

WF921192

Voice | Data | Internet | Wireless | Entertainment



November 21, 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 October 2008.

The trouble reports per 100 access lines objective was met for the month of October with the exception of Klickitat where 6 tickets were taken because of deteriorated buried drops.

Should you have any questions, please contact me at (541) 387-9234 or by e-mail at [Mary.E.Gumm@embarq.com](mailto:Mary.E.Gumm@embarq.com)

Sincerely,

Mary Gumm  
Regulatory and External Affairs 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  
2008 DEC - 1 AM 8:41  
STATE OF WASH.  
UTILITY & 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 d.b.a. EMBARG  
 COMPANY NAME  
 2008

Exchange	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	9	0	0	10	0	0	9	0	0	12	0	0	8	0	0	18	0	0	8	0	0	10	0	0	10	0	0	6	0	0	12	0	0	0	0	0	
Columbia	0	0	0	8	0	0	1	0	0	0	0	0	0	0	0	8	1	0	8	0	0	0	0	0	0	0	0	8	0	0	6	0	0	0	0	0	
Dallesport	9	0	0	8	0	0	6	0	0	4	0	0	6	0	0	8	1	0	2	0	0	4	0	0	4	0	0	8	0	0	3	0	0	0	0	0	
Glenwood	1	0	0	1	0	0	0	0	0	1	0	0	2	0	0	38	1	0	45	1	0	37	0	0	44	0	0	44	0	0	58	4	0	0	0	0	
Goldendale	35	0	0	42	2	0	45	3	0	64	0	0	35	0	0	0	0	0	2	0	0	42	0	0	64	0	0	16	0	0	25	1	0	0	0	0	
Grandview	65	0	0	53	0	0	57	0	0	25	0	0	20	1	0	11	0	0	56	2	0	42	0	0	64	0	0	12	0	0	18	2	0	0	0	0	
Granger	32	0	0	21	0	0	22	0	0	6	0	0	11	0	0	19	0	0	12	0	0	23	0	0	16	0	0	12	0	0	18	2	0	0	0	0	
Harran	17	0	0	18	1	0	18	0	0	6	0	0	11	0	0	22	0	0	12	0	0	23	0	0	16	0	0	16	1	0	16	2	0	0	0	0	
Hood Canal	19	1	0	14	1	0	14	2	0	28	2	0	15	0	0	8	0	0	22	0	0	26	2	1	16	0	0	16	1	0	3	0	0	0	0	0	
Klickitat	4	0	0	4	0	0	4	0	0	5	0	0	1	0	0	11	0	0	2	0	0	2	0	0	7	0	0	7	0	0	3	0	0	0	0	0	
Lyle	7	0	0	5	0	0	15	0	0	11	1	0	11	0	0	7	0	0	10	0	0	11	0	0	11	0	0	11	0	0	14	0	0	0	0	0	
Mahton	21	0	0	8	0	0	13	0	0	17	0	0	16	0	0	35	1	0	23	0	0	21	0	0	12	0	0	12	0	0	19	0	0	0	0	0	
Matton	28	0	0	39	0	0	43	0	0	46	0	0	36	0	0	3	0	0	0	0	0	39	0	0	27	0	0	1	0	0	0	0	0	0	0	0	0
Mattawa	0	0	0	2	0	0	1	0	0	1	0	0	1	0	0	7	0	0	0	0	0	0	0	0	3	0	0	3	0	0	3	0	0	0	0	0	0
Patterson	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	0
Port Angeles	1	0	0	0	0	0	0	0	0	3	0	0	6	0	0	103	1	0	1	0	0	97	1	0	109	1	0	109	3	0	97	2	0	0	0	0	0
Poulsbo	100	0	0	91	0	0	107	0	0	90	5	0	75	2	0	35	0	0	96	2	0	32	1	0	42	1	0	42	1	0	41	4	0	0	0	0	
Prosser	42	2	0	44	1	0	28	1	0	36	0	0	27	0	0	0	0	0	38	1	0	32	1	0	42	1	0	42	1	0	41	4	0	0	0	0	
Roosevelt	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	2	0	0	2	0	0	1	0	0	0	0	0	0	0
Stevenson	29	2	0	31	2	0	44	1	0	34	0	0	45	1	0	41	1	0	34	1	0	38	2	0	47	2	0	47	2	0	49	3	0	0	0	0	
Sunnyside	136	0	0	116	1	0	117	1	0	135	1	0	111	2	0	131	3	0	114	2	0	106	0	0	117	0	0	111	1	0	111	3	0	0	0	0	0
Toppenish	81	0	0	75	0	0	88	3	0	68	0	0	55	8	0	81	0	0	71	2	0	72	0	0	68	0	0	68	0	0	83	3	0	0	0	0	
Troulakis	77	1	0	65	1	0	49	1	0	54	0	0	51	0	0	68	0	0	42	0	0	33	0	0	37	1	0	37	1	0	37	1	0	0	0	0	
Wapato	36	0	0	28	0	0	32	0	0	39	1	0	34	0	0	33	3	0	30	0	0	47	1	0	31	3	0	31	3	0	27	7	0	0	0	0	
White Salmon	8	0	0	13	0	0	7	0	0	11	0	0	7	0	0	4	0	0	8	0	0	8	0	0	6	0	0	6	0	0	6	0	0	0	0	0	0
Whiteswan	8	0	0	3	0	0	6	0	0	8	0	0	5	2	0	5	0	0	4	0	0	5	1	0	5	0	0	5	0	0	6	0	0	0	0	0	0
Whitstran	6	0	0	1	0	0	1	0	0	3	0	0	2	0	0	1	0	0	1	0	0	1	0	0	2	0	0	2	0	0	3	0	0	0	0	0	0
Willard	1	0	0	1	0	0	6	0	0	8	0	0	5	2	0	5	0	0	4	0	0	5	1	0	6	0	0	6	0	0	6	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	704	19	0	730	25	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. EMBARO  
COMPANY NAME  
2008

