

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	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	4	0	0	7	0	0	8	0	0	8	1	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	1	0	0	1	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	2	0	0	5	0	0	5	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	37	1	0	44	0	0	33	1	0	43	0	0			
Goldendale	GLDL	40	0	0	33	0	0	32	0	0	34	1	0	24	0	0	41	1	0	35	0	0	29	0	0	35	0	0	44	0	0	33	1	0			
Glenwood	GLWD	3	1	0	2	0	0	2	0	0	1	0	0	1	1	0	1	0	0	1	0	0	4	0	0	3	0	0	1	0	0	0	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	22	1	0	10	0	0	21	2	0	20	0	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	9	1	0	8	0	0	16	1	0	13	1	0			
Harrish	HRRH	14	0	0	12	0	0	19	0	0	12	0	0	16	0	0	10	0	0	12	0	0	8	0	0	15	0	0	10	0	0	8	0	0			
Khekitat	KLCT	2	0	0	4	1	0	7	0	0	5	0	0	4	0	0	1	0	0	5	0	0	5	0	0	1	0	0	3	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	9	1	0	7	0	0	6	0	0	6	0	0	7	0	0			
Mabton	MBTN	11	0	0	11	2	0	10	0	0	10	0	0	10	0	0	18	0	0	12	0	0	9	1	0	10	2	0	9	0	0	10	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	32	1	0	19	0	0	20	1	0	24	2	0			
Patterson	PASN	1	1	0	1	0	0	1	0	0	0	0	0	2	0	0	1	1	0	1	0	0	1	0	0	0	0	0	0	0	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	88	4	0	82	0	0	84	2	0	69	4	0			
Prosser	PRSR	21	0	0	35	2	0	25	1	0	30	1	0	21	0	0	28	2	0	24	1	0	24	0	0	26	0	0	30	0	0	39	2	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	1	0	0	1	0	0	2	0	0	0	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	0	0	0	1	0	0	0	0	0	2	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	67	0	0	61	0	0	74	2	0	97	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	44	0	0	36	0	0	34	3	0	44	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	49	0	0	45	4	0	51	1	0	46	0	0			
Troutlake	TRLK	2	0	0	3	0	0	3	0	0	7	1	0	8	0	0	9	0	0	1	0	0	8	1	0	3	0	0	3	0	0	2	1	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	50	0	0	22	0	0	31	0	0	22	1	0			
WhiteSwan	WHSW	8	0	0	9	0	0	5	0	0	8	1	0	5	0	0	5	0	0	6	0	0	5	0	0	8	0	0	7	0	0	7	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	3	0	0	3	0	0	3	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	1	0	0	1	0	0	3	0	0	2	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	33	0	0	24	0	0	37	1	0	28	0	0			
Washington		586	12	0	554	16	0	649	14	0	616	11	0	569	5	0	584	18	0	510	17	0	522	10	0	479	6	0	535	14	0	532	17	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			
