



February 27, 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 January 2009.

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

Should you have any questions, please contact me at (541) 387-9289 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
Service Activation Delay

RECEIVED
WASHINGTON UTILITIES & TRANSPORTATION COMMISSION
2009 MAR -2 AM 9:06

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
 2009

Exchange	CLL1	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	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	0	0	0	0	0			
Columbia	CLMA	3	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		
Dalesport	DLPT	3	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	
Grandview	GDVW	73	3	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	
Goldendale	GLDL	34	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Glennwood	GLWD	5	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	
Granger	GRGR	37	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	0	0	0	0	0	0	0	0	
Hood Canal	HDCL	13	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	
Harrish	HRRH	20	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	
Klickitat	KLCT	3	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	
Lyle	LYLE	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	0	0	0	0	0	0	0	0	0	
Maiton	MRTN	26	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	0	0	0	0	0	0	0	0	
Matlawa	MTWA	27	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	
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	0	0	0	0	0
Poulsbo	PLSB	76	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	0	0	0	0	0	0	0	0	0
Prosser	PRSR	49	3	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
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	0	0	0	0	0	0	0	0	0	0	0	0	0
Sunnyside	SNSD	114	6	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	
Stevenson	STSN	44	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	
Toppenish	TPNS	88	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	
Troulakte	TRLK	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	0	0	0	0	0	0	0	0		
White Salmon	WHSL	24	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	0	0	0	0	0	0	0	0	
Whiteswan	WHSW	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	0	0	0	0	0	0	0	
Whitstran	WHST	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	0	0	0	0	0	0	0	0	0	
Willard	WLRD	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	0	0	0	0	0	0	0	0	0	
Wapato	WPAT	55	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Washington		719	26	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	

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
 2009

Exchange	CLLI	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Repair	Apprs	Excl	Repair	Apprs	Excl	Repair	Apprs	Excl	Repair	Apprs	Excl	Repair	Apprs	Excl	Repair	Apprs	Excl	Repair	Apprs	Excl	Repair	Apprs	Excl	Repair	Apprs	Excl	Repair	Apprs	Excl	Repair	Apprs	Excl			
Chinacum	CHMC	8	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			
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		
Dallasport	DLPT	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	0	0	0	0	0	0		
Grandview	GDVL	30	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	0	0	0	0	0		
Goldendale	GLDL	108	6	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		
Glennwood	GLWD	3	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	0	0	0	0	0		
Granger	GRGR	11	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	0	0	0	0	0		
Harbor	HBRH	13	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	0	0	0	0	0		
Hoag Canal	HOCN	3	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		
Kickland	KICT	8	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		
Lyle	LYLE	3	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		
Melton	MBTN	12	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Mattawa	MTWA	22	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Palaterson	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	
Poulsbo	PLSB	126	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	0	0	0	0	0	0	
Prosser	PRSR	14	3	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	
Roosevelt	RSVT	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Sunnyside	SNSD	82	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	0	0	0	0	
Steverson	STSN	61	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	0	0	0	0	0	0	
Toppenish	TPNS	47	3	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	
Troulaka	TRLK	12	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	0	0	0	0	0	0	
White Salmon	WHSN	31	3	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	
Whiteswan	WHSW	12	9	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	
Whitman	WHPD	3	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	
Winnemac	WIPD	3	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	
Worland	WPAT	22	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	
Washington	653	45	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
 Exclude = 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. EMBARGO
COMPANY NAME
2009

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	7	0																							
Columbia	CLMA	0	0																							
Daliesport	DLPT	3	0																							
Grandview	GDVW	73	1																							
Goldendale	GLDL	34	2																							
Glenwood	GLWD	5	0																							
Granger	GRGR	37	4																							
Hood Canal	HDCL	13	1																							
Harran	HRRH	20	0																							
Klickitat	KLCT	3	0																							
Lyle	LYLE	4	0																							
Mabton	MBTN	26	0																							
Matlawa	MTWA	27	0																							
Patternson	PASN	0	0																							
Poulsbo	PLSB	76	3																							
Prosser	PRSR	49	0																							
Port Angeles	PTAG	0	0																							
Roosevelt	RSVT	0	0																							
Sunnyside	SNSD	114	1																							
Stevenson	STSN	44	1																							
Toppenish	TPNS	88	0																							
Troutlake	TRLK	4	0																							
White Salmon	WHSL	24	2																							
Whiteswan	WHSW	7	0																							
Whitstran	WHTS	4	0																							
Willard	WLRD	2	0																							
Wapato	WPAT	55	1																							
Washington		719	16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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. EMBARGO
COMPANY NAME
2009

