

Voice | Data | Internet | Wireless | Entertainment

May 18, 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 April 2009.

The trouble reports per 100 access lines objective was met for the month of April with the exception of Goldendale. Over 200 tickets were taken in the Goldendale exchange as a result of a defective DLP card.

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
Service Activation Delay 90-180 Days

2009 MAY 22 AM 8:13
RECEIVED
REGULATORY AND EXTERNAL AFFAIRS
COMMUNICATIONS

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 >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days
Chimacum	CHMC	7	0	0	100%	100%	5	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%	2	0	0	100%	100%	2	0	0	100%	100%
Dallesport	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	GLDL	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%
Harrah	HRRH	20	0	0	100%	100%	11	0	0	100%	100%	20	0	0	100%	100%	51	0	0	100%	100%
Kiickitat	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%	2	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%
Troutlake	TRLK	4	0	0	100%	100%	1	0	0	100%	100%	6	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%
Whitstran	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%	660	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.

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

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Apr-09					May-09					Jun-09					2nd Qtr 09				
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days
Chimacum	CHMC	10	0	0	100%	100%				0%	0%				0%	0%	10	0	0	100%	100%
Columbia	CLMA	3	0	0	100%	100%				0%	0%				0%	0%	3	0	0	100%	100%
Dallesport	DLPT	10	0	0	100%	100%				0%	0%				0%	0%	10	0	0	100%	100%
Grandview	GDVW	67	0	0	100%	100%				0%	0%				0%	0%	67	0	0	100%	100%
Goldendale	GLDL	34	0	0	100%	100%				0%	0%				0%	0%	34	0	0	100%	100%
Glenwood	GLWD	0	0	0	0%	0%				0%	0%				0%	0%	0	0	0	0%	0%
Granger	GRGR	14	0	0	100%	100%				0%	0%				0%	0%	14	0	0	100%	100%
Hood Canal	HDCL	28	0	0	100%	100%				0%	0%				0%	0%	28	0	0	100%	100%
Harrah	HRRH	12	0	0	100%	100%				0%	0%				0%	0%	12	0	0	100%	100%
Klickitat	KLCT	6	0	0	100%	100%				0%	0%				0%	0%	6	0	0	100%	100%
Lyle	LYLE	10	0	0	100%	100%				0%	0%				0%	0%	10	0	0	100%	100%
Mabton	MBTN	21	0	0	100%	100%				0%	0%				0%	0%	21	0	0	100%	100%
Mattawa	MTWA	31	0	0	100%	100%				0%	0%				0%	0%	31	0	0	100%	100%
Patterson	PASN	1	0	0	100%	100%				0%	0%				0%	0%	1	0	0	100%	100%
Poulsbo	PLSB	108	0	0	100%	100%				0%	0%				0%	0%	108	0	0	100%	100%
Prosser	PRSR	23	0	0	100%	100%				0%	0%				0%	0%	23	0	0	100%	100%
Port Angeles	PTAG	2	0	0	100%	100%				0%	0%				0%	0%	2	0	0	100%	100%
Roosevelt	RSVT	1	0	0	100%	100%				0%	0%				0%	0%	1	0	0	100%	100%
Sunnyside	SNSD	107	0	0	100%	100%				0%	0%				0%	0%	107	0	0	100%	100%
Stevenson	STSN	50	0	0	100%	100%				0%	0%				0%	0%	50	0	0	100%	100%
Toppenish	TPNS	72	0	0	100%	100%				0%	0%				0%	0%	72	0	0	100%	100%
Troutlake	TRLK	7	0	0	100%	100%				0%	0%				0%	0%	7	0	0	100%	100%
White Salmon	WHSL	39	0	0	100%	100%				0%	0%				0%	0%	39	0	0	100%	100%
WhiteSwan	WHSW	8	0	0	100%	100%				0%	0%				0%	0%	8	0	0	100%	100%
Whitstran	WHTS	8	0	0	100%	100%				0%	0%				0%	0%	8	0	0	100%	100%
Willard	WLRD	2	0	0	100%	100%				0%	0%				0%	0%	2	0	0	100%	100%
Wapato	WPAT	62	0	0	100%	100%				0%	0%				0%	0%	62	0	0	100%	100%
Washington		736	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	736	0	0	100%	100%