Chimacum	CHMC	13	0	0	2	0	0	3	1	0	9	0	0	5	1	0	9	0	0	11	1	0	9	0	0	22	0	0	9	0	0	10	3	0						
Columbia	CLMA	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	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	4	0	0	3	0	0	1	0	0	10	0	0						
Grandview	GDVW	39	4	0	27	0	0	22	0	0	23	0	0	34	0	0	45	3	0	14	1	0	26	2	0	21	1	0	24	0	0	22	0	0						
Goldendale	GLDL	47	5	0	49	2	0	27	0	0	28	1	0	19	0	0	25	0	0	32	2	0	29	0	0	131	5	0	46	3	0	82	10	0						
Glenwood	GLWD	4	0	0	2	0	0	7	0	0	0	0	0	9	0	0	0	0	0	3	0	0	7	0	0	4	0	0	5	0	0	2	0	0						
Granger	GRGR	19	5	0	10	0	0	13	1	0	14	0	0	5	0	0	9	0	0	13	0	0	8	0	0	8	0	0	10	0	0	15	3	0						
Hood Canal	HDCL	10	1	0	11	0	0	9	0	0	9	0	0	12	0	0	24	0	0	28	1	0	24	1	0	31	0	0	15	1	0	30	4	0						
Harrish	HRRH	8	0	0	30	0	0	21	0	0	8	0	0	7	0	0	8	0	0	7	1	0	10	0	0	7	0	0	3	0	0	6	0	0						
Klickitat	KICT	4	0	0	4	0	0	7	0	0	9	0	0	3	0	0	6	0	0	4	0	0	5	0	0	5	1	0	4	0	0	12	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	12	0	0	4	0	0	3	0	0	13	1	0						
Mabton	MBTN	15	3	0	10	1	0	11	1	0	11	0	0	11	0	0	29	0	0	9	3	0	8	0	0	5	0	0	10	0	0	24	1	0	7	1	0			
Mattawa	MTWA	53	1	0	22	0	0	30	2	0	29	0	0	29	1	0	22	0	0	23	1	0	31	6	0	19	3	0	11	1	0	19	4	0						
Paterson	PASN	1	0	0	1	0	0	2	1	0	2	0	0	2	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	5	2	0						
Poulsbo	PLSB	104	4	0	84	3	0	77	2	0	74	6	0	46	3	0	77	0	0	83	8	0	58	0	0	65	2	0	57	2	0	133	8	0						
Prusser	PRSR	29	5	0	29	1	0	27	2	0	21	3	0	22	3	0	14	26	0	22	2	0	38	4	0	33	0	0	16	2	0	40	14	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	2	0	0	0	0	0	0	0	0	3	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	1	0	0	0	0	0	3	0	0	1	0	0						
Sunyside	SNSD	110	21	0	89	9	0	74	1	0	61	4	0	52	1	0	56	0	0	83	3	0	70	6	0	66	2	0	67	7	0	75	8	0						
Stevenson	STSN	48	2	0	40	1	0	24	0	0	37	2	0	28	0	0	34	4	0	18	0	0	27	2	0	35	0	0	31	0	0	74	0	0						
Toppenish	TPNS	72	7	0	31	0	0	33	3	0	35	0	0	45	0	0	38	0	0	41	2	0	35	0	0	50	0	0	26	0	0	41	1	0						
Troutlake	TRLK	3	0	0	5	0	0	1	0	0	2	0	0	7	0	0	2	0	0	2	0	0	3	0	0	3	0	0	7	0	0	12	2	0						
White Salmon	WHSL	15	1	0	15	0	0	23	0	0	26	1	0	24	0	0	16	2	0	13	1	0	25	1	0	22	1	0	11	0	0	59	1	0						
WhiteSwan	WHSW	1	0	0	5	0	0	1	0	0	2	0	0	2	0	0	10	2	0	10	0	0	7	0	0	6	0	0	2	0	0	2	0	0						
Whitstran	WHTS	1	0	0	2	0	0	7	0	0	4	1	0	7	0	0	7	5	0	4	0	0	2	0	0	3	0	0	3	0	0	3	1	0						
