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**EMBARQ™**

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Hood River, OR 97031-3103  
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October 14, 2009

David Danner, Executive Director & Secretary  
Washington Utilities & Transportation Commission  
P.O. Box 47250  
1300 S Evergreen Park Drive, SW  
Olympia, Washington 98504-7250

Re: Washington Quality of Service Report

Dear Mr. Danner:

Attached are corrected pages for United Telephone Company of the Northwest d.b.a. EMBARQ "Service Quality Reports" for the months of July and August 2009.

The metrics for July and August 2009 Not Out of Service Trouble Reports Cleared Within 72 Hours and Out of Service Trouble Reports Cleared Within 48 Hours were inadvertently omitted from the reports filed with the Commission.

Should you have any questions, please contact me at (541) 387-9850 or by e-mail at [Barbara.c.young@embarq.com](mailto:Barbara.c.young@embarq.com).

Sincerely,

Barbara Young

Enclosures: Out of Service Trouble Cleared in 48 Hours  
Not Out of Service Trouble Cleared in 72 Hours

STATE OF WASH  
UTL & TRANSPORT  
COMM. DIVISION  
2009 OCT 19 AM 8:08  
RECEIVED

**Barbara C. Young**  
STATE EXECUTIVE OR/WA  
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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 Ctr >48	OOS Excl	Total OOS	OOS Ctr >48	OOS Excl	Total OOS	OOS Ctr >48	OOS Excl	Total OOS	OOS Ctr >48	OOS Excl	Total OOS	OOS Ctr >48	OOS Excl	Total OOS	OOS Ctr >48	OOS Excl
Chimacum		8	0	0	6	6	0	3	3	0	6	6	0	19	19	0	7	7	0
Columbia		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dalesport		1	1	0	2	2	0	6	6	0	0	0	0	3	3	0	2	2	0
Grandview		24	24	0	15	15	0	3	3	0	22	22	0	27	27	0	28	28	0
Goldendale		102	98	4	39	36	3	25	24	1	238	238	0	37	36	1	38	37	1
Glenwood		3	3	0	10	10	0	40	40	0	1	1	0	1	1	0	3	3	0
Granger		10	10	0	9	9	0	4	4	0	8	8	0	15	15	0	9	9	0
Hood Canal		13	12	1	7	7	0	18	18	0	17	17	0	37	37	0	31	31	0
Harrish		10	10	0	6	6	0	3	3	0	20	20	0	9	9	0	13	13	0
Klickitat		1	1	0	3	3	0	3	3	0	2	2	0	0	0	0	1	1	0
Lyle		8	8	0	1	1	0	3	3	0	7	7	0	7	7	0	2	2	0
Mabton		12	11	1	5	5	0	7	7	0	17	17	0	5	4	1	6	6	0
Mattawa		22	21	1	0	19	0	18	18	0	16	16	0	10	10	0	20	20	0
Patterson		0	0	0	7	7	0	0	0	0	1	1	0	0	0	0	0	0	0
Poulsbo		103	103	0	54	54	0	2	2	0	55	55	0	58	58	0	70	70	0
Prosser		13	13	0	7	7	0	51	51	0	28	27	1	14	13	1	21	21	0
Port Angeles		0	0	0	0	0	0	1	1	0	1	1	0	2	2	0	0	0	0
Roosevelt		0	0	0	1	1	0	1	1	0	3	3	0	0	0	0	0	0	0
Sunnyside		66	64	2	63	61	2	26	26	0	51	51	0	37	37	0	67	66	1
Stevenson		53	53	0	16	16	0	47	47	0	30	29	1	30	30	0	25	25	0
Toppenish		37	37	0	24	24	0	29	29	0	27	26	1	29	29	0	30	30	0
Troutlake		10	10	0	1	1	0	3	3	0	2	2	0	1	1	0	8	8	0
White Salmon		27	27	0	15	15	0	17	17	0	13	13	0	9	9	0	11	11	0
WhiteSwan		10	10	0	2	2	0	15	15	0	5	5	0	3	3	0	4	4	0
Whitstran		5	2	3	7	7	0	6	6	0	6	6	0	13	13	0	20	20	0
Wapato		3	3	0	4	4	0	10	10	0	29	29	0	37	33	4	26	26	0
Willard		20	20	0	12	12	0	2	2	0	0	0	0	1	1	0	1	1	0
Washington		562	549	13	335	330	5	357	356	1	606	603	3	404	397	7	443	441	2

Total OOS = Total regulated out of service trouble reports.

OOS Ctr >48 = Total regulated out of service trouble reports cleared within 48 hours.

OOS Excl = 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  
 Out of Service Trouble Reports Cleared Within 48 Hours  
 United Telephone Company of the Northwest d.b.a. EMBARGO  
 COMPANY NAME  
 2009

