



June 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 the United Telephone Company of the Northwest d/b/a CenturyLink Service Quality Report for the month of May 2010.

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

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

Sincerely,

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

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WASH. UT. & TP. COMM

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WASHINGTON QUALITY OF SERVICE REPORT

REPAIR APPOINTMENTS

United Telephone Company of the Northwest db.a. EMBARQ
COMPANY NAME
2010

Exchange	CLL	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec			
		Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl				
Chimacum		13	0	0	2	0	0	3	1	0	9	0	0	0	5	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Columbia		0	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	0	0	0		
Palispens		3	0	0	1	0	0	0	0	0	4	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	
GDVW		39	0	0	27	0	0	0	0	0	23	0	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	
CLDL		47	0	0	49	0	0	22	0	0	28	2	0	0	19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
CLWD		4	0	0	2	0	0	7	0	0	28	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
Granger		19	5	0	10	0	0	13	1	0	14	2	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	
Flood Canal		10	1	0	11	0	0	0	0	0	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	
ERRH		8	0	0	30	0	0	21	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	
Klickint		4	0	0	4	0	0	0	0	0	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	
LYLE		8	0	0	8	0	0	6	1	0	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	
MBTN		15	3	0	10	1	0	11	1	0	11	0	0	0	9	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MTWA		53	1	0	22	1	0	30	2	0	29	1	0	0	29	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Patserson		1	0	0	1	0	0	2	1	0	2	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
Poulsbo		104	6	0	84	3	0	77	2	0	74	6	0	0	46	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Prosser		29	6	0	29	1	0	27	2	0	21	4	0	0	22	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Port Angeles		1	0	0	0	0	0	0	0	0	2	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
Roosevelt		2	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stuyside		110	24	0	89	9	0	74	1	0	61	8	0	0	52	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson		48	2	0	40	1	0	34	0	0	37	2	0	0	28	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Toppenish		2	0	0	1	0	0	3	0	0	3	0	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
TRSLK		7	0	0	5	0	0	3	0	0	33	2	0	0	9	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
White Salmon		15	1	0	15	0	0	0	0	0	26	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
Whiteswan		1	0	0	1	0	0	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
Whitman		1	0	0	2	0	0	7	0	0	4	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
Willard		2	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Willard		36	2	0	25	0	0	40	2	0	27	1	0	0	47	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WPAT		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	0	0	0	0
Washington		648	73	0	506	17	0	459	18	0	447	33	0	422	18	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. EMBARQ
COMPANY NAME
2010