: This report captures service o

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)				
		Total Orders Cmpitd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days
Chimacum	CHMC	31	0	0	100%	100%
Columbia	CLMA	5	0	0	100%	100%
Dallesport	DLPT	26	0	0	100%	100%
Grandview	GDVW	262	0	0	100%	100%
Goldendale	GLDL	152	0	0	100%	100%
Glenwood	GLWD	6	0	0	100%	100%
Granger	GRGR	101	0	0	100%	100%
Hood Canal	HDCL	84	0	0	100%	100%
Harrah	HRRH	63	0	0	100%	100%
Klickitat	KLCT	13	0	0	100%	100%
Lyle	LYLE	34	0	0	100%	100%
Mabton	MBTN	84	0	0	100%	100%
Mattawa	MTWA	118	0	0	100%	100%
Patterson	PASN	3	0	0	100%	100%
Poulsbo	PLSB	351	0	0	100%	100%
Prosser	PRSR	149	0	0	100%	100%
Port Angeles	PTAG	3	0	0	100%	100%
Roosevelt	RSVT	4	0	0	100%	100%
Sunnyside	SNSD	434	0	0	100%	100%
Stevenson	STSN	162	0	0	100%	100%
Toppenish	TPNS	315	0	0	100%	100%
Troutlake	TRLK	18	0	0	100%	100%
White Salmon	WHSL	126	0	0	100%	100%
WhiteSwan	WHSW	38	0	0	100%	100%
Whitstran	WHTS	26	0	0	100%	100%
Willard	WLRD	6	0	0	100%	100%
Wapato	WPAT	233	0	0	100%	100%
Washington		2,847	0	0	100%	100%

