# 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%
Trbls per 100 Access Lines	
Access Lines	60,008
Trouble Tickets	328
Trbls 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. EMBARQ

		Jun	ı-10	Ju	-10	Au	g-10	Sep	2010	Oc	t-10	Nov	<b>v-10</b>	Dec	c-10	Jan	-11	Feb	<b>-11</b>	Mai	r-11	Ap	r-11	Ma	y-11
Exchange	CLLI	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Miss Insta																				
Chimacum	CHMC																								
Columbia	CLMA																								
Dallesport	DLPT																								
Grandview	GDVW																								
Goldendale	GLDL																								
Glenwood	GLWD																								
Granger	GRGR																								
Hood Canal	HDCL																								
Harrah	HRRH																								
Klickitat	KLCT																								
_yle	LYLE																								
Mabton	MBTN																								
Mattawa	MTWA																								
Patterson	PASN																								
Poulsbo	PLSB																								
Prosser	PRSR																								
Port Angeles	PTAG																								
Roosevelt	RSVT																								
Sunnyside	SNSD																								
Stevenson	STSN																								
Γoppenish	TPNS																								
Γroutlake	TRLK																								
White Salmon	WHSL																								
WhiteSwan	WHSW																								
Whitstran	WHTS																								
Willard	WLRD																								
Wapato	WPAT																								

Monthly percentages completed within five 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 - 90 DAYS United Telephone Company of the Northwest d.b.a. EMBARQ 2011

		Jui	n-10	Ju	ıl-10	Aug	g-10	Sep	2010	Oc	Oct-10		Nov-10		Dec-10		n-11	Feb	p-11	Mai	r-11	Ap	r-11	Ma	y-11
Exchange	CLLI	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																								
	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																								
ivvillatu	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

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

		Ju	ın-10	10 Jul-10		Au	Aug-10		Sep 2010		Oct-10		Nov-10		Dec-10		Jan-11		Feb-11		Mar-11		-11	May	y-11
Exchange	CLLI	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days		Held > 180 Days	Total Orders Cmpltd	Held > 180 Days														
Chimacum	CHMC																								
Columbia	CLMA																								
Dallesport	DLPT																								
Grandview	GDVW																								

GLWD Glenwood GRGR Granger Hood Canal HDCL HRRH Harrah Klickitat KLCT Lyle LYLE Mabton MBTN Mattawa MTWA Patterson PASN Poulsbo PLSB Prosser PRSR Port Angeles PTAG Roosevelt RSVT Sunnyside SNSD STSN Stevenson TPNS Toppenish TRLK Troutlake WHSL White Salmon WhiteSwan WHSW Whitstran WHTS Willard WLRD Wapato WPAT

GLDL

Goldendale

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:
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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

																			,																		
			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	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total		Trbl	Total	Total	Trbl			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 Li	ines	/100
Chimacum	CHMC									4									ļ																		
Columbia	CLMA									4																									_		
Dallesport	DLPT									4																									_		
Grandview	GDVW		_							4		_																4									
Goldendale	GLDL					$\vdash$			_	-					_				4									4			4		_		_		
Glenwood	GLWD GRGR					$\vdash$			_	-					_				4									4			4		_		_		
Granger Hood Canal	HDCL									-						-			-									-			-				_		
Harrah	HRRH					$\vdash$			_	1					_	-			1									1			1		_				
Klickitat	KLCT					$\vdash$				1								-	1									1			1		_				
Lyle	LYLE		_							1		_			_	1			1									1			1				##		
Mabton	MBTN					$\vdash$				1																							_				
Mattawa	MTWA		_							1		_				1			1																		
Patterson	PASN		_							1		_				1			1																		
Poulsbo	PLSB									1						1												i									
Prosser	PRSR									1						1			1																		
Port Angeles	PTAG									1						1																					
Roosevelt	RSVT									1						1			1									Ī			1						
Sunnyside	SNSD									1																											
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