



March 25, 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 February 2009.

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

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 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 90-180 Days

2009 FEB 1 11 58:03

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. EMBARQ  
 COMPANY NAME  
 2009

Exchange	CLI	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec	
		Installs	Miss	Installs	Miss	Installs	Miss	Installs	Miss	Installs	Miss	Installs	Miss	Installs	Miss	Installs	Miss	Installs	Miss	Installs	Miss	Installs	Miss	Installs	Miss
Chimacum	7	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Columbia	0	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	3	0	0	6	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Grandview	73	3	0	66	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Goldendale	34	1	0	38	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Glenwood	5	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Granger	37	4	0	21	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hood Canal	13	0	0	25	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Harrah	20	0	0	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Klickitat	3	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lyle	4	0	0	8	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Marion	26	2	0	20	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mattawa	27	0	0	35	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Paterson	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Poulsbo	76	2	0	73	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Prosser	49	3	0	32	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Port Angeles	0	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RSVT	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
Sunnyvale	114	6	0	110	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SNSD	44	0	0	29	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson	88	0	0	74	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Toppenish	4	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troutlake	24	2	0	31	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
White Salmon	7	0	0	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WhiteSwan	4	0	0	6	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Whitman	7	0	0	6	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Willard	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wapato	55	1	0	47	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Washington	719	26	0	660	26	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. EMBARD

COMPANY NAME  
2009

Exchange	CLLI	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						
Chimesum		8	0	0	7	0	0																																	
Columbia		0	0	0	0	0	0																																	
Dallesport		2	0	0	2	0	0																																	
Grandview		30	4	0	19	2	0																																	
Gouldendale		108	6	0	44	3	0																																	
Glenwood		3	2	0	10	0	0																																	
Granger		11	0	0	9	0	0																																	
Hood Canal		14	2	0	8	3	0																																	
Harrish		13	0	0	7	1	0																																	
Kickitat		3	1	0	4	0	0																																	
Lyle		9	0	0	3	0	0																																	
Madison		12	1	0	6	1	0																																	
Mt Rainier		22	1	0	25	1	0																																	
Mt Rainier		6	0	0	7	1	0																																	
Palouse		126	0	0	70	2	0																																	
Prosser		14	2	0	13	2	0																																	
Port Angeles		0	0	0	1	1	0																																	
Roosevelt		1	0	0	1	0	0																																	
Sunnyside		82	7	0	71	7	0																																	
Stevenson		61	2	0	19	0	0																																	
Toppenish		47	3	0	27	2	0																																	
Troullike		12	2	0	1	0	0																																	
White Salmon		31	3	0	18	2	0																																	
WhiteSvan		12	0	0	5	0	0																																	
Whitman		7	6	0	9	2	0																																	
Willard		3	0	0	4	0	0																																	
Wapato		22	0	0	13	1	0																																	
Washington		653	45	0	403	31	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. EMBARG  
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	5	0																				
Columbia	CLMA	0	0	0	0																				
Dallesport	DLPT	3	0	6	0																				
Grandview	GDVW	73	1	66	2																				
Goldenole	GLDL	34	2	39	0																				
Glenwood	GLWD	5	0	1	0																				
Granger	GRGR	37	4	21	0																				
Hood Canal	HDCL	13	1	25	1																				
Harrah	HRRH	20	0	11	0																				
Klickitat	KLCT	3	0	2	0																				
Lyle	LYLE	4	0	8	1																				
Mabton	MBTN	26	0	20	2																				
Mattawa	MTWA	27	0	35	1																				
Patterson	PASN	0	0	2	0																				
Poulsbo	PLSB	76	3	73	2																				
Prosser	PRSR	49	0	32	4																				
Port Angeles	PTAG	0	0	0	0																				
Roosevelt	RSVT	0	0	2	0																				
Sunnyside	SNSD	114	1	110	1																				
Stevenson	STSN	44	1	29	0																				
Toppenish	TPNS	88	0	74	0																				
Trounflake	TRLK	4	0	1	0																				
White Salmon	WHSL	24	2	31	2																				
WhiteSwan	WHSW	7	0	13	0																				
Whitstran	WHTS	4	0	6	0																				
Willard	WLRD	2	0	1	0																				
Wapato	WPAT	55	1	47	1																				
Washington		719	16	660	17	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 Telephones Company of the Northwest d.b.a. EMBARGO  
 COMPANY NAME  
 2009

