



July 9, 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 June 2010.

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

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

RECEIVED  
COMMUNICATIONS  
2010 JUL 20 AM 8:13

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  
 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			
Chimacum	CHMC	7	0	0	8	0	0	7	0	0	5	0	0	5	0	0	6	0	0																		
Columbia	CLMA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0																		
Dallesport	DLPT	4	0	0	4	1	0	5	0	0	4	0	0	2	0	0	3	0	0																		
Grandview	GDVW	35	0	0	34	0	0	61	3	0	54	0	0	46	1	0	34	1	0																		
Goldendale	GLDL	40	0	0	33	0	0	32	0	0	34	1	0	24	0	0	41	1	0																		
Glenwood	GLWD	3	1	0	2	0	0	2	0	0	1	0	0	1	1	0	1	0	0																		
Granger	GRGR	23	1	0	20	0	0	17	0	0	22	1	0	18	1	0	14	0	0																		
Hood Canal	HDCL	13	0	0	16	0	0	19	0	0	15	1	0	16	0	0	19	0	0																		
Harrah	HRRH	14	0	0	12	0	0	19	0	0	12	0	0	16	0	0	10	0	0																		
Klickitat	KLCT	2	0	0	4	1	0	7	0	0	5	0	0	4	0	0	1	0	0																		
Lyle	LYLE	8	0	0	6	0	0	12	1	0	4	0	0	12	0	0	8	0	0																		
Mabton	MBTN	11	0	0	11	2	0	10	0	0	10	0	0	10	0	0	18	0	0																		
Mattawa	MTWA	22	0	0	37	1	0	32	1	0	38	0	0	47	0	0	34	2	0																		
Patterson	PASN	1	1	0	1	0	0	1	0	0	0	0	0	2	0	0	1	1	0																		
Poulsbo	PLSB	71	2	0	51	1	0	71	1	0	86	1	0	66	0	0	78	1	0																		
Prosser	PRSR	21	0	0	35	2	0	25	1	0	30	1	0	21	0	0	28	2	0																		
Port Angeles	PTAG	1	0	0	0	0	0	2	0	0	1	0	0	1	0	0	3	0	0																		
Roosevelt	RSVT	0	0	0	3	0	0	2	0	0	0	0	0	2	0	0	0	0	0																		
Sunnyside	SNSD	105	2	0	87	0	0	107	2	0	84	1	0	85	1	0	88	5	0																		
Stevenson	STSN	32	1	0	40	0	0	30	2	0	43	0	0	47	0	0	45	0	0																		
Toppenish	TPNS	74	1	0	65	3	0	79	1	0	66	1	0	51	0	0	56	0	0																		
Troutlake	TRLK	2	0	0	3	0	0	3	0	0	7	1	0	8	0	0	9	0	0																		
White Salmon	WHSL	24	0	0	26	4	0	34	1	0	35	0	0	37	0	0	38	4	0																		
WhiteSwan	WHSW	8	0	0	9	0	0	5	0	0	8	1	0	5	0	0	5	0	0																		
Whitstran	WHTS	7	1	0	2	0	0	8	1	0	3	0	0	4	0	0	4	0	0																		
Willard	WLRD	1	0	0	3	0	0	1	0	0	2	0	0	1	0	0	1	0	0																		
Wapato	WPAT	57	2	0	42	1	0	58	0	0	47	2	0	38	1	0	39	1	0																		
Washington		586	12	0	554	16	0	649	14	0	616	11	0	569	5	0	584	18	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 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
Chinacum	CHMC	13	0	0	2	0	0	3	1	0	9	0	0	5	1	0	9	1	0																		
Columbia	CLMA	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0																		
Dallesport	DLPT	3	0	0	2	0	0	0	0	0	4	1	0	1	0	0	4	0	0																		
Grandview	GDVW	39	8	0	27	0	0	22	0	0	23	0	0	34	0	0	45	27	0																		
Goldendale	GLDL	47	7	0	49	2	0	27	0	0	28	2	0	19	0	0	25	0	0																		
Glenwood	GLWD	4	0	0	2	0	0	7	0	0	0	0	0	9	0	0	0	0	0																		
Granger	GRGR	19	5	0	10	0	0	13	1	0	14	2	0	5	0	0	9	1	0																		
Hood Canal	HDCL	10	1	0	11	0	0	0	0	0	9	0	0	12	0	0	24	1	0																		
Harrish	HRRH	8	0	0	30	0	0	21	0	0	8	0	0	7	0	0	8	0	0																		
Klickitat	KLCT	4	0	0	4	0	0	7	0	0	9	0	0	3	0	0	6	0	0																		
Lyle	LYLE	8	0	0	8	0	0	6	1	0	9	0	0	2	0	0	8	0	0																		
