



September 25, 2008

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

RECEIVED
2008 SEP 29 AM 8:13
OFFICE OF THE
ATTORNEY GENERAL

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 August 2008.

The trouble reports per 100 access lines objective was met for the month of August with the exception of White Swan where 20 tickets were taken on August 18th when a third party shot Embarq aerial cable in several places.

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

TO: Consumer Assistant
 Washington Utilities & Transportation Commission
 PO Box 472850
 Olympia, Washington 98504

WASHINGTON QUALITY OF SERVICE REPORT
 INSTALLATION APPOINTMENTS

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

Exchange	CELL	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	8	1	0	10	0	0	10	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	0			
Dallesport	DLPT	9	0	0	8	0	0	6	0	0	4	0	0	6	0	0	8	1	0	8	0	0	5	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0		
Glenwood	GLWD	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Goldendale	GLDL	35	0	0	42	0	0	45	0	0	64	0	0	35	0	0	38	1	0	45	1	0	37	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Grandview	GRVW	65	0	0	53	0	0	57	0	0	66	0	0	44	0	0	40	0	0	56	2	0	42	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Grandeur	GRGR	32	0	0	18	0	0	22	0	0	25	0	0	20	0	0	11	0	0	20	0	0	27	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	12	0	0	23	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	
Hood Canal	HDCL	19	0	0	14	0	0	14	0	0	28	0	0	15	0	0	22	0	0	23	0	0	26	2	0	2	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	2	0	0	11	0	0	1	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	7	0	0	10	0	0	11	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mabton	MBTN	21	0	0	8	0	0	13	0	0	17	0	0	16	0	0	11	0	0	12	0	0	21	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Matheva	MTWA	0	0	0	39	0	0	43	0	0	46	0	0	36	0	0	35	0	0	23	0	0	39	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Port Angeles	PASN	0	0	0	2	0	0	0	0	0	1	0	0	0	0	0	3	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Port Angeles	PLAG	1	0	0	0	0	0	0	0	0	3	0	0	6	0	0	7	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Port Angeles	PLSB	100	0	0	91	0	0	107	0	0	90	0	0	75	0	0	103	0	0	96	2	0	97	1	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	35	0	0	38	0	0	32	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	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Roosevelt	STSN	29	0	0	31	0	0	44	0	0	0	0	0	45	1	0	41	1	0	34	1	0	38	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Stevensen	SNSD	136	0	0	116	0	0	117	0	0	135	1	0	111	0	0	131	3	0	114	2	0	106	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Summerville	TRPK	81	0	0	75	0	0	88	0	0	68	0	0	55	0	0	81	0	0	71	0	0	72	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Toupanish	TPNS	81	0	0	2	0	0	4	0	0	3	0	0	8	0	0	3	0	0	3	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Troulaka	TRLK	77	1	0	65	0	0	49	0	0	54	0	0	8	0	0	68	0	0	5	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Wapato	WPAT	7	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
White Salmon	WHSW	36	0	0	28	0	0	32	0	0	39	1	0	34	0	0	33	3	0	30	0	0	47	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Whiteswan	WHTS	8	0	0	13	0	0	7	0	0	11	0	0	7	0	0	4	0	0	8	0	0	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Whitman	WHTM	6	0	0	3	0	0	0	0	0	3	0	0	2	0	0	5	0	0	4	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Willard	WLRD	1	0	0	1	0	0	1	0	0	0	0	0	2	0	0	1	0	0	1	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	637	9	0	730	14	0	663	13	0	696	9	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	CLL1	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	1	10	1								
Columbia	CLMA	0	0	8	0	1	0	0	0	0	0	0	0	0	0	0	0								
Daliesport	DLPT	9	0	8	0	6	0	4	0	6	0	8	0	8	0	5	0								
Glenwood	GLWD	1	0	1	0	0	0	1	0	1	0	2	0	2	0	4	0								
Goldendale	GLDL	35	0	42	0	45	1	64	0	35	0	38	0	45	0	37	0								
Grandview	GDVW	65	0	53	0	57	1	66	0	44	0	40	0	56	1	42	0								
Granger	GRGR	32	0	21	0	22	0	25	0	20	0	11	0	20	0	27	0								
Harrah	HRRH	17	0	18	0	18	0	6	0	11	0	19	0	12	0	23	0								
Hood Canal	HDCL	19	0	14	0	14	1	28	2	15	0	22	0	23	0	26	2								
Klickitat	KLCT	4	0	4	0	4	0	5	0	4	0	2	0	2	0	2	1								
Lyle	LYLE	7	0	5	0	15	0	11	1	11	0	11	0	11	1	11	0								
Mabton	MBTN	21	0	8	0	13	0	5	0	16	0	7	0	10	0	21	0								
Mathawa	MTWA	28	0	39	0	43	0	46	0	36	0	35	0	23	0	39	0								
Patternson	PASN	0	0	2	0	1	0	1	0	0	0	3	0	0	0	2	0								
Port Angeles	PTAG	0	0	0	0	1	0	0	0	6	0	0	0	0	0	3	0								
Poulsbo	PLSB	100	0	91	0	107	1	90	0	75	2	103	0	96	0	97	0								
Prosser	PRSR	42	0	44	0	28	1	36	0	27	0	35	0	38	0	32	0								
Roosevelt	RSVT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Stevenson	STSN	29	2	31	0	44	1	34	1	45	1	41	3	34	0	38	3								
Sunnyside	SNSD	136	0	116	0	117	2	135	1	111	1	131	1	114	2	106	0								
Toppenish	TSPS	81	0	75	0	88	1	68	0	55	0	81	1	71	1	72	0								
Troulaker	TRLK	7	1	2	0	4	0	3	0	8	1	3	0	3	0	5	0								
Wapato	WPAT	77	1	65	0	49	0	54	0	51	0	68	0	42	0	33	0								
White Salmon	WHSL	36	0	28	0	32	0	39	2	34	0	33	3	30	0	47	1								
WhiteSwan	WHSW	8	0	13	0	7	0	11	0	7	0	4	0	8	0	8	0								
Whitstran	WHTS	6	0	3	0	6	0	8	0	5	0	5	0	4	0	5	0								
Willard	WLRD	1	0	1	0	1	0	3	0	2	0	1	0	1	0	1	0								
Washington		772	7	694	12	732	9	770	7	637	5	730	8	663	6	696	9							0	

