

Voice | Data | Internet | Wireless | Entertainment



December 22, 2008

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

RECEIVED  
STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION  
2008 DEC 26 AM 8:57

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 November 2008.

The trouble reports per 100 access lines objective was met for the month of November.

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 E. 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

TO: Consumer Assistant  
 Washington Utilities & Transportation Commission  
 PO Box 47250  
 Olympia, Washington 98504

WASHINGTON QUALITY OF SERVICE REPORT  
 INSTALLATION APPOINTMENTS

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

Exchange	CLL	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl			
Chimacum	CHMC	9	0	0	10	0	0	9	0	0	12	0	0	8	0	0	18	0	0	8	0	0	10	1	0	6	1	0	12	0	0	9	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	9	0	0	8	0	0	6	0	0	4	0	0	6	0	0	8	1	0	8	0	0	5	0	0	8	0	0	6	0	0	3	0	0			
Glenwood	GLWD	1	0	0	1	0	0	0	0	0	1	0	0	2	0	0	2	0	0	2	0	0	4	0	0	1	0	0	3	0	0	2	0	0			
Goldendale	GLDL	35	0	0	42	2	0	45	3	0	64	0	0	35	0	0	38	1	0	45	1	0	37	0	0	44	4	0	58	4	0	29	5	0			
Grandview	GRDV	65	0	0	53	0	0	57	0	0	66	0	0	44	1	0	40	0	0	56	2	0	42	0	0	64	0	0	57	1	0	47	0	0			
Granger	GRGR	32	0	0	21	0	0	22	0	0	25	0	0	20	0	0	11	0	0	12	0	0	27	0	0	16	0	0	26	1	0	16	0	0			
Harran	HRHR	17	0	0	18	1	0	18	0	0	6	0	0	11	0	0	19	0	0	12	0	0	23	0	0	12	0	0	18	0	0	9	0	0			
Hood Canal	HCCL	19	0	0	14	1	0	14	2	0	28	0	0	11	0	0	22	1	0	22	0	0	26	2	0	16	1	0	16	2	0	9	1	0			
Klickitat	KLCT	4	0	0	4	0	0	4	1	0	5	0	0	8	0	0	11	0	0	7	0	0	11	0	0	12	0	0	3	0	0	6	0	0			
Lytle	LYLE	7	0	0	8	0	0	15	0	0	17	0	0	11	0	0	11	0	0	10	0	0	21	0	0	11	1	0	11	0	0	9	1	0			
Mabton	MBTN	21	0	0	8	0	0	13	0	0	17	0	0	16	0	0	35	1	0	12	0	0	11	0	0	12	0	0	14	0	0	14	0	0			
Mattawa	MTWA	28	0	0	39	0	0	43	0	0	46	0	0	36	0	0	7	0	0	23	0	0	39	0	0	27	0	0	19	0	0	30	1	0			
Paterson	PASN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Port Angeles	PTAG	1	0	0	2	0	0	0	0	0	3	0	0	6	0	0	3	0	0	0	0	0	0	0	0	1	0	0	3	0	0	2	0	0			
Poulsbo	PLSB	100	0	0	91	0	0	107	3	0	90	5	0	75	2	0	103	1	0	96	2	0	97	1	0	109	3	0	97	2	0	84	2	0			
Prosser	PRSR	42	2	0	44	1	0	28	1	0	36	0	0	27	0	0	35	0	0	38	1	0	32	1	0	42	1	0	41	4	0	29	1	0			
Roosevelt	RSVT	1	0	0	0	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			
Stevenson	STSN	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	49	3	0	38	2	0			
Sunnyside	SNSD	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	97	2	0			
Toppensish	TPNS	81	0	0	75	0	0	88	3	0	68	0	0	55	0	0	81	0	0	71	2	0	72	0	0	68	0	0	83	3	0	73	2	0			