Willard	WLRD	2	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	3	0	0	7	0	0						
Wapato	WPAT	36	2	0	25	0	0	40	2	0	27	0	0	47	1	0	37	0	0	27	0	0	34	0	0	26	0	0	21	0	0	28	2	0						
Washington		648	61	0	506	17	0	459	18	0	447	19	0	422	13	0	463	42	0	465	23	0	477	22	0	569	15	0	402	17	0	711	66	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	5	0	5	0	6	0	5	0	4	0	7	0	8	0	8	0		
Columbia	CLMA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0		
Dallesport	DLPT	4	0	4	0	5	0	4	0	2	0	3	0	3	0	2	0	5	0	5	0	3	0		
Grandview	GDVW	35	0	34	0	61	1	54	0	46	0	34	0	41	0	37	1	44	1	33	0	43	0		
Goldendale	GLDL	40	0	33	0	32	0	34	0	24	0	41	1	35	0	29	0	35	0	44	0	33	0		
Glenwood	GLWD	3	1	2	0	2	0	1	0	1	1	1	0	1	0	4	0	3	0	1	0	0	0		
Granger	GRGR	23	0	20	0	17	0	22	1	18	0	14	0	13	0	22	1	10	1	21	1	20	0		
Hood Canal	HDCL	13	1	16	0	19	0	15	0	16	0	19	0	11	1	9	0	8	0	16	1	13	1		
Harrah	HRRH	14	0	12	0	19	1	12	0	16	0	10	0	12	0	8	0	15	0	10	0	8	0		
Klickitat	KLCT	2	0	4	0	7	0	5	0	4	0	1	0	5	0	5	0	1	0	3	0	1	0		
Lyle	LYLE	8	0	6	0	12	0	4	0	12	0	8	0	9	0	7	0	6	0	6	0	7	0		
Mabton	MBTN	11	0	11	2	10	1	10	0	10	0	18	0	12	0	9	0	10	1	9	0	10	0		
Mattawa	MTWA	22	0	37	0	32	0	38	0	47	0	34	1	33	0	32	0	19	0	20	1	24	0		
Patterson	PASN	1	0	1	0	1	0	0	0	2	0	1	1	1	0	1	0	0	0	0	0	1	0		
Poulsbo	PLSB	71	1	51	2	71	2	86	3	66	1	78	3	79	1	88	2	82	0	84	1	69	2		
Prosser	PRSR	21	1	35	1	25	0	30	1	21	0	28	0	24	1	24	0	26	0	30	0	39	1		
Port Angeles	PTAG	1	0	0	0	2	0	1	0	1	0	3	1	2	0	1	0	1	0	2	0	0	0		
Roosevelt	RSVT	0	0	3	0	2	0	0	0	2	0	0	0	1	0	0	0	1	0	0	0	2	0		
Sunnyside	SNSD	105	0	87	0	107	2	84	1	85	1	88	0	72	1	67	0	61	0	74	2	97	0		
Stevenson	STSN	32	0	40	0	30	2	43	0	47	0	45	1	28	1	44	0	36	1	34	1	44	0		
Toppenish	TPNS	74	0	65	1	79	1	66	1	51	2	56	0	50	0	49	0	45	1	51	4	46	1		
Troutlake	TRLK	2	0	3	0	3	0	7	0	8	0	9	0	1	0	8	0	3	0	3	0	2	0		
White Salmon	WHSL	24	0	26	3	34	1	35	0	37	0	38	2	25	1	30	0	22	0	31	0	22	4		
WhiteSwan	WHSW	8	0	9	0	5	1	8	0	5	0	5	0	6	0	5	0	8	1	7	0	7	0		
Whitstran	WHTS	7	0	2	0	8	0	3	0	4	0	4	0	3	1	3	0	3	0	3	0	4	1		
Willard	WLRD	1	0	3	0	1	0	2	0	1	0	1	0	1	0	1	0	3	0	2	0	1	0		
Wapato	WPAT	57	1	42	1	58	0	47	0	38	0	39	1	37	0	33	0	24	0	37	2	28	1		
Washington		586	5	554	10	649	12	616	7	569	5	584	11	510	7	522	4	479	6	535	13	532	11	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	854	1.52	2	850	0.24	3	852	0.35	9	850	1.06	5	843	0.59	9	841	1.07	11	842	1.31	9	839	1.07	22	834	2.64	9	830	1.08	10	836	1.20	0.00		
