

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

<b>MEASUREMENTS</b>	<b>Jan-11</b>
<b>Install Commitments</b>	
Commitments Made	515
Commitments Missed	14
Excludes	0
<b>Repair Commitments</b>	
Commitments Made	660
Commitments Missed	68
Excludes	14
<b>Service Activation</b>	
Total Orders Completed	515
Missed Installs	14
% Orders Completed	97.3%
<b>TrbIs per 100 Access Lines</b>	
Access Lines	60,880
Trouble Tickets	476
TrbIs per 100 Access Lines	0.8
<b>OOS Cleared within 48 Hours</b>	
OOS Tickets	375
OOS Cleared within 48 Hrs	373
OOS Cleared > 48 Hrs	2
OOS in 48 Hrs Excludes	1
<b>NOOS Cleared within 72 Hours</b>	
NOOS Tickets	101
NOOS Cleared within 72 Hrs	100
NOOS Cleared > 72 Hrs	1
NOOS in 72 Hrs Excludes	1
<b>Switching</b>	obj met
<b>Blockage</b>	obj met