

Voice | Data | Internet | Wireless | Entertainment



January 19, 2009

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 December 2008.

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

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

Sincerely,

Mary E. Gumm
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
WASHINGTON UTILITIES
COMMISSION
2009 JAN 23 AM 9:38

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. EMBARRAS
 COMPANY NAME
 2008

Exchange	CULL	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	CLMC	9	0	0	10	0	0	9	0	0	12	0	0	8	0	0	18	0	0	0	0	8	0	0	1	0	0	10	1	0	6	1	0	12	0	0	9	2	0	6	0	0				
Columbia	CLMA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Dallsport	DLPT	9	0	0	8	0	0	6	0	0	4	0	0	6	0	0	8	0	0	0	0	8	0	0	2	0	0	4	0	0	8	0	0	0	0	0	3	0	0	0	0	0	0			
Glenwood	GLVD	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	2	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0			
Glenwood	GLDL	35	0	0	42	0	0	45	0	0	64	0	0	35	0	0	38	0	0	0	46	0	0	1	0	0	37	0	0	44	0	0	64	0	0	47	0	0	29	0	0	42	0	0		
Goldendale	GLDW	65	0	0	53	0	0	57	0	0	66	0	0	44	0	0	40	0	0	0	56	0	0	2	0	0	42	0	0	16	0	0	57	0	0	47	0	0	49	0	0	5	0	0		
Grandview	GLVW	32	0	0	21	0	0	22	0	0	25	0	0	20	0	0	11	0	0	0	20	0	0	0	0	0	27	0	0	16	0	0	25	0	0	18	0	0	16	0	0	0	0	0		
Grandview	GLVR	17	0	0	18	0	0	18	0	0	6	0	0	11	0	0	19	0	0	0	12	0	0	0	0	0	23	0	0	16	0	0	18	0	0	9	0	0	9	0	0	16	0	0		
Harrar	HRRH	4	0	0	4	0	0	4	0	0	28	0	0	8	0	0	22	0	0	0	23	0	0	0	0	0	26	2	0	16	0	0	16	0	0	7	0	0	6	0	0	3	0	0		
Hood Canal	HDCL	19	1	0	18	1	0	14	2	0	0	0	0	15	0	0	11	0	0	0	10	0	0	2	1	0	21	0	0	7	0	0	11	0	0	9	1	0	0	0	0	0	0	0		
Klickitat	KLCT	4	0	0	5	0	0	4	0	0	11	0	0	11	0	0	7	0	0	0	11	0	0	0	0	0	11	0	0	12	0	0	14	0	0	11	0	0	9	1	0	11	1	0	0	0
Lyle	LYLE	7	0	0	8	0	0	15	0	0	11	0	0	11	0	0	11	0	0	0	10	0	0	0	0	0	21	0	0	11	0	0	14	0	0	9	1	0	11	1	0	0	0	0	0	
Mabton	MBTN	21	0	0	5	0	0	13	0	0	17	0	0	16	0	0	35	0	0	0	23	0	0	0	0	0	39	0	0	1	0	0	19	0	0	30	0	0	1	0	0	25	0	0	0	0
Mathava	MTVA	28	0	0	39	0	0	43	0	0	46	0	0	36	0	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Mathava	MATVA	28	0	0	39	0	0	43	0	0	46	0	0	36	0	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Port Angeles	PATN	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	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Port Angeles	PLAG	0	0	0	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	0	0	0	0	
Poulsbo	PLSB	100	0	0	91	2	0	107	3	0	90	5	0	27	0	0	103	0	0	0	86	2	0	0	0	0	97	1	0	42	1	0	97	4	0	84	2	0	79	0	0	4	0	0	0	
Poulsbo	PLSR	42	0	0	44	0	0	28	1	0	36	0	0	0	0	0	35	0	0	0	38	0	0	0	0	0	32	0	0	42	0	0	41	0	0	29	0	0	33	0	0	4	0	0		
Roosevelt	RSVT	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Roosevelt	RSVN	29	2	0	31	0	0	44	1	0	34	0	0	45	1	0	41	0	0	0	34	1	0	0	0	0	38	0	2	0	0	0	47	0	0	38	1	0	27	0	0	2	0	0		
Stevenside	STSN	136	0	0	116	1	0	117	1	0	135	1	0	111	2	0	131	3	0	0	114	2	0	0	0	0	106	0	0	117	0	0	111	1	0	97	2	0	109	5	0	0	0	0	0	
Stevenside	SNSD	81	0	0	75	0	0	88	0	0	68	0	0	55	0	0	81	0	0	0	71	2	0	0	0	0	72	0	0	68	0	0	83	0	0	73	2	0	64	4	0	0	0	0		
Toppenish	TPNS	81	0	0	68	0	0	88	0	0	68	0	0	55	0	0	81	0	0	0	71	2	0	0	0	0	72	0	0	68	0	0	83	0	0	73	2	0	64	4	0	0	0	0		
Trousdale	TRLK	1	0	0	0	0	0	4	0	0	3	0	0	0	0	0	3	0	0	0	3	0	0	0	0	0	33	0	0	1	0	0	37	0	0	54	1	0	50	0	0	0	0	0		
Wapato	WPAI	77	1	0	68	0	0	49	0	0	3	0	0	51	0	0	68	0	0	0	42	0	0	0	0	0	47	0	0	37	1	0	42	1	0	29	0	0	35	0	0	2	0	0		
White Salmon	WHSI	36	0	0	28	0	0	32	0	0	39	1	0	34	0	0	33	0	0	0	30	0	0	0	0	0	47	0	0	31	0	0	37	0	0	29	0	0	35	0	0	0	0			
Whiteswan	WHSW	8	0	0	13	0	0	7	0	0	11	0	0	7	0	0	4	0	0	0	8	0	0	0	0	0	8	0	0	7	0	0	7	0	0	5	0	0	5	0	0	0	0			
Whiteswan	WHTS	6	0	0	3	0	0	6	0	0	8	0	0	5	0	0	5	0	0	0	4	0	0	0	0	0	5	0	0	6	0	0	6	0	0	5	0	0	5	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	1	0	0	0	0	0	1	0	0	2	0	0	3	0	0	2	0	0	5	0	0	0	0			
Washington		772	7	0	694	11	0	732	16	0	770	10	0	637	9	0	730	14	0	0	683	13	0	0	0	0	696	9	0	704	19	0	730	25	0	599	21	0	621	39	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. EMBARQ
COMPANY NAME
2008