Exchanges	C/LI	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Repair	Appnts	Miss	Exc'l	Repair	Appnts	Miss	Exc'l	Repair	Appnts	Miss	Exc'l	Repair	Appnts	Miss	Exc'l	Repair	Appnts	Miss	Exc'l	Repair	Appnts	Miss	Exc'l	Repair	Appnts	Miss	Exc'l	Repair	Appnts	Miss	Exc'l				
Chinaman	CHMAC	9	1	0	0	10	0	0	0	10	0	0	0	5	0	0	0	16	0	0	0	13	1	0	0	14	1	0	0	90	2	0	0	8	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	0	0	0	0	
Dallasport	DLPT	7	1	0	0	7	0	0	0	9	0	0	0	6	0	0	0	3	0	0	0	6	0	0	0	5	0	0	0	4	0	0	0	9	1	0	0
Galveston	GLVD	11	0	0	0	11	0	0	0	11	0	0	0	11	0	0	0	11	0	0	0	11	0	0	0	11	0	0	0	11	0	0	0	11	0	0	0
Goldenview	GLDV	83	8	0	0	83	8	0	0	83	8	0	0	83	8	0	0	83	8	0	0	83	8	0	0	83	8	0	0	83	8	0	0	83	8	0	0
Grandview	GLDV	33	2	0	0	33	2	0	0	33	2	0	0	33	2	0	0	33	2	0	0	33	2	0	0	33	2	0	0	33	2	0	0	33	2	0	0
Greengard	GLDV	11	1	0	0	11	1	0	0	11	1	0	0	11	1	0	0	11	1	0	0	11	1	0	0	11	1	0	0	11	1	0	0	11	1	0	0
Harbor	HRBR	11	1	0	0	11	1	0	0	11	1	0	0	11	1	0	0	11	1	0	0	11	1	0	0	11	1	0	0	11	1	0	0	11	1	0	0
Head Canal	HDCI	20	1	0	0	20	1	0	0	20	1	0	0	20	1	0	0	20	1	0	0	20	1	0	0	20	1	0	0	20	1	0	0	20	1	0	0
Kickland	KICT	15	1	0	0	15	1	0	0	15	1	0	0	15	1	0	0	15	1	0	0	15	1	0	0	15	1	0	0	15	1	0	0	15	1	0	0
Lyle	LYLE	6	0	0	0	6	0	0	0	6	0	0	0	6	0	0	0	6	0	0	0	6	0	0	0	6	0	0	0	6	0	0	0	6	0	0	0
Mabson	MABN	1	0	0	0	1	0	0	0	1	0	0	0	1	0	0	0	1	0	0	0	1	0	0	0	1	0	0	0	1	0	0	0	1	0	0	0
Mallawa	MATVA	14	1	0	0	14	1	0	0	14	1	0	0	14	1	0	0	14	1	0	0	14	1	0	0	14	1	0	0	14	1	0	0	14	1	0	0
Port Angales	PASN	7	0	0	0	7	0	0	0	7	0	0	0	7	0	0	0	7	0	0	0	7	0	0	0	7	0	0	0	7	0	0	0	7	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	0	0	0	0	0	0	0	0	0	0	0	
Prosser	PLSB	102	3	0	0	102	3	0	0	102	3	0	0	102	3	0	0	102	3	0	0	102	3	0	0	102	3	0	0	102	3	0	0	102	3	0	0
Roosevelt	RSVT	27	3	0	0	27	3	0	0	27	3	0	0	27	3	0	0	27	3	0	0	27	3	0	0	27	3	0	0	27	3	0	0	27	3	0	0
Stevenson	STSN	41	1	0	0	41	1	0	0	41	1	0	0	41	1	0	0	41	1	0	0	41	1	0	0	41	1	0	0	41	1	0	0	41	1	0	0
Sunnyvale	SNSD	68	9	0	0	68	9	0	0	68	9	0	0	68	9	0	0	68	9	0	0	68	9	0	0	68	9	0	0	68	9	0	0	68	9	0	0
Toupanish	TRPK	41	3	0	0	41	3	0	0	41	3	0	0	41	3	0	0	41	3	0	0	41	3	0	0	41	3	0	0	41	3	0	0	41	3	0	0
Troulakis	TRPK	12	2	0	0	12	2	0	0	12	2	0	0	12	2	0	0	12	2	0	0	12	2	0	0	12	2	0	0	12	2	0	0	12	2	0	0
Wagband	WPAK	38	2	0	0	38	2	0	0	38	2	0	0	38	2	0	0	38	2	0	0	38	2	0	0	38	2	0	0	38	2	0	0	38	2	0	0
Willis Salmon	WPAK	38	2	0	0	38	2	0	0	38	2	0	0	38	2	0	0	38	2	0	0	38	2	0	0	38	2	0	0	38	2	0	0	38	2	0	0
Willis Salmon	WPAK	38	2	0	0	38	2	0	0	38	2	0	0	38	2	0	0	38	2	0	0	38	2	0	0	38	2	0	0	38	2	0	0	38	2	0	0
Willis Salmon	WPAK	38	2	0	0	38	2	0	0	38	2	0	0	38	2	0	0	38	2	0	0	38	2	0	0	38	2	0	0	38	2	0	0	38	2	0	0
Whitaker	WHST	4	1	0	0	4	1	0	0	4	1	0	0	4	1	0	0	4	1	0	0	4	1	0	0	4	1	0	0	4	1	0	0	4	1	0	0
Willard	WLRD	2	0	0	0	2	0	0	0	2	0	0	0	2	0	0	0	2	0	0	0	2	0	0	0	2	0	0	0	2	0	0	0	2	0	0	0
Washington		612	42	0	0	420	38	0	0	548	24	0	0	548	24	0	0	548	24	0	0	548	24	0	0	548	24	0	0	548	24	0	0	548	24	0	0

