WASHINGTON QUALITY OF SERVICE REPORT SUMMARY EMBARQ 2014

MEASUREMENTS	May-14
Install Commitments Commitments Made Commitments Missed Excludes	357 20 0
Repair Commitments Commitments Made Commitments Missed Excludes	305 23 2
Service Activation Total Orders Completed Missed Installs % Orders Completed	357 39 89.1%
Service Activation - >90 Days Total Orders Completed Installs Held Over 90 Days % of Orders Completed within 90 Days	1,192 6 99.5%
Service Activation - >180 Days Total Orders Completed Installs Held Over 180 Days % of Orders Completed within 180 Days	2,429 1 100.0%
Trbls per 100 Access Lines Access Lines Trouble Tickets Trbls per 100 Access Lines	49,569 286 0.6
OOS Cleared within 48 Hours OOS Tickets OOS Cleared within 48 Hrs OOS Cleared > 48 Hrs OOS in 48 Hrs Excludes	208 206 2 15
NOOS Cleared within 72 Hours NOOS Tickets NOOS Cleared within 72 Hrs NOOS Cleared > 72 Hrs NOOS in 72 Hrs Excludes	75 75 0 6
Switching Blockage	obj met obj met
	00, 11101

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

		Jun-13 Jul-13				3 Jul-13 Aug-13			o-13	Ос	Oct-13		v-13	De	ec-13	Jar	n-14	Fe	b-14	Ма	r-14	Ap	r-14	May	/-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																								
Lyle	LYLE																								
Mabton	MBTN																								
Mattawa	MTWA																								
Patterson	PASN																								
Poulsbo	PLSB																								
Prosser Port Angeles	PRSR 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 - 90 DAYS United Telephone Company of the Northwest d.b.a. EMBARQ 2014

		Jui	n-13	Jul	-13	Aug	g-13	Sep-13		Oct-	-13	Nov-1	3	Dec-1	13	Jan-14		Feb-14		Ma	r-14	Арі	r-14	May	y-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 Da														
himacum	CHMC																								
olumbia	CLMA																								
allesport	DLPT																								
randview	GDVW																								
ioldendale	GLDL																								
lenwood	GLWD																								
ranger	GRGR																								
ood Canal	HDCL																								
arrah	HRRH																								
lickitat	KLCT																								
/le	LYLE																								
labton	MBTN																								
1attawa	MTWA																								
atterson	PASN																								
oulsbo	PLSB																								
rosser	PRSR																								
ort Angeles	PTAG																								
oosevelt	RSVT																								
unnyside	SNSD																								
tevenson	STSN																								
oppenish	TPNS																								
routlake	TRLK																								
/hite Salmon	WHSL																								
/hiteSwan	WHSW																								
hitstran	WHTS																								
illard	WLRD																								
Vapato	WPAT																								