Troul Lake	TLK	7	1	0	2	0	0	4	0	0	3	0	0	3	0	0	3	0	0	3	0	0	5	0	0	8	1	0	8	0	0	5	1	0			
Wanano	WPAT	77	0	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	54	1	0			
White Salmon	WMSL	36	0	0	28	0	0	32	0	0	39	1	0	34	0	0	33	0	0	30	0	0	47	1	0	31	3	0	42	2	0	29	1	0			
Whitman	WHTS	8	0	0	13	0	0	7	0	0	11	0	0	7	0	0	5	0	0	8	0	0	8	0	0	7	0	0	7	0	0	5	0	0			
Whitstran	WHTS	6	0	0	3	0	0	6	0	0	8	0	0	5	2	0	4	0	0	4	0	0	1	0	0	6	0	0	6	0	0	2	0	0			
Willard	WLRD	1	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	3	0	0	2	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	599	21	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	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	1	10	1	6	0	12	0	9	0	1	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
Dalesport	DLPT	9	0	8	0	6	0	4	0	6	0	8	0	8	0	5	0	8	0	6	0	3	0	0	0
Glenwood	GLWD	1	0	1	0	0	0	1	0	1	0	2	0	2	0	4	0	1	1	3	0	2	0	0	0
Goldendale	GLDL	35	0	42	0	45	1	64	0	35	0	38	0	45	0	37	0	44	0	57	2	29	0	2	
Grandview	GDVW	65	0	53	1	57	1	66	0	44	0	40	0	56	1	42	0	64	0	57	2	47	0	0	
Granger	GRGR	32	0	21	0	22	0	25	0	20	0	11	0	20	0	27	0	16	0	25	1	16	0	0	
Harrah	HRRH	17	0	18	1	18	0	6	0	11	0	19	0	12	0	23	1	12	0	18	1	9	0	0	
Hood Canal	HDCL	19	0	14	1	14	0	28	2	15	0	22	0	2	0	26	2	16	1	16	1	9	0	2	
Klickitat	KLCT	4	0	4	0	4	0	5	0	8	0	2	0	2	0	2	1	7	0	3	3	6	0	0	
Lyle	LYLE	7	0	5	0	15	0	11	1	11	0	11	0	10	1	11	0	11	0	11	1	9	0	0	
Mabton	MBTN	21	0	8	0	13	0	17	0	16	0	7	0	12	0	21	0	12	0	14	0	9	0	0	
Mattawa	MTWA	28	0	39	1	43	0	46	0	36	0	35	0	23	0	39	0	27	0	19	0	30	1	0	
Patterson	PASN	0	0	2	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	3	0	6	0	7	0	1	0	3	0	1	0	3	0	3	0	0	
Poulsbo	PLSB	100	0	91	0	107	1	90	0	75	2	103	0	96	0	97	0	109	2	97	1	84	1	1	
Prosser	PRSR	42	2	44	1	28	1	36	0	27	0	35	0	38	0	32	0	42	0	41	1	29	0	1	
Roosevelt	RSVT	1	0	0	0	1	0	0	0	0	0	2	0	2	0	0	0	2	0	1	0	2	1	1	
Stevenson	STSN	29	2	31	0	44	1	34	1	45	1	41	3	34	0	38	3	47	0	49	3	38	2	2	
Sunnyside	SNSD	136	0	116	3	117	2	135	1	111	1	131	1	114	2	106	0	117	0	111	1	97	2	2	
Toppenish	TPNS	81	0	75	0	88	1	68	0	55	0	81	0	71	1	72	0	68	0	83	0	73	0	0	
Toutlake	TRLK	7	1	2	0	4	0	54	0	8	1	3	0	3	0	5	0	8	1	8	0	5	0	0	
Wapato	WPAT	77	1	65	1	49	0	64	0	51	0	68	0	42	0	33	0	37	0	37	0	54	0	0	
White Salmon	WHSL	36	0	28	1	32	0	39	2	34	0	33	3	30	0	47	1	31	0	42	3	29	1	0	
WhiteSwan	WHSW	8	0	13	0	7	0	11	0	7	0	4	0	8	0	8	0	7	0	7	0	5	0	0	
Whitstran	WHTS	6	0	3	0	6	0	8	0	5	0	5	0	4	0	5	0	6	0	6	0	2	0	0	
Willard	WLRD	1	0	1	0	1	0	3	0	2	0	1	0	1	0	1	0	2	0	3	0	2	0	0	
Washington		772	7	694	12	732	9	770	7	637	5	730	8	663	6	696	9	704	14	730	18	599	13	0	

