

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. EMBARQ  
 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	9	0	0	7	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				
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	5	0	0	5	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	63	1	0	63	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	35	0	0	37	0	0	49	5	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	2	0	0	3	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	18	0	0	29	0	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	17	0	0	16	3	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	8	0	0	19	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	6	0	0	6	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	2	0	0	10	1	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	13	0	0	14	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	26	1	0	25	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	1	0	0	2	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	104	0	0	85	2	0	82	2	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	1	0	38	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	1	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	0	0	0	2	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	98	2	0	107	0	0						
Stevensen	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	28	0	0	47	1	0						
Toppemish	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	65	1	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	7	1	0	6	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	25	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	5	0	0	12	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	10	4	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	4	1	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	0	0	53	1	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	658	17	0	691	17	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	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	8	0	0	14	1	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	2	0	0	2	0	0	6	1	0	1	1	0	3	0	0	2	0	0	3	1	0	15	0	0	2	0	0	3	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	26	4	0	54	10	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	72	2	0	39	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	1	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	13	1	0	9	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	3	0	0	16	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	7	1	0	17	3	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	1	0	0	15	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	3	0	0	4	0	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	5	0	0	7	1	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	18	0	0	15	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	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	78	3	0	120	6	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	21	4	0	12	1	0						
Port Angeles	PTAG	0	0	0	1	1	0	24	7	0	2	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	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	2	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	101	9	0	93	5	0	53	0	0	69	12	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	25	1	0	23	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	36	1	0	30	2	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	5	0	0	5	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	20	0	0	19	0	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	2	0	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	2	2	0	2	0	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	1	0	0	1	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	13	2	0	35	4	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	417	21	0	519	43	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	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	9	0	7	0				
Columbia	CLMA	0	0	0	0	2	0	3	0	0	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	5	0				
Grandview	GDVW	73	1	66	2	56	2	67	2	57	1	62	1	53	0	44	0	63	1	63	0				
Goldendale	GLDL	34	2	39	0	45	1	34	5	44	5	38	0	36	2	35	0	37	0	49	3				
Glenwood	GLWD	5	0	1	0	0	0	0	0	3	0	2	0	3	0	1	0	2	0	3	0				
Granger	GRGR	37	4	21	0	29	2	14	0	18	0	11	0	22	0	17	1	18	0	29	0				
Hood Canal	HDCL	13	1	25	1	18	0	28	0	18	1	24	2	18	0	17	0	17	0	16	1				
Harrah	HRRH	20	0	11	0	20	2	12	1	15	1	13	0	13	1	6	0	8	0	19	0				
Klickitat	KLCT	3	0	2	0	2	0	6	0	6	0	6	0	3	0	2	0	6	0	6	0				
Lyle	LYLE	4	0	8	1	12	0	10	0	9	1	16	0	6	0	5	0	2	0	10	0				
Mabton	MBTN	26	0	20	2	17	0	21	1	13	0	14	0	12	2	12	0	13	0	14	0				
Mattawa	MTWA	27	0	35	1	25	0	31	0	29	0	25	0	35	0	40	0	26	1	25	0				
Patterson	PASN	0	0	2	0	0	0	1	0	1	0	4	0	0	0	1	0	1	0	2	0				
Poulsbo	PLSB	76	3	73	2	94	2	108	3	91	6	91	2	103	0	104	1	85	0	82	1				
Prosser	PRSR	49	0	32	4	45	3	23	2	28	1	26	2	42	1	37	2	47	0	38	0				
Port Angeles	PTAG	0	0	0	0	1	0	2	0	6	0	6	0	0	0	3	0	2	0	1	0				
Roosevelt	RSVT	0	0	2	0	1	0	1	0	0	0	1	1	1	0	0	0	0	0	2	0				
Sunnyside	SNSD	114	1	110	1	103	0	107	4	88	3	98	3	115	3	91	2	98	1	107	0				
Stevenson	STSN	44	1	29	0	39	0	50	4	53	1	33	0	45	0	42	0	28	0	47	1				
Toppenish	TPNS	88	0	74	0	81	1	72	7	46	1	57	0	92	0	58	0	64	0	65	0				
Troutlake	TRLK	4	0	1	0	6	0	7	1	15	0	4	0	8	0	4	0	7	1	6	1				
White Salmon	WHSL	24	2	31	2	32	2	39	1	32	1	51	2	41	0	45	1	48	1	25	2				
WhiteSwan	WHSW	7	0	13	0	10	0	8	0	1	0	6	0	10	1	6	0	5	0	12	0				
Whitstran	WHTS	4	0	6	0	8	1	8	0	6	0	2	0	1	0	5	0	10	3	5	0				
Willard	WLRD	2	0	1	0	1	0	2	0	1	0	3	0	6	0	0	0	4	2	0	0				
Wapato	WPAT	55	1	47	1	69	3	62	2	41	0	48	2	60	2	51	0	53	0	53	1				
Washington		719	16	660	17	732	19	736	35	635	22	658	17	736	12	640	8	658	10	691	10	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

