

Voice | Data | Internet | Wireless | Entertainment

August 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 July 2009.

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

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  
REGULATORY MANAGEMENT  
COMMISSION  
2009 SEP -9 PM 2:29  
STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

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	Held	Held	%Held	Total	Held	Held	%Held	Total	Held	Held	%Held	Total	Held	Held	%Held
		Orders	>90	>180	>90 Days	Orders	>90	>180	>90 Days	Orders	>90	>180	>90 Days	Orders	>90	>180	>90 Days
Chinacum	CHMC	7	0	0	100%	5	0	0	100%	9	0	0	100%	21	0	0	100%
Columbia	CLMA	0	0	0	0%	0	0	0	0%	2	0	0	100%	2	0	0	100%
Dallesport	DLPT	3	0	0	100%	6	0	0	100%	7	0	0	100%	16	0	0	100%
Grandview	GDVW	73	0	0	100%	66	0	0	100%	56	0	0	100%	195	0	0	100%
Goldendale	GLDL	34	0	0	100%	39	0	0	100%	45	0	0	100%	118	0	0	100%
Glenwood	GLWD	5	0	0	100%	1	0	0	100%	29	0	0	0%	6	0	0	100%
Granger	GRGR	37	0	0	100%	21	0	0	100%	18	0	0	100%	87	0	0	100%
Hood Canal	HDCL	13	0	0	100%	25	0	0	100%	18	0	0	100%	56	0	0	100%
Harah	HRRH	20	0	0	100%	11	0	0	100%	20	0	0	100%	51	0	0	100%
Kicklat	KICT	3	0	0	100%	2	0	0	100%	2	0	0	100%	7	0	0	100%
Lye	LYLE	4	0	0	100%	8	0	0	100%	12	0	0	100%	24	0	0	100%
Mabon	MABN	26	0	0	100%	20	0	0	100%	17	0	0	100%	63	0	0	100%
Mallawa	MTWA	0	0	0	100%	35	0	0	100%	25	0	0	100%	87	0	0	100%
Matteson	PASN	27	0	0	100%	2	0	0	100%	0	0	0	0%	2	0	0	100%
Poulsbo	PRSB	76	0	0	100%	73	0	0	100%	94	0	0	100%	243	0	0	100%
Prosser	PRSR	49	0	0	100%	32	0	0	100%	45	0	0	100%	126	0	0	100%
Port Angeles	PTAG	0	0	0	0%	0	0	0	0%	0	0	0	0%	1	0	0	100%
Roosevelt	RSVT	0	0	0	0%	2	0	0	100%	1	0	0	100%	3	0	0	100%
Sunnyside	SNSD	114	0	0	100%	110	0	0	100%	103	0	0	100%	327	0	0	100%
Stevenson	STSN	44	0	0	100%	29	0	0	100%	39	0	0	100%	112	0	0	100%
Toppenish	TPNS	88	0	0	100%	74	0	0	100%	6	0	0	100%	243	0	0	100%
Troulslake	TRLK	4	0	0	100%	1	0	0	100%	6	0	0	100%	11	0	0	100%
White Salmon	WHSL	24	0	0	100%	31	0	0	100%	32	0	0	100%	87	0	0	100%
Whiteswan	WHSW	7	0	0	100%	13	0	0	100%	10	0	0	100%	30	0	0	100%
