

902 Wasco St  
Hood River, OR 97031



October 30, 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 CenturyLink Service Quality Report for the month of September 2009.

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

Sincerely,

Barbara Young  
State Government Relations

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  
REGISTRATION MANAGEMENT  
2009 NOV -5 AM 8:15  
STATE OF WASH  
UTIL AND TRNSP

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 dba. EMBARO  
 COMPANY NAME  
 2009

Exchange	CLLI	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	7	2	0	5	0	0	9	0	0	10	0	0	11	1	0	12	1	0	7	0	0	10	0	0	9	0	0	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0	0	0				
Dallesport	DLPT	3	0	0	6	1	0	0	0	0	10	0	0	3	0	0	5	0	0	4	1	0	4	0	0	5	0	0	0	0	0	0	0	0	0	0			
Grandview	GDVW	73	3	0	66	3	0	3	0	0	67	2	0	57	3	0	62	0	0	53	0	0	44	1	0	63	1	0	0	0	0	0	0	0	0	0			
Goldendale	GLDL	34	1	0	39	1	0	45	1	0	34	0	0	44	3	0	38	0	0	36	4	0	35	0	0	37	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	2	0	0	2	1	0	1	0	0	2	0	0	0	0	0	0	0	0	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	0	0	18	0	0	0	0	0	0	0	0	0	0	0		
Hood Canal	HBCL	13	0	0	11	0	0	18	1	0	12	0	0	15	1	0	24	1	0	18	0	0	17	0	0	17	0	0	0	0	0	0	0	0	0	0	0		
Horn	HRH	20	0	0	8	0	0	20	1	0	6	1	0	6	1	0	6	0	0	3	0	0	2	0	0	6	0	0	0	0	0	0	0	0	0	0	0		
Klickitat	KICT	3	0	0	2	0	0	12	0	0	10	0	0	9	1	0	14	0	0	6	0	0	5	0	0	13	0	0	0	0	0	0	0	0	0	0	0		
Lytle	LYLE	4	0	0	8	1	0	17	0	0	21	0	0	13	1	0	16	0	0	6	0	0	12	0	0	13	0	0	0	0	0	0	0	0	0	0	0	0	
Madon	MBTN	26	2	0	20	1	0	17	0	0	10	0	0	9	1	0	14	0	0	12	2	0	12	0	0	12	0	0	0	0	0	0	0	0	0	0	0	0	
Malatwa	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	26	1	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	0	1	0	0	1	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	4	2	0	103	1	0	104	0	0	85	2	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	26	1	0	42	1	0	37	2	0	47	2	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	1	0	6	0	0	0	0	0	3	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	
Roosevelt	RSVT	0	0	0	0	0	0	1	0	0	1	0	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	
Sunnyside	SMSD	114	6	0	110	3	0	103	0	0	107	1	0	88	2	0	98	3	0	115	1	0	91	4	0	98	2	0	0	0	0	0	0	0	0	0	0	0	0
Sevenson	STSN	44	0	0	29	1	0	39	1	0	50	0	0	35	3	0	33	0	0	45	1	0	42	2	0	28	2	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	58	0	0	64	2	0	0	0	0	0	0	0	0	0	0	0	0
Troulaker	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	7	1	0	0	0	0	0	0	0	0	0	0	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	48	2	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	6	1	0	6	1	0	10	1	0	5	0	0	10	4	0	0	0	0	0	0	0	0	0	0	0	0
Whitman	WHTM	4	0	0	6	1	0	8	2	0	8	1	0	6	2	0	2	0	0	1	0	0	5	0	0	10	4	0	0	0	0	0	0	0	0	0	0	0	0
Willard	WLBD	2	0	0	1	1	0	1	0	0	2	0	0	1	0	0	3	3	0	6	0	0	0	0	0	4	4	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	51	0	0	53	1	0	0	0	0	0	0	0	0	0	0	0	0
Washington		719	26	0	650	26	0	732	25	0	736	19	0	635	34	0	658	16	0	736	24	0	640	13	0	658	17	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  
 Excl = Total installation appointments excluded

