

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

EXCHANGE	CLLI	Oct-10					Nov-10					Dec-10					4th 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%
Glenwood	GLWD				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Goldendale	GLDL				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Grandview	GDVW				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Granger	GRGR				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Harrah	HRRH				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%
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%
Port Angeles	PTAG				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%
Roosevelt	RSVT				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Stevenson	STSN				0%	0%					0%	0%				0%	0%	0	0	0	0%	0%
Sunnyside	SNSD				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%
Wapato	WPAT				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%
WhiteSwan	WHSW				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%
Washington		0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	

Report captures service or

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

EXCHANGE	CLLI	Jul - Dec 10 (180 Day)				
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days
Chimacum	CHMC	5	0	0	100%	100%
Columbia	CLMA	0	0	0	0%	0%
Dallesport	DLPT	3	0	0	100%	100%
Glenwood	GLWD	1	0	0	100%	100%
Goldendale	GLDL	35	0	0	100%	100%
Grandview	GDVW	41	0	0	100%	100%
Granger	GRGR	13	0	0	100%	100%
Harrah	HRRH	12	0	0	100%	100%
Hood Canal	HDCL	11	0	0	100%	100%
Klickitat	KLCT	5	0	0	100%	100%
Lyle	LYLE	9	0	0	100%	100%
Mabton	MBTN	12	0	0	100%	100%
Mattawa	MTWA	33	0	0	100%	100%
Patterson	PASN	1	0	0	100%	100%
Port Angeles	PTAG	2	0	0	100%	100%
Poulsbo	PLSB	79	0	0	100%	100%
Prosser	PRSR	24	0	0	100%	100%
Roosevelt	RSVT	1	0	0	100%	100%
Stevenson	STSN	28	0	0	100%	100%
Sunnyside	SNSD	72	0	0	100%	100%
Toppenish	TPNS	50	0	0	100%	100%
Troutlake	TRLK	1	0	0	100%	100%
Wapato	WPAT	37	0	0	100%	100%
White Salmon	WHSL	25	0	0	100%	100%
WhiteSwan	WHSW	6	0	0	100%	100%
Whitstran	WHTS	3	0	0	100%	100%
Willard	WLRD	1	0	0	100%	100%
Washington		510	0	0	100%	100%

