

TO: Consumer Assistant
 Washington Utilities & Transportation Commission
 PO Box 47250
 Olympia, Washington 98504

WASHINGTON QUALITY OF SERVICE REPORT

INSTALLATION APPOINTMENTS

United Telephone Company of the Northwest d.b.a. EMBARO
 COMPANY NAME
 2010

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	0	0	8	0	0	7	0	0																											
Columbia	CLMA	0	0	0	0	0	0	0	0	0																											
Dallesport	DLPT	4	0	0	4	1	0	5	0	0																											
Grandview	GDVW	35	0	0	34	0	0	61	3	0																											
Goldendale	GLDL	40	0	0	33	0	0	32	0	0																											
Glenwood	GLWD	3	1	0	2	0	0	2	0	0																											
Granger	GRGR	23	1	0	20	0	0	17	0	0																											
Hood Canal	HDCL	13	0	0	16	0	0	19	0	0																											
Harrah	HRRH	14	0	0	12	0	0	19	0	0																											
Klickitat	KLCT	2	0	0	4	1	0	7	0	0																											
Lyle	LYLE	8	0	0	6	0	0	12	1	0																											
Mabton	MBTN	11	0	0	11	2	0	10	0	0																											
Mattawa	MTWA	22	0	0	37	1	0	32	1	0																											
Patterson	PASN	1	1	0	1	0	0	1	0	0																											
Poulsbo	PLSB	71	2	0	51	1	0	71	1	0																											
Prosser	PRSR	21	0	0	35	2	0	25	1	0																											
Port Angeles	PTAG	1	0	0	0	0	0	2	0	0																											
Roosevelt	RSVT	0	0	0	3	0	0	2	0	0																											
Sunnyside	SNSD	105	2	0	87	0	0	107	2	0																											
Stevenson	STSN	32	1	0	40	0	0	30	2	0																											
Toppenish	TPNS	74	1	0	65	3	0	79	1	0																											
Troutlake	TRLK	2	0	0	3	0	0	3	0	0																											
White Salmon	WHSL	24	0	0	26	4	0	34	1	0																											
WhiteSwan	WHSW	8	0	0	9	0	0	5	0	0																											
Whitstran	WHTS	7	1	0	2	0	0	8	1	0																											
Willard	WLRD	1	0	0	3	0	0	1	0	0																											
Wapato	WPAT	57	2	0	42	1	0	58	0	0																											
Washington		586	12	0	554	16	0	649	14	0	0	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. EMBARO
COMPANY NAME
2010

Exchange	CLLI	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Repair Appnts			Repair Appnts			Repair Appnts			Repair Appnts			Repair Appnts			Repair Appnts			Repair Appnts			Repair Appnts			Repair Appnts			Repair Appnts			Repair Appnts			Repair Appnts		
		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	13	0	0	2	0	0	3	1	0																											
Columbia	CLMA	0	0	0	1	0	0	0	0	0																											
Dallesport	DLPT	3	0	0	2	0	0	0	0	0																											
Grandview	GDVW	39	8	0	27	0	0	22	0	0																											
Goldendale	GLDL	47	7	0	49	2	0	27	0	0																											
Glenwood	GLWD	4	0	0	2	0	0	7	0	0																											
Granger	GRGR	19	5	0	10	0	0	13	1	0																											
Hood Canal	HDCL	10	1	0	11	0	0	0	0	0																											
Harrah	HRRH	8	0	0	30	0	0	21	0	0																											
Klickitat	KLCT	4	0	0	4	0	0	7	0	0																											
Lyle	LYLE	8	0	0	8	0	0	6	1	0																											
Mabton	MBTN	15	3	0	10	1	0	11	1	0																											
Mattawa	MTWA	53	1	0	22	0	0	30	2	0																											
Patterson	PASN	1	0	0	1	0	0	2	1	0																											
Poulsbo	PLSB	104	6	0	84	3	0	77	2	0																											
Prosser	PRSR	29	6	0	29	1	0	27	2	0																											
Port Angeles	PTAG	1	0	0	0	0	0	0	0	0																											
Roosevelt	RSVT	2	0	0	1	0	0	2	1	0																											
Sunyside	SNSD	110	24	0	89	9	0	74	1	0																											
Stevenson	STSN	48	2	0	40	1	0	24	0	0																											
Toppenish	TPNS	72	7	0	31	0	0	33	3	0																											
Troulisk	TRLK	3	0	0	5	0	0	1	0	0																											
White Salmon	WHSL	15	1	0	15	0	0	23	0	0																											
WhiteSwan	WHSW	1	0	0	5	0	0	1	0	0																											
Whitstran	WHTS	1	0	0	2	0	0	7	0	0																											
Willard	WLRD	2	0	0	1	0	0	1	0	0																											
Wapato	WPAT	36	2	0	25	0	0	40	2	0																											
Washington		648	73	0	506	17	0	459	18	0	0	0	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 regulated customers
Miss = Total repair appointments missed for regulated customers
Exclude = Force majeure, work stoppage exclusion code currently not available; manual exclude if apply.