Exchange	CLLI	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec	
		Repair Made	Appnt Excl	Repair Made	Appnt Excl	Repair Made	Appnt Excl	Repair Made	Appnt Excl	Repair Made	Appnt Excl	Repair Made	Appnt Excl	Repair Made	Appnt Excl	Repair Made	Appnt Excl	Repair Made	Appnt Excl	Repair Made	Appnt Excl	Repair Made	Appnt Excl	Repair Made	Appnt Excl
Chinaman	CLMA	9	1	10	0	91	2	10	0	16	0	16	0	13	1	14	1	80	2	8	1	11	3	8	0
Columbia	CLPT	7	0	2	0	3	0	6	0	3	0	0	0	6	0	0	0	4	0	9	1	0	0	0	0
Dalesport	GLWD	11	0	8	0	0	0	0	0	7	0	0	0	4	0	5	0	1	0	0	0	4	0	2	0
Goldendale	GLDL	83	2	36	0	22	0	58	2	58	3	58	3	43	2	4	0	33	2	62	4	32	2	52	0
Grandview	GDVW	33	0	19	0	19	0	37	0	30	0	29	0	24	0	184	2	24	3	24	3	24	3	23	2
Granger	GRGR	10	0	13	0	13	0	11	0	37	23	0	21	1	19	1	0	0	0	18	2	11	1	11	0
Herrah	HRRH	11	0	10	0	10	0	10	0	6	0	0	0	7	0	12	0	23	0	20	1	15	0	10	0
Hood Canal	HOOC	20	1	31	0	18	0	20	2	9	0	0	0	3	0	39	5	9	3	18	2	0	0	10	0
Kicklat	KICT	15	0	4	0	4	0	6	0	10	0	0	0	4	0	14	0	8	0	22	2	9	0	8	0
Lyle	LYLE	6	0	8	0	4	0	14	1	0	0	0	0	5	0	0	0	0	0	5	0	0	0	0	0
Madison	MADN	14	0	0	0	33	0	14	0	0	0	0	0	12	0	14	0	8	1	8	0	0	0	0	0
Mattawa	MATW	7	0	0	0	0	0	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Port Angeles	PTAS	0	0	1	0	1	0	0	0	0	0	0	0	1	0	44	19	11	0	26	1	0	0	0	0
Prosser	PRSR	102	3	85	0	1	0	2	0	1	0	0	0	0	0	3	0	2	0	1	0	0	0	0	0
Roosevelt	RSVT	27	0	4	0	24	0	82	0	19	0	0	0	273	33	1	0	144	7	123	5	1	0	0	0
Snohomish	SNSD	41	1	14	0	31	0	31	2	1	0	0	0	24	0	0	0	49	4	30	0	0	0	0	0
Sunnyside	TPNS	68	0	2	0	0	0	2	0	0	0	0	0	91	0	2	0	1	0	22	1	0	0	0	0
Troulako	TRLK	12	0	3	0	4	0	34	3	0	0	0	0	45	3	6	0	4	0	81	3	0	0	62	6
Wapato	WPAT	36	2	24	0	34	0	202	7	0	0	0	0	69	1	22	6	25	0	12	4	0	0	19	0
White Salmon	WHSL	33	0	2	0	33	1	0	0	0	0	0	0	118	4	19	0	16	3	26	2	0	0	9	0
Whiteswan	WHSW	6	0	4	0	0	0	5	0	4	0	0	0	6	0	30	8	4	0	25	1	0	0	15	0
Willard	WLRO	4	0	2	0	0	0	3	1	1	0	0	0	1	0	2	0	3	0	3	1	0	0	4	0
Washington		612	42	420	38	546	24	688	39	546	34	532	45	884	88	712	53	649	34	615	38	549	46	605	64

