

Voice | Data | Internet | Wireless | Entertainment

June 23, 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 May 2009.

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

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 JUN 26 AM 8:06
STATE OF WASHINGTON
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 db.a. EMBARQ
 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	10	0	0	11	1	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	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		
Dallesport	DLPT	3	0	0	6	1	0	7	0	0	10	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	
Grandview	GDVW	73	3	0	66	1	0	56	3	0	67	2	0	57	3	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	39	1	0	45	1	0	34	0	0	44	8	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	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Granger	GRGR	4	0	0	21	0	0	18	2	0	14	0	0	18	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	25	3	0	18	1	0	28	1	0	18	1	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	12	0	0	15	1	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	0	0	0	6	1	0	6	1	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	10	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	
Mabton	MBTN	26	0	0	20	1	0	17	0	0	21	0	0	13	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Matheva	MTWA	27	0	0	35	1	0	25	1	0	31	0	0	29	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Palerson	PASN	0	0	0	0	0	0	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	
Poulsbo	PLSB	76	2	0	73	1	0	94	1	0	108	3	0	91	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Port Angeles	PRSR	49	3	0	32	5	0	45	3	0	23	3	0	28	2	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	2	0	0	1	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	
Sunnyside	SNSD	114	6	0	110	3	0	103	0	0	107	1	0	88	3	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	50	2	0	53	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Toppensish	TPNS	88	0	0	74	1	0	81	2	0	72	2	0	46	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troulake	TRLK	4	0	0	1	0	0	6	0	0	7	0	0	15	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	13	2	0	10	3	0	39	1	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
Whiteswan	WHSW	7	0	0	0	0	0	0	0	0	8	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	
Whitstran	WHTS	4	0	0	6	1	0	8	2	0	8	1	0	6	1	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	2	1	0	1	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	1	0	69	4	0	62	1	0	41	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	736	19	0	635	34	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
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
Chinacum	CHMC	7	0	5	0	9	0	10	1	11	0														
Columbia	CLMA	0	0	0	0	2	0	3	0	0	0														
Dallesport	DLPT	3	1	6	0	7	0	10	1	3	0														
Grandview	GDVW	73	1	66	2	56	2	67	2	57	1														
Goldendale	GLDL	34	2	39	0	45	1	34	5	44	5														
Glenwood	GLWD	5	0	1	0	0	0	0	0	3	0														
Granger	GRGR	37	4	21	0	29	2	14	0	18	0														
Hood Canal	HDCL	13	0	25	1	18	0	28	0	18	1														
Harran	HRRH	20	1	11	0	20	2	12	1	15	1														
Klickitat	KLCT	3	0	2	0	2	0	6	0	6	0														
Lyle	LYLE	4	0	8	1	12	0	10	0	9	1														
Mabton	MBTN	26	0	20	2	17	0	21	1	13	0														
Mattawa	MTWA	27	0	35	1	25	0	31	0	29	0														
Patterson	PASN	0	0	2	0	0	0	1	0	1	0														
Poulsbo	PLSB	76	3	73	2	94	2	108	3	91	6														
Prosser	PRSR	49	0	32	4	45	3	23	2	28	1														
Port Angeles	PTAG	0	0	0	0	1	0	2	0	6	0														
Roosevelt	RSVT	0	0	2	0	1	0	1	0	0	0														
Sunnyside	SNSD	114	1	110	1	103	0	107	4	88	3														
Stevenson	STSN	44	0	29	0	39	0	50	4	53	1														
Toppenish	TPNS	88	0	74	0	81	1	72	7	46	1														
Troulakte	TRLK	4	0	1	0	6	0	7	1	15	0														
White Salmon	WHSL	24	2	31	2	32	2	39	1	32	1														
Whiteswan	WHSW	7	0	13	0	10	0	8	0	1	0														
Whitstran	WHTS	4	0	6	0	8	0	8	0	6	0														
Willard	WLRD	2	0	1	0	1	0	2	1	1	0														
Wapato	WPAT	55	1	47	1	69	3	62	2	41	0														
Washington		719	16	660	17	732	19	736	35	635	22														

Orders Taken = Total New and To/Transfer service orders completed
5 Day Miss = Total New and To/Transfer service orders not completed within 5 business days. Total includes service orders not completed by customer requested due date