WASHINGTON QUALITY OF SERVICE REPORT

SERVICE ACTIVATION

United Telephone Company of the Northwest d.b.a. EMBARO

COMPANY NAME

2010

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	8	0	7	0																		
Columbia	CLMA	0	0	0	0	0	0																		
Dallesport	DLPT	4	0	4	0	5	0																		
Grandview	GDVW	35	0	34	0	61	1																		
Goldendale	GLDL	40	0	33	0	32	0																		
Glenwood	GLWD	3	1	2	0	2	0																		
Granger	GRGR	23	0	20	0	17	0																		
Hood Canal	HDCL	13	1	16	0	19	0																		
Harrah	HRRH	14	0	12	0	19	1																		
Klickitat	KLCT	2	0	4	0	7	0																		
Lyle	LYLE	8	0	6	0	12	0																		
Mabton	MBTN	11	0	11	2	10	1																		
Mattawa	MTWA	22	0	37	0	32	0																		
Patterson	PASN	1	0	1	0	1	0																		
Poulsbo	PLSB	71	1	51	2	71	2																		
Prosser	PRSR	21	1	35	1	25	0																		
Port Angeles	PTAG	1	0	0	0	2	0																		
Roosevelt	RSVT	0	0	3	0	2	0																		
Sunnyside	SNSD	105	0	87	0	107	2																		
Stevenson	STSN	32	0	40	0	30	2																		
Toppenish	TPNS	74	0	65	1	79	1																		
Troutlake	TRLK	2	0	3	0	3	0																		
White Salmon	WHSL	24	0	26	3	34	1																		
WhiteSwan	WHSW	8	0	9	0	5	1																		
Whitstran	WHTS	7	0	2	0	8	0																		
Willard	WLRD	1	0	3	0	1	0																		
Wapato	WPAT	57	1	42	1	58	0																		
Washington		586	5	554	10	649	12	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

2010

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	13	1,019	1.28	2	1,016	0.20	3	1,019	0.29																											
Columbia	CLMA	0	159	0.00	1	159	0.63	0	159	0.00																											
Dallesport	DLPT	3	613	0.49	2	609	0.33	0	595	0.00																											
Grandview	GDVW	39	4,116	0.95	27	4,068	0.66	22	4,073	0.54																											
Goldendale	GLDL	47	4,406	1.07	49	4,392	1.12	27	4,376	0.62																											
Glenwood	GLWD	4	376	1.06	2	379	0.53	7	377	1.86																											
Granger	GRGR	19	1,274	1.49	10	1,270	0.79	13	1,273	1.02																											
Hood Canal	HDCL	10	2,367	0.42	11	2,357	0.47	0	2,357	0.00																											
Harrah	HRRH	8	928	0.86	30	931	3.22	21	927	2.27																											
Klickitat	KLCT	4	339	1.18	4	338	1.18	7	336	2.08																											
Lyle	LYLE	8	877	0.91	8	873	0.92	6	874	0.69																											
Mabton	MBTN	15	1,297	1.16	10	1,259	0.79	11	1,265	0.87																											
Mattawa	MTWA	53	2,226	2.38	22	2,236	0.98	30	2,228	1.35																											
Patterson	PASN	1	434	0.23	1	434	0.23	2	435	0.46																											
Poulsbo	PLSB	104	36,740	0.28	84	36,602	0.23	76	36,502	0.21																											
Prosser	PRSR	29	4,065	0.71	29	4,055	0.72	27	4,025	0.67																											
Port Angeles	PTAG	1	269	0.37	0	268	0.00	0	271	0.00																											
Roosevelt	RSVT	2	202	0.99	1	200	0.50	2	202	0.99																											
Sunnyside	SNSD	110	8,639	1.27	89	8,604	1.03	74	8,581	0.86																											
Stevenson	STSN	48	4,079	1.18	40	4,083	0.98	24	4,094	0.59																											
Toppenish	TPNS	72	6,828	1.05	31	6,821	0.45	34	6,834	0.50																											
Troutlake	TRLK	3	710	0.42	5	707	0.71	1	707	0.14																											
White Salmon	WHSL	15	4,185	0.36	15	4,168	0.36	23	4,172	0.55																											
White Swan	WHSW	1	715	0.14	5	712	0.70	1	705	0.14																											
Whitstran	WHTS	1	555	0.18	2	553	0.36	7	554	1.26																											
Willard	WLRD	2	316	0.63	1	317	0.32	1	317	0.32																											
Wapato	WPAT	36	3,342	1.08	25	3,341	0.75	40	3,339	1.20																											
Washington		648	91,076	0.71	506	90,752	0.56	459	90,597	0.51	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	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
2010