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. EMBARR
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	1	10	1	6	0	12	0	9	1	6	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	1	6	0	3	0	5	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	2	0
Goldendale	GLDL	36	0	42	0	45	1	64	0	35	0	38	0	45	0	37	0	44	2	58	2	29	0	42	0
Grandview	GDVW	66	0	53	1	57	1	66	0	44	0	40	0	56	1	42	0	64	0	57	2	47	0	49	0
Granger	GRGR	32	0	21	0	22	0	25	0	20	0	11	0	11	0	27	0	16	0	25	1	16	0	21	1
Harran	HRRH	17	0	18	0	18	0	6	0	11	0	19	0	12	0	23	1	12	0	18	0	9	0	16	0
Hood Canal	HDCL	19	1	14	1	14	1	28	2	15	0	22	0	2	0	26	2	16	1	16	1	9	2	11	0
Kicklat	KLCT	4	0	4	0	4	0	5	0	8	0	2	0	2	0	2	0	7	0	3	1	6	0	3	0
Lyle	LYLE	7	0	5	0	15	0	11	1	11	0	11	0	10	1	11	0	11	0	11	0	9	0	2	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	11	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	25	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	0
Port Angeles	PTAG	0	0	0	0	107	1	3	0	6	0	103	0	1	0	97	0	109	2	3	0	3	0	79	1
Poulsbo	PLSB	100	0	91	0	107	0	90	0	75	0	103	0	38	0	32	0	42	0	41	0	29	0	33	3
Roosevelt	RSVT	42	2	44	1	28	1	36	0	27	0	35	0	38	0	32	0	42	0	41	0	2	1	33	0
Stevenson	STSN	1	0	31	0	44	1	34	1	45	1	41	3	34	2	38	3	47	0	49	1	38	2	27	2
Sunnyside	SNSD	29	0	116	3	117	2	135	1	111	1	131	1	114	2	106	0	117	0	111	1	97	2	109	2
Toppenish	TPNS	136	0	116	0	88	1	68	0	55	0	81	0	71	1	72	0	68	0	83	2	73	0	64	2
Trousdale	TRLK	81	0	75	0	88	1	54	0	8	1	3	0	3	0	5	0	8	0	8	0	5	0	5	1
Wapato	WPAT	77	1	2	0	49	0	3	0	51	0	68	0	42	0	33	0	37	0	37	0	54	0	50	0
White Salmon	WHSL	36	0	28	1	32	0	39	2	34	0	33	3	30	0	47	1	31	3	42	3	29	1	35	1
WhiteSwan	WHSW	8	0	13	0	7	0	11	0	7	0	4	0	8	0	8	0	7	0	7	0	5	0	21	2
Whitstran	WHTS	6	0	3	0	6	0	8	0	5	0	4	0	4	0	5	0	6	0	6	0	2	0	5	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	0
Washington		772	7	694	12	732	9	770	7	637	5	730	8	663	6	696	9	704	14	730	18	599	13	621	18