: This report captures service o

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		
		Install Appts			Install Appts			Install Appts			Install Appts			Install Appts			Install Appts			Install Appts			Install Appts			Install Appts			Install Appts			Install Appts			Install Appts		
		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	2	0	5	0	0	9	0	0	10	0	0																								
Columbia	CLMA	0	0	0	0	0	0	2	0	0	3	0	0																								
Dallesport	DLPT	3	0	0	6	1	0	7	0	0	10	0	0																								
Grandview	GDVW	73	3	0	66	3	0	56	3	0	67	2	0																								
Goldendale	GLDL	34	1	0	39	1	0	45	1	0	34	0	0																								
Glenwood	GLWD	5	0	0	1	0	0	0	0	0	0	0	0																								
Granger	GRGR	37	4	0	21	0	0	29	2	0	14	0	0																								
Hood Canal	HDCL	13	0	0	25	3	0	18	1	0	28	1	0																								
Harrah	HRRH	20	0	0	11	0	0	20	1	0	12	0	0																								
Klickitat	KLCT	3	0	0	2	0	0	2	0	0	6	1	0																								
Lyle	LYLE	4	0	0	8	1	0	12	0	0	10	0	0																								
Mabton	MBTN	26	2	0	20	1	0	17	0	0	21	0	0																								
Mattawa	MTWA	27	0	0	35	0	0	25	1	0	31	0	0																								
Patterson	PASN	0	0	0	2	1	0	0	0	0	1	0	0																								
Poulsbo	PLSB	76	2	0	73	1	0	94	1	0	108	3	0																								
Prosser	PRSR	49	3	0	32	5	0	45	3	0	23	3	0																								
Port Angeles	PTAG	0	0	0	0	0	0	1	0	0	2	0	0																								
Roosevelt	RSVT	0	0	0	2	0	0	1	0	0	1	0	0																								
Sunnyside	SNSD	114	6	0	110	3	0	103	0	0	107	1	0																								
Stevenson	STSN	44	0	0	29	1	0	39	1	0	50	1	0																								
Toppenish	TPNS	88	0	0	74	1	0	81	2	0	72	2	0																								
Troutlake	TRLK	4	0	0	1	0	0	6	0	0	7	0	0																								
White Salmon	WHSL	24	2	0	31	2	0	32	3	0	39	2	0																								
WhiteSwan	WHSW	7	0	0	13	0	0	10	0	0	8	1	0																								
Whitstran	WHTS	4	0	0	6	1	0	8	2	0	8	1	0																								
Willard	WLRD	2	0	0	1	0	0	1	0	0	2	0	0																								
Wapato	WPAT	55	1	0	47	1	0	69	4	0	62	1	0																								
Washington		719	26	0	660	26	0	732	25	0	736	19	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 Appts			Repair Appts			Repair Appts			Repair Appts			Repair Appts			Repair Appts			Repair Appts			Repair Appts			Repair Appts			Repair Appts			Repair Appts			Repair Appts		
		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	CHWC	8	0	0	7	0	0	3	0	0	8	1	0																								
Columbia	CLMA	0	0	0	0	0	0	0	0	0	0	0	0																								
Dallesport	DLPT	2	0	0	2	0	0	6	1	0	1	1	0																								
Grandview	GDVW	30	4	0	19	2	0	3	0	0	28	2	0																								
Goldendale	GLDL	108	6	0	44	3	0	32	2	0	243	5	0																								
Glenwood	GLWD	3	2	0	10	0	0	44	4	0	1	0	0																								
Granger	GRGR	11	0	0	9	0	0	6	0	0	9	0	0																								
Hood Canal	HDCL	14	2	0	8	3	0	23	1	0	19	0	0																								
Harrah	HRRH	13	0	0	7	1	0	5	1	0	22	1	0																								
Klickitat	KLCT	3	1	0	4	0	0	3	0	0	2	0	0																								
Lyle	LYLE	9	0	0	3	0	0	3	0	0	7	0	0																								
Mabton	MBTN	12	1	0	6	1	0	9	1	0	18	1	0																								
Mattawa	MTWA	22	1	0	25	1	0	20	0	0	18	0	0																								
Pallerson	PASN	0	0	0	7	1	0	1	0	0	1	0	0																								
Poulsbo	PLSB	126	2	0	70	2	0	2	0	0	73	3	0																								
Prosser	PRSR	14	3	0	13	2	0	65	0	0	32	2	0																								
Port Angeles	PTAG	0	0	0	1	1	0	24	7	0	2	0	0																								
Roosevelt	RSVT	1	0	0	1	0	0	1	0	0	3	0	0																								
Sunnyside	SNSD	82	7	0	71	7	0	34	4	0	61	4	0																								
Stevenson	STSN	61	2	0	19	0	0	56	5	0	41	4	0																								
Toppenish	TPNS	47	3	0	27	2	0	34	1	0	35	7	0																								
Troul Lake	TRLK	12	2	0	1	0	0	3	0	0	3	1	0																								
White Salmon	WHSL	31	3	0	18	2	0	21	3	0	17	1	0																								
White Swan	WHSW	12	0	0	5	0	0	19	0	0	5	0	0																								
Whitstran	WHTS	7	6	0	9	2	0	6	0	0	6	2	0																								
Willard	WLRD	3	0	0	4	0	0	10	0	0	0	0	0																								
Wapato	WPAT	22	0	0	13	1	0	2	0	0	33	2	0																								
Washington		653	45	0	403	31	0	435	30	0	688	37	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. EMBARQ

