WASHINGTON QUALITY OF SERVICE REPORT SUMMARY EMBARQ 2011

MEASUREMENTS	Apr-11
Install Commitments Commitments Made Commitments Missed Excludes	539 11 0
Repair Commitments Commitments Made Commitments Missed Excludes	514 46 9
Service Activation Total Orders Completed Missed Installs % Orders Completed	539 6 98.9%
Service Activation - >90 Days Total Orders Completed Installs Held Over 90 Days % of Orders Completed within 90 Days	1,684 2 99.9%
Service Activation - >180 Days Total Orders Completed Installs Held Over 180 Days % of Orders Completed within 180 Days	3,204 2 99.9%
Trbls per 100 Access Lines Access Lines Trouble Tickets Trbls per 100 Access Lines	60,350 396 0.7
OOS Cleared within 48 Hours OOS Tickets OOS Cleared within 48 Hrs OOS Cleared > 48 Hrs OOS in 48 Hrs Excludes	299 293 6 2
NOOS Cleared within 72 Hours NOOS Tickets NOOS Cleared within 72 Hrs NOOS Cleared > 72 Hrs NOOS in 72 Hrs Excludes	97 91 6 1
Switching	obj met
Blockage	obj met

WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS 5 DAYS nited Telephone Company of the Northwest d b a FMRAR

United Telephone Company of the Northwest d.b.a. EMBARQ 2011

		May	y-10	Ju	n-10	Ju	I-10	Au	g-10	Sep	2010	Oct	t-10	Nov	·-10	Dec	:-10	Jar	n-11	Feb	-11
Exchange	CLLI	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																				

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

		May	<i>r</i> -10	Ju	n-10	Ju	I-10	Au	g-10	Sep	2010	Oct	t-10	Nov	v-10	Dec	:-10	Jan	<u>-11</u>	Feb-11		Mar-11		Apr-11	
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 Day																
Chimacum	CHMC																								
Columbia	CLMA																								A
Dallesport	DLPT																								
Grandview	GDVW																								A
Goldendale	GLDL																								A
Glenwood	GLWD																								4
Granger	GRGR																								A
Hood Canal	HDCL																								A
Harrah	HRRH																								A
Klickitat	KLCT																								4
Lyle	LYLE																								4
Mabton	MBTN																								4
Mattawa	MTWA																								4
Patterson	PASN																								
Poulsbo	PLSB																								
Prosser	PRSR																								
Port Angeles	PTAG																								
Roosevelt	RSVT																								
Sunnyside	SNSD																								4
Stevenson	STSN																								4
Toppenish	TPNS																								4
Troutlake	TRLK																								
White Salmon	WHSL																								
WhiteSwan	WHSW																								
Whitstran	WHTS																								
Willard	WLRD																								
Wapato	WPAT																								
Trapato																									
Monthly																									
percentages																									
completed within																									

90 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 SERVICE ACTIVATION - HELD ORDERS - 180 DAYS United Telephone Company of the Northwest d.b.a. EMBARQ 2011

		Ma	ay-10	Jı	Jun-10		Jul-10		ug-10	Sep	2010	Oc	t-10	Nov	v-10	De	c-10	Jan-11		Feb	-11	Ma	r-11	Apr	r-11			
Exchange	CLLI	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	11X() 13Ve	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 WhiteSwan	WHSL WHSW																											
Whitstran	WHSW																											
Willard	WLRD																											
Wapato	WERD																											
พงสหลเบ	WPAI																											

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

201

		May-10			Jun-10			Jul-10		Aug-10				Sep-10			Oct-10			Nov-10			Dec-10			Jan-11		Feb-11			Mar-11				Apr-11		
		Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total		Total			Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl
Exchange	CLLI	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100
Chimacum	CHMC																																				
Columbia	CLMA																																				
Dallesport Grandview	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 White Salmon	TRLK WHSL																																				
White Salmon WhiteSwan	WHSW																																				
	WHTS																																				
	WLRD																																				
	WPAT																																				
Wapato	WEAT																																				

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