOLD	35	0	0	42	0	0	45	0	0	64	0	0	35	0	0	38	0	0	45	0	0	58	0	0	2	0	0	0	0	0	0	0	0	0		
Grandview	GRD/V	65	0	0	53	0	0	57	0	0	66	0	0	44	0	0	40	0	0	20	0	0	12	0	0	2	0	0	0	0	0	0	0	0	0		
Grandger	GRGR	32	0	0	21	0	0	22	0	0	25	0	0	11	0	0	11	0	0	19	0	0	12	0	0	2	0	0	0	0	0	0	0	0	0		
Herran	HRRH	17	0	0	18	0	0	18	0	0	6	0	0	15	0	0	19	0	0	12	0	0	23	0	0	1	0	0	0	0	0	0	0	0	0	0	
Hood Canal	HDCL	19	0	0	14	0	0	14	0	0	28	0	0	15	0	0	22	0	0	2	0	0	2	0	0	2	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	1	0	0	2	0	0	1	0	0	0	0	0	0	0	0	0	0	
Lyle	LYLE	7	0	0	5	0	0	15	0	0	11	0	0	16	0	0	7	0	0	11	0	0	10	0	0	1	0	0	0	0	0	0	0	0	0	0	
Mabton	MBTN	21	0	0	8	0	0	13	0	0	17	0	0	16	0	0	35	0	0	12	0	0	12	0	0	0	0	0	0	0	0	0	0	0	0	0	
Matlawa	MTWA	28	0	0	39	0	0	43	0	0	46	0	0	36	0	0	3	0	0	7	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	
Mattawa	MTWA	0	0	0	2	0	0	1	0	0	1	0	0	0	0	0	103	0	0	86	0	0	1	0	0	2	0	0	0	0	0	0	0	0	0	0	0
Patterson	PTAG	0	0	0	0	0	0	0	0	0	3	0	0	6	0	0	7	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Port Angeles	PLS/B	100	0	0	91	0	0	107	0	0	90	0	0	75	0	0	103	0	0	35	0	0	38	0	0	1	0	0	0	0	0	0	0	0	0	0	0
Poulsbo	PRSR	42	0	0	44	0	0	28	0	0	36	0	0	27	0	0	35	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Prosser	PRSR	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Roosevelt	RSVT	29	0	0	31	0	0	44	0	0	34	0	0	45	0	0	41	0	0	34	0	0	34	0	0	1	0	0	0	0	0	0	0	0	0	0	0
Steverson	STSN	1	0	0	2	0	0	1	0	0	1	0	0	1	0	0	41	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sunnyside	SNSD	136	0	0	116	0	0	117	0	0	135	0	0	111	0	0	131	0	0	81	0	0	114	0	0	2	0	0	0	0	0	0	0	0	0	0	0
Toppenish	TPNS	81	0	0	75	0	0	88	0	0	68	0	0	58	0	0	81	0	0	3	0	0	71	0	0	2	0	0	0	0	0	0	0	0	0	0	0
Troulaka	TRLK	7	0	0	2	0	0	4	0	0	3	0	0	8	0	0	3	0	0	42	0	0	3	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	54	0	0	51	0	0	68	0	0	33	0	0	30	0	0	8	0	0	0	0	0	0	0	0	0	0	0
White Salmon	WHSW	36	0	0	28	0	0	32	0	0	39	0	0	34	0	0	4	0	0	4	0	0	8	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	4	0	0	4	0	0	1	0	0	0	0	0	0	0	0	0	0	0
Whitman	WHTS	6	0	0	3	0	0	6	0	0	8	0	0	5	0	0	1	0	0	1	0	0	4	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	0	0	0	1	0	0	1	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	663	13	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 Telephone Company of the Northwest d.b.a. EMBARC
COMPANY NAME
2008

