

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. EMBARO
 COMPANY NAME
 2009

Exchange	CLLI	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	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	10	0	0												
Columbia	CLMA	0	0	0	0	0	0	2	0	0	3	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	4	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	44	1	0												
Goldendale	GLDL	34	1	0	39	1	0	45	1	0	34	0	0	44	8	0	38	0	0	36	4	0	35	0	0												
Glenwood	GLWD	5	0	0	1	0	0	0	0	0	0	0	0	3	0	0	2	0	0	3	1	0	1	0	0												
Granger	GRGR	37	4	0	21	0	0	29	2	0	14	0	0	18	0	0	11	0	0	22	1	0	17	1	0												
Hood Canal	HDCL	13	0	0	25	3	0	18	1	0	28	1	0	18	1	0	24	1	0	18	0	0	17	0	0												
Harrah	HRRH	20	0	0	11	0	0	20	1	0	12	0	0	15	1	0	13	0	0	13	1	0	6	0	0												
Klickitat	KLCT	3	0	0	2	0	0	2	0	0	6	1	0	6	1	0	6	0	0	3	0	0	2	0	0												
Lyle	LYLE	4	0	0	8	1	0	12	0	0	10	0	0	9	0	0	16	0	0	6	0	0	5	0	0												
Mabton	MBTN	26	2	0	20	1	0	17	0	0	21	0	0	13	1	0	14	0	0	12	2	0	12	0	0												
Mattawa	MTWA	27	0	0	35	0	0	25	1	0	31	0	0	29	1	0	25	0	0	35	0	0	40	1	0												
Patterson	PASN	0	0	0	2	1	0	0	0	0	1	0	0	1	0	0	4	0	0	0	0	0	1	0	0												
Poulsbo	FLSB	76	2	0	73	1	0	94	1	0	108	3	0	91	5	0	91	2	0	103	1	0	104	0	0												
Prosser	PRSR	49	3	0	32	5	0	45	3	0	23	3	0	28	2	0	26	1	0	42	1	0	37	2	0												
Port Angeles	PTAG	0	0	0	0	0	0	1	0	0	2	0	0	6	1	0	6	0	0	0	0	0	3	0	0												
Roosevelt	RSVT	0	0	0	2	0	0	1	0	0	1	0	0	0	0	0	1	0	0	1	0	0	0	0	0												
Sunnyside	SNSD	114	6	0	110	3	0	103	0	0	107	1	0	88	2	0	98	3	0	115	4	0	91	4	0												
Stevenson	STSN	44	0	0	29	1	0	39	1	0	50	1	0	53	3	0	33	0	0	45	1	0	42	2	0												
Toppenish	TPNS	88	0	0	74	1	0	81	2	0	72	2	0	46	0	0	57	1	0	92	4	0	58	0	0												
Troutlake	TRLK	4	0	0	1	0	0	6	0	0	7	0	0	15	0	0	4	0	0	8	0	0	4	0	0												
White Salmon	WHSL	24	2	0	31	2	0	32	3	0	39	2	0	32	2	0	51	5	0	41	0	0	45	2	0												
WhiteSwan	WHSW	7	0	0	13	0	0	10	0	0	8	1	0	1	0	0	6	1	0	10	1	0	6	0	0												
Whitstran	WHTS	4	0	0	6	1	0	8	2	0	8	1	0	6	2	0	2	0	0	1	0	0	5	0	0												
Willard	WLRD	2	0	0	1	0	0	1	0	0	2	0	0	1	0	0	3	0	0	6	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	51	0	0												
Washington		719	26	0	660	26	0	732	25	0	736	19	0	635	34	0	658	16	0	736	24	0	640	13	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. EMBARO

