WASHINGTON QUALITY OF SERVICE REPORT SUMMARY EMBARQ 2014

MEASUREMENTS	Apr-14
Install Commitments Commitments Made Commitments Missed Excludes	409 21 0
Repair Commitments Commitments Made Commitments Missed Excludes	289 19 1
Service Activation Total Orders Completed Missed Installs % Orders Completed	409 33 91.9%
Service Activation - >90 Days Total Orders Completed Installs Held Over 90 Days % of Orders Completed within 90 Days	1,240 6 99.5%
Service Activation - >180 Days Total Orders Completed Installs Held Over 180 Days % of Orders Completed within 180 Days	2,518 1 100.0%
Trbls per 100 Access Lines Access Lines Trouble Tickets Trbls per 100 Access Lines	49,927 263 0.5
OOS Cleared within 48 Hours OOS Tickets OOS Cleared within 48 Hrs OOS Cleared > 48 Hrs OOS in 48 Hrs Excludes	199 198 1 19
NOOS Cleared within 72 Hours NOOS Tickets NOOS Cleared within 72 Hrs NOOS Cleared > 72 Hrs NOOS in 72 Hrs Excludes	64 64 0 5
Switching Blockage	obj met obj met

WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS 5 DAYS United Telephone Company of the Northwest d.b.a. EMBARQ 2014

		May-13 Jun-13			n-13	Jul-13		Aug-13		Sep	Sep-13		t-13	No	v-13	Dec	:-13	Jai	n-14	Fe	o-14	Mar-14		Ap	or-14
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																								
_yle	LYLE																								
Mabton	MBTN																								
Mattawa	MTWA																								
Patterson	PASN																								
Poulsbo	PLSB																								
rosser	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																								
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WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS - 90 DAYS United Telephone Company of the Northwest d.b.a. EMBARQ 2014

		May	<i>i</i> -13	Jun-13		Jul-13		Aug-13		Sep-13		Λ	:t-13	Nov-1	13	Dec-1	13	Jan-1	-14 Feb-14		-14	4 Mar-14		Apr-14	
			7-10		1-10		-10		j-10	_	J-13		,t-13	1404-1		Dec-		Jaii-i	-		7.17		1-1-	_	1-14
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 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days										
Chimacum	CHMC																								
Columbia	CLMA																								
Dallesport	DLPT																								
Grandview	GDVW																								
Goldendale	GLDL																								
Glenwood	GLWD																								
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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																								

WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS - 180 DAYS United Telephone Company of the Northwest d.b.a. EMBARQ 2014

		May-13		Jur	n-13	Ju	Jul-13		Aug-13		Sep-13		t-13	Nov-	13	Dec-	13	Jan	-14	Feb	-14	Mar	Apr-14		
Exchange	CLLI	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	H 180																		
Chimacum	CHMC																								
Columbia	CLMA																								
Dallesport	DLPT																								
Grandview	GDVW																								
Goldendale	GLDL																								
Glenwood	GLWD																								
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WhiteSwan	WHSW																								
Whitstran	WHTS																								
Willard	WLRD																								
Wapato	WPAT																								

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		WASHINGTON QUALITY OF SERVICE REPORT Trouble Reports Per 100 Access Lines United Telephone Company of the Northwest d.b.a. EMBARQ																													
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		May-	13		Jun-13		Jul-	-13		Aug-13		Sep-13			Oct-13		N	ov-13		Dec-13	3		Jan-14		Feb	14		Mar-14		Α	pr-14
		Total Total	Trbl	Total	Total	Trbl	Total Tota	l Trbl	Total	Total Trbl	Total	Total	Trbl	Total To	otal .	Trbl T	Total To	tal Trb	Total	Total	Trbl	Total	Total	Trbl	Total Tota	Trbl	Total	Total	Trbl To	otal To	otal Trbl
Exchange	CLLI	Rpts Lines	/100	Rpts	Lines	/100	Rpts Lines	s /100	Rpts	Lines /100	Rpts	Lines	/100	Rpts Li	nes /	/100 F	Rpts Lii	nes /100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts Line	/100	Rpts	Lines	/100 R	pts Li	nes /100
Chimacum	CHMCWA																														
Columbia	CLMAWA																														
	DLPTWA																														
	GDVWWA																														
	GLDLWA																														
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WhiteSwan	WHSWWA																														
Whitstran	WHTSWA WLRDWA																														
Willard Wapato	WPATWA																														
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