Exchange	CILL	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Repair Made	App'ts Miss	Excl	Repair Made	App'ts Miss	Excl	Repair Made	App'ts Miss	Excl	Repair Made	App'ts Miss	Excl	Repair Made	App'ts Miss	Excl	Repair Made	App'ts Miss	Excl	Repair Made	App'ts Miss	Excl	Repair Made	App'ts Miss	Excl	Repair Made	App'ts Miss	Excl	Repair Made	App'ts Miss	Excl	Repair Made	App'ts Miss	Excl			
Chimacum	CHIC	8	1	0	10	0	0	91	2	0	10	0	0	5	0	0	16	0	0	13	0	0	0	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	0	0	0	0	0	0	0	0	0	0	0	0	
Danversport	CLND	7	1	0	2	0	0	3	0	0	6	0	0	3	0	0	7	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Glenwood	GLND	11	0	0	2	0	0	0	0	0	3	0	0	0	0	0	1	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Glenview	GLVD	93	8	0	56	2	0	22	0	0	58	0	0	26	0	0	58	3	0	43	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Greenwood	GDWV	33	2	0	19	0	0	0	0	0	37	0	0	37	1	0	30	0	0	29	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Groff	GRGR	10	0	0	13	0	0	2	0	0	11	0	0	11	0	0	6	0	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Herrah	HRRH	11	1	0	10	2	0	0	0	0	15	0	0	9	0	0	9	0	0	23	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Hood Canal	HOCL	20	1	0	31	1	0	18	0	0	20	0	0	13	4	0	10	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Klickitat	KLIC	15	0	0	4	0	0	5	0	0	6	2	0	6	0	0	19	2	0	15	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Lyle	LYLE	6	0	0	8	0	0	8	0	0	14	1	0	8	0	0	8	0	0	7	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Mabon	MBTN	1	0	0	0	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	
Mallawa	MTWA	14	1	0	16	0	0	0	0	0	13	0	0	50	1	0	38	0	0	12	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Palaterson	PASN	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	0	0	0	0	0	0	
Port Angeles	PLAG	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	0	0	
Port Angeles	PLAG	102	3	0	85	0	0	0	0	0	82	2	0	0	0	0	17	0	0	23	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Poulsbo	PLSB	27	3	0	32	4	0	24	2	0	21	0	0	19	1	0	17	0	0	24	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Prosser	PLSR	3	0	0	0	0	0	0	0	0	2	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Steverson	RSVT	41	1	0	42	2	0	27	1	0	16	0	0	35	2	0	17	0	0	24	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stovena	RSVN	69	3	0	49	0	0	41	2	0	21	0	0	22	1	0	11	0	0	24	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sturysville	RSST	49	3	0	2	0	0	57	2	0	34	3	0	37	3	0	46	2	0	45	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tappan	TRPN	12	1	0	0	0	0	23	0	0	0	0	0	63	0	0	37	2	0	15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tillamook	TRIL	36	2	0	24	0	0	4	0	0	23	0	0	1	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wapato	WPAW	33	3	0	21	2	0	34	1	0	202	7	0	89	11	0	25	2	0	69	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
White Salmon	WHSL	6	0	0	4	1	0	33	1	0	220	2	0	20	0	0	34	2	0	118	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Whiteswan	WHSW	4	1	0	1	0	0	5	0	0	3	0	0	4	0	0	4	0	0	6	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Whitman	WHTS	6	4	0	1	0	0	0	0	0	3	1	0	0	0	0	9	1	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Willard	WLRO	2	0	0	2	0	0	0	0	0	10	1	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
Washington		612	42	0	420	38	0	548	24	0	988	39	0	546	34	0	522	45	0	884	68	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	12	0	8	0	18	0	8	0	0	0	0	0	0	0	0	0	0	
Columbia	CLMA	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Dallasport	DLPT	9	0	8	0	6	0	4	0	6	0	8	0	8	0	0	0	0	0	0	0	0	0	0	
Glenwood	GLWD	1	0	1	0	0	0	1	0	1	0	0	0	2	0	0	0	0	0	0	0	0	0	0	
Goldendale	GLDL	35	0	42	2	45	1	64	0	35	0	38	0	45	0	0	0	0	0	0	0	0	0	0	
Grandview	GDVW	65	0	53	1	57	1	66	0	44	0	40	0	56	1	0	0	0	0	0	0	0	0	0	
Granger	GRGR	32	0	21	0	22	0	25	0	20	0	11	0	20	0	0	0	0	0	0	0	0	0	0	
Harrish	HRRH	17	0	18	1	18	0	6	0	11	0	19	0	12	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	23	0	0	0	0	0	0	0	0	0	0	
Klickitat	KLCT	4	0	4	0	4	0	5	0	8	0	2	0	2	0	0	0	0	0	0	0	0	0	0	
Lyle	LYLE	7	0	5	0	15	0	11	1	11	0	11	0	10	0	1	0	0	0	0	0	0	0	0	
Mabton	MBTN	21	0	8	0	13	0	17	0	16	0	7	0	12	0	0	0	0	0	0	0	0	0	0	
Mattawa	MTWA	28	0	39	1	43	0	46	0	36	0	35	0	23	0	0	0	0	0	0	0	0	0	0	
Patterson	PASN	0	0	2	0	0	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	0	0	0	0	6	0	7	0	1	0	0	0	0	0	0	0	0	0	0	
Poulsbo	PLSB	100	0	91	0	107	1	90	0	75	0	103	0	96	0	0	0	0	0	0	0	0	0	0	
Prosser	PRSR	42	0	44	0	28	1	36	0	27	0	35	0	38	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	3	34	0	0	0	0	0	0	0	0	0	0	