Exchange	CLLJ	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		7	0	8	0	7	0	5	0	5	0	5	0	5	0	5	0	5	0	5	0	5	0	5	0
Columbia		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		4	0	4	0	5	0	4	0	2	0	2	0	4	0	2	0	4	0	2	0	4	0	2	0
Grandview		35	0	34	0	61	1	54	0	46	0	54	0	46	0	46	0	54	0	46	0	54	0	46	0
Goldendale		40	0	33	0	32	0	34	0	24	0	34	0	24	0	34	0	24	0	34	0	24	0	34	0
Glenwood		3	1	2	0	2	0	1	0	1	1	0	0	0	1	1	0	1	1	0	0	1	1	0	0
Granger		23	0	20	0	17	0	22	1	18	0	22	1	18	0	22	1	18	0	22	1	18	0	22	1
Hood Canal		13	1	16	0	19	0	15	0	16	0	15	0	16	0	15	0	16	0	15	0	16	0	15	0
Harrah		14	0	12	0	19	1	12	0	16	0	12	0	16	0	12	0	16	0	12	0	16	0	12	0
Klickitat		2	0	4	0	7	0	5	0	5	0	4	0	5	0	4	0	5	0	4	0	5	0	4	0
Lyle		8	0	6	0	12	0	4	0	12	0	4	0	12	0	4	0	12	0	4	0	12	0	4	0
Mabton		11	0	11	2	10	1	10	0	10	0	10	0	10	0	10	0	10	0	10	0	10	0	10	0
Mattawa		22	0	37	0	32	0	38	0	47	0	38	0	47	0	38	0	47	0	38	0	47	0	38	0
Patterson		1	0	1	0	1	0	0	0	2	0	0	0	2	0	0	0	2	0	0	0	2	0	0	0
Poulsbo		71	1	51	2	71	2	86	3	66	1	86	3	66	1	86	3	66	1	86	3	66	1	86	3
Prosser		21	1	35	1	25	0	30	1	21	0	30	1	21	0	30	1	21	0	30	1	21	0	30	1
Port Angeles		1	0	0	0	2	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0
Roosevelt		0	0	3	0	2	0	2	0	2	0	2	0	2	0	2	0	2	0	2	0	2	0	2	0
Sunnyside		105	0	87	0	107	2	84	1	85	1	84	1	85	1	84	1	85	1	84	1	85	1	84	1
Stevenson		32	0	40	0	30	2	43	0	47	0	43	0	47	0	43	0	47	0	43	0	47	0	43	0
Toppenish		74	0	65	1	79	1	66	1	51	2	66	1	51	2	66	1	51	2	66	1	51	2	66	1
Troutlake		2	0	3	0	3	0	7	0	8	0	7	0	8	0	7	0	8	0	7	0	8	0	7	0
White Salmon		24	0	26	3	34	1	35	0	37	0	35	0	37	0	35	0	37	0	35	0	37	0	35	0
Whiteswan		8	0	9	0	5	1	8	0	5	0	8	0	5	0	8	0	5	0	8	0	5	0	8	0
Whitman		7	0	2	0	8	0	3	0	4	0	3	0	4	0	3	0	4	0	3	0	4	0	3	0
Willard		1	0	3	0	1	0	2	0	1	0	2	0	1	0	2	0	1	0	2	0	1	0	2	0
Wapato		57	1	42	1	58	0	47	0	38	0	47	0	38	0	47	0	38	0	47	0	38	0	47	0
Washington		586	5	554	10	649	12	616	7	569	5	616	7	569	5	616	7	569	5	616	7	569	5	616	7

