



October 20, 2008

David Danner, Executive Director & Secretary
Washington Utilities & Transportation Commission
1300 S Evergreen Park Drive, SW
Olympia, Washington 98504-7250

Re: Washington Quality of Service Report

Dear Mr. Danner:

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

The trouble reports per 100 access lines objective was met for the month of September with the exception of Chimacum where 58 tickets were taken on September 23rd and 24th when a DLP controller card failed.

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

RECEIVED
RECORDS MANAGEMENT
2008 OCT 23 AM 9:51
STATE OF WASH
UTILITIES AND TRANSPORTATION
COMMISSION

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 db.a. EMBARQ
 COMPANY NAME
 2008

Exchange	CLLI	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Install	Miss	Excl	Install	Miss	Excl	Install	Miss	Excl	Install	Miss	Excl	Install	Miss	Excl	Install	Miss	Excl	Install	Miss	Excl	Install	Miss	Excl	Install	Miss	Excl	Install	Miss	Excl	Install	Miss	Excl			
Chinacum	CHMC	9	0	0	10	0	0	9	0	0	12	0	0	8	0	0	18	0	0	0	0	8	0	0	10	0	0	6	0	0	1	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					
Dallesport	DLPT	1	0	0	8	0	0	6	0	0	4	0	0	6	0	0	8	0	0	0	0	8	0	0	5	0	0	8	0	0	1	0	0				
Glenwood	GLWD	1	0	0	1	0	0	0	0	0	1	0	0	1	0	0	2	0	0	0	0	2	0	0	4	0	0	1	0	0	1	0	0				
Goldendale	GLDL	35	0	0	42	0	0	45	0	0	64	0	0	35	0	0	2	0	0	0	0	45	0	0	37	0	0	44	0	0	4	0	0				
Grandview	GDVW	65	0	0	53	0	0	57	0	0	66	0	0	44	0	0	40	0	0	0	0	56	0	0	42	0	0	64	0	0	0	0	0				
Grandview	GRGV	32	0	0	21	0	0	22	0	0	20	0	0	20	0	0	11	0	0	0	0	20	0	0	23	0	0	16	0	0	0	0	0				
Harcob	HRRH	17	0	0	18	0	0	18	0	0	6	0	0	11	0	0	19	0	0	0	0	12	0	0	23	0	0	12	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	0	0	23	0	0	26	0	0	16	0	0	0	0	0				
Kicklat	KLCT	4	0	0	4	0	0	4	0	0	5	0	0	8	0	0	1	0	0	0	0	2	0	0	2	0	0	7	0	0	0	0	0				
Lye	LYLE	7	0	0	5	0	0	15	0	0	11	0	0	11	0	0	11	0	0	0	0	10	0	0	11	0	0	11	0	0	0	0	0				
Mabton	MBTN	21	0	0	8	0	0	13	0	0	17	0	0	16	0	0	7	0	0	0	0	12	0	0	21	0	0	12	0	0	0	0	0				
Mattawa	MTWA	28	0	0	39	0	0	43	0	0	46	0	0	36	0	0	35	0	0	0	0	23	0	0	39	0	0	27	0	0	1	0	0				
Paterson	PASN	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	3	0	0	0	0	0	0	2	0	0	1	0	0	0	0	0	0				
Port Angeles	PTAG	1	0	0	0	0	0	0	0	0	3	0	0	6	0	0	7	0	0	0	0	1	0	0	3	0	0	3	0	0	0	0	0				
Poulsbo	PLSB	100	0	0	91	0	0	107	0	0	90	0	0	75	0	0	103	0	0	0	0	66	0	0	97	0	0	109	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	0	0	38	0	0	32	0	0	42	0	0	0	0	0				
Roosevelt	RSVT	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0				
Steverson	STSN	29	0	0	31	0	0	44	0	0	34	0	0	45	0	0	41	0	0	0	0	34	0	0	38	0	0	47	0	0	2	0	0				
Sunnyside	SNSD	136	0	0	116	0	0	117	0	0	135	0	0	111	0	0	131	0	0	0	0	114	0	0	106	0	0	117	0	0	0	0	0				
Toppensish	TRPK	81	0	0	75	0	0	88	0	0	68	0	0	55	0	0	81	0	0	0	0	71	0	0	72	0	0	68	0	0	1	0	0				
Troulakte	TRLK	7	0	0	2	0	0	4	0	0	3	0	0	8	0	0	3	0	0	0	0	3	0	0	5	0	0	8	0	0	1	0	0				
Wapato	WPAT	77	0	0	65	0	0	49	0	0	54	0	0	51	0	0	68	0	0	0	0	42	0	0	33	0	0	37	0	0	1	0	0				
White Salmon	WHSW	36	0	0	28	0	0	32	0	0	39	0	0	34	0	0	33	0	0	0	0	30	0	0	47	0	0	31	0	0	3	0	0				