Exchange	CLLI	Jul			Aug			Sep			Oct			Nov			Dec		
		Total OOS	OOS Cir >48	OOS Excl	Total OOS	OOS Cir >48	OOS Excl	Total OOS	OOS Cir >48	OOS Excl	Total OOS	OOS Cir >48	OOS Excl	Total OOS	OOS Cir >48	OOS Excl	Total OOS	OOS Cir >48	OOS Excl
Chimacum		21	0	0	9	9	0	0	0	0	0	0	0	0	0	0	0	0	0
Columbia		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dallesport		1	0	0	12	12	0	0	0	0	0	0	0	0	0	0	0	0	0
Grandview		31	0	1	14	14	0	0	0	0	0	0	0	0	0	0	0	0	0
Goldendale		28	0	0	16	16	0	0	0	0	0	0	0	0	0	0	0	0	0
Glenwood		7	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Granger		9	0	0	18	18	0	0	0	0	0	0	0	0	0	0	0	0	0
Hood Canal		15	0	0	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0
Harrah		19	0	0	11	11	0	0	0	0	0	0	0	0	0	0	0	0	0
Klickitat		5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Klickitat		5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lyle		2	0	0	27	27	0	1	0	0	0	0	0	0	0	0	0	0	0
Mabton		6	0	0	15	15	0	0	0	0	0	0	0	0	0	0	0	0	0
Mattawa		24	0	1	18	18	0	0	0	0	0	0	0	0	0	0	0	0	0
Patterson		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Poulsbo		88	0	1	126	126	0	1	0	0	0	0	0	0	0	0	0	0	0
Prosser		17	0	1	15	15	0	2	0	0	0	0	0	0	0	0	0	0	0
Port Angeles		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Roosevelt		1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sunnyside		92	1	1	80	80	0	1	0	0	0	0	0	0	0	0	0	0	0
Stevenson		25	0	2	20	20	0	0	0	0	0	0	0	0	0	0	0	0	0
Toppenish		30	0	1	29	29	0	0	0	0	0	0	0	0	0	0	0	0	0
Troutlake		3	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0
White Salmon		20	0	0	29	28	1	0	0	0	0	0	0	0	0	0	0	0	0
WhiteSwan		6	0	1	7	7	0	0	0	0	0	0	0	0	0	0	0	0	0
Whitstran		2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wapato		40	0	1	45	45	0	0	0	0	0	0	0	0	0	0	0	0	0
Willard		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Washington		492	1	12	501	500	1	6	0	0	0	0	0	0	0	0	0	0	0

Total OOS = Total reguli  
 OOS Cir >48 = Total regulu  
 OOS Cir >48 = Total regul  
 OOS Exclude = Total regul

**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 Cir 72	NOOS Cir >72	Total NOOS	NOOS Cir 72	NOOS Cir >72	Total NOOS	NOOS Cir 72	NOOS Cir >72	Total NOOS	NOOS Cir 72	NOOS Cir >72	Total NOOS	NOOS Cir 72	NOOS Cir >72	Total NOOS	NOOS Cir 72	NOOS Cir >72				
Chimacum	CHMC	0	0	0	1	1	0	0	0	0	2	2	0	2	2	0	2	2	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
Dallesport	DLPT	1	1	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	2	2	0	0	0	0	5	5	0	6	6	0	4	4	0	4	4	0	1
Goldendale	GLDL	6	5	1	4	3	1	0	0	1	3	3	0	5	5	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	0	0
Granger	GRGR	1	1	0	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0
Hood Canal	HDCL	1	1	0	1	1	0	0	0	1	2	2	0	0	0	0	0	0	0	0	0	0	0
Harrah	HRRH	3	2	1	0	0	0	0	0	1	2	2	0	0	0	0	0	0	0	0	0	0	0
Klickitat	KLCT	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lyle	LYLE	1	1	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mabton	MBTN	0	0	0	1	1	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0
Mattawa	MTWA	0	0	0	5	5	0	0	0	0	2	2	0	2	2	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
Poulsbo	PLSB	22	22	0	15	15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Prosser	PRSR	1	1	0	5	5	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	14	14	0	17	17	0	1	1	0	14	14	0	0
Roosevelt	RSVT	1	1	0	0	0	0	0	0	0	3	3	0	7	7	0	0	0	0	7	7	0	0
Sunnyside	SNSD	15	15	0	7	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson	STSN	7	7	0	3	3	0	0	0	0	7	7	0	8	8	0	0	0	0	8	8	0	0
Toppenish	TPNS	9	8	1	3	3	0	0	0	5	5	0	3	3	0	0	0	0	3	3	0	0	
Troutlake	TRLK	2	2	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	1	1	0	0	0	3	3	0	4	4	0	0	0	0	4	4	0	0	
WhiteSwan	WHSW	2	2	0	3	3	0	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	
Whitstran	WHTS	2	0	2	2	2	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	
Wapato	WPAT	2	2	0	1	0	1	0	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0
Washington		85	80	5	57	55	2	4	66	65	1	7	65	65	0	7	77	77	0	71	70	1	3

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

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	Jul			Aug			Sep			Oct			Nov			Dec					
		Total NOOS	NOOS Ctr 72	NOOS Ctr >72	NOOS 72 Excl	Total NOOS	NOOS Ctr 72	NOOS Ctr >72	NOOS 72 Excl	Total NOOS	NOOS Ctr 72	NOOS Ctr >72	NOOS 72 Excl	Total NOOS	NOOS Ctr 72	NOOS Ctr >72	NOOS 72 Excl	Total NOOS	NOOS Ctr 72	NOOS Ctr >72	NOOS 72 Excl	
Chimacum		0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Columbia		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dallesport		1	1	0	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Grandview		6	6	0	0	7	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Goldendale		7	7	0	0	7	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Glenwood		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Granger		1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hood Canal		1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Harrish		3	3	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Klickitat		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lyle		1	1	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mabton		1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mattawa		1	1	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Patterson		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Poulsbo		90	90	0	0	16	16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Prosser		4	4	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Port Angeles		1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Roosevelt		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sunnyside		8	8	0	0	12	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson		2	2	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tropenish		8	8	0	0	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troutlake		1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
White Salmon		3	3	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WhiteSwan		1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Whitstran		2	2	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Willard		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wapato		3	3	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Washington		145	145	0	2	79	79	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0

Total NOOS = Total regu  
NOOS Ctr 72 = Total reg  
NOOS Ctr >72= Total reg  
NOOS Exclude = Total re