Sunnyside	SNSD	136	0	116	3	117	2	135	1	111	1	131	1	114	2	0	0	0	0	0	0	0	0	0	
Toppenish	TPNS	81	0	75	0	88	1	68	0	55	0	81	0	71	1	0	0	0	0	0	0	0	0	0	
Troulaker	TRLK	7	1	2	0	4	0	3	0	8	1	3	0	3	0	0	0	0	0	0	0	0	0	0	
Wapato	WPAT	77	1	65	1	49	0	54	0	51	0	68	0	42	0	0	0	0	0	0	0	0	0	0	
White Salmon	WHSW	36	0	28	1	32	0	39	2	34	0	33	3	30	0	0	0	0	0	0	0	0	0	0	
Whiteswan	WHTS	8	0	13	0	7	0	11	0	7	0	4	0	8	0	0	0	0	0	0	0	0	0	0	
Whitstran	WHTS	6	0	3	0	6	0	8	0	5	0	5	0	4	0	0	0	0	0	0	0	0	0	0	
Willard	WLRD	1	0	1	0	1	0	3	0	2	0	1	0	1	0	0	0	0	0	0	0	0	0	0	
Washington		772	7	694	12	732	9	770	7	637	5	730	8	663	6	0	0	0	0	0	0	0	0	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. EMBARQ
 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	Total	Total /100	Total	Total /100								
Chinacum	CHMC	9	1.079	0	0.00	10	1.075	10	1.077	5	1.074	16	1.075	13	1.072	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00								
Columbia	CLMA	7	1.59	0	0.00	0	1.63	0	1.63	0	1.63	0	1.63	0	1.61	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00								
Dallesport	DLPT	7	742	0	0.94	8	733	3	724	6	708	3	708	6	708	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00								
Glennwood	GLWD	11	380	2	2.89	2	376	2	376	4	377	7	376	4	374	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00								
Goldendale	GLDL	93	4,856	182	1.82	36	4,845	58	4,821	26	4,811	58	4,793	43	4,768	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00								
Grandview	GDVW	33	4,789	0.89	0.74	19	4,758	37	4,720	37	4,688	30	4,684	29	4,628	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00								
Grandview	GRGR	10	1,386	0.73	0.40	13	1,388	11	1,355	11	1,338	6	1,327	21	1,337	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00								
Hannah	HRRH	10	1,032	1.07	1.07	10	1,037	13	1,031	15	1,028	9	1,022	7	1,008	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00								
Hood Canal	HDCL	20	2,530	0.79	0.71	31	2,519	20	2,522	13	2,505	10	2,488	23	2,488	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00								
Klickitat	KLCT	15	388	0.81	0.81	4	367	6	370	6	376	10	377	4	372	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00								
Life	LYLE	6	888	0.81	0.81	8	886	14	873	8	870	7	867	15	864	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00								
Mabton	MBTN	1	1,384	0.07	0.58	4	1,380	14	1,365	6	1,368	8	1,358	7	1,352	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00								
Mattawa	MATVA	14	2,388	0.59	0.59	18	2,402	33	2,397	60	2,421	38	2,416	12	2,398	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00								
Port Angeles	PASN	7	400	1.75	0.00	0	403	0	408	2	407	1	409	0	409	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00								
Port Townsend	PTAG	0	277	0.00	0.00	1	276	0	271	0	274	0	274	1	273	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00								
Prosser	PRSR	102	38,028	0.28	0.28	85	39,023	92	38,028	13	38,871	83	38,025	24	38,458	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00								
Roseau	RSTV	3	189	1.51	1.51	2	188	2	188	2	188	1	186	1	188	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00								
Roseau	RSTN	41	4,325	0.65	0.65	14	4,284	116	4,287	35	4,282	28	4,280	91	4,265	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00								
Stevenson	STSN	68	9,926	0.69	0.69	45	9,848	57	9,810	34	9,787	49	9,710	53	9,639	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00								
Sunnyside	SNSD	41	7,459	0.55	0.55	23	7,434	23	7,455	63	7,346	57	7,288	45	7,288	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00								
Trounshaw	TRPK	12	721	1.66	1.66	3	716	4	716	1	714	4	714	15	709	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00								
Wapato	WPAT	36	3,711	0.97	0.97	24	3,727	23	3,683	99	3,634	25	3,601	69	3,571	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00								
White Salmon	WHSLS	33	4,546	0.73	0.73	34	4,525	20	4,481	20	4,482	4	4,491	118	4,478	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00								
Whiteswan	WHSW	6	735	0.82	0.82	4	741	5	741	4	741	4	738	6	729	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00								
Willard	WLRD	2	600	0.87	0.87	2	597	10	588	1	588	9	588	3	587	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00								
Washington	WTRD	4	315	0.63	0.63	2	313	4	319	1	320	1	319	3	321	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00								
		612	98,937	0.62	0.62	420	98,713	0.43	0.43	548	98,475	0.58	0.58	888	97,921	0.89	0.89	546	97,781	0.56	0.56	532	97,485	0.55	0.55	884	97,046	0.91	0.91	0	0.00	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 - (DIAL TONE SPEED RECORDING WITHIN 3 SECONDS)