Exchange	CLI	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Total Rpts	Total Lines	Trib /100	Total Rpts	Total Lines	Trib /100	Total Rpts	Total Lines	Trib /100	Total Rpts	Total Lines	Trib /100	Total Rpts	Total Lines	Trib /100	Total Rpts	Total Lines	Trib /100	Total Rpts	Total Lines	Trib /100	Total Rpts	Total Lines	Trib /100	Total Rpts	Total Lines	Trib /100	Total Rpts	Total Lines	Trib /100						
Chimacum		8	1,028	0.78	7	1,030	0.68	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Columbia		0	161	0.00	0	160	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Dallesport		2	660	0.30	2	653	0.31	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Grandview		30	4,402	0.68	19	4,373	0.43	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Goldendale		108	4,632	2.33	44	4,628	0.95	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Glenwood		3	376	0.80	10	380	2.63	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Granger		11	1,265	0.85	9	1,264	0.70	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Hood Canal		14	2,412	0.58	8	2,414	0.33	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Harrish		13	989	1.31	7	983	0.71	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Klickitat		3	354	0.85	4	354	1.13	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Lyle		9	935	0.96	3	935	0.32	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Mabton		12	1,312	0.91	6	1,319	0.46	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Mattawa		22	2,311	0.95	25	2,314	1.08	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Patterson		0	409	0.00	7	435	1.61	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Poulsbo		126	38,290	0.33	70	38,063	0.18	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Prosser		14	4,334	0.32	13	4,295	0.30	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Port Angeles		1	263	0.00	1	261	0.38	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Roosevelt		82	9,232	0.89	71	9,161	0.77	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Sunnyside		62	4,190	1.48	19	4,169	0.45	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Stevenson		47	7,091	0.66	27	7,062	0.38	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Toullate		12	712	1.69	1	713	0.14	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
White Salmon		30	4,348	0.69	18	4,330	0.42	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Whiteswan		12	730	1.64	5	741	0.67	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Warts		7	374	1.22	9	371	1.56	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Willard		3	313	0.96	4	314	1.27	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Wipat		22	3,460	0.64	13	3,478	0.37	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Washington		653	95,012	0.69	403	94,669	0.43	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					

Total Reports = Total reported 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. EMBARQ  
 COMPANY NAME  
 2009

Exchange	CLLI	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay						
Poulsbo	PLSB	29653	0	100.0	24749	1	100.0																														
Sunnyside	SNSD	90969	0	100.0	82418	0	100.0																														
Washington		120627	0	100.0	107167	1	100.0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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 Feb-09	objective met 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 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. EMBARG  
 COMPANY NAME  
 2009