Trouble Reports Per 100 Access Lines

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 Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100			
Chimacum	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	14	1,029	1.36			0.00			0.00
Columbia	CLMA	0	161	0.00	0	160	0.00	0	168	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	159	0.00			0.00		0.00	
Dalesport	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	3	619	0.48			0.00		0.00	
Grandview	GDVW	30	4,402	0.68	19	4,373	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	55	4,192	1.31			0.00		0.00	
Goddendale	GLDL	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	39	4,431	0.88			0.00		0.00	
Glenwood	GLWD	3	376	0.80	10	380	2.63	3	378	0.79	1	378	0.26	1	381	0.26	4	379	1.06	7	378	1.85	1	376	0.27	1	373	0.27	1	374	0.27			0.00		0.00	
Granger	GRGR	11	1,295	0.85	9	1,294	0.70	6	1,307	0.46	9	1,298	0.69	15	1,290	1.16	11	1,283	0.86	10	1,269	0.79	19	1,265	1.50	13	1,270	1.02	9	1,275	0.71			0.00		0.00	
Hood Canal	HDCL	14	2,412	0.58	8	2,414	0.33	23	2,408	0.96	19	2,414	0.79	39	2,428	1.61	34	2,423	1.40	18	2,423	0.74	6	2,409	0.25	3	2,395	0.13	16	2,382	0.67			0.00		0.00	
Harrah	HRRH	13	989	1.31	7	983	0.71	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	17	934	1.82			0.00		0.00	
Klickitat	KLCT	3	354	0.85	4	354	1.13	3	349	0.86	2	347	0.58	2	344	0.58	3	353	0.85	5	351	1.42	0	347	0.00	1	350	0.29	15	345	4.35			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	3	921	0.33	32	909	3.52	3	898	0.33	4	894	0.45			0.00		0.00	
Mabion	MBTN	12	1,312	0.91	6	1,318	0.46	9	1,316	0.68	18	1,317	1.37	5	1,326	0.38	7	1,321	0.53	7	1,310	0.53	19	1,305	1.46	5	1,300	0.38	7	1,287	0.54			0.00		0.00	
Mattawa	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	15	2,253	0.67			0.00		0.00	
Patterson	PASN	0	409	0.00	7	435	1.61	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	434	0.00			0.00		0.00	
Poulsbo	PLSB	126	38,290	0.33	70	38,063	0.18	66	38,052	0.17	72	38,019	0.19	74	37,984	0.19	78	37,891	0.21	181	37,664	0.48	143	37,439	0.38	78	37,225	0.21	120	37,207	0.32			0.00		0.00	
Prosser	PRSR	14	4,334	0.32	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	12	4,149	0.29			0.00		0.00	
Port Angeles	PTAG	0	263	0.00	1	261	0.38	1	265	0.38	2	264	0.76	3	269	1.12	0	270	0.00	1	266	0.38	0	269	0.00	0	269	0.00	2	269	0.74			0.00		0.00	
Roosevelt	RSVT	1	199	0.50	1	202	0.50	1	202	0.50	3	203	1.48	0	201	0.00	0	201	0.00	1	204	0.49	1	208	0.48	2	207	0.97	0	202	0.00			0.00		0.00	
Sunnyside	SNSD	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	68	8,835	0.77			0.00		0.00	
Stevenson	STSN	62	4,190	1.48	19	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	23	4,103	0.56			0.00		0.00	
Tappanish	TPNS	47	7,091	0.66	27	7,082	0.38	34	7,059	0.48	35	7,033	0.50	36	7,068	0.51	34	7,051	0.48	39	6,972	0.56	34	6,956	0.49	36	6,950	0.52	30	6,862	0.44			0.00		0.00	
Troulaker	TRLK	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	3	711	0.42	5	709	0.71	5	711	0.70			0.00		0.00	
White Salmon	WHSL	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	19	4,214	0.45			0.00		0.00	
WhiteSwan	WHSW	12	730	1.64	5	741	0.67	6	745	0.81	5	737	0.68	3	738	0.41	4	731	0.55	8	719	1.11	7	720	0.97	2	717	0.28	7	707	0.99			0.00		0.00	
Whitstran	WHTS	7	574	1.22	9	571	1.58	10	572	1.75	6	567	1.06	13	565	2.30	21	562	3.74	4	555	0.72	5	556	0.90	2	556	0.36	2	559	0.36			0.00		0.00	
Willard	WLRD	3	313	0.96	4	314	1.27	2	313	0.64	0	315	0.00	3	315	0.95	1	319	0.31	0	320	0.00	0	317	0.00	1	318	0.31	1	314	0.32			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	35	3,369	1.04			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	94,093	0.53	527	93,722	0.56	651	93,241	0.70	587	92,857	0.63	417	92,418	0.45	519	92,109	0.56	0	0	0.00	0	0	0.00