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	CHMC	8	0	0	7	0	0	3	0	0	8	1	0	21	0	0	10	3	0	22	1	0	9	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	2	0	0	2	0	0	6	1	0	1	1	0	3	0	0	2	0	0	3	1	0	15	0	0													
Grandview	GDVW	30	4	0	19	2	0	3	0	0	28	2	0	33	0	0	33	1	0	38	5	0	21	2	0													
Goldendale	GLDL	108	6	0	44	3	0	32	2	0	243	5	0	43	2	0	56	7	0	35	0	0	23	2	0													
Glenwood	GLWD	3	2	0	10	0	0	44	4	0	1	0	0	1	0	0	4	0	0	7	0	0	1	0	0													
Granger	GRGR	11	0	0	9	0	0	6	0	0	9	0	0	15	3	0	11	0	0	10	0	0	19	0	0													
Hood Canal	HDCL	14	2	0	8	3	0	23	1	0	19	0	0	39	1	0	34	2	0	18	4	0	6	0	0													
Harrah	HRRH	13	0	0	7	1	0	5	1	0	22	1	0	9	0	0	17	0	0	22	0	0	12	0	0													
Klickitat	KLCT	3	1	0	4	0	0	3	0	0	2	0	0	2	0	0	3	0	0	5	0	0	0	0	0													
Lyle	LYLE	9	0	0	3	0	0	3	0	0	7	0	0	10	0	0	3	0	0	3	0	0	32	4	0													
Mabton	MBTN	12	1	0	6	1	0	9	1	0	18	1	0	5	0	0	7	2	0	7	0	0	17	2	0													
Mattawa	MTWA	22	1	0	25	1	0	20	0	0	18	0	0	13	0	0	25	1	0	26	1	0	22	0	0													
Patterson	PASN	0	0	0	7	1	0	1	0	0	1	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	73	3	0	74	1	0	78	5	0	179	4	0	143	18	0													
Prosser	PRSR	14	3	0	13	2	0	65	0	0	32	2	0	23	2	0	24	2	0	22	2	0	19	3	0													
Port Angeles	PTAG	0	0	0	1	1	0	24	7	0	2	0	0	3	0	0	0	0	0	1	0	0	0	0	0													
Roosevelt	RSVT	1	0	0	1	0	0	1	0	0	3	0	0	0	0	0	0	0	0	1	0	0	1	1	0													
Sunnyside	SNSD	82	7	0	71	7	0	34	4	0	61	4	0	54	1	0	73	9	0	101	9	0	93	5	0													
Stevenson	STSN	61	2	0	19	0	0	56	5	0	41	4	0	37	2	0	28	1	0	29	3	0	24	1	0													
Toppenish	TPNS	47	3	0	27	2	0	34	1	0	35	7	0	36	0	0	34	2	0	39	2	0	34	1	0													
Troutlake	TRLK	12	2	0	1	0	0	3	0	0	3	1	0	1	0	0	11	1	0	4	0	0	3	0	0													
White Salmon	WHSL	31	3	0	18	2	0	21	3	0	17	1	0	13	1	0	17	2	0	23	0	0	33	1	0													
WhiteSwan	WHSW	12	0	0	5	0	0	19	0	0	5	0	0	3	0	0	4	0	0	8	2	0	7	0	0													
Whitstran	WHTS	7	6	0	9	2	0	6	0	0	6	2	0	13	1	0	21	18	0	4	1	0	5	2	0													
Willard	WLRD	3	0	0	4	0	0	10	0	0	0	0	0	3	0	0	1	0	0	0	0	0	0	0	0													
Wapato	WPAT	22	0	0	13	1	0	2	0	0	33	2	0	40	7	0	31	1	0	44	2	0	48	0	0													
Washington		653	45	0	403	31	0	435	30	0	688	37	0	494	21	0	527	57	0	651	37	0	587	42	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. EMBARO