WASHINGTON QUALITY OF SERVICE REPORT  
REPAIR APPOINTMENTS

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

Exchange	CLLJ	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	0	0	10	0	0	22	1	0	9	0	0	8	0	0	0	0	0	0	0	0	0	0	0	0	0			
Columbia	CLMA	0	0	0	2	0	0	0	0	0	0	0	0	2	0	0	3	1	0	15	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0			
Dallasport	DLPT	2	0	0	2	0	0	0	0	0	0	0	0	33	0	0	3	0	0	21	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0			
Grandview	GDVL	30	4	0	19	2	0	3	0	0	0	0	0	33	2	0	38	5	0	21	2	0	26	4	0	0	0	0	0	0	0	0	0	0	0	0			
Goldendale	GLDL	108	6	0	44	3	0	32	2	0	283	5	0	43	0	0	55	0	0	23	2	0	72	2	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	4	0	0	4	0	0	10	0	0	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Grenager	GRGR	11	2	0	9	0	0	6	0	0	19	0	0	15	0	0	10	0	0	6	0	0	10	0	0	3	0	0	0	0	0	0	0	0	0	0	0		
Hood Canal	HDCI	11	2	0	9	0	0	6	0	0	19	0	0	15	0	0	10	0	0	6	0	0	10	0	0	3	0	0	0	0	0	0	0	0	0	0	0		
Hood Canal	HDCI	13	2	0	9	0	0	6	0	0	22	0	0	9	0	0	22	0	0	12	0	0	12	0	0	7	0	0	0	0	0	0	0	0	0	0	0		
Klickitat	KICK	3	0	0	4	0	0	3	0	0	7	0	0	3	0	0	3	0	0	0	0	0	3	0	0	1	0	0	0	0	0	0	0	0	0	0	0		
Klickitat	KICK	1	0	0	3	0	0	2	0	0	2	0	0	2	0	0	3	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Madras	MADR	1	0	0	6	0	0	1	0	0	18	1	0	5	0	0	0	0	0	12	0	0	5	0	0	1	0	0	0	0	0	0	0	0	0	0	0		
Melrose	MTRV	12	1	0	25	1	0	20	1	0	18	0	0	13	0	0	25	1	0	22	0	0	17	2	0	5	0	0	0	0	0	0	0	0	0	0	0	0	
Pennington	PASN	0	0	0	7	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	0	0	0	0	0	0	0	
Poulsbo	PLSB	14	3	0	70	2	0	65	1	0	73	3	0	74	1	0	78	5	0	143	18	0	78	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Prosser	PRSR	14	3	0	13	1	0	24	2	0	32	2	0	23	2	0	24	2	0	19	3	0	21	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Port Angeles	PTAG	0	0	0	1	0	0	7	0	0	0	0	0	3	0	0	0	0	1	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Roosevelt	RSVT	1	0	0	1	0	0	1	0	0	3	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	
Sunnyside	SNSD	82	7	0	71	7	0	34	4	0	61	4	0	54	1	0	73	9	0	93	5	1	53	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Stevenson	STSN	61	2	0	19	0	0	56	5	0	41	4	0	37	2	0	28	1	0	24	1	0	34	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Toppenish	TPNS	47	3	0	27	2	0	34	5	0	35	7	0	36	1	0	34	2	0	34	1	0	36	1	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0
Troulisk	TRLK	12	2	0	2	0	0	2	0	0	3	1	0	1	0	0	11	1	0	3	0	0	3	0	0	20	0	0	0	0	0	0	0	0	0	0	0	0	0
White Salmon	WHSI	31	3	0	18	2	0	21	3	0	17	1	0	13	1	0	17	2	0	23	1	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Whiteswan	WHSW	7	6	0	9	0	0	19	6	0	6	2	0	13	3	0	21	4	0	8	2	0	7	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Willard	WLKD	3	0	0	4	0	0	6	0	0	5	0	0	3	0	0	4	0	0	5	0	0	2	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Wapato	WPAW	22	0	0	13	0	0	10	2	0	33	2	0	40	1	0	31	1	0	48	0	0	13	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Washington		653	45	0	403	31	0	435	30	0	688	37	0	494	21	0	527	57	0	587	42	0	417	21	0	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. EMBARQ  
COMPANY NAME  
2009