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 dba EMBARQ
 COMPANY NAME
 2008

Exchange	C/L/L	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Total Rpts	Total Lines	Tbl/100 Rpts	Total Rpts	Total Lines	Tbl/100 Rpts	Total Rpts	Total Lines	Tbl/100 Rpts	Total Rpts	Total Lines	Tbl/100 Rpts	Total Rpts	Total Lines	Tbl/100 Rpts	Total Rpts	Total Lines	Tbl/100 Rpts	Total Rpts	Total Lines	Tbl/100 Rpts	Total Rpts	Total Lines	Tbl/100 Rpts	Total Rpts	Total Lines	Tbl/100 Rpts	Total Rpts	Total Lines	Tbl/100 Rpts						
Chinaman	CHMC	9	1,079	0.83	10	1,081	0.83	91	1,075	0.84	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	0.76	8	1,044	0.77
Columbia	CLUM	7	742	0.94	8	733	1.09	0	724	0.41	6	715	0.84	8	708	0.85	3	708	0.42	6	708	0.85	5	697	0.72	4	690	0.58	9	682	1.32	4	672	0.80	2	665	0.80
Daleport	DLPT	11	390	2.89	2	376	0.53	22	376	0.53	7	375	1.87	26	377	0.80	7	376	1.86	4	374	1.07	4	374	1.07	33	373	0.27	2	372	0.54	0	372	0.00	3	374	0.80
Glennwood	GLWD	93	4,896	1.92	36	4,845	0.74	19	4,759	0.40	37	4,720	0.78	37	4,686	0.54	58	4,783	1.21	43	4,766	0.90	184	4,725	3.89	33	4,715	0.70	62	4,703	1.32	32	4,677	0.88	52	4,652	1.12
Grandview	GLVD	33	4,789	0.69	13	4,759	0.95	13	4,756	0.40	11	4,720	0.81	11	4,686	0.79	30	4,684	0.64	29	4,656	0.63	24	4,531	0.53	24	4,512	0.53	24	4,488	0.53	25	4,452	0.56	23	4,426	0.52
Grandview	GLVD	33	4,789	0.69	13	4,759	0.95	13	4,756	0.40	11	4,720	0.81	11	4,686	0.79	30	4,684	0.64	29	4,656	0.63	24	4,531	0.53	24	4,512	0.53	24	4,488	0.53	25	4,452	0.56	23	4,426	0.52
Grandview	GLVD	33	4,789	0.69	13	4,759	0.95	13	4,756	0.40	11	4,720	0.81	11	4,686	0.79	30	4,684	0.64	29	4,656	0.63	24	4,531	0.53	24	4,512	0.53	24	4,488	0.53	25	4,452	0.56	23	4,426	0.52
Grandview	GLVD	33	4,789	0.69	13	4,759	0.95	13	4,756	0.40	11	4,720	0.81	11	4,686	0.79	30	4,684	0.64	29	4,656	0.63	24	4,531	0.53	24	4,512	0.53	24	4,488	0.53	25	4,452	0.56	23	4,426	0.52
Grandview	GLVD	33	4,789	0.69	13	4,759	0.95	13	4,756	0.40	11	4,720	0.81	11	4,686	0.79	30	4,684	0.64	29	4,656	0.63	24	4,531	0.53	24	4,512	0.53	24	4,488	0.53	25	4,452	0.56	23	4,426	0.52