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	22768	0	100.0	19989	0	100.0	22252	0	100.0																											
Sunnyside	SNSD	75670	2	100.0	86122	1	100.0	70001	0	100.0																											
Washington		98438	2	100.0	86121	1	100.0	92253	0	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!

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			A construction crew drove a bridge piling through our fiber causing 43 DS3's to be down, which affected groups between Washington and Oregon, on Thursday, Feb. 25, 2010 between the hours of 12:00 noon - 18:00p.
						Mar-10			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

2010

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	12	12	0	0	1	1	0	0	1	1	0	1												
Columbia	CLMA	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												
Grandview	GDVW	28	28	0	2	21	21	0	0	18	18	0	0												
Goldendale	GLDL	41	41	0	1	29	29	0	0	23	23	0	0												
Glenwood	GLWD	3	3	0	0	2	2	0	0	7	7	0	0												
Granger	GRGR	16	16	0	0	10	10	0	0	11	11	0	0												
Hood Canal	HDCL	5	5	0	0	6	6	0	1	0	0	0	0												
Harrah	HRRH	6	6	0	0	27	27	0	0	19	19	0	0												
Klickitat	KLCT	3	3	0	0	2	2	0	0	3	3	0	0												
Lyle	LYLE	5	5	0	0	7	7	0	0	5	5	0	0												
Mabton	MBTN	11	10	1	0	8	8	0	0	5	5	0	2												
Mattawa	MTWA	49	49	0	0	18	18	0	0	22	22	0	0												
Patterson	PASN	1	1	0	0	1	1	0	0	1	1	0	0												
Poulsbo	PLSB	64	64	0	2	55	55	0	1	61	61	0	0												
Prosser	PRSR	24	24	0	1	18	18	0	2	22	21	1	0												
Port Angeles	PTAG	0	0	0	0	0	0	0	0	0	0	0	0												
Roosevelt	RSVT	2	2	0	0	1	1	0	0	2	2	0	0												
Sunnyside	SNSD	79	78	1	3	72	72	0	2	56	56	0	2												
Stevenson	STSN	40	40	0	0	21	21	0	1	18	18	0	0												
Toppenish	TPNS	55	55	0	0	23	23	0	0	24	23	1	0												
Troutlake	TRLK	2	2	0	0	3	3	0	0	1	1	0	0												
White Salmon	WHSL	10	10	0	0	14	14	0	0	18	18	0	0												
WhiteSwan	WHSW	0	0	0	0	4	4	0	0	1	1	0	0												
Whitstran	WHTS	1	1	0	0	1	1	0	0	3	3	0	0												
Wapato	WPAT	29	29	0	0	19	19	0	1	33	33	0	1												
Willard	WLRD	0	0	0	0	0	0	0	0	0	0	0	0												
Washington		488	486	2	9	365	365	0	8	354	352	2	6	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. 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																												
Columbia	CLMA																												
Dallesport	DLPT																												
Grandview	GDVW																												
Goldendale	GLDL																												
Glenwood	GLWD																												
Granger	GRGR																												
Hood Canal	HDCL																												
Harrah	HRRH																												
Klickitat	KLCT																												
Lyle	LYLE																												
Mabton	MBTN																												
Mattawa	MTWA																												
Patterson	PASN																												
Poulsbo	PLSB																												
Prosser	PRSR																												
Port Angeles	PTAG																												
Roosevelt	RSVT																												
Sunnyside	SNSD																												
Stevenson	STSN																												
Toppenish	TPNS																												
Troutlake	TRLK																												
White Salmon	WHSL																												
WhiteSwan	WHSW																												
Whitstran	WHTS																												
Wapato	WPAT																												
Willard	WLRD																												
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	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
2010