Exchange	CCLI	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	12	2	7	0	10	1	9	0						
Columbia	CLMA	0	0	0	0	2	0	3	0	0	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	5	0						
Grandview	GDVW	73	1	66	2	56	2	67	2	57	1	62	1	53	0	44	0	63	1						
Goldendale	GDL	34	2	39	0	45	1	34	5	44	5	38	0	36	2	35	0	37	0						
Glenwood	GLWD	5	0	1	0	0	0	0	0	3	0	2	0	3	0	1	0	2	0						
Granget	GRGR	37	4	21	0	29	2	14	0	18	0	11	0	22	0	17	1	18	0						
Hood Canal	HDCL	13	1	25	1	18	0	28	0	18	1	24	2	18	0	17	0	17	0						
Harrish	HRRH	20	0	11	0	20	2	12	1	15	1	13	0	13	1	6	0	8	0						
Klickitat	KLCT	3	0	2	0	2	0	6	0	6	0	6	0	3	0	2	0	6	0						
Lyle	LYLE	4	0	8	1	12	0	10	0	9	1	16	0	6	0	5	0	2	0						
Mabton	MBTN	26	0	20	2	17	0	21	1	13	0	14	0	12	2	12	0	13	0						
Matlawa	MTWA	27	0	35	1	25	0	31	0	29	0	25	0	35	0	40	0	26	1						
Patterson	PASN	0	0	2	0	0	0	0	0	1	0	4	0	0	0	1	0	1	0						
Poulsbo	PLSB	76	3	73	2	94	2	108	3	91	6	91	2	103	1	104	1	85	0						
Prosser	PRSR	49	0	32	4	45	3	23	2	28	1	26	2	42	1	37	2	47	0						
Port Angeles	PTAG	0	0	0	0	1	0	2	0	6	0	6	0	0	0	3	0	2	0						
Roosevelt	RSVT	0	0	0	0	1	0	1	0	0	0	1	1	1	0	0	0	0	0						
Sunnyside	SNSD	114	1	110	1	103	0	107	4	88	3	98	3	115	3	91	2	98	0						
Stevenson	STSN	44	1	29	0	39	0	50	4	53	1	33	0	45	0	42	0	28	0						
Toppantish	TPNS	88	0	74	0	81	1	72	7	46	1	57	0	92	0	58	0	64	0						
Trountake	TRLK	4	0	1	0	6	0	7	1	15	0	4	0	8	0	4	0	7	1						
White Salmon	WHSL	24	2	31	2	32	2	39	1	32	1	51	2	41	0	45	1	48	1						
WhiteSwan	WHSW	7	0	13	0	10	0	8	0	1	0	6	0	10	1	6	0	5	0						
Whitstran	WHTS	4	0	6	0	8	1	8	0	6	0	3	0	1	0	5	0	10	0						
Willard	WLRD	2	0	1	0	1	0	2	0	1	0	3	0	6	0	0	0	4	0						
Wapato	WPAT	55	1	47	1	69	3	62	2	41	0	48	2	60	2	51	0	53	0						
Washington		719	16	660	17	732	19	736	35	635	22	638	17	736	12	640	8	638	10						

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 d.b.a. EMBARCO  
 COMPANY NAME  
 2009

Exchange	CLLL	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec								
		Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100							
Chinaman	CHMC	8	1,028	0.78	7	1,030	0.68	3	1,027	0.29	8	1,026	0.78	21	1,016	2.07	10	1,022	0.98	22	1,036	2.12	9	1,037	0.87	8	1,026	0.78	0.00	0.00		
Columbia	CLMA	0	161	0.00	0	160	0.00	0	161	0.00	0	161	0.00	0	161	0.00	0	160	0.00	0	160	0.00	0	159	0.00	0	159	0.00	0.00	0.00		
Dalbertport	DLPT	2	660	0.30	2	653	0.31	6	650	0.92	1	654	0.15	3	648	0.46	2	646	0.31	3	643	0.47	15	638	2.35	2	630	0.32	0.00	0.00		
Grandview	GDVW	30	4,402	0.68	19	4,372	0.43	44	4,364	1.01	28	4,341	0.65	33	4,316	0.76	33	4,296	0.77	38	4,268	0.89	21	4,235	0.50	26	4,213	0.62	0.00	0.00		
Greenwood	GLWD	108	4,632	2.33	44	4,626	0.95	32	4,606	0.69	243	4,542	5.35	43	4,539	0.95	56	4,514	1.24	35	4,479	0.78	23	4,453	0.52	72	4,435	1.62	0.00	0.00		