Grandview	GLVD	33	4,789	0.69	13	4,759	0.95	13	4,756	0.40	11	4,720	0.81	11	4,686	0.79	30	4,684	0.64	29	4,656	0.63	24	4,531	0.53	24	4,512	0.53	24	4,488	0.53	25	4,452	0.56	23	4,426	0.52
Grandview	GLVD	33	4,789	0.69	13	4,759	0.95	13	4,756	0.40	11	4,720	0.81	11	4,686	0.79	30	4,684	0.64	29	4,656	0.63	24	4,531	0.53	24	4,512	0.53	24	4,488	0.53	25	4,452	0.56	23	4,426	0.52
Grandview	GLVD	33	4,789	0.69	13	4,759	0.95	13	4,756	0.40	11	4,720	0.81	11	4,686	0.79	30	4,684	0.64	29	4,656	0.63	24	4,531	0.53	24	4,512	0.53	24	4,488	0.53	25	4,452	0.56	23	4,426	0.52
Grandview	GLVD	33	4,789	0.69	13	4,759	0.95	13	4,756	0.40	11	4,720	0.81	11	4,686	0.79	30	4,684	0.64	29	4,656	0.63	24	4,531	0.53	24	4,512	0.53	24	4,488	0.53	25	4,452	0.56	23	4,426	0.52
Grandview	GLVD	33	4,789	0.69	13	4,759	0.95	13	4,756	0.40	11	4,720	0.81	11	4,686	0.79	30	4,684	0.64	29	4,656	0.63	24	4,531	0.53	24	4,512	0.53	24	4,488	0.53	25	4,452	0.56	23	4,426	0.52
Grandview	GLVD	33	4,789	0.69	13	4,759	0.95	13	4,756	0.40	11	4,720	0.81	11	4,686	0.79	30	4,684	0.64	29	4,656	0.63	24	4,531	0.53	24	4,512	0.53	24	4,488	0.53	25	4,452	0.56	23	4,426	0.52
Grandview	GLVD	33	4,789	0.69	13	4,759	0.95	13	4,756	0.40	11	4,720	0.81	11	4,686	0.79	30	4,684	0.64	29	4,656	0.63	24	4,531	0.53	24	4,512	0.53	24	4,488	0.53	25	4,452	0.56	23	4,426	0.52
Grandview	GLVD	33	4,789	0.69	13	4,759	0.95	13	4,756	0.40	11	4,720	0.81	11	4,686	0.79	30	4,684	0.64	29	4,656	0.63	24	4,531	0.53	24	4,512	0.53	24	4,488	0.53	25	4,452	0.56	23	4,426	0.52
Grandview	GLVD	33	4,789	0.69	13	4,759	0.95	13	4,756	0.40	11	4,720	0.81	11	4,686	0.79	30	4,684	0.64	29	4,656	0.63	24	4,531	0.53	24	4,512	0.53	24	4,488	0.53	25	4,452	0.56	23	4,426	0.52
Grandview	GLVD	33	4,789	0.69	13	4,759	0.95	13	4,756	0.40	11	4,720	0.81	11	4,686	0.79	30	4,684	0.64	29	4,656	0.63	24	4,531	0.53	24	4,512	0.53	24	4,488	0.53	25	4,452	0.56	23	4,426	0.52
Grandview	GLVD	33	4,789	0.69	13	4,759	0.95	13	4,756	0.40	11	4,720	0.81	11	4,686	0.79	30	4,684	0.64	29	4,656	0.63	24	4,531	0.53	24	4,512	0.53	24	4,488	0.53	25	4,452	0.56	23	4,426	0.52
Grandview	GLVD	33	4,789	0.69	13	4,759	0.95	13	4,756	0.40	11	4,720	0.81	11	4,686	0.79	30	4,684	0.64	29	4,656	0.63	24	4,531	0.53	24	4,512	0.53	24	4,488	0.53	25	4,452	0.56	23	4,426	0.52