Columbia	CLMA	0	91	0.00	1	91	1.10	0	91	0.00	0	91	0.00	0	90	0.00	0	90	0.00	0	90	0.00	0	90	0.00	2	92	2.17	0	92	0.00	0	92	0.00	0.00		
Dallesport	DLPT	3	485	0.62	2	481	0.42	0	472	0.00	4	475	0.84	1	468	0.21	4	461	0.87	4	458	0.87	4	455	0.88	3	459	0.65	1	457	0.22	10	457	2.19	0.00		
Grandview	GDVW	39	3,510	1.11	27	3457	0.78	22	3459	0.64	23	3435	0.67	34	3426	0.99	45	3405	1.32	14	3455	0.41	26	3403	0.76	21	3382	0.62	24	3351	0.72	22	3347	0.66	0.00		
Goldendale	GLDL	47	3,383	1.39	49	3371	1.45	27	3352	0.81	28	3351	0.84	19	3308	0.57	25	3278	0.76	33	3252	1.01	29	3237	0.90	131	3207	4.08	46	3199	1.44	82	3185	2.57	0.00		
Glenwood	GLWD	4	300	1.33	2	302	0.66	7	301	2.33	0	298	0.00	9	297	3.03	0	295	0.00	3	296	1.01	7	297	2.36	4	300	1.33	5	297	1.68	2	296	0.68	0.00		
Granger	GRGR	19	1,084	1.75	10	1081	0.93	13	1070	1.21	14	1067	1.31	5	1041	0.48	9	1016	0.89	13	1009	1.29	8	1007	0.79	8	993	0.81	10	987	1.01	15	990	1.52	0.00		
Hood Canal	HDCL	10	2,009	0.50	11	2006	0.55	0	2001	0.00	9	1998	0.45	12	1995	0.60	24	1987	1.21	28	1983	1.41	21	1971	1.22	31	1951	1.59	15	1937	0.77	30	1917	1.56	0.00		
Harrah	HRRH	8	809	0.99	30	813	3.69	21	808	2.60	8	800	1.00	7	802	0.87	8	789	1.01	7	780	0.90	10	775	1.29	7	764	0.92	3	762	0.39	6	759	0.79	0.00		
Klickitat	KLCT	4	281	1.42	4	280	1.43	7	278	2.52	9	277	3.25	3	278	1.08	6	277	2.17	4	274	1.46	5	269	1.86	5	265	1.89	4	262	1.53	12	262	4.58	0.00		
Lyle	LYLE	8	686	1.17	8	683	1.17	6	685	0.88	9	680	1.32	2	685	0.29	8	686	1.17	16	684	2.34	12	682	1.76	4	683	0.59	3	676	0.44	13	674	1.93	0.00		
Mabton	MBTN	15	985	1.52	10	951	1.05	11	954	1.15	11	953	1.15	9	955	0.94	9	968	0.93	6	973	0.62	10	970	1.03	2	955	0.21	24	946	2.34	7	929	0.75	0.00		
Mattawa	MTWA	53	1,933	2.71	22	1956	1.12	30	1948	1.54	29	1951	1.49	29	1957	1.48	21	1941	1.08	22	1926	1.14	31	1913	1.62	19	1871	1.02	11	1855	0.59	19	1836	1.03	0.00		
Patterson	PASN	1	224	0.45	1	224	0.45	2	225	0.89	2	224	0.89	2	224	0.89	1	226	0.44	0	225	0.00	0	224	0.00	0	225	0.00	0	223	0.00	5	223	2.24	0.00		
Poulsbo	PLSB	104	20,333	0.51	84	20182	0.42	76	20079	0.38	74	20008	0.37	45	19798	0.23	73	19656	0.37	83	19441	0.45	58	19315	0.30	62	19300	0.32	57	19234	0.30	134	19162	0.70	0.00		
Prosser	PRSR	29	3,459	0.84	29	3434	0.84	27	3406	0.79	21	3398	0.62	22	3371	0.65	14	3367	0.42	22	3341	0.66	38	3316	1.15	35	3283	1.01	16	3264	0.49	40	3246	1.23	0.00		