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

WASHINGTON QUALITY OF SERVICE REPORT  
 Trouble Reports Per 100 Access Lines

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

Exchange	CLL	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec											
		Total Rpts	Tbl /100	Total Rpts	Tbl /100	Total Rpts	Tbl /100	Total Rpts	Tbl /100	Total Rpts	Tbl /100	Total Rpts	Tbl /100	Total Rpts	Tbl /100	Total Rpts	Tbl /100	Total Rpts	Tbl /100	Total Rpts	Tbl /100	Total Rpts	Tbl /100	Total Rpts	Tbl /100										
Chinacum	CHMC	9	1,079	0.83	10	1,081	0.83	91	1,076	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	11	1,050	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	161	0.00	0	161	0.00	0.00
Dallasport	DLPT	7	742	0.64	8	733	1.09	3	774	0.41	6	715	0.84	6	708	0.85	3	708	0.42	6	708	0.85	3	708	0.72	4	690	0.58	9	682	1.32	4	672	0.80	0.00
Glennwood	GLWD	11	380	2.88	2	376	0.53	2	376	0.53	7	375	1.87	3	377	0.80	7	376	1.86	4	374	1.07	4	374	1.07	1	373	0.27	2	372	0.54	0	372	0.00	0.00
Goldendale	GLVD	93	4,856	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	4,786	0.90	184	4,725	3.89	33	4,715	0.70	62	4,703	1.32	32	4,677	0.88	0.00
Grandview	GVVW	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	4,512	0.53	25	4,452	0.56	0.00
Grandview	GVVW	10	1,366	0.73	13	1,368	0.95	13	1,373	0.95	11	1,355	0.81	11	1,336	0.82	37	1,322	2.79	21	1,337	1.57	19	1,321	1.44	9	1,315	0.88	18	1,313	1.37	11	1,306	0.84	0.00
Herrah	HRRH	11	1,032	1.07	10	1,037	0.96	13	1,040	1.25	10	1,031	0.97	15	1,028	1.46	6	1,022	0.59	7	1,009	0.69	12	1,011	1.19	23	988	2.33	20	988	2.02	15	988	1.52	0.00
Hood Canal	HCCL	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	0.69	39	2,478	1.57	9	2,455	0.37	22	2,439	0.90	9	2,434	0.57	0.00
Klickitat	KLCT	15	368	0.61	8	367	1.09	5	367	1.36	6	370	1.62	5	376	1.33	19	376	2.65	4	372	1.08	14	366	3.83	0	367	0.00	0	367	0.00	0	367	0.00	0.00
Lyle	LYLE	6	868	0.61	8	866	0.81	8	860	0.82	14	873	1.44	6	870	0.82	19	867	1.96	15	864	1.56	14	858	3.83	5	859	0.82	5	852	0.53	7	847	0.74	0.00
Mabton	MBTN	1	1,394	0.07	8	1,380	0.58	4	1,371	0.29	14	1,365	1.03	8	1,368	0.58	7	1,356	0.52	7	1,356	0.52	12	1,344	0.89	8	1,337	0.80	8	1,326	0.60	9	1,310	0.89	0.00
Mattawa	MTWA	14	2,388	0.59	16	2,402	0.67	33	2,397	1.38	13	2,422	0.54	50	2,421	2.07	38	2,416	1.57	12	2,398	0.50	44	2,367	1.86	1	404	0.25	1	404	0.25	1	404	0.25	0.00
Paterson	PASN	7	400	1.75	0	405	0.00	0	405	0.00	0	408	0.00	2	407	0.49	1	409	0.24	0	409	0.00	3	407	0.74	1	404	0.25	1	404	0.25	1	404	0.25	0.00
Port Angeles	PAPG	0	277	0.00	0	276	0.00	0	276	0.00	0	271	0.00	0	274	0.00	1	276	0.36	1	276	0.36	1	272	0.37	2	273	0.37	1	273	0.37	1	273	0.37	0.00
Prosser	PRSR	102	39,028	0.28	83	39,023	0.22	99	38,927	0.23	82	38,828	0.21	79	38,671	0.20	83	38,625	0.23	24	38,458	0.21	73	38,310	0.19	2	38,270	0.37	123	38,585	0.32	123	38,472	0.32	0.00
Rossvall	RSV1	3	199	1.51	2	198	1.01	2	199	1.01	2	199	1.01	2	199	1.01	1	196	0.51	1	198	0.51	1	195	1.03	1	198	0.51	0	198	0.51	0	198	0.51	0.00