Whitstran	WHTS	4	0	0	100%	6	0	0	100%	8	0	0	100%	18	0	0	100%
Willard	WLFD	2	0	0	100%	1	0	0	100%	1	0	0	100%	4	0	0	100%
Wapato	WPAT	55	0	0	100%	47	0	0	100%	69	0	0	100%	171	0	0	100%
Washington		719	0	0	100%	680	0	0	100%	732	0	0	100%	2,111	0	0	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	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days
Chinacum	CHMC	10	0	0	100%	11	0	0	100%	12	0	0	100%	33	0	0	100%
Columbia	CLMA	3	0	0	100%	0	0	0	0%	0	0	0	0%	3	0	0	100%
Dalesport	DLPT	10	0	0	100%	3	0	0	100%	5	0	0	100%	18	0	0	100%
Grandview	GDVW	67	0	0	100%	57	0	0	100%	62	0	0	100%	186	0	0	100%
Goldendale	GDL	34	0	0	100%	44	0	0	100%	38	0	0	100%	116	0	0	100%
Glenwood	GLWD	0	0	0	0%	3	0	0	100%	2	0	0	100%	5	0	0	100%
Granger	GRGR	14	0	0	100%	18	0	0	100%	11	0	0	100%	43	0	0	100%
Hood Canal	HCCL	28	0	0	100%	18	0	0	100%	24	0	0	100%	70	0	0	100%
Herrah	HRRH	12	0	0	100%	15	0	0	100%	13	0	0	100%	40	0	0	100%
Kicklat	KLCT	6	0	0	100%	6	0	0	100%	6	0	0	100%	18	0	0	100%
Lyle	LYLE	10	0	0	100%	9	0	0	100%	16	0	0	100%	35	0	0	100%
Mabton	MBTN	21	0	0	100%	13	0	0	100%	14	0	0	100%	48	0	0	100%
Mattawa	MTWA	31	0	0	100%	29	0	0	100%	25	0	0	100%	85	0	0	100%
Patternson	PASN	1	0	0	100%	1	0	0	100%	4	0	0	100%	6	0	0	100%
Poulsbo	PLSB	108	0	0	100%	91	0	0	100%	91	0	0	100%	290	0	0	100%
Port Angeles	PRSR	23	0	0	100%	28	0	0	100%	26	0	0	100%	77	0	0	100%
Roosevelt	RSVT	2	0	0	100%	6	0	0	100%	6	0	0	100%	14	0	0	100%
Sunnyside	SNSD	1	0	0	100%	0	0	0	0%	1	0	0	100%	2	0	0	100%
Steverson	STSN	107	0	0	100%	88	0	0	100%	98	0	0	100%	293	0	0	100%
Toppenish	TPNS	50	0	0	100%	53	0	0	100%	33	0	0	100%	136	0	0	100%
Troulaker	TRLK	72	0	0	100%	46	0	0	100%	57	0	0	100%	175	0	0	100%
White Salmon	WHSL	39	0	0	100%	32	0	0	100%	4	0	0	100%	26	0	0	100%
Whiteswan	WHSW	8	0	0	100%	1	0	0	100%	51	0	0	100%	122	0	0	100%
Whitstran	WHTS	8	0	0	100%	6	0	0	100%	6	0	0	100%	15	0	0	100%
Willard	WLRD	2	0	0	100%	1	0	0	100%	3	0	0	100%	6	0	0	100%
Wapato	WPAT	62	0	0	100%	41	0	0	100%	48	0	0	100%	151	0	0	100%
Washington		736	0	0	100%	635	0	0	100%	658	0	0	100%	2,029	0	0	100%