Total Reports = Total regulated 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. EMBARQ  
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	26199	1	100.0	24823	1	100.0	23898	0	100.0	24,456	0	100.0						
Sunnyside	SNSD	80969	0	100.0	82418	0	100.0	91973	0	100.0	85413	19	100.0	80332	0	100.0	86868	2	100.0	81076	0	100.0	77433	0	100.0	73707	2	100.0	74,383	2	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	97605	2	100.0	98,839	2	100.0	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
						Oct-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	
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

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 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	21	21	0	0	9	9	0	0	7	7	0	0	9	9	0	1								
Columbia	CLMA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Dallesport	DLPT	1	1	0	0	12	12	0	0	2	2	0	0	3	3	0	0								
Grandview	GDVW	31	31	0	1	14	14	0	0	21	21	0	1	47	45	2	1								
Goldendale	GLDL	28	28	0	0	16	16	0	0	67	67	0	0	30	30	0	0								
Glenwood	GLWD	7	7	0	0	1	1	0	0	1	1	0	0	1	1	0	0								
Granger	GRGR	9	9	0	0	18	18	0	0	12	12	0	0	8	8	0	0								
Hood Canal	HDCL	15	15	0	2	5	5	0	0	2	2	0	0	15	15	0	0								
Harrah	HRRH	19	19	0	0	11	11	0	0	6	6	0	1	13	13	0	1								
Klickitat	KLCT	5	5	0	0	0	0	0	0	1	1	0	0	13	12	1	0								
Lyle	LYLE	2	2	0	0	27	27	0	1	3	3	0	0	3	3	0	0								
Mabton	MBTN	6	6	0	0	15	15	0	0	4	4	0	0	7	7	0	0								
Mattawa	MTWA	24	24	0	1	18	18	0	0	15	14	1	0	13	13	0	0								
Patterson	PASN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Poulsbo	PLSB	88	88	0	1	126	126	0	1	63	63	0	2	99	99	0	1								
Prosser	PRSR	17	17	0	1	15	15	0	2	15	14	1	0	11	10	1	0								
Port Angeles	PTAG	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								
Sunnyside	SNSD	92	91	1	1	80	80	0	1	42	41	1	0	60	59	1	0								
Stevenson	STSN	25	25	0	2	20	20	0	0	20	20	0	0	16	16	0	1								
Toppenish	TPNS	30	30	0	1	29	29	0	0	35	34	1	0	20	20	0	2								
Troutlake	TRLK	3	3	0	0	3	3	0	0	4	4	0	0	4	4	0	0								
White Salmon	WHSL	20	20	0	0	29	28	1	0	12	12	0	0	17	17	0	0								
WhiteSwan	WHSW	6	6	0	1	7	7	0	0	2	2	0	0	7	7	0	0								
Whitstran	WHTS	2	2	0	0	0	0	0	1	1	1	0	1	2	2	0	0								
Wapato	WPAT	40	40	0	1	45	45	0	0	8	8	0	2	32	31	1	1								
Willard	WLRD	0	0	0	0	0	0	0	0	1	1	0	0	1	1	0	0								
Washington		492	491	1	12	501	500	1	6	346	342	4	7	432	426	6	8	0	0	0	0	0	0	0	0

