



January 14, 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 December 2010.

The trouble reports per 100 access lines objective was met for the month of December in all areas except Glenwood. This was caused when a cable got wet due to heavy rain. Ten tickets were taken on this issue.

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

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	4	0	0	7	0	0	8	0	0	8	1	0	6	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	1	0	0	1	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	2	0	0	5	0	0	5	0	0	3	0	0	4	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	35	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	27	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	4	0	0	3	0	0	1	0	0	0	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	22	1	0	10	0	0	21	2	0	20	0	0	13	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	15	3	0
Harrah	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	7	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	5	0	0	1	0	0	3	0	0	1	0	0	4	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	2	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	6	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	24	1	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	0	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	80	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	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	1	0	0	1	0	0	2	0	0	0	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	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	67	0	0	61	0	0	74	2	0	97	2	0	83	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	30	1	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	52	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	8	1	0	3	0	0	3	0	0	2	1	0	3	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	30	0	0	22	0	0	31	0	0	22	1	0	11	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	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	1	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	0	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	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	522	10	0	479	6	0	535	14	0	532	17	0	473	14	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
 Excl = 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	9	2	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	DLPJ	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	5	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	30	3	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	47	2	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	17	2	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	13	3	0
Hood Canal	HDCL	10	1	0	11	0	0	0	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	26	1	0
Harrah	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	19	2	0
Klickitat	KLCT	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	3	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	7	1	0
Mabton	MBTN	15	3	0	10	1	0	11	1	0	11	0	0	9	3	0	8	0	0	5	0	0	10	0	0	2	0	0	24	1	0	7	1	0	5	0	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	17	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	0	0	0	0	0	0	0	0	0	5	2	0	6	5	0
Foulso	FLSB	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	96	6	0
Prosser	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	35	4	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	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	1	0	0	0	0	0	3	0	0	1	1	0	0	0	0
Sunnyside	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	96	5	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	45	5	0
Toppenish	TPNSH	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	43	2	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	3	0	0
White Salmon	WHSW	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	28	3	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	3	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	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	0	0	0	1	0	0	7	0	0	7	0	0	2	1	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	32	4	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	592	52	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	5	0	4	0	7	0	8	0	8	0	6	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	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	4	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	35	1
Goldendale	GLDL	40	0	33	0	32	0	34	0	24	0	41	1	35	0	29	0	35	0	44	0	33	0	27	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	1	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	13	1
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	15	0
Harrah	HRRH	14	0	12	0	19	1	12	0	16	0	10	0	12	0	8	0	15	0	10	0	8	0	7	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	4	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	2	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	6	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	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	0	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	80	0
Prosser	PRSR	21	1	35	1	25	0	30	1	21	0	28	0	24	1	24	0	26	0	30	0	39	1	24	0
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	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	1	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	83	2
Stevenson	STSN	32	0	40	0	30	2	43	0	47	0	45	1	28	1	44	0	36	1	34	1	44	0	30	1
Toppenish	TPNS	74	0	65	1	79	1	66	1	51	2	56	0	50	0	49	0	45	1	51	4	46	1	52	0
Troutlake	TRLK	2	0	3	0	3	0	7	0	8	0	9	0	1	0	8	0	3	0	3	0	2	0	3	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	11	0
WhiteSwan	WHSW	8	0	9	0	5	1	8	0	5	0	5	0	6	0	5	0	8	1	7	0	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	1	0
Willard	WLRD	1	0	3	0	1	0	2	0	1	0	1	0	1	0	1	0	3	0	2	0	1	0	0	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	37	1
Washington		586	5	554	10	649	12	616	7	569	5	584	11	510	7	522	4	479	6	535	13	532	11	473	6