Whiteswan	WHSW	8	0	0	13	0	0	7	0	0	11	0	0	7	0	0	4	0	0	0	0	8	0	0	8	0	0	7	0	0	0	0	0				
Whitman	WHTS	6	0	0	3	0	0	6	0	0	8	0	0	5	0	0	5	0	0	0	0	4	0	0	5	0	0	6	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	1	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	663	13	0	696	9	0	704	19	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		
		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			
Chimacum	CHMC	9	1	0	10	0	0	81	2	0	10	0	0	5	0	0	16	0	0	13	1	0	14	1	0	80	2	0	0	0	0	0	0	0			
Clallam	CLAM	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			
Clatsop	CLAT	7	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			
Clatsop	CLAT	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			
Clatsop	CLAT	1	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	0	0	0			
Clatsop	CLAT	93	8	0	36	4	0	22	0	0	58	2	0	26	0	0	58	3	0	43	2	0	194	2	0	33	2	0	0	0	0	0	0	0			
Clatsop	CLAT	33	2	0	19	1	0	19	0	0	37	0	0	37	1	0	30	0	0	29	2	0	24	1	0	24	0	0	0	0	0	0	0	0			
Clatsop	CLAT	10	0	0	13	0	0	13	0	0	11	0	0	11	0	0	37	23	0	21	1	0	19	1	0	8	0	0	0	0	0	0	0	0			
Clatsop	CLAT	11	1	0	10	1	0	13	0	0	10	0	0	15	0	0	6	0	0	7	0	0	12	0	0	23	0	0	0	0	0	0	0	0			
Clatsop	CLAT	20	1	0	10	2	0	18	2	0	20	3	0	13	4	0	9	0	0	23	3	0	39	5	0	9	0	0	0	0	0	0	0	0			
Clatsop	CLAT	15	0	0	4	1	0	8	0	0	6	2	0	5	0	0	10	0	0	4	0	0	14	0	0	5	0	0	0	0	0	0	0	0	0		
Clatsop	CLAT	6	0	0	4	0	0	4	0	0	14	1	0	8	1	0	19	2	0	15	2	0	14	0	0	8	0	0	0	0	0	0	0	0			
Clatsop	CLAT	1	0	0	8	0	0	4	0	0	6	0	0	8	0	0	7	0	0	4	0	0	12	0	0	8	0	0	0	0	0	0	0	0	0		
Clatsop	CLAT	1	0	0	16	0	0	33	2	0	13	0	0	50	1	0	38	0	0	12	1	0	44	1	0	8	1	0	0	0	0	0	0	0	0		
Clatsop	CLAT	7	0	0	1	0	0	1	0	0	2	0	0	0	0	0	1	0	0	1	0	0	3	0	0	1	0	0	0	0	0	0	0	0	0		
Clatsop	CLAT	102	3	0	85	4	0	69	2	0	82	2	0	79	3	0	83	2	0	73	3	0	73	0	0	144	7	0	0	0	0	0	0	0			
Clatsop	CLAT	27	0	0	32	0	0	24	0	0	31	0	0	13	1	0	17	0	0	24	0	0	1	0	0	14	4	0	0	0	0	0	0	0			
Clatsop	CLAT	41	1	0	4	2	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	0	0	0	0		
Clatsop	CLAT	41	0	0	2	0	0	2	0	0	1	0	0	3	0	0	2	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0		
Clatsop	CLAT	41	0	0	44	0	0	57	0	0	10	0	0	3	0	0	46	0	0	0	0	0	0	0	0	49	7	0	0	0	0	0	0	0			
Clatsop	CLAT	88	3	0	2	0	0	2	0	0	3	0	0	63	2	0	4	0	0	3	0	0	3	0	0	38	1	0	0	0	0	0	0	0	0		
Clatsop	CLAT	42	1	0	21	0	0	24	0	0	35	1	0	1	0	0	29	0	0	1	0	0	32	1	0	0	0	0	0	0	0	0	0	0	0		
Clatsop	CLAT	12	0	0	3	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		
Clatsop	CLAT	36	2	0	24	0	0	34	0	0	202	7	0	189	2	0	25	0	0	2	0	0	22	6	0	25	0	0	0	0	0	0	0	0	0		
Clatsop	CLAT	33	0	0	21	0	0	38	1	0	220	2	0	20	0	0	34	2	0	69	4	0	19	1	0	16	3	0	0	0	0	0	0	0	0		
Clatsop	CLAT	6	0	0	4	1	0	5	0	0	5	0	0	4	0	0	4	0	0	6	1	0	30	2	0	4	0	0	0	0	0	0	0	0	0	0	
Clatsop	CLAT	4	1	0	1	0	0	4	0	0	3	1	0	4	1	0	9	1	0	1	0	0	0	0	0	6	0	0	0	0	0	0	0	0	0		
Clatsop	CLAT	2	0	0	2	0	0	0	0	0	10	1	0	1	0	0	1	0	0	3	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	
Clatsop	CLAT	612	42	0	420	38	0	548	24	0	968	39	0	546	34	0	532	45	0	884	68	0	712	53	0	649	34	0	0	0	0	0	0	0	0		
Washington	WASH	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		