Grandview	GLVD	33	4,789	0.69	13	4,759	0.95	13	4,756	0.40	11	4,720	0.81	11	4,686	0.79	30	4,684	0.64	29	4,656	0.63	24	4,531	0.53	24	4,512	0.53	24	4,488	0.53	25	4,452	0.56	23	4,426	0.52
Grandview	GLVD	33	4,789	0.69	13	4,759	0.95	13	4,756	0.40	11	4,720	0.81	11	4,686	0.79	30	4,684	0.64	29	4,656	0.63	24	4,531	0.53	24	4,512	0.53	24	4,488	0.53	25	4,452	0.56	23	4,426	0.52
Grandview	GLVD	33	4,789	0.69	13	4,759	0.95	13	4,756	0.40	11	4,720	0.81	11	4,686	0.79	30	4,684	0.64	29	4,656	0.63	24	4,531	0.53	24	4,512	0.53	24	4,488	0.53	25	4,452	0.56	23	4,426	0.52
Grandview	GLVD	33	4,789	0.69	13	4,759	0.95	13	4,756	0.40	11	4,720	0.81	11	4,686	0.79	30	4,684	0.64	29	4,656	0.63	24	4,531	0.53	24	4,512	0.53	24	4,488	0.53	25	4,452	0.56	23	4,426	0.52
Grandview	GLVD	33	4,789	0.69	13	4,759	0.95	13	4,756	0.40	11	4,720	0.81	11	4,686	0.79	30	4,684	0.64	29	4,656	0.63	24	4,531	0.53	24	4,512	0.53	24	4,488	0.53	25	4,452	0.56	23	4,426	0.52
Grandview	GLVD	33	4,789	0.69	13	4,759	0.95	13	4,756	0.40	11	4,720	0.81	11	4,686	0.79	30	4,684	0.64	29	4,656	0.63	24	4,531	0.53	24	4,512	0.53	24	4,488	0.53	25	4,452	0.56	23	4,426	0.52
Grandview	GLVD	33	4,789	0.69	13	4,759	0.95	13	4,756	0.40	11	4,720	0.81	11	4,686	0.79	30	4,684	0.64	29	4,656	0.63	24	4,531	0.53	24	4,512	0.53	24	4,488	0.53	25	4,452	0.56	23	4,426	0.52
Grandview	GLVD	33	4,789	0.69	13	4,759	0.95	13	4,756	0.40	11	4,720	0.81	11	4,686	0.79	30	4,684	0.64	29	4,656	0.63	24	4,531	0.53	24	4,512	0.53	24	4,488	0.53	25	4,452	0.56	23	4,426	0.52
Grandview	GLVD	33	4,789	0.69	13	4,759	0.95	13	4,756	0.40	11	4,720	0.81	11	4,686	0.79	30	4,684	0.64	29	4,656	0.63	24	4,531	0.53	24	4,512	0.53	24	4,488	0.53	25	4,452	0.56	23	4,426	0.52
Grandview	GLVD	33	4,789	0.69	13	4,759	0.95	13	4,756	0.40	11	4,720	0.81	11	4,686	0.79	30	4,684	0.64	29	4,656	0.63	24	4,531	0.53	24	4,512	0.53	24	4,488	0.53	25	4,452	0.56	23	4,426	0.52
Grandview	GLVD	33	4,789	0.69	13	4,759	0.95	13	4,756	0.40	11	4,720	0.81	11	4,686	0.79	30	4,684	0.64	29	4,656	0.63	24	4,531	0.53	24	4,512	0.53	24	4,488	0.53	25	4,452	0.56	23		