: This report captures service o

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION DELAY

EXCHANGE	CILLI	Jan - Jun 09 (180 Day)			
		Total Orders Cmpltd	Held >80 Days	Held >180 Days	%Held Orders >180 Days
Chimacum	CHMC	54	0	0	100%
Columbia	CLMA	5	0	0	100%
Dallesport	DLPT	34	0	0	100%
Grandview	GDVW	381	0	0	100%
Goldendale	GLDL	234	0	0	100%
Glenwood	GLWD	11	0	0	100%
Granger	GRGR	130	0	0	100%
Hood Canal	HDCL	126	0	0	100%
Harrish	HRRH	91	0	0	100%
Klickitat	KLCT	25	0	0	100%
Lyle	LYLE	59	0	0	100%
Mabton	MBTN	111	0	0	100%
Mattawa	MTWA	172	0	0	100%
Patterson	PASN	8	0	0	100%
Poulsbo	PLSB	533	0	0	100%
Prosser	PRSR	203	0	0	100%
Port Angeles	PTAG	15	0	0	100%
Roosevelt	RSVT	5	0	0	100%
Sunnyside	SNSD	620	0	0	100%
Stevenson	STSN	248	0	0	100%
Toppenish	TPNS	418	0	0	100%
Troul Lake	TRLK	37	0	0	100%
White Salmon	WHSL	209	0	0	100%
Whiteswan	WHSW	45	0	0	100%
Whitstran	WHTS	34	0	0	100%
Willard	WLRD	10	0	0	100%
Wapato	WPAT	322	0	0	100%
Washington		4,140	0	0	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	Jul-09				Aug-09				Sep-09				3rd Qtr 09			
		Total	Held	Held	%Held	Total	Held	Held	%Held	Total	Held	Held	%Held	Total	Held	Held	%Held
		Orders	>90	>180	>90 Days	Orders	>90	>180	>90 Days	Orders	>90	>180	>90 Days	Orders	>90	>180	>90 Days
Chimacum	CHMC	7	0	0	100%	0	0	0	0%	0	0	0	0%	7	0	0	100%
Columbia	CLMA	0	0	0	0%	0	0	0	0%	0	0	0	0%	0	0	0	0%
Dallesport	DLPT	4	0	0	100%	0	0	0	0%	0	0	0	0%	4	0	0	100%
Glenwood	GLWD	3	0	0	100%	0	0	0	0%	0	0	0	0%	3	0	0	100%
Gouldendale	GLDL	36	0	0	100%	0	0	0	0%	0	0	0	0%	36	0	0	100%
Grandview	GDVW	53	0	0	100%	0	0	0	0%	0	0	0	0%	53	0	0	100%
Granger	GRGR	22	0	0	100%	0	0	0	0%	0	0	0	0%	22	0	0	100%
Harrish	HRRH	13	0	0	100%	0	0	0	0%	0	0	0	0%	13	0	0	100%
Hood Canal	HDCL	18	0	0	100%	0	0	0	0%	0	0	0	0%	18	0	0	100%
Klickitat	KLCT	3	0	0	100%	0	0	0	0%	0	0	0	0%	3	0	0	100%
Lyle	LYLE	6	0	0	100%	0	0	0	0%	0	0	0	0%	6	0	0	100%
Mabton	MBTN	12	0	0	100%	0	0	0	0%	0	0	0	0%	12	0	0	100%
Mattawa	MTWA	35	0	0	100%	0	0	0	0%	0	0	0	0%	35	0	0	100%
Paterson	PASN	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	0	0%	0	0	0	0%	0	0	0	0%
Poulsbo	PLSB	103	0	0	100%	0	0	0	0%	0	0	0	0%	103	0	0	100%
Prosser	PRSR	42	0	0	100%	0	0	0	0%	0	0	0	0%	42	0	0	100%
Roosevelt	RSVT	1	0	0	100%	0	0	0	0%	0	0	0	0%	1	0	0	100%
Stevenson	STSN	45	0	0	100%	0	0	0	0%	0	0	0	0%	45	0	0	100%
Sunnyside	SNSD	115	0	0	100%	0	0	0	0%	0	0	0	0%	115	0	0	100%
Toppenish	TPNS	92	0	0	100%	0	0	0	0%	0	0	0	0%	92	0	0	100%
Troutlake	TRLK	8	0	0	100%	0	0	0	0%	0	0	0	0%	8	0	0	100%
Wapato	WPAT	60	0	0	100%	0	0	0	0%	0	0	0	0%	60	0	0	100%
White Salmon	WHSL	41	0	0	100%	0	0	0	0%	0	0	0	0%	41	0	0	100%
Whiteswan	WHSW	10	0	0	100%	0	0	0	0%	0	0	0	0%	10	0	0	100%
Whitstran	WHTS	1	0	0	100%	0	0	0	0%	0	0	0	0%	1	0	0	100%
Willard	WLRD	6	0	0	100%	0	0	0	0%	0	0	0	0%	6	0	0	100%
Washington		736	0	0	100%	0	0	0	0%	0	0	0	0%	736	0	0	100%

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	Oct-09					Nov-09					Dec-09					4th 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	>90 Days	>180 Days	Orders	>90	>180	>90 Days	>180 Days	Orders	>90	>180	>90 Days	>180 Days
Chimacum	CHMC	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%
Dallasport	DLPT	0	0	0	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%
Goldendale	GLDL	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Grandview	GDVW	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Granger	GRGR	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Harrish	HRRH	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Hood Canal	HDCL	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Klickitat	KLCT	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Lyle	LYLE	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Mabton	MBTN	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Mattawa	MTWA	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	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	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Poulsbo	PLSB	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Prosser	PRSR	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	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Stevenson	STSN	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Sunnyside	SNSD	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Toppenish	TPNS	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Troutlake	TRLK	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Wapato	WPAT	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
White Salmon	WHSL	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Whiteswan	WHSW	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Whitstian	WHTS	0	0	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%
Washington		0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%