Greener	GRGR	11	1,295	0.85	10	1,294	0.70	6	1,307	0.46	9	1,298	0.69	15	1,290	0.26	4	1,283	0.86	7	1,269	0.79	19	1,265	1.50	13	1,270	1.02	0.00	0.00		
Hood Canal	HDCR	14	2,412	1.31	8	2,414	0.33	23	2,408	0.96	19	2,414	0.79	39	2,428	1.16	11	2,423	1.40	18	2,423	0.74	6	2,409	0.25	3	2,395	0.13	0.00	0.00		
Kirkcaldie	KKCT	13	989	1.31	7	983	1.13	5	983	0.51	22	966	2.28	9	968	0.93	17	962	1.77	22	949	2.32	11	940	1.17	7	934	0.75	0.00	0.00		
Lyle	LYLE	9	935	0.96	3	935	0.32	3	932	0.32	7	931	0.75	10	925	1.08	3	932	0.32	5	921	1.42	0	909	3.52	3	898	0.33	0.00	0.00		
Mebnon	METN	12	1,312	0.91	6	1,318	0.46	9	1,316	0.68	18	1,317	1.37	13	1,326	0.38	7	1,321	1.10	26	1,310	0.53	19	1,305	1.46	5	1,300	0.80	0.00	0.00		
Metawana	MTWA	22	2,311	0.95	25	2,314	1.08	19	2,298	0.83	18	2,299	0.78	13	2,292	0.57	25	2,277	1.10	26	2,278	1.14	22	2,283	0.96	18	2,264	0.80	0.00	0.00		
Palms	PLSB	0	409	0.00	7	38,063	0.18	2	444	0.45	1	416	0.24	0	419	0.00	0	415	0.00	0	429	0.00	0	431	0.00	0	432	0.00	0.00	0.00		
Presser	PRSR	126	38,290	0.33	13	4,295	0.30	24	4,283	0.56	32	4,254	0.75	23	4,228	0.54	24	4,213	0.57	22	4,193	0.52	20	4,181	0.48	21	4,180	0.50	0.00	0.00		
Port Angeles	PTAG	0	263	0.00	1	261	0.38	1	262	0.38	2	264	0.76	3	269	1.12	0	270	0.00	1	266	0.38	1	269	0.00	0	269	0.00	0.00	0.00		
Roosevelt	RSVT	82	9,232	0.89	71	9,181	0.77	56	9,121	0.61	61	9,090	0.67	54	9,058	0.60	73	8,984	0.81	101	8,974	1.13	92	8,942	1.03	53	8,894	0.60	0.00	0.00		
Summerville	SNSD	47	7,091	1.48	27	7,082	0.38	34	7,059	0.48	35	7,033	0.50	36	7,008	0.51	34	7,051	0.48	39	6,972	0.56	34	6,956	0.49	36	6,950	0.52	0.00	0.00		
Stevenson	STSN	62	4,190	1.48	71	4,189	0.45	34	4,167	0.82	42	4,163	1.01	37	4,166	0.89	28	4,128	0.68	29	4,119	0.70	24	4,120	0.58	25	4,105	0.61	0.00	0.00		
Trouble	TRNK	12	712	1.69	18	713	0.14	19	708	0.42	17	703	0.43	13	713	0.14	11	710	1.55	4	712	0.56	3	711	0.42	5	709	0.71	0.00	0.00		
White Salmon	WHSW	30	4,348	0.69	18	4,330	0.42	19	4,329	0.44	17	4,312	0.39	13	4,307	0.30	17	4,258	0.40	23	4,249	0.54	33	4,254	0.78	20	4,233	0.47	0.00	0.00		
Whitman	WHTS	12	730	1.64	5	741	0.67	6	745	0.81	5	737	0.68	13	738	0.41	4	731	0.55	4	719	1.11	7	720	0.97	2	717	0.28	0.00	0.00		
Willard	WLRD	3	574	1.22	9	571	1.58	10	572	1.75	6	567	1.06	13	565	2.20	21	562	3.74	4	555	0.72	5	556	0.90	2	556	0.36	0.00	0.00		
Wapato	WPAT	22	3,460	0.64	13	3,478	0.37	21	3,464	0.61	33	3,452	0.96	40	3,428	1.17	31	3,421	0.91	42	3,400	1.24	47	3,397	1.38	13	3,376	0.39	0.00	0.00		
Washington		653	95,012	0.69	403	94,689	0.43	435	94,510	0.46	688	94,202	0.73	494	94,099	0.53	577	93,723	0.56	651	93,241	0.70	587	92,857	0.63	417	92,418	0.45	0	0	0.00	0.00