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	1	1	0	0	1	1	0	0	1	1	0	0												
Columbia	CLMA	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												
Grandview	GDVW	7	7	0	2	6	6	0	0	4	4	0	0												
Goldendale	GLDL	4	4	0	1	19	17	2	0	4	4	0	0												
Glenwood	GLWD	1	1	0	0	0	0	0	0	0	0	0	0												
Granger	GRGR	3	3	0	0	0	0	0	0	2	2	0	0												
Hood Canal	HDCL	5	5	0	0	4	4	0	0	0	0	0	0												
Harrah	HRRH	2	2	0	0	3	3	0	0	2	2	0	0												
Klickitat	KLCT	1	1	0	0	2	2	0	0	4	4	0	0												
Lyle	LYLE	3	3	0	0	1	1	0	0	1	1	0	0												
Mabton	MBTN	4	4	0	0	2	2	0	0	3	2	1	1												
Mattawa	MTWA	4	4	0	0	4	4	0	0	7	7	0	1												
Patterson	PASN	0	0	0	0	0	0	0	0	1	0	1	0												
Poulsbo	PLSB	38	38	0	0	31	29	2	0	16	15	1	0												
Prosser	PRSR	4	4	0	0	9	9	0	0	5	5	0	0												
Port Angeles	PTAG	1	1	0	0	0	0	0	0	0	0	0	0												
Roosevelt	RSVT	0	0	0	0	0	0	0	0	0	0	0	0												
Sunnyside	SNSD	26	25	1	2	15	12	3	1	14	14	0	2												
Stevenson	STSN	8	8	0	0	18	18	0	0	6	6	0	0												
Toppenish	TPNS	17	17	0	0	6	6	0	0	9	8	1	0												
Troutlake	TRLK	1	1	0	0	2	2	0	0	0	0	0	0												
White Salmon	WHSL	5	5	0	0	0	0	0	1	5	5	0	0												
WhiteSwan	WHSW	1	1	0	0	1	1	0	0	0	0	0	0												
Whitstran	WHTS	0	0	0	0	1	1	0	0	4	4	0	0												
Willard	WLRD	2	2	0	0	1	1	0	0	1	1	0	0												
Wapato	WPAT	7	7	0	0	4	4	0	1	6	6	0	0												
Washington		146	145	1	5	130	123	7	3	95	91	4	4	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	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																								
Columbia	CLMA																								
Dallesport	DLPT																								
Grandview	GDVW																								
Goldendale	GLDL																								
Glenwood	GLWD																								
Granger	GRGR																								
Hood Canal	HDCL																								
Harrah	HRRH																								
Klickitat	KLCT																								
Lyle	LYLE																								
Mabton	MBTN																								
Mattawa	MTWA																								
Patterson	PASN																								
Poulsbo	PLSB																								
Prosser	PRSR																								
Port Angeles	PTAG																								
Roosevelt	RSVT																								
Sunnyside	SNSD																								
Stevenson	STSN																								
Toppenish	TPNS																								
Troutlake	TRLK																								
White Salmon	WHSL																								
WhiteSwan	WHSW																								
Whitstran	WHTS																								
Willard	WLRD																								
Wapato	WPAT																								
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 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-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	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days
Chimacum	CHMC	7	0	0	100%	100%	8	0	0	100%	100%	7	0	0	100%	100%	22	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%
Grandview	GDVW	35	0	0	100%	100%	34	0	0	100%	100%	61	0	0	100%	100%	130	0	0	100%	100%
Goldendale	GLDL	40	0	0	100%	100%	33	0	0	100%	100%	32	0	0	100%	100%	105	0	0	100%	100%
Glenwood	GLWD	3	0	0	100%	100%	2	0	0	100%	100%	2	0	0	100%	100%	7	0	0	100%	100%
Granger	GRGR	23	0	0	100%	100%	20	0	0	100%	100%	17	0	0	100%	100%	60	0	0	100%	100%
Hood Canal	HDCL	13	0	0	100%	100%	16	0	0	100%	100%	19	0	0	100%	100%	48	0	0	100%	100%
Harrah	HRRH	14	0	0	100%	100%	12	0	0	100%	100%	19	0	0	100%	100%	45	0	0	100%	100%
Klickitat	KLCT	2	0	0	100%	100%	4	0	0	100%	100%	7	0	0	100%	100%	13	0	0	100%	100%
Lyle	LYLE	8	0	0	100%	100%	6	0	0	100%	100%	12	0	0	100%	100%	26	0	0	100%	100%
Mabton	MBTN	11	0	0	100%	100%	11	0	0	100%	100%	10	0	0	100%	100%	32	0	0	100%	100%
Mattawa	MTWA	22	0	0	100%	100%	37	0	0	100%	100%	32	0	0	100%	100%	91	0	0	100%	100%
Patterson	PASN	1	0	0	100%	100%	1	0	0	100%	100%	1	0	0	100%	100%	3	0	0	100%	100%
Poulsbo	PLSB	71	0	0	100%	100%	51	0	0	100%	100%	71	0	0	100%	100%	193	0	0	100%	100%
Prosser	PRSR	21	0	0	100%	100%	35	1	0	97%	100%	25	0	0	100%	100%	81	1	0	99%	100%
Port Angeles	PTAG	1	0	0	100%	100%	0	0	0	0%	0%	2	0	0	100%	100%	3	0	0	100%	100%
Roosevelt	RSVT	0	0	0	0%	0%	3	0	0	100%	100%	2	0	0	100%	100%	5	0	0	100%	100%
Sunnyside	SNSD	105	0	0	100%	100%	87	0	0	100%	100%	107	0	0	100%	100%	299	0	0	100%	100%
Stevenson	STSN	32	0	0	100%	100%	40	0	0	100%	100%	30	0	0	100%	100%	102	0	0	100%	100%
Toppenish	TPNS	74	0	0	100%	100%	65	0	0	100%	100%	79	0	0	100%	100%	218	0	0	100%	100%
Troutlake	TRLK	2	0	0	100%	100%	3	0	0	100%	100%	3	0	0	100%	100%	8	0	0	100%	100%
White Salmon	WHSL	24	0	0	100%	100%	26	0	0	100%	100%	34	0	0	100%	100%	84	0	0	100%	100%
WhiteSwan	WHSW	8	0	0	100%	100%	9	0	0	100%	100%	5	0	0	100%	100%	22	0	0	100%	100%
Whitstran	WHTS	7	0	0	100%	100%	2	0	0	100%	100%	8	0	0	100%	100%	17	0	0	100%	100%
Willard	WLRD	1	0	0	100%	100%	3	0	0	100%	100%	1	0	0	100%	100%	5	0	0	100%	100%
Wapato	WPAT	57	0	0	100%	100%	42	0	0	100%	100%	58	0	0	100%	100%	157	0	0	100%	100%
Washington		586	0	0	100%	100%	554	1	0	100%	100%	649	0	0	100%	100%	1,789	1	0	100%	100%