Stevenson	STSV	41	4,323	0.93	14	4,289	1.33	2	4,284	0.72	116	4,287	2.70	35	4,282	0.82	29	4,280	0.88	91	4,265	2.13	32	4,253	0.75	48	4,228	1.16	22	4,221	0.52	59	4,204	1.40	0.00
Sunnyside	STSD	68	9,328	0.89	43	9,248	0.46	57	9,210	0.33	34	9,179	0.35	37	9,167	0.38	46	9,170	0.47	33	9,159	0.51	45	9,152	0.83	80	9,140	0.95	81	9,119	0.86	63	9,104	0.87	0.00
Toppenish	TRNS	41	7,459	0.38	21	7,454	0.26	23	7,453	0.31	32	7,393	0.43	63	7,346	0.88	37	7,299	0.51	43	7,269	0.82	35	7,159	0.48	38	7,179	0.55	69	7,115	0.86	28	7,154	0.50	0.00
Toppenish	TRNS	12	3,211	0.93	24	3,272	0.64	34	3,213	0.33	23	3,183	0.23	29	3,164	0.24	25	3,161	0.25	18	3,158	0.26	19	3,153	0.44	0	3,140	0.26	2	3,140	0.26	2	3,140	0.26	0.00
Toppenish	TRNS	12	3,211	0.93	24	3,272	0.64	34	3,213	0.33	23	3,183	0.23	29	3,164	0.24	25	3,161	0.25	18	3,158	0.26	19	3,153	0.44	0	3,140	0.26	2	3,140	0.26	2	3,140	0.26	0.00
Wahkiakum	WAKT	33	4,546	0.73	21	4,541	0.46	33	4,539	0.73	20	4,481	0.87	29	4,482	1.46	34	4,481	1.18	18	4,478	2.83	19	4,398	0.81	1	4,378	0.56	3	4,378	0.56	3	4,378	0.56	0.00
White Salmon	WHSU	33	4,546	0.73	21	4,541	0.46	33	4,539	0.73	20	4,481	0.87	29	4,482	1.46	34	4,481	1.18	18	4,478	2.83	19	4,398	0.81	1	4,378	0.56	3	4,378	0.56	3	4,378	0.56	0.00
White Salmon	WHSU	4	690	0.82	1	587	0.17	4	595	0.87	3	598	0.50	4	598	0.87	1	598	1.51	0	597	0.17	2	598	0.34	6	598	1.02	1	598	1.02	1	598	1.02	0.00
White Salmon	WHSU	4	690	0.82	1	587	0.17	4	595	0.87	3	598	0.50	4	598	0.87	1	598	1.51	0	597	0.17	2	598	0.34	6	598	1.02	1	598	1.02	1	598	1.02	0.00
White Salmon	WHSU	2	315	0.63	2	313	0.64	0	319	0.00	10	319	3.13	4	320	0.31	1	319	0.31	3	321	0.31	0	318	0.00	3	317	0.35	2	317	0.35	2	317	0.35	0.00
White Salmon	WHSU	2	315	0.63	2	313	0.64	0	319	0.00	10	319	3.13	4	320	0.31	1	319	0.31	3	321	0.31	0	318	0.00	3	317	0.35	2	317	0.35	2	317	0.35	0.00
White Salmon	WHSU	2	315	0.63	2	313	0.64	0	319	0.00	10	319	3.13	4	320	0.31	1	319	0.31	3	321	0.31	0	318	0.00	3	317	0.35	2	317	0.35	2	317	0.35	0.00
White Salmon	WHSU	2	315	0.63	2	313	0.64	0	319	0.00	10	319	3.13	4	320	0.31	1	319	0.31	3	321	0.31	0	318	0.00	3	317	0.35	2	317	0.35	2	317	0.35	0.00
White Salmon	WHSU	2	315	0.63	2	313	0.64	0	319	0.00	10	319	3.13	4	320	0.31	1	319	0.31	3	321	0.31	0	318	0.00	3	317	0.35	2	317	0.35	2	317	0.35	0.00
White Salmon	WHSU	2	315	0.63	2	313	0.64	0	319	0.00	10	319	3.13	4	320	0.31	1	319	0.31	3	321	0.31	0	318	0.00	3	317	0.35	2	317	0.35	2	317	0.35	0.00
White Salmon	WHSU	2	315	0.63	2	313	0.64	0	319	0.00	10	319	3.13	4	320	0.31	1	319	0.31	3	321	0.31	0	318	0.00	3	317	0.35	2	317	0.35	2	317	0.35	0.00
White Salmon	WHSU	2	315	0.63	2	313	0.64	0	319	0.00	10	319	3.13	4	320	0.31	1	319	0.31	3	321	0.31	0	318	0.00	3	317	0.35	2	317	0.35	2	317	0.35	0.00
White Salmon	WHSU	2	315	0.63	2	313	0.64	0	319	0.00	10	319	3.13	4	320	0.31	1	319	0.31	3	321	0.31	0	318	0.00	3	317	0.35	2	317	0.35	2	317	0.35	0.00
White Salmon	WHSU	2	315	0.63	2	313	0.64	0	319	0.00	10	319	3.13	4																					