Port Angeles	PTAG	1	243	0.41	0	242	0.00	0	244	0.00	2	241	0.83	2	239	0.84	1	240	0.42	1	260	0.38	2	254	0.79	0	248	0.00	0	245	0.00	3	245	1.22	0.00		
Roosevelt	RNVT	2	127	1.57	1	129	0.78	2	131	1.53	1	131	0.76	3	131	2.29	2	130	1.54	0	131	0.00	1	129	0.78	0	130	0.00	3	130	2.31	1	129	0.78	0.00		
Sunnyside	SNSD	110	7,330	1.50	89	7284	1.22	74	7259	1.02	61	7219	0.84	51	7201	0.71	56	7132	0.79	83	7074	1.17	70	7019	1.00	66	6956	0.95	67	6908	0.97	74	6863	1.08	0.00		
Stevenson	STSN	48	3,371	1.42	40	3376	1.18	24	3376	0.71	37	3378	1.10	29	3381	0.86	34	3386	1.00	18	3362	0.54	27	3370	0.80	35	3380	1.04	31	3374	0.92	74	3365	2.20	0.00		
Toppenish	TPNS	72	5,226	1.38	31	5188	0.60	34	5211	0.65	35	5199	0.67	46	5158	0.89	42	5136	0.82	40	5100	0.78	35	5074	0.69	53	5015	1.06	26	4991	0.52	41	4964	0.83	0.00		
Troutlake	TRLK	3	589	0.51	5	586	0.85	1	585	0.17	2	590	0.34	7	592	1.18	2	595	0.34	2	590	0.34	3	591	0.51	3	588	0.51	7	580	1.21	12	576	2.08	0.00		
White Salmon	WISL	15	3,252	0.46	15	3241	0.46	23	3229	0.71	26	3211	0.81	24	3215	0.75	16	3203	0.50	13	3203	0.41	25	3227	0.77	22	3185	0.69	11	3174	0.55	59	3161	1.87	0.00		
WhiteSwan	WISW	1	557	0.18	5	555	0.90	1	547	0.18	2	544	0.37	2	542	0.37	10	544	1.84	10	538	1.86	7	535	1.31	6	537	1.12	2	535	0.37	2	539	0.37	0.00		
Whitman	WITS	1	472	0.21	2	470	0.43	7	471	1.49	4	472	0.85	7	471	1.49	7	465	1.51	4	461	0.87	2	456	0.44	3	453	0.66	3	450	0.67	3	445	0.67	0.00		
Willard	WLRD	2	225	0.89	1	227	0.44	1	227	0.44	0	226	0.00	0	225	0.00	0	222	0.00	1	222	0.45	0	221	0.00	1	220	0.45	3	219	1.37	7	217	3.23	0.00		
Wapato	WPAT	36	2,779	1.30	25	2771	0.90	40	2764	1.45	27	2761	0.98	47	2754	1.71	37	2721	1.36	27	2695	1.00	34	2679	1.27	26	2662	0.98	21	2637	0.80	28	2607	1.07	0.00		
Washington		648	64,637	1.00	506	64,231	0.79	459	64,025	0.72	447	63,828	0.70	422	63,447	0.67	463	63,057	0.73	465	62,665	0.74	477	62,318	0.77	569	61,938	0.92	402	61,615	0.65	711	61,322	1.16	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	28692	0	100.0	17589	0	100.0	18,096	0	100.0	18402	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	73026	0	100.0	69496	2	100.0	100,928	1	100.0	85149	1	100.0			
Washington		96438	2	100.0	66121	1	100.0	92253	0	100.0	89567	0	100.0	84396	0	100.0	90,099	0	100.0	87,093	1	100.0	101,718	0	100.0	87087	2	100.0	119,024	1	100.0	103,551	1	100.0	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. EMBARO

