



March 16, 2010

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 February 2010.

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

Should you have any questions, please contact Mary Taylor at (360) 951-6309 or by e-mail at Mary.Taylor@centurylink.com.

Sincerely,

A handwritten signature in black ink, appearing to read "Becky Alexander".

Becky Alexander

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

2010 MAR 23 AM 8:13
STATE OF WASH
UTILITY DIVISION
RECEIVED

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. EMBARCO
 COMPANY NAME
 2009

Exchange	CLLI	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec			
		Install	Miss	Excl	Install	Miss	Excl	Install	Miss	Excl	Install	Miss	Excl	Install	Miss	Excl	Install	Miss	Excl	Install	Miss	Excl	Install	Miss	Excl	Install	Miss	Excl	Install	Miss	Excl							
Chimacum	CHMC	7	0	0	8	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		
Columbia	CLMA	4	0	0	4	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	0	0	0	0	
Dallsport	DLPT	35	0	0	34	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	
Grandview	GDVW	40	0	0	33	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	
Goldendale	GLDL	3	1	0	2	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	
Glenwood	GLWD	23	1	0	20	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	
Granger	GRGR	13	0	0	16	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	
Hood Canal	HDCL	14	0	0	12	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	
Hannah	HRRH	2	0	0	4	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	0	0	0	0	
Klickitat	KLCT	8	0	0	6	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	
Lyle	LYLE	11	0	0	11	2	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
Mabton	MBTN	22	0	0	37	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	0	0	0	0	0
Mattawa	MATWA	1	1	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	0	0	0	0	0	
Paterson	PASN	71	2	0	51	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	0	0	0	0	0
Poulsbo	PLSB	21	0	0	35	2	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
Prosser	PRSR	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	0	0	0	0	0	0	0	0	
Port Angeles	PTAG	0	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	0	0	0	0	0	0	0	0	
Rosevelt	RSVT	105	2	0	87	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	
Sunnyside	SNSD	32	1	0	40	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
Stevenson	STSN	74	1	0	65	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	0	0	0	0	0	0	0	0
Toppenish	TPNS	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	0	0	0	0	0	0	0	0	0
Trounka	TRLK	24	0	0	26	4	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
White Salmon	WHSL	8	0	0	9	2	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	
Whiteswan	WHSW	7	1	0	2	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	
Whitstran	WHTS	1	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	0	0	0	0	0	0	0	0	
Willard	WLRD	57	2	0	42	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	0	0	0	0	
Wapato	WPAT	586	12	0	554	16	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	

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. EMBAASO
COMPANY NAME
2009

Billing	CALL	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						
Chinaman	CHMC	13	0	0	2	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				
Columbian	CLMA	0	0	0	2	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				
Dallasport	DLPT	3	0	0	27	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				
Grandview	GRVW	39	8	0	49	2	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				
Grandville	GRDL	47	7	0	2	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				
Greenwood	GLWD	4	0	0	2	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				
Granger	GRGR	19	5	0	10	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				
Hood Canal	HRCL	10	1	0	11	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				
Harrah	HRRI	8	0	0	30	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				
Kitchikah	KICT	4	0	0	4	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				
Lyle	LYLE	8	0	0	8	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				
Madison	MDFN	15	3	0	10	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				
Madawa	MATWA	53	1	0	22	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				
Palouse	PALWA	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	0				
Pacific	PASN	104	6	0	84	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	0	0	0				
Prosser	PRSS	29	0	0	29	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				
Port Angeles	PTAL	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	0				
Ross	RSSD	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	0				
Stevens	STSV	110	24	0	89	9	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				
Sumas	SMND	48	2	0	40	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				
Sturgeon	STSN	72	7	0	31	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				
Tionkela	TRNS	3	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	0				
Tronlake	TRLK	72	0	0	31	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				
White Salmon	WHSL	15	1	0	15	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				
Whiteswan	WHSW	1	0	0	5	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				
Whitman	WHTS	1	1	0	2	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				
Willard	WLBD	2	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	0				
Wapato	WPAT	36	2	0	25	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				
Washington		648	73	0	506	17	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				