WASHINGTON QUALITY OF SERVICE REPORT
 SWITCHING - (DIAL TONE SPEED RECORDING WITHIN 3 SECONDS)
 United Telephone Company of the Northwest d.b.a. EMBARQ
 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						
Poulsbo	PLSB	112413	2	100.0	104750	0	100.0	105887	0	100.0	38318	0	100.0	37345	0	100.0	38976	3	100.0	38544	0	100.0	35735	0	100.0	34275	2	100.0	34652	0	100.0	32114	0	100.0	33519	0	100.0
Summside	SNSD	40850	1	100.0	38722	0	100.0	38841	0	100.0	104073	0	100.0	103047	1	100.0	98525	2	100.0	98485	0	100.0	94470	0	100.0	85110	2	100.0	95847	1	100.0	87013	0	100.0	81908	0	100.0
Washington		153283	3	100.0	141472	0	100.0	144728	0	100.0	142891	0	100.0	140892	1	100.0	138501	5	100.0	138028	0	100.0	130205	0	100.0	128385	4	100.0	130489	1	100.0	119127	0	100.0	125427	0	100.0

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

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

Exchange	CLLI	Jul					Aug					Sep					Oct					Nov					Dec										
		Total	OOS	OOS	OOS	OOS48	Total	OOS	OOS	OOS	OOS48	Total	OOS	OOS	OOS	OOS48	Total	OOS	OOS	OOS	OOS48	Total	OOS	OOS	OOS	OOS48	Total	OOS	OOS	OOS	OOS48						
		OOS	Clr 48	Clr >48	Excl	OOS	Clr 48	Clr >48	Excl	OOS	Clr 48	Clr >48	Excl	OOS	Clr 48	Clr >48	Excl	OOS	Clr 48	Clr >48	Excl	OOS	Clr 48	Clr >48	Excl	OOS	Clr 48	Clr >48	Excl	OOS	Clr 48	Clr >48	Excl				
Chinacum	CHMC	12	0	2	0	9	0	0	0	0	89	0	0	0	0	5	0	0	0	0	6	0	0	0	0	5	0	0	0	0	6	0	0	0			
Columbia	CLMA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Dallesport	DLPT	3	3	0	0	5	5	0	0	0	4	4	0	0	0	7	7	0	0	0	2	2	0	0	0	2	0	0	0	0	2	2	0	0	0		
Glenwood	GLWD	1	1	0	0	2	2	0	0	0	1	1	0	0	0	1	1	0	0	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	0	1	26	26	0	0	0	57	57	0	0	0	27	27	0	0	0	27	27	0	0	0	0	0	0	0	0		
Grandview	GDVW	24	24	0	0	23	22	1	0	16	15	1	0	0	0	21	21	0	0	0	20	20	0	0	0	20	20	0	0	0	0	0	0	0	0		
Granger	GRGR	18	18	0	0	15	15	0	0	8	8	0	0	0	17	16	1	0	0	11	11	0	0	0	11	11	0	0	0	0	0	0	0	0	0		
Harran	HRRH	7	7	0	0	12	12	0	0	22	22	0	0	0	15	15	0	0	0	13	13	0	0	0	13	13	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	1	20	18	2	0	0	8	8	0	0	0	8	8	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	12	11	1	0	0	9	9	0	0	0	9	9	0	0	0	0	0	0	0	0	0		
Lyle	LYLE	11	10	1	0	11	10	1	0	2	2	0	0	0	5	5	0	0	0	6	6	0	0	0	6	6	0	0	0	0	0	0	0	0	0		
Mahton	MBTN	5	5	0	0	9	9	0	0	2	2	0	0	0	7	7	0	0	0	7	7	0	0	0	7	7	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	21	21	0	0	0	14	14	0	0	0	14	14	0	0	0	0	0	0	0	0	0	0	
Port Angeles	PASN	0	0	0	0	3	3	0	0	1	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Poulsbo	PLSB	1	1	0	0	0	0	0	0	2	2	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Prosser	PRSR	282	281	1	0	60	60	0	0	128	127	1	0	0	95	95	0	0	0	100	100	0	0	0	100	99	1	0	0	0	0	0	0	0	0	0	
Rosevelt	RSVT	22	22	0	0	21	21	0	0	40	40	0	0	0	21	21	0	0	0	15	15	0	0	0	15	14	1	0	0	0	0	0	0	0	0	0	
Steverson	STSN	36	36	0	0	26	26	0	0	40	40	0	0	0	18	17	1	0	0	0	0	0	0	0	0	53	53	0	0	0	0	0	0	0	0	0	
Sunnyside	SNSD	41	41	0	0	66	66	0	0	40	40	0	0	0	70	70	0	0	0	0	0	0	0	0	0	53	53	0	0	0	0	0	0	0	0	0	
Toppenish	TPNS	15	15	0	0	29	29	0	0	74	74	0	0	0	33	33	0	0	0	38	38	0	0	0	38	33	5	0	2	0	0	0	0	0	0	0	
Troulaka	TRLK	36	35	1	0	5	5	0	0	36	36	0	0	0	4	4	0	0	0	21	21	0	0	0	21	21	0	0	0	0	0	0	0	0	0	0	
Wapato	WPAT	57	57	0	0	18	18	0	0	23	23	0	0	0	20	20	0	0	0	19	19	0	0	0	19	19	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	19	19	0	0	0	30	30	0	0	0	30	30	0	0	0	0	0	0	0	0	0	0	0
Whiteswan	WHSW	6	6	0	0	1	1	0	0	3	3	0	0	0	3	3	0	0	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	
Whitstran	WHTS	1	1	0	0	0	0	0	0	6	6	0	0	0	1	1	0	0	0	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	1	1	0	0	0	1	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	
Washington		634	628	6	7	484	452	32	11	561	558	3	6	477	470	7	7	7	456	447	9	16	16	541	529	12	9	9	9	9	9	9	9	9	9		