Made = Total repair appointments scheduled for regulated customers
Miss = Total repair appointments missed for regulated customers
Excl = 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. 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	18	0	8	0	10	0	6	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	0
Dallesport	DLPT	9	0	8	0	6	0	4	0	6	0	8	0	8	0	5	0	8	0	0	0	0	0	0	0
Glenwood	GLWD	1	0	1	0	0	0	1	0	1	0	2	0	2	0	4	0	1	0	1	0	0	0	0	0
Goldendale	GLDL	35	0	42	2	45	1	64	0	35	0	38	0	45	0	37	0	44	0	2	0	0	0	0	
Grandview	GDVW	65	0	53	1	57	1	66	0	44	0	40	0	56	0	42	0	64	0	4	0	0	0	0	
Granger	GRGR	32	0	21	0	22	0	25	0	20	0	11	0	20	0	27	0	16	0	2	0	0	0	0	
Harrish	HRRH	17	0	18	1	18	0	6	0	11	0	19	0	12	0	23	0	16	0	1	0	0	0	0	
Hood Canal	HDCL	19	0	14	1	14	1	28	2	15	0	22	0	23	0	26	2	12	0	1	0	0	0	0	
Klickitat	KLCT	4	0	4	0	4	0	5	0	8	0	2	0	2	0	2	0	7	0	0	0	0	0	0	
Lyle	LYLE	7	0	5	0	15	0	11	0	11	0	7	0	10	0	11	0	11	0	0	0	0	0	0	
Mabton	MBTN	21	0	8	0	13	0	17	0	16	0	7	0	12	0	21	0	12	0	0	0	0	0	0	
Mattawa	MTWA	28	0	39	1	43	0	46	0	36	0	35	0	23	0	39	0	27	0	0	0	0	0	0	
Patterson	PASN	0	0	0	0	1	0	1	0	0	0	3	0	0	0	2	0	1	0	0	0	0	0	0	
Port Angeles	PTAG	1	0	0	0	0	0	1	0	6	0	7	0	1	0	3	0	3	0	0	0	0	0	0	
Poulsbo	PLSB	100	0	91	0	107	1	90	0	75	0	103	0	96	0	97	0	109	0	2	0	0	0	0	
Prosser	PRSR	42	0	44	0	28	1	36	0	27	0	35	0	38	0	32	0	42	0	2	0	0	0	0	
Roosevelt	RSVT	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Stevenson	STSN	29	0	31	0	44	1	34	0	45	1	41	0	34	0	38	0	47	0	0	0	0	0	0	
Sunnyside	SNSD	136	0	116	3	117	2	135	1	111	1	131	1	114	0	106	0	117	0	3	0	0	0	0	
Toppenish	TPNS	81	0	75	0	88	0	68	0	55	0	81	0	71	0	72	0	88	0	0	0	0	0	0	
Troulshke	TRLK	7	1	2	0	4	0	3	0	8	0	3	0	3	0	5	0	8	0	1	0	0	0	0	
Wapato	WPAT	77	1	65	1	49	0	54	0	51	0	68	0	42	0	33	0	37	0	3	0	0	0	0	
White Salmon	WHSW	36	0	28	0	32	0	39	2	34	0	33	0	30	0	47	1	31	0	0	0	0	0	0	
Whiteswan	WHTS	8	0	13	0	7	0	11	0	7	0	4	0	8	0	8	0	7	0	0	0	0	0	0	
Whitstran	WHTS	6	0	3	0	6	0	8	0	5	0	5	0	4	0	5	0	6	0	0	0	0	0	0	
Wliland	WLRD	1	0	1	0	1	0	3	0	2	0	1	0	1	0	1	0	2	0	0	0	0	0	0	
Washington		772	7	694	12	732	9	770	7	637	5	730	8	663	6	696	9	704	14	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 dba. EMBARRAS
 COMPANY NAME
 2006