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
Chimacum	CHMC	7	0	5	0	9	0	10	1																
Columbia	CLMA	0	0	0	0	2	0	3	0																
Dallesport	DLPT	3	0	6	0	7	0	10	1																
Grandview	GDVW	73	1	66	2	56	2	67	2																
Goldendale	GLDL	34	2	39	0	45	1	34	5																
Glenwood	GLWD	5	0	1	0	0	0	0	0																
Granger	GRGR	37	4	21	0	29	2	14	0																
Hood Canal	HDCL	13	1	25	1	18	0	28	0																
Harrah	HRRH	20	0	11	0	20	2	12	1																
Klickitat	KLCT	3	0	2	0	2	0	6	0																
Lyle	LYLE	4	0	8	1	12	0	10	0																
Mabton	MBTN	26	0	20	2	17	0	21	1																
Mattawa	MTWA	27	0	35	1	25	0	31	0																
Patterson	PASN	0	0	2	0	0	0	1	0																
Poulsbo	PLSB	76	3	73	2	94	2	108	3																
Prosser	PRSR	49	0	32	4	45	3	23	2																
Port Angeles	PTAG	0	0	0	0	1	0	2	0																
Roosevelt	RSVT	0	0	2	0	1	0	1	0																
Sunnyside	SNSD	114	1	110	1	103	0	107	4																
Stevenson	STSN	44	1	29	0	39	0	50	4																
Toppenish	TPNS	88	0	74	0	81	1	72	7																
Troutlake	TRLK	4	0	1	0	6	0	7	1																
White Salmon	WHSL	24	2	31	2	32	2	39	1																
WhiteSwan	WHSW	7	0	13	0	10	0	8	0																
Whitstran	WHTS	4	0	6	0	8	1	8	0																
Willard	WLRD	2	0	1	0	1	0	2	0																
Wapato	WPAT	55	1	47	1	69	3	62	2																
Washington		719	16	660	17	732	19	736	35	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 d.b.a. EMBARG
 COMPANY NAME
 2009

Exchange	CLLI	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100			
Chimacum	CHMC	8	1,028	0.78	7	1,030	0.68	3	1,027	0.29	8	1,026	0.78			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Columbia	CLMA	0	161	0.00	0	160	0.00	0	168	0.00	0	161	0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Dallesport	DLPT	2	660	0.30	2	653	0.31	6	650	0.92	1	654	0.15			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Grandview	GDVW	30	4,402	0.68	19	4,373	0.43	44	4,364	1.01	28	4,341	0.65			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Goldendale	GLDL	108	4,632	2.33	44	4,626	0.95	32	4,606	0.69	243	4,542	6.33			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Glenwood	GLWD	3	376	0.80	10	380	2.63	3	378	0.79	1	378	0.26			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Granger	GRGR	11	1,295	0.85	9	1,294	0.70	6	1,307	0.46	9	1,298	0.69			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Hood Canal	HDCL	14	2,412	0.58	8	2,414	0.33	23	2,408	0.96	19	2,414	0.79			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Harrah	HRRH	13	989	1.31	7	983	0.71	5	983	0.51	22	966	2.28			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Klickitat	KLCT	3	354	0.85	4	354	1.13	3	349	0.86	2	347	0.58			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Lyle	LYLE	9	935	0.96	3	935	0.32	3	932	0.32	7	931	0.75			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Mabton	MBTN	12	1,312	0.91	6	1,318	0.46	9	1,316	0.68	18	1,317	1.37			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Mattawa	MTWA	22	2,311	0.95	25	2,314	1.08	19	2,298	0.83	18	2,299	0.78			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Patterson	PASN	0	409	0.00	7	435	1.61	2	444	0.45	1	416	0.24			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Poulsbo	PLSB	126	38,290	0.33	70	38,063	0.18	66	38,052	0.17	72	38,019	0.19			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Prosser	PRSR	14	4,334	0.32	13	4,295	0.30	24	4,283	0.56	32	4,254	0.75			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Port Angeles	PTAG	0	263	0.00	1	261	0.38	1	265	0.38	2	264	0.78			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Roosevelt	RSVT	1	199	0.50	1	202	0.50	1	202	0.50	3	203	1.48			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Sunnyside	SNSD	82	9,232	0.89	71	9,181	0.77	56	9,121	0.61	61	9,090	0.67			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Stevenson	STSN	62	4,190	1.48	19	4,189	0.45	34	4,167	0.82	42	4,163	1.01			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Toppenish	TPNS	47	7,091	0.66	27	7,082	0.38	34	7,059	0.48	35	7,033	0.50			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Troulake	TRLK	12	712	1.69	1	713	0.14	3	708	0.42	3	703	0.43			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
White Salmon	WHSL	30	4,348	0.69	18	4,330	0.42	19	4,329	0.44	17	4,312	0.39			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
WhiteSwan	WHSW	12	730	1.64	5	741	0.67	6	745	0.81	5	737	0.68			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Whitstran	WHTS	7	574	1.22	9	571	1.58	10	572	1.75	6	567	1.06			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Willard	WLRD	3	313	0.96	4	314	1.27	2	313	0.64	0	315	0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Wapato	WPAT	22	3,460	0.64	13	3,478	0.37	21	3,464	0.61	33	3,452	0.96			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Washington		653	95,012	0.69	403	94,689	0.43	435	94,510	0.46	688	94,202	0.73	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 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 - (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	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	PLSB	29658	0	100.0	24749	1	100.0	27413	0	100.0	26214	0	100.0																								
Sunnyside	SNSD	80969	0	100.0	82418	0	100.0	91973	0	100.0	85413	19	100.0																								
Washington		120627	0	100.0	107167	1	100.0	119386	0	100.0	111627	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!			