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

Exchange	CLI	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	112413	2	100.0	104750	0	100.0	105887	0	100.0	38318	0	100.0	37345	0	100.0	38976	3	100.0	38644	0	100.0																
Sunnyside	SNSD	40850	1	100.0	36722	0	100.0	38941	0	100.0	104073	0	100.0	103047	1	100.0	86323	2	100.0	80485	0	100.0																
Washington		152933	3	100.0	141472	0	100.0	144728	0	100.0	142981	0	100.0	146392	1	100.0	135601	5	100.0	135029	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
						Apr-08			objective met
						May-08			objective met
						Jun-08			objective met
						Jul-08			objective met

Note: Solutions Field Service Managers (FSM's) 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. EMBARC
 COMPANY NAME
 2008

Exchange	CLL	Jan				Feb				Mar				Apr				May				Jun				
		Total	OOS	OOS48	Excl	Total	OOS	OOS48	Excl	Total	OOS	OOS48	Excl	Total	OOS	OOS48	Excl	Total	OOS	OOS48	Excl	Total	OOS	OOS48	Excl	
		OOS	Cir-48	Cir->48		OOS	Cir-48	Cir->48		OOS	Cir-48	Cir->48		OOS	Cir-48	Cir->48		OOS	Cir-48	Cir->48		OOS	Cir-48	Cir->48		
Chinacum	CHMC	6	6	0	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	0	0
Dalesport	DLPT	6	6	0	0	0	6	6	0	0	2	2	0	0	3	3	0	0	5	5	0	0	3	3	0	0
Glenwood	GLWD	8	8	0	0	0	2	2	0	0	2	2	0	0	5	5	0	0	3	3	0	0	7	7	0	0
Gouldendale	GLDL	75	73	2	2	2	28	26	2	0	17	17	0	0	51	49	2	0	22	22	0	0	44	44	0	0
Grandview	GDVW	20	20	0	0	0	11	11	0	0	17	17	0	0	31	31	0	0	29	29	0	0	29	29	0	0
Granger	GRGR	5	5	0	0	0	11	11	0	0	10	10	0	0	9	9	0	0	9	9	0	0	14	14	0	0
Harrish	HRRH	7	7	0	0	1	8	6	2	0	10	10	0	0	9	9	0	0	14	14	0	0	5	5	0	0
Hood Canal	HDCL	16	16	0	0	0	23	23	0	0	8	8	0	0	13	13	0	0	10	10	0	0	7	7	0	0
Kicklat	KLCT	10	10	0	0	1	1	1	0	0	3	3	0	0	4	4	0	0	4	4	0	0	4	4	0	0
Lye	LYLE	4	4	0	0	0	5	5	0	0	6	6	0	0	13	13	0	0	7	7	0	0	3	3	0	0
Mabton	MBTN	1	1	0	0	0	1	1	0	0	3	3	0	0	7	7	0	0	3	3	0	0	6	6	0	0
Mattawa	MTWA	10	10	0	0	0	13	13	0	0	30	30	0	0	11	11	0	0	48	48	0	0	29	29	0	0
Paterson	PASN	6	6	0	0	0	1	1	0	0	0	0	0	0	2	2	0	0	2	2	0	0	1	1	0	0
Port Angeles	PTAG	0	0	0	0	0	1	1	0	0	1	1	0	0	2	2	0	0	52	52	0	0	71	71	0	0
Poulsbo	PLSB	77	77	0	0	1	67	67	0	0	15	15	0	0	56	55	1	0	9	9	0	0	10	10	0	0
Rosser	PRSR	22	22	0	0	0	24	24	0	0	2	2	0	0	24	24	0	0	0	0	0	0	1	1	0	0
Rosevelt	RSVT	3	3	0	0	0	1	1	0	0	2	2	0	0	1	1	0	0	0	0	0	0	1	1	0	0
Sievenson	STSN	31	31	0	0	0	9	9	0	0	30	30	0	0	110	110	0	0	29	29	0	0	24	24	0	0
Sunnyside	SNSD	51	51	0	0	1	35	35	0	0	39	39	0	0	25	25	0	0	31	31	0	0	37	37	0	0
Toppenish	TPNS	34	34	0	0	1	16	16	0	0	22	22	0	0	27	27	0	0	54	54	0	0	28	28	0	0
Troulaka	TRLK	8	8	0	0	0	2	2	0	0	4	4	0	0	22	22	0	0	1	1	0	0	3	3	0	0
Wapato	WPAT	29	29	0	0	1	21	20	1	0	28	28	0	0	195	190	5	0	98	87	11	0	22	22	0	0
White Salmon	WHSL	24	23	1	0	2	20	20	0	0	23	23	0	0	213	213	0	0	14	14	0	0	7	7	0	0
Whiteswan	WHSW	6	6	0	0	0	2	2	0	0	3	3	0	0	5	5	0	0	4	4	0	0	3	3	0	0
Whitman	WHTS	3	3	0	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	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 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