Exchange	Cell	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec	
		Total	Totl	Total	Totl	Total	Totl	Total	Totl	Total	Totl	Total	Totl	Total	Totl	Total	Totl	Total	Totl	Total	Totl	Total	Totl	Total	Totl
		Rpts	/100	Rpts	/100	Rpts	/100	Rpts	/100	Rpts	/100	Rpts	/100	Rpts	/100	Rpts	/100	Rpts	/100	Rpts	/100	Rpts	/100	Rpts	/100
Chinacum	CHMC	9	0.83	10	1.081	91	1.075	40	1.077	5	1.074	16	1.075	13	1.072	14	1.065	90	1.055	0	0.00	0	0.00	0	0.00
Columbia	CLMA	7	0.90	8	1.081	3	1.03	0	1.03	0	1.03	0	1.03	0	1.03	0	1.03	0	1.03	0	0.00	0	0.00	0	0.00
Dallasport	DLP	11	0.84	2	0.25	2	0.25	7	0.84	6	0.84	3	0.84	6	0.84	5	0.84	4	0.84	4	0.00	0	0.00	0	0.00
Glennwood	GLWD	83	0.83	38	0.45	22	0.26	58	0.7	26	0.31	58	0.7	43	0.51	184	0.7	33	0.4	33	0.00	0	0.00	0	0.00
Goldendale	GDL	33	0.83	19	0.58	13	0.39	37	0.83	37	0.83	30	0.83	29	0.83	24	0.83	24	0.83	24	0.00	0	0.00	0	0.00
Grandview	GDVW	10	0.83	10	1.037	18	1.037	11	1.037	15	1.037	6	1.037	7	1.037	12	1.037	23	1.037	9	0.00	0	0.00	0	0.00
Graninger	GRGR	11	0.83	10	1.037	18	1.037	20	1.037	13	1.037	8	1.037	23	1.037	30	1.037	9	0.83	0	0.00	0	0.00	0	0.00
Hannah	HRRH	20	0.83	31	1.519	18	0.83	6	0.83	13	0.83	6	0.83	7	0.83	14	0.83	5	0.83	0	0.00	0	0.00	0	0.00
Hood Canal	HDCL	15	0.83	4	0.27	8	0.27	14	0.27	5	0.27	10	0.27	4	0.27	14	0.27	5	0.27	0	0.00	0	0.00	0	0.00
Klickitat	KLCT	6	0.83	8	1.333	8	1.333	14	1.333	6	1.333	7	1.333	15	1.333	14	1.333	5	1.333	0	0.00	0	0.00	0	0.00
Live	LYLE	6	0.83	8	1.333	8	1.333	14	1.333	6	1.333	7	1.333	15	1.333	14	1.333	5	1.333	0	0.00	0	0.00	0	0.00
Mallam	MBTN	14	0.83	16	1.143	33	1.143	13	1.143	50	1.143	38	1.143	12	1.143	44	1.143	11	1.143	1	0.00	0	0.00	0	0.00
Mattawa	MTVA	7	0.83	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Port Angeles	PTAG	0	0.00	1	0.276	1	0.276	2	0.276	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Port Townsend	PTSN	102	0.83	65	0.63	98	0.63	82	0.63	79	0.63	83	0.63	21	0.203	73	0.63	144	0.63	1	0.00	0	0.00	0	0.00
Prosser	PRSR	27	0.83	2	0.074	24	0.074	2	0.074	2	0.074	1	0.074	1	0.074	3	0.074	4	0.074	0	0.00	0	0.00	0	0.00
Roosevelt	RSVT	3	0.83	2	0.667	2	0.667	2	0.667	1	0.333	1	0.333	1	0.333	2	0.667	1	0.333	0	0.00	0	0.00	0	0.00
Stevens	STSN	41	0.83	14	0.341	31	0.341	118	0.341	35	0.341	28	0.341	31	0.341	32	0.341	49	0.341	0	0.00	0	0.00	0	0.00
Sunnyside	SNSD	68	0.83	45	0.662	57	0.662	34	0.662	37	0.662	39	0.662	43	0.662	35	0.662	80	0.662	0	0.00	0	0.00	0	0.00
Toppenish	TPNS	41	0.83	23	0.561	23	0.561	32	0.561	63	0.561	37	0.561	78	0.561	6	0.146	4	0.098	4	0.00	0	0.00	0	0.00
Trouble	TRLK	12	0.83	3	0.25	4	0.25	7	0.25	1	0.083	25	0.208	13	0.108	22	0.183	25	0.208	0	0.00	0	0.00	0	0.00
Wapato	WPAT	36	0.83	24	0.667	34	0.667	202	0.667	99	0.667	34	0.667	69	0.667	19	0.525	18	0.5	6	0.00	0	0.00	0	0.00
White Salmon	WHSL	33	0.83	21	0.636	33	0.636	220	0.636	20	0.636	54	0.636	118	0.636	30	0.636	25	0.636	4	0.00	0	0.00	0	0.00
Whiteswan	WHSW	6	0.83	4	0.667	5	0.667	5	0.667	4	0.667	9	0.667	6	0.667	6	0.667	6	0.667	0	0.00	0	0.00	0	0.00
Willard	WLRD	4	0.83	2	0.5	4	0.5	10	0.5	1	0.25	1	0.25	1	0.25	2	0.5	3	0.5	0	0.00	0	0.00	0	0.00
Washington		612	0.83	420	0.683	548	0.683	388	0.683	546	0.683	532	0.683	884	0.683	712	0.683	648	0.683	0	0.00	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 AL = 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. EMBARC