Report captures service or

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	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															
Dallesport	DLPT	4	0	0	4	1	0	5	0	0	4	0	0	2	0	0	3	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	41	2	0															
Goldendale	GLDL	40	0	0	33	0	0	32	0	0	34	1	0	24	0	0	41	1	0	35	0	0															
Glenwood	GLWD	3	1	0	2	0	0	2	0	0	1	0	0	1	1	0	1	0	0	1	0	0															
Granger	GRGR	23	1	0	20	0	0	17	0	0	22	1	0	18	1	0	14	0	0	13	1	0															
Hood Canal	HDCL	13	0	0	16	0	0	19	0	0	15	1	0	16	0	0	19	0	0	11	0	0															
Harrah	HRRH	14	0	0	12	0	0	19	0	0	12	0	0	16	0	0	10	0	0	12	0	0															
Klickitat	KLCT	2	0	0	4	1	0	7	0	0	5	0	0	4	0	0	1	0	0	5	0	0															
Lyle	LYLE	8	0	0	6	0	0	12	1	0	4	0	0	12	0	0	8	0	0	9	1	0															
Mabton	MBTN	11	0	0	11	2	0	10	0	0	10	0	0	10	0	0	18	0	0	12	0	0															
Mattawa	MTWA	22	0	0	37	1	0	32	1	0	38	0	0	47	0	0	34	2	0	33	0	0															
Patterson	PASN	1	1	0	1	0	0	1	0	0	0	0	0	2	0	0	1	1	0	1	0	0															
Poulsbo	PLSB	71	2	0	51	1	0	71	1	0	86	1	0	66	0	0	78	1	0	79	5	0															
Prosser	PRSR	21	0	0	35	2	0	25	1	0	30	1	0	21	0	0	28	2	0	24	1	0															
Port Angeles	PTAG	1	0	0	0	0	0	2	0	0	1	0	0	1	0	0	3	0	0	2	0	0															
Roosevelt	RSVT	0	0	0	3	0	0	2	0	0	0	0	0	2	0	0	0	0	0	1	0	0															
Sunnyside	SNSD	105	2	0	87	0	0	107	2	0	84	1	0	85	1	0	88	5	0	72	2	0															
Stevenson	STSN	32	1	0	40	0	0	30	2	0	43	0	0	47	0	0	45	0	0	28	2	0															
Toppenish	TPNS	74	1	0	65	3	0	79	1	0	66	1	0	51	0	0	56	0	0	50	1	0															
Troutlake	TRLK	2	0	0	3	0	0	3	0	0	7	1	0	8	0	0	9	0	0	1	0	0															
White Salmon	WHSL	24	0	0	26	4	0	34	1	0	35	0	0	37	0	0	38	4	0	25	2	0															
WhiteSwan	WHSW	8	0	0	9	0	0	5	0	0	8	1	0	5	0	0	5	0	0	6	0	0															
Whitstran	WHTS	7	1	0	2	0	0	8	1	0	3	0	0	4	0	0	4	0	0	3	0	0															
Willard	WLRD	1	0	0	3	0	0	1	0	0	2	0	0	1	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	37	0	0															
Washington		586	12	0	554	16	0	649	14	0	616	11	0	569	5	0	584	18	0	510	17	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			
Chimacum	CHMC	13	0	0	2	0	0	3	1	0	9	0	0	5	1	0	9	1	0	11	1	0															
Columbia	CLMA	0	0	0	1	0	0	0	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	4	0	0															
Grandview	GDVW	39	8	0	27	0	0	22	0	0	23	0	0	34	0	0	45	27	0	14	2	0															
Goldendale	GLDL	47	7	0	49	2	0	27	0	0	28	2	0	19	0	0	25	0	0	32	3	0															
Glenwood	GLWD	4	0	0	2	0	0	7	0	0	0	0	0	9	0	0	0	0	0	3	0	0															
Granger	GRGR	19	5	0	10	0	0	13	1	0	14	2	0	5	0	0	9	3	0	13	0	0															
Hesed Canal	HECL	10	1	0	11	0	0	0	0	0	9	0	0	12	0	0	24	1	0	28	1	0															
Harrish	HRRH	8	0	0	30	0	0	21	0	0	8	0	0	7	0	0	8	0	0	7	1	0															
Klickitat	KLCT	4	0	0	4	0	0	7	0	0	9	0	0	3	0	0	6	0	0	4	0	0															
Lyle	LYLE	8	0	0	8	0	0	6	1	0	9	0	0	2	0	0	8	0	0	16	0	0															
Mabton	MBTN	15	3	0	10	1	0	11	1	0	11	0	0	9	3	0	8	0	0	5	0	0															
Mattawa	MTWA	53	1	0	22	0	0	30	2	0	29	1	0	29	2	0	22	5	0	23	1	0															
Patterson	PASN	1	0	0	1	0	0	2	1	0	2	0	0	2	0	0	1	0	0	0	0	0															
Poulsbo	PLSB	104	6	0	84	3	0	77	2	0	74	6	0	46	3	0	77	6	0	83	8	0															
Prosser	PRSR	29	6	0	29	1	0	27	2	0	21	4	0	22	4	0	14	0	0	22	3	0															
Port Angeles	PTAG	1	0	0	0	0	0	0	0	0	2	0	0	2	0	0	1	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	0	0	0															
Sunnyside	SNSD	110	24	0	89	9	0	74	1	0	61	8	0	52	1	0	56	4	0	83	6	0															
Stevenson	STSN	48	2	0	40	1	0	24	0	0	37	2	0	28	0	0	34	0	0	18	0	0															
Toppenish	TPNS	72	7	0	31	0	0	33	3	0	35	2	0	45	1	0	38	2	0	41	3	0															
Troutlake	TRLK	3	0	0	5	0	0	1	0	0	2	0	0	7	0	0	2	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	13	1	0															
WhiteSwan	WHSW	1	0	0	5	0	0	1	0	0	2	0	0	2	0	0	10	0	0	10	1	0															
Whitsran	WHTS	1	0	0	2	0	0	7	0	0	4	2	0	7	0	0	7	0	0	4	0	0															
Willard	WLRD	2	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0															
Wapato	WPAT	36	2	0	25	0	0	40	2	0	27	1	0	47	2	0	37	5	0	27	1	0															
Washington		648	73	0	506	17	0	459	18	0	447	33	0	422	18	0	463	52	0	465	32	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
Chinacum	CHMC	7	0	8	0	7	0	5	0	5	0	6	0	5	0										
Columbia	CLMA	0	0	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	3	0										
Grandview	GDVW	35	0	34	0	61	1	54	0	46	0	34	0	41	0										
Goldendale	GLDL	40	0	33	0	32	0	34	0	24	0	41	1	35	0										
Glenwood	GLWD	3	1	2	0	2	0	1	0	1	1	1	0	1	0										
Granger	GRGR	23	0	20	0	17	0	22	1	18	0	14	0	13	0										
Hood Canal	HDCL	13	1	16	0	19	0	15	0	16	0	19	0	11	1										
Harrarh	HRRH	14	0	12	0	19	1	12	0	16	0	10	0	12	0										
Klickitat	KLCT	2	0	4	0	7	0	5	0	4	0	1	0	5	0										
Lyle	LYLE	8	0	6	0	12	0	4	0	12	0	8	0	9	0										
Mabton	MBTN	11	0	11	2	10	1	10	0	10	0	18	0	12	0										
Mattawa	MTWA	22	0	37	0	32	0	38	0	47	0	34	1	33	0										
Patterson	PASN	1	0	1	0	1	0	0	0	2	0	1	1	1	0										
Poulsbo	PLSB	71	1	51	2	71	2	86	3	66	1	78	3	79	1										
Prosser	PRSR	21	1	35	1	25	0	30	1	21	0	28	0	24	1										
Port Angeles	PTAG	1	0	0	0	2	0	1	0	1	0	3	1	2	0										
Roosevelt	RSVT	0	0	3	0	2	0	0	0	2	0	0	0	1	0										
Sunnyside	SNSD	105	0	87	0	107	2	84	1	85	1	88	0	72	1										
Stevenson	STSN	32	0	40	0	30	2	43	0	47	0	45	1	28	1										
Toppenish	TPNS	74	0	65	1	79	1	66	1	51	2	56	0	50	0										
Troutlake	TRLK	2	0	3	0	3	0	7	0	8	0	9	0	1	0										
White Salmon	WHSL	24	0	26	3	34	1	35	0	37	0	38	2	25	1										
WhiteSwan	WHSW	8	0	9	0	5	1	8	0	5	0	5	0	6	0										
Whitstran	WHTS	7	0	2	0	8	0	3	0	4	0	4	0	3	1										
Willard	WLRD	1	0	3	0	1	0	2	0	1	0	1	0	1	0										
Wapato	WPAT	57	1	42	1	58	0	47	0	38	0	39	1	37	0										