Out of Service Trouble Reports Cleared Within 48 Hours

United Telephone Company of the Northwest d.b.a. EMBARRAS
 COMPANY NAME
 2007

Exchange	CLLI	Jul				Aug				Sep				Oct				Nov				Dec			
		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				
Chimacum	CHMC	12	10	2	0																				
Columbia	CLMA	0	0	0	0																				
Dallesport	DLPT	3	3	0	0																				
Glenwood	GLWD	1	1	0	0																				
Goldendale	GLDL	24	23	1	0																				
Grandview	GDVW	24	24	0	0																				
Granger	GRGR	18	18	0	0																				
Harrish	HRRH	7	7	0	0																				
Hood Canal	HDCL	17	17	0	0																				
Klickitat	KLCT	3	3	0	0																				
Lyle	LYLE	11	10	1	0																				
Mabton	MBTN	5	5	0	0																				
Mattawa	MTWA	8	8	0	0																				
Patterson	PASN	0	0	0	0																				
Port Angeles	PTAG	1	1	0	0																				
Poulsbo	PLSB	252	251	1	2																				
Prosser	PRSR	22	22	0	0																				
Rosevelt	RSVT	1	1	0	0																				
Stevenson	STSN	36	36	0	1																				
Sunnyside	SNSD	41	41	0	0																				
Toppenish	TPNS	36	35	1	1																				
Troulaker	TRLK	15	15	0	0																				
Wapato	WPAT	57	57	0	1																				
White Salmon	WHSL	31	31	0	1																				
Whiteswan	WHSW	6	6	0	0																				
Whitstran	WHTS	1	1	0	0																				
Willard	WLRD	2	2	0	0																				
Washington		634	628	6	7					0	0	0	0	0	0	0	0	0	0	0	0				

Total OOS = Total regu!
 OOS Cir-48 = Total regu
 OOS Cir->48 = Total reg
 OOS Exclude = Total reg

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	CLLL	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
Chimacum	CHMC	2	2	0	0	4	4	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
Dallesport	DLPT	0	0	0	0	2	2	0	0	1	1	0	0	1	1	0	0	0	0	0	0
Glenwood	GLWD	3	3	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0
Goldendale	GLDL	14	14	0	0	7	7	0	0	5	5	0	0	1	1	0	0	12	12	0	0
Grandview	GDVW	13	13	0	0	7	7	0	0	2	2	0	0	0	0	0	0	1	1	0	0
Granger	GRGR	5	5	0	0	1	1	0	0	2	2	0	0	2	2	0	0	0	0	0	0
Harrah	HRRH	3	3	0	0	2	2	0	0	3	3	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	2	2	0	0	2	2	0	0
Klickitat	KLCT	2	2	0	0	3	3	0	0	1	1	0	0	1	1	0	0	1	1	0	0
Lyle	LYLE	4	4	0	0	2	2	0	0	2	2	0	0	0	0	0	0	0	0	0	0
Mabton	MBTN	2	2	0	0	0	0	0	0	1	1	0	0	2	2	0	0	1	1	0	0
Mattawa	MTWA	3	3	0	0	0	0	0	0	3	3	0	0	0	0	0	0	0	0	0	0
Port Angeles	PASN	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Paterston	PTAG	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	25	25	0	0	12	12	0	0
Prosser	PRSR	5	5	0	0	7	7	0	0	7	7	0	0	4	4	0	0	7	7	0	0
Roosevelt	RSVT	9	9	0	0	4	4	0	0	1	1	0	0	1	1	0	0	4	4	0	0
Stevenson	STSN	9	9	0	0	4	4	0	0	1	1	0	0	0	0	0	0	9	9	0	0
Sunnyside	SNSD	16	16	0	0	10	10	0	0	17	17	0	0	5	5	0	0	8	8	0	0
Toppensish	TPNS	5	5	0	0	5	5	0	0	1	1	0	0	4	4	0	0	1	1	0	0
Troulakte	TRLK	3	3	0	0	1	1	0	0	7	7	0	0	1	1	0	0	2	2	0	0
Wapato	WPAK	6	6	0	0	3	3	0	0	6	6	0	0	1	1	0	0	6	6	0	0
White Salmon	WHSL	6	6	0	0	1	1	0	0	10	10	0	0	6	6	0	0	1	1	0	0
Whiteswan	WHSW	0	0	0	0	1	1	0	0	2	2	0	0	1	1	0	0	0	0	0	0
Whitstean	WHST	1	1	0	0	1	1	0	0	1	1	0	0	0	0	0	0	1	1	0	0
Willard	WLRD	0	0	0	0	0	0	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	103	101	2	3	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