e: 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	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	
Chimacum	CHMC				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Columbia	CLMA				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Dallesport	DLPT				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Grandview	GDVW				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Goldendale	GLDL				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Glenwood	GLWD				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Granger	GRGR				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%
Harrah	HRRH				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Klickitat	KLCT				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Lyle	LYLE				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Mabton	MBTN				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Mattawa	MTWA				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Patterson	PASN				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Poulsbo	PLSB				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Prosser	PRSR				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Port Angeles	PTAG				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Roosevelt	RSVT				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Sunnyside	SNSD				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Stevenson	STSN				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Toppenish	TPNS				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Troutlake	TRLK				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
White Salmon	WWSL				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
WhiteSwan	WWSW				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Whitstran	WHTS				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Willard	WLRD				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Wapato	WPAT				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%	

e: This report captures service c

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

EXCHANGE	CLLI	Jan - Jun 10 (180 Day)				
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days
Chimacum	CHMC	22	0	0	100%	100%
Columbia	CLMA	0	0	0	0%	0%
Dallesport	DLPT	13	0	0	100%	100%
Grandview	GDVW	130	0	0	100%	100%
Goldendale	GLDL	105	0	0	100%	100%
Glenwood	GLWD	7	0	0	100%	100%
Granger	GRGR	60	0	0	100%	100%
Hood Canal	HDCL	48	0	0	100%	100%
Harrah	HRRH	45	0	0	100%	100%
Klickitat	KLCT	13	0	0	100%	100%
Lyle	LYLE	26	0	0	100%	100%
Mabton	MBTN	32	0	0	100%	100%
Mattawa	MTWA	91	0	0	100%	100%
Patterson	PASN	3	0	0	100%	100%
Poulsbo	PLSB	193	0	0	100%	100%
Prosser	PRSR	81	1	0	99%	100%
Port Angeles	PTAG	3	0	0	100%	100%
Roosevelt	RSVT	5	0	0	100%	100%
Sunnyside	SNSD	299	0	0	100%	100%
Stevenson	STSN	102	0	0	100%	100%
Toppenish	TPNS	218	0	0	100%	100%
Troutlake	TRLK	8	0	0	100%	100%
White Salmon	WHSL	84	0	0	100%	100%
WhiteSwan	WHSW	22	0	0	100%	100%
Whitstran	WHTS	17	0	0	100%	100%
Willard	WLRD	5	0	0	100%	100%
Wapato	WPAT	157	0	0	100%	100%
Washington		1,789	1	0	100%	100%

a: This report captures service c