Exchange	CLLI	Jan			Feb			Mar			Apr			May			Jun		
		Total OOS	OOS Cir >48	OOS Excl	Total OOS	OOS Cir >48	OOS Excl	Total OOS	OOS Cir >48	OOS Excl	Total OOS	OOS Cir >48	OOS Excl	Total OOS	OOS Cir >48	OOS Excl	Total OOS	OOS Cir >48	OOS Excl
Chimacum	CHMC	8	0	0	6	6	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
Dallesport	DLPT	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Grandview	GDVW	24	24	0	15	15	0	1	1	1	1	1	1	1	1	1	1	1	1
Goldendale	GLDL	102	98	4	39	36	3	1	1	1	1	1	1	1	1	1	1	1	1
Glenwood	GLWD	3	3	0	10	10	0	0	0	0	0	0	0	0	0	0	0	0	0
Granger	GRGR	10	10	0	9	9	0	0	0	0	0	0	0	0	0	0	0	0	0
Hood Canal	HDCL	13	12	1	7	7	0	0	0	0	0	0	0	0	0	0	0	0	0
Harrah	HRRH	10	10	0	6	6	0	0	0	0	0	0	0	0	0	0	0	0	0
Klickitat	KLCT	1	1	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0
Lyle	LYLE	8	8	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Mabton	MBTN	12	11	1	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0
Mattawa	MTWA	22	21	1	19	19	0	1	1	1	1	1	1	1	1	1	1	1	1
Patterson	PASN	0	0	0	7	7	0	0	0	0	0	0	0	0	0	0	0	0	0
Poulsbo	PLSB	103	103	0	54	54	0	1	1	1	1	1	1	1	1	1	1	1	1
Prosser	PRSR	13	13	0	7	7	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
Roosevelt	RSVT	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Sunnyside	SNSD	66	64	2	63	61	2	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson	STSN	53	53	0	16	16	0	0	0	0	0	0	0	0	0	0	0	0	0
Toppenish	TPNS	37	37	0	24	24	0	0	0	0	0	0	0	0	0	0	0	0	0
Troutlake	TRLK	10	10	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
White Salmon	WHSL	28	27	1	15	15	0	0	0	0	0	0	0	0	0	0	0	0	0
WhiteSwan	WHSW	10	10	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Whitman	WHTS	5	2	3	7	7	0	0	0	0	0	0	0	0	0	0	0	0	0
Wapato	WPAT	3	3	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0
Willard	WLRD	20	20	0	12	12	0	0	0	0	0	0	0	0	0	0	0	0	0
Washington		562	549	13	335	330	5	7	7	7	7	7	7	7	7	7	7	7	7

Total OOS = Total regulated out of service trouble reports.  
 OOS Cir >48 = Total regulated out of service trouble reports cleared within 48 hours.  
 OOS Excl = 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	NOOS Cir 72	NOOS Cir >72	Total NOOS	NOOS Cir 72	NOOS Cir >72	Total NOOS	NOOS Cir 72	NOOS Cir >72	Total NOOS	NOOS Cir 72	NOOS Cir >72	Total NOOS	NOOS Cir 72	NOOS Cir >72	Total NOOS	NOOS Cir 72	NOOS Cir >72
Chimacum	CHMC	0	0	0	1	1	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
Dallesport	DLPT	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Grandview	GDVW	5	5	0	2	2	0	1	1	0	0	0	0	0	0	0	0	0	0
Goldendale	GLDL	6	5	1	4	3	1	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
Granger	GRGR	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hood Canal	HDCL	1	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Harrish	HRRH	3	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Klickitat	KLCT	1	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Lyle	LYLE	1	1	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Mabton	MBTN	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Mattawa	MTWA	0	0	0	5	5	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
Poulsbo	PLSB	22	22	0	15	15	0	0	0	0	0	0	0	0	0	0	0	0	0
Prosser	PRSR	1	1	0	5	5	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
Roosevelt	RSVT	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sunnyside	SNSD	15	15	0	7	7	0	1	1	0	0	0	0	0	0	0	0	0	0
Stevenson	STSN	7	7	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0
Toppenish	TPNS	9	8	1	3	3	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
White Salmon	WHSL	3	3	0	1	1	0	2	2	0	0	0	0	0	0	0	0	0	0
WhiteSwan	WHSW	2	2	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0
Whitstran	WHTS	2	0	2	2	2	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
Wapato	WPAT	2	2	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Washington		85	80	5	57	55	2	4	4	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

To: Consumer Assistant  
 Washington Utilities Transportation Commission  
 Olympia, Washington 98504

