

Voice | Data | Internet | Wireless | Entertainment

July 28, 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 June 2009.

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

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

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