

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

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

Exchange	CLLI	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
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																					
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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

Exchange	CLLI	May-10		Jun-10		Jul-10		Aug-10		Sep 2010		Oct-10		Nov-10		Dec-10		Jan-11		Feb-11		Mar-11		Apr-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	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	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days
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Monthly percentages completed within 90 days

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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

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