Not Out of Service Trouble Reports Cleared Within 72 Hours

United Telephone Company of the Northwest d.b.a. EMBARQ
COMPANY NAME
2007

Exchange	CLLI	Jul				Aug				Sep				Oct				Nov				Dec			
		Total NOOS	NOOS Ctr 72	NOOS Ctr >72	NOOS 72 Excl	Total NOOS	NOOS Ctr 72	NOOS Ctr >72	NOOS 72 Excl	Total NOOS	NOOS Ctr 72	NOOS Ctr >72	NOOS 72 Excl	Total NOOS	NOOS Ctr 72	NOOS Ctr >72	NOOS 72 Excl	Total NOOS	NOOS Ctr 72	NOOS Ctr >72	NOOS 72 Excl				
Chimacum	CHMC	1	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Dallesport	DLPT	3	3	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				
Goldendale	GLDL	18	18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Grandview	GDVW	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Granger	GRGR	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Harrish	HRRH	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Hood Canal	HDCL	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Klickitat	KLCT	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Lyle	LYLE	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Mabton	MBTN	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Mattawa	MTWA	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Patterson	PASN	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				
Poulsbo	PLSB	19	18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Prosser	PRSR	2	2	0	0	0	0	0	0	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				
Stevenson	STSN	54	54	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Sunnyside	SNSD	12	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Toppenish	TPNS	8	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Troulaker	TRLK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Troutlake	TRPK	11	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Wapato	WPAT	84	84	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
White Salmon	WHSL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Whiteswan	WHSW	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Whitstran	WHTS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Willard	WLRD	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Washington		238	237	1	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				

Total NOOS = Total regu
NOOS Ctr 72 = Total reg
NOOS Ctr >72 = Total reg
NOOS Exclude = Total r

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jan-08						Feb-08						Mar-08						1st Qtr 08					
		Total	Held	Held	%Held	%Held	Total	Held	Held	%Held	%Held	Total	Held	Held	%Held	%Held	Total	Held	Held	%Held	%Held				
		Orders	>90	>180	Orders	Orders	Orders	>90	>180	Orders	Orders	Orders	>90	>180	Orders	Orders	Orders	>90	>180	Orders	Orders				
Chinacum	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%				
Dallesport	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	65	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%				
Harran	HRRH	17	0	0	100%	100%	18	0	0	100%	100%	14	0	0	100%	100%	49	0	0	100%	100%				
Kickiat	KICT	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	MTVA	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%	107	0	0	100%	100%	191	0	0	100%	100%				
Prosser	PRSR	42	0	0	100%	100%	44	0	0	100%	100%	28	0	0	100%	100%	29	0	0	100%	100%				
Port Angeles	PTAG	1	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	2	0	0	100%	100%				
Roosevelt	RSVT	1	0	0	100%	100%	0	0	0	0%	0%	1	0	0	100%	100%	104	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%				
Toppanish	TPNS	81	0	0	100%	100%	75	0	0	100%	100%	88	0	0	100%	100%	244	0	0	100%	100%				
Troutlake	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	WHSW	36	0	0	100%	100%	28	0	0	100%	100%	32	0	0	100%	100%	96	0	0	100%	100%				
WhiteSwan	WHTS	8	0	0	100%	100%	13	0	0	100%	100%	7	0	0	100%	100%	28	0	0	100%	100%				
Whitstran	WLRT	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%				