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
								Apr-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. EMBARO
 COMPANY NAME
 2009

Exchange	CLLI	Jan				Feb				Mar				Apr				May				Jun			
		Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl				
Chimacum	CHMC	8	8	0	0	6	6	0	0	3	3	0	0	6	6	0	0								
Columbia	CLMA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Dallesport	DLPT	1	1	0	0	2	2	0	0	6	6	0	0	1	1	0	0								
Grandview	GDVW	24	24	0	1	15	15	0	1	3	3	0	0	22	22	0	0								
Goldendale	GLDL	102	98	4	0	39	36	3	1	25	24	1	0	238	238	0	2								
Gienwood	GLWD	3	3	0	0	10	10	0	0	40	40	0	1	1	1	0	0								
Granger	GRGR	10	10	0	0	9	9	0	0	4	4	0	0	8	8	0	0								
Hood Canal	HDCL	13	12	1	0	7	7	0	0	18	18	0	0	17	17	0	0								
Harrah	HRRH	10	10	0	0	6	6	0	1	3	3	0	0	20	20	0	0								
Klickitat	KLCT	1	1	0	1	3	3	0	0	3	3	0	0	2	2	0	0								
Lyle	LYLE	8	8	0	0	1	1	0	0	3	3	0	0	7	7	0	0								
Mabton	MBTN	12	11	1	0	5	5	0	0	7	7	0	1	17	17	0	0								
Mattawa	MTWA	22	21	1	0	19	19	0	1	18	18	0	0	16	16	0	0								
Patterson	PASN	0	0	0	0	7	7	0	0	1	1	0	0	1	1	0	0								
Poulsbo	PLSB	103	103	0	1	54	54	0	1	2	2	0	0	55	55	0	0								
Prosser	PRSR	13	13	0	0	7	7	0	1	51	51	0	0	28	27	1	0								
Port Angeles	PTAG	0	0	0	0	0	0	0	1	14	14	0	0	1	1	0	0								
Roosevelt	RSVT	0	0	0	0	1	1	0	0	1	1	0	0	3	3	0	0								
Sunnyside	SNSD	66	64	2	1	63	61	2	0	26	26	0	0	51	51	0	2								
Stevenson	STSN	53	53	0	1	16	16	0	0	47	47	0	2	30	29	1	1								
Toppenish	TPNS	37	37	0	1	24	24	0	0	29	29	0	0	27	26	1	4								
Troutlake	TRLK	10	10	0	0	1	1	0	0	3	3	0	0	2	2	0	1								
White Salmon	WHSL	28	27	1	0	15	15	0	0	17	17	0	1	13	13	0	0								
WhiteSwan	WHSW	10	10	0	0	2	2	0	0	15	15	0	0	5	5	0	0								
Whitstran	WHTS	5	2	3	0	7	7	0	0	6	6	0	0	6	6	0	0								
Wapato	WPAT	3	3	0	0	4	4	0	0	10	10	0	0	29	29	0	0								
Willard	WLRD	20	20	0	0	12	12	0	0	2	2	0	0	0	0	0	0								
Washington		562	549	13	6	335	330	5	7	357	356	1	5	606	603	3	10	0	0	0	0	0	0		