2008

	Exchange	CLL	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec			
			Total Calls	Delay	% DT 3 Sec	Total Calls	Delay	% DT 3 Sec	Total Calls	Delay	% DT 3 Sec	Total Calls	Delay	% DT 3 Sec	Total Calls	Delay	% DT 3 Sec	Total Calls	Delay	% DT 3 Sec	Total Calls	Delay	% DT 3 Sec	Total Calls	Delay	% DT 3 Sec	Total Calls	Delay	% DT 3 Sec	Total Calls	Delay	% DT 3 Sec							
Poulsbo	PLSS	112413	2	100.0	104750	0	100.0	105897	0	100.0	98318	0	100.0	37245	0	100.0	39978	3	100.0	38544	0	100.0	35725	0	100.0	34275	2	100.0											
Summerville	SMSD	400850	1	100.0	38722	0	100.0	38041	0	100.0	194073	0	100.0	103047	1	100.0	98525	2	100.0	86465	0	100.0	84470	0	100.0	95110	2	100.0											
Washington		152883	3	100.0	141472	0	100.0	144728	0	100.0	142391	0	100.0	140982	1	100.0	136501	5	100.0	135029	0	100.0	130205	0	100.0	129385	4	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
						Aug-08			objective met
						Sep-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. EMBARRAS
 COMPANY NAME
 2008

Exchange	CLL	Jan					Feb					Mar					Apr					May					Jun				
		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	Total OOS	OOS Cir-48	OOS Cir->48	OOS48 Excl	Total OOS	OOS Cir-48	OOS Cir->48	OOS48 Excl		
Chinacum	CHMC	6	6	0	0	1	6	6	0	0	0	88	88	0	0	0	7	7	0	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	0	0			
Dalesport	DLPT	6	6	0	0	0	6	6	0	0	0	2	2	0	0	0	3	3	0	0	0	5	5	0	0	3	3	0	0		
Glenwood	GLWD	8	8	0	0	0	2	2	0	0	0	2	2	0	0	0	5	5	0	0	0	3	3	0	0	7	7	0	0		
Goldendale	GLDL	75	73	2	2	2	28	26	2	0	0	17	17	0	0	0	51	49	2	0	0	22	22	0	0	44	44	0	0		
Grandview	GDVW	20	20	0	0	0	11	11	0	0	0	17	17	0	0	0	31	31	0	0	0	29	29	0	0	29	29	0	0		
Granger	GRGR	5	5	0	0	0	11	11	0	0	0	10	10	0	0	0	9	9	0	0	0	9	9	0	0	37	37	0	0		
Harrish	HRRH	7	7	0	0	0	8	6	2	0	0	10	10	0	0	0	9	9	0	0	0	14	14	0	0	5	5	0	0		
Hood Canal	HDCL	16	16	0	0	0	23	23	0	0	0	8	8	0	0	0	13	13	0	0	0	10	10	0	0	7	7	0	0		
Klickitat	KLCT	10	10	0	0	0	1	1	0	0	0	4	4	0	0	0	4	4	0	0	0	4	4	0	0	4	4	0	0		
Lyle	LYLE	4	4	0	0	0	5	5	0	0	0	6	6	0	0	0	13	13	0	0	0	3	3	0	0	15	14	0	0		
Mabton	MBTN	1	1	0	0	0	3	3	0	0	0	3	3	0	0	0	7	6	1	0	0	7	7	0	0	6	6	0	0		
Maltawa	MTWA	10	10	0	0	0	13	13	0	0	0	30	30	0	0	0	11	11	0	0	0	48	48	0	0	29	29	0	0		
Palaterson	PASN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	0	0	2	2	0	0	1	1	0	0		
Port Angeles	PTAG	0	0	0	0	0	1	1	0	0	0	1	1	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0		
Poulsbo	PLSB	77	77	0	0	0	67	67	0	0	0	73	73	0	0	0	56	55	1	0	0	52	52	0	0	71	71	0	0		
Prosser	PRSR	22	22	0	0	0	24	24	0	0	0	15	15	0	0	0	24	24	0	0	0	9	9	0	0	10	10	0	0		
Rosevelt	RSVT	3	3	0	0	0	1	1	0	0	0	2	2	0	0	0	1	1	0	0	0	0	0	0	1	1	0	0			
Sleeverson	STSN	31	31	0	0	0	9	9	0	0	0	30	30	0	0	0	110	110	0	0	0	29	29	0	0	24	24	0	0		
Sunnyside	SNSD	51	51	0	0	0	35	35	0	0	0	39	39	0	0	0	25	25	0	0	0	31	31	0	0	37	37	0	0		
Toppenish	TPNS	34	34	0	0	0	16	16	0	0	0	22	22	0	0	0	27	27	0	0	0	54	54	0	0	28	27	0	0		
Troulakte	TRLK	8	8	0	0	0	2	2	0	0	0	4	4	0	0	0	22	22	0	0	0	1	1	0	0	3	3	0	0		
Wapato	WPAT	29	29	0	0	0	21	20	1	0	0	28	28	0	0	0	195	190	5	0	0	98	87	11	0	22	22	0	0		
White Salmon	WHSL	24	23	1	0	0	20	20	0	0	0	23	23	0	0	0	213	213	0	0	0	14	14	0	0	27	27	0	0		
Whiteswan	WHSW	6	6	0	0	0	2	2	0	0	0	3	3	0	0	0	5	5	0	0	0	4	4	0	0	3	3	0	0		
Whitstran	WHTS	3	3	0	0	0	0	0	0	0	0	3	3	0	0	0	1	1	0	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	0	0	6	6	0	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. EMBARQ
 COMPANY NAME
 2007