Made = Total repair appointments scheduled for requested customers
Miss = Total repair appointments missed for requested customers
Excl = Force majeure, work stoppage, customer 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	
Chinacum	CHMC	7	0	8	0																					
Columbia	CLMA	0	0	0	0																					
Dallesport	DLPT	4	0	4	0																					
Grandview	GDVW	35	0	34	0																					
Goldendale	GLDL	40	0	33	0																					
Glenwood	GLWD	3	1	2	0																					
Granger	GRGR	23	0	20	0																					
Hood Canal	HDCL	13	1	16	0																					
Harrish	HRRH	14	0	12	0																					
Klickitat	KLCT	2	0	4	0																					
Lyle	LYLE	8	0	6	0																					
Mabton	MBTN	11	0	11	2																					
Mattawa	MTWA	22	0	37	0																					
Patterson	PASN	1	0	1	0																					
Poulsbo	PLSB	71	1	51	1																					
Prosser	PRSR	21	1	35	1																					
Port Angeles	PTAG	1	0	0	0																					
Roosevelt	RSVT	0	0	3	0																					
Sunnyside	SNSD	105	0	87	0																					
Stevenson	STSN	32	0	40	0																					
Toppnash	TPNS	74	0	65	1																					
Trousdale	TRLK	2	0	3	0																					
White Salmon	WHSL	24	0	26	3																					
Whiteswan	WHSW	8	0	9	0																					
Whitstran	WHTS	7	0	2	0																					
Willard	WLKD	1	0	3	0																					
Wapato	WPAT	57	1	42	1																					
Washington		586	5	554	10	0	0	0	0	0	0	0	0	0	0	0	0	0	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
 Trouble Reports Per 100 Access Lines
 United Telephone Company of the Northwest, d.b.a. EMBARO
 COMPANY NAME
 2009

Exchange	C/L/L	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Total Rpts	Total Lines	Tbl /100	Total Rpts	Total Lines	Tbl /100	Total Rpts	Total Lines	Tbl /100	Total Rpts	Total Lines	Tbl /100	Total Rpts	Total Lines	Tbl /100	Total Rpts	Total Lines	Tbl /100	Total Rpts	Total Lines	Tbl /100	Total Rpts	Total Lines	Tbl /100	Total Rpts	Total Lines	Tbl /100	Total Rpts	Total Lines	Tbl /100						
Chimquam	CHMC	13	1,019	1.28	2	1,016	0.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
Columbia	CLMA	0	159	0.00	1	159	0.63	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
Dallsport	DLPT	3	613	0.49	2	609	0.33	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
Grandview	GDVW	39	4,116	0.95	27	4,068	0.66	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
Guldenhale	GLDL	47	4,406	1.07	49	4,392	1.12	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
Glenwood	GLWD	4	376	1.06	2	379	0.53	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
Granger	GRGR	19	1,274	1.49	10	1,270	0.79	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
Hood Canal	HDCL	10	2,367	0.42	11	2,357	0.47	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
Hannah	HHRH	8	928	0.86	30	931	3.22	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
Klickitat	KLCT	4	339	1.18	4	338	1.18	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
Lyle	LYLE	8	877	0.91	8	873	0.92	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
Mahon	MABN	15	1,297	1.16	10	1,259	0.79	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
Mahona	MATVA	53	2,236	0.23	22	2,236	0.23	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
Palatona	PASN	1	434	0.23	1	434	0.23	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
Palatona	PLSB	104	36,740	0.28	84	36,602	0.23	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
Palatona	PRSR	29	4,065	0.71	29	4,055	0.72	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
Palatona	PRSR	1	269	0.37	0	268	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
Port Angeles	PTAG	2	202	0.99	0	200	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
Roosevelt	RSVT	110	8,639	1.27	89	8,604	1.03	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
Sunnyside	SNSD	2	4,079	1.18	40	4,083	0.98	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
Stevenson	STSN	48	6,838	1.05	31	6,821	0.45	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
Trounsh	TRNS	72	710	0.42	5	707	0.71	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
White Salmon	TRLK	3	4,185	0.56	15	4,168	0.36	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
White Salmon	WHSW	1	715	0.14	5	712	0.70	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
Whitman	WHIS	1	555	0.18	2	553	0.36	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
Whitman	WLKD	2	316	0.63	1	317	0.52	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
Wapato	WPAT	36	3,342	1.08	25	3,341	0.75	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
Washington		648	91,076	0.71	506	90,752	0.56	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00						

