

**WASHINGTON QUALITY OF SERVICE REPORT SUMMARY
EMBARQ
2011**

MEASUREMENTS	Feb-11
Install Commitments	
Commitments Made	529
Commitments Missed	13
Excludes	0
Repair Commitments	
Commitments Made	392
Commitments Missed	26
Excludes	7
Service Activation	
Total Orders Completed	527
Missed Installs	8
% Orders Completed	98.5%
Service Activation - >90 Days	
Total Orders Completed	1,513
Installs Held Over 90 Days	1
% of Orders Completed within 90 Days	99.9%
Service Activation - >180 Days	
Total Orders Completed	3,059
Installs Held Over 180 Days	1
% of Orders Completed within 180 Days	100.0%
TrbIs per 100 Access Lines	
Access Lines	60,699
Trouble Tickets	307
TrbIs per 100 Access Lines	0.5
OOS Cleared within 48 Hours	
OOS Tickets	221
OOS Cleared within 48 Hrs	219
OOS Cleared > 48 Hrs	2
OOS in 48 Hrs Excludes	0
NOOS Cleared within 72 Hours	
NOOS Tickets	86
NOOS Cleared within 72 Hrs	86
NOOS Cleared > 72 Hrs	0
NOOS in 72 Hrs Excludes	3
Switching	obj met
Blockage	obj met

**WASHINGTON QUALITY OF SERVICE REPORT SUMMARY
EMBARQ
2011**

MEASUREMENTS	Mar-11
Install Commitments	
Commitments Made	618
Commitments Missed	22
Excludes	0
Repair Commitments	
Commitments Made	594
Commitments Missed	44
Excludes	8
Service Activation	
Total Orders Completed	618
Missed Installs	12
% Orders Completed	98.1%
Service Activation - >90 Days	
Total Orders Completed	1,658
Installs Held Over 90 Days	1
% of Orders Completed within 90 Days	99.9%
Service Activation - >180 Days	
Total Orders Completed	3,198
Installs Held Over 180 Days	1
% of Orders Completed within 180 Days	100.0%
TrbIs per 100 Access Lines	
Access Lines	63,721
Trouble Tickets	463
TrbIs per 100 Access Lines	0.7
OOS Cleared within 48 Hours	
OOS Tickets	342
OOS Cleared within 48 Hrs	339
OOS Cleared > 48 Hrs	3
OOS in 48 Hrs Excludes	2
NOOS Cleared within 72 Hours	
NOOS Tickets	121
NOOS Cleared within 72 Hrs	116
NOOS Cleared > 72 Hrs	5
NOOS in 72 Hrs Excludes	1
Switching	obj met
Blockage	obj met

WASHINGTON QUALITY OF SERVICE REPORT
SERVICE ACTIVATION - HELD ORDERS 5 DAYS
United Telephone Company of the Northwest d.b.a. EMBARQ
2011

Confidential per WAC 480-07-160

Exchange	CLLI	Apr-10		May-10		Jun-10		Jul-10		Aug-10		Sep 2010		Oct-10		Nov-10		Dec-10		Jan-11		Feb-11	
		Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs
Chimacum	CHMC																						
Columbia	CLMA																						
Dallesport	DLPT																						
Grandview	GDVW																						
Goldendale	GLDL																						
Glenwood	GLWD																						
Granger	GRGR																						
Hood Canal	HDCL																						
Harrah	HRRH																						
Klickitat	KLCT																						
Lyle	LYLE																						
Mabton	MBTN																						
Mattawa	MTWA																						
Patterson	PASN																						
Poulsbo	PLSB																						
Prosser	PRSR																						
Port Angeles	PTAG																						
Roosevelt	RSVT																						
Sunnyside	SNSD																						
Stevenson	STSN																						
Toppenish	TPNS																						
Troutlake	TRLK																						
White Salmon	WHSL																						
WhiteSwan	WHSW																						
Whitstran	WHTS																						
Willard	WLRD																						
Wapato	WPAT																						

Monthly percentages
 completed within five
 days

WASHINGTON QUALITY OF SERVICE REPORT
SERVICE ACTIVATION - HELD ORDERS 5 DAYS
United Telephone Company of the Northwest d.b.a. EMBARQ
2011

Confidential per WAC 480-07-160

Exchange	CLLI	Apr-10		May-10		Jun-10		Jul-10		Aug-10		Sep 2010		Oct-10		Nov-10		Dec-10		Jan-11		Feb-11	
		Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs

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

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Nov-10		Dec-10		Jan-11		Feb-11		Mar-11	
Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days

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WASHINGTON QUALITY OF SERVICE REPORT
SERVICE ACTIVATION - HELD ORDERS - 180 DAYS
United Telephone Company of the Northwest d.b.a. EMBARQ
2011

Confidential per WAC 480-07-160

Exchange	CLLI	Apr-10		May-10		Jun-10		Jul-10		Aug-10		Sep 2010		Oct-10		Nov-10		Dec-10		Jan-11		Feb-11		Mar-11	
		Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days
Chimacum	CHMC																								
Columbia	CLMA																								
Dallesport	DLPT																								
Grandview	GDVW																								
Goldendale	GLDL																								
Glenwood	GLWD																								
Granger	GRGR																								
Hood Canal	HDCL																								
Harrah	HRRH																								
Klickitat	KLCT																								
Lyle	LYLE																								
Mabton	MBTN																								
Mattawa	MTWA																								
Patterson	PASN																								
Poulsbo	PLSB																								
Prosser	PRSR																								
Port Angeles	PTAG																								
Roosevelt	RSVT																								
Sunnyside	SNSD																								
Stevenson	STSN																								
Toppenish	TPNS																								
Troutlake	TRLK																								
White Salmon	WHSL																								
WhiteSwan	WHSW																								
Whitstran	WHTS																								
Willard	WLRD																								
Wapato	WPAT																								

Monthly percentages completed within 180 days

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

Rate Center Consolidation February 19-20, 2005:
Toppenish (TPNS) and Zillah (ZLLH) will become Toppenish
Mabton (MBTN) and Bickleton (BCTN) will become Mabton
Brinnon (BRNN) and Quilcene (QLCN) will become Hood Canal (HDCL)
Gardiner will become Port Angeles (PTAG)
Dallesport (DLPT) and Wishram (WSHR) will become Dallesport

WASHINGTON QUALITY OF SERVICE REPORT
 Trouble Reports Per 100 Access Lines
United Telephone Company of the Northwest d.b.a. EMBARQ
 2011

Exchange	CLLI	Apr-10			May-10			Jun-10			Jul-10			Aug-10			Sep-10			Oct-10			Nov-10			Dec-10			Jan-11			Feb-11			Mar-11		
		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																																				
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Whitstran	WHTS																																				
Willard	WLRD																																				
Wapato	WPAT																																				

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