Report captures service or

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION DELAY

EXCHANGE	CILL	Total Orders Cmpltd	Jul - Dec 09 (180 Day)			
			Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days
Chimacum	CHMC	7	0	0	100%	100%
Columbia	CLMA	0	0	0	0%	0%
Dallesport	DLPT	4	0	0	100%	100%
Glenwood	GLWD	3	0	0	100%	100%
Goldendale	GLDL	36	0	0	100%	100%
Grandview	GDVW	53	0	0	100%	100%
Granger	GRGR	22	0	0	100%	100%
Harrish	HRRH	13	0	0	100%	100%
Hood Canal	HDCL	18	0	0	100%	100%
Klickitat	KLCT	3	0	0	100%	100%
Lyle	LYLE	6	0	0	100%	100%
Mabton	MBTN	12	0	0	100%	100%
Mattawa	MTWA	35	0	0	100%	100%
Patterson	PASN	0	0	0	0%	0%
Port Angeles	PTAG	0	0	0	0%	0%
Poulsbo	PLSB	103	0	0	100%	100%
Prosser	PRSR	42	0	0	100%	100%
Roosevelt	RSVT	1	0	0	100%	100%
Stevenson	STSN	45	0	0	100%	100%
Sunnyside	SNSD	115	0	0	100%	100%
Toppenish	TPNS	92	0	0	100%	100%
Troutlake	TRLK	8	0	0	100%	100%
Wapato	WPAT	60	0	0	100%	100%
White Salmon	WHSL	41	0	0	100%	100%
WhiteSwan	WHSW	10	0	0	100%	100%
Whitstran	WHTS	1	0	0	100%	100%
Willard	WLRD	6	0	0	100%	100%
Washington		736	0	0	100%	100%

report captures service or

Consumer Assistant  
 Washington Utilities & Transportation Commission  
 PO Box 47280  
 Olympia, Washington 98504

WASHINGTON QUALITY OF SERVICE REPORT  
 INSTALLATION APPOINTMENTS

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		
		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	11	1	0	12	1	0	7	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			
Dallesport	DLPT	3	0	0	6	1	0	7	0	0	10	0	0	3	0	0	5	0	0	4	1	0	0	0	0	0	0	0	0	0	0	0	0	0			
Grandview	GDVW	73	3	0	66	3	0	56	3	0	67	2	0	57	3	0	62	0	0	53	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	38	0	0	36	4	0	0	0	0	0	0	0	0	0	0	0	0	0			
Glenwood	GLWD	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0			
Granger	GRGR	37	4	0	21	0	0	18	2	0	14	0	0	18	0	0	11	0	0	22	1	0	0	0	0	0	0	0	0	0	0	0	0	0			
Hood Canal	HDCL	13	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			
Harrish	HRRH	20	0	0	11	0	0	20	1	0	12	0	0	15	1	0	13	0	0	13	1	0	0	0	0	0	0	0	0	0	0	0	0	0			
Klickitat	KLCT	3	0	0	0	0	0	0	0	0	6	1	0	9	0	0	16	0	0	6	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	6	0	0	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Mabton	MBTN	26	2	0	20	1	0	17	0	0	21	0	0	13	1	0	25	0	0	12	2	0	0	0	0	0	0	0	0	0	0	0	0	0			
Martava	MTVA	0	0	0	35	0	0	25	1	0	31	0	0	29	1	0	4	0	0	35	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	1	0	0	1	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	91	2	0	103	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Prosser	PRSR	49	3	0	32	5	0	45	3	0	23	3	0	28	2	0	6	0	0	42	1	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	2	0	0	6	0	0	6	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	0	0	0	1	0	0	88	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Sunnyside	SNSD	114	6	0	110	3	0	103	1	0	107	1	0	0	2	0	98	3	0	115	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Stevens	STSN	44	0	0	29	1	0	39	1	0	50	2	0	53	3	0	33	0	0	45	1	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	72	2	0	46	0	0	57	1	0	92	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Troulakte	TRLK	4	0	0	1	0	0	6	0	0	0	0	0	15	0	0	4	0	0	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
White Salmon	WHSW	24	2	0	31	2	0	32	3	0	39	2	0	32	2	0	51	1	0	41	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	8	1	0	1	0	0	6	1	0	10	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Whitstran	WHTS	4	0	0	1	0	0	8	2	0	8	1	0	6	1	0	2	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Willard	WLFD	2	0	0	1	0	0	1	0	0	1	0	0	1	0	0	3	0	0	1	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	48	1	0	60	2	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	658	16	0	736	24	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. EMBARK  
COMPANY NAME  
2009