Exchange	CLL	Jul				Aug				Sep				Oct				Nov				Dec			
		Total OOS	OOS Clr-48	OOS Clr->48	OOS48 Excl	Total OOS	OOS Clr-48	OOS Clr->48	OOS48 Excl	Total OOS	OOS Clr-48	OOS Clr->48	OOS48 Excl	Total OOS	OOS Clr-48	OOS Clr->48	OOS48 Excl	Total OOS	OOS Clr-48	OOS Clr->48	OOS48 Excl				
Chinacum	CHMC	12	10	2	0	9	9	0	0	89	89	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	4	4	0	0	0	0	0	0	0	0	0	0	0			
Glenwood	GLWD	1	1	0	0	2	2	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0			
Goldendale	GLDL	24	23	1	0	42	40	2	1	26	26	0	0	0	0	0	0	0	0	0	0	0			
Grandview	GDVW	24	24	0	0	23	22	1	0	16	15	1	0	0	0	0	0	0	0	0	0	0			
Granger	GRGR	18	18	0	0	15	15	0	0	8	8	0	0	0	0	0	0	0	0	0	0	0			
Harrish	HRRH	7	7	0	0	12	12	0	0	22	22	0	0	0	0	0	0	0	0	0	0	0			
Hood Canal	HDCL	17	17	0	0	31	31	0	0	8	8	0	0	0	0	0	0	0	0	0	0	0			
Klickitat	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	2	2	0	0	0	0	0	0	0	0	0	0	0			
Mabton	MBTN	5	5	0	0	9	9	0	0	6	6	0	0	0	0	0	0	0	0	0	0	0			
Mattawa	MTWA	8	8	0	0	40	24	16	0	7	7	0	0	0	0	0	0	0	0	0	0	0			
Patterson	PASN	0	0	0	0	3	3	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0			
Port Angeles	PTAG	1	1	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0			
Poulsbo	PLSB	252	251	1	0	60	60	0	0	128	127	1	0	0	0	0	0	0	0	0	0	0			
Prosser	PRSR	22	22	0	0	21	21	0	0	40	40	0	0	0	0	0	0	0	0	0	0	0			
Roosevelt	RSVT	1	1	0	0	2	2	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0			
Silverton	STSN	36	36	0	0	26	26	0	0	40	40	0	0	0	0	0	0	0	0	0	0	0			
Sunnyside	TPNS	41	41	0	0	66	66	0	0	74	74	0	0	0	0	0	0	0	0	0	0	0			
Toppenish	TPNS	36	35	1	0	29	29	0	0	36	36	0	0	0	0	0	0	0	0	0	0	0			
Troulaker	TRLK	15	15	0	0	5	5	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0			
Wapato	WPAT	57	57	0	0	18	12	6	0	23	23	0	0	0	0	0	0	0	0	0	0	0			
White Salmon	WHSL	31	31	0	0	18	18	0	0	12	11	1	0	0	0	0	0	0	0	0	0	0			
Whiteswan	WHSW	6	6	0	0	29	23	6	0	3	3	0	0	0	0	0	0	0	0	0	0	0			
Whitman	WHTS	1	1	0	0	1	1	0	0	6	6	0	0	0	0	0	0	0	0	0	0	0			
Willard	WLRD	2	2	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0			
Washington		634	628	6	7	484	452	32	11	561	558	3	6	0	0	0	0	0	0	0	0	0			

Total OOS = Total regul;
 OOS Clr-48 = Total regul
 OOS Clr->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	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	
Dalesport	DLPT	0	0	0	0	2	2	0	0	1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	
Glenwood	GLWD	3	3	0	0	0	0	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	
Goldendale	GLDL	14	14	0	0	7	7	0	0	5	5	0	0	6	6	0	0	0	0	0	0	12	12	0	0
Grandview	GDVW	13	13	0	0	7	7	0	0	2	2	0	0	4	4	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	0	0	0	
Harrish	HRRH	3	3	0	0	2	2	0	0	3	3	0	0	2	2	0	0	0	0	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	0	0	0	0	2	2	0	0
Klickitat	KLCT	4	4	0	0	2	2	0	0	1	1	0	0	1	1	0	0	0	0	0	0	1	1	0	0
Lyle	LYLE	2	2	0	0	3	3	0	0	2	2	0	0	0	0	0	0	0	0	0	0	2	2	0	0
Mabton	MBTN	0	0	0	0	0	0	0	0	1	1	0	0	1	1	0	0	0	0	0	0	1	1	0	0
Mattawa	MTWA	3	3	0	0	3	3	0	0	3	3	0	0	2	2	0	0	0	0	0	0	9	9	0	0
Paterson	PASN	1	1	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	
Poulsbo	PLSB	24	24	0	0	16	16	0	0	21	21	0	0	24	23	1	0	0	0	0	0	12	12	0	0
Prosser	PRSR	5	5	0	0	7	7	0	0	7	7	0	0	6	6	0	0	0	0	0	0	4	4	0	0
Roosevelt	RSVT	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	4	4	0	0
Stevenson	STSN	9	9	0	0	4	4	0	0	1	1	0	0	6	6	0	0	0	0	0	0	9	9	0	0
Sunnyside	SNSD	16	16	0	0	10	10	0	0	17	17	0	0	8	7	1	0	0	0	0	0	8	8	0	0
Tappanish	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
Troulaka	TRLK	3	3	0	0	1	1	0	0	1	1	0	0	1	1	0	0	0	0	0	0	1	1	0	0
Wapato	WPAT	6	6	0	0	3	3	0	0	6	6	0	0	7	7	0	0	0	0	0	0	6	6	0	0
White Salmon	WHSL	6	6	0	0	1	1	0	0	10	10	0	0	5	5	0	0	0	0	0	0	1	1	0	0
Whiteswan	WHSW	0	0	0	0	1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	1	1	0	0
Whitstran	WHTS	1	1	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	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

