

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

MEASUREMENTS	May-11
Install Commitments	
Commitments Made	505
Commitments Missed	20
Excludes	0
Repair Commitments	
Commitments Made	429
Commitments Missed	36
Excludes	14
Service Activation	
Total Orders Completed	505
Missed Installs	9
% Orders Completed	98.2%
Service Activation - >90 Days	
Total Orders Completed	505
Installs Held Over 90 Days	0
% of Orders Completed within 90 Days	100.0%
Service Activation - >180 Days	
Total Orders Completed	505
Installs Held Over 180 Days	0
% of Orders Completed within 180 Days	100.0%
TrbIs per 100 Access Lines	
Access Lines	60,008
Trouble Tickets	328
TrbIs per 100 Access Lines	0.5
OOS Cleared within 48 Hours	
OOS Tickets	253
OOS Cleared within 48 Hrs	252
OOS Cleared > 48 Hrs	1
OOS in 48 Hrs Excludes	0
NOOS Cleared within 72 Hours	
NOOS Tickets	75
NOOS Cleared within 72 Hrs	73
NOOS Cleared > 72 Hrs	2
NOOS in 72 Hrs Excludes	4
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. EMBARO
2011**

Exchange	CLLI	Jun-10		Jul-10		Aug-10		Sep 2010		Oct-10		Nov-10		Dec-10		Jan-11		Feb-11		Mar-11		Apr-11		May-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	Total Orders Cmpltd	Missed Installs	
Chimacum	CHMC	6	0	5	0	4	0	7	0	8	0	8	0	6	0	7	0	7	0	8	0	6	0	2	0	
Columbia	CLMA	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Dallesport	DLPT	3	0	3	0	2	0	5	0	5	0	3	0	4	0	6	0	6	0	7	0	5	0	3	0	
Grandview	GDVV	34	0	41	0	37	1	44	1	33	0	43	0	35	1	33	1	39	0	38	1	61	1	33	1	
Goldendale	GLDL	41	1	35	0	29	0	35	0	44	0	33	0	27	0	20	1	27	0	31	2	31	0	26	0	
Glenwood	GLWD	1	0	1	0	4	0	3	0	1	0	0	0	1	0	2	0	1	0	3	0	0	0	2	0	
Granger	GRGR	14	0	13	0	22	1	10	1	21	1	20	0	13	1	14	0	17	0	22	2	13	0	21	0	
Hood Canal	HDCL	19	0	11	1	9	0	8	0	16	1	13	1	15	0	13	0	13	0	16	0	11	1	13	0	
Harrah	HRRH	10	0	12	0	8	0	15	0	10	0	8	0	7	0	10	0	14	0	9	0	14	1	12	1	
Klickitat	KLCT	1	0	5	0	5	0	1	0	3	0	1	0	4	0	3	0	2	0	5	1	2	0	3	0	
Lyle	LYLE	8	0	9	0	7	0	6	0	6	0	7	0	2	0	3	0	3	0	8	0	3	0	11	0	
Mabton	MBTN	18	0	12	0	9	0	10	1	9	0	10	0	6	0	19	0	10	1	12	0	10	0	11	0	
Mattawa	MTWA	34	1	33	0	32	0	19	0	20	1	24	0	24	0	28	1	27	2	26	0	45	0	30	1	
Patterson	PASN	1	1	1	0	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0	1	0	1	0	1	0
Poulsbo	PLSB	78	3	79	1	88	2	82	0	84	1	69	2	80	0	88	3	71	2	86	4	91	4	79	10	
Prosser	PRSR	28	0	24	1	24	0	26	0	30	0	39	1	24	0	16	1	25	1	25	0	21	1	19	2	
Port Angeles	PTAG	3	1	2	0	1	0	1	0	2	0	0	0	0	0	3	0	1	0	8	0	1	0	5	0	
Roosevelt	RSVT	0	0	1	0	0	0	1	0	0	0	2	0	1	0	0	0	0	0	0	0	2	0	1	0	
Sunnyside	SNSD	88	0	72	1	67	0	61	0	74	2	97	0	83	2	72	3	90	0	92	0	72	1	71	1	
Stevenson	STSN	45	1	28	1	44	0	36	1	34	1	44	0	30	1	34	1	26	0	43	0	33	0	30	0	
Toppenish	TPNS	56	0	50	0	49	0	45	1	51	4	46	1	52	0	50	1	63	0	72	0	41	1	51	3	
Troutlake	TRLK	9	0	1	0	8	0	3	0	3	0	2	0	3	0	4	0	0	0	3	0	5	0	2	0	
White Salmon	WHSL	38	2	25	1	30	0	22	0	31	0	22	4	11	0	38	1	22	0	27	0	28	0	31	0	
WhiteSwan	WHSW	5	0	6	0	5	0	8	1	7	0	7	0	7	0	3	0	5	0	7	1	5	0	6	0	
Whitstran	WHTS	4	0	3	1	3	0	3	0	3	0	4	1	1	0	4	0	6	0	5	0	0	0	2	0	
Willard	WLRD	1	0	1	0	1	0	3	0	2	0	1	0	0	0	0	0	0	2	0	1	0	1	0	1	0
Wapato	WPAT	39	1	37	0	33	0	24	0	37	2	28	1	37	1	45	1	52	2	62	1	37	1	39	1	