Total Reports = Total registered 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)
 COMPANY NAME
 United Telephone Company of the Northwest d.b.a. EMPARQ
 2010

Exchange	CLL	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	PLUS	22768	0	100.0	19969	0	100.0																														
Sunnyside	SMSD	75670	2	100.0	68122	1	100.0																														
Washington		98438	2	100.0	88121	1	100.0	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/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-10			Objective met
						Feb-10			causing 43 DS3s to be down, which affected groups between Washington and Oregon, on Thursday, Feb. 25, 2010 between the hours of 12:00 noon - 18:00p.

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. EMBARRO
 COMPANY NAME
 2009

Exchange	CLLI	Jan				Feb				Mar				Apr				May				Jun			
		Total	OOS	Clr >48	OOS48	Total	OOS	Clr >48	OOS48	Total	OOS	Clr >48	OOS48	Total	OOS	Clr >48	OOS48	Total	OOS	Clr >48	OOS48				
Chinacum	CHMC	12	12	0	0	1	1	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				
Dallesport	DLPT	2	2	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Grandview	GDVW	28	28	0	0	21	21	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Goldendale	GLDL	41	41	0	0	29	29	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Glenwood	GLWD	3	3	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Granger	GRGR	16	16	0	0	10	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Hood Canal	HDCL	5	5	0	0	6	6	0	0	1	1	0	0	0	0	0	0	0	0	0	0				
Harrish	HRRH	6	6	0	0	27	27	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Kicklat	KLCT	3	3	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Lyle	LYLE	5	5	0	0	7	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Mabton	MBTN	11	10	1	0	8	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Mattawa	MTWA	49	49	0	0	18	18	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Patterson	PASN	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Poulsbo	PLSB	64	64	0	0	55	55	0	0	1	1	0	0	0	0	0	0	0	0	0	0				
Prosser	PRSR	24	24	0	0	18	18	0	0	2	2	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				
Roosevelt	RSVT	2	2	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Sunnyside	SNSD	79	78	1	0	72	72	0	0	2	2	0	0	0	0	0	0	0	0	0	0				
Steverson	STSN	40	40	0	0	21	21	0	0	1	1	0	0	0	0	0	0	0	0	0	0				
Toppensish	TPNS	55	55	0	0	23	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Troulaker	TRLK	2	2	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
White Salmon	WDSL	10	10	0	0	14	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Whiteswan	WHSW	0	0	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Whitstran	WHTS	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Wapato	WPAT	29	29	0	0	19	19	0	0	1	1	0	0	0	0	0	0	0	0	0	0				
Willard	WLRD	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Washington		488	486	2	9	365	365	0	8	0	0	0	0	0	0	0	0	0	0	0	0				

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. EMBARR
 COMPANY NAME
 2009

Exchange	CLLI	Jul				Aug				Sep				Oct				Nov				Dec			
		Total	OOS	OOS	OOS48	Total	OOS	OOS	OOS48	Total	OOS	OOS	OOS48	Total	OOS	OOS	OOS48	Total	OOS	OOS	OOS48	Total	OOS	OOS	OOS48
Chimacum	CHMC	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Columbia	CLMA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dallesport	DLPT	0	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Goldendale	GLDL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Granger	GRGR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hood Canal	HDCL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Harrish	HRRH	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Kicklat	KLCT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lyle	LYLE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mabton	MBTN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mattawa	MTWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Prosser	PRSR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Steverson	STSN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Toppenish	TPNS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troulaker	TRLK	0	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Whiteswan	WHSW	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Whitstran	WHTS	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Willard	WLRD	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	0	0	0	0