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	Total NOOS	NOOS Ctr-72	NOOS Ctr->72	NOOS 72 Excl
Chimacum	CHMC	1	0	1	0	5	4	1	0	1	0	0	0	1	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
Dallesport	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	2	6	6	1	0	6	6	0	0	0	0	0	0	0	0	0	0
Grandview	GDVW	5	5	0	0	1	1	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0
Granger	GRGR	3	3	0	0	4	4	0	0	1	1	0	0	1	1	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	0	0	0	0
Hood Canal	HDCL	5	5	0	0	7	7	0	1	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	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lyle	LYLE	3	3	0	0	3	3	0	0	2	2	0	0	2	2	0	0	0	0	0	0	0	0	0	0
Mabton	MBTN	1	1	0	0	2	2	0	0	2	2	0	0	2	2	0	0	0	0	0	0	0	0	0	0
Mattawa	MTWA	4	4	0	0	4	4	0	0	4	4	0	0	4	4	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	0	18	0	12	12	0	0	16	16	0	0	16	16	0	0	0	0	0	0	0	0	0	0
Prosser	PRSR	2	2	0	0	2	2	0	0	9	9	0	0	9	9	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	0	54	0	5	4	1	1	8	8	0	0	8	8	0	0	0	0	0	0	0	0	0	0
Sunnyside	SNSD	12	0	12	0	10	10	0	1	12	12	0	2	12	12	0	0	0	0	0	0	0	0	0	0
Toppenish	TPNS	8	8	0	0	5	5	0	0	2	2	0	0	2	2	0	0	0	0	0	0	0	0	0	0
Troutlake	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
Vapato	WPAT	11	0	11	0	4	4	0	0	2	2	0	0	2	2	0	0	0	0	0	0	0	0	0	0
White Salmon	WHSLS	84	84	0	0	1	1	0	0	4	4	0	0	4	4	0	0	0	0	0	0	0	0	0	0
Whiteswan	WHSWS	0	0	0	0	0	0	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0
Whitstran	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	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0
Washington		238	237	1	5	213	211	2	4	79	79	0	3	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 re
NOOS Exclude = Total fr

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CILLI	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%
Herrah	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	100	0	0	0%	0%	91	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%	193	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%	2	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%	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%
Troulache	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%

