



April 16, 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 March 2009.

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

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

RECEIVED  
2009 APR 22 AM 8:05  
OFFICE OF THE  
UTILITY AND  
TRANSPORTATION  
COMMISSION

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

WASHINGTON QUALITY OF SERVICE REPORT  
 INSTALLATION APPOINTMENTS

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

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			
Chinacum	CHMC	7	2	0	5	0	0	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		
Columbia	CLMA	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		
Dallesport	DLPT	3	0	0	6	1	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	
Grandview	GDVW	73	3	0	66	3	0	56	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	
Goulddale	GLDL	34	1	0	39	1	0	45	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	
Glenwood	GLWD	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	0	0	0	0	0	0	0	0	0	0	
Granger	GRGR	37	4	0	21	0	0	29	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	
Hood Canal	HDCL	13	0	0	23	3	0	18	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	
Harrish	HRRH	20	0	0	11	0	0	20	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	
Klickitat	KLCT	3	0	0	2	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	0	
Lyle	LYLE	4	0	0	8	1	0	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Mabton	MBTN	26	2	0	20	0	0	17	0	0	0	0	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	27	0	0	35	0	0	25	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	
Paterson	PASN	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	0	0	0	0	0	0	0	0	0	0	
Poulsbo	PRSB	76	2	0	73	0	0	94	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
Prosser	PRSR	49	3	0	32	0	0	45	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	
Port Angeles	PTAG	0	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	0	0	
Roosevelt	RSVT	0	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	0	0	
Sunnyside	SNSD	114	6	0	110	0	0	103	0	0	0	0	0	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	29	1	0	39	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
Toppenish	TPNS	88	0	0	74	1	0	81	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
Troutlake	TRLK	4	0	0	1	0	0	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	
White Salmon	WHSL	24	0	0	31	0	0	32	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	
Whiteswan	WHSW	7	0	0	13	0	0	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Willastran	WHST	4	0	0	6	1	0	8	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	
Willard	WLRD	2	0	0	1	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	0	0	
Wapato	WPAT	55	1	0	47	0	0	69	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	
Washington		719	26	0	660	26	0	732	25	0	0	0	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 dba. EMBARQ  
COMMUNITY  
2009

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			
Chinaman	CHMC	8	0	0	7	0	0	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			
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			
Dallasport	DLPT	2	0	0	2	0	0	6	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			
Grandview	GDVW	30	4	0	19	2	0	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			
Goldendale	GLDL	108	6	0	44	3	0	32	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			
Glenwood	GLWD	3	2	0	10	0	0	44	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			
Greenway	GNCR	11	0	0	9	0	0	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			
Greenway Hill	GNCH	4	0	0	2	0	0	23	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			
Hood	HOOD	13	0	0	7	0	0	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			
Klickitat	KICT	3	1	0	4	0	0	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			
Lyle	LYLE	3	0	0	3	0	0	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			
Mabton	MBTN	12	1	0	6	1	0	9	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			
Melrose	MTWA	22	0	0	25	1	0	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			
Palaterson	PASN	0	0	0	7	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	0		
Poulsbo	PLSB	126	2	0	70	2	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		
Prosser	PRSR	14	0	0	13	0	0	65	0	0	0	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	1	0	0	24	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		
Roosevelt	RSVT	82	0	0	71	0	0	34	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		
Sunnyside	SNSD	1	0	0	1	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	0		
Stevenson	STNS	61	2	0	19	0	0	56	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		
Toppenish	TPNS	47	3	0	27	2	0	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		
Trousdale	TRLK	12	2	0	1	0	0	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		
Walla Walla	WRLK	31	3	0	18	2	0	21	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		
Wahkiakum	WVSK	12	0	0	7	0	0	19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Washouak	WVSK	12	0	0	7	0	0	19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Wheeler	WHLR	3	0	0	4	0	0	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		
Worland	WLRD	3	0	0	4	0	0	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		
WYpat	WYPAT	22	0	0	13	1	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		
Washington		653	45	0	403	31	0	435	30	0	0	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. 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	9	0																		
Columbia	CLMA	0	0	0	0	2	0																		
Dallesport	DLPT	3	0	6	0	7	0																		
Grandview	GDVW	73	1	66	2	56	2																		
Goldendale	GLDL	34	2	39	0	45	1																		
Glenwood	GLWD	5	0	1	0	0	0																		
Granger	GRGR	37	4	21	0	29	2																		
Hood Canal	HDCL	13	1	25	1	18	0																		
Harrish	HRRH	20	0	11	0	20	2																		
Klickitat	KLCT	3	0	2	0	2	0																		
Lyle	LYLE	4	0	8	1	12	0																		
Mabton	MBTN	26	0	20	2	17	0																		
Mattawa	MTWA	27	0	35	1	25	0																		
Patterson	PASN	0	0	2	0	0	0																		
Poulsbo	PLSB	76	3	73	2	94	2																		
Prosser	PRSR	49	0	32	4	45	3																		
Port Angeles	PTAG	0	0	0	0	1	0																		
Roosevelt	RSVT	0	0	2	0	1	0																		
Sunnyside	SNSD	114	1	110	1	103	0																		
Stevenson	STSN	44	1	29	0	39	0																		
Toppenish	TPNS	88	0	74	0	81	1																		
Troulflake	TRLK	4	0	1	0	6	0																		
White Salmon	WHSL	24	2	31	2	32	2																		
Whiteswan	WHSW	7	0	13	0	10	0																		
Whitstran	WHTS	4	0	6	0	8	1																		
Willard	WLRD	2	0	1	0	1	0																		
Wapato	WPAT	55	1	47	1	69	3																		
Washington		719	16	660	17	732	19																		