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	10	1								
Columbia	CLMA	0	0	0	0	2	0	3	0	0	0	0	0	0	0	0	0								
Dallesport	DLPT	3	0	6	0	7	0	10	1	3	0	5	0	4	0	4	0								
Grandview	GDVW	73	1	66	2	56	2	67	2	57	1	62	1	53	0	44	0								
Goldendale	GLDL	34	2	39	0	45	1	34	5	44	5	38	0	36	2	35	0								
Glenwood	GLWD	5	0	1	0	0	0	0	0	3	0	2	0	3	0	1	0								
Granger	GRGR	37	4	21	0	29	2	14	0	18	0	11	0	22	0	17	1								
Hood Canal	HDCL	13	1	25	1	18	0	28	0	18	1	24	2	18	0	17	0								
Harrah	HRRH	20	0	11	0	20	2	12	1	15	1	13	0	13	1	6	0								
Klickitat	KLCT	3	0	2	0	2	0	6	0	6	0	6	0	3	0	2	0								
Lyle	LYLE	4	0	8	1	12	0	10	0	9	1	16	0	6	0	5	0								
Mabton	MBTN	26	0	20	2	17	0	21	1	13	0	14	0	12	2	12	0								
Mattawa	MTWA	27	0	35	1	25	0	31	0	29	0	25	0	35	0	40	0								
Patterson	PASN	0	0	2	0	0	0	1	0	1	0	4	0	0	0	1	0								
Poulsbo	PLSB	76	3	73	2	94	2	108	3	91	6	91	2	103	0	104	1								
Prosser	PRSR	49	0	32	4	45	3	23	2	28	1	26	2	42	1	37	2								
Port Angeles	PTAG	0	0	0	0	1	0	2	0	6	0	6	0	0	0	3	0								
Roosevelt	RSVT	0	0	2	0	1	0	1	0	0	0	1	1	1	0	0	0								
Sunnyside	SNSD	114	1	110	1	103	0	107	4	88	3	98	3	115	3	91	2								
Stevenson	STSN	44	1	29	0	39	0	50	4	53	1	33	0	45	0	42	0								
Toppenish	TPNS	88	0	74	0	81	1	72	7	46	1	57	0	92	0	58	0								
Troutlake	TRLK	4	0	1	0	6	0	7	1	15	0	4	0	8	0	4	0								
White Salmon	WHSL	24	2	31	2	32	2	39	1	32	1	51	2	41	0	45	1								
WhiteSwan	WHSW	7	0	13	0	10	0	8	0	1	0	6	0	10	1	6	0								
Whitstran	WHTS	4	0	6	0	8	1	8	0	6	0	2	0	1	0	5	0								
Willard	WLRD	2	0	1	0	1	0	2	0	1	0	3	0	6	0	0	0								
Wapato	WPAT	55	1	47	1	69	3	62	2	41	0	48	2	60	2	51	0								
Washington		719	16	660	17	732	19	736	35	635	22	658	17	736	12	640	8	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
SWITCHING - (DIAL TONE SPEED RECORDING WITHIN 3 SECONDS)

United Telephone Company of the Northwest d.b.a. EMBARO
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	28394	0	100.0	26757	0	100.0	28199	1	100.0	24823	1	100.0												
Sunnyside	SNSD	90969	0	100.0	82418	0	100.0	91973	0	100.0	85413	19	100.0	80332	0	100.0	85868	2	100.0	81076	0	100.0	77433	0	100.0												
Washington		120627	0	100.0	107167	1	100.0	119386	0	100.0	111627	0	100.0	108726	0	100.0	#####	2	100.0	#####	1	100.0	#####	1	100.0	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			EW000068 had an unknown call burst on 2/10/09 @ 1300 hrs
						Mar-09			Objectives Met 100%
						Apr-09			Objective met 100%, the overflow was handled by the Alt Final group.
						May-09			Washington 911 details showed 1 overflow. That overflow was handled by the Alt Final group. The objective was met.
						Jun-09			Washington 911 details showed 1 overflow. That overflow was handled by the Alt Final group. The objective was met.
						Jul-09			Washington 911 details showed 4 overflows. 3 overflows were handled by the Alt Final group on 7/29 at 17:00 - 18:00 hrs with one block 911 call. The objective was NOT met. Must have been a major accident to cause a mass 911 calling scenario. No trunk issues found.
						Aug-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 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	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	19	19	0	0	7	7	0	1
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	2	2	0	0	6	6	0	0	1	1	0	0	3	3	0	0	2	2	0	0
Grandview	GDVW	24	24	0	1	15	15	0	1	3	3	0	0	22	22	0	0	27	27	0	0	28	28	0	0
Goldendale	GLDL	102	98	4	0	39	36	3	1	25	24	1	0	238	238	0	2	37	36	1	1	38	37	1	0
Glenwood	GLWD	3	3	0	0	10	10	0	0	40	40	0	1	1	1	0	0	1	1	0	0	3	3	0	0
Granger	GRGR	10	10	0	0	9	9	0	0	4	4	0	0	8	8	0	0	15	15	0	0	9	9	0	0
Hood Canal	HDCL	13	12	1	0	7	7	0	0	18	18	0	0	17	17	0	0	37	37	0	0	31	31	0	1
Harrah	HRRH	10	10	0	0	6	6	0	1	3	3	0	0	20	20	0	0	9	9	0	0	13	13	0	0
Klickitat	KLCT	1	1	0	1	3	3	0	0	3	3	0	0	2	2	0	0	0	0	0	0	1	1	0	0
Lyle	LYLE	8	8	0	0	1	1	0	0	3	3	0	0	7	7	0	0	7	7	0	1	2	2	0	0
Mabton	MBTN	12	11	1	0	5	5	0	0	7	7	0	1	17	17	0	0	5	4	1	0	6	6	0	0
Mattawa	MTWA	22	21	1	0	19	19	0	1	18	18	0	0	16	16	0	0	10	10	0	1	20	20	0	1
Patterson	PASN	0	0	0	0	7	7	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0
Poulsbo	PLSB	103	103	0	1	54	54	0	1	2	2	0	0	55	55	0	0	58	58	0	1	70	70	0	0
Prosser	PRSR	13	13	0	0	7	7	0	1	51	51	0	0	28	27	1	0	14	13	1	0	21	21	0	0
Port Angeles	PTAG	0	0	0	0	0	0	0	1	14	14	0	0	1	1	0	0	2	2	0	0	0	0	0	0
Roosevelt	RSVT	0	0	0	0	1	1	0	0	1	1	0	0	3	3	0	0	0	0	0	0	0	0	0	0
Sunnyside	SNSD	66	64	2	1	63	61	2	0	26	26	0	0	51	51	0	2	37	37	0	0	67	66	1	2
Stevenson	STSN	53	53	0	1	16	16	0	0	47	47	0	2	30	29	1	1	30	30	0	0	25	25	0	1
Toppenish	TPNS	37	37	0	1	24	24	0	0	29	29	0	0	27	26	1	4	29	29	0	3	30	30	0	0
Troutlake	TRLK	10	10	0	0	1	1	0	0	3	3	0	0	2	2	0	1	1	1	0	0	8	8	0	1
White Salmon	WHSL	28	27	1	0	15	15	0	0	17	17	0	1	13	13	0	0	9	9	0	0	11	11	0	1
WhiteSwan	WHSW	10	10	0	0	2	2	0	0	15	15	0	0	5	5	0	0	3	3	0	0	4	4	0	0
Whitstran	WHTS	5	2	3	0	7	7	0	0	6	6	0	0	6	6	0	0	13	13	0	0	20	20	0	1
Wapato	WPAT	3	3	0	0	4	4	0	0	10	10	0	0	29	29	0	0	37	33	4	1	26	26	0	1
Willard	WLRD	20	20	0	0	12	12	0	0	2	2	0	0	0	0	0	0	1	1	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	443	441	2	10