Exchange	GLL	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	8	1	0	21	0	0	10	3	0	22	1	0	0	0	0	0	0	0	0	0	0	0	0	0			
Columbia	CLMA	0	0	0	2	0	0	0	0	0	1	0	0	0	0	0	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0				
Dallasport	DLPF	2	0	0	19	0	0	3	0	0	33	0	0	3	0	0	2	0	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0				
Grandview	GDVW	30	0	0	2	0	0	0	0	0	28	2	0	0	0	0	33	0	0	38	5	0	0	0	0	0	0	0	0	0	0	0	0				
Goldendale	GLDL	108	6	0	44	3	0	43	0	0	243	5	0	43	2	0	58	7	0	35	0	0	0	0	0	0	0	0	0	0	0	0	0				
Glenwood	GLWD	3	2	0	10	0	0	4	0	0	1	0	0	1	0	0	4	0	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0				
Granger	GRGR	14	0	0	9	0	0	1	0	0	9	0	0	15	3	0	11	2	0	10	4	0	0	0	0	0	0	0	0	0	0	0	0				
Hood Canal	HDCL	14	2	0	8	3	0	23	1	0	22	1	0	39	0	0	34	2	0	16	4	0	0	0	0	0	0	0	0	0	0	0	0				
Harrah	HRRH	13	0	0	7	0	0	19	0	0	7	0	0	0	0	0	17	0	0	22	0	0	0	0	0	0	0	0	0	0	0	0	0				
Kirkland	KKCL	3	1	0	4	0	0	3	0	0	2	0	0	2	0	0	3	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0				
Lytle	LYLE	3	0	0	8	0	0	0	0	0	7	0	0	12	0	0	7	0	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0				
Madras	MADR	12	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	25	0	0	0	0	0</												

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
Chimacum	CHMC	7	0	5	0	9	0	10	1	11	0	12	2	7	0										
Columbia	CLMA	0	0	0	0	2	0	3	0	0	0	0	0	0	0										
Dalesport	DLPT	3	0	6	0	7	0	10	1	3	0	5	0	4	0										
Grandview	GDVW	73	1	66	2	56	2	67	2	57	1	62	1	53	0										
Goldendale	GIDL	34	2	39	0	45	1	34	5	44	5	38	0	36	2										
Glenwood	GLWD	5	0	1	0	0	0	0	0	3	0	2	0	3	0										
Granger	GRGR	37	4	21	0	29	2	14	0	18	0	11	0	22	0										
Hood Canal	HDCL	13	1	25	1	18	0	28	0	18	1	24	2	18	0										
Harrish	HRRH	20	0	11	0	20	2	12	0	15	1	13	0	13	1										
Klickitat	KLCT	3	0	2	0	2	0	6	0	6	0	6	0	6	0										
Lyle	LYLE	4	0	8	1	12	0	10	0	9	1	16	0	6	0										
Mabton	MBTN	26	0	20	2	17	0	21	1	13	0	14	0	12	2										
Matlawa	MTWA	27	0	35	1	25	0	31	0	29	0	25	0	35	0										
Patternson	PASN	0	0	2	0	0	0	1	0	1	0	4	0	0	0										
Poulsbo	PLSB	76	3	73	2	94	2	108	3	91	6	91	2	103	1										
Prosser	PRSR	49	0	32	4	45	3	23	2	28	1	26	2	42	0										
Port Angeles	PTAG	0	0	0	0	1	0	2	0	6	0	6	0	0	0										
Roosevelt	RSVT	0	0	2	0	1	0	1	0	0	0	1	1	1	0										
Sunnyside	SNSD	114	1	110	1	103	0	107	4	88	3	98	3	115	3										
Stevenson	STSN	44	1	29	0	39	0	50	4	53	1	33	0	45	0										
Toppenish	TPNS	88	0	74	0	81	1	72	7	46	1	57	0	92	0										
Troutlake	TRLK	4	0	1	0	6	0	7	1	15	0	4	0	8	0										
White Salmon	WHSL	24	2	31	2	32	2	39	1	32	1	51	2	41	0										
Whiteswan	WHSW	7	0	13	0	10	0	8	0	1	0	6	0	10	1										
Whitstran	WHTS	4	0	6	0	8	0	8	0	6	0	2	0	1	0										
Willard	WLRD	2	0	1	0	1	0	2	0	1	0	3	0	1	0										
Wapato	WPAT	55	1	47	1	69	3	62	2	41	0	48	2	60	2										
Washington		719	16	660	17	732	19	736	35	635	22	658	17	736	12										