Orders Taken = Total New and To/Transfer service orders completed
5 Day Miss = Total New and To/Transfer service orders not completed within 5 business days. Total Includes service orders not completed by customer requested due date

WASHINGTON QUALITY OF SERVICE REPORT
 SWITCHING - (DUAL TONE SPEED RECORDING WITHIN 3 SECONDS)
 United Telephone Company of the Northwest d.b.a. EMBARQ
 COMPANY NAME
 2008

	Exchange	Circuit	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
			Total Calls	Total Delay 3 Sec	% DT 3 Sec	Total Calls	Total Delay 3 Sec	% DT 3 Sec	Total Calls	Total Delay 3 Sec	% DT 3 Sec	Total Calls	Total Delay 3 Sec	% DT 3 Sec	Total Calls	Total Delay 3 Sec	% DT 3 Sec	Total Calls	Total Delay 3 Sec	% DT 3 Sec	Total Calls	Total Delay 3 Sec	% DT 3 Sec	Total Calls	Total Delay 3 Sec	% DT 3 Sec	Total Calls	Total Delay 3 Sec	% DT 3 Sec	Total Calls	Total Delay 3 Sec	% 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	39976	3	100.0	38544	0	100.0	35735	0	100.0												
	Sunnyside	SNSD	40850	1	100.0	36722	0	100.0	38841	0	100.0	104073	0	100.0	103047	1	100.0	96525	2	100.0	96465	0	100.0	94470	0	100.0												
	Westington		153263	3	100.0	141472	0	100.0	144728	0	100.0	142391	0	100.0	140392	1	100.0	136501	5	100.0	135028	0	100.0	130205	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. EMBARQ
 COMPANY NAME
 2008