Made = Total repair appointments scheduled for regulated customers  
 Miss = Total repair appointments missed for regulated customers  
 Exc'l = 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	10	0	6	0	12	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
Daliesport	DLPT	9	0	8	0	6	0	4	0	6	0	8	0	8	0	5	0	8	0	8	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	3	0	0	0	0	0
Goldendale	GLDL	35	0	42	0	45	0	64	0	35	0	38	0	45	0	37	0	44	0	58	0	2	0	0	
Grandview	GDVW	65	0	53	0	57	0	66	0	44	0	40	0	56	0	42	0	64	0	57	0	2	0	0	
Granger	GRGR	32	0	21	0	22	0	25	0	20	0	11	0	11	0	27	0	16	0	25	0	1	0	0	
Harrish	HRRH	17	0	18	0	18	0	6	0	11	0	19	0	12	0	23	0	12	0	18	0	0	0	0	
Hood Canal	HDCL	19	0	14	0	14	0	28	0	15	0	22	0	23	0	26	0	16	0	16	0	1	0	0	
Klickitat	KLCT	4	0	4	0	4	0	5	0	8	0	2	0	2	0	2	0	7	0	3	0	1	0	0	
Lyle	LYLE	7	0	5	0	15	0	11	0	11	0	7	0	10	0	11	0	7	0	11	0	0	0	0	
Mabton	MBTN	21	0	8	0	13	0	17	0	16	0	7	0	12	0	21	0	12	0	14	0	0	0	0	
Mathawa	MTWA	28	0	39	0	43	0	46	0	36	0	35	0	23	0	39	0	27	0	19	0	0	0	0	
Patterson	PASN	0	0	2	0	1	0	1	0	0	0	3	0	0	0	2	0	3	0	0	0	0	0	0	
Port Angeles	PTAG	1	0	0	0	0	0	0	0	6	0	7	0	1	0	9	0	1	0	3	0	0	0	0	
Poulsbo	PLSB	100	0	91	0	107	0	90	0	75	0	103	0	96	0	97	0	109	0	97	0	1	0	0	
Prosser	PRSR	42	0	44	0	28	0	36	0	27	0	35	0	38	0	32	0	42	0	41	0	1	0	0	
Roosevelt	RSVT	1	0	0	0	1	0	0	0	0	0	2	0	0	0	0	0	2	0	2	0	0	0	0	
Stevenson	STSN	29	0	31	0	44	0	34	0	45	0	41	0	34	0	38	0	47	0	49	0	3	0	0	
Sunnyside	SNSD	136	0	116	0	117	0	135	0	111	0	131	0	114	0	106	0	117	0	111	0	1	0	0	
Toppanish	TPNS	81	0	75	0	88	0	68	0	55	0	81	0	71	0	72	0	68	0	83	0	2	0	0	
Troulflake	TRLK	7	0	2	0	4	0	5	0	8	0	3	0	3	0	5	0	8	0	8	0	0	0	0	
Wapato	WPAT	77	0	65	0	49	0	54	0	51	0	68	0	42	0	33	0	37	0	37	0	0	0	0	
White Salmon	WHSW	36	0	28	0	32	0	39	0	34	0	33	0	30	0	47	0	31	0	42	0	3	0	0	
Whiteswan	WHTS	8	0	13	0	7	0	11	0	7	0	4	0	4	0	8	0	7	0	7	0	0	0	0	
Willard	WLRD	6	0	3	0	6	0	8	0	5	0	5	0	4	0	5	0	6	0	6	0	0	0	0	
Washington	WLRD	1	0	1	0	1	0	3	0	2	0	1	0	1	0	1	0	2	0	3	0	0	0	0	
		772	7	694	12	732	9	770	7	637	5	730	8	663	6	696	9	704	14	730	18	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 Telephones Company of the Northwest d.b.a. EMBARC  
 COMPANY NAME  
 2008