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

2010

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	7	7	0	0	10	10	0	1	2	2	0	0	4	4	0	0				
Columbia	CLMA	0	0	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0				
Dallesport	DLPT	3	3	0	0	2	2	0	0	2	2	0	0	1	1	0	0	4	4	0	0				
Grandview	GDVW	12	12	0	0	19	19	0	0	19	19	0	0	17	17	0	0	14	14	0	0				
Goldendale	GLDL	19	19	0	2	19	19	0	0	115	115	0	0	29	29	0	0	45	44	1	1				
Glenwood	GLWD	3	3	0	0	7	7	0	0	3	3	0	0	5	5	0	0	0	0	0	0				
Granger	GRGR	9	9	0	0	5	5	0	1	4	4	0	0	9	9	0	0	10	10	0	0				
Hood Canal	HDCL	19	19	0	0	17	17	0	1	20	20	0	0	11	11	0	0	20	18	2	0				
Harrah	HRRH	4	4	0	0	9	9	0	0	4	4	0	0	2	2	0	0	6	6	0	0				
Klickitat	KLCT	2	2	0	0	4	4	0	0	5	5	0	0	3	3	0	1	6	6	0	0				
Lyle	LYLE	12	12	0	0	9	9	0	0	3	3	0	1	1	1	0	0	6	6	0	0				
Mabton	MBTN	5	5	0	0	8	8	0	0	0	0	0	0	20	20	0	1	6	6	0	0				
Mattawa	MTWA	15	15	0	1	19	19	0	1	14	14	0	0	9	8	1	0	16	16	0	1				
Patterson	PASN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	5	0	0				
Poulsbo	PLSB	70	66	4	0	37	37	0	0	39	38	1	1	39	39	0	0	108	108	0	2				
Prosser	PRSR	11	11	0	0	29	28	1	1	28	28	0	0	13	13	0	0	23	21	2	1				
Port Angeles	PTAG	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	0				
Roosevelt	RSVT	0	0	0	0	1	1	0	0	0	0	0	0	2	2	0	0	1	0	1	0				
Sunnyside	SNSD	67	67	0	3	58	58	0	0	49	49	0	0	53	52	1	0	65	64	1	1				
Stevenson	STSN	11	11	0	0	21	21	0	1	26	26	0	0	24	24	0	0	43	43	0	0				
Toppenish	TPNS	35	35	0	0	23	23	0	1	45	45	0	1	20	20	0	1	32	31	1	0				
Troutlake	TRLK	1	1	0	0	2	2	0	0	1	1	0	0	4	4	0	0	4	3	1	1				
White Salmon	WHSL	8	8	0	0	20	20	0	1	15	15	0	0	9	9	0	0	36	36	0	0				
WhiteSwan	WHSW	7	7	0	1	6	6	0	0	3	3	0	1	2	2	0	0	1	1	0	0				
Whitstran	WHTS	1	1	0	0	1	1	0	0	3	3	0	0	3	3	0	0	2	2	0	0				
Wapato	WPAT	25	24	1	1	27	27	0	0	20	20	0	0	19	19	0	1	24	23	1	0				
Willard	WLRD	0	0	0	0	0	0	0	0	1	1	0	0	1	1	0	0	6	6	0	0				
Washington		347	342	5	8	350	349	1	7	431	430	1	5	298	296	2	4	489	479	10	7	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	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