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. EMBARC

COMPANY NAME

2010

Exchange	C.L.I.	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec	
		Total Rpts	Trbl /100	Total Rpts	Trbl /100	Total Rpts	Trbl /100	Total Rpts	Trbl /100	Total Rpts	Trbl /100	Total Rpts	Trbl /100	Total Rpts	Trbl /100	Total Rpts	Trbl /100	Total Rpts	Trbl /100	Total Rpts	Trbl /100	Total Rpts	Trbl /100	Total Rpts	Trbl /100
Chimac	13	1,019	1.28	2	1,016	0.20	3	1,019	0.29	9	1,013	0.89	5	1,007	0.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Columbia	0	159	0.00	0	159	0.00	0	159	0.00	0	159	0.00	0	160	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CLMA	3	613	0.49	2	609	0.33	0	595	0.00	4	596	0.67	1	588	0.17	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DLEPT	39	4,116	0.95	27	4,068	0.66	22	4,073	0.54	23	4,058	0.57	34	4,041	0.84	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Grandview	47	4,406	1.07	49	4,392	1.12	27	4,376	0.62	28	4,368	0.64	19	4,332	0.44	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Goldendale	4	376	1.06	2	379	0.53	7	377	1.86	0	373	0.00	9	371	2.43	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Glenwood	19	1,274	1.49	10	1,270	0.79	13	1,273	1.02	14	1,276	1.10	5	1,237	0.40	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Granger	10	2,367	0.42	11	2,357	0.47	0	2,357	0.00	9	2,361	0.38	12	2,357	0.51	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Hood Canal	8	928	0.86	30	931	3.22	21	927	2.37	8	916	0.87	7	912	0.77	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Harrish	4	339	1.18	4	338	1.18	7	336	2.08	9	335	2.69	3	337	0.89	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Klickitat	8	877	0.91	8	873	0.92	6	874	0.69	9	872	1.03	2	879	0.23	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Lyle	15	1,297	1.16	10	1,259	0.79	11	1,268	0.87	11	1,268	0.87	9	1,267	0.71	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Mabton	53	2,226	2.38	22	2,226	0.98	30	2,228	1.35	29	2,242	1.29	29	2,248	1.29	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Mattawa	104	36,740	0.28	84	36,602	0.23	76	36,502	0.21	74	36,369	0.20	45	36,306	0.16	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Patterson	1	434	0.23	1	434	0.23	2	435	0.46	2	434	0.46	2	435	0.46	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Poulsbo	29	4,065	0.71	29	4,055	0.72	27	4,025	0.67	21	4,001	0.52	22	3,980	0.55	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Prosser	1	269	0.37	0	268	0.00	0	268	0.00	2	267	0.50	3	266	1.49	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Port Angeles	1	269	0.37	0	268	0.00	0	268	0.00	2	267	0.50	3	266	1.49	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roosevelt	2	302	0.99	80	300	0.30	2	299	0.99	2	297	0.50	3	296	1.49	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
RSVT	110	8,639	1.12	80	8,634	0.93	74	8,581	0.86	61	8,540	0.71	51	8,537	0.60	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
ShSD	48	4,079	1.06	40	4,083	0.93	24	4,094	0.59	37	4,108	0.90	29	4,122	0.70	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Stevenson	2	110	0.42	1	109	0.36	34	109	0.50	35	109	0.51	46	109	0.68	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Tillamook	2	710	0.42	5	707	0.71	1	707	0.14	2	712	0.38	7	712	0.98	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TRBK	15	4,185	0.36	15	4,168	0.36	23	4,172	0.55	26	4,151	0.63	24	4,145	0.58	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
White Salmon	1	715	0.14	5	712	0.70	1	705	0.14	2	701	0.29	2	695	0.29	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Whitesboro	1	555	0.18	2	553	0.36	7	554	1.26	4	553	0.72	7	550	1.27	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Whitman	2	316	0.63	1	317	0.32	1	317	0.32	0	317	0.00	0	316	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Willard	36	3,342	1.08	25	3,341	0.75	40	3,339	1.20	27	3,340	0.81	47	3,333	1.41	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Wapato	36	3,342	1.08	25	3,341	0.75	40	3,339	1.20	27	3,340	0.81	47	3,333	1.41	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	459	90,597	0.51	447	90,391	0.49	422	90,040	0.47	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	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	CLI	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay						
Poulsbo	PLSB	22768	0	100.0	19989	0	100.0	22252	0	100.0	20033	0	100.0	19427	0	100.0																					
Sunnyside	SNSD	75670	2	100.0	68122	1	100.0	70801	0	100.0	66534	0	100.0	64969	0	100.0																					
Washington		98438	2	100.0	86121	1	100.0	92293	0	100.0	85557	0	100.0	84396	0	100.0																					