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jan-09			Feb-09			Mar-09			1st Qtr-09			
		Total Orders Cmpltd	Held >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >180 Days	
Chimacum	CHMC	7	0	100%	5	0	100%	100%	0	0	0%	12	0	100%
Columbia	CLMA	0	0	0%	0	0	0%	0%	0	0	0%	0	0	0%
Dallesport	DLPT	3	0	100%	6	0	100%	100%	0	0	0%	9	0	100%
Grandview	GDVW	73	0	100%	66	0	100%	100%	0	0	0%	139	0	100%
Goldendale	GLDL	34	0	100%	39	0	100%	100%	0	0	0%	73	0	100%
Glenwood	GLWD	5	0	100%	1	0	100%	100%	0	0	0%	6	0	100%
Granger	GRGR	37	0	100%	21	0	100%	100%	0	0	0%	58	0	100%
Hood Canal	HDCL	13	0	100%	25	0	100%	100%	0	0	0%	38	0	100%
Harrah	HRRH	20	0	100%	11	0	100%	100%	0	0	0%	31	0	100%
Klickitat	KLCT	3	0	100%	2	0	100%	100%	0	0	0%	5	0	100%
Lyle	LYLE	4	0	100%	8	0	100%	100%	0	0	0%	12	0	100%
Mabton	MBTN	26	0	100%	20	0	100%	100%	0	0	0%	46	0	100%
Mattawa	MTWA	27	0	100%	35	0	100%	100%	0	0	0%	62	0	100%
Patterson	PASN	0	0	0%	2	0	0%	0%	0	0	0%	2	0	0%
Poulsbo	PLSB	76	0	100%	73	0	100%	100%	0	0	0%	149	0	100%
Prosser	PRSR	49	0	100%	32	0	100%	100%	0	0	0%	81	0	100%
Port Angeles	PTAG	0	0	0%	0	0	0%	0%	0	0	0%	0	0	0%
Roosevelt	RSVT	0	0	0%	2	0	100%	100%	0	0	0%	2	0	100%
Sunnyside	SNSD	114	0	100%	110	0	100%	100%	0	0	0%	224	0	100%
Stevenson	STSN	44	0	100%	29	0	100%	100%	0	0	0%	73	0	100%
Toppenish	TPNS	88	0	100%	74	0	100%	100%	0	0	0%	162	0	100%
Troutlake	TRLK	4	0	100%	1	0	100%	100%	0	0	0%	5	0	100%
White Salmon	WHSL	24	0	100%	31	0	100%	100%	0	0	0%	55	0	100%
WhiteSwan	WHSW	7	0	100%	13	0	100%	100%	0	0	0%	20	0	100%
Whitstran	WHTS	4	0	100%	6	0	100%	100%	0	0	0%	10	0	100%
Willard	WLRD	2	0	100%	1	0	100%	100%	0	0	0%	3	0	100%
Wapato	WPAT	55	0	100%	47	0	100%	100%	0	0	0%	102	0	100%
Washington		719	0	100%	660	0	100%	100%	0	0	0%	1,379	0	100%

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

To: Consumer Assistant  
 Washington Utilities Transportation Commission  
 Olympia, Washington 98504

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jan - Jun 09 (180 Day)				%Held Orders >180 Days
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	
Chimacum	CHMC	12	0	0	100%	
Columbia	CLMA	0	0	0	0%	
Dallesport	DLPT	9	0	0	100%	
Grandview	GDVW	139	0	0	100%	
Goldendale	GLDL	73	0	0	100%	
Glenwood	GLWD	6	0	0	100%	
Granger	GRGR	58	0	0	100%	
Hood Canal	HDCL	38	0	0	100%	
Harrish	HRRH	31	0	0	100%	
Kickitat	KLCT	5	0	0	100%	
Lyle	LYLE	12	0	0	100%	
Mabton	MBTN	46	0	0	100%	
Mattawa	MTWA	62	0	0	100%	
Patterson	PASN	2	0	0	100%	
Poulsbo	PLSB	149	0	0	100%	
Prosser	PRSR	81	0	0	100%	
Port Angeles	PTAG	0	0	0	0%	
Roosevelt	RSVT	2	0	0	100%	
Sunnyside	SNSD	224	0	0	100%	
Stevenson	STSN	73	0	0	100%	
Toppenish	TPNS	162	0	0	100%	
Troul lake	TRLK	5	0	0	100%	
White Salmon	WHSL	55	0	0	100%	
WhiteSwan	WHSW	20	0	0	100%	
Whitstran	WHTS	10	0	0	100%	
Willard	WLRD	3	0	0	100%	
Wapato	WPAT	102	0	0	100%	
Washington		1,379	0	0	100%	

s: This report captures service c

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