Total OOS = Total regu:
 OOS Cir 48 = Total regu
 OOS Cir >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
Chinacum	CHM/C	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Columbia	CLM/A	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	GDV/W	7	7	0	0	6	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Goldendale	GLD/L	4	4	0	0	19	17	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Glenwood	GLW/D	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Granger	GRG/R	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Hood Canal	HDCL	5	5	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Harrish	HRR/H	2	2	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Klickitat	KLCT	1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Lyle	LYLE	3	3	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Mabton	MBTN	4	4	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Mattawa	MTW/A	4	4	0	0	4	4	0	0	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	0	0	0	0	0	0	0	0	
Poulsbo	PLSB	38	38	0	0	31	29	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Prosser	PRSR	4	4	0	0	9	9	0	0	0	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	
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	
Sunnyside	SNSD	26	25	1	0	15	12	3	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Stevenson	STSN	8	8	0	0	18	18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Toppenish	TPNS	17	17	0	0	6	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Troulaker	TRLK	1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
White Salmon	WHS/L	5	5	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Whiteswan	WHS/W	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Willard	WLRTS	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Willard	WLRD	2	2	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Wapato	WPAT	7	7	0	0	4	4	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Washington		146	145	1	5	130	123	7	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	C/LLI	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				
Chinacum	CLMC	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Columbia	CLMA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Dallesport	DLPT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Grandview	GDVW	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Goldendale	GLDL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Glenwood	GLWD	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Granger	GRGR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Hood Canal	HDCL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Harrish	HRRH	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Klickitat	KLCT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Lyle	LYLE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Mabton	MBTN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Mattawa	MTWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Paterson	PASN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Poulsbo	PLSB	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Prosser	PRSR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Port Angeles	PTAG	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				
Sunnyside	SNSD	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Stevenson	STSN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Toppenish	TPNS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Troutlake	TRLK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
White Salmon	WHSL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
WhiteSwan	WHSW	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Whitstran	WHTS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Willard	WLRD	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Wapato	WPAT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Washington		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				

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

WASHINGTON QUALITY OF SERVICE 180 DAY REPORT
SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jan-10				Feb-10				Mar-10				1st Qtr 10			
		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	
Chinacum	CHMC	7	0	0	100%	100%	8	0	0	100%	100%	0	0	0	100%	100%	
Columbia	CLMA	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Dallasport	DLPT	4	0	0	100%	100%	4	0	0	100%	100%	8	0	0	100%	100%	
Grandview	GDVW	35	0	0	100%	100%	34	0	0	100%	100%	69	0	0	100%	100%	
Goldendale	GLDL	40	0	0	100%	100%	33	0	0	100%	100%	73	0	0	100%	100%	
Glenwood	GLWD	3	0	0	100%	100%	2	0	0	100%	100%	5	0	0	100%	100%	
Granger	GRGR	23	0	0	100%	100%	20	0	0	100%	100%	43	0	0	100%	100%	
Hood Canal	HDCL	13	0	0	100%	100%	16	0	0	100%	100%	29	0	0	100%	100%	
Harrah	HRRH	14	0	0	100%	100%	12	0	0	100%	100%	26	0	0	100%	100%	
Kicklat	KLCT	2	0	0	100%	100%	4	0	0	100%	100%	6	0	0	100%	100%	
Lyle	LYLE	8	0	0	100%	100%	6	0	0	100%	100%	14	0	0	100%	100%	
Mablon	MBTN	11	0	0	100%	100%	11	0	0	100%	100%	22	0	0	100%	100%	
Metawa	MTWA	22	0	0	100%	100%	37	0	0	100%	100%	59	0	0	100%	100%	
Patterson	PASN	1	0	0	100%	100%	1	0	0	100%	100%	2	0	0	100%	100%	
Poulsbo	PLSB	1	0	0	100%	100%	51	0	0	100%	100%	122	0	0	100%	100%	
Prosser	PRSR	21	0	0	100%	100%	35	1	0	97%	100%	56	1	0	98%	100%	
Port Angeles	PTAG	1	0	0	100%	100%	0	0	0	0%	0%	1	0	0	100%	100%	
Roosevelt	RSVT	0	0	0	0%	0%	3	0	0	100%	100%	3	0	0	100%	100%	
Sunnyside	SNSD	105	0	0	100%	100%	87	0	0	100%	100%	192	0	0	100%	100%	
Stevenson	STSN	32	0	0	100%	100%	40	0	0	100%	100%	72	0	0	100%	100%	
Toppenish	TPNS	74	0	0	100%	100%	65	0	0	100%	100%	139	0	0	100%	100%	
Troulache	TRLK	2	0	0	100%	100%	3	0	0	100%	100%	5	0	0	100%	100%	
White Salmon	WHSL	24	0	0	100%	100%	26	0	0	100%	100%	50	0	0	100%	100%	
Whiteswan	WHSW	8	0	0	100%	100%	9	0	0	100%	100%	17	0	0	100%	100%	
Whitstran	WHTS	7	0	0	100%	100%	2	0	0	100%	100%	9	0	0	100%	100%	
Willard	WLRD	1	0	0	100%	100%	3	0	0	100%	100%	4	0	0	100%	100%	
Wapato	WPAT	57	0	0	100%	100%	42	0	0	100%	100%	99	0	0	100%	100%	
Washington		586	0	0	100%	100%	554	1	0	100%	100%	1,140	1	0	100%	100%	