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 dba EMBARRAS  
 COMPANY NAME  
 2009

Exchange	C/LI	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	0.78	7	1,030	0.68	3	1,027	0.28	8	1,026	0.78	21	1,016	2.07	10	1,022	0.98	22	1,036	2.12	0	0	0	0
Columbia	CLVA	0	161	0.00	0	160	0.00	0	161	0.00	0	160	0.00	0	160	0.00	0	160	0.00	0	160	0.00	0	0	0	0
Dalesport	DLPT	2	660	0.30	2	653	0.31	6	630	0.92	1	654	0.15	3	648	0.48	2	646	0.31	3	643	0.47	0	0	0	0
Grandview	GDVW	30	4,402	0.68	18	4,373	0.43	44	4,304	1.07	28	4,341	0.65	33	4,316	0.76	33	4,298	0.77	38	4,268	0.89	0	0	0	0
Grandvale	GLVD	108	4,632	2.33	44	4,626	0.95	32	4,606	0.69	243	4,542	8.95	43	4,539	0.95	58	4,514	1.24	35	4,478	0.78	0	0	0	0
Greenwood	GRWD	3	376	0.80	10	380	2.63	3	378	0.78	1	378	0.26	1	381	0.28	4	379	1.06	7	378	1.85	0	0	0	0
Granger	GRGR	11	1,285	0.85	8	1,294	0.70	6	1,307	0.46	9	1,298	0.69	15	1,280	1.16	11	1,283	0.86	10	1,269	0.79	0	0	0	0
Hood Canal	HDCL	14	2,412	1.31	8	2,414	0.33	23	2,408	0.96	19	2,414	0.78	39	2,428	1.61	34	2,423	1.40	18	2,423	0.74	0	0	0	0
Hernah	HRRH	13	888	1.31	7	893	0.71	5	966	0.66	22	966	2.28	2	968	0.93	17	962	1.77	12	949	2.32	0	0	0	0
Kidukul	KLKT	3	354	0.85	4	334	1.32	3	349	0.86	2	347	0.38	2	344	1.08	3	353	0.85	5	351	1.42	0	0	0	0
Lyle	LYLE	9	835	0.98	3	835	0.32	3	912	0.32	7	931	0.75	10	928	1.08	3	932	0.32	5	941	0.53	0	0	0	0
Madison	MWTA	12	1,312	0.91	29	1,318	1.08	19	1,316	0.68	18	1,317	1.37	13	1,326	0.97	25	1,327	1.10	26	1,327	1.14	0	0	0	0
Mattawa	MWMA	22	2,311	0.95	7	2,314	1.08	9	2,298	0.83	12	2,299	0.78	10	2,282	0.91	78	2,271	0.80	181	2,278	0.88	0	0	0	0
Palouse	PLSN	0	409	0.00	70	393	0.18	2	444	0.17	12	380	0.24	0	378	0.54	0	378	0.27	1	376	0.52	0	0	0	0
Prosser	PRSM	14	4,334	0.32	13	4,269	0.30	24	4,283	0.89	32	4,254	0.78	23	4,250	0.84	24	4,273	0.87	22	4,193	0.88	0	0	0	0
Port Angeles	PRMG	0	283	0.00	1	281	0.58	1	285	0.89	3	202	1.48	0	201	0.00	0	201	0.00	1	204	0.48	0	0	0	0
Rosevelt	RNSV	82	9,232	0.58	71	9,212	0.77	56	9,112	0.87	43	9,200	0.87	54	9,058	0.89	73	8,994	0.81	101	8,974	1.13	0	0	0	0
Sherwood	SHSD	0	1,080	1.48	19	4,189	0.45	34	4,112	0.82	42	4,133	1.01	37	4,186	0.88	28	4,128	0.68	29	4,119	0.70	0	0	0	0
Stevenson	STNS	42	7,182	1.69	27	7,082	0.38	14	7,069	0.48	35	7,033	0.50	36	7,068	0.51	34	7,051	0.48	39	6,972	0.56	0	0	0	0
Tappan	TRPK	12	712	1.69	1	713	0.14	3	708	0.42	3	703	0.43	1	713	0.14	11	710	1.55	4	712	0.56	0	0	0	0
Toddle	TRTK	12	436	0.69	18	4,330	0.42	19	4,139	0.44	17	4,312	0.99	13	4,307	0.30	17	4,298	0.40	23	4,249	0.54	0	0	0	0
White Salmon	WHSL	30	730	1.64	5	741	0.67	6	745	0.81	5	737	0.68	13	738	0.41	4	731	0.55	8	719	1.11	0	0	0	0
WhiteSwan	WHWS	7	313	1.22	8	571	1.58	10	572	1.75	6	567	1.06	13	565	2.30	21	582	3.74	4	555	0.72	0	0	0	0
Whitman	WHTR	3	313	0.66	4	314	1.27	2	311	0.64	0	315	0.00	3	315	0.95	1	319	0.31	0	320	0.00	0	0	0	0
Wapato	WPAT	22	3,460	0.64	13	3,478	0.37	21	3,464	0.61	33	3,452	0.86	40	3,428	1.17	31	3,421	0.91	42	3,400	1.24	0	0	0	0
Washington		653	95,012	0.69	403	94,699	0.43	435	94,510	0.46	688	94,202	0.73	494	94,093	0.53	527	93,722	0.56	651	93,241	0.70	0	0	0	0