Total OOS = Total regul  
 OOS Clr 48 = Total regu  
 OOS Clr >48 = Total reg  
 OOS Exclude = Total reg



**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	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
Grandview	GDVW	5	5	0	0	2	2	0	1	0	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	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	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	0	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	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	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	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

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 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	1	0	0	0	0	1	1	0	0	4	4	0	0								
Columbia	CLMA	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	0	0	0	0	0	0	0	0								
Grandview	GDVW	6	6	0	0	7	7	0	0	4	4	0	0	6	6	0	0								
Goldendale	GLDL	7	7	0	0	7	7	0	0	4	4	0	1	8	8	0	1								
Glenwood	GLWD	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Granger	GRGR	1	1	0	0	1	1	0	0	1	1	0	0	1	1	0	0								
Hood Canal	HDCL	1	1	0	0	1	1	0	0	1	1	0	0	1	1	0	0								
Harrah	HRRH	3	3	0	0	1	1	0	0	0	0	0	0	3	3	0	0								
Klickitat	KLCT	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	0								
Lyle	LYLE	1	1	0	0	4	4	0	0	0	0	0	0	1	1	0	0								
Mabton	MBTN	1	1	0	0	2	2	0	0	1	1	0	0	0	0	0	0								
Mattawa	MTWA	1	1	0	0	4	4	0	0	3	3	0	0	2	2	0	0								
Patterson	PASN	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	0	1	18	18	0	2								
Prosser	PRSR	4	4	0	0	2	2	0	0	4	4	0	2	1	1	0	0								
Port Angeles	PTAG	1	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0								
Roosevelt	RSVT	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	9	9	0	0								
Stevenson	STSN	2	2	0	0	3	3	0	1	5	5	0	0	6	6	0	0								
Toppenish	TPNS	8	8	0	0	5	5	0	0	1	1	0	0	8	8	0	0								
Troutlake	TRLK	1	1	0	0	0	0	0	0	1	1	0	0	1	1	0	0								
White Salmon	WHSL	3	3	0	0	4	4	0	0	8	8	0	0	2	2	0	0								
WhiteSwan	WHSW	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Whitstran	WHTS	2	2	0	0	4	4	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								
Wapato	WPAT	3	3	0	0	3	3	0	0	3	3	0	0	2	2	0	0								
Washington		145	145	0	2	79	79	0	1	60	60	0	4	76	76	0	3	0	0	0	0	0	0	0	0

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

**WASHINGTON QUALITY OF SERVICE 180 DAY 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%
Whitsran	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.

**WASHINGTON QUALITY OF SERVICE 180 DAY 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%

s: This report captures service c

**WASHINGTON QUALITY OF SERVICE 180 DAY 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 180 DAY SERVICE REPORT  
SERVICE ACTIVATION DELAY**