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
						Apr-10			Objective met
						May-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	CILI	Jan			Feb			Mar			Apr			May			Jun		
		Total OOS	OOS Cir >48	OOS Excl	Total OOS	OOS Cir >48	OOS Excl	Total OOS	OOS Cir >48	OOS Excl	Total OOS	OOS Cir >48	OOS Excl	Total OOS	OOS Cir >48	OOS Excl	Total OOS	OOS Cir >48	OOS Excl
Chimacum		12	0	0	1	1	0	3	3	0	0	0	2	2	0	0	0	0	0
Columbia		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dallesport		2	2	0	2	2	0	4	4	3	1	0	0	0	0	0	0	0	0
Grandview		28	28	0	21	18	0	15	15	0	0	0	31	31	0	0	0	0	0
Goldendale		41	41	0	29	23	0	18	18	0	0	0	14	14	0	0	0	0	0
Glenwood		3	3	0	2	2	0	0	0	0	0	0	9	9	0	0	0	0	0
Granger		16	16	0	10	11	0	9	9	0	0	0	2	2	0	0	0	0	0
Hood Canal		5	5	0	6	7	0	5	5	0	0	0	9	9	0	0	0	0	0
Harrah		6	6	0	27	19	0	8	8	0	0	0	6	6	0	0	0	0	0
Kickiat		3	3	0	2	3	0	7	7	0	0	0	2	2	0	0	0	0	0
Lyle		5	5	0	7	5	0	4	4	0	0	0	1	1	0	0	0	0	0
MBTN		11	10	1	8	5	0	4	4	0	0	0	8	7	1	0	0	0	0
Matlawa		49	18	0	18	22	0	23	23	0	0	1	23	23	0	0	0	0	0
PASN		1	1	0	1	1	0	2	2	0	0	0	2	1	1	0	0	0	0
Patterson		1	0	0	1	61	0	43	43	0	0	0	28	28	0	0	0	0	0
PLSB		64	64	0	18	21	1	17	17	0	0	1	19	18	1	0	0	0	0
Poulsbo		24	24	0	0	0	0	2	2	0	0	0	1	1	0	0	0	0	0
PRSR		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Port Angeles		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PTAG		2	2	0	1	2	0	1	1	0	0	0	2	2	0	0	0	0	0
RSVT		2	2	0	1	56	0	41	39	2	0	0	44	44	0	0	0	0	0
Roosevelt		78	78	1	72	18	0	21	21	0	0	3	22	22	0	0	0	0	0
Sunnyside		40	40	0	21	23	1	26	26	0	0	2	41	41	0	0	0	0	0
Stevenson		55	55	0	23	23	0	2	2	0	0	2	41	41	0	0	0	0	0
Toppenish		2	2	0	3	3	0	2	2	0	0	0	3	3	0	0	0	0	0
Troutlake		2	2	0	1	1	0	2	2	0	0	0	2	2	0	0	0	0	0
White Salmon		10	10	0	14	18	0	20	20	0	0	1	18	18	0	0	0	0	0
WhiteSwan		0	0	0	4	3	0	2	2	0	0	0	1	1	0	0	0	0	0
Whitman		1	1	0	1	3	0	2	2	0	0	0	7	7	0	0	0	0	0
Wapato		29	29	0	19	33	0	21	21	0	0	0	21	21	0	0	0	0	0
Willard		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Washington		488	486	2	365	352	2	303	300	3	3	9	317	314	3	4	0	0	0

Total OOS = Total regulated out of service trouble reports.

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

OOS Excl = Total regulated out of service trouble reports cleared over 48 hours.

OOS Exclude = Total regulated out of service "Customer Request Delay" trouble reports, and Force majeure. Work stoppage exclusion code currently not available, manual exclude if apply

WASHINGTON QUALITY OF SERVICE REPORT

Out of Service Trouble Reports Cleared Within 48 Hours

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

Exchange	CLLI	Jul			Aug			Sep			Oct			Nov			Dec		
		Total OOS	OOS Cir 48	OOS Cir >48	Total OOS	OOS Cir 48	OOS Cir >48	Total OOS	OOS Cir 48	OOS Cir >48	Total OOS	OOS Cir 48	OOS Cir >48	Total OOS	OOS Cir 48	OOS Cir >48	Total OOS	OOS Cir 48	OOS Cir >48
Chimacum																			
Columbia																			
Dallesport																			
Grandview																			
Goldendale																			
Glenwood																			
Granger																			
Hood Canal																			
Harrish																			
Kickitat																			
Lyle																			
Mabton																			
Mattawa																			
Patterson																			
Poulsbo																			
Prosser																			
Port Angeles																			
Roosevelt																			
Sunnyside																			
Stevenson																			
Toppenish																			
Troutlake																			
White Salmon																			
WhiteSwan																			
Whitman																			
Wapato																			
Willard																			
Washington		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
 2010