Total Reports = Total required 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. EMBARG  
 COMPANY NAME  
 2009

Exchange	CALL TYPE	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						
Portland	PLSS	29558	0	100.0	24749	1	100.0	22413	0	100.0	28214	0	100.0	26394	0	100.0	26757	0	100.0	26199	1	100.0	24823	1	100.0	23898	0	100.0									
Seaside	SMSD	90999	0	100.0	82418	0	100.0	91973	0	100.0	85413	19	100.0	80332	0	100.0	86888	2	100.0	81076	0	100.0	77433	0	100.0	73707	2	100.0									
Washington		120697	0	100.0	107167	1	100.0	119386	0	100.0	111827	0	100.0	108726	0	100.0	#####	2	100.0	#####	1	100.0	#####	1	100.0	97605	2	100.0	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			Objective met
						Mar-09			Objective met
						Apr-09			Objective met
						May-09			Objective met
						Jun-09			Objective met
						Jul-09			Objective met
						Aug-09			Objective met
						Sep-09			Objective met

Note: Solutions Field Service Managers (FSMs) 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 interroll 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 db.a. EMBARG  
 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	Total OOS	OOS Cir-48	OOS Cir->48	OOS48 Excl						
Chinacum	CHMC	8	8	0	0	6	6	0	0	3	3	0	0	6	6	0	0	19	19	0	0	7	7	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							
Daliesport	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	0	15	15	0	0	3	3	0	0	22	22	0	0	27	27	0	0	28	28	0	0						
Goldendale	GLDL	102	98	4	0	39	36	1	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	4	4	0	0	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						
Herrah	HRRH	10	10	0	0	6	6	0	0	3	3	0	0	2	2	0	0	9	9	0	0	13	13	0	0						
Klickitat	KLCT	1	1	0	0	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	0	2	2	0	0						
Mabton	MBTN	12	11	1	0	5	5	0	0	7	7	0	0	1	1	0	0	5	5	0	0	6	6	0	0						
Mattawa	MTWA	22	21	1	0	19	19	0	0	18	18	0	0	16	16	0	0	10	10	0	0	20	20	0	1						
Paterson	PASN	0	0	0	0	7	7	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0							
Poulsbo	PLSB	103	103	0	0	54	54	1	1	2	2	0	0	55	55	0	0	58	58	0	0	70	70	0	0						
Prosser	PRSR	13	13	0	0	7	7	0	0	5	5	0	0	28	27	1	0	14	13	1	0	21	21	0	0						
Port Angeles	PTAG	0	0	0	0	0	0	0	0	1	1	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	SMSD	66	64	2	0	63	61	0	0	26	26	0	0	51	51	0	2	37	37	0	0	67	66	1	2						
Stevenson	STNS	53	53	0	0	16	16	0	0	47	47	0	0	30	29	1	1	30	30	0	0	25	25	0	1						
Toppentish	TPNS	37	37	0	0	24	24	0	0	29	29	0	0	27	26	1	4	29	29	0	0	30	30	0	0						
Troutlake	TRLK	10	10	0	0	1	1	0	0	3	3	0	0	2	2	0	0	1	1	0	0	8	8	0	1						
White Salmon	WHSL	28	27	1	0	15	15	0	0	17	17	0	0	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						
Whistman	WHTS	5	3	2	0	7	7	0	0	6	6	0	0	6	6	0	0	13	13	0	0	20	20	0	1						
Wapato	WPAT	3	2	0	0	4	4	0	0	10	10	0	0	29	29	0	0	37	33	4	0	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 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

Out of Service Trouble Reports Cleared Within 48 Hours

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

Exchange	CLLI	Jul					Aug					Sep					Oct					Nov					Dec				
		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	21	21	0	0	9	9	0	0	7	7	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						
Daliesport	DLPT	1	1	0	0	12	12	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
Grandview	GDVW	31	31	0	0	14	14	0	0	21	21	0	0	1	1	0	0	0	0	0	0	0	0	0	0						
Goldendale	GLDL	28	28	0	0	16	16	0	0	67	67	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
Glenwood	GLWD	7	7	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
Granger	GRGR	9	9	0	0	18	18	0	0	12	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
Hood Canal	HDCL	15	15	0	0	5	5	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
Harrish	HRRH	19	19	0	0	11	11	0	0	6	6	0	0	1	1	0	0	0	0	0	0	0	0	0	0						
Klickitat	KLCT	5	5	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
Lyle	LYLE	2	2	0	0	27	27	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
Mabton	MBTN	2	2	0	0	15	15	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
Maltawa	MTWA	6	6	0	0	18	18	0	0	15	14	1	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	0	0	0	0						
Poulsbo	PLSB	88	88	0	0	126	126	0	0	63	63	0	2	2	0	0	0	0	0	0	0	0	0	0	0						
Prosser	PRSR	17	17	0	0	15	15	0	2	15	14	1	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	0	0	0	0						
Roosevelt	RSVT	1	1	0	0	1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
Sunnyside	SNSD	92	91	1	1	80	80	0	1	42	41	1	0	0	0	0	0	0	0	0	0	0	0	0	0						
Stevenson	STSN	25	25	0	0	20	20	0	0	20	20	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
Toppenish	TPNS	30	30	0	0	29	29	0	0	35	34	1	0	0	0	0	0	0	0	0	0	0	0	0	0						
Trouliske	TRLK	3	3	0	0	3	3	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
White Salmon	WHSL	20	20	0	0	29	28	1	0	12	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
Whiteswan	WHSW	6	6	0	0	7	7	0	0	2	2	0	0	1	1	0	0	0	0	0	0	0	0	0	0						
Whitstran	WHTS	2	2	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
Wapato	WPAT	40	40	0	0	45	45	0	0	8	8	0	0	2	2	0	0	0	0	0	0	0	0	0	0						
Willard	WLRD	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
Washington		492	491	1	12	501	500	6	346	342	4	7	0	0	0	0	0	0	0	0	0	0	0	0	0						