Total OOS = Total regulated out of service trouble reports.
 OOS Clr 48 = Total regulated out of service trouble reports cleared within 48 hours.
 OOS Clr >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. EMBARQ
 COMPANY NAME
 2009

Exchange	CLLI	Jan				Feb				Mar				Apr				May				Jun			
		Total NOOS	NOOS Clr 72	NOOS Clr >72	NOOS 72 Excl	Total NOOS	NOOS Clr 72	NOOS Clr >72	NOOS 72 Excl	Total NOOS	NOOS Clr 72	NOOS Clr >72	NOOS 72 Excl	Total NOOS	NOOS Clr 72	NOOS Clr >72	NOOS 72 Excl	Total NOOS	NOOS Clr 72	NOOS Clr >72	NOOS 72 Excl	Total NOOS	NOOS Clr 72	NOOS Clr >72	NOOS 72 Excl
Chimacum	CHMC	0	0	0	0	1	1	0	0	0	0	0	0	2	2	0	0								
Columbia	CLMA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Dallesport	DLPT	1	1	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	5	5	0	1								
Goldendale	GLDL	6	5	1	0	4	3	1	0	7	6	1	0	3	3	0	0								
Glenwood	GLWD	0	0	0	0	0	0	0	0	2	2	0	1	0	0	0	0								
Granger	GRGR	1	1	0	0	0	0	0	0	2	2	0	0	1	1	0	0								
Hood Canal	HDCL	1	1	0	0	1	1	0	0	4	4	0	1	2	2	0	0								
Harrah	HRRH	3	2	1	0	0	0	0	0	1	1	0	1	2	2	0	0								
Klickitat	KLCT	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0								
Lyle	LYLE	1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0								
Mabton	MBTN	0	0	0	0	1	1	0	0	1	1	0	0	1	1	0	0								
Mattawa	MTWA	0	0	0	0	5	5	0	0	2	2	0	0	2	2	0	0								
Patterson	PASN	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	0	0	0	0	17	17	0	1								
Prosser	PRSR	1	1	0	0	5	5	0	0	14	14	0	0	3	3	0	1								
Port Angeles	PTAG	0	0	0	0	0	0	0	0	6	6	0	4	1	1	0	0								
Roosevelt	RSVT	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Sunnyside	SNSD	15	15	0	0	7	7	0	1	8	8	0	0	7	7	0	1								
Stevenson	STSN	7	7	0	0	3	3	0	0	7	7	0	0	8	8	0	2								
Toppenish	TPNS	9	8	1	0	3	3	0	0	5	5	0	0	3	3	0	1								
Troutlake	TRLK	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
White Salmon	WHSL	3	3	0	0	1	1	0	2	3	3	0	0	4	4	0	0								
WhiteSwan	WHSW	2	2	0	0	3	3	0	0	4	4	0	0	0	0	0	0								
Whitstran	WHTS	2	0	2	0	2	2	0	0	0	0	0	0	0	0	0	0								
Willard	WLRD	0	0	0	0	0	0	0	0	0	0	0	0	4	4	0	0								
Wapato	WPAT	2	2	0	0	1	0	1	0	0	0	0	0	0	0	0	0								
Washington		85	80	5	0	57	55	2	4	66	65	1	7	65	65	0	7	0	0	0	0	0	0	0	0

Total NOOS = Total regulated not out of service trouble reports.

NOOS Clr 72 = Total regulated not out of service trouble reports cleared within 72 hours.

NOOS Clr >72= Total regulated not out of service trouble reports cleared over 72 hours.

NOOS Exclude = Total regulated not out of service "Customer Request Delay" trouble reports, and Force majeure. Work stoppage exclusion code currently not available; manual exclude if apply