Exchange	CLLI	Jan			Feb			Mar			Apr			May			Jun		
		Total NOOS	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS 72 Excl
Chimacum	CHMC	1	0	0	1	0	0	1	0	0	6	0	0	3	2	0	0	0	0
Columbia	CLMA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dallesport	DLPT	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Grandview	GDVW	7	7	2	6	6	0	4	4	8	8	0	3	3	3	0	0	0	0
Goldendale	GLDL	4	4	1	19	17	0	4	4	9	9	0	5	5	0	0	0	0	0
Glenwood	GLWD	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Granger	GRGR	3	3	0	0	0	0	2	2	3	3	0	3	3	0	0	0	0	0
Hood Canal	HDCL	5	5	0	4	4	0	0	0	4	4	0	4	4	0	0	0	0	0
Harrah	HRRH	2	2	0	3	3	0	2	2	2	2	0	2	2	0	0	0	0	0
Klickitat	KLCT	1	1	0	2	2	0	4	4	4	4	0	4	4	0	0	0	0	0
Lyle	LYLE	3	3	0	1	1	0	1	1	1	1	0	1	1	0	0	0	0	0
Mabton	MBTN	4	4	0	2	2	0	3	2	1	4	4	0	1	1	0	0	0	0
Mattawa	MTWA	4	4	0	4	4	0	7	7	0	5	5	0	5	5	0	0	0	0
Patterson	PASN	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0
Poulsbo	PLSB	38	38	0	31	29	2	16	15	1	31	0	18	15	3	0	0	0	0
Prosser	PRSR	4	4	0	9	9	0	5	5	0	3	3	0	2	2	0	0	0	0
Port Angeles	PTAG	1	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0
Roosevelt	RSVT	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0
Sunnyside	SNSD	26	25	1	15	12	3	14	14	0	16	16	0	8	7	1	0	0	0
Stevenson	STSN	8	8	0	18	18	0	6	6	0	16	14	2	6	6	0	0	0	0
Toppenish	TPNS	17	17	0	6	6	0	9	8	1	7	7	0	3	3	0	0	0	0
Troutlake	TRLK	1	1	0	2	2	0	0	0	0	0	0	0	4	4	0	0	0	0
White Salmon	WHSL	5	5	0	0	0	0	5	5	0	5	5	0	5	5	0	0	0	0
WhiteSwan	WHSW	1	1	0	1	1	0	0	0	0	0	0	1	1	0	0	0	0	0
Whitstran	WHTS	0	0	0	1	1	0	4	4	0	1	1	0	0	0	0	0	0	0
Willard	WLRD	2	2	0	1	1	0	1	1	0	0	0	0	0	0	0	0	0	0
Wapato	WPAT	7	7	0	4	4	0	6	6	0	5	5	0	25	25	0	0	0	0
Washington		146	145	1	130	123	7	95	91	4	130	128	2	100	95	5	1	0	0

Total NOOS = Total regulated not out of service trouble reports.
 NOOS Cir >72 = Total regulated not out of service trouble reports cleared within 72 hours.
 NOOS 72 Excl = 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 C/r 72	NOOS C/r >72	Total NOOS	NOOS C/r 72	NOOS C/r >72	Total NOOS	NOOS C/r 72	NOOS C/r >72	Total NOOS	NOOS C/r 72	NOOS C/r >72	Total NOOS	NOOS C/r 72	NOOS C/r >72	Total NOOS	NOOS C/r 72	NOOS C/r >72
Chinacum		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Columbia		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dallesport		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Grandview		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Goldendale		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Glenwood		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Granger		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hood Canal		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Harrish		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Klickitat		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lyle		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mabton		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mattawa		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Patterson		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Poulsbo		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Prosser		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Port Angeles		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Roosevelt		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sunnyside		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Toppenish		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troutlake		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
White Salmon		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WhiteSwan		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Whitstran		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Willard		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wapato		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