Exchange	CLL	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Total Rpts	Total Lines	Ttl /100	Total Rpts	Total Lines	Ttl /100	Total Rpts	Total Lines	Ttl /100	Total Rpts	Total Lines	Ttl /100	Total Rpts	Total Lines	Ttl /100	Total Rpts	Total Lines	Ttl /100	Total Rpts	Total Lines	Ttl /100	Total Rpts	Total Lines	Ttl /100	Total Rpts	Total Lines	Ttl /100	Total Rpts	Total Lines	Ttl /100						
Chinaman	CHMC	8	1,028	0.78	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00			
Columbia	CLMA	0	161	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00			
Dallesport	DLPT	2	680	0.30	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00			
Grandview	GDVW	30	4,402	0.68	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00			
Goldendale	GLDL	108	4,632	2.33	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00			
Glenwood	GLWD	3	376	0.80	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00			
Granger	GRGR	11	1,295	0.85	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00			
Hood Canal	HOCL	14	2,412	0.58	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00			
Harran	HRRH	13	889	1.31	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00			
Kicklat	KLCT	3	354	0.85	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00			
Lyle	LYLE	9	635	0.98	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00			
Mabton	MBTN	12	1,312	0.91	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00			
Matlawa	MTWA	2	2,311	0.85	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00			
Paterson	PASN	0	408	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00			
Paulsbo	PLSB	0	39,250	0.33	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00			
Prosser	PRSR	14	4,334	0.32	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00			
Port Angeles	PLAG	0	283	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00			
Roosevelt	RSVT	1	189	0.50	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00			
Summerville	SSMD	82	4,232	1.89	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00			
Stevenson	STSN	41	7,091	0.48	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00			
Toppenish	TPNH	4	1,091	0.69	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00			
Touche	TNLS	12	72	1.69	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00			
Union Salmon	UNSL	39	4,346	0.89	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00			
White Salmon	WHST	7	574	1.22	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00			
Wahkiakum	WAKA	3	313	0.86	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00			
Wapato	WPAT	22	3,480	0.64	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00			
Washington		653	95,012	0.69	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00			

Total Reports = Total required 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 - (QUAL TONE SPEED RECORDING WITHIN 3 SECONDS)

United Telephone Company of the Northwest, d.b.a. EMBARRAS
 COMPANY NAME
 2009

Exchange	Circuit	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	28688	0	100.0																																	
Summerville	SMSD	60869	0	100.0																																	
Washington		120627	0	100.0	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/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-09	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
 2009

Exchange	CLL1	Jan				Feb				Mar				Apr				May				Jun			
		Total	OOS	OOS	OOS48	Total	OOS	OOS	OOS48	Total	OOS	OOS	OOS48	Total	OOS	OOS	OOS48	Total	OOS	OOS	OOS48	Total	OOS	OOS	OOS48
		Cir-48	Cir-48	Excl	Cir-48	Cir-48	Cir-48	Excl	Cir-48	Cir-48	Cir-48	Excl	Cir-48	Cir-48	Cir-48	Excl	Cir-48	Cir-48	Cir-48	Excl	Cir-48	Cir-48	Cir-48	Excl	
Chinacum	CHMC	8	0	0	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	0	0	0	
Dallesport	DLPT	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Grandview	GDVW	24	24	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Goldendale	GLDL	102	98	4	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Granger	GRGR	10	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Hood Canal	HDCL	13	12	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Harrish	HRRH	10	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Kirkkiat	KLCT	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Lyle	LYLE	8	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Mabion	MBTN	12	11	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Mattawa	MTWA	22	21	1	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	0	0	0	
Poulsbo	PLSB	103	103	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Prosser	PRSR	13	13	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	
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	
Sunnyside	SNSD	66	64	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Stevenson	STSN	53	53	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Toppenish	TPNS	37	37	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Troulaker	TRLK	10	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
White Salmon	WHSL	28	27	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Whiteswan	WHSW	10	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Whitman	WHTS	5	2	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Wapato	WPAT	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Willard	WLRD	20	20	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Washington		562	549	13	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	

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
 Not Out of Service Trouble Reports Cleared Within 72 Hours