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. EMBARG  
COMPANY NAME  
2009

Exchange	CLL	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec	
		Total Rate	Total Lines	Tthl /100	Total Rate	Total Lines	Tthl /100	Total Rate	Total Lines	Tthl /100	Total Rate	Total Lines	Tthl /100	Total Rate	Total Lines	Tthl /100	Total Rate	Total Lines	Tthl /100	Total Rate	Total Lines	Tthl /100	Total Rate	Total Lines	Tthl /100
Chinacum	CHMC	8	1,028	0.78	7	1,030	0.68	3	1,027	0.28	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Columbia	CLVA	0	161	0.00	0	160	0.00	0	168	0.00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Daleport	DLPT	2	660	0.30	2	653	0.31	6	630	0.92	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Goldview	GLVW	30	4,402	0.68	18	4,373	0.43	44	4,364	1.01	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Goldendale	GLDL	108	4,632	2.33	44	4,626	0.95	32	4,606	0.69	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Glenwood	GLWD	3	376	0.80	10	380	2.63	3	378	0.78	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Granger	GRGR	11	1,285	0.85	9	1,284	0.70	6	1,307	0.46	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hood Canal	HRCL	14	2,412	0.58	8	2,408	0.33	23	2,408	0.96	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Herrah	HRRH	13	889	1.31	7	883	0.71	5	983	0.51	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Klickitat	KLCT	3	354	0.85	4	354	1.13	3	349	0.86	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lyle	LYLE	9	935	0.91	6	935	0.32	3	932	0.92	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mabton	MWNA	12	1,312	0.81	25	1,318	0.46	9	1,316	0.88	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mahwah	MWNA	22	2,311	0.95	7	2,314	1.08	19	2,298	0.83	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Paradise	PLSN	0	409	0.00	0	485	1.61	2	444	0.45	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Prattville	PLSN	128	38,280	0.33	70	38,069	0.18	66	38,652	0.17	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Prosser	PRSS	14	4,334	0.32	1	4,283	0.38	24	4,283	0.58	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Port Angeles	PRSN	0	283	0.00	1	281	0.38	1	285	0.39	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Recoleta	RSND	1	692	0.20	1	692	0.27	6	692	0.59	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stemsel	STNS	82	4,180	0.89	71	4,189	0.46	34	4,161	0.61	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson	STNS	67	7,081	1.48	19	7,082	0.38	34	7,059	0.42	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tillamook	TRLK	47	712	1.69	27	713	0.14	14	709	0.42	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tropheus	TRPK	12	712	1.89	7	713	0.14	14	709	0.42	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
White Salmon	WHSL	30	436	0.69	18	430	0.42	13	439	0.44	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Whiteswan	WHSN	12	739	1.64	5	741	0.62	6	742	0.81	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Whitman	WHTS	7	574	1.22	9	571	1.58	10	572	1.75	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wilder	WLRD	3	313	0.96	4	314	1.27	2	313	0.64	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wapato	WPAT	22	3,460	0.64	13	3,478	0.37	21	3,464	0.61	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Washington		653	95,012	0.69	403	94,699	0.43	435	94,510	0.46	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Total Reports = Total regulated initial and repeat trouble reports received