WASHINGTON QUALITY OF SERVICE REPORT
 Trouble Reports Per 100 Access Lines

United Telephones Company of the Northwest dba: EMBARRAS
 COMPANY NAME
 2009

Exchange	CLLI	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec	
		Total Rpts	Total /100	Total Rpts	Total /100	Total Rpts	Total /100	Total Rpts	Total /100	Total Rpts	Total /100	Total Rpts	Total /100	Total Rpts	Total /100	Total Rpts	Total /100	Total Rpts	Total /100	Total Rpts	Total /100	Total Rpts	Total /100	Total Rpts	Total /100
Chinacum	CHMC	8	1.028	7	1.030	3	1.027	8	1.026	21	1.016	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Columbia	CLMA	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Daleport	DLPT	2	0.30	2	0.30	6	0.90	1	0.15	3	0.45	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Grandview	GLDW	30	4.402	19	2.714	44	6.286	28	4.000	33	4.714	33	4.714	33	4.714	33	4.714	33	4.714	33	4.714	33	4.714	33	4.714
Grandview	GLDL	108	4.632	14	1.978	32	4.606	243	3.422	43	6.014	43	6.014	43	6.014	43	6.014	43	6.014	43	6.014	43	6.014	43	6.014
Glenwood	GLWD	3	0.429	10	1.333	3	0.429	1	0.133	1	0.133	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Granger	GRGR	11	1.285	9	1.000	23	2.408	9	0.990	15	1.583	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Hood Canal	HDCL	14	2.412	8	1.333	6	1.000	19	2.414	39	2.428	1.61	0.214	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Hannah	HRRH	13	2.412	7	1.077	5	0.769	2	0.263	9	1.154	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Klickitat	KLCT	3	0.375	4	0.500	3	0.375	2	0.263	10	1.333	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Lyle	LYLE	9	0.965	4	0.500	3	0.375	7	0.931	5	0.577	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Mabton	MTVA	0	0.00	25	3.125	19	2.375	3	0.375	10	1.250	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Maitava	MATA	12	1.500	6	0.750	9	1.125	18	2.250	13	1.625	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Palouse	PALS	126	38.250	70	20.000	66	19.500	72	20.500	74	21.111	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Presser	PRSR	14	4.334	1	0.294	2	0.588	1	0.294	2	0.588	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Port Angeles	PTAG	0	0.00	1	0.294	1	0.294	2	0.588	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Reeseville	RSVT	82	8.232	71	7.181	36	3.636	61	6.182	54	5.455	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Summerville	SNSD	62	4.180	19	1.267	42	2.727	42	2.727	38	2.469	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Svensen	SVNS	47	7.091	27	4.074	34	5.000	35	5.072	36	5.143	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Toppenish	TPNS	47	7.091	18	2.667	13	1.944	17	2.537	13	1.944	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Trounka	TRUK	12	1.714	18	2.500	13	1.833	17	2.389	13	1.833	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
White Salmon	WHSS	30	4.348	5	0.714	12	1.714	5	0.714	3	0.429	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Whiteswan	WHSS	12	1.714	5	0.714	12	1.714	5	0.714	3	0.429	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Winlock	WLCK	7	0.972	8	1.067	10	1.333	6	0.833	13	1.667	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Winlock	WLCK	7	0.972	8	1.067	10	1.333	6	0.833	13	1.667	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Winlock	WLCK	7	0.972	8	1.067	10	1.333	6	0.833	13	1.667	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Winlock	WLCK	7	0.972	8	1.067	10	1.333	6	0.833	13	1.667	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Winlock	WLCK	7	0.972	8	1.067	10	1.333	6	0.833	13	1.667	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Winlock	WLCK	7	0.972	8	1.067	10	1.333	6	0.833	13	1.667	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Winlock	WLCK	7	0.972	8	1.067	10	1.333	6	0.833	13	1.667	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Winlock	WLCK	7	0.972	8	1.067	10	1.333	6	0.833	13	1.667	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Winlock	WLCK	7	0.972	8	1.067	10	1.333	6	0.833	13	1.667	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Winlock	WLCK	7	0.972	8	1.067	10	1.333	6	0.833	13	1.667	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Winlock	WLCK	7	0.972	8	1.067	10	1.333	6	0.833	13	1.667	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Winlock	WLCK	7	0.972	8	1.067	10	1.333	6	0.833	13	1.667	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Winlock	WLCK	7	0.972	8	1.067	10	1.333	6	0.833	13	1.667	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Winlock	WLCK	7	0.972	8	1.067	10	1.333	6	0.833	13	1.667	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Winlock	WLCK	7	0.972	8	1.067	10	1.333	6	0.833	13	1.667	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Winlock	WLCK	7	0.972	8	1.067	10	1.333	6	0.833	13	1.667	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Winlock	WLCK	7	0.972	8	1.067	10	1.333	6	0.833	13	1.667	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Winlock	WLCK	7	0.972	8	1.067	10	1.333	6	0.833	13	1.667	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Winlock	WLCK	7	0.972	8	1.067	10	1.333	6	0.833	13	1.667	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Winlock	WLCK	7	0.972	8	1.067	10	1.333	6	0.833	13	1.667	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Winlock	WLCK	7	0.972	8	1.067	10	1.333	6	0.833	13	1.667	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Winlock	WLCK	7	0.972	8	1.067	10	1.333	6	0.833	13	1.667	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Winlock	WLCK	7	0.972	8	1.067	10	1.333	6	0.833	13	1.667	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Winlock	WLCK	7	0.972	8	1.067	10	1.333	6	0.833	13	1.667	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Winlock	WLCK	7	0.972	8	1.067	10	1.333	6	0.833	13	1.667	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Winlock	WLCK	7	0.972	8	1.067	10	1.333	6	0.833	13	1.667	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Winlock	WLCK	7	0.972	8	1.067	10	1.333	6	0.833	13	1.667	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Winlock	WLCK	7	0.972	8	1.067	10	1.333	6	0.833	13															

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	CLL	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec			
Pouiso	PLSB	28658	0	100.0	24749	1	100.0	27413	0	100.0	28214	0	100.0	28394	0	100.0																					
Summysde	SNSD	60969	0	100.0	82418	0	100.0	91973	0	100.0	85413	19	100.0	80332	0	100.0																					
Washington		129627	0	100.0	107167	1	100.0	119386	0	100.0	114927	0	100.0	108726	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!			