Washington		586	5	554	10	649	12	616	7	569	5	584	11	510	7	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	9	1,013	0.89	5	1,007	0.50	9	1,007	0.89	11	1,006	1.09	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	159	0.00	0	159	0.00	0	160	0.00	0	158	0.00	0	158	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Dallesport	DLP1	3	613	0.49	2	609	0.33	0	595	0.00	4	596	0.67	1	588	0.17	4	583	0.69	4	579	0.69	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	22	4,073	0.54	23	4,058	0.57	34	4,041	0.84	45	4,013	1.12	14	4,068	0.34	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Goidendale	GLDL	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	25	4,304	0.58	33	4,275	0.77	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	7	377	1.86	0	373	0.00	9	371	2.43	0	373	0.00	3	373	0.80	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	13	1,273	1.02	14	1,276	1.10	5	1,237	0.40	9	1,225	0.73	13	1,213	1.07	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	2,357	0.00	9	2,361	0.38	12	2,357	0.51	24	2,364	1.02	28	2,357	1.19	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Harrah	HRRI	8	928	0.86	30	931	3.22	21	927	2.27	8	916	0.87	7	912	0.77	8	908	0.88	7	892	0.78	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	7	336	2.08	9	335	2.69	3	337	0.89	6	335	1.79	4	331	1.21	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	6	874	0.69	9	872	1.03	2	879	0.23	8	888	0.90	16	887	1.80	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Mabton	MBTN	15	1,297	1.16	10	1,259	0.79	11	1,265	0.87	11	1,268	0.87	9	1,267	0.71	9	1,286	0.70	6	1,286	0.47	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Mattawa	MTWA	53	2,226	2.38	22	2,236	0.98	30	2,228	1.35	29	2,242	1.29	29	2,248	1.29	21	2,230	0.94	22	2,216	0.99	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Patterson	PASN	1	434	0.23	1	434	0.23	2	435	0.46	2	434	0.46	2	439	0.46	1	441	0.23	0	439	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Poulsbo	PLSB	104	36,740	0.28	84	36,602	0.23	76	36,502	0.21	74	36,369	0.20	45	36,206	0.12	73	36,034	0.20	83	35,834	0.23	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Prosser	PRSR	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	14	3,978	0.35	22	3,958	0.56	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Port Angeles	PTAG	1	269	0.37	0	268	0.00	0	271	0.00	2	267	0.75	2	266	0.75	1	268	0.37	1	287	0.35	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Roosevelt	RSVT	2	202	0.99	1	200	0.50	2	202	0.99	1	202	0.50	3	201	1.49	2	199	1.01	0	200	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Sunnyside	SNSD	110	8,639	1.27	89	8,604	1.03	74	8,581	0.86	61	8,540	0.71	51	8,537	0.60	56	8,466	0.66	83	8,402	0.99	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Stevenson	STSN	48	4,079	1.18	40	4,083	0.98	24	4,094	0.59	37	4,108	0.90	29	4,122	0.70	34	4,133	0.82	18	4,119	0.44	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Toppenish	TPNS	72	6,828	1.05	31	6,821	0.45	34	6,834	0.50	35	6,859	0.51	46	6,802	0.68	42	6,798	0.62	40	6,767	0.59	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Troutlake	TRLK	3	710	0.42	5	707	0.71	1	707	0.14	2	712	0.28	7	712	0.98	2	716	0.28	2	713	0.28	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
White Salmon	WHSL	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	16	4,124	0.39	13	4,127	0.31	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
WhiteSwan	WHSW	1	715	0.14	5	712	0.70	1	705	0.14	2	701	0.29	2	695	0.29	10	698	1.43	10	687	1.46	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Whitstran	WHTS	1	555	0.18	2	553	0.36	7	554	1.26	4	553	0.72	7	550	1.27	7	545	1.28	4	542	0.74	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					
Willard	WLRD	2	316	0.63	1	317	0.32	1	317	0.32	0	317	0.00	0	316	0.00	0	312	0.00	1	312	0.32	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	40	3,339	1.20	27	3,340	0.81	47	3,333	1.41	37	3,298	1.12	21	3,275	0.82	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	463	89,684	0.52	465	89,303	0.52	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	19999	0	100.0	22252	0	100.0	20033	0	100.0	19427	0	100.0	23457	0	100.0	20008	0	100.0															
Sunnyside	SNSD	75670	2	100.0	66122	1	100.0	70001	0	100.0	69534	0	100.0	64969	0	100.0	66642	0	100.0	67085	1	100.0															
Washington		98438	2	100.0	86121	1	100.0	92253	0	100.0	89567	0	100.0	84396	0	100.0	90099	0	100.0	87093	1	100.0	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	8	8	0	0																				
Columbia	CLMA	0	0	0	0																				
Dallesport	DLPT	3	3	0	0																				
Grandview	GDVW	12	12	0	0																				
Goldendale	GLDL	19	19	0	2																				
Glenwood	GLWD	3	3	0	0																				
Granger	GRGR	9	9	0	0																				
Hood Canal	HDCL	19	19	0	0																				
Harrah	HRRH	4	4	0	0																				
Klickitat	KLCT	2	2	0	0																				
Lyle	LYLE	12	12	0	0																				
Mabton	MBTN	5	5	0	0																				
Mattawa	MTWA	15	15	0	1																				
Patterson	PASN	0	0	0	0																				
Poulsbo	PLSB	70	66	4	0																				
Prosser	PRSR	11	11	0	0																				
Port Angeles	PTAG	0	0	0	0																				
Roosevelt	RSVT	0	0	0	0																				
Sunnyside	SNSD	67	67	0	3																				
Stevenson	STSN	11	11	0	0																				
Toppenish	TPNS	35	35	0	0																				
Troutlake	TRLK	1	1	0	0																				
White Salmon	WHSL	8	8	0	0																				
WhiteSwan	WHSW	7	7	0	1																				
Whitstran	WHTS	1	1	0	0																				
Wapato	WPAT	25	24	1	1																				
Willard	WLRD	0	0	0	0																				
Washington		347	342	5	8	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 regul
 OOS Clr >48 = Total regul
 OOS Exclude = Total regul