Total OOS = Total regu;
 OOS Clr 48 = Total regu
 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	Jul					Aug					Sep					Oct					Nov					Dec				
		Total NOOS	NOOS Ctr-72	NOOS Ctr->72	NOOS 72 Excl	NOOS 72 Excl	Total NOOS	NOOS Ctr-72	NOOS Ctr->72	NOOS 72 Excl	NOOS 72 Excl	Total NOOS	NOOS Ctr-72	NOOS Ctr->72	NOOS 72 Excl	NOOS 72 Excl	Total NOOS	NOOS Ctr-72	NOOS Ctr->72	NOOS 72 Excl	NOOS 72 Excl	Total NOOS	NOOS Ctr-72	NOOS Ctr->72	NOOS 72 Excl	NOOS 72 Excl					
Chimacum	CHMC	1	1	0	0	0	1	1	0	0	0	1	1	0	0	0	2	2	0	0	0	2	2	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					
Dallesport	DLPT	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	0					
Glenwood	GLWD	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0					
Goldendale	GLDL	18	18	0	0	0	0	0	0	0	0	0	0	0	0	5	4	1	0	0	5	5	0	0	0	0					
Grandview	GDVW	5	5	0	0	0	0	0	0	0	0	0	0	0	0	3	3	0	0	0	3	3	0	0	0	0					
Granger	GRGR	3	3	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	1	1	0	0	0	0					
Harrish	HRRH	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	1	1	0	0	0	0					
Hood Canal	HDCL	5	5	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	0	0	2	2	0	0	0	0					
Klickitat	KLCT	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	1	1	0	0	0	0					
Lyle	LYLE	3	3	0	0	0	0	0	0	0	0	0	0	0	0	3	3	0	0	0	3	3	0	0	0	0					
Mabton	MBTN	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	1	1	0	0	0	0					
Maktawa	MTWA	4	4	0	0	0	0	0	0	0	0	0	0	0	0	4	4	0	0	0	4	4	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	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	1	0	0	0	0	0	0	0	0	0	0	0	28	28	0	0	0	19	19	0	0	0	0					
Prosser	PRSR	2	2	0	0	0	0	0	0	0	0	0	0	0	0	8	8	0	0	0	4	4	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	0					
Stevenson	STSN	54	54	0	0	0	0	0	0	0	0	0	0	0	0	3	3	0	0	0	4	4	0	0	0	0					
Sunnyside	SNSD	12	12	0	0	0	0	0	0	0	0	0	0	0	0	9	9	0	0	0	4	4	0	0	0	0					
Toppenish	TPNS	8	8	0	0	0	0	0	0	0	0	0	0	0	0	36	36	0	0	0	3	3	0	0	0	0					
Troulaker	TRLK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	0	0	0					
Wapato	WPAT	11	11	0	0	0	0	0	0	0	0	0	0	0	0	6	6	0	0	0	7	7	0	0	0	0					
White Salmon	WHSW	84	84	0	0	0	0	0	0	0	0	0	0	0	0	6	6	0	0	0	8	8	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	2	2	0	0	0	0					
Willard	WLRD	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	1	1	0	0	0	0					
Washington		238	237	1	0	0	0	0	0	0	213	211	2	0	0	79	79	0	0	0	131	129	2	0	0	52					

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