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

WASHINGTON QUALITY OF SERVICE 180 DAY REPORT
SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Apr-10				May-10				Jun-10				2nd Qtr 10			
		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	
Chinacum	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%	
Grandview	GDVW	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Goldendale	GIDL	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Glenwood	GLWD	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Granger	GRGR	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%	
Harrah	HRRH	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Kicklat	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%	
Matawa	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%	
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%	
Port Angeles	PTAG	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%	
Sunnyside	SNSD	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%	
Troul Lake	TRLK	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%	
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%	
Whistman	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%	
Wapato	WPAT	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%	

e: This report captures service c

WASHINGTON QUALITY OF SERVICE 180 DAY REPORT
SERVICE ACTIVATION DELAY

EXCHANGE	CILI	Jan - Jun 10 (180 Day)			
		Total Orders Compltd	Held >90 Days	Held >180 Days	%Held Orders >180 Days
Chimacum	CHMC	15	0	0	100%
Columbia	CLMA	0	0	0	0%
Dalesport	DLPT	8	0	0	100%
Grandview	GDVW	69	0	0	100%
Goldendale	GLDL	73	0	0	100%
Glennwood	GLWD	5	0	0	100%
Granger	GRGR	43	0	0	100%
Hood Canal	HDCL	29	0	0	100%
Harran	HRRH	26	0	0	100%
Klickitat	KLCT	6	0	0	100%
Lyle	LYLE	14	0	0	100%
Mabton	MBTN	22	0	0	100%
Mattawa	MTWA	59	0	0	100%
Paterson	PASN	2	0	0	100%
Poulsbo	PLSB	122	0	0	100%
Prosser	PRSR	56	1	0	98%
Port Angeles	PTAG	1	0	0	100%
Roosevelt	RSVT	3	0	0	100%
Sunnyside	SNSD	192	0	0	100%
Steverson	STSN	72	0	0	100%
Toppenish	TPNS	139	0	0	100%
Troulaker	TRLK	5	0	0	100%
White Salmon	WHSL	50	0	0	100%
WhiteSwan	WHSW	17	0	0	100%
Whitstran	WHTS	9	0	0	100%
Willard	WLRD	4	0	0	100%
Wapato	WPAT	99	0	0	100%
Washington		1,140	1	0	100%

a: This report captures service c