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. EMBARQ

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	9	836	1.08
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	184	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	5	443	1.13
Grandview	GDVW	39	3,510	1.11	27	3,457	0.78	22	3,459	0.64	23	3,435	0.67	34	3,426	0.99	45	3,405	1.32	14	3,455	0.41	26	3,403	0.76	21	3,382	0.62	24	3,351	0.72	22	3,347	0.66	30	3,332	0.90
Goldendale	GLDL	47	3,583	1.39	49	3,371	1.45	27	3,352	0.81	28	3,351	0.84	19	3,308	0.57	25	3,278	0.76	33	3,252	1.01	29	3,237	0.90	131	3,207	4.08	46	3,199	1.44	82	3,185	2.57	48	3,166	1.52
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	17	294	5.78
Granger	GRGR	19	1,084	1.75	10	1,081	0.93	13	1,070	1.21	14	1,067	1.31	5	1,041	0.48	9	1,016	0.89	13	1,009	1.29	8	1,007	0.79	8	993	0.81	10	987	1.01	15	990	1.52	13	990	1.31
Hood Canal	HDCL	10	2,009	0.50	11	2,006	0.55	0	2,001	0.00	9	1,998	0.45	12	1,995	0.60	24	1,987	1.21	28	1,983	1.41	24	1,971	1.22	31	1,951	1.59	15	1,937	0.77	30	1,917	1.56	26	1,909	1.36
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	19	757	2.51
Klickitat	KLCT	8	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	3	265	1.13
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	7	671	1.04
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	2.54	7	929	0.75	5	932	0.54
Mattawa	MTWA	53	1,953	2.71	22	1,956	1.12	30	1,948	1.54	29	1,951	1.49	29	1,957	1.48	21	1,941	1.08	22	1,926	1.14	31	1,913	1.62	19	1,871	1.02	11	1,855	0.59	19	1,836	1.03	17	1,832	0.93
Patterson	PASN	1	224	0.45	1	224	0.45	2	225	0.89	2	224	0.89	2	224	0.89	2	226	0.44	0	225	0.00	0	224	0.00	0	225	0.00	0	223	0.00	5	223	2.24	6	223	2.69
Poulsbo	PLSB	104	20,353	0.51	84	20,182	0.42	76	20,079	0.38	74	20,008	0.37	45	19,798	0.23	73	19,656	0.37	83	19,441	0.43	58	19,315	0.30	62	19,300	0.32	57	19,234	0.30	134	19,162	0.70	96	19,124	0.50
Prosser	PRSR	29	3,459	0.84	29	3,434	0.84	27	3,406	0.79	21	3,398	0.62	22	3,371	0.65	14	3,367	0.42	22	3,341	0.66	38	3,316	1.15	33	3,283	1.01	16	3,264	0.49	40	3,246	1.23	35	3,229	1.08
Port Angeles	PIAG	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	1	243	0.41
Roosevelt	RSVT	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	128	0.00
Sunnyside	SNSD	110	7,330	1.50	89	7,284	1.22	74	7,259	1.02	61	7,219	0.84	51	7,201	0.71	56	7,132	0.79	83	7,074	1.17	70	7,019	1.00	66	6,956	0.95	67	6,908	0.97	74	6,863	1.08	96	6,883	1.39
Stevenson	STSN	48	3,371	1.42	40	3,376	1.18	24	3,376	0.71	37	3,378	1.10	29	3,381	0.86	34	3,386	1.00	18	3,362	0.54	27	3,370	0.80	35	3,380	1.04	31	3,374	0.92	74	3,365	2.20	45	3,363	1.34
Toppensish	TPNS	72	5,226	1.38	31	5,188	0.60	34	5,211	0.65	35	5,199	0.67	46	5,158	0.89	42	5,136	0.82	40	5,100	0.78	35	5,074	0.69	53	5,015	1.06	26	4,991	0.52	41	4,964	0.83	43	4,938	0.87
Troutlake	TRLK	3	589	0.51	3	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	3	573	0.52
White Salmon	WHSL	15	3,252	0.46	15	3,241	0.46	23	3,229	0.71	26	3,211	0.81	24	3,215	0.75	16	3,203	0.50	13	3,203	0.41	25	3,227	0.77	22	3,185	0.69	11	3,174	0.35	59	3,161	1.87	27	3,140	0.86
WhiteSwan	WHSW	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	3	540	0.56
Whitman	WHTS	1	472	0.71	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	4	444	0.90
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	2	215	0.93
Wapato	WPAT	36	2,779	1.30	25	2,771	0.90	40	2,764	1.45	27	2,761	0.98	47	2,754	1.71	37	2,721	1.36	27	2,695	1.00	34	2,679	1.27	26	2,662	0.98	21	2,637	0.80	28	2,607	1.07	32	2,587	1.24
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	592	61,241	0.97

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	20659	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	69498	2	100.0	100,928	1	100.0	85149	1	100.0	67032	0	100.0
Washington		98438	2	100.0	86121	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	87,691	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
						Dec-10			Objective Met

Note: Solutions Field Service Managers (FSM's) contact Connecting Companies with quality of service issues and recommendations.