Mabton	MBTN	15	3	0	10	1	0	11	1	0	11	0	0	9	3	0	8	0	0																		
Mattawa	MTWA	53	1	0	22	0	0	30	2	0	29	1	0	29	2	0	22	5	0																		
Patterson	PASN	1	0	0	1	0	0	2	1	0	2	0	0	2	0	0	1	0	0																		
Poulsbo	PLSB	104	6	0	84	3	0	77	2	0	74	6	0	46	3	0	77	6	0																		
Prosser	PRSR	29	6	0	29	1	0	27	2	0	21	4	0	22	4	0	14	0	0																		
Port Angeles	PTAG	1	0	0	0	0	0	0	0	0	2	0	0	2	0	0	1	0	0																		
Roosevelt	RSVT	2	0	0	1	0	0	2	1	0	1	0	0	3	0	0	2	0	0																		
Sunnyside	SNSD	110	24	0	89	9	0	74	1	0	61	8	0	52	1	0	56	4	0																		
Stevenson	STSN	48	2	0	40	1	0	24	0	0	37	2	0	28	0	0	34	0	0																		
Toppenish	TPNS	72	7	0	31	0	0	33	3	0	35	2	0	45	1	0	38	2	0																		
Troulaka	TRLK	3	0	0	5	0	0	1	0	0	2	0	0	7	0	0	2	0	0																		
White Salmon	WHSL	15	1	0	15	0	0	23	0	0	26	2	0	24	1	0	16	0	0																		
WhiteSwan	WHISW	1	0	0	5	0	0	1	0	0	2	0	0	2	0	0	10	0	0																		
Whitstran	WHIS	1	0	0	2	0	0	7	0	0	4	2	0	7	0	0	7	0	0																		
Willard	WLRD	2	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0																		
Wapato	WPAT	36	2	0	25	0	0	40	2	0	27	1	0	47	2	0	37	5	0																		
Washington		648	73	0	506	17	0	459	18	0	447	33	0	422	18	0	463	52	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	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	5	0	5	0	6	0												
Columbia	CLMA	0	0	0	0	0	0	0	0	0	0	0	0												
Dallesport	DLPT	4	0	4	0	5	0	4	0	2	0	3	0												
Grandview	GDVW	35	0	34	0	61	1	54	0	46	0	34	0												
Goldendale	GLDL	40	0	33	0	32	0	34	0	24	0	41	1												
Glenwood	GLWD	3	1	2	0	2	0	1	0	1	1	1	0												
Granger	GRGR	23	0	20	0	17	0	22	1	18	0	14	0												
Hood Canal	HDCL	13	1	16	0	19	0	15	0	16	0	19	0												
Harrah	HRRH	14	0	12	0	19	1	12	0	16	0	10	0												
Klickitat	KLCT	2	0	4	0	7	0	5	0	4	0	1	0												
Lyle	LYLE	8	0	6	0	12	0	4	0	12	0	8	0												
Mabton	MBTN	11	0	11	2	10	1	10	0	10	0	18	0												
Mattawa	MTWA	22	0	37	0	32	0	38	0	47	0	34	1												
Patterson	PASN	1	0	1	0	1	0	0	0	2	0	1	1												
Poulsbo	PLSB	71	1	51	2	71	2	86	3	66	1	78	3												
Prosser	PRSR	21	1	35	1	25	0	30	1	21	0	28	0												
Port Angeles	PTAG	1	0	0	0	2	0	1	0	1	0	3	1												
Roosevelt	RSVT	0	0	3	0	2	0	0	0	2	0	0	0												
Sunnyside	SNSD	105	0	87	0	107	2	84	1	85	1	88	0												
Stevenson	STSN	32	0	40	0	30	2	43	0	47	0	45	1												
Toppenish	TPNS	74	0	65	1	79	1	66	1	51	2	56	0												
Troutlake	TRLK	2	0	3	0	3	0	7	0	8	0	9	0												
White Salmon	WHSL	24	0	26	3	34	1	35	0	37	0	38	2												
WhiteSwan	WHSW	8	0	9	0	5	1	8	0	5	0	5	0												
Whitstran	WHTS	7	0	2	0	8	0	3	0	4	0	4	0												
Willard	WLRD	1	0	3	0	1	0	2	0	1	0	1	0												
Wapato	WPAT	57	1	42	1	58	0	47	0	38	0	39	1												
Washington		586	5	554	10	649	12	616	7	569	5	584	11	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  
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	19999	0	100.0	22252	0	100.0	20033	0	100.0	19427	0	100.0	23457	0	100.0																		
Sunnyside	SNSD	75670	2	100.0	68122	1	100.0	70001	0	100.0	68534	0	100.0	64969	0	100.0	68642	0	100.0																		
Washington		98438	2	100.0	88121	1	100.0	92253	0	100.0	89567	0	100.0	84398	0	100.0	90,099	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!