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	0	0	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	3	3	0	0																				
Columbia	CLMA	0	0	0	0																				
Dallesport	DLPT	1	1	0	0																				
Grandview	GDVW	1	1	0	1																				
Goldendale	GLDL	11	11	0	0																				
Glenwood	GLWD	0	0	0	0																				
Granger	GRGR	4	4	0	0																				
Hood Canal	HDCL	9	9	0	0																				
Harrah	HRRH	3	3	0	0																				
Klickitat	KLCT	2	2	0	0																				
Lyle	LYLE	4	4	0	0																				
Mabton	MBTN	0	0	0	0																				
Mattawa	MTWA	7	7	0	0																				
Patterson	PASN	0	0	0	0																				
Poulsbo	PLSB	13	13	0	0																				
Prosser	PRSR	9	9	0	2																				
Port Angeles	PTAG	1	1	0	0																				
Roosevelt	RSVT	0	0	0	0																				
Sunnyside	SNSD	13	13	0	0																				
Stevenson	STSN	7	7	0	0																				
Toppenish	TPNS	6	6	0	0																				
Troutlake	TRLK	1	1	0	0																				
White Salmon	WHSL	5	4	1	0																				
WhiteSwan	WHSW	2	2	0	0																				
Whitstran	WHTS	3	3	0	0																				
Willard	WLRD	1	1	0	0																				
Wapato	WPAT	1	1	0	0																				
Washington		107	106	1	3	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