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

Exchange	CLL	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec						
Poubo	PLSB	12413	2	100.0	104750	0	100.0	105887	0	100.0	38318	0	100.0	37345	0	100.0	38976	3	100.0	38544	0	100.0	35735	0	100.0	34275	2	100.0	34852	0	100.0	32114	0	100.0			
Sunnside	SNSD	40950	1	100.0	36722	0	100.0	38841	0	100.0	104073	0	100.0	103047	1	100.0	98525	2	100.0	98465	0	100.0	94470	0	100.0	95110	2	100.0	95847	1	100.0	87013	0	100.0			
Washington		152893	3	100.0	141472	0	100.0	144728	0	100.0	142391	0	100.0	140392	1	100.0	138501	5	100.0	135028	0	100.0	130205	0	100.0	129385	4	100.0	130489	1	100.0	119127	0	100.0			



WASHINGTON QUALITY OF SERVICE REPORT  
 Out of Service Trouble Reports Cleared Within 48 Hours

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

Exchange	CLL1	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	6	6	0	0	88	88	0	0	7	7	0	0	5	5	0	0	14	14	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			
Dallaport	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	0	0	0			
Glenwood	GLWD	8	8	0	0	2	2	0	0	2	2	0	0	5	5	0	0	3	3	0	0	3	3	0	0	0	0	0			
Goldendale	GLDL	75	73	2	2	28	26	0	0	17	17	0	0	51	49	2	2	22	22	0	0	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	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	9	9	0	0	9	9	0	0		
Harrah	HRRH	7	7	0	0	8	6	2	0	10	10	0	0	9	9	0	0	14	14	0	0	14	14	0	0	14	14	0	0		
Hood Canal	HDCI	16	16	0	0	23	23	0	0	8	8	0	0	13	13	0	0	10	10	0	0	10	10	0	0	7	7	0	0		
Kickitat	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	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	3	3	0	0	15	14	0	0		
Mabton	MBTN	1	1	0	0	8	8	0	0	3	3	0	0	7	7	0	0	7	7	0	0	7	7	0	0	6	6	0	0		
Mattawa	MTWA	10	10	0	0	13	13	0	0	30	30	0	0	11	11	0	0	8	8	0	0	8	8	0	0	29	29	0	0		
Patterson	PASN	6	6	0	0	1	1	0	0	0	0	0	0	0	0	0	0	2	2	0	0	2	2	0	0	1	1	0	0		
Port Angeles	PTAG	0	0	0	0	1	1	0	0	1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Poulsbo	PLSB	77	77	0	0	67	67	0	0	73	73	0	0	56	55	1	1	52	52	0	0	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	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	0	0	0	0	1	1	0	0		
Sleeverson	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	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	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	54	54	0	0	28	27	0	0		
Troulaka	TRLK	8	8	0	0	2	2	0	0	4	4	0	0	22	22	0	0	1	1	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	14	14	0	0	22	22	0	0		
White Salmon	WHSI	24	23	1	0	20	20	0	0	23	23	0	0	213	213	0	0	14	14	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	4	4	0	0	3	3	0	0		