United Telephone Company of the Northwest d.b.a. EMBARG
 COMPANY NAME
 2009

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	Total NOOS	Cir-72	Cir->72	72 Excl
Chimacum	CHMC	0	0	0	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	0	0	0	
Dallesport	DLPT	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Grandview	GDVW	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Goldendale	GLDL	6	5	1	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	0	0	0	
Granger	GRGR	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Hood Canal	HDCL	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Harran	HRRH	3	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Klickitat	KLCT	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Lyle	LYLE	1	1	0	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	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	0	0	0	
Patternson	PASN	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	22	22	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Prosser	PRSR	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	
Roosevelt	RSVT	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Sunnyside	SNSD	15	1	15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Stevenson	STSN	7	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Toppenish	TPNS	9	8	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Troutlake	TRLK	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
White Salmon	WHSL	2	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
WhiteSwan	WHSW	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Whitstran	WHTS	2	0	2	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	0	0	0	
Wapato	WPAT	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Washington		85	80	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	

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
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jan-09					Feb-09					Mar-09					1st Qtr 09				
		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	7	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	7	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%
Daliesport	DLPT	3	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	3	0	0	100%	100%
Grandview	GDVW	73	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	73	0	0	100%	100%
Goldendale	GDL	34	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	34	0	0	100%	100%
Glenwood	GLWD	5	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	5	0	0	100%	100%
Granger	GRGR	37	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	37	0	0	100%	100%
Hood Canal	HDCL	13	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	13	0	0	100%	100%
Harrish	HRRH	20	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	20	0	0	100%	100%
Kickitai	KLCT	3	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	3	0	0	100%	100%
Lyle	LYLE	4	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	4	0	0	100%	100%
Mabon	MBTN	26	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	26	0	0	100%	100%
Mattawa	MTWA	27	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	27	0	0	100%	100%
Patterson	PASN	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Poulsbo	PLSB	76	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	76	0	0	100%	100%
Prosser	PRSR	49	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	49	0	0	100%	100%
Port Angeles	PTAG	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%
Sunyside	SNSD	114	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	114	0	0	100%	100%
Stevenson	STSN	44	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	44	0	0	100%	100%
Toppenish	TPNS	88	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	88	0	0	100%	100%
Troutlake	TRLK	4	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	4	0	0	100%	100%
White Salmon	WHSL	24	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	24	0	0	100%	100%
WhiteSwan	WHSW	7	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	7	0	0	100%	100%
Whitstran	WHTS	4	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	4	0	0	100%	100%
Willard	WLRD	2	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	2	0	0	100%	100%
Wapato	WPAT	55	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	55	0	0	100%	100%
Washington		719	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	719	0	0	100%	100%

e: This report captures service order completion dates upon service activation.

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jan - Jun 09 (180 Day)				
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days
Chinacum	CHMC	7	0	0	100%	100%
Columbia	CLMA	0	0	0	0%	0%
Dallesport	DLPT	3	0	0	100%	100%
Grandview	GDVW	73	0	0	100%	100%
Goldendale	GLDL	34	0	0	100%	100%
Glenwood	GLWD	5	0	0	100%	100%
Granger	GRGR	37	0	0	100%	100%
Hood Canal	HDCL	13	0	0	100%	100%
Harrat	HRRH	20	0	0	100%	100%
Kicklat	KLCT	3	0	0	100%	100%
Lyle	LYLE	4	0	0	100%	100%
Mabton	MBTN	26	0	0	100%	100%
Matlawa	MTWA	27	0	0	100%	100%
Patterson	PASN	0	0	0	0%	0%
Poulsbo	PLSB	76	0	0	100%	100%
Prosser	PRSR	49	0	0	100%	100%
Port Angeles	PTAG	0	0	0	0%	0%
Roosevelt	RSVT	0	0	0	0%	0%
Sunnyside	SNSD	114	0	0	100%	100%
Stevenson	STSN	44	0	0	100%	100%
Toppenish	TFNS	88	0	0	100%	100%
Troutlake	TRLK	4	0	0	100%	100%
White Salmon	WHSL	24	0	0	100%	100%
Whiteswan	WHSW	7	0	0	100%	100%
Whitman	WHTS	4	0	0	100%	100%
Willard	WLRD	2	0	0	100%	100%
Wapato	WPAT	55	0	0	100%	100%
Washington		719	0	0	100%	100%

a: This report captures service c