2010

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	2	2	0	0	11	11	0	0	5	5	0	2	6	3	3	0				
Columbia	CLMA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Dallesport	DLPT	1	1	0	0	2	2	0	0	1	1	0	0	0	0	0	0	6	6	0	0				
Grandview	GDVW	1	1	0	1	7	7	0	0	2	2	0	0	7	7	0	0	8	8	0	0				
Goldendale	GLDL	11	11	0	0	10	10	0	0	14	14	0	2	17	17	0	0	36	30	6	0				
Glenwood	GLWD	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	2	2	0	0				
Granger	GRGR	4	4	0	0	2	2	0	0	4	4	0	0	1	1	0	0	5	3	2	0				
Hood Canal	HDCL	9	9	0	0	6	6	0	0	11	11	0	0	3	3	0	1	10	9	1	0				
Harrah	HRRH	3	3	0	0	1	1	0	0	3	3	0	0	1	1	0	0	0	0	0	0				
Klickitat	KLCT	2	2	0	0	1	1	0	0	0	0	0	0	0	0	0	0	6	6	0	0				
Lyle	LYLE	4	4	0	0	3	3	0	0	0	0	0	0	2	2	0	0	7	7	0	0				
Mabton	MBTN	0	0	0	0	2	2	0	0	2	2	0	0	3	3	0	0	1	1	0	0				
Mattawa	MTWA	7	7	0	0	10	8	2	1	5	4	1	0	2	2	0	0	2	2	0	0				
Patterson	PASN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Poulsbo	PLSB	13	13	0	0	21	21	0	0	24	24	0	1	18	17	1	0	22	22	0	1				
Prosser	PRSR	9	9	0	2	7	7	0	1	5	5	0	0	3	2	1	0	16	6	10	0				
Port Angeles	PTAG	1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	1	1	0	0				
Roosevelt	RSVT	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0				
Sunnyside	SNSD	13	13	0	0	11	11	0	1	17	17	0	0	13	11	2	1	8	8	0	1				
Stevenson	STSN	7	7	0	0	5	5	0	0	9	9	0	0	6	6	0	1	31	30	1	0				
Toppenish	TPNS	6	6	0	0	10	10	0	1	4	4	0	0	4	4	0	1	9	9	0	0				
Troutlake	TRLK	1	1	0	0	1	1	0	0	2	2	0	0	3	3	0	0	7	7	0	0				
White Salmon	WHSL	5	4	1	0	3	3	0	1	7	6	1	0	2	2	0	0	22	22	0	1				
WhiteSwan	WHSW	2	2	0	0	1	1	0	0	2	2	0	0	0	0	0	0	1	1	0	0				
Whitstran	WHTS	3	3	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0				
Willard	WLRD	1	1	0	0	0	0	0	0	0	0	0	0	2	2	0	0	1	1	0	0				
Wapato	WPAT	1	1	0	0	7	7	0	0	6	6	0	0	1	1	0	0	4	4	0	0				
Washington		107	106	1	3	115	113	2	5	130	128	2	3	94	90	4	6	212	189	23	3	0	0	0	0

Total NOOS = Total regu
 NOOS Clr 72 = Total reg
 NOOS Clr >72= Total reg
 NOOS Exclude = Total rr

**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%

3: 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	Held >90	Held >180	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders	Held >90	Held >180	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders	Held >90	Held >180	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders	Held >90	Held >180	%Held Orders >90 Days	%Held Orders >180 Days
		Cmpltd	Days	Days			Cmpltd	Days	Days			Cmpltd	Days	Days			Cmpltd	Days	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%

⚠: 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	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%