Exchange	C/LI	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sept		Oct		Nov		Dec											
		Total	Totl /100	Total	Totl /100	Total	Totl /100	Total	Totl /100	Total	Totl /100	Total	Totl /100	Total	Totl /100	Total	Totl /100	Total	Totl /100	Total	Totl /100	Total	Totl /100	Total	Totl /100										
Chinacum	CHMC	9	1,079	0.83	10	1,081	0.83	91	1,075	0.83	10	1,077	0.83	5	1,074	0.47	16	1,075	1.49	13	1,072	1.21	14	1,065	1.31	90	1,055	0.83	8	1,050	0.76	0.00	0.00		
Columbia	CLMA	0	159	0.00	0	156	0.00	0	163	0.00	0	163	0.00	0	163	0.00	0	163	0.00	0	161	0.00	0	161	0.00	0	161	0.00	0	165	0.00	0.00	0.00		
Dallasport	DLPT	7	742	0.94	8	733	1.09	3	724	0.41	6	715	0.84	6	708	0.85	3	708	0.42	6	708	0.85	5	697	0.72	4	690	0.58	9	682	1.32	0.00	0.00		
Glennwood	GLWD	11	380	2.89	2	376	0.53	2	376	1.87	7	376	0.80	7	377	0.80	7	376	1.86	4	374	1.07	4	374	1.07	1	373	0.27	2	372	0.54	0.00	0.00		
Goldenvalle	GDLV	83	4,656	1.92	36	4,845	0.74	22	4,819	0.46	58	4,821	1.20	28	4,811	0.54	58	4,793	1.21	43	4,766	0.80	184	4,725	3.89	33	4,715	0.70	62	4,703	1.32	0.00	0.00		
Grandview	GDVW	33	4,789	0.69	19	4,759	0.40	19	4,756	0.40	37	4,720	0.78	37	4,686	0.79	30	4,684	0.64	29	4,626	0.63	24	4,531	0.53	24	4,512	0.53	24	4,488	0.53	0.00	0.00		
Grantner	GRNR	10	1,366	0.73	13	1,388	0.85	13	1,373	0.65	11	1,355	0.81	11	1,336	0.82	37	1,327	2.79	21	1,337	1.57	19	1,321	1.44	9	1,315	0.88	18	1,313	1.37	0.00	0.00		
Hannah	HRHR	11	1,032	1.07	10	1,037	0.96	13	1,040	1.25	15	1,031	0.97	15	1,028	1.48	6	1,022	0.59	7	1,009	0.69	12	1,011	1.19	23	988	2.33	20	988	2.02	0.00	0.00		
Hood Canal	HDCL	20	2,530	0.79	31	2,519	1.23	18	2,521	0.71	20	2,522	0.79	13	2,505	0.52	9	2,498	0.36	23	2,499	0.82	39	2,478	1.57	9	2,465	0.37	22	2,459	0.90	0.00	0.00		
Klickitat	KLCT	15	888	0.81	4	887	1.09	5	887	1.36	6	870	1.62	5	876	1.33	10	867	2.65	4	864	1.56	14	866	3.83	5	867	0.00	15	852	0.53	0.00	0.00		
Leve	LVE	6	888	0.81	8	886	0.81	8	880	0.82	14	873	1.44	6	870	0.82	19	867	1.96	15	864	1.56	14	866	3.83	5	867	0.00	5	852	0.53	0.00	0.00		
Makona	MATNA	14	2,388	0.58	16	2,402	0.67	33	2,387	1.38	13	2,422	0.54	50	2,421	2.07	38	2,418	1.57	12	2,389	0.50	44	2,387	1.86	11	2,354	0.47	26	2,328	1.12	0.00	0.00		
Metawana	MATWA	7	400	1.75	0	403	0.00	0	405	0.00	2	408	0.00	2	407	0.49	1	408	0.24	0	409	0.00	3	407	0.74	1	404	0.25	1	404	0.25	0.00	0.00		
Patterson	PTAG	0	277	0.00	1	276	0.36	1	274	0.36	2	271	0.74	0	274	0.00	1	276	0.36	1	275	0.36	1	272	0.37	2	268	0.73	123	38,595	0.32	0.00	0.00		
Port Angeles	PRSR	102	39,028	0.28	85	39,023	0.22	89	38,927	0.25	82	38,928	0.21	83	38,671	0.29	17	38,625	0.21	23	38,458	0.71	23	38,510	0.19	144	38,720	1.37	30	38,595	0.32	0.00	0.00		
Rosewell	RSTN	3	189	1.51	2	188	1.01	2	188	1.01	2	188	1.01	2	188	1.01	1	188	0.51	1	188	0.51	2	185	1.03	1	188	0.51	0	189	0.00	0.00	0.00		
Stevensville	STNS	41	4,325	0.69	14	4,286	0.33	31	4,284	0.72	116	4,297	2.70	35	4,282	0.82	29	4,280	0.68	91	4,285	2.13	32	4,253	0.83	49	4,228	1.16	22	4,221	0.52	0.00	0.00		
Sunnyside	SNSD	68	9,826	0.89	45	9,848	0.46	57	9,810	0.58	34	9,787	0.35	37	9,746	0.36	46	9,710	0.47	53	9,639	0.55	79	9,512	0.49	80	9,430	0.95	81	9,410	0.86	0.00	0.00		
Toppish	TPNS	41	7,459	0.55	21	7,434	0.28	23	7,455	0.31	32	7,393	0.43	63	7,346	0.86	37	7,289	0.51	45	7,258	0.82	35	7,195	0.84	38	7,179	0.53	69	7,175	0.86	0.00	0.00		
Trouble	TRLK	12	721	1.66	3	716	0.42	4	716	0.56	23	712	3.23	1	714	0.14	4	714	0.56	15	758	1.88	6	713	0.84	25	710	0.56	12	714	1.88	0.00	0.00		
Wauke	WPAT	36	3,711	0.97	24	3,727	0.64	34	3,713	0.82	202	3,693	0.83	89	3,634	2.72	25	3,607	0.69	69	3,571	1.93	22	3,508	0.63	18	3,480	0.72	26	3,472	0.75	0.00	0.00		
White Salmon	WHSLS	33	4,546	0.73	4	4,541	0.46	33	4,525	0.73	220	4,481	0.67	20	4,482	0.45	34	4,481	0.76	118	4,476	2.64	30	4,438	0.43	18	4,424	0.36	25	4,394	0.42	0.00	0.00		
Whiteswan	WHSW	6	735	0.82	4	741	0.54	5	737	0.68	5	741	0.67	5	741	0.67	4	738	0.54	6	729	0.82	2	718	0.34	4	689	1.02	3	688	0.17	0.00	0.00		
Willard	WLTD	4	600	0.67	2	597	0.17	4	595	0.87	3	596	0.50	4	599	0.67	1	598	1.51	3	597	0.17	0	589	0.34	3	589	1.02	2	588	0.83	0.00	0.00		
Washington	WLRD	2	315	0.63	2	313	0.64	4	319	0.00	10	319	3.13	1	320	0.31	1	319	0.31	3	321	0.83	0	318	0.00	3	317	0.96	2	317	0.83	0.00	0.00		
		812	98,937	0.82	420	98,713	0.43	548	98,475	0.58	888	97,921	0.89	548	97,781	0.58	532	97,485	0.55	884	97,046	0.91	712	96,445	0.74	848	96,344	0.87	615	96,014	0.84	0	0	0.00	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. EMBARG  
 COMPANY NAME  
 2008