Exchange	CLLI	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	5	5	0	0	3	3	0	0
Glenwood	GLWD	8	8	0	0	2	2	0	0	2	2	0	0	5	5	0	0	3	3	0	0	7	7	0	0
Goldendale	GLDL	75	73	2	2	28	26	2	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	17	17	0	0	31	31	0	0	29	29	0	0	29	29	0	0
Granger	GRGR	5	5	0	0	11	11	0	0	10	10	0	0	9	9	0	0	9	9	0	0	37	37	0	0
Herrah	HRRH	7	7	0	0	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	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	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	1	0
Mabton	MBTN	1	1	0	0	8	8	0	0	3	3	0	0	7	7	0	0	7	7	0	0	6	6	0	0
Mathawa	MTWA	10	10	0	0	13	13	0	0	30	30	0	0	11	11	0	0	48	48	0	0	29	29	0	0
Patternson	PASN	6	6	0	0	1	1	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	2	52	52	0	0	71	71	0	0
Prosser	PRSR	22	22	0	0	24	24	0	0	15	15	0	0	24	24	0	0	9	9	0	0	10	10	0	0
Roosevelt	RSVT	3	3	0	0	1	1	0	0	2	2	0	0	1	1	0	0	0	0	0	0	1	1	0	0
Slevenson	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
Sunnyside	SNSD	51	51	0	0	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	16	16	0	0	22	22	0	0	27	27	0	0	54	54	0	0	28	27	1	0
Troulaka	TRLK	8	8	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	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	20	20	0	0	23	23	0	0	213	213	0	2	14	14	0	0	27	27	0	0
Whiteswan	WHSW	6	6	0	0	2	2	0	0	3	3	0	0	5	5	0	0	4	4	0	0	3	3	0	0
Whitstran	WHTS	3	3	0	0	0	0	0	0	0	0	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 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. EMBARQ
 COMPANY NAME
 2007

Exchange	CLLL	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				
Chinacrum	CHMC	12	10	2	0	9	9	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			
Dallesport	DLPT	3	3	0	0	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Glenwood	GLWD	1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Goldendale	GLDL	24	23	1	0	42	40	2	1	0	1	0	0	0	0	0	0	0	0	0	0	0			
Grandview	GDVW	24	24	0	0	23	22	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Granger	GRGR	18	18	0	0	15	15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Harrish	HRRH	7	7	0	0	12	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Hood Canal	HDCL	17	17	0	0	31	31	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1			
Kicklat	KLCT	3	3	0	0	7	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Lyle	LYLE	11	10	1	0	11	10	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Mabon	MBTN	5	5	0	0	9	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Mattawa	MTWA	8	8	0	0	40	24	16	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Patterson	PASN	0	0	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Port Angeles	PTAG	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Poulsbo	PLSB	252	251	1	2	60	60	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1			
Rosser	PRSR	22	22	0	0	21	21	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Roosevelt	RSVT	1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Slevenson	STSN	36	36	0	1	26	26	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1			
Sunnyside	SNSD	41	41	0	0	66	66	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Toppensish	TPNS	36	35	1	1	29	29	0	2	2	2	2	2	2	2	2	2	2	2	2	2	2			
Troulaker	TRLK	5	5	0	0	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Wapato	WPAT	57	57	0	1	18	12	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
White Salmon	WHSL	31	31	0	1	18	18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Whiteswan	WHSW	6	6	0	0	29	23	6	1	1	1	1	1	1	1	1	1	1	1	1	1	1			
Whitstran	WHTS	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Willard	WLRD	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Washington		634	628	6	7	484	452	32	11	11	11	11	11	11	11	11	11	11	11	11	11	11			

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. EMBARG
 COMPANY NAME
 2007

Exchange	CLLI	Jul				Aug				Sep				Oct				Nov				Dec			
		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	1	1	0	0	5	4	1	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	0	0	0	0
Dalesport	DLPT	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Glenwood	GLWD	3	3	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Goldendale	GLDL	18	18	0	0	139	139	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Grandview	GDVW	5	5	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Granger	GRGR	3	3	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Harrist	HRRH	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	5	5	0	0	7	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Klickitat	KLCT	1	1	0	0	5	5	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lyle	LYLE	3	3	0	0	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	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mattawa	MTWA	4	4	0	0	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	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	19	18	0	0	12	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Prosser	PRSR	2	2	0	0	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	0	0	0	0
Stevenson	STSN	54	54	0	0	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sunnyside	SNSD	12	12	0	0	10	10	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Toppenish	TPNS	8	8	0	0	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troulaker	TRLK	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wapato	WRPAT	11	11	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
White Salmon	WHSLS	84	84	0	0	1	1	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	0	0	0	0
Whitman	WHTS	0	0	0	0	1	1	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	0	0	0	0
Washington		238	237	1	5	213	211	2	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Total NOOS = Total regu
 NOOS Cir 72 = Total reg
 NOOS Cir >72 = Total re
 NOOS Exclude = Total re