EXCHANGE	CLLI	Jul-09					Aug-09					Sep-09					3rd 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%	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%
Harrah	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	PASN	0	0	0	0%	0%	1	0	0	100%	100%	1	0	0	100%	100%	2	0	0	100%	100%
Port Angeles	PTAG	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%	0	0	0	0%	0%	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	WHSL	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 180 DAY 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	7	0	0	100%	100%												7	0	0	100%	100%
Columbia	CLMA	0	0	0	0%	0%												0	0	0	0%	0%
Dallesport	DLPT	5	0	0	100%	100%												5	0	0	100%	100%
Glenwood	GLWD	3	0	0	100%	100%												3	0	0	100%	100%
Goldendale	GLDL	49	0	0	100%	100%												49	0	0	100%	100%
Grandview	GDVW	63	0	0	100%	100%												63	0	0	100%	100%
Granger	GRGR	29	0	0	100%	100%												29	0	0	100%	100%
Harrah	HRRH	19	0	0	100%	100%												19	0	0	100%	100%
Hood Canal	HDCL	16	0	0	100%	100%												16	0	0	100%	100%
Klickitat	KLCT	6	0	0	100%	100%												6	0	0	100%	100%
Lyle	LYLE	10	0	0	100%	100%												10	0	0	100%	100%
Mabton	MBTN	14	0	0	100%	100%												14	0	0	100%	100%
Mattawa	MTWA	25	0	0	100%	100%												25	0	0	100%	100%
Patterson	PASN	2	0	0	100%	100%												2	0	0	100%	100%
Port Angeles	PTAG	1	0	0	100%	100%												1	0	0	100%	100%
Poulsbo	PLSB	82	0	0	100%	100%												82	0	0	100%	100%
Prosser	PRSR	38	0	0	100%	100%												38	0	0	100%	100%
Roosevelt	RSVT	2	0	0	100%	100%												2	0	0	100%	100%
Stevenson	STSN	47	0	0	100%	100%												47	0	0	100%	100%
Sunnyside	SNSD	107	0	0	100%	100%												107	0	0	100%	100%
Toppenish	TPNS	65	0	0	100%	100%												65	0	0	100%	100%
Troutlake	TRLK	6	0	0	100%	100%												6	0	0	100%	100%
Wapato	WPAT	53	0	0	100%	100%												53	0	0	100%	100%
White Salmon	WHSL	25	0	0	100%	100%												25	0	0	100%	100%
WhiteSwan	WHSW	12	0	0	100%	100%												12	0	0	100%	100%
Whitstran	WHTS	5	0	0	100%	100%												5	0	0	100%	100%
Willard	WLRD	0	0	0	0%	0%												0	0	0	0%	0%
Washington		691	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	100%	100%	

Report captures service or

**WASHINGTON QUALITY OF 180 DAY SERVICE REPORT  
SERVICE ACTIVATION DELAY**

EXCHANGE	CLLI	Jul - Dec 09 (180 Day)				
		Total	Held	Held	%Held	%Held
		Orders Cmpltd	>90 Days	>180 Days	Orders >90 Days	Orders >180 Days
Chimacum	CHMC	33	0	0	100%	100%
Columbia	CLMA	0	0	0	0%	0%
Dallesport	DLPT	18	0	0	100%	100%
Glenwood	GLWD	70	0	0	100%	100%
Goldendale	GLDL	157	0	0	100%	100%
Grandview	GDVW	162	0	0	100%	100%
Granger	GRGR	86	0	0	100%	100%
Harrah	HRRH	55	0	0	100%	100%
Hood Canal	HDCL	59	0	0	100%	100%
Klickitat	KLCT	17	0	0	100%	100%
Lyle	LYLE	23	0	0	100%	100%
Mabton	MBTN	51	0	0	100%	100%
Mattawa	MTWA	126	0	0	100%	100%
Patterson	PASN	4	0	0	100%	100%
Port Angeles	PTAG	89	0	0	100%	100%
Poulsbo	PLSB	336	0	0	100%	100%
Prosser	PRSR	119	0	0	100%	100%
Roosevelt	RSVT	3	0	0	100%	100%
Stevenson	STSN	232	0	0	100%	100%
Sunnyside	SNSD	341	0	0	100%	100%
Toppenish	TPNS	279	0	0	100%	100%
Troutlake	TRLK	25	0	0	100%	100%
Wapato	WPAT	212	0	0	100%	100%
White Salmon	WHSL	116	0	0	100%	100%
WhiteSwan	WHSW	38	0	0	100%	100%
Whitstran	WHTS	15	0	0	100%	100%
Willard	WLRD	59	0	0	100%	100%
Washington		2,725	0	0	100%	100%

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