Total OOS = Total regul  
 OOS Cir-48 = Total regul  
 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	CILL	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	
Chinacum	CHMC	0	0	0	0	1	0	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	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	0
Grandview	GDVW	5	5	0	0	2	2	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Goldendale	GLDL	6	5	1	0	4	3	0	0	7	6	1	0	3	5	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	0
Garnger	GRGR	1	1	0	0	0	0	0	0	2	2	0	0	1	1	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	1	1	0	0	0	0	0	0	0	0	0	0	0
Harrish	HRRH	3	2	1	0	0	0	0	0	1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0
Kilicklat	KLCT	1	1	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lyle	LYLE	1	1	0	0	2	2	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	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0
Mattawa	MTWA	0	0	0	0	5	5	0	0	2	2	0	0	2	2	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	0
Poulsbo	PLSB	22	22	0	0	15	15	0	0	0	0	0	0	17	17	0	0	1	1	1	1	14	14	0	0	0
Prosser	PRSR	0	1	0	0	5	5	0	0	14	14	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0
Port Angeles	PTAG	1	0	0	0	0	0	0	0	6	6	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0
Roosevelt	RSVT	1	1	0	0	0	0	0	0	8	8	0	0	7	7	0	0	1	1	1	1	11	11	0	0	1
Sunnyside	SNSD	15	15	0	0	7	7	0	0	7	7	0	0	8	8	0	0	1	1	1	1	13	13	0	0	0
Stevenson	STSN	7	7	0	0	3	3	0	0	5	5	0	0	3	3	0	0	2	2	2	2	4	4	0	0	0
Toppenish	TPNS	9	8	1	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troulaker	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	0
White Salmon	WHSL	3	3	0	0	1	1	0	0	3	3	0	0	4	4	0	0	0	0	0	0	0	0	0	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	0	0
Willard	WHTS	2	0	0	0	2	2	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	4	4	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	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	0

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

Not Out of Service Trouble Reports Cleared Within 72 Hours

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

Exchange	CCLI	Jul				Aug				Sep				Oct				Nov				Dec			
		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	Total NOOS	NOOS Cir-72	NOOS Cir->72	NOOS 72 Excl
Chimacum	CHMC	0	0	0	1	0	0	0	0	1	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	1	3	3	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Grandview	GDVW	6	6	0	0	7	7	0	0	4	4	0	0	1	0	0	0	0	0	0	0	0	0	0	0
Goldendale	GLDL	7	7	0	0	7	7	0	0	4	4	0	0	1	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	0	0	0	0
Groinger	GRGR	1	1	0	0	1	1	0	0	1	1	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	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Harrish	HRRH	3	3	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Klickitat	KLCT	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lyle	LYLE	1	1	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mabton	MBTN	1	1	0	0	2	2	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mattawa	MTWA	1	1	0	0	4	4	0	0	3	3	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	90	90	0	0	16	16	0	0	12	12	4	2	0	0	0	0	0	0	0	0	0	0	0	0
Prosser	PRSR	4	4	0	0	2	2	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Port Angeles	PTAG	1	1	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sunnyside	SNSD	8	8	0	0	12	12	0	0	11	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson	STSN	2	2	0	0	3	3	0	0	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Toppenish	TPNS	8	8	0	0	5	5	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troulaker	TRLK	1	1	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
White Salmon	WHSL	3	3	0	0	4	4	0	0	8	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Whiteswan	WHSW	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Whitstran	WHST	2	2	0	0	4	4	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	3	3	0	0	3	3	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Washington		145	145	0	0	79	79	0	0	60	60	0	0	4	0	0	0	0	0	0	0	0	0	0	0

Total NOOS = Total regu  
 NOOS Cir 72 = Total reg  
 NOOS Cir->72= Total re  
 NOOS Exclude = Total r

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 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	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	GDLG	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%	0	0	0	0%	6	0	0	100%
Granger	GRGR	37	0	0	100%	21	0	0	100%	29	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%
Herrah	HRRH	20	0	0	100%	11	0	0	100%	20	0	0	100%	51	0	0	100%
Klickitat	KLCT	3	0	0	100%	2	0	0	100%	2	0	0	100%	7	0	0	100%
Lyle	LYLE	4	0	0	100%	8	0	0	100%	12	0	0	100%	24	0	0	100%
Mabton	MBTN	26	0	0	100%	20	0	0	100%	17	0	0	100%	63	0	0	100%
Mattawa	MTVA	27	0	0	100%	35	0	0	100%	25	0	0	100%	87	0	0	100%
Patternson	PASN	0	0	0	0%	2	0	0	100%	0	0	0	0%	2	0	0	100%
Poulsbo	PLSB	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%	1	0	0	100%	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%	81	0	0	100%	243	0	0	100%
Troulaker	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	WLRD	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%	660	0	0	100%	732	0	0	100%	2,111	0	0	100%

3: This report captures service order completion dates upon service activation.