Whistman	WHTS	3	3	0	0	0	0	0	0	0	0	0	0	1	1	0	0	4	4	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	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	CLLI	Jul					Aug					Sep					Oct					Nov					Dec		
		Total OOS	OOS Cir-48	OOS Cir->48	OOS48 Excl	Total OOS	OOS Cir-48	OOS Cir->48	OOS48 Excl	Total OOS	OOS Cir-48	OOS Cir->48	OOS48 Excl	Total OOS	OOS Cir-48	OOS Cir->48	OOS48 Excl	Total OOS	OOS Cir-48	OOS Cir->48	OOS48 Excl	Total OOS	OOS Cir-48	OOS Cir->48	OOS48 Excl				
Chinacum	CHMC	12	10	2	0	9	9	0	0	89	89	0	0	5	5	0	0	6	5	1	1	6	5	1	1				
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	3	3	0	0	5	5	0	0	4	4	0	0	7	7	0	0	2	2	0	0	2	2	0					
Glenwood	GLWD	1	1	0	0	2	2	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0					
Goldendale	GLDL	24	23	1	0	42	40	2	0	26	26	0	0	57	57	0	0	27	27	0	0	27	27	0					
Grandview	GDVW	24	24	0	0	23	22	1	0	16	15	1	0	21	21	0	0	20	20	0	0	20	20	0					
Granger	GRGR	18	18	0	0	15	15	0	0	8	8	0	0	17	17	0	0	11	11	0	0	11	11	0					
Harrish	HRRH	7	7	0	0	12	12	0	0	22	22	0	0	15	15	0	0	13	13	0	0	13	13	0					
Hood Canal	HDCL	17	17	0	0	31	31	0	0	8	8	0	0	20	20	0	0	8	8	0	0	8	8	0					
Klickitat	KLCT	3	3	0	0	7	7	0	0	0	0	0	0	12	12	0	0	9	9	0	0	9	9	0					
Lyle	LYLE	11	10	1	0	9	9	0	0	2	2	0	0	5	5	0	0	6	6	0	0	6	6	0					
Mabton	MBTN	5	5	0	0	11	10	1	0	6	6	0	0	7	7	0	0	7	7	0	0	7	7	0					
Mattawa	MTWA	8	8	0	0	40	24	16	0	7	7	0	0	21	21	0	0	14	14	0	0	14	14	0					
Patternson	PASN	0	0	0	0	3	3	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0					
Port Angeles	PTAG	0	1	0	0	0	0	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0					
Poulsbo	PLSB	252	251	1	0	60	60	0	0	128	127	1	0	95	95	0	0	100	99	1	0	100	99	1					
Prosser	PRSR	22	22	0	0	21	21	0	0	40	40	0	0	21	21	0	0	15	14	1	0	15	14	1					
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					
Steverson	STSN	36	36	0	0	26	26	0	0	40	40	0	0	18	17	1	0	53	53	0	0	53	53	0					
Sunnyside	SNSD	41	41	0	0	66	66	0	0	74	74	0	0	70	70	0	0	53	53	0	0	53	53	0					
Toppenish	TPNS	36	35	1	0	29	29	0	0	36	36	0	0	33	33	0	0	38	33	5	0	38	33	5					
Troullete	TRLK	15	15	0	0	5	5	0	0	4	4	0	0	6	6	0	0	21	21	0	0	21	21	0					
Wapato	WPAT	57	57	0	0	18	18	0	0	23	23	0	0	20	20	0	0	19	19	0	0	19	19	0					
White Salmon	WHSL	31	31	0	0	18	18	0	0	11	11	0	0	19	19	0	0	30	30	0	0	30	30	0					
Whiteswan	WHSW	6	6	0	0	29	23	6	0	3	3	0	0	3	3	0	0	0	0	0	0	0	0	0					
Whitstian	WHTS	1	1	0	0	1	1	0	0	6	6	0	0	1	1	0	0	1	1	0	0	1	1	0					
Willard	WLRD	2	2	0	0	0	0	0	0	2	2	0	0	1	1	0	0	2	1	1	0	2	1	1					
Washington		634	628	6	0	484	452	32	0	561	558	3	0	477	470	7	0	456	447	9	0	456	447	9					