Monthly percentages completed within five days

98.1%	98.6%	99.2%	98.7%	97.6%	97.9%	98.7%	97.3%	98.5%	98.1%	98.0%	96.0%
-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------

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

Exchange	CLLI	Jun-10		Jul-10		Aug-10		Sep 2010		Oct-10		Nov-10		Dec-10		Jan-11		Feb-11		Mar-11		Apr-11		May-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	6	0	5	0	4	0	7	0	8	0	8	0	6	0	7	0	7	0	8	0	6	0	2	0	
Columbia	CLMA	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Dallesport	DLPT	3	0	3	0	2	0	5	0	5	0	3	0	4	0	6	0	6	0	7	0	5	0	3	0	
Grandview	GDVW	34	0	41	0	37	0	44	0	33	0	43	0	35	0	33	0	39	0	38	0	61	0	33	0	
Goldendale	GLDL	41	0	35	0	29	0	35	0	44	0	33	0	27	0	20	0	27	0	31	0	31	0	26	0	
Glenwood	GLWD	1	0	1	0	4	0	3	0	1	0	0	0	1	0	2	0	1	0	3	0	0	0	2	0	
Granger	GRGR	14	0	13	0	22	0	10	0	21	0	20	0	13	0	14	0	17	0	22	0	13	0	21	0	
Hood Canal	HDCL	19	0	11	0	9	0	8	0	16	0	13	0	15	0	13	0	13	0	16	0	11	0	13	0	
Harrah	HRRH	10	0	12	0	8	0	15	0	10	0	8	0	7	0	10	0	14	0	9	0	14	0	12	0	
Klickitat	KLCT	1	0	5	0	5	0	1	0	3	0	1	0	4	0	3	0	2	0	5	0	2	0	3	0	
Lyle	LYLE	8	0	9	0	7	0	6	0	6	0	7	0	2	0	3	0	3	0	8	0	3	0	11	0	
Mabton	MBTN	18	0	12	0	9	0	10	0	9	0	10	0	6	0	19	0	10	0	12	0	10	0	11	0	
Mattawa	MTWA	34	0	33	0	32	0	19	0	20	0	24	0	24	0	28	0	27	0	26	0	45	0	30	0	
Patterson	PASN	1	0	1	0	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0	1	0	1	0	1	0
Poulsbo	PLSB	78	0	79	0	88	0	82	0	84	0	69	0	80	0	88	0	71	1	86	0	91	0	79	0	
Prosser	PRSR	28	0	24	0	24	0	26	0	30	0	39	0	24	0	16	0	25	0	25	0	21	0	19	0	
Port Angeles	PTAG	3	0	2	0	1	0	1	0	2	0	0	0	0	0	3	0	1	0	8	0	1	0	5	0	
Roosevelt	RSVT	0	0	1	0	0	0	1	0	0	0	2	0	1	0	0	0	0	0	0	0	2	0	1	0	
Sunnyside	SNSD	88	0	72	0	67	0	61	0	74	0	97	0	83	0	72	0	90	0	92	0	72	0	71	0	
Stevenson	STSN	45	0	28	0	44	0	36	0	34	0	44	0	30	0	34	0	26	0	43	0	33	0	30	0	
Toppenish	TPNS	56	0	50	0	49	0	45	0	51	0	46	0	52	0	50	0	63	0	72	0	41	0	51	0	
Troutlake	TRLK	9	0	1	0	8	0	3	0	3	0	2	0	3	0	4	0	0	0	3	0	5	0	2	0	
White Salmon	WHSL	38	0	25	0	30	0	22	0	31	0	22	0	11	0	38	1	22	0	27	0	28	0	31	0	
WhiteSwan	WHSW	5	0	6	0	5	0	8	0	7	0	7	0	7	0	3	0	5	0	7	0	5	0	6	0	
Whitstran	WHTS	4	0	3	0	3	0	3	0	3	0	4	0	1	0	4	0	6	0	5	0	0	0	2	0	
Willard	WLRD	1	0	1	0	1	0	3	0	2	0	1	0	0	0	0	0	0	2	0	1	0	1	0	1	0
Wapato	WPAT	39	0	37	0	33	0	24	0	37	0	28	0	37	0	45	0	52	0	62	0	37	0	39	0	