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	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	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	
Grandview	GDVW	5	5	0	0	2	2	0	1	0	0	0	5	5	0	1	6	6	0	0	4	4	0	1	
Goldendale	GLDL	6	5	1	0	4	3	1	0	7	6	1	0	3	3	0	0	5	5	0	0	18	18	0	0
Glenwood	GLWD	0	0	0	0	0	0	0	0	2	2	0	1	0	0	0	0	0	0	0	1	1	0	0	
Granger	GRGR	1	1	0	0	0	0	0	0	2	2	0	0	1	1	0	0	0	0	0	2	2	0	0	
Hood Canal	HDCL	1	1	0	0	1	1	0	0	4	4	0	1	2	2	0	0	2	2	0	0	2	2	0	0
Harrah	HRRH	3	2	1	0	0	0	0	0	1	1	0	1	2	2	0	0	0	0	0	4	4	0	0	
Klickitat	KLCT	1	1	0	0	1	1	0	0	0	0	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	0	2	2	0	0	1	1	0	0
Mabton	MBTN	0	0	0	0	1	1	0	0	1	1	0	0	1	1	0	0	0	0	0	1	1	0	0	
Mattawa	MTWA	0	0	0	0	5	5	0	0	2	2	0	0	2	2	0	0	2	2	0	0	4	4	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	
Poulsbo	PLSB	22	22	0	0	15	15	0	0	0	0	0	0	17	17	0	1	14	14	0	1	8	7	1	0
Prosser	PRSR	1	1	0	0	5	5	0	0	14	14	0	0	3	3	0	1	7	7	0	2	3	3	0	0
Port Angeles	PTAG	0	0	0	0	0	0	0	0	6	6	0	4	1	1	0	0	1	1	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	
Sunnyside	SNSD	15	15	0	0	7	7	0	1	8	8	0	0	7	7	0	1	11	11	0	0	3	3	0	1
Stevenson	STSN	7	7	0	0	3	3	0	0	7	7	0	0	8	8	0	2	13	13	0	0	2	2	0	0
Toppenish	TPNS	9	8	1	0	3	3	0	0	5	5	0	0	3	3	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	2	2	0	0	
White Salmon	WHSL	3	3	0	0	1	1	0	2	3	3	0	2	4	4	0	0	2	2	0	2	4	4	0	1
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	
Whitstran	WHTS	2	0	2	0	2	2	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	4	4	0	0	2	2	0	0	0	0	0	
Wapato	WPAT	2	2	0	0	1	0	1	0	0	0	0	0	0	0	0	0	2	2	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	71	70	1	3