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. EMBARRAS  
 COMPANY NAME  
 2009

Exchange	CLL	Total Calls	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
			Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT				
Poulsbo	PLSB	29658	0	100.0	24749	1	100.0	27413	0	100.0	28214	0	100.0	28394	0	100.0	28377	0	100.0	28199	1	100.0																
Sunnyside	SNSD	90989	0	100.0	82418	0	100.0	91973	0	100.0	88413	19	100.0	80352	0	100.0	80889	2	100.0	81079	0	100.0																
Washington		120827	0	100.0	107167	1	100.0	118386	0	100.0	111827	0	100.0	108726	0	100.0	#####	2	100.0	#####	1	100.0																



WASHINGTON QUALITY OF SERVICE REPORT  
 Out of Service Trouble Reports Cleared Within 48 Hours

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

Exchange	CLL1	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	Total OOS	OOS Cir-48	OOS Cir->48	OOS48 Excl
Chinacum	CHMC	8	8	0	0	6	6	0	0	6	6	0	0	19	19	0	0	7	7	0	0	443	441	2	10
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	1	1	0	0	1	1	0	0	3	3	0	0	2	2	0	0	2	2	0	0
Grandview	GDVW	24	24	0	0	3	3	0	0	3	3	0	0	27	27	0	0	28	28	0	0	38	37	1	0
Goldendale	GLDL	102	98	4	0	238	238	0	0	238	238	0	0	37	37	0	0	36	36	0	0	3	3	0	0
Glenwood	GLWD	3	3	0	0	1	1	0	0	1	1	0	0	15	15	0	0	9	9	0	0	3	3	0	0
Graner	GRGR	10	10	0	0	8	8	0	0	8	8	0	0	15	15	0	0	9	9	0	0	3	3	0	0
Hood Canal	HDCL	13	12	1	0	17	17	0	0	17	17	0	0	37	37	0	0	31	31	0	0	13	13	0	0
Harran	HRRH	10	10	0	0	20	20	0	0	20	20	0	0	9	9	0	0	13	13	0	0	1	1	0	0
Klickitat	KLCT	1	1	0	0	2	2	0	0	2	2	0	0	0	0	0	0	1	1	0	0	1	1	0	0
Lyle	LYLE	8	8	0	0	7	7	0	0	7	7	0	0	5	5	0	0	6	6	0	0	2	2	0	0
Mabon	MBTN	12	11	1	0	16	16	0	0	16	16	0	0	10	10	0	0	20	20	0	0	0	0	0	0
Mattawa	MTWA	22	21	1	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Patterson	PASN	103	103	0	0	55	55	0	0	55	55	0	0	58	58	0	0	70	70	0	0	0	0	0	0
Poulsbo	PLSB	7	7	0	0	1	1	0	0	1	1	0	0	14	14	0	0	21	21	0	0	0	0	0	0
Prosser	PRSR	13	13	0	0	28	27	1	0	28	27	1	0	2	2	0	0	0	0	0	0	0	0	0	0
Port Angeles	PTAG	0	0	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Roosevelt	RSVT	0	0	0	0	3	3	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sunnyside	SNSD	66	64	2	0	51	51	0	0	51	51	0	0	37	37	0	0	67	66	0	0	0	0	0	0
Stevenson	STSN	53	53	0	0	30	30	0	0	30	30	0	0	30	30	0	0	25	25	0	0	0	0	0	0