Monthly percentages completed within 180 days	Jun-10	Jul-10	Aug-10	Sep 2010	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	99.9%	99.9%	99.9%

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	Jun-10			Jul-10			Aug-10			Sep-10			Oct-10			Nov-10			Dec-10			Jan-11			Feb-11			Mar-11			Apr-11			May-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	9	841	1.07	11	842	1.31	9	839	1.07	22	834	2.64	9	830	1.08	10	836	1.20	9	836	1.08	13	837	1.55	10	837	1.19	25	838	2.98	9	835	1.08	6	828	0.72
Columbia	CLMA	0	90	0.00	0	90	0.00	0	90	0.00	2	92	2.17	0	92	0.00	0	92	0.00	0	184	0.00	0	183	0.00	0	183	0.00	0	183	0.00	0	183	0.00	1	183	0.55
Dallesport	DLPT	4	461	0.87	4	458	0.87	4	455	0.88	3	459	0.65	1	457	0.22	10	457	2.19	5	443	1.13	1	438	0.23	0	438	0.00	1	434	0.23	3	437	0.69	5	429	1.17
Grandview	GDVW	45	3405	1.32	14	3455	0.41	26	3403	0.76	21	3382	0.62	24	3351	0.72	22	3347	0.66	30	3,332	0.90	29	3,292	0.88	9	3,269	0.28	13	3,249	0.40	35	3,248	1.08	23	3,198	0.72
Goldendale	GLDL	25	3278	0.76	33	3252	1.01	29	3237	0.90	131	3207	4.08	46	3199	1.44	82	3185	2.57	48	3,166	1.52	27	3,138	0.86	17	3,116	0.55	36	3,097	1.16	43	3,097	1.39	11	3,066	0.36
Glenwood	GLWD	0	295	0.00	3	296	1.01	7	297	2.36	4	300	1.33	5	297	1.68	2	296	0.68	17	294	5.78	2	295	0.68	1	295	0.34	1	294	0.34	3	294	1.02	5	294	1.70
Granger	GRGR	9	1016	0.89	13	1009	1.29	8	1007	0.79	8	993	0.81	10	987	1.01	15	990	1.52	13	990	1.31	14	984	1.42	4	983	0.41	7	988	0.71	8	980	0.82	6	976	0.61
Hood Canal	HDCL	24	1987	1.21	28	1983	1.41	24	1971	1.22	31	1951	1.59	15	1937	0.77	30	1917	1.56	26	1,909	1.36	26	1,896	1.37	16	1,889	0.85	31	1,887	1.64	27	1,883	1.43	9	1,870	0.48
Harrah	HRRH	8	789	1.01	7	780	0.90	10	775	1.29	7	764	0.92	3	762	0.39	6	759	0.79	19	757	2.51	12	745	1.61	12	752	1.60	23	751	3.06	6	753	0.80	12	751	1.60
Klickitat	KLCT	6	277	2.17	4	274	1.46	5	269	1.86	5	265	1.89	4	262	1.53	12	262	4.58	3	265	1.13	3	264	1.14	1	264	0.38	1	265	0.38	4	265	1.51	8	265	3.02
Lyle	LYLE	8	686	1.17	16	684	2.34	12	682	1.76	4	683	0.59	3	676	0.44	13	674	1.93	7	671	1.04	4	666	0.60	4	664	0.60	4	664	0.60	1	661	0.15	4	661	0.61
Mabton	MBTN	9	968	0.93	6	973	0.62	10	970	1.03	2	955	0.21	24	946	2.54	7	929	0.75	5	932	0.54	7	922	0.76	3	924	0.32	9	919	0.98	3	910	0.33	2	900	0.22
Mattawa	MTWA	21	1941	1.08	22	1926	1.14	31	1913	1.62	19	1871	1.02	11	1855	0.59	19	1836	1.03	17	1,832	0.93	85	1,824	4.66	23	1,816	1.27	35	1,804	1.94	17	1,815	0.94	17	1,792	0.95