Interoffice facilities. Blocking performance during average busy-hour for ninety-nine percent of trunk groups for any month must be less than one-half of one percent for intertoll and intertandem facilities and less than one percent for local and EAS interoffice trunk facilities. The blocking standard for E911 dedicated interoffice trunk facilities must be less than one percent during average busy-hour of the average busy season. Two consecutive months is the maximum that a single trunk group may be below the applicable standard.

WASHINGTON QUALITY OF SERVICE REPORT

Out of Service Trouble Reports Cleared Within 48 Hours

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

COMPANY NAME

2010

Exchange	CLLI	Jan				Feb				Mar				Apr				May				Jun			
		Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl
Chimacum	CHMC	12	12	0	0	1	1	0	0	1	1	0	1	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	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
Kickitat	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	7	7	0	2
Columbia	CLMA	0	0	0	0	0	0	0	0	2	2	0	0	0	0	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	3	3	0	0
Grandview	GDVW	12	12	0	0	19	19	0	0	19	19	0	0	17	17	0	0	14	14	0	0	24	23	1	1
Goldendale	GLDL	19	19	0	2	19	19	0	0	115	115	0	0	29	29	0	0	45	44	1	1	32	31	1	0
Glenwood	GLWD	3	3	0	0	7	7	0	0	3	3	0	0	5	5	0	0	0	0	0	0	17	17	0	0
Granger	GRGR	9	9	0	0	5	5	0	1	4	4	0	0	9	9	0	0	10	10	0	0	8	8	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	17	16	1	0
Harrah	HRRH	4	4	0	0	9	9	0	0	4	4	0	0	2	2	0	0	6	6	0	0	14	13	1	2
Klickitat	KLCT	2	2	0	0	4	4	0	0	5	5	0	0	3	3	0	1	6	6	0	0	1	1	0	0
Lyle	LYLE	12	12	0	0	9	9	0	0	3	3	0	1	1	1	0	0	6	6	0	0	5	4	1	0
Mabton	MBTN	5	5	0	0	8	8	0	0	0	0	0	0	20	20	0	1	6	6	0	0	1	1	0	0
Mattawa	MTWA	15	15	0	1	19	19	0	1	14	14	0	0	9	8	1	0	16	16	0	1	14	14	0	0
Patterson	PASN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	5	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	66	66	0	0
Prosser	PRSR	11	11	0	0	29	28	1	1	28	28	0	0	13	13	0	0	23	21	2	1	26	26	0	0
Port Angeles	PTAG	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	0	0	0	0	0
Roosevelt	RSVT	0	0	0	0	1	1	0	0	0	0	0	0	2	2	0	0	1	0	1	0	0	0	0	0
Sunnyside	SNSD	67	67	0	3	58	58	0	0	49	49	0	0	53	52	1	0	65	64	1	1	79	78	1	1
Stevenson	STSN	11	11	0	0	21	21	0	1	26	26	0	0	24	24	0	0	43	43	0	0	34	34	0	1
Toppenish	TPNS	35	35	0	0	23	23	0	1	45	45	0	1	20	20	0	1	32	31	1	0	35	35	0	1
Troutlake	TRLK	1	1	0	0	2	2	0	0	1	1	0	0	4	4	0	0	4	3	1	1	3	3	0	0
White Salmon	WHSL	8	8	0	0	20	20	0	1	15	15	0	0	9	9	0	0	36	36	0	0	26	26	0	0
WhiteSwan	WHSW	7	7	0	1	6	6	0	0	3	3	0	1	2	2	0	0	1	1	0	0	3	3	0	0
Whitstran	WHTS	1	1	0	0	1	1	0	0	3	3	0	0	3	3	0	0	2	2	0	0	3	3	0	0
Wapato	WPAT	25	24	1	1	27	27	0	0	20	20	0	0	19	19	0	1	24	23	1	0	22	22	0	0
Willard	WLRD	0	0	0	0	0	0	0	0	1	1	0	0	1	1	0	0	6	6	0	0	1	1	0	1
Washington		347	342	5	8	350	349	1	7	431	430	1	5	298	296	2	4	489	479	10	7	446	440	6	9