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	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%				
Dalesport	DLPT	9	0	0	100%	100%	8	0	0	100%	100%	6	0	0	100%	100%	23	0	0	100%	100%				
Gardwood	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%				
Herrah	HRRH	17	0	0	100%	100%	18	0	0	100%	100%	14	0	0	100%	100%	49	0	0	100%	100%				
Kicklat	KLCT	4	0	0	100%	100%	4	0	0	100%	100%	4	0	0	100%	100%	12	0	0	100%	100%				
Lyle	LYLE	7	0	0	100%	100%	5	0	0	100%	100%	15	0	0	100%	100%	27	0	0	100%	100%				
Mabton	MBTN	21	0	0	100%	100%	8	0	0	100%	100%	13	0	0	100%	100%	42	0	0	100%	100%				
Mattawa	MTWA	28	0	0	100%	100%	39	0	0	100%	100%	43	0	0	100%	100%	110	0	0	100%	100%				
Patterson	PASN	0	0	0	0%	0%	2	0	0	100%	100%	1	0	0	100%	100%	3	0	0	100%	100%				
Poulsbo	PLSB	100	0	0	100%	100%	91	0	0	100%	100%	0	0	0	0%	0%	191	0	0	100%	100%				
Prosser	PRSR	42	0	0	100%	100%	44	0	0	100%	100%	107	0	0	100%	100%	29	0	0	100%	100%				
Port Angeles	PTAG	1	0	0	100%	100%	0	0	0	0%	0%	28	0	0	100%	100%	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%	369	1	0	100%	100%				
Sunnyside	SNSD	136	0	0	100%	100%	116	0	0	100%	100%	117	1	0	99%	100%	369	0	0	100%	100%				
Tippensh	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%				
Whistran	WHHS	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.

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

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CILL	Apr-08				May-08				Jun-08				2nd Qtr 08			
		Total	Held	Held	%Held	Total	Held	Held	%Held	Total	Held	Held	%Held	Total	Held	Held	%Held
		Orders	>90	>180	Orders	Orders	>90	>180	Orders	Orders	>90	>180	Orders	Orders	>90	>180	Orders
Chinacum	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%
Dallasport	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	GDL	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%
Harrat	HRRH	6	0	0	100%	11	0	0	100%	19	0	0	100%	36	0	0	100%
Kicklat	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%
Mabton	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%
Patterson	PASN	1	0	0	100%	0	0	0	0%	3	0	0	100%	4	0	0	100%
Poulsbo	PLSB	90	0	0	100%	75	0	0	100%	103	0	0	100%	268	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%
Troulaker	TRLK	68	0	0	100%	55	0	0	100%	81	0	0	100%	204	0	0	100%
Tropenish	TPNS	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%
Whistman	WHTS	8	0	0	100%	5	0	0	100%	5	0	0	100%	18	0	0	100%
Willard	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%	768	0	0	100%	2,175	0	0	100%

e: This report captures service c

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CULL	Jan - Jun 08 (180 Day)			
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 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%
Ganger	GRGR	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%
Mattawa	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%
Troutlake	TPNS	448	0	0	100%
Toppenish	TRLK	27	0	0	100%
Wapato	WPAT	364	0	0	100%
White Salmon	WHSW	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%