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

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%
Klickitat	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%

a: 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%	11	0	0	100%	100%	12	0	0	100%	100%	33	0	0	100%	100%
Columbia	CLMA	3	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	3	0	0	100%	100%
Dallesport	DLPT	10	0	0	100%	100%	3	0	0	100%	100%	5	0	0	100%	100%	18	0	0	100%	100%
Grandview	GDVW	67	0	0	100%	100%	57	0	0	100%	100%	62	0	0	100%	100%	186	0	0	100%	100%
Goldendale	GLDL	34	0	0	100%	100%	44	0	0	100%	100%	38	0	0	100%	100%	116	0	0	100%	100%
Glenwood	GLWD	0	0	0	0%	0%	3	0	0	100%	100%	2	0	0	100%	100%	5	0	0	100%	100%
Granger	GRGR	14	0	0	100%	100%	18	0	0	100%	100%	11	0	0	100%	100%	43	0	0	100%	100%
Hood Canal	HDCL	28	0	0	100%	100%	18	0	0	100%	100%	24	0	0	100%	100%	70	0	0	100%	100%
Harrah	HRRH	12	0	0	100%	100%	15	0	0	100%	100%	13	0	0	100%	100%	40	0	0	100%	100%
Klickitat	KLCT	6	0	0	100%	100%	6	0	0	100%	100%	6	0	0	100%	100%	18	0	0	100%	100%
Lyle	LYLE	10	0	0	100%	100%	9	0	0	100%	100%	16	0	0	100%	100%	35	0	0	100%	100%
Mabton	MBTN	21	0	0	100%	100%	13	0	0	100%	100%	14	0	0	100%	100%	48	0	0	100%	100%
Mattawa	MTWA	31	0	0	100%	100%	29	0	0	100%	100%	25	0	0	100%	100%	85	0	0	100%	100%
Patterson	PASN	1	0	0	100%	100%	1	0	0	100%	100%	4	0	0	100%	100%	6	0	0	100%	100%
Poulsbo	PLSB	108	0	0	100%	100%	91	0	0	100%	100%	91	0	0	100%	100%	290	0	0	100%	100%
Prosser	PRSR	23	0	0	100%	100%	28	0	0	100%	100%	26	0	0	100%	100%	77	0	0	100%	100%
Port Angeles	PTAG	2	0	0	100%	100%	6	0	0	100%	100%	6	0	0	100%	100%	14	0	0	100%	100%
Roosevelt	RSVT	1	0	0	100%	100%	0	0	0	0%	0%	1	0	0	100%	100%	2	0	0	100%	100%
Sunnyside	SNSD	107	0	0	100%	100%	88	0	0	100%	100%	98	0	0	100%	100%	293	0	0	100%	100%
Stevenson	STSN	50	0	0	100%	100%	53	0	0	100%	100%	33	0	0	100%	100%	136	0	0	100%	100%
Toppenish	TPNS	72	0	0	100%	100%	46	0	0	100%	100%	57	0	0	100%	100%	175	0	0	100%	100%
Troutlake	TRLK	7	0	0	100%	100%	15	0	0	100%	100%	4	0	0	100%	100%	26	0	0	100%	100%
White Salmon	WHSL	39	0	0	100%	100%	32	0	0	100%	100%	51	0	0	100%	100%	122	0	0	100%	100%
WhiteSwan	WHSW	8	0	0	100%	100%	1	0	0	100%	100%	6	0	0	100%	100%	15	0	0	100%	100%
Whitstran	WHTS	8	0	0	100%	100%	6	0	0	100%	100%	2	0	0	100%	100%	16	0	0	100%	100%
Willard	WLRD	2	0	0	100%	100%	1	0	0	100%	100%	3	0	0	100%	100%	6	0	0	100%	100%
Wapato	WPAT	62	0	0	100%	100%	41	0	0	100%	100%	48	0	0	100%	100%	151	0	0	100%	100%
Washington		736	0	0	100%	100%	635	0	0	100%	100%	658	0	0	100%	100%	2,029	0	0	100%	100%