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	0	0	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	1	1	0	0	2	2	0	0	1	1	0	0	0	0	0	0	6	6	0	0	2	1	1	0
Grandview	GDVW	1	1	0	1	7	7	0	0	2	2	0	0	7	7	0	0	8	8	0	0	5	5	0	0
Goldendale	GLDL	11	11	0	0	10	10	0	0	14	14	0	2	17	17	0	0	36	30	6	0	14	14	0	1
Glenwood	GLWD	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	2	2	0	0	0	0	0	0
Granger	GRGR	4	4	0	0	2	2	0	0	4	4	0	0	1	1	0	0	5	3	2	0	4	4	0	1
Hood Canal	HDCL	9	9	0	0	6	6	0	0	11	11	0	0	3	3	0	1	10	9	1	0	9	9	0	0
Harrah	HRRH	3	3	0	0	1	1	0	0	3	3	0	0	1	1	0	0	0	0	0	0	3	3	0	0
Klickitat	KLCT	2	2	0	0	1	1	0	0	0	0	0	0	0	0	0	0	6	6	0	0	2	2	0	0
Lyle	LYLE	4	4	0	0	3	3	0	0	0	0	0	0	2	2	0	0	7	7	0	0	2	2	0	0
Mabton	MBTN	0	0	0	0	2	2	0	0	2	2	0	0	3	3	0	0	1	1	0	0	4	4	0	0
Mattawa	MTWA	7	7	0	0	10	8	2	1	5	4	1	0	2	2	0	0	2	2	0	0	3	3	0	0
Patterson	PASN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0
Poulsbo	PLSB	13	13	0	0	21	21	0	0	24	24	0	1	18	17	1	0	22	22	0	1	27	24	3	3
Prosser	PRSR	9	9	0	2	7	7	0	1	5	5	0	0	3	2	1	0	16	6	10	0	9	7	2	0
Port Angeles	PTAG	1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	1	1	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	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	16	16	0	0
Stevenson	STSN	7	7	0	0	5	5	0	0	9	9	0	0	6	6	0	1	31	30	1	0	10	9	1	0
Toppenish	TPNS	6	6	0	0	10	10	0	1	4	4	0	0	4	4	0	1	9	9	0	0	7	7	0	0
Troutlake	TRLK	1	1	0	0	1	1	0	0	2	2	0	0	3	3	0	0	7	7	0	0	0	0	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	2	2	0	0
WhiteSwan	WHSW	2	2	0	0	1	1	0	0	2	2	0	0	0	0	0	0	1	1	0	0	0	0	0	0
Whitstran	WHTS	3	3	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1	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	0	0	0	0
Wapato	WPAT	1	1	0	0	7	7	0	0	6	6	0	0	1	1	0	0	4	4	0	0	10	10	0	0
Washington		107	106	1	3	115	113	2	5	130	128	2	3	94	90	4	6	212	189	23	3	132	125	7	5

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

**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	CRGR	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%	5	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%
Tacpenish	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%

This report captures service order completion dates upon service activation.