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

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Apr-08						May-08						Jun-08						2nd Qtr 08					
		Total	Held	Held	%Held	%Held	Total	Held	Held	%Held	%Held	Total	Held	Held	%Held	%Held	Total	Held	Held	%Held	%Held				
		Orders	>90	>180	Orders	Orders	Orders	>90	>180	Orders	Orders	Orders	>90	>180	Orders	Orders	Orders	>90	>180	Orders	Orders				
Chinacum	CHMC	12	0	0	100%	100%	8	0	0	100%	100%	18	0	0	100%	100%	38	0	0	100%	100%				
Columbia	CLMA	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%				
Dallesport	DLPT	4	0	0	100%	100%	6	0	0	100%	100%	8	0	0	100%	100%	18	0	0	100%	100%				
Glenwood	GLWD	1	0	0	100%	100%	1	0	0	100%	100%	40	0	0	100%	100%	42	0	0	100%	100%				
Goldendale	GLDL	64	0	0	100%	100%	35	0	0	100%	100%	38	0	0	100%	100%	137	0	0	100%	100%				
Grandview	GDVW	66	0	0	100%	100%	44	0	0	100%	100%	40	0	0	100%	100%	150	0	0	100%	100%				
Granger	GRGR	25	0	0	100%	100%	20	0	0	100%	100%	11	0	0	100%	100%	56	0	0	100%	100%				
Hood Canal	HDCL	28	0	0	100%	100%	15	0	0	100%	100%	22	0	0	100%	100%	65	0	0	100%	100%				
Harrish	HRRH	6	0	0	100%	100%	11	0	0	100%	100%	19	0	0	100%	100%	36	0	0	100%	100%				
Klickitat	KLCT	5	0	0	100%	100%	8	0	0	100%	100%	2	0	0	100%	100%	15	0	0	100%	100%				
Lyle	LYLE	11	0	0	100%	100%	11	0	0	100%	100%	11	0	0	100%	100%	33	0	0	100%	100%				
Mabton	MBTN	17	0	0	100%	100%	16	0	0	100%	100%	7	0	0	100%	100%	40	0	0	100%	100%				
Maltawa	MTVA	46	0	0	100%	100%	36	0	0	100%	100%	35	0	0	100%	100%	117	0	0	100%	100%				
Patternson	PASN	1	0	0	100%	100%	0	0	0	0%	0%	3	0	0	100%	100%	4	0	0	100%	100%				
Poulsbo	PLSB	90	0	0	100%	100%	75	0	0	100%	100%	103	0	0	100%	100%	268	0	0	100%	100%				
Prosser	PRSR	36	0	0	100%	100%	27	0	0	100%	100%	35	0	0	100%	100%	98	0	0	100%	100%				
Port Angeles	PTAG	3	0	0	100%	100%	6	0	0	100%	100%	7	0	0	100%	100%	16	0	0	100%	100%				
Roosevelt	RSVT	0	0	0	0%	0%	0	0	0	0%	0%	2	0	0	100%	100%	2	0	0	100%	100%				
Stevenson	STSN	34	0	0	100%	100%	45	0	0	100%	100%	41	0	0	100%	100%	120	0	0	100%	100%				
Sunnyside	SNSD	135	0	0	100%	100%	111	0	0	100%	100%	131	0	0	100%	100%	377	0	0	100%	100%				
Toppenash	TPNS	68	0	0	100%	100%	55	0	0	100%	100%	81	0	0	100%	100%	204	0	0	100%	100%				
Troulctake	TRLK	3	0	0	100%	100%	8	0	0	100%	100%	3	0	0	100%	100%	14	0	0	100%	100%				
Wapato	WPAT	54	0	0	100%	100%	51	0	0	100%	100%	68	0	0	100%	100%	173	0	0	100%	100%				
White Salmon	WHSL	39	0	0	100%	100%	34	0	0	100%	100%	33	0	0	100%	100%	106	0	0	100%	100%				
WhiteSwan	WHSW	11	0	0	100%	100%	7	0	0	100%	100%	4	0	0	100%	100%	22	0	0	100%	100%				
Whitstran	WHTS	8	0	0	100%	100%	5	0	0	100%	100%	5	0	0	100%	100%	18	0	0	100%	100%				
Willard	WLRD	3	0	0	100%	100%	2	0	0	100%	100%	1	0	0	100%	100%	6	0	0	100%	100%				
Washington		770	0	0	100%	100%	637	0	0	100%	100%	768	0	0	100%	100%	2,175	0	0	100%	100%				

3: This report captures service c

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CILI	Total Orders Cmpltd	Jan - Jun 08 (180 Day)			
			Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days
Chinacum	CHMC	66	0	0	100%	100%
Columbia	CLMA	1	0	0	100%	100%
Dallesport	DLPT	41	0	0	100%	100%
Glenwood	GLWD	44	0	0	100%	100%
Golderdale	GLDL	259	0	0	100%	100%
Grandview	GDVW	325	0	0	100%	100%
Granger	GRGR	131	0	0	100%	100%
Hood Canal	HDCL	116	0	0	100%	100%
Harrish	HRRH	85	0	0	100%	100%
Kicklat	KLCT	27	0	0	100%	100%
Lyle	LYLE	60	0	0	100%	100%
Mabton	MBTN	82	0	0	100%	100%
Mattawa	MTWA	227	0	0	100%	100%
Patterson	PASN	7	0	0	100%	100%
Poulsbo	PLSB	459	0	0	100%	100%
Prosser	PRSR	291	0	0	100%	100%
Port Angeles	PTAG	45	0	0	100%	100%
Rosevelt	RSVT	4	0	0	100%	100%
Stevenson	STSN	224	0	0	100%	100%
Sunnyside	SNSD	746	1	0	100%	100%
Toppenish	TPNS	448	0	0	100%	100%
Troulakte	TRLK	27	0	0	100%	100%
Wapato	WPAT	364	0	0	100%	100%
White Salmon	WHSL	202	0	0	100%	100%
Whiteswan	WHSW	50	0	0	100%	100%
Whistran	WHTS	33	0	0	100%	100%
Willard	WLRD	9	0	0	100%	100%
Washington		4,373	1	0	100%	100%