3: This report captures service c

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

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%	10	0	0	100%	100%	0	0	0	0%	0%	
Columbia	CLMA	0	0	0	0%	0%	0	0	0	0%	0%	18	0	0	0%	100%	
Dalesport	DLPT	8	0	0	100%	100%	5	0	0	100%	100%	0	0	0	0%	0%	
Glenwood	GLWD	2	0	0	100%	100%	4	0	0	100%	100%	13	0	0	0%	100%	
Goldendale	GLDL	45	0	0	100%	100%	37	0	0	100%	100%	6	0	0	0%	100%	
Grandview	GDVW	56	0	0	100%	100%	42	0	0	100%	100%	82	0	0	0%	100%	
Granger	GRGR	20	0	0	100%	100%	27	0	0	100%	100%	98	0	0	0%	100%	
Harrah	HRRH	12	0	0	100%	100%	23	0	0	100%	100%	47	0	0	0%	100%	
Hood Canal	HDCL	23	0	0	100%	100%	26	0	0	100%	100%	35	0	0	0%	100%	
Klickitat	KLCT	2	0	0	100%	100%	2	0	0	100%	100%	4	0	0	0%	100%	
Lyle	LYLE	10	0	0	100%	100%	11	0	0	100%	100%	21	0	0	0%	100%	
Mabton	MBTN	12	0	0	100%	100%	21	0	0	100%	100%	33	0	0	0%	100%	
Mattawa	MTWA	23	0	0	100%	100%	39	0	0	100%	100%	62	0	0	0%	100%	
Patterson	PASN	0	0	0	0%	0%	2	0	0	100%	100%	2	0	0	0%	100%	
Port Angeles	PTAG	1	0	0	100%	100%	3	0	0	100%	100%	4	0	0	0%	100%	
Poulsbo	PLSB	96	0	0	100%	100%	97	0	0	100%	100%	193	0	0	0%	100%	
Prosser	PRSR	38	0	0	100%	100%	32	0	0	100%	100%	70	0	0	0%	100%	
Roosevelt	RSVT	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Stevenson	STSN	34	0	0	100%	100%	38	0	0	100%	100%	72	0	0	0%	100%	
Sunnyside	SNSD	114	0	0	100%	100%	106	0	0	100%	100%	220	0	0	0%	100%	
Toppenish	TPNS	3	0	0	100%	100%	72	0	0	100%	100%	143	0	0	0%	100%	
Troutlake	TRLK	3	0	0	100%	100%	5	0	0	100%	100%	8	0	0	0%	100%	
Wapato	WPAT	42	0	0	100%	100%	33	0	0	100%	100%	75	0	0	0%	100%	
White Salmon	WHSL	30	0	0	100%	100%	47	0	0	100%	100%	77	0	0	0%	100%	
WhiteSwan	WHSW	8	0	0	100%	100%	8	0	0	100%	100%	16	0	0	0%	100%	
Whitstran	WHTS	4	0	0	100%	100%	5	0	0	100%	100%	9	0	0	0%	100%	
Willard	WLRD	1	0	0	100%	100%	1	0	0	100%	100%	2	0	0	0%	100%	
Washington		663	0	0	100%	100%	696	0	0	100%	100%	0	0	0	0%	0%	
												1,359	0	0	0%	100%	

report captures service order completion dates upon service activation.

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CLL	Jul - Dec 08 (180 Day)				
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days
Chinacum	CHMC	18	0	0	100%	100%
Columbia	CLMA	0	0	0	0%	0%
Dallesport	DLPT	13	0	0	100%	100%
Glenwood	GLWD	6	0	0	100%	100%
Goldendale	GLDL	82	0	0	100%	100%
Grandview	GDVW	98	0	0	100%	100%
Granger	GRGR	47	0	0	100%	100%
Harrah	HRRH	35	0	0	100%	100%
Hood Canal	HDCL	49	0	0	100%	100%
Klickitat	KLCT	4	0	0	100%	100%
Lyle	LYLE	21	0	0	100%	100%
Mabton	MBTN	33	0	0	100%	100%
Mattawa	MTWA	62	0	0	100%	100%
Patterson	PASN	2	0	0	100%	100%
Port Angeles	PTAG	4	0	0	100%	100%
Poulsbo	PLSB	193	0	0	100%	100%
Prosser	PRSR	70	0	0	100%	100%
Roosevelt	RSVT	0	0	0	0%	0%
Stevenson	STSN	72	0	0	100%	100%
Sunnyside	SNSD	220	0	0	100%	100%
Toppenish	TPNS	143	0	0	100%	100%
Troutlake	TRLK	8	0	0	100%	100%
Wapato	WPAT	75	0	0	100%	100%
White Salmon	WHSL	77	0	0	100%	100%
Whiteswan	WHSW	16	0	0	100%	100%
Whitstran	WHTS	9	0	0	100%	100%
Willard	WLRD	2	0	0	100%	100%
Washington		1,359	0	0	100%	100%

Report captures service or