Total NOOS = Total regu
 NOOS C/r 72 = Total reg
 NOOS C/r >72 = Total re
 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										
		Chimacum	7	0	0	100%	100%	8	0	0	100%	100%	7	0	0	100%	100%	22	0	0	100%	100%	22	0	0	100%
Columbia	0	0	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	4	0	0	100%	100%	4	0	0	100%	100%	5	0	0	100%	100%	13	0	0	100%	100%	13	0	0	0	100%	100%
Grandview	35	0	0	100%	100%	34	0	0	100%	100%	61	0	0	100%	100%	130	0	0	100%	100%	130	0	0	0	100%	100%
Goldendale	40	0	0	100%	100%	33	0	0	100%	100%	32	0	0	100%	100%	105	0	0	100%	100%	105	0	0	0	100%	100%
Glenwood	3	0	0	100%	100%	3	0	0	100%	100%	2	0	0	100%	100%	7	0	0	100%	100%	7	0	0	0	100%	100%
Granger	23	0	0	100%	100%	20	0	0	100%	100%	17	0	0	100%	100%	60	0	0	100%	100%	60	0	0	0	100%	100%
Hood Canal	13	0	0	100%	100%	16	0	0	100%	100%	19	0	0	100%	100%	48	0	0	100%	100%	48	0	0	0	100%	100%
Harrish	14	0	0	100%	100%	12	0	0	100%	100%	19	0	0	100%	100%	45	0	0	100%	100%	45	0	0	0	100%	100%
Klickitat	2	0	0	100%	100%	4	0	0	100%	100%	7	0	0	100%	100%	13	0	0	100%	100%	13	0	0	0	100%	100%
Lyle	8	0	0	100%	100%	6	0	0	100%	100%	12	0	0	100%	100%	26	0	0	100%	100%	26	0	0	0	100%	100%
Mabton	11	0	0	100%	100%	11	0	0	100%	100%	10	0	0	100%	100%	32	0	0	100%	100%	32	0	0	0	100%	100%
Mattawa	22	0	0	100%	100%	37	0	0	100%	100%	32	0	0	100%	100%	91	0	0	100%	100%	91	0	0	0	100%	100%
Patterson	1	0	0	100%	100%	1	0	0	100%	100%	1	0	0	100%	100%	3	0	0	100%	100%	3	0	0	0	100%	100%
Poulsbo	71	0	0	100%	100%	51	0	0	100%	100%	71	0	0	100%	100%	193	0	0	100%	100%	193	0	0	0	100%	100%
Prosser	21	0	0	100%	100%	35	1	0	97%	100%	25	0	0	100%	100%	81	1	0	99%	100%	81	1	0	0	99%	100%
Port Angeles	1	0	0	100%	100%	0	0	0	0%	0%	2	0	0	100%	100%	3	0	0	100%	100%	3	0	0	0	100%	100%
Roosevelt	0	0	0	0%	0%	3	0	0	100%	100%	2	0	0	100%	100%	5	0	0	100%	100%	5	0	0	0	100%	100%
Sunnyside	105	0	0	100%	100%	87	0	0	100%	100%	107	0	0	100%	100%	299	0	0	100%	100%	299	0	0	0	100%	100%
Stevenson	32	0	0	100%	100%	40	0	0	100%	100%	30	0	0	100%	100%	102	0	0	100%	100%	102	0	0	0	100%	100%
Toppenish	74	0	0	100%	100%	65	0	0	100%	100%	79	0	0	100%	100%	218	0	0	100%	100%	218	0	0	0	100%	100%
Troutlake	2	0	0	100%	100%	3	0	0	100%	100%	3	0	0	100%	100%	8	0	0	100%	100%	8	0	0	0	100%	100%
White Salmon	24	0	0	100%	100%	26	0	0	100%	100%	34	0	0	100%	100%	84	0	0	100%	100%	84	0	0	0	100%	100%
WhiteSwan	8	0	0	100%	100%	9	0	0	100%	100%	5	0	0	100%	100%	22	0	0	100%	100%	22	0	0	0	100%	100%
Whitstran	7	0	0	100%	100%	2	0	0	100%	100%	8	0	0	100%	100%	17	0	0	100%	100%	17	0	0	0	100%	100%
Willard	1	0	0	100%	100%	3	0	0	100%	100%	1	0	0	100%	100%	5	0	0	100%	100%	5	0	0	0	100%	100%
Wapato	57	0	0	100%	100%	42	0	0	100%	100%	58	0	0	100%	100%	157	0	0	100%	100%	157	0	0	0	100%	100%
Washington		586	0	0	100%	100%	554	1	0	100%	100%	649	0	0	100%	1,789	1	0	100%	100%	1,789	1	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-10			May-10			Jun-10			2nd Qtr 10		
		Total Orders Cmpltd	Held >90 Days	%Held Orders >90 Days	Total Orders Cmpltd	Held >180 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >90 Days	Total Orders Cmpltd	Held >180 Days	%Held Orders >180 Days
Chimacum	CHMC	5	0	100%	5	0	100%	5	0	0%	10	0	100%
Columbia	CLMA	0	0	0%	0	0	0%	0	0	0%	0	0	0%
Dallesport	DLPT	4	0	100%	2	0	100%	0	0	0%	6	0	100%
Grandview	GDVV	54	0	100%	46	0	100%	0	0	0%	100	0	100%
Goldendale	GLDL	34	0	100%	24	0	100%	0	0	0%	58	0	100%
Glenwood	GLWD	1	0	100%	1	0	100%	0	0	0%	2	0	100%
Granger	GRGR	22	0	100%	18	0	100%	0	0	0%	40	0	100%
Hood Canal	HDCL	15	0	100%	15	0	100%	0	0	0%	31	0	100%
Harrish	HRRH	12	0	100%	16	0	100%	0	0	0%	28	0	100%
Klickitat	KLCT	5	0	100%	4	0	100%	0	0	0%	9	0	100%
Lyle	LYLE	4	0	100%	12	0	100%	0	0	0%	16	0	100%
Mabion	MBTN	10	0	100%	10	0	100%	0	0	0%	20	0	100%
Mattawa	MTWA	38	0	100%	47	0	100%	0	0	0%	85	0	100%
Patterson	PASN	0	0	0%	2	0	100%	0	0	0%	2	0	100%
Poulsbo	PLSB	86	0	100%	66	0	100%	0	0	0%	152	0	100%
Prosser	PRSR	30	0	100%	21	0	100%	0	0	0%	51	0	100%
Port Angeles	PTAG	1	0	100%	1	0	100%	0	0	0%	2	0	100%
Roosevelt	RSVT	0	0	0%	0	0	0%	0	0	0%	2	0	100%
Sunnyside	SNSD	84	0	100%	85	0	100%	0	0	0%	169	0	100%
Stevenson	STSN	43	0	100%	47	0	100%	0	0	0%	90	0	100%
Toppenish	TPNS	66	0	100%	51	0	100%	0	0	0%	117	0	100%
Troulakte	TRLK	7	0	100%	8	0	100%	0	0	0%	15	0	100%
White Salmon	WHSL	35	0	100%	37	0	100%	0	0	0%	72	0	100%
WhiteSwan	WHSW	8	0	100%	5	0	100%	0	0	0%	13	0	100%
Whitstran	WHTS	3	0	100%	4	0	100%	0	0	0%	7	0	100%
Willard	WLRD	2	0	100%	1	0	100%	0	0	0%	3	0	100%
Wapato	WPAT	47	0	100%	38	0	100%	0	0	0%	85	0	100%
Washington		616	0	100%	569	0	100%	0	0	0%	1,185	0	100%

