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 | 4.540 |
| Total Orders Completed | 1,513 |
| Installs Held Over 90 Days | 1 |
| % of Orders Completed within 90 Days | 99.9% |
| Service Activation - >180 Days | 2.050 |
| Total Orders Completed | 3,059 1 |
| Installs Held Over 180 Days % of Orders Completed within 180 Days | 100.0% |
| Trbls per 100 Access Lines | 100.076 |
| Access Lines | 60,699 |
| Trouble Tickets | 307 |
| Trbls per 100 Access Lines | 0.5 |
| OOS Cleared within 48 Hours | 0.0 |
| 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 Commitments Missed Excludes | 618 22 0 |
| Repair Commitments Commitments Made Commitments Missed Excludes | 594 44 8 |
| Service Activation Total Orders Completed Missed Installs % Orders Completed | 618 12 98.1% |
| Service Activation - >90 Days Total Orders Completed Installs Held Over 90 Days % of Orders Completed within 90 Days | 1,658 1 99.9% |
| Service Activation - >180 Days Total Orders Completed Installs Held Over 180 Days % of Orders Completed within 180 Days | 3,198 1 100.0% |
| Trbls per 100 Access Lines Access Lines Trouble Tickets Trbls per 100 Access Lines | 63,721 463 0.7 |
| OOS Cleared within 48 Hours OOS Tickets OOS Cleared within 48 Hrs OOS Cleared > 48 Hrs OOS in 48 Hrs Excludes | 342 339 3 2 |
| NOOS Cleared within 72 Hours NOOS Tickets NOOS Cleared within 72 Hrs NOOS Cleared > 72 Hrs NOOS in 72 Hrs Excludes | 121 116 5 1 |
| Switching Blockage | obj met 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

| | | | Apr-10 May-10 | | | | | | | | | Confidential per WAC 480-07-160 | | | | | | | | | | | |
|--------------|------|---------------------------|--------------------|---------------------------|--------------------|---------------------------|--------------------|---------------------------|--------------------|---------------------------|--------------------|---------------------------------|--------------------|---------------------------|--------------------|---------------------------|--------------------|---------------------------|--------------------|---------------------------|--------------------|---------------------------|--------------------|
| | | Ap | r-10 | Ma | y-10 | Jur | n-10 | Ju | I-10 | Au | g-10 | Sep | 2010 | Oc | t-10 | No | v-10 | De | c-10 | Jai | n-11 | Feb | b-11 |
| Exchange | CLLI | 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

File: UT-921192 Legacy EQ - Redacted Feb and Mar 2011.xls Source: Crystal IRDM

Source: Crystal IRDM SVC ACT - 5 BUS 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

| ш | | | | | | | | | | | 001 | maoritiai po | 1 11710 100 | 7 01 100 | | | | | | | | | | |
|---|----------|------|---------------------------|--------------------|---------------------------|------------|---------------------------|--------------------|---------------------------|----------|---------------------------|--------------|---------------------------|--------------------|---------------------------|------------|---------------------------|--------------------|---------------------------|--------------------|---------------------------|--------------------|---------------------------|--------------------|
| | | | Apr | -10 | Ма | May-10 | | Jun-10 | | Jul-10 | | g-10 | Sep | 2010 | Ос | t-10 | Nov | v-10 | Dec | c-10 | Jan | n-11 | Feb | o-11 |
| | Exchange | CLLI | Total Orders Cmpltd | Missed Installs | Total Orders Cmpltd | i inetalle | Total Orders Cmpltd | Missed Installs | Total Orders Cmpltd | Installs | Total Orders Cmpltd | i instalis | Total Orders Cmpltd | Missed Installs | Total Orders Cmpltd | i instalis | 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

ource: Crystal IRDM 2 of 2 SVC ACT - 5 BUS DAYS

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 SERVICE ACTIVATION - HELD ORDERS - 90 DAYS United Telephone Company of the Northwest d.b.a. EMBARQ 2011

Confidential per WAC 480-07-160

| | | Apr- | -10 | May | <i>y</i> -10 | Jui | า-10 | Ju | I-10 | Au | g-10 | Sep | 2010 | Oc | t-10 |
|--------------|------|---------------------------|-------------------|---------------------------|-------------------|---------------------------|-------------------|---------------------------|-------------------|---------------------------|-------------------|---------------------------|-------------------|---------------------------|-------------------|
| Exchange | CLLI | Total Orders Cmpltd | Held > 90 Days | Total Orders Cmpltd | Held > 90 Days | Total Orders Cmpltd | Held > 90 Days | Total Orders Cmpltd | Held > 90 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 | | | | | | | | | | | | | | |

| Nov | v-10 | Dec | c-10 | Jar | า-11 | Fel |)-11 | Ma | r-11 |
|---------------------------|-------------------|---------------------------|-------------------|---------------------------|-------------------|---------------------------|-------------------|---------------------------|-------------------|
| Total Orders Cmpltd | Held > 90 Days |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |

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

ted Telephone Company of the North 2011

Confidential per WAC 480-07-160

| | | Ар | r-10 | Ma | ay-10 | Jı | ın-10 | Jı | ul-10 | Αι | ıg-10 | Sep | 2010 | Oct | t-10 | No | v-10 | Dec | :-10 | Jar | n-11 | Fel | b-11 | Mai | r-11 |
|--------------|------|---------------------------|--------------------|---------------------------|--------------------|---------------------------|--------------------|---------------------------|--------------------|-------|--------------------|---------------------------|--------------------|---------------------------|--------------------|---------------------------|--------------------|---------------------------|--------------------|---------------------------|--------------------|---------------------------|--------------------|---------------------------|--------------------|
| Exchange | CLLI | Total Orders Cmpltd | Held > 180 Days | Total | 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 | | | | | | | | | | | | | | | | | | | | | | | | |
| Napato | 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

| | | | | | | | | | | | | | | | | | 20 | 011 | | | | | | | | | | | | | | | | | | |
|-------------------|--------------|-------|--------|------|-------|--------|------|-------|--------|------|-------|--------|--------|------------|----------|-------|--------|------|-------|--------|------|-------|--------|------|-------|--------|------|-------|--------|------|-------|--------|------|-------|--------|------|
| | 1 | 1 | Apr-10 | | | May-10 | 1 | | Jun-10 | | 1 | Jul-10 | | Aug-10 | <u> </u> | | Sep-10 | | 1 | Oct-10 | | 1 | Nov-10 | | | Dec-10 | | 1 | Jan-11 | | 1 | Feb-11 | | 1 | Mar-11 | |
| | | Total | Total | Trbl T | | Γrbl | Total | Total | Trbl | Total | Total | Trbl | Total | | Trbl | Total | Total | Trbl |
| Exchange | CLLI | Rpts | Lines | /100 | Rpts | Lines | /100 | Rpts | Lines | /100 | Rpts | Lines | | | | | Lines | /100 | Rpts | Lines | | Rpts | | | Rpts | | /100 | Rpts | Lines | /100 | Rpts | Lines | /100 | Rpts | Lines | /100 |
| Chimacum | СНМС | | | | • | | | | | | • | | | | | • | | | • | | | | | | • | | | | | | | | | • | | |
| Columbia | CLMA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dallesport | DLPT | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Grandview | GDVW | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Goldendale | GLDL | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Glenwood | GLWD | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Granger | GRGR | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hood Canal | HDCL | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Harrah | HRRH | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Klickitat | KLCT | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Lyle | LYLE MBTN | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Mabton 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 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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

File: UT-921192 Legacy EQ - Redacted Feb and Mar 2011.xls Source: Crystal NRS 1 of 1 Trbl 100 AL