**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	3	3	0	0	2	2	0	0	5	5	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	2	2	0	0	2	2	0	0	0	0	0	0	4	3	1	0	1	1	0	0	4	4	0	0
Grandview	GDVW	28	28	0	2	21	21	0	0	18	18	0	0	15	15	0	0	31	31	0	0	35	12	23	1
Goldendale	GLDL	41	41	0	1	29	29	0	0	23	23	0	0	18	18	0	1	14	14	0	0	18	18	0	0
Glenwood	GLWD	3	3	0	0	2	2	0	0	7	7	0	0	0	0	0	0	9	9	0	0	0	0	0	0
Granger	GRGR	16	16	0	0	10	10	0	0	11	11	0	0	9	9	0	0	2	2	0	0	3	3	0	1
Hood Canal	HDCL	5	5	0	0	6	6	0	1	0	0	0	0	5	5	0	0	9	9	0	0	19	19	0	1
Harrah	HRRH	6	6	0	0	27	27	0	0	19	19	0	0	8	8	0	0	6	6	0	0	6	6	0	0
Klickitat	KLCT	3	3	0	0	2	2	0	0	3	3	0	0	7	7	0	0	2	2	0	0	5	5	0	0
Lyle	LYLE	5	5	0	0	7	7	0	0	5	5	0	0	4	4	0	0	1	1	0	0	4	4	0	0
Mabton	MBTN	11	10	1	0	8	8	0	0	5	5	0	2	7	7	0	0	8	7	1	0	6	6	0	0
Mattawa	MTWA	49	49	0	0	18	18	0	0	22	22	0	0	23	23	0	1	23	23	0	1	15	15	0	1
Patterson	PASN	1	1	0	0	1	1	0	0	1	1	0	0	2	2	0	0	2	1	1	0	1	1	0	0
Poulsbo	PLSB	64	64	0	2	55	55	0	1	61	61	0	0	43	43	0	0	28	28	0	0	30	30	0	2
Prosser	PRSR	24	24	0	1	18	18	0	2	22	21	1	0	17	17	0	1	19	18	1	1	8	8	0	0
Port Angeles	PTAG	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	0	1	1	0	0	1	1	0	0
Roosevelt	RSVT	2	2	0	0	1	1	0	0	2	2	0	0	1	1	0	0	2	2	0	0	2	2	0	0
Sunnyside	SNSD	79	78	1	3	72	72	0	2	56	56	0	2	41	39	2	3	44	44	0	0	34	34	0	1
Stevenson	STSN	40	40	0	0	21	21	0	1	18	18	0	0	21	21	0	0	22	22	0	0	29	29	0	0
Toppenish	TPNS	55	55	0	0	23	23	0	0	24	23	1	0	26	26	0	2	41	41	0	1	29	28	1	0
Troutlake	TRLK	2	2	0	0	3	3	0	0	1	1	0	0	2	2	0	0	3	3	0	0	2	2	0	0
White Salmon	WHSL	10	10	0	0	14	14	0	0	18	18	0	0	20	20	0	1	18	18	0	1	11	11	0	0
WhiteSwan	WHSW	0	0	0	0	4	4	0	0	1	1	0	0	2	2	0	0	1	1	0	0	8	8	0	0
Whitstran	WHTS	1	1	0	0	1	1	0	0	3	3	0	0	2	2	0	0	7	7	0	0	6	6	0	0
Wapato	WPAT	29	29	0	0	19	19	0	1	33	33	0	1	21	21	0	0	21	21	0	0	25	24	1	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		488	486	2	9	365	365	0	8	354	352	2	6	303	300	3	9	317	314	3	4	306	281	25	7