»: This report captures service c

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

EXCHANGE	CLLI	Jul-10					Aug-10					Sep-10					3rd 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%	4	0	0	100%	100%	7	0	0	100%	100%	16	0	0	100%	100%
Columbia	CLMA	0	0	0	0%	0%	0	0	0	0%	0%	1	0	0	100%	100%	1	0	0	100%	100%
Dallesport	DLPT	3	0	0	100%	100%	2	0	0	100%	100%	5	0	0	100%	100%	10	0	0	100%	100%
Glenwood	GLWD	1	0	0	100%	100%	4	0	0	100%	100%	3	0	0	100%	100%	8	0	0	100%	100%
Goldendale	GLDL	35	0	0	100%	100%	29	0	0	100%	100%	35	0	0	100%	100%	99	0	0	100%	100%
Grandview	GDVW	41	0	0	100%	100%	37	0	0	100%	100%	44	0	0	100%	100%	122	0	0	100%	100%
Granger	GRGR	13	0	0	100%	100%	22	0	0	100%	100%	10	0	0	100%	100%	45	0	0	100%	100%
Harrah	HRRH	12	0	0	100%	100%	8	0	0	100%	100%	15	0	0	100%	100%	35	0	0	100%	100%
Hood Canal	HDCL	11	0	0	100%	100%	9	0	0	100%	100%	8	0	0	100%	100%	28	0	0	100%	100%
Klickitat	KLCT	5	0	0	100%	100%	5	0	0	100%	100%	1	0	0	100%	100%	11	0	0	100%	100%
Lyle	LYLE	9	0	0	100%	100%	7	0	0	100%	100%	6	0	0	100%	100%	22	0	0	100%	100%
Mabton	MBTN	12	0	0	100%	100%	9	0	0	100%	100%	10	0	0	100%	100%	31	0	0	100%	100%
Mattawa	MTWA	33	0	0	100%	100%	32	0	0	100%	100%	19	0	0	100%	100%	84	0	0	100%	100%
Patterson	PASN	1	0	0	100%	100%	1	0	0	100%	100%	0	0	0	0%	0%	2	0	0	100%	100%
Port Angeles	PTAG	2	0	0	100%	100%	1	0	0	100%	100%	1	0	0	100%	100%	4	0	0	100%	100%
Poulsbo	PLSB	79	0	0	100%	100%	88	0	0	100%	100%	82	0	0	100%	100%	249	0	0	100%	100%
Prosser	PRSR	24	0	0	100%	100%	24	0	0	100%	100%	26	0	0	100%	100%	74	0	0	100%	100%
Roosevelt	RSVT	1	0	0	100%	100%	0	0	0	0%	0%	1	0	0	100%	100%	2	0	0	100%	100%
Stevenson	STSN	28	0	0	100%	100%	44	0	0	100%	100%	36	0	0	100%	100%	108	0	0	100%	100%
Sunnyside	SNSD	72	0	0	100%	100%	67	0	0	100%	100%	61	0	0	100%	100%	200	0	0	100%	100%
Toppenish	TPNS	50	0	0	100%	100%	49	0	0	100%	100%	45	0	0	100%	100%	144	0	0	100%	100%
Troutlake	TRLK	1	0	0	100%	100%	8	0	0	100%	100%	3	0	0	100%	100%	12	0	0	100%	100%
Wapato	WPAT	37	0	0	100%	100%	33	0	0	100%	100%	24	0	0	100%	100%	94	0	0	100%	100%
White Salmon	WHSL	25	0	0	100%	100%	30	0	0	100%	100%	22	0	0	100%	100%	77	0	0	100%	100%
WhiteSwan	WHSW	6	0	0	100%	100%	5	0	0	100%	100%	8	0	0	100%	100%	19	0	0	100%	100%
Whitstran	WHTS	3	0	0	100%	100%	3	0	0	100%	100%	3	0	0	100%	100%	9	0	0	100%	100%
Willard	WLRD	1	0	0	100%	100%	1	0	0	100%	100%	3	0	0	100%	100%	5	0	0	100%	100%
Washington		510	0	0	100%	100%	522	0	0	100%	100%	479	0	0	100%	100%	1,511	0	0	100%	100%

Report captures service order completion dates upon service activation.

**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	32	0	0	100%	100%
Columbia	CLMA	2	0	0	100%	100%
Dallesport	DLPT	18	0	0	100%	100%
Glenwood	GLWD	9	0	0	100%	100%
Goldendale	GLDL	176	0	0	100%	100%
Grandview	GDVW	198	0	0	100%	100%
Granger	GRGR	86	0	0	100%	100%
Harrah	HRRH	53	0	0	100%	100%
Hood Canal	HDCL	57	0	0	100%	100%
Klickitat	KLCT	15	0	0	100%	100%
Lyle	LYLE	35	0	0	100%	100%
Mabton	MBTN	50	0	0	100%	100%
Mattawa	MTWA	128	0	0	100%	100%
Patterson	PASN	3	0	0	100%	100%
Port Angeles	PTAG	6	0	0	100%	100%
Poulsbo	PLSB	402	0	0	100%	100%
Prosser	PRSR	143	0	0	100%	100%
Roosevelt	RSVT	4	0	0	100%	100%
Stevenson	STSN	186	0	0	100%	100%
Sunnyside	SNSD	371	0	0	100%	100%
Toppenish	TPNS	241	0	0	100%	100%
Troutlake	TRLK	17	0	0	100%	100%
Wapato	WPAT	159	0	0	100%	100%
White Salmon	WHSL	130	0	0	100%	100%
WhiteSwan	WHSW	33	0	0	100%	100%
Whitstran	WHTS	16	0	0	100%	100%
Willard	WLRD	8	0	0	100%	100%
Washington		2,578	0	0	100%	100%

eport captures service or