Exchange	CLL	Total Calls	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
			Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT						
Pouiso	PLSB	112413	2	100.0	104750	0	100.0	105887	0	100.0	38318	0	100.0	37345	0	100.0	38978	3	100.0	38544	0	100.0	35735	0	100.0	34275	2	100.0	34652	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	96488	0	100.0	94470	0	100.0	89110	2	100.0	85047	1	100.0							
Washington		153283	3	100.0	141472	0	100.0	144728	0	100.0	142391	0	100.0	140392	1	100.0	138501	5	100.0	135029	0	100.0	130205	0	100.0	129385	4	100.0	130499	1	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
						Oct-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. EMBARQ  
 COMPANY NAME  
 2008

Exchange	CLLI	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				
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	3	3	0	0
Dalesport	DLPT	8	8	0	0	2	2	0	0	2	2	0	0	3	3	0	0	5	5	0	0	7	7	0	0
Glenwood	GLWD	8	8	0	0	2	2	0	0	2	2	0	0	5	5	0	0	3	3	0	0	6	6	1	0
Glenwood	GLWD	75	73	2	2	28	26	2	0	17	17	0	0	51	49	2	1	22	22	0	0	44	44	0	2
Galdendale	GLDL	20	20	0	0	11	11	0	0	17	17	0	0	31	31	0	0	29	29	0	0	29	29	0	0
Grandview	GDVW	5	5	0	0	11	11	0	0	10	10	0	0	9	9	0	0	9	9	0	0	37	37	0	0
Granger	GRGR	7	7	0	0	8	8	0	0	10	10	0	0	9	9	0	0	14	14	0	0	5	5	0	0
Herrah	HRRH	4	4	0	0	6	6	0	0	8	8	0	0	13	13	0	0	10	10	0	0	7	7	0	0
Hood Canal	HDCI	16	16	0	0	23	23	0	0	3	3	0	0	4	4	0	0	4	4	0	0	4	4	0	0
Kicklat	KLCT	10	10	0	0	5	5	0	0	6	6	0	0	13	13	0	0	3	3	0	0	15	14	1	0
Lyle	LYLE	1	1	0	0	8	8	0	0	3	3	0	0	7	7	0	0	7	7	0	0	6	6	0	0
Mabton	MBTN	1	1	0	0	13	13	0	0	30	30	0	0	11	11	0	0	48	48	0	0	29	29	0	0
Mattawa	MTWA	10	10	0	0	0	0	0	0	0	0	0	0	2	2	0	0	2	2	0	0	1	1	0	0
Patterson	PASN	6	6	0	0	1	1	0	0	1	1	0	0	2	2	0	0	0	0	0	0	1	1	0	0
Port Angeles	PTAG	0	0	0	0	67	67	0	0	73	73	0	0	56	55	1	2	52	52	0	0	71	71	0	0
Poulsbo	PLSB	77	77	0	0	24	24	0	0	15	15	0	0	24	24	0	0	9	9	0	0	10	10	0	0
Prosser	PRSR	22	22	0	0	1	1	0	0	2	2	0	0	1	1	0	0	0	0	0	0	1	1	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
Stevenson	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
Toppensish	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
Troulake	TRLK	8	8	0	0	2	2	0	0	4	4	0	0	2	2	0	0	1	1	0	0	3	3	0	0
Wapato	WPAT	29	29	0	0	21	20	1	1	28	28	0	0	195	190	5	0	98	87	11	0	22	22	0	0
White Salmon	WHSI	24	23	1	1	20	20	0	0	23	23	0	0	213	213	0	0	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
Whitman	WHTS	3	3	0	0	0	0	0	0	3	3	0	0	1	1	0	0	4	4	0	0	7	7	0	0
Willard	WLRD	2	2	0	0	2	2	0	0	0	0	0	0	6	6	0	0	1	1	0	0	1	1	0	0
Washington		464	461	3	11	322	317	5	2	439	439	0	6	850	841	9	12	458	447	11	9	436	415	21	6