Total OOS = Total requi:  
 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	NOOS Clr-72	NOOS Clr->72	NOOS 72 Excl	Total NOOS	NOOS Clr-72	NOOS Clr->72	NOOS 72 Excl	Total NOOS	NOOS Clr-72	NOOS Clr->72	NOOS 72 Excl	Total NOOS	NOOS Clr-72	NOOS Clr->72	NOOS 72 Excl	Total NOOS	NOOS Clr-72	NOOS Clr->72	NOOS 72 Excl	Total NOOS	NOOS Clr-72	NOOS Clr->72	NOOS 72 Excl
Chimacum	CHMC	2	2	0	0	4	4	0	0	3	3	0	0	3	3	0	0	0	0	0	0	2	2	0	0
Columbia	CLMA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Dallesport	DLPT	0	0	0	0	2	2	0	0	1	1	0	0	3	3	0	0	1	1	0	0	0	0	0	
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	1	1	0	0	12	12	0	0
Grandview	GDVW	13	13	0	0	7	7	0	0	2	2	0	0	4	4	0	0	8	8	0	0	1	1	0	0
Granger	GRGR	5	5	0	0	1	1	0	0	2	2	0	0	2	2	0	0	1	1	0	0	0	0	0	0
Harrah	HRRH	3	3	0	0	2	2	0	0	3	3	0	0	1	1	0	0	2	2	0	0	1	1	0	0
Hood Canal	HDCL	4	4	0	0	8	8	0	0	10	10	0	0	6	6	0	0	2	2	0	0	2	2	0	0
Klickitat	KLCT	4	4	0	0	2	2	0	0	1	1	0	0	0	0	0	0	1	1	0	0	6	6	0	0
Lyle	LYLE	2	2	0	0	3	3	0	0	2	2	0	0	1	1	0	0	1	1	0	0	3	3	0	0
Mabton	MBTN	0	0	0	0	0	0	0	0	1	1	0	0	7	7	0	0	0	0	0	0	1	1	0	0
Matwata	MTWA	3	3	0	0	0	0	0	0	3	3	0	0	2	2	0	0	2	2	0	0	9	9	0	0
Patternson	PASN	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Port Angeles	PTAG	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Poulsbo	PLSB	24	24	0	0	16	16	0	0	21	21	0	0	0	0	0	0	25	25	0	0	12	12	0	0
Prosser	PRSR	5	5	0	0	7	7	0	0	7	7	0	0	6	6	0	0	4	4	0	0	7	7	0	0
Roosevelt	RSVT	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1	0	0	0	0	0	0
Stevenson	STSN	9	9	0	0	4	4	0	0	1	1	0	0	6	6	0	0	5	5	0	0	4	4	0	0
Sunnyside	SNSD	16	16	0	0	10	10	0	0	17	17	0	0	8	8	0	0	7	7	0	0	9	9	0	0
Toppenish	TPNS	5	5	0	0	5	5	0	0	1	1	0	0	4	4	0	0	1	1	0	0	8	8	0	0
Troutlake	TRLK	3	3	0	0	1	1	0	0	6	6	0	0	7	7	0	0	0	0	0	0	1	1	0	0
Wapato	WPAT	6	6	0	0	3	3	0	0	10	10	0	0	5	5	0	0	6	6	0	0	6	6	0	0
White Salmon	WHSL	6	6	0	0	1	1	0	0	2	2	0	0	0	0	0	0	1	1	0	0	1	1	0	0
Whiteswan	WHSW	0	0	0	0	1	1	0	0	1	1	0	0	1	1	0	0	0	0	0	0	1	1	0	0
Whitstran	WHTS	1	1	0	0	1	1	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	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 Clr 72 = Total regulated not out of service trouble reports cleared within 72 hours.  
 NOOS Clr->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. EMBARG  
 COMPANY NAME  
 2007