a: This report captures service c

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jan - Jun 09 (180 Day)				
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days
Chimacum	CHMC	54	0	0	100%	100%
Columbia	CLMA	5	0	0	100%	100%
Dallesport	DLPT	34	0	0	100%	100%
Grandview	GDVW	381	0	0	100%	100%
Goldendale	GLDL	234	0	0	100%	100%
Glenwood	GLWD	11	0	0	100%	100%
Granger	GRGR	130	0	0	100%	100%
Hood Canal	HDCL	126	0	0	100%	100%
Harrah	HRRH	91	0	0	100%	100%
Klickitat	KLCT	25	0	0	100%	100%
Lyle	LYLE	59	0	0	100%	100%
Mabton	MBTN	111	0	0	100%	100%
Mattawa	MTWA	172	0	0	100%	100%
Patterson	PASN	8	0	0	100%	100%
Poulsbo	PLSB	533	0	0	100%	100%
Prosser	PRSR	203	0	0	100%	100%
Port Angeles	PTAG	15	0	0	100%	100%
Roosevelt	RSVT	5	0	0	100%	100%
Sunnyside	SNSD	620	0	0	100%	100%
Stevenson	STSN	248	0	0	100%	100%
Toppenish	TPNS	418	0	0	100%	100%
Troutlake	TRLK	37	0	0	100%	100%
White Salmon	WHSL	209	0	0	100%	100%
WhiteSwan	WHSW	45	0	0	100%	100%
Whitstran	WHTS	34	0	0	100%	100%
Willard	WLRD	10	0	0	100%	100%
Wapato	WPAT	322	0	0	100%	100%
Washington		4,140	0	0	100%	100%

⚠: This report captures service c

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jul-09					Aug-09					Sep-09					3rd Qtr 09				
		Total Orders	Held >90	Held >180	%Held Orders	%Held Orders	Total Orders	Held >90	Held >180	%Held Orders	%Held Orders	Total Orders	Held >90	Held >180	%Held Orders	%Held Orders	Total Orders	Held >90	Held >180	%Held Orders	%Held Orders
		Cmpltd	Days	Days	>90 Days	>180 Days	Cmpltd	Days	Days	>90 Days	>180 Days	Cmpltd	Days	Days	>90 Days	>180 Days	Cmpltd	Days	Days	>90 Days	>180 Days
Chimacum	CHMC	7	0	0	100%	100%	10	0	0	100%	100%				0%	0%	17	0	0	100%	100%
Columbia	CLMA	0	0	0	0%	0%	0	0	0	0%	0%				0%	0%	0	0	0	0%	0%
Dallesport	DLPT	4	0	0	100%	100%	4	0	0	100%	100%				0%	0%	8	0	0	100%	100%
Glenwood	GLWD	3	0	0	100%	100%	1	0	0	100%	100%				0%	0%	4	0	0	100%	100%
Goldendale	GLDL	36	0	0	100%	100%	35	0	0	100%	100%				0%	0%	71	0	0	100%	100%
Grandview	GDVW	53	0	0	100%	100%	44	0	0	100%	100%				0%	0%	97	0	0	100%	100%
Granger	GRGR	22	0	0	100%	100%	17	0	0	100%	100%				0%	0%	39	0	0	100%	100%
Harrah	HRRH	13	0	0	100%	100%	6	0	0	100%	100%				0%	0%	19	0	0	100%	100%
Hood Canal	HDCL	18	0	0	100%	100%	17	0	0	100%	100%				0%	0%	35	0	0	100%	100%
Klickitat	KLCT	3	0	0	100%	100%	2	0	0	100%	100%				0%	0%	5	0	0	100%	100%
Lyle	LYLE	6	0	0	100%	100%	5	0	0	100%	100%				0%	0%	11	0	0	100%	100%
Mabton	MBTN	12	0	0	100%	100%	12	0	0	100%	100%				0%	0%	24	0	0	100%	100%
Mattawa	MTWA	35	0	0	100%	100%	40	0	0	100%	100%				0%	0%	75	0	0	100%	100%
Patterson	PASN	0	0	0	0%	0%	1	0	0	100%	100%				0%	0%	1	0	0	100%	100%
Port Angeles	PTAG	0	0	0	0%	0%	3	0	0	100%	100%				0%	0%	3	0	0	100%	100%
Poulsbo	PLSB	103	0	0	100%	100%	104	0	0	100%	100%				0%	0%	207	0	0	100%	100%
Prosser	PRSR	42	0	0	100%	100%	37	0	0	100%	100%				0%	0%	79	0	0	100%	100%
Roosevelt	RSVT	1	0	0	100%	100%	0	0	0	0%	0%				0%	0%	1	0	0	100%	100%
Stevenson	STSN	45	0	0	100%	100%	42	0	0	100%	100%				0%	0%	87	0	0	100%	100%
Sunnyside	SNSD	115	0	0	100%	100%	91	0	0	100%	100%				0%	0%	206	0	0	100%	100%
Toppenish	TPNS	92	0	0	100%	100%	58	0	0	100%	100%				0%	0%	150	0	0	100%	100%
Troutlake	TRLK	8	0	0	100%	100%	4	0	0	100%	100%				0%	0%	12	0	0	100%	100%
Wapato	WPAT	60	0	0	100%	100%	51	0	0	100%	100%				0%	0%	111	0	0	100%	100%
White Salmon	WWSL	41	0	0	100%	100%	45	0	0	100%	100%				0%	0%	86	0	0	100%	100%
WhiteSwan	WWSW	10	0	0	100%	100%	6	0	0	100%	100%				0%	0%	16	0	0	100%	100%
Whitstran	WHTS	1	0	0	100%	100%	5	0	0	100%	100%				0%	0%	6	0	0	100%	100%
Willard	WLRD	6	0	0	100%	100%	0	0	0	0%	0%				0%	0%	6	0	0	100%	100%
Washington		736	0	0	100%	100%	640	0	0	100%	100%	0	0	0	0%	0%	1,376	0	0	100%	100%