Total OOS = Total regulated out of service trouble reports.  
 OOS 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	CILL	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	Total OOS	OOS Cir >48	OOS Cir >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	0	0	0	0		
Columbia	CLMA	0	0	0	0	0	0	0	0	4	4	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	1	1	0	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	26	26	0	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	16	15	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Grandview	GDVW	24	24	0	0	23	22	1	0	8	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Granger	GRGR	18	18	0	0	15	15	0	0	22	22	0	0	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	8	8	0	0	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Klickitat	KLCT	3	3	0	0	7	7	0	0	2	2	0	0	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	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	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	0	0	0	0	0	0
Patterson	PASN	0	0	0	0	0	0	0	0	1	1	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	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Port Angeles	PLSA	252	251	1	0	60	60	0	0	128	127	1	1	0	0	0	0	0	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	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	0	0	0	0	0	0
Stevenson	STSN	36	36	0	0	26	26	0	0	40	40	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sunnyside	SNSD	41	41	0	0	66	66	0	0	74	74	0	0	0	0	0	0	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	0	0	0	0	0	0
Troulaka	TRLK	15	15	0	0	5	5	0	0	4	4	0	0	0	0	0	0	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	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	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	0	0	0	0	0	0
Whitman	WHTS	1	1	0	0	1	0	0	0	6	6	0	0	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	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Washington		634	628	6	6	484	452	32	11	561	558	3	6	6	477	470	7	7	7	7	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	CLLI	Jan				Feb				Mar				Apr				May				Jun				
		Total	NOOS	Cir-72	Cir->72	72 Excl	Total	NOOS	Cir-72	Cir->72	72 Excl	Total	NOOS	Cir-72	Cir->72	72 Excl	Total	NOOS	Cir-72	Cir->72	72 Excl	Total	NOOS	Cir-72	Cir->72	72 Excl
Chimacum	CHMC	2	0	2	0	0	4	0	4	0	0	3	0	3	0	0	0	0	0	0	0	2	0	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	0	0
Dallesport	DLPT	0	0	0	0	0	2	0	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Glenwood	GLWD	3	3	3	0	0	0	0	0	0	5	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0
Goldendale	GLDL	14	14	14	0	0	7	7	0	0	5	5	0	6	6	0	0	0	0	0	0	12	12	0	0	0
Grandview	GDVW	13	13	13	0	0	7	7	0	0	2	2	0	4	4	0	0	0	0	0	0	8	8	0	0	0
Granger	GRGR	5	5	5	0	0	1	1	0	0	3	2	0	2	2	0	0	0	0	0	0	2	2	0	0	0
Harrish	HRRH	3	3	3	0	0	2	2	0	0	3	3	0	1	1	0	0	0	0	0	0	1	1	0	0	0
Hood Canal	HDCL	4	4	4	0	0	8	8	0	0	10	10	0	6	6	0	0	0	0	0	0	2	2	0	0	0
Klickitat	KLCT	4	4	4	0	0	3	3	0	0	1	1	0	1	1	0	0	0	0	0	0	1	1	0	0	0
Lyle	LYLE	2	2	2	0	0	2	2	0	0	2	2	0	0	0	0	0	0	0	0	0	2	2	0	0	0
Madbon	MBTN	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	1	1	0	0	0
Matatwa	MTWA	3	3	3	0	0	3	3	0	0	3	3	0	2	2	0	0	0	0	0	0	2	2	0	0	0
Patternson	PASN	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Port Angeles	PTAG	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Poulsbo	PLSB	24	24	24	0	0	16	16	0	0	21	21	0	24	23	0	0	0	0	0	0	25	25	0	0	0
Prosser	PRSR	5	5	5	0	0	7	7	0	0	7	7	0	6	6	0	0	0	0	0	0	4	4	0	0	0
Roosevelt	RSVT	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	1	0	0	0
Stevensen	STSN	9	9	9	0	0	4	4	0	0	1	1	0	6	7	0	0	0	0	0	0	4	4	0	0	0
Sunnyside	SNSD	16	16	16	0	0	10	10	0	0	17	17	0	8	8	0	0	0	0	0	0	5	5	0	0	0
Toppenish	TPNS	5	5	5	0	0	5	5	0	0	1	1	0	4	4	0	0	0	0	0	0	7	7	0	0	0
Troulakte	TRLK	3	3	3	0	0	1	1	0	0	0	0	0	1	1	0	0	0	0	0	0	1	1	0	0	0
Wapato	WPAT	6	6	6	0	0	3	3	0	0	6	6	0	7	7	0	0	0	0	0	0	0	0	0	0	0
White Salmon	WHSL	6	6	6	0	0	1	1	0	0	10	10	0	5	5	0	0	0	0	0	0	6	6	0	0	0
WhiteSwan	WHSW	0	0	0	0	0	1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	1	1	0	0	0
Whitstran	WHTS	0	0	0	0	0	1	1	0	0	1	1	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	0	0	0	0	0
Washington		129	129	129	0	0	88	87	1	8	99	99	0	103	101	2	3	77	77	0	2	88	88	0	2	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. EMBARRAS  
 COMPANY NAME  
 2007

Exchange	CLLI	Jul				Aug				Sep				Oct				Nov				Dec			
		Total	NOOS	Cir-72	Cir->72	NOOS	Cir-72	Cir->72	72 Excl	Total	NOOS	Cir-72	Cir->72	NOOS	Cir-72	Cir->72	72 Excl	Total	NOOS	Cir-72	Cir->72	NOOS	Cir-72	Cir->72	72 Excl
Chimacum	CHMC	1	0	1	0	0	0	0	1	0	0	0	0	1	0	0	0	2	0	2	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	3	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	2	0	0	0	0	0
Glenwood	GLWD	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0	0	0	0
Goldendale	GLDL	18	18	0	0	0	0	0	0	0	0	0	0	0	0	0	1	5	4	4	1	0	0	0	0
Grandview	GDVW	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	3	3	0	0	0	0	0
Granger	GRGR	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0	0	0	0
Harrish	HRRH	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	2	4	0	0	0	0	0
Hood Canal	HDCL	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	2	0	0	0	0	0
Klickitat	KLCT	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	3	3	0	0	0	0	0
Lyle	LYLE	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0	0	0	0
Mabton	MBTN	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	4	4	0	0	0	0	0
Matatwa	MTWA	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0	0	0	0
Patterson	PASN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	4	4	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	1	0	0	0	0	0	0	0	0	0	0	0	0	0	28	28	28	0	0	0	0	0
Prosser	PRSR	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	8	8	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	0	0	0	0	0	0	0	0	0	0	0	0	3	3	3	0	0	0	0	0
Sunnyside	SNSD	12	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	9	9	0	0	0	0	0
Toppensish	TPNS	8	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	36	36	36	0	0	0	0	0
Troulaker	TRLK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	6	6	0	0	0	0	0
Wapato	WPAT	11	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	6	6	0	0	0	0	0
White Salmon	WHSL	84	84	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	5	5	1	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
Whitstran	WHST	0	0	0	0	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	1	1	1	0	0	0	0	0
Washington		238	237	1	0	0	0	0	5	213	211	2	4	79	79	0	3	131	129	2	0	0	0	0	0