3: This report captures service c

WASHINGTON QUALITY OF SERVICE 180 DAY REPORT
SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jan - Jun 10 (180 Day)				%Held Orders >180 Days
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	
Chimacum	CHMC	32	0	0	100%	100%
Columbia	CLMA	0	0	0	0%	0%
Dallesport	DLPT	19	0	0	100%	100%
Grandview	GDVW	230	0	0	100%	100%
Goldendale	GLDL	163	0	0	100%	100%
Glenwood	GLWD	9	0	0	100%	100%
Granger	GRGR	100	0	0	100%	100%
Hood Canal	HDCL	79	0	0	100%	100%
Harrah	HRRH	73	0	0	100%	100%
Klickitat	KLCT	22	0	0	100%	100%
Lyle	LYLE	42	0	0	100%	100%
Mabton	MBTN	52	0	0	100%	100%
Mattawa	MTWA	176	0	0	100%	100%
Patterson	PASN	5	0	0	100%	100%
Poulsbo	PLSB	345	0	0	100%	100%
Prosser	PRSR	132	1	0	99%	100%
Port Angeles	PTAG	5	0	0	100%	100%
Roosevelt	RSVT	7	0	0	100%	100%
Sunnyside	SNSD	468	0	0	100%	100%
Stevenson	STSN	192	0	0	100%	100%
Toppenish	TPNS	335	0	0	100%	100%
Troutlake	TRLK	23	0	0	100%	100%
White Salmon	WHSL	156	0	0	100%	100%
WhiteSwan	WHSW	35	0	0	100%	100%
Whitstran	WHTS	24	0	0	100%	100%
Willard	WLRD	8	0	0	100%	100%
Wapato	WPAT	242	0	0	100%	100%
Washington		2,974	1	0	100%	100%

a: This report captures service c