Total Access Lines = Total access lines in service

Trouble Per 100 A.L. = Trouble report per 100 access line ratio

WASHINGTON QUALITY OF SERVICE REPORT  
 SWITCHING - (DUAL TONE SPEED RECORDING WITHIN 3 SECONDS)

United Telephone Company of the Northwest d.b.a. EMBARQ  
 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	Total Calls	Total Delay	% DT 3 Sec			
Poulsbo	PLUS	29658	0	100.0	24749	1	100.0	27413	0	100.0																											
Summerville	SMSD	90969	0	100.0	82418	0	100.0	91973	0	100.0																											
Washington		120927	0	100.0	107167	1	100.0	119386	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!

**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
								Feb-09	objective met
								Mar-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	CLLI	Jan				Feb				Mar				Apr				May				Jun			
		Total OOS	OOS Cir-48	OOS Cir->48	OOS48 Excl	Total OOS	OOS Cir-48	OOS Cir->48	OOS48 Excl	Total OOS	OOS Cir-48	OOS Cir->48	OOS48 Excl	Total OOS	OOS Cir-48	OOS Cir->48	OOS48 Excl	Total OOS	OOS Cir-48	OOS Cir->48	OOS48 Excl				
Chinacum	CHMC	8	8	0	0	6	6	0	0	3	3	0	0	0	0	0	0	0	0	0	0				
Columbia	CLMA	0	0	0	0	2	2	0	0	6	6	0	0	0	0	0	0	0	0	0	0				
Dalesport	DLPT	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Grandview	GDVW	24	24	0	0	15	15	0	0	3	3	0	0	0	0	0	0	0	0	0	0				
Goldendale	GLDL	102	98	4	0	39	36	3	1	25	24	1	0	0	0	0	0	0	0	0	0				
Glenwood	GLWD	3	3	0	0	10	10	0	0	40	40	0	0	0	0	0	0	0	0	0	0				
Granger	GRGR	10	10	0	0	9	9	0	0	4	4	0	0	0	0	0	0	0	0	0	0				
Hood Canal	HDCL	13	12	1	0	7	7	0	0	18	18	0	0	0	0	0	0	0	0	0	0				
Harrish	HRRH	10	10	0	0	6	6	0	0	3	3	0	0	0	0	0	0	0	0	0	0				
Kickiat	KLCT	1	1	0	0	3	3	0	0	3	3	0	0	0	0	0	0	0	0	0	0				
Lye	LYLE	8	8	0	0	1	1	0	0	3	3	0	0	0	0	0	0	0	0	0	0				
Mabton	MBTN	12	11	1	0	5	5	0	0	7	7	0	0	1	1	0	0	0	0	0	0				
Mattawa	MTWA	22	21	1	0	19	19	0	0	18	18	0	0	0	0	0	0	0	0	0	0				
Patterson	PASN	0	0	0	0	7	7	0	0	1	1	0	0	0	0	0	0	0	0	0	0				
Poulsbo	PLSB	103	103	0	0	54	54	0	0	2	2	0	0	0	0	0	0	0	0	0	0				
Prosser	PRSR	13	13	0	0	7	7	0	0	51	51	0	0	0	0	0	0	0	0	0	0				
Port Angeles	PTAG	0	0	0	0	0	0	0	0	14	14	0	0	0	0	0	0	0	0	0	0				
Roosevelt	RSVT	0	0	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0				
Sunnyside	SNSD	66	64	2	0	63	61	2	0	26	26	0	0	0	0	0	0	0	0	0	0				
Stevenson	STSN	53	53	0	0	16	16	0	0	47	47	0	0	2	2	0	0	0	0	0	0				
Toppenish	TPNS	37	37	0	0	24	24	0	0	29	29	0	0	0	0	0	0	0	0	0	0				
Troulaine	TRLK	10	10	0	0	1	1	0	0	3	3	0	0	0	0	0	0	0	0	0	0				
White Salmon	WHSL	28	27	1	0	15	15	0	0	17	17	0	0	1	1	0	0	0	0	0	0				
White Swan	WHSW	10	10	0	0	2	2	0	0	15	15	0	0	0	0	0	0	0	0	0	0				
Whitstran	WHTS	5	2	3	0	7	7	0	0	6	6	0	0	0	0	0	0	0	0	0	0				
Wapato	WPAT	3	3	0	0	4	4	0	0	10	10	0	0	0	0	0	0	0	0	0	0				
Wahland	WLRD	20	20	0	0	12	12	0	0	2	2	0	0	0	0	0	0	0	0	0	0				
Washington		562	549	13	6	335	330	5	7	357	356	1	5	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	NOOS Cir >72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS Cir >72	NOOS 72 Excl
Chimacum	CHMC	0	0	0	0	1	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
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	0
Grandview	GDVW	5	5	0	0	2	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Goldendale	GLDL	6	5	1	0	4	3	1	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	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	0
Hood Canal	HDCL	1	1	0	0	1	1	0	0	4	4	0	1	1	0	0	0	0	0	0	0	0	0	0	0