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			
Chimacum	CHMC	8	8	0	0	6	6	0	0	3	3	0	0	6	6	0	0	19	19	0	0			
Columbia	CLMA	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	2	2	0	0	3	3	0	0	1	1	0	0	3	3	0	0			
Grandview	GDVW	24	24	0	0	15	15	0	0	25	24	0	0	22	22	0	0	27	27	0	0			
Goldendale	GLDL	102	98	4	1	39	36	0	1	40	24	1	0	238	238	0	2	37	36	1	1			
Glenwood	GLWD	3	3	0	0	10	10	0	0	4	4	0	0	1	1	0	0	15	15	0	0			
Granper	GRGR	10	10	0	0	9	9	0	0	18	18	0	0	8	8	0	0	17	17	0	0			
Hood Canal	HDCI	13	12	1	0	7	7	0	0	3	3	0	0	20	20	0	0	37	37	0	0			
Harrish	HRRH	10	10	0	0	6	6	0	0	3	3	0	0	2	2	0	0	9	9	0	0			
Klickitat	KLCT	1	1	0	0	3	3	0	0	3	3	0	0	7	7	0	0	7	7	0	0			
Lyle	LYLE	8	8	0	0	1	1	0	0	3	3	0	0	2	2	0	0	7	7	0	0			
Mabton	MBTN	12	11	1	0	5	5	0	0	18	18	0	0	16	16	0	0	10	10	0	0			
Mattawa	MTWA	22	21	1	0	19	19	0	0	1	1	0	0	1	1	0	0	5	4	1	0			
Patterson	PASN	0	0	0	0	7	7	0	0	2	2	0	0	1	1	0	0	0	0	0	0			
Poulsbo	PLSB	103	103	0	0	54	54	0	0	51	51	0	0	55	55	0	0	58	58	0	0			
Prosser	PRSR	13	13	0	0	7	7	0	0	2	2	0	0	27	27	0	0	14	13	1	0			
Port Angeles	PTAG	0	0	0	0	0	0	0	0	14	14	0	0	1	1	0	0	2	2	0	0			
Roosevelt	RSVT	0	0	0	0	1	1	0	0	1	1	0	0	3	3	0	0	0	0	0	0			
Sunnyside	SNSD	66	64	2	0	63	61	0	0	26	26	0	0	51	51	0	0	37	37	0	0			
Stevenson	STSN	53	53	0	0	16	16	0	0	47	47	0	0	30	29	1	1	30	30	0	0			
Troulsh	TRPK	37	37	0	0	24	24	0	0	29	29	0	0	27	26	1	1	29	29	0	0			
Toppenish	TPNS	10	10	0	0	1	1	0	0	3	3	0	0	2	2	0	0	1	1	0	0			
White Salmon	WTRL	28	27	1	0	15	15	0	0	17	17	0	0	13	13	0	0	9	9	0	0			
Whiteswan	WHSW	10	10	0	0	2	2	0	0	15	15	0	0	5	5	0	0	3	3	0	0			
Whitman	WHTS	5	3	2	0	7	7	0	0	6	6	0	0	6	6	0	0	13	13	0	0			
Wapato	WPAT	3	3	0	0	4	4	0	0	10	10	0	0	29	29	0	0	37	33	4	1			
Willard	WLRD	20	20	0	0	12	12	0	0	2	2	0	0	0	0	0	0	1	1	0	0			
Washington		562	549	13	6	335	330	5	7	357	356	1	5	606	603	3	10	404	397	7	8			

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. EMBARQ
 COMPANY NAME
 2009

Exchange	CLLI	Jan				Feb				Mar				Apr				May				Jun			
		Total NOOS	Cir >72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	Cir >72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	Cir >72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	Cir >72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	Cir >72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	Cir >72	NOOS Cir >72	NOOS 72 Excl
Chinacum	CHMC	0	0	0	0	1	1	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	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Goldendale	GLDL	6	5	1	0	4	3	1	0	7	6	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Glenwood	GLWD	0	0	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Granger	GRGR	1	1	0	0	0	0	0	0	2	2	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	0	0	0	0	0	0	0	0	0	0	0	0	0
Harrish	HRRH	3	2	1	0	1	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	2	2	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lyle	LYLE	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mabton	MBTN	0	0	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Matwava	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Prosser	PRSR	1	1	0	0	5	5	0	0	14	14	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	6	6	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	7	7	0	0	1	1	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
Toutlake	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	1	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	65	65	0	7	77	77	0	5	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