Report captures service order completion dates upon service activation.

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Oct-09					Nov-09					Dec-09					4th 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				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Columbia	CLMA				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Dallesport	DLPT				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Glenwood	GLWD				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Goldendale	GLDL				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Grandview	GDVW				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Granger	GRGR				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Harrah	HRRH				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%
Klickitat	KLCT				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Lyle	LYLE				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Mabton	MBTN				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Mattawa	MTWA				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Patterson	PASN				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%
Poulsbo	PLSB				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Prosser	PRSR				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Roosevelt	RSVT				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Stevenson	STSN				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Sunnyside	SNSD				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Toppenish	TPNS				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Troutlake	TRLK				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Wapato	WPAT				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%
WhiteSwan	WHSW				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Whitstran	WHTS				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Willard	WLRD				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

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

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jul - Dec 09 (180 Day)				
		Total	Held	Held	%Held	%Held
		Orders Cmpitd	>90 Days	>180 Days	Orders >90 Days	Orders >180 Days
Chimacum	CHMC	17	0	0	100%	100%
Columbia	CLMA	0	0	0	0%	0%
Dallesport	DLPT	8	0	0	100%	100%
Glenwood	GLWD	4	0	0	100%	100%
Goldendale	GLDL	71	0	0	100%	100%
Grandview	GDVW	97	0	0	100%	100%
Granger	GRGR	39	0	0	100%	100%
Harrah	HRRH	19	0	0	100%	100%
Hood Canal	HDCL	35	0	0	100%	100%
Klickitat	KLCT	5	0	0	100%	100%
Lyle	LYLE	11	0	0	100%	100%
Mabton	MBTN	24	0	0	100%	100%
Mattawa	MTWA	75	0	0	100%	100%
Patterson	PASN	1	0	0	100%	100%
Port Angeles	PTAG	3	0	0	100%	100%
Poulsbo	PLSB	207	0	0	100%	100%
Prosser	PRSR	79	0	0	100%	100%
Roosevelt	RSVT	1	0	0	100%	100%
Stevenson	STSN	87	0	0	100%	100%
Sunnyside	SNSD	206	0	0	100%	100%
Toppenish	TPNS	150	0	0	100%	100%
Troutlake	TRLK	12	0	0	100%	100%
Wapato	WPAT	111	0	0	100%	100%
White Salmon	WHSL	86	0	0	100%	100%
WhiteSwan	WHSW	16	0	0	100%	100%
Whitstran	WHTS	6	0	0	100%	100%
Willard	WLRD	6	0	0	100%	100%
Washington		1,376	0	0	100%	100%

report captures service or