Patterson	PASN	1	226	0.44	0	225	0.00	0	224	0.00	0	225	0.00	0	223	0.00	5	223	2.24	6	223	2.69	0	222	0.00	0	215	0.00	0	213	0.00	0	214	0.00	0	214	0.00
Poulsbo	PLSB	73	19656	0.37	83	19441	0.43	58	19315	0.30	62	19300	0.32	57	19234	0.30	134	19162	0.70	96	19,124	0.50	69	18,984	0.36	47	18,933	0.25	95	18,890	0.50	53	18,807	0.28	39	18,791	0.21
Prosser	PRSR	14	3367	0.42	22	3341	0.66	38	3316	1.15	33	3283	1.01	16	3264	0.49	40	3246	1.23	35	3,229	1.08	18	3,208	0.56	12	3,187	0.38	12	3,165	0.38	18	3,147	0.57	10	3,129	0.32
Port Angeles	PTAG	1	240	0.42	1	260	0.38	2	254	0.79	0	248	0.00	0	245	0.00	3	245	1.22	1	243	0.41	3	242	1.24	1	245	0.41	3	251	1.20	8	247	3.24	0	249	0.00
Roosevelt	RSVT	2	130	1.54	0	131	0.00	1	129	0.78	0	130	0.00	3	130	2.31	1	129	0.78	0	128	0.00	0	127	0.00	0	127	0.00	0	125	0.00	3	125	2.40	4	126	3.17
Sunnyside	SNSD	56	7132	0.79	83	7074	1.17	70	7019	1.00	66	6956	0.95	67	6908	0.97	74	6863	1.08	96	6,883	1.39	52	6,836	0.76	39	6,807	0.57	44	6,774	0.65	30	6,715	0.45	52	6,649	0.78
Stevenson	STSN	34	3386	1.00	18	3362	0.54	27	3370	0.80	35	3380	1.04	31	3374	0.92	74	3365	2.20	45	3,363	1.34	43	3,359	1.28	34	3,347	1.02	40	3,353	1.19	34	3,349	1.02	45	3,346	1.34
Toppenish	TPNS	42	5136	0.82	40	5100	0.78	35	5074	0.69	53	5015	1.06	26	4991	0.52	41	4964	0.83	43	4,938	0.87	20	4,935	0.41	27	4,941	0.55	22	4,951	0.44	18	4,923	0.37	21	4,862	0.43
Troutlake	TRLK	2	595	0.34	2	590	0.34	3	591	0.51	3	588	0.51	7	580	1.21	12	576	2.08	3	573	0.52	2	574	0.35	2	571	0.35	2	569	0.35	6	570	1.05	3	574	0.52
White Salmon	WHSL	16	3203	0.50	13	3203	0.41	25	3227	0.77	22	3185	0.69	11	3174	0.35	59	3161	1.87	27	3,140	0.86	16	3,139	0.51	10	3,132	0.32	19	3,119	0.61	46	3,124	1.47	12	3,119	0.38
WhiteSwan	WHSW	10	544	1.84	10	538	1.86	7	535	1.31	6	537	1.12	2	535	0.37	2	539	0.37	3	540	0.56	2	536	0.37	15	529	2.84	9	523	1.72	2	521	0.38	4	515	0.78
Whitsran	WHTS	7	465	1.51	4	461	0.87	2	456	0.44	3	453	0.66	3	450	0.67	3	445	0.67	4	444	0.90	5	438	1.14	2	440	0.45	2	441	0.45	1	439	0.23	5	437	1.14
Willard	WLRD	0	222	0.00	1	222	0.45	0	221	0.00	1	220	0.45	3	219	1.37	7	217	3.23	2	215	0.93	0	216	0.00	3	216	1.39	5	210	2.38	0	210	0.00	2	204	0.98
Wapato	WPAT	37	2721	1.36	27	2695	1.00	34	2679	1.27	26	2662	0.98	21	2637	0.80	28	2607	1.07	32	2,587	1.24	23	2,580	0.89	15	2,579	0.58	24	2,599	0.92	18	2,598	0.69	22	2,580	0.85

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