Toppenish	TPNS	37	37	0	0	27	26	1	0	27	26	1	0	29	29	0	0	30	30	0	0	8	8	0	0
Troulflake	TRLK	10	10	0	0	2	2	0	0	2	2	0	0	1	1	0	0	8	8	0	0	0	0	0	0
White Salmon	WHSL	28	27	1	0	13	13	0	0	13	13	0	0	9	9	0	0	11	11	0	0	0	0	0	0
Whitesman	WHSW	10	10	0	0	5	5	0	0	5	5	0	0	3	3	0	0	4	4	0	0	0	0	0	0
Whistman	WHTS	5	3	2	0	6	6	0	0	6	6	0	0	13	13	0	0	20	20	0	0	0	0	0	0
Wapato	WPAT	3	3	0	0	29	29	0	0	29	29	0	0	37	37	0	0	26	26	0	0	1	1	0	0
Willard	WLRD	20	20	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1	0	0	0	0	0	0
Washington		562	549	13	6	335	330	5	7	357	356	1	5	606	603	3	10	404	397	7	8	443	441	2	10

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	CILL	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				
Chimacum	CHMC	0	0	0	0	1	1	0	0	0	0	0	0	2	2	0	0	2	2	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	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	0	0	0	1	6	6	0	0	4	4	0	1				
Goldendale	GLDL	6	5	1	0	4	3	0	0	0	0	0	5	5	0	0	18	18	0	0					
Glenwood	GLWD	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					
Hood Canal	HDCL	1	1	0	0	1	1	0	0	0	0	0	0	2	2	0	0	2	2	0	0				
Harran	HRRH	3	2	1	0	0	0	0	0	0	0	0	0	0	0	0	4	4	0	0					
Klickitat	KLCT	1	1	0	0	1	1	0	0	0	0	0	0	2	2	0	0	2	2	0	0				
Lyle	LYLE	1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	1	1	0	0					
Mabton	MBTN	0	0	0	0	1	1	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	2	2	2	0	4	4	0	0					
Paterson	PASN	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	14	14	0	0	8	8	0	0					
Prosser	PRSR	1	1	0	0	5	5	0	0	14	14	0	1	14	14	0	1	14	14	0	0				
Port Angeles	PTAG	0	0	0	0	0	0	0	0	6	6	0	4	6	6	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				
Sunnyside	STNS	15	15	0	0	7	7	0	0	8	8	0	1	11	11	0	0	3	3	0	1				
Stevenson	STNS	7	7	0	0	3	3	0	0	7	7	0	2	13	13	0	0	2	2	0	0				
Toppenish	TPNS	9	8	1	0	3	3	0	0	5	5	0	1	4	4	0	0	4	4	0	0				
Troutlake	TRLK	2	2	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	4	4	0	0	4	4	0	0				
WhiteSwan	WHSW	2	2	0	0	3	3	0	0	4	4	0	0	0	0	0	0	0	0	0	0				
Whitman	WHTS	2	2	0	0	2	2	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				
Wapato	WPAT	2	2	0	0	0	0	0	0	0	0	0	0	4	4	0	0	4	4	0	0				
Washington		85	80	5	0	57	55	2	4	66	65	1	7	65	65	0	7	77	77	0	5				

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