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Apr-09					May-09					Jun-09					2nd 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	Orders	Orders	Orders	>90	>180	Orders	Orders	Orders	>90	>180	Orders	Orders
Chinacum	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	100%	100%	5	0	0	100%	100%	18	0	0	100%	100%	
Grandview	GDVW	67	0	0	100%	100%	57	0	100%	100%	62	0	0	100%	100%	186	0	0	100%	100%	
Goldendale	GDL	34	0	0	100%	100%	44	0	100%	100%	38	0	0	100%	100%	116	0	0	100%	100%	
Glenwood	GLWD	0	0	0	0%	0%	3	0	100%	100%	2	0	0	100%	100%	5	0	0	100%	100%	
Granger	GRGR	14	0	0	100%	100%	18	0	100%	100%	11	0	0	100%	100%	43	0	0	100%	100%	
Hood Canal	HDC	28	0	0	100%	100%	18	0	100%	100%	24	0	0	100%	100%	70	0	0	100%	100%	
Harrah	HRRH	12	0	0	100%	100%	15	0	100%	100%	13	0	0	100%	100%	40	0	0	100%	100%	
Kickiat	KLCT	6	0	0	100%	100%	6	0	100%	100%	6	0	0	100%	100%	18	0	0	100%	100%	
Lyle	LYLE	10	0	0	100%	100%	9	0	100%	100%	16	0	0	100%	100%	35	0	0	100%	100%	
Madon	MBTN	21	0	0	100%	100%	13	0	100%	100%	14	0	0	100%	100%	48	0	0	100%	100%	
Mattawa	MTWA	31	0	0	100%	100%	29	0	100%	100%	25	0	0	100%	100%	85	0	0	100%	100%	
Patternson	PASN	1	0	0	100%	100%	1	0	100%	100%	4	0	0	100%	100%	6	0	0	100%	100%	
Poulsbo	PLSB	108	0	0	100%	100%	91	0	100%	100%	91	0	0	100%	100%	290	0	0	100%	100%	
Prosser	PRSR	23	0	0	100%	100%	28	0	100%	100%	26	0	0	100%	100%	77	0	0	100%	100%	
Port Angeles	PTAG	2	0	0	100%	100%	6	0	100%	100%	6	0	0	100%	100%	14	0	0	100%	100%	
Roosevelt	RSVT	1	0	0	100%	100%	0	0	0%	0%	1	0	0	100%	100%	2	0	0	100%	100%	
Sunnyside	SNSD	107	0	0	100%	100%	88	0	100%	100%	98	0	0	100%	100%	293	0	0	100%	100%	
Stevenson	STSN	50	0	0	100%	100%	53	0	100%	100%	33	0	0	100%	100%	136	0	0	100%	100%	
Tropenish	TPNS	72	0	0	100%	100%	46	0	100%	100%	57	0	0	100%	100%	175	0	0	100%	100%	
Troulakis	TRLK	7	0	0	100%	100%	15	0	100%	100%	4	0	0	100%	100%	26	0	0	100%	100%	
White Salmon	WHSL	39	0	0	100%	100%	32	0	100%	100%	51	0	0	100%	100%	122	0	0	100%	100%	
Whiteswan	WHSW	8	0	0	100%	100%	1	0	100%	100%	6	0	0	100%	100%	15	0	0	100%	100%	
Whitstran	WHTS	8	0	0	100%	100%	6	0	100%	100%	2	0	0	100%	100%	16	0	0	100%	100%	
Willard	WLRD	2	0	0	100%	100%	1	0	100%	100%	3	0	0	100%	100%	6	0	0	100%	100%	
Wapato	WPAT	62	0	0	100%	100%	41	0	100%	100%	48	0	0	100%	100%	151	0	0	100%	100%	
Washington		736	0	0	100%	100%	635	0	100%	100%	658	0	0	100%	100%	2,029	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	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	Orders	Orders	Orders	>90	>180	Orders	Orders	Orders	>90	>180	Orders	Orders
Chimacum	CHMC	7	0	0	100%	100%	10	0	0	100%	100%	9	0	0	100%	100%	26	0	0	100%	100%
Columbia	CLMA	0	0	0	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%	5	0	0	100%	100%	13	0	0	100%	100%
Glenwood	GLWD	3	0	0	100%	100%	1	0	0	100%	100%	63	0	0	100%	100%	67	0	0	100%	100%
Goldendale	GLDL	36	0	0	100%	100%	35	0	0	100%	100%	37	0	0	100%	100%	108	0	0	100%	100%
Grandview	GDVW	53	0	0	100%	100%	44	0	0	100%	100%	2	0	0	100%	100%	99	0	0	100%	100%
Granger	GRGR	22	0	0	100%	100%	17	0	0	100%	100%	18	0	0	100%	100%	57	0	0	100%	100%
Harrish	HRRH	13	0	0	100%	100%	6	0	0	100%	100%	17	0	0	100%	100%	36	0	0	100%	100%
Hood Canal	HDCL	18	0	0	100%	100%	17	0	0	100%	100%	8	0	0	100%	100%	43	0	0	100%	100%
Klickitat	KLCT	3	0	0	100%	100%	2	0	0	100%	100%	6	0	0	100%	100%	11	0	0	100%	100%
Lyle	LYLE	6	0	0	100%	100%	5	0	0	100%	100%	2	0	0	100%	100%	13	0	0	100%	100%
Mabton	MBTN	12	0	0	100%	100%	12	0	0	100%	100%	13	0	0	100%	100%	37	0	0	100%	100%
Mattawa	MTWA	35	0	0	100%	100%	40	0	0	100%	100%	26	0	0	100%	100%	101	0	0	100%	100%
Patterson	PTAG	0	0	0	0%	0%	1	0	0	100%	100%	1	0	0	100%	100%	2	0	0	100%	100%
Port Angeles	PASN	0	0	0	0%	0%	3	0	0	100%	100%	85	0	0	100%	100%	88	0	0	100%	100%
Poulsbo	PLSB	103	0	0	100%	100%	104	0	0	100%	100%	47	0	0	100%	100%	254	0	0	100%	100%
Prosser	PRSR	42	0	0	100%	100%	37	0	0	100%	100%	2	0	0	100%	100%	81	0	0	100%	100%
Roosevelt	RSVT	1	0	0	100%	100%	4	0	0	100%	100%	0	0	0	0%	0%	1	0	0	100%	100%
Stevenson	STSN	45	0	0	100%	100%	42	0	0	100%	100%	98	0	0	100%	100%	185	0	0	100%	100%
Sunnyside	SNSD	115	0	0	100%	100%	91	0	0	100%	100%	28	0	0	100%	100%	234	0	0	100%	100%
Toppenish	TPNS	92	0	0	100%	100%	58	0	0	100%	100%	64	0	0	100%	100%	214	0	0	100%	100%
Troutlake	TRLK	8	0	0	100%	100%	4	0	0	100%	100%	7	0	0	100%	100%	19	0	0	100%	100%
Wapato	WPAT	60	0	0	100%	100%	51	0	0	100%	100%	48	0	0	100%	100%	159	0	0	100%	100%
White Salmon	WWSL	41	0	0	100%	100%	45	0	0	100%	100%	5	0	0	100%	100%	91	0	0	100%	100%
Whiteswan	WHSW	10	0	0	100%	100%	6	0	0	100%	100%	10	0	0	100%	100%	26	0	0	100%	100%
Whitstran	WHTS	1	0	0	100%	100%	5	0	0	100%	100%	4	0	0	100%	100%	10	0	0	100%	100%
Willard	WLRD	6	0	0	100%	100%	0	0	0	0%	0%	53	0	0	100%	100%	59	0	0	100%	100%
Washington		736	0	0	100%	100%	640	0	0	100%	100%	658	0	0	100%	100%	2,034	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	
Chimacum	CHMC	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%	
Dallesport	DLPT	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Glennwood	GLWD	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%	
Grandview	GDVW	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%	
Harrish	HRRH	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%	
Klickitat	KLCT	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%	
Mabton	MBTN	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%	
Patterson	PASN	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%	
Poulsbo	PLSB	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%	
Roosevelt	RSVT	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%	
Sunnyside	SNSD	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%	
Troutlake	TRLK	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%	
White Salmon	WHSL	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%	
Whitstran	WHTS	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%	
Washington		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	CILLI	Jan - Jun 09 (180 Day)				
		Total Orders Compltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days
Chinacum	CHMC	54	0	0	100%	100%
Columbia	CLMA	5	0	0	100%	100%
Dalesport	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%
Kicklat	KICT	25	0	0	100%	100%
Lyle	LYLE	59	0	0	100%	100%
Mabton	MBTN	111	0	0	100%	100%
Maltawa	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%
Rosevelt	RSVT	5	0	0	100%	100%
Sunnyside	SNSD	620	0	0	100%	100%
Stevenson	STSN	248	0	0	100%	100%
Troulaka	TPNS	418	0	0	100%	100%
Trullake	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%