Harrish	HRRH	3	2	1	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Klickitat	KLCT	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lyle	LYLE	1	1	0	0	2	2	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Madbon	MBTN	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mattawa	MTWA	0	0	0	0	5	5	0	0	2	2	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	0
Poulsbo	PLSB	22	22	0	0	15	15	0	0	14	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Prosser	PRSR	1	1	0	0	5	5	0	0	6	6	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
Roosevelt	RSVT	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sunnyside	SNSD	15	15	0	0	7	7	0	0	8	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson	STSN	7	7	0	0	3	3	0	0	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Toppenish	TPNS	9	8	1	0	3	3	0	0	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troulaker	TRLK	2	2	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	3	3	0	0	1	1	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Whiteswan	WHSW	2	2	0	0	3	3	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Whitstran	WHTS	2	2	0	0	2	2	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	0
Wapato	WPAT	2	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Washington		85	80	5	0	57	55	2	4	66	65	1	7	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	CLL	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%	5	0	0	0	100%	100%	9	0	0	100%	100%	21	0	0	100%	100%			
Columbia	CLMA	0	0	0	0%	0%	0	0	0	0	0%	0%	2	0	0	100%	100%	2	0	0	100%	100%			
Dalesport	DLPT	3	0	0	100%	100%	6	0	0	100%	100%	7	0	0	100%	100%	16	0	0	100%	100%				
Grandview	GDVW	73	0	0	100%	100%	66	0	0	100%	100%	56	0	0	100%	100%	195	0	0	100%	100%				
Goldendale	GDL	34	0	0	100%	100%	39	0	0	100%	100%	45	0	0	100%	100%	118	0	0	100%	100%				
Glenwood	GLWD	5	0	0	100%	100%	1	0	0	100%	100%	0	0	0	0%	0%	6	0	0	100%	100%				
Granger	GRGR	37	0	0	100%	100%	21	0	0	100%	100%	29	0	0	100%	100%	87	0	0	100%	100%				
Hood Canal	HDCL	13	0	0	100%	100%	25	0	0	100%	100%	18	0	0	100%	100%	56	0	0	100%	100%				
Harrish	HRRH	20	0	0	100%	100%	11	0	0	100%	100%	20	0	0	100%	100%	51	0	0	100%	100%				
Kicklial	KLCT	3	0	0	100%	100%	2	0	0	100%	100%	2	0	0	100%	100%	7	0	0	100%	100%				
Lyle	LYLE	4	0	0	100%	100%	8	0	0	100%	100%	12	0	0	100%	100%	24	0	0	100%	100%				
Mabton	MBTN	26	0	0	100%	100%	20	0	0	100%	100%	17	0	0	100%	100%	63	0	0	100%	100%				
Mattawa	MTWA	27	0	0	100%	100%	35	0	0	100%	100%	25	0	0	100%	100%	87	0	0	100%	100%				
Patterson	PASN	0	0	0	0%	0%	0	0	0	100%	100%	0	0	0	0%	0%	2	0	0	100%	100%				
Poulsbo	PLSB	76	0	0	100%	100%	73	0	0	100%	100%	94	0	0	100%	100%	243	0	0	100%	100%				
Prosser	PRSR	49	0	0	100%	100%	32	0	0	100%	100%	45	0	0	100%	100%	126	0	0	100%	100%				
Port Angeles	PTAG	0	0	0	0%	0%	0	0	0	0%	0%	1	0	0	100%	100%	1	0	0	100%	100%				
Roosevelt	RSVT	0	0	0	0%	0%	2	0	0	100%	100%	1	0	0	100%	100%	3	0	0	100%	100%				
Sunnyside	SNSD	114	0	0	100%	100%	110	0	0	100%	100%	103	0	0	100%	100%	327	0	0	100%	100%				
Stevenson	STSN	44	0	0	100%	100%	29	0	0	100%	100%	39	0	0	100%	100%	112	0	0	100%	100%				
Toppenish	TPNS	88	0	0	100%	100%	74	0	0	100%	100%	81	0	0	100%	100%	243	0	0	100%	100%				
Troulaker	TRLK	4	0	0	100%	100%	1	0	0	100%	100%	0	0	0	100%	100%	11	0	0	100%	100%				
White Salmon	WHSL	24	0	0	100%	100%	31	0	0	100%	100%	32	0	0	100%	100%	87	0	0	100%	100%				
Whiteswan	WHSW	7	0	0	100%	100%	13	0	0	100%	100%	10	0	0	100%	100%	30	0	0	100%	100%				
Whistman	WHTS	4	0	0	100%	100%	6	0	0	100%	100%	8	0	0	100%	100%	18	0	0	100%	100%				
Willard	WLRD	2	0	0	100%	100%	1	0	0	100%	100%	1	0	0	100%	100%	4	0	0	100%	100%				
Wapato	WPAT	55	0	0	100%	100%	47	0	0	100%	100%	69	0	0	100%	100%	171	0	0	100%	100%				
Washington		719	0	0	100%	100%	680	0	0	100%	100%	732	0	0	100%	100%	2,111	0	0	100%	100%				