3: This report captures service c

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jul-08				Aug-08				Sep-08				3rd 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	
Chimacum	CHMC	8	0	0	100%	100%	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%		
Dallesport	DLPT	8	0	0	100%	100%	8	0	0%	0%	8	0	0	100%	100%		
Glenwood	GLWD	2	0	0	100%	100%	2	0	0%	0%	2	0	0	100%	100%		
Goldendale	GLDL	45	0	0	100%	100%	45	0	0%	0%	45	0	0	100%	100%		
Grandview	GDVW	56	0	0	100%	100%	56	0	0%	0%	56	0	0	100%	100%		
Granger	GRGR	20	0	0	100%	100%	20	0	0%	0%	20	0	0	100%	100%		
Harrah	HIRRH	12	0	0	100%	100%	12	0	0%	0%	12	0	0	100%	100%		
Hood Canal	HDCL	23	0	0	100%	100%	23	0	0%	0%	23	0	0	100%	100%		
Klickitat	KLCT	2	0	0	100%	100%	2	0	0%	0%	2	0	0	100%	100%		
Lyle	LYLE	10	0	0	100%	100%	10	0	0%	0%	10	0	0	100%	100%		
Mabton	MBTN	12	0	0	100%	100%	12	0	0%	0%	12	0	0	100%	100%		
Mattawa	MTWA	23	0	0	100%	100%	23	0	0%	0%	23	0	0	100%	100%		
Paterson	PASN	0	0	0	0%	0%	0	0	0%	0%	0	0	0	0%	0%		
Port Angeles	PTAG	1	0	0	100%	100%	1	0	0%	0%	1	0	0	100%	100%		
Poulsbo	PLSB	96	0	0	100%	100%	96	0	0%	0%	96	0	0	100%	100%		
Prosser	PRSR	38	0	0	100%	100%	38	0	0%	0%	38	0	0	100%	100%		
Roosevelt	RSVT	0	0	0	0%	0%	0	0	0%	0%	0	0	0	0%	0%		
Sunnyside	STSN	34	0	0	100%	100%	34	0	0%	0%	34	0	0	100%	100%		
Troutlake	TRLK	114	0	0	100%	100%	114	0	0%	0%	114	0	0	100%	100%		
Toppenish	TPNS	71	0	0	100%	100%	71	0	0%	0%	71	0	0	100%	100%		
White Salmon	WPAT	42	0	0	100%	100%	42	0	0%	0%	42	0	0	100%	100%		
Whiteswan	WHSW	30	0	0	100%	100%	30	0	0%	0%	30	0	0	100%	100%		
Whitstran	WHTS	8	0	0	100%	100%	8	0	0%	0%	8	0	0	100%	100%		
Willard	WLRD	4	0	0	100%	100%	4	0	0%	0%	4	0	0	100%	100%		
Washington		663	0	0	100%	100%	663	0	0%	0%	663	0	0	100%	100%		

report captures service order completion dates upon service activation.

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jul - Dec 08 (180 Day)			
		Total Orders	Held >90 Days	Held >180 Days	%Held Orders >90 Days
		Completed	Days	Days	%Held Orders >180 Days
Chinacum	CHMC	8	0	0	100%
Columbia	CLMA	0	0	0	0%
Dallesport	DLPT	8	0	0	100%
Glenwood	GLWD	2	0	0	100%
Goldendale	GLDL	45	0	0	100%
Grandview	GDVW	56	0	0	100%
Granger	GRGR	20	0	0	100%
Harrah	HRRH	12	0	0	100%
Hood Canal	HDCL	23	0	0	100%
Klickitat	KLCT	2	0	0	100%
Lyle	LYLE	10	0	0	100%
Mabton	MBTN	12	0	0	100%
Mattawa	MTWA	23	0	0	100%
Patterson	PASN	0	0	0	0%
Port Angeles	PTAG	1	0	0	100%
Poulsbo	PLSB	96	0	0	100%
Prosser	PRSR	38	0	0	100%
Roosevelt	RSVT	0	0	0	0%
Stevenson	STSN	34	0	0	100%
Sunnyside	SNSD	114	0	0	100%
Toppenish	TPNS	71	0	0	100%
Troutlake	TRLK	3	0	0	100%
Wapato	WPAT	42	0	0	100%
White Salmon	WWSL	30	0	0	100%
WhiteSwan	WHSW	8	0	0	100%
Whitstran	WHTS	4	0	0	100%
Willard	WLRD	1	0	0	100%
Washington		663	0	0	100%

Report captures service or