Exchange	CILL	Jul					Aug					Sep					Oct					Nov					Dec				
		Total NOOS	NOOS Cir-72	NOOS Cir->72	NOOS 72 Excl	NOOS 72 Excl	Total NOOS	NOOS Cir-72	NOOS Cir->72	NOOS 72 Excl	NOOS 72 Excl	Total NOOS	NOOS Cir-72	NOOS Cir->72	NOOS 72 Excl	NOOS 72 Excl	Total NOOS	NOOS Cir-72	NOOS Cir->72	NOOS 72 Excl	NOOS 72 Excl	Total NOOS	NOOS Cir-72	NOOS Cir->72	NOOS 72 Excl	NOOS 72 Excl					
Chimacum	CHMC	1	0	0	0	0	5	0	0	0	0	1	0	0	0	1	0	0	0	0	2	0	0	0	0	2					
Columbia	CLMA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	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	2	1	0	0	0	1					
Glenwood	GLWD	0	0	0	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	0	139	139	0	0	0	2	2	0	0	5	4	1	0	0	5	0	0	0	0	5					
Grandview	GDVW	5	5	0	0	0	1	1	0	0	0	1	0	0	0	3	3	0	0	0	3	0	0	0	0	3					
Granger	GRGR	3	3	0	0	0	4	4	0	0	0	0	0	0	1	1	0	0	0	1	0	0	0	0	0	1					
Harran	HRRH	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1					
Hood Canal	HDCL	5	5	0	0	0	7	7	0	0	0	0	0	0	0	2	2	0	0	0	1	0	0	0	0	1					
Klickitat	KLCT	1	1	0	0	0	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Lyle	LYLE	3	3	0	0	0	3	3	0	0	0	1	0	0	0	1	0	0	0	0	1	0	0	0	0	1					
Mabton	MBTN	1	1	0	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	0	4	4	0	0	0	0	0	0	0	4	4	0	0	0	1	0	0	0	0	1					
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					
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	19	18	0	0	0	12	12	0	0	0	0	0	0	0	28	28	0	0	0	19	0	0	0	0	19					
Prosser	PRSR	2	2	0	0	0	2	2	0	0	0	0	0	0	0	8	8	0	0	0	4	0	0	0	0	4					
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	0					
Stevenson	STSN	54	54	0	0	0	5	5	0	0	0	0	0	0	3	3	0	0	0	0	4	0	0	0	0	4					
Sunnyside	SNSD	12	12	0	0	0	10	10	0	0	0	1	1	0	9	9	0	0	0	0	8	0	0	0	0	8					
Toppenish	TPNS	8	8	0	0	0	5	5	0	0	0	0	0	0	2	2	0	0	0	0	3	0	0	0	0	3					
Troutlake	TRLK	0	0	0	0	0	1	1	0	0	0	0	0	0	6	6	0	0	0	0	7	0	0	0	0	7					
Wapato	WPAT	11	11	0	0	0	4	4	0	0	0	0	0	0	6	6	0	0	0	1	8	0	0	0	0	8					
White Salmon	WHSL	84	84	0	0	0	1	1	0	0	0	2	2	0	5	5	0	0	0	0	2	0	0	0	0	2					
WhiteSwan	WHSW	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1					
Whitstran	WHTS	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1					
Willard	WLRD	1	1	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0					
Washington		238	237	1	0	5	213	211	2	4	79	79	0	3	131	129	2	0	0	73	71	2	4	0	0	0					

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