Total NOOS = Total regu  
 NOOS Cir-72 = Total reg  
 NOOS Cir->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 Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days
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%
Glennwood	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%
Harrath	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%
Paulsbo	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%	193	0	0	100%	100%
Port Angeles	PTAG	1	0	0	100%	100%	0	0	0	0%	0%	28	0	0	100%	100%	29	0	0	100%	100%
Roosevelt	RSVT	1	0	0	100%	100%	0	0	0	0%	0%	1	0	0	100%	100%	2	0	0	100%	100%
Slevenson	STSN	29	0	0	100%	100%	0	0	0	0%	0%	1	0	0	100%	100%	104	0	0	100%	100%
Sunnyside	SNSD	136	0	0	100%	100%	31	0	0	100%	100%	44	0	0	100%	100%	369	0	0	100%	100%
Toppenish	TPNS	81	0	0	100%	100%	116	0	0	100%	100%	117	1	0	99%	100%	244	0	0	100%	100%
Troulaka	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%	75	0	0	100%	100%	4	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 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					
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%
Harran	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%
Mattawa	MTWA	46	0	0	100%	100%	36	0	0	100%	100%	35	0	0	100%	100%	117	0	0	100%	100%
Patterson	PASN	90	0	0	100%	100%	75	0	0	100%	100%	103	0	0	100%	100%	268	0	0	100%	100%
Poulsbo	PLSB	36	0	0	100%	100%	27	0	0	100%	100%	35	0	0	100%	100%	98	0	0	100%	100%
Prosser	PRSR	3	0	0	100%	100%	6	0	0	100%	100%	7	0	0	100%	100%	16	0	0	100%	100%
Port Angeles	PTAG	3	0	0	100%	100%	6	0	0	100%	100%	2	0	0	100%	100%	2	0	0	100%	100%
Roosevelt	RSVT	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Steverson	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%
Troutlake	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%
Whitstian	WHTS	8	0	0	100%	100%	5	0	0	100%	100%	5	0	0	100%	100%	18	0	0	100%	100%
Willard	WLFD	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 Orders Cmpld	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days
Chimacum	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%
Goldendale	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%
Klickitat	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%
Roosevelt	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%
Troulaka	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%
Whitstran	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