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

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION DELAY

EXCHANGE	CLL	Jan - Jun 09 (180 Day)				
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days
Chimacum	CHMC	21	0	0	100%	100%
Columbia	CLMA	2	0	0	100%	100%
Dallesport	DLPT	16	0	0	100%	100%
Grandview	GDVW	195	0	0	100%	100%
Goldendale	GLDL	118	0	0	100%	100%
Glenwood	GLWD	6	0	0	100%	100%
Granger	GRGR	87	0	0	100%	100%
Hood Canal	HDCL	56	0	0	100%	100%
Harran	HRRH	51	0	0	100%	100%
Klickitat	KLCT	7	0	0	100%	100%
Lyle	LYLE	24	0	0	100%	100%
Mabton	MBTN	63	0	0	100%	100%
Mattawa	MTWA	87	0	0	100%	100%
Patterson	PASN	2	0	0	100%	100%
Poulsbo	PLSB	243	0	0	100%	100%
Prosser	PRSR	126	0	0	100%	100%
Port Angeles	PTAG	1	0	0	100%	100%
Roosevelt	RSVT	3	0	0	100%	100%
Sunnyside	SNSD	327	0	0	100%	100%
Stevenson	STSN	112	0	0	100%	100%
Tropenish	TPNS	243	0	0	100%	100%
Troulaker	TRLK	11	0	0	100%	100%
White Salmon	WHSL	87	0	0	100%	100%
Whiteswan	WHSW	30	0	0	100%	100%
Whitstran	WHTS	18	0	0	100%	100%
Willard	WLRD	4	0	0	100%	100%
Wapato	WPAT	171	0	0	100%	100%
Washington		2,111	0	0	100%	100%

: This report captures service o