3: This report captures service c



WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jul - Dec 09 (180 Day)			
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >180 Days
Chimacum	CHMC	26	0	0	100%
Columbia	CLMA	0	0	0	0%
Dallesport	DLPT	13	0	0	100%
Glenwood	GLWD	67	0	0	100%
Goldendale	GLDL	108	0	0	100%
Grandview	GDVW	99	0	0	100%
Granger	GRGR	57	0	0	100%
Harrish	HRRH	36	0	0	100%
Hood Canal	HDCL	43	0	0	100%
Klickitat	KLCT	11	0	0	100%
Lyle	LYLE	13	0	0	100%
Mabton	MBTN	37	0	0	100%
Mattawa	MTWA	101	0	0	100%
Patterson	PASN	2	0	0	100%
Port Angeles	PTAG	88	0	0	100%
Poulsbo	PLSB	254	0	0	100%
Prosser	PRSR	81	0	0	100%
Roosevelt	RSVT	1	0	0	100%
Stevenson	STSN	185	0	0	100%
Sunnyside	SNSD	234	0	0	100%
Toppenish	TPNS	214	0	0	100%
Troutlake	TRLK	19	0	0	100%
Wapato	WPAT	159	0	0	100%
White Salmon	WHSL	91	0	0	100%
WhiteSwan	WHSW	26	0	0	100%
Whitstran	WHTS	10	0	0	100%
Willard	WLRD	59	0	0	100%
Washington		2,034	0	0	100%

report captures service or