**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	8	0	0	100%	100%	8	0	0	100%	100%	6	0	0	100%	100%	22	0	0	100%	100%
Columbia	CLMA	1	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	1	0	0	100%	100%
Dallesport	DLPT	5	0	0	100%	100%	3	0	0	100%	100%	4	0	0	100%	100%	12	0	0	100%	100%
Glenwood	GLWD	1	0	0	100%	100%	0	0	0	0%	0%	1	0	0	100%	100%	2	0	0	100%	100%
Goldendaie	GLDL	44	0	0	100%	100%	33	0	0	100%	100%	27	0	0	100%	100%	104	0	0	100%	100%
Grandview	GDVW	33	0	0	100%	100%	43	0	0	100%	100%	35	0	0	100%	100%	111	0	0	100%	100%
Granger	CRGR	21	0	0	100%	100%	20	0	0	100%	100%	13	0	0	100%	100%	54	0	0	100%	100%
Herrah	HRPH	10	0	0	100%	100%	8	0	0	100%	100%	7	0	0	100%	100%	25	0	0	100%	100%
Hood Canal	HDCL	16	0	0	100%	100%	13	0	0	100%	100%	15	0	0	100%	100%	44	0	0	100%	100%
Klickitat	KLCT	3	0	0	100%	100%	1	0	0	100%	100%	4	0	0	100%	100%	8	0	0	100%	100%
Lyle	LYLE	6	0	0	100%	100%	7	0	0	100%	100%	2	0	0	100%	100%	15	0	0	100%	100%
Mabton	MBTN	9	0	0	100%	100%	10	0	0	100%	100%	6	0	0	100%	100%	25	0	0	100%	100%
Mariawa	MTWA	20	0	0	100%	100%	24	0	0	100%	100%	24	0	0	100%	100%	68	0	0	100%	100%
Patterson	PASN	0	0	0	0%	0%	1	0	0	100%	100%	0	0	0	0%	0%	1	0	0	100%	100%
Port Angeles	PTAG	2	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	2	0	0	100%	100%
Poulsbo	PLSB	84	0	0	100%	100%	69	0	0	100%	100%	80	0	0	100%	100%	233	0	0	100%	100%
Prosser	PRSR	30	0	0	100%	100%	39	0	0	100%	100%	24	0	0	100%	100%	93	0	0	100%	100%
Roosevelt	RSVT	0	0	0	0%	0%	2	0	0	100%	100%	1	0	0	100%	100%	3	0	0	100%	100%
Stevenson	STSN	34	0	0	100%	100%	44	0	0	100%	100%	30	0	0	100%	100%	108	0	0	100%	100%
Sunnyside	SNSD	74	0	0	100%	100%	97	0	0	100%	100%	83	0	0	100%	100%	254	0	0	100%	100%
Toppenish	TPNS	51	0	0	100%	100%	46	0	0	100%	100%	52	0	0	100%	100%	149	0	0	100%	100%
Trouflake	TRLK	3	0	0	100%	100%	2	0	0	100%	100%	3	0	0	100%	100%	8	0	0	100%	100%
Wapato	WPAT	37	0	0	100%	100%	28	0	0	100%	100%	37	0	0	100%	100%	102	0	0	100%	100%
White Salmon	WHSL	31	0	0	100%	100%	22	0	0	100%	100%	11	0	0	100%	100%	64	0	0	100%	100%
WhiteSwan	WHSW	7	0	0	100%	100%	7	0	0	100%	100%	7	0	0	100%	100%	21	0	0	100%	100%
Whitstran	WHTS	3	0	0	100%	100%	4	0	0	100%	100%	1	0	0	100%	100%	8	0	0	100%	100%
Willard	WLRD	2	0	0	100%	100%	1	0	0	100%	100%	0	0	0	0%	0%	3	0	0	100%	100%
Washington		535	0	0	100%	100%	532	0	0	100%	100%	473	0	0	100%	100%	1,540	0	0	100%	100%

This report captures service c

**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	38	0	0	100%	100%
Columbia	CLMA	2	0	0	100%	100%
Dallesport	DLPT	22	0	0	100%	100%
Glenwood	GLWD	10	0	0	100%	100%
Goldendale	GLDL	203	0	0	100%	100%
Grandview	GDVW	233	0	0	100%	100%
Granger	GRGR	99	0	0	100%	100%
Harrish	HRRH	60	0	0	100%	100%
Hood Canal	HDCL	72	0	0	100%	100%
Klickitat	KLCT	19	0	0	100%	100%
Lyle	LYLE	37	0	0	100%	100%
Mabton	MBTN	56	0	0	100%	100%
Mattawa	MTWA	152	0	0	100%	100%
Patterson	PASN	3	0	0	100%	100%
Port Angeles	PTAG	6	0	0	100%	100%
Poulsbo	PLSB	482	0	0	100%	100%
Prosser	PRSR	167	0	0	100%	100%
Roosevelt	RSVT	5	0	0	100%	100%
Stevenson	STSN	216	0	0	100%	100%
Sunnyside	SNSD	454	0	0	100%	100%
Toppenish	TPNS	293	0	0	100%	100%
Troutlake	TRLK	20	0	0	100%	100%
Wapato	WPAT	196	0	0	100%	100%
White Salmon	WHSL	141	0	0	100%	100%
WhiteSwan	WHSW	40	0	0	100%	100%
Whitstran	WHTS	17	0	0	100%	100%
Willard	WLRD	8	0	0	100%	100%
Washington		3,051	0	0	100%	100%

This report captures service c