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	Held	Held	%Held	%Held		Total	Held	Held	%Held	%Held		Total	Held	Held	%Held	%Held		Total	Held	Held	%Held	%Held	
		Orders	>90	>180	>90 Days	>180 Days	Cmpltd	Orders	>90	>180	>90 Days	>180 Days	Cmpltd	Orders	>90	>180	>90 Days	>180 Days	Cmpltd	Orders	>90	>180	>90 Days	>180 Days	
Chimacum	CHMC	8	0	0	100%	100%	10	0	0	100%	100%	6	0	0	100%	100%	24	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	8	0	0	100%	100%	5	0	0	100%	100%	8	0	0	100%	100%	21	0	0	100%	100%				
Glennwood	GLWD	2	0	0	100%	100%	4	0	0	100%	100%	1	0	0	100%	100%	7	0	0	100%	100%				
Goldendale	GLDL	45	0	0	100%	100%	37	0	0	100%	100%	44	0	0	100%	100%	126	0	0	100%	100%				
Grandview	GDVW	56	0	0	100%	100%	42	0	0	100%	100%	64	0	0	100%	100%	162	0	0	100%	100%				
Granger	GRGR	20	0	0	100%	100%	27	0	0	100%	100%	16	0	0	100%	100%	63	0	0	100%	100%				
Harrish	HRRH	12	0	0	100%	100%	23	0	0	100%	100%	12	0	0	100%	100%	47	0	0	100%	100%				
Hood Canal	HDCL	23	0	0	100%	100%	26	0	0	100%	100%	16	0	0	100%	100%	65	0	0	100%	100%				
Klickitat	KLCT	2	0	0	100%	100%	2	0	0	100%	100%	7	0	0	100%	100%	11	0	0	100%	100%				
Lyle	LYLE	10	0	0	100%	100%	11	0	0	100%	100%	11	0	0	100%	100%	32	0	0	100%	100%				
Mabton	MBTN	12	0	0	100%	100%	21	0	0	100%	100%	12	0	0	100%	100%	45	0	0	100%	100%				
Mattawa	MTWA	23	0	0	100%	100%	39	0	0	100%	100%	27	0	0	100%	100%	89	0	0	100%	100%				
Port Angeles	PASN	0	0	0	0%	0%	2	0	0	100%	100%	1	0	0	100%	100%	3	0	0	100%	100%				
Port Angeles	PTAG	1	0	0	100%	100%	3	0	0	100%	100%	3	0	0	100%	100%	7	0	0	100%	100%				
Poulsbo	PLSB	96	0	0	100%	100%	97	0	0	100%	100%	109	0	0	100%	100%	302	0	0	100%	100%				
Prosser	PRSR	38	0	0	100%	100%	32	0	0	100%	100%	42	0	0	100%	100%	112	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%	38	0	0	100%	100%	47	0	0	100%	100%	119	0	0	100%	100%				
Sunnyside	SNSD	114	0	0	100%	100%	106	0	0	100%	100%	117	0	0	100%	100%	337	0	0	100%	100%				
Toppenish	TPNS	71	0	0	100%	100%	72	0	0	100%	100%	68	0	0	100%	100%	211	0	0	100%	100%				
Troulaker	TRLK	3	0	0	100%	100%	5	0	0	100%	100%	8	0	0	100%	100%	16	0	0	100%	100%				
Wapato	WPAT	42	0	0	100%	100%	33	0	0	100%	100%	37	0	0	100%	100%	112	0	0	100%	100%				
White Salmon	WWSL	30	0	0	100%	100%	47	0	0	100%	100%	31	0	0	100%	100%	108	0	0	100%	100%				
WhiteSwan	WHSW	8	0	0	100%	100%	8	0	0	100%	100%	7	0	0	100%	100%	23	0	0	100%	100%				
Whitstran	WHTS	4	0	0	100%	100%	5	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%	2	0	0	100%	100%	4	0	0	100%	100%				
Washington		663	0	0	100%	100%	696	0	0	100%	100%	704	0	0	100%	100%	2,063	0	0	100%	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 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	12	0	0	100%	100%	0	0	0%	0%	0	0	0	100%	100%		
Columbia	CLMA	0	0	0	0%	0%	0	0	0%	0%	0	0	0	0%	0%		
Dallesport	DLPT	6	0	0	100%	100%	6	0	0%	0%	6	0	0	100%	100%		
Glenwood	GLWD	3	0	0	100%	100%	3	0	0%	0%	3	0	0	100%	100%		
Goldendale	GLDL	58	0	0	100%	100%	58	0	0%	0%	58	0	0	100%	100%		
Grandview	GDVW	57	0	0	100%	100%	57	0	0%	0%	57	0	0	100%	100%		
Grandger	GRGR	25	0	0	100%	100%	25	0	0%	0%	25	0	0	100%	100%		
Harrish	HIRRH	18	0	0	100%	100%	18	0	0%	0%	18	0	0	100%	100%		
Hood Canal	HDCL	16	0	0	100%	100%	16	0	0%	0%	16	0	0	100%	100%		
Klickitat	KLCT	3	0	0	100%	100%	3	0	0%	0%	3	0	0	100%	100%		
Lyle	LYLE	11	0	0	100%	100%	11	0	0%	0%	11	0	0	100%	100%		
Mabton	MBTN	14	0	0	100%	100%	14	0	0%	0%	14	0	0	100%	100%		
Mattawa	MTWA	19	0	0	100%	100%	19	0	0%	0%	19	0	0	100%	100%		
Paterson	PASN	0	0	0	0%	0%	0	0	0%	0%	0	0	0	0%	0%		
Port Angeles	PTAG	3	0	0	100%	100%	3	0	0%	0%	3	0	0	100%	100%		
Porto	PLSB	97	0	0	100%	100%	97	0	0%	0%	97	0	0	100%	100%		
Poulsbo	PLSB	0	0	0	100%	100%	0	0	0%	0%	0	0	0	100%	100%		
Prosser	PRSR	41	0	0	100%	100%	41	0	0%	0%	41	0	0	100%	100%		
Roosevelt	RSVT	1	0	0	100%	100%	1	0	0%	0%	1	0	0	100%	100%		
Stevenson	STSN	49	0	0	100%	100%	49	0	0%	0%	49	0	0	100%	100%		
Sunnyside	SNSD	111	0	0	100%	100%	111	0	0%	0%	111	0	0	100%	100%		
Toppenish	TPNS	83	0	0	100%	100%	83	0	0%	0%	83	0	0	100%	100%		
Troulaker	TRLK	8	0	0	100%	100%	8	0	0%	0%	8	0	0	100%	100%		
Wapato	WPAT	37	0	0	100%	100%	37	0	0%	0%	37	0	0	100%	100%		
White Salmon	WHSW	42	0	0	100%	100%	42	0	0%	0%	42	0	0	100%	100%		
Whiteswan	WHSW	7	0	0	100%	100%	7	0	0%	0%	7	0	0	100%	100%		
Whitstran	WHTS	6	0	0	100%	100%	6	0	0%	0%	6	0	0	100%	100%		
Willard	WLRD	3	0	0	100%	100%	3	0	0%	0%	3	0	0	100%	100%		
Washington		730	0	0	100%	100%	0	0	0%	0%	0	0	0	100%	100%		

report captures service or



WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jul - Dec 08 (180 Day)			
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days
					%Held Orders >180 Days
Chinacum	CHMC	36	0	0	100%
Columbia	CLMA	0	0	0	0%
Dallesport	DLPT	27	0	0	100%
Glenwood	GLWD	10	0	0	100%
Goldendale	GLDL	184	0	0	100%
Grandview	GDVW	219	0	0	100%
Granger	GRGR	88	0	0	100%
Harran	HRRH	65	0	0	100%
Hood Canal	HDCI	81	0	0	100%
Klickitat	KLCT	14	0	0	100%
Lyle	LYLE	43	0	0	100%
Mabton	MBTN	59	0	0	100%
Mattawa	MTWA	108	0	0	100%
Patterson	PASN	3	0	0	100%
Port Angeles	PTAG	10	0	0	100%
Poulsbo	PLSB	399	0	0	100%
Prosser	PRSR	153	0	0	100%
Roosevelt	RSVT	3	0	0	100%
Stevenson	STSN	168	0	0	100%
Sunnyside	SNSD	448	0	0	100%
Toppenish	TPNS	294	0	0	100%
Troutlake	TRLK	24	0	0	100%
Wapato	WPAT	149	0	0	100%
White Salmon	WHSL	150	0	0	100%
WhiteSwan	WHSW	30	0	0	100%
Whitstran	WHTS	21	0	0	100%
Willard	WLRD	7	0	0	100%
Washington		2,793	0	0	100%

Report captures service or