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

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	6	6	0	0	3	2	1	0	3	3	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Grandview	GDVW	7	7	0	2	6	6	0	0	4	4	0	0	8	8	0	0	3	3	0	0	9	9	0	0
Goldendale	GLDL	4	4	0	1	19	17	2	0	4	4	0	0	9	9	0	0	5	5	0	0	7	7	0	0
Glenwood	GLWD	1	1	0	0	0	0	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	0	0	2	2	0	0	3	3	0	2	3	3	0	0	5	5	0	0
Hood Canal	HDCL	5	5	0	0	4	4	0	0	0	0	0	0	4	4	0	0	3	3	0	0	4	4	0	0
Harrah	HRRH	2	2	0	0	3	3	0	0	2	2	0	0	0	0	0	0	1	1	0	0	2	2	0	0
Klickitat	KLCT	1	1	0	0	2	2	0	0	4	4	0	0	2	2	0	0	1	1	0	0	1	1	0	0
Lyle	LYLE	3	3	0	0	1	1	0	0	1	1	0	0	5	5	0	0	1	1	0	0	4	4	0	0
Mabton	MBTN	4	4	0	0	2	2	0	0	3	2	1	1	4	4	0	0	1	1	0	0	2	2	0	0
Mattawa	MTWA	4	4	0	0	4	4	0	0	7	7	0	1	5	5	0	0	5	5	0	0	6	6	0	0
Patterson	PASN	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	
Poulsbo	PLSB	38	38	0	0	31	29	2	0	16	15	1	0	31	31	0	0	18	15	3	0	44	43	1	1
Prosser	PRSR	4	4	0	0	9	9	0	0	5	5	0	0	3	3	0	0	2	2	0	0	6	6	0	0
Port Angeles	PTAG	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	
Roosevelt	RSVT	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1	0	0	0	0	0	
Sunnyside	SNSD	26	25	1	2	15	12	3	1	14	14	0	2	16	16	0	1	8	7	1	0	20	19	1	1
Stevenson	STSN	8	8	0	0	18	18	0	0	6	6	0	0	16	14	2	0	6	6	0	0	5	5	0	0
Toppenish	TPNS	17	17	0	0	6	6	0	0	9	8	1	0	7	7	0	0	3	3	0	0	9	8	1	0
Troutlake	TRLK	1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	4	4	0	0	0	0	0	
White Salmon	WHSL	5	5	0	0	0	0	0	1	5	5	0	0	5	5	0	0	5	5	0	0	5	5	0	0
WhiteSwan	WHSW	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0	2	2	0	0
Whitstran	WHTS	0	0	0	0	1	1	0	0	4	4	0	0	1	1	0	1	0	0	0	0	1	1	0	0
Willard	WLRD	2	2	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	
Wapato	WPAT	7	7	0	0	4	4	0	1	6	6	0	0	5	5	0	1	25	25	0	1	12	9	3	0
Washington		146	145	1	5	130	123	7	3	95	91	4	4	130	128	2	5	100	95	5	1	147	141	6	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																												
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	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	5	0	0	100%	100%	5	0	0	100%	100%	6	0	0	100%	100%	16	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%	2	0	0	100%	100%	3	0	0	100%	100%	9	0	0	100%	100%
Grandview	GDVW	54	0	0	100%	100%	46	0	0	100%	100%	34	0	0	100%	100%	134	0	0	100%	100%
Goldendale	GLDL	34	0	0	100%	100%	24	0	0	100%	100%	41	0	0	100%	100%	99	0	0	100%	100%
Glenwood	GLWD	1	0	0	100%	100%	1	0	0	100%	100%	1	0	0	100%	100%	3	0	0	100%	100%
Granger	GRGR	22	0	0	100%	100%	18	0	0	100%	100%	14	0	0	100%	100%	54	0	0	100%	100%
Hood Canal	HDCL	15	0	0	100%	100%	16	0	0	100%	100%	19	0	0	100%	100%	50	0	0	100%	100%
Harrah	HRRH	12	0	0	100%	100%	16	0	0	100%	100%	10	0	0	100%	100%	38	0	0	100%	100%
Klickitat	KLCT	5	0	0	100%	100%	4	0	0	100%	100%	1	0	0	100%	100%	10	0	0	100%	100%
Lyle	LYLE	4	0	0	100%	100%	12	0	0	100%	100%	8	0	0	100%	100%	24	0	0	100%	100%
Mabton	MBTN	10	0	0	100%	100%	10	0	0	100%	100%	18	0	0	100%	100%	38	0	0	100%	100%
Mattawa	MTWA	38	0	0	100%	100%	47	0	0	100%	100%	34	0	0	100%	100%	119	0	0	100%	100%
Patterson	PASN	0	0	0	0%	0%	2	0	0	100%	100%	1	0	0	100%	100%	3	0	0	100%	100%
Poulsbo	PLSB	86	0	0	100%	100%	66	0	0	100%	100%	78	0	0	100%	100%	230	0	0	100%	100%
Prosser	PRSR	30	0	0	100%	100%	21	0	0	100%	100%	28	0	0	100%	100%	79	0	0	100%	100%
Port Angeles	PTAG	1	0	0	100%	100%	1	0	0	100%	100%	3	0	0	100%	100%	5	0	0	100%	100%
Roosevelt	RSVT	0	0	0	0%	0%	2	0	0	100%	100%	0	0	0	0%	0%	2	0	0	100%	100%
Sunnyside	SNSD	84	0	0	100%	100%	85	0	0	100%	100%	88	0	0	100%	100%	257	0	0	100%	100%
Stevenson	STSN	43	0	0	100%	100%	47	0	0	100%	100%	45	0	0	100%	100%	135	0	0	100%	100%
Toppenish	TPNS	66	0	0	100%	100%	51	0	0	100%	100%	56	0	0	100%	100%	173	0	0	100%	100%
Troutlake	TRLK	7	0	0	100%	100%	8	0	0	100%	100%	9	0	0	100%	100%	24	0	0	100%	100%
White Salmon	WHSL	35	0	0	100%	100%	37	0	0	100%	100%	38	0	0	100%	100%	110	0	0	100%	100%
WhiteSwan	WHSW	8	0	0	100%	100%	5	0	0	100%	100%	5	0	0	100%	100%	18	0	0	100%	100%
Whitstran	WHTS	3	0	0	100%	100%	4	0	0	100%	100%	4	0	0	100%	100%	11	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	47	0	0	100%	100%	38	0	0	100%	100%	39	0	0	100%	100%	124	0	0	100%	100%
Washington		616	0	0	100%	100%	569	0	0	100%	100%	584	0	0	100%	100%	1,769	0	0	100%	100%