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				
Chimacum	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%				
Dalesport	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%				
Kicklat	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%				
Matlawa	MTWA	46	0	0	100%	100%	36	0	0	100%	100%	3	0	0	100%	100%	117	0	0	100%	100%				
Patterson	PASN	1	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	4	0	0	100%	100%				
Poulsbo	PLSB	90	0	0	100%	100%	75	0	0	100%	100%	103	0	0	100%	100%	288	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%				
Toppenish	TPNS	68	0	0	100%	100%	55	0	0	100%	100%	81	0	0	100%	100%	204	0	0	100%	100%				
Troulakte	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%				
Whitstean	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	CLLI	Jan - Jun 08 (180 Day)			
		Total	Held	Held	%Held
		Orders	>90	>180	Orders
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	GRGR	131	0	0	100%
Hood Canal	HDCL	116	0	0	100%
Harrish	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%
Toppenish	TPNS	448	0	0	100%
Troulaka	TRLK	27	0	0	100%
Wapato	WPAT	364	0	0	100%
White Salmon	WHSL	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%
					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	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
Chimacum	CHMC	8	0	0	100%	10	0	0	100%	6	0	0	100%	24	0	0	100%
Columbia	CLMA	0	0	0	0%	0	0	0	0%	0	0	0	0%	0	0	0	0%
Dallesport	DLPT	8	0	0	100%	5	0	0	100%	8	0	0	100%	21	0	0	100%
Glenwood	GLWD	2	0	0	100%	4	0	0	100%	1	0	0	100%	7	0	0	100%
Goldendale	GLDL	45	0	0	100%	37	0	0	100%	44	0	0	100%	126	0	0	100%
Grandview	GDVW	56	0	0	100%	42	0	0	100%	64	0	0	100%	162	0	0	100%
Granger	GRGR	20	0	0	100%	27	0	0	100%	16	0	0	100%	63	0	0	100%
Harrish	HRRH	12	0	0	100%	23	0	0	100%	12	0	0	100%	47	0	0	100%
Hood Canal	HDCL	23	0	0	100%	26	0	0	100%	16	0	0	100%	65	0	0	100%
Klickitat	KLCT	2	0	0	100%	2	0	0	100%	7	0	0	100%	11	0	0	100%
Lyle	LYLE	10	0	0	100%	11	0	0	100%	11	0	0	100%	32	0	0	100%
Mabton	MBTN	12	0	0	100%	21	0	0	100%	12	0	0	100%	45	0	0	100%
Mattawa	MTWA	23	0	0	100%	39	0	0	100%	27	0	0	100%	89	0	0	100%
Paterson	PASN	0	0	0	0%	2	0	0	100%	1	0	0	100%	3	0	0	100%
Port Angeles	PTAG	1	0	0	100%	3	0	0	100%	3	0	0	100%	7	0	0	100%
Poulsbo	PLSB	96	0	0	100%	97	0	0	100%	109	0	0	100%	302	0	0	100%
Prosser	PRSR	38	0	0	100%	32	0	0	100%	42	0	0	100%	112	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%	38	0	0	100%	47	0	0	100%	119	0	0	100%
Sunnyside	SNSD	114	0	0	100%	106	0	0	100%	117	0	0	100%	337	0	0	100%
Toppenish	TPNS	71	0	0	100%	72	0	0	100%	68	0	0	100%	211	0	0	100%
Troutlake	TRLK	3	0	0	100%	5	0	0	100%	8	0	0	100%	16	0	0	100%
Wapato	WPAT	42	0	0	100%	33	0	0	100%	37	0	0	100%	108	0	0	100%
White Salmon	WHSL	30	0	0	100%	47	0	0	100%	31	0	0	100%	108	0	0	100%
Whiteswan	WHSW	8	0	0	100%	8	0	0	100%	7	0	0	100%	23	0	0	100%
Whitstran	WHTS	4	0	0	100%	5	0	0	100%	6	0	0	100%	15	0	0	100%
Willard	WLRD	1	0	0	100%	1	0	0	100%	2	0	0	100%	4	0	0	100%
Washington		663	0	0	100%	696	0	0	100%	704	0	0	100%	2,063	0	0	100%

report captures service order completion dates upon service activation.

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Oct-08					Nov-08					Dec-08					4th Qtr 08				
		Total Orders	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days
Chimacum	CHMC	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Columbia	CLMA	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Dallesport	DLPD	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Glenwood	GLWD	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Goldendale	GLDL	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Grandview	GDVW	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Granger	GRGR	0	0	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	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Klickitat	KLCT	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Lyle	LYLE	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Mabton	MBTN	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Mattawa	MTWA	0	0	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	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Prosser	PRSR	0	0	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	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Sunnyside	SNSD	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Toppenish	TPNS	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Troutlake	TRLK	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Wapato	WPAT	0	0	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	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Washington		0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%

Report captures service or

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CLL	Jul - Dec 08 (180 Day)				
		Total	Held	Held	%Held	
		Orders	>90	>180	Orders	
		Days	Days	>90 Days	>180 Days	
Chinacum	CHMC	24	0	0	100%	100%
Columbia	CLMA	0	0	0	0%	0%
Dallesport	DLPT	21	0	0	100%	100%
Glenwood	GLWD	7	0	0	100%	100%
Goldendale	GLDL	126	0	0	100%	100%
Grandview	GDVW	162	0	0	100%	100%
Granger	GRGR	63	0	0	100%	100%
Harrah	HRRH	47	0	0	100%	100%
Hood Canal	HDCL	65	0	0	100%	100%
Klickitat	KLCT	11	0	0	100%	100%
Lyle	LYLE	32	0	0	100%	100%
Mabton	MBTN	45	0	0	100%	100%
Mattawa	MTWA	89	0	0	100%	100%
Patternson	PASN	3	0	0	100%	100%
Port Angeles	PTAG	7	0	0	100%	100%
Poulsbo	PLSB	302	0	0	100%	100%
Prosser	PRSR	112	0	0	100%	100%
Roosevelt	RSVT	2	0	0	100%	100%
Stevenson	STSN	119	0	0	100%	100%
Sunnyside	SNSD	337	0	0	100%	100%
Troppenish	TPNS	211	0	0	100%	100%
Troutlake	TRLK	16	0	0	100%	100%
Wapato	WPAT	112	0	0	100%	100%
White Salmon	WWSL	108	0	0	100%	100%
WhiteSwan	WHSW	23	0	0	100%	100%
Whitstran	WHTS	15	0	0	100%	100%
Willard	WLRD	4	0	0	100%	100%
Washington		2,063	0	0	100%	100%

Report captures service or