a: This report captures service c

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

EXCHANGE	CLLI	Jan - Jun 10 (180 Day)				
		Total Orders Cmplt'd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days
Chimacum	CHMC	38	0	0	100%	100%
Columbia	CLMA	0	0	0	0%	0%
Dallesport	DLPT	22	0	0	100%	100%
Grandview	GDVW	264	0	0	100%	100%
Goldendale	GLDL	204	0	0	100%	100%
Glenwood	GLWD	10	0	0	100%	100%
Granger	GRGR	114	0	0	100%	100%
Hood Canal	HDCL	98	0	0	100%	100%
Harrah	HRRH	83	0	0	100%	100%
Klickitat	KLCT	23	0	0	100%	100%
Lyle	LYLE	50	0	0	100%	100%
Mabton	MBTN	70	0	0	100%	100%
Mattawa	MTWA	210	0	0	100%	100%
Patterson	PASN	6	0	0	100%	100%
Poulsbo	PLSB	423	0	0	100%	100%
Prosser	PRSR	160	1	0	99%	100%
Port Angeles	PTAG	8	0	0	100%	100%
Roosevelt	RSVT	7	0	0	100%	100%
Sunnyside	SNSD	556	0	0	100%	100%
Stevenson	STSN	237	0	0	100%	100%
Toppenish	TPNS	391	0	0	100%	100%
Troutlake	TRLK	32	0	0	100%	100%
White Salmon	WHSL	194	0	0	100%	100%
WhiteSwan	WHSW	40	0	0	100%	100%
Whitstran	WHTS	28	0	0	100%	100%
Willard	WLRD	9	0	0	100%	100%
Wapato	WPAT	281	0	0	100%	100%
Washington		3,558	1	0	100%	100%

a: This report captures service c