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

Commont													201	14												
Chimsour			Jui	1-13	Ju	I-13	Aug	Aug-13 Sep-13			Oct	1-13	Nov-1	3	Dec	-13	Jan-14		Feb	-14	Mar	-14	Apr	-14	May	y-14
Columbia CLMA Dallesport DLPT Grandview GDWW Goldendale GLUC Glenwood GLWD Granger GRGR Hood Canal HDCL Horah HERH Kilckitat KLCT Lyle LYLE Matton MBTN Mattawa MTWA Palterson PASN Poulsbo PLSB Port Angeles PTAG Roosevelt RSVT Sunnyside SNSO Sitevenson STSN Toppenish TPNS Troutlake TRLK WhiteSwan WHSW Whiteswan WHSW Whitestan WHSW	Exchange	CLLI	Orders		Orders		Orders	Held > 180 Days	Orders		Orders				Orders		Orders		Orders		Orders		Orders		Orders	Held > 180 Days
Dallesport DLPT Grandview GDWW Goldendale GLBL Glemwood GLWD Granger GRGR Hood Canal HDCL Harrah HRRH Klickitat KLCT Lyle LYLE Mabton MBTN Mattawa MTWA Paterson PASN Poulsbo PLSB Prosser PRSR Port Angeles PTAG Rosevelt RSVT Surnyside SNSD Skeenson STSN Toppenish TPNS Troutlake TRLK Whits Salmon WHSU Whits Salmon WHSU Whitstram WHSU	Chimacum																									
Grandview GDVW Goldendale GLDL Granger GRGR Hood Canal HDCL Harrah HRRH Kilckitat KLCT Lyle LYLE Mabton MBTN Mattawa MTWA Patterson PASN Poulsbo PLSB Prosser PRSR Port Angeles PTAG Rosevelt RSVT Sunnyside SNSD Stevenson STSN Toppenish TPNS Troutlake TRLK WhiteSalmon WHSU WhiteSalmon WHSU WhiteSalmon WHSU WhiteSalmon WHSU WhiteSwan WHSU WhiteSwan WHSU WhiteSwan WHSU	Columbia																									
Goldendale GLD. Glemwood GLWD Granger GRGR Hood Canal HDC. Harrah HRRH Klickitat KLCT Lyle LYLE Mabton MBTN Mattawa MTVM Patterson PASN Poulsbo PLSB Prosser PRSR Port Angeles PTAG Rosevelt RSVT Sunnyside SNSD Stevenson STSN Toppenish TPNS Toppenish TPNS Toutlake TRIK White Salmon WHSL WhiteSalmon WHSL WhitsVan WHSW Whitstran WHTS	Dallesport																									
Glemwood GLWD Granger GRGR HOOd Canal HDCL Harrah HRRH Kikiditat KLCT Lyle LYLE Matthian MBTN Mattawa MTWA Patterson PASN POURS PRSR PRSR POTA Angeles PTAG Rossevelt RSVT Sunnyside SNSD Stevenson STSN Toppenish TPNS Troutlake TRLK White Salmon WHSL WhiteSalmon WHSL WhiteSalmon WHSL Whitsfram WHS WHSW Whitsfram WHS WHS WHSTS WHITE AND STREET CAN BE STORED TO THE STREET CAN BE ST	Grandview																									
Granger GRGR Hood Canal HDCL Harrah HRRH Klickitat KLCT Lyle LYTLE Mabton MBTN Mattawa MTWA Patterson PASN Poulsbo PLSB Prosser PRSR Port Angeles PTAG Roosevelt RSVT Sunnyside SNSD Stevenson STSN Tooptake TRLK White Samon WHSL White Samon WHSL WhiteSwan WHSS WHSS WHSS WHSS WHSS WHSS WHSS WHSS	Goldendale																									
Hood Canal	Glenwood																									
Harrah HRRH Klickitatt KLCT Lyje LYLE Mabton MBTN Mattawa MTWA Patterson PASN Poulsbo PLSB Port Seer PRSR Port Angeles PTAG Roosevelt RSVT Sunnyside SNSD Sievenson STSN Toppenish TPNS Troutlake TRLK White Salmon WHSL WhiteSwan WHSW Whitstram WHSD Willard WLRD	Granger																									
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 Salmo WHSL WhiteSwan WHSW Whitstran WHTS Willard WLRD	Hood Canal																									
Lyle LYLE Mabton MBTN Mattawa MTWA Patterson PASN Poulsbo PLSB Porsser PRSR Port Angeles PTAG Roosevelt RSVT Sunnyside SNSD Stevenson STSN Toppenish TPNS Troutlake TRLK White Salmon WHSL Whitstama WHSU Whitstama WHTS Willard WLRD	Harrah																									
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 Whistran WHTS Willard WLRD	Klickitat																									
Mattawa MTWA Patterson PASN Poulsbo PLSB Prosser PRSR Port Angeles PTAG Roosevelt RSVT Sunnyside SNSD Stevenson STSN Toppenish TPNS Troutlake TRLK White Salmo WHSL WhiteSwan WHSW Whitstran WHTS Willard WLRD																										
Patterson PASN Poulsbo PLSB Prosser PRSR Port Angeles PTAG Roosevelt RSVT Sunnyside SNSD Stevenson STSN Toppenish TPNS Trouttake TRLK White Salmon WHSL Whisteran WHSW Whisteran WHTS Willard WLRD	Mabton																									
Poulsbo PLSB Prosser PRSR Port Angeles PTAG Roosevelt RSVT Sunnyside SNSD Stevenson STSN Toppenish TPNS Troutlake TRLK White Salmon WHSL Whistram WHSW Whitstam WHTS Willard WLRD	Mattawa	MTWA																								
Prosser PRSR Port Angeles PTAG Roosevelt RSVT Sunnyside SNSD Stevenson STSN Toppenish TPNS Troutlake TRLK White Salmo WHSL Whitstran WHTS Willard WLRD	Patterson																									
Port Angeles PTAG Roosevelt RSVT Sunnyside SNSD Stevenson STSN Toppenish TPNS Troutlake TRLK White Salmon WHSL WhiteSwan WHSW Whitstran WHTS Willard VLRD	Poulsbo																									
Roosevelt RSVT Sunnyside SNSD Sitevenson STSN Toppenish TPNS Troutlake TRLK White Salmon WHSL Whitstran WHSW Whitstran WHTS Williard WLRD	Prosser																									
Sunnyside SNSD Stevenson STSN Toppenish TPNS Troutlake TRLK White Salmon WHSL WhiteSwan WHSW Whitstran WHTS Willard WLRD	Port Angeles																									
Stevenson STSN Toppenish TPNS Troutlake TRLK White Salmon WHSL WhiteSwan WHSW Whitstran WHTS Willard ULRD	Roosevelt																									
Toppenish TPNS Troutlake TRLK White Salmon WHSL WhitesWan WHSW Whitstran WHTS Willard WLRD	Sunnyside																									
Troutlake TRLK White Salmon WHSL WhiteSwan WHSW Whistran WHTS Willard WLRD	Stevenson																									
White Salmon WHSL WhiteSwan WHSW Whistran WHTS Willard WLRD	Toppenish																									
Whitsbwan WHSW Whitstran WHTS Willard WLRD	Troutlake																									
Whitstran WHTS Willard WLRD	White Salmon																									
Willard WLRD	WhiteSwan																									
	Whitstran																									
Wapato WPAT	Willard																									
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			n-13			Jul-13				Aug-13			Sep-			Oct-			Nov-13		4_	Dec-			Jan-14			Feb-14			Mar-14			Apr-14			May-14	
		Total To				Total	Trbl		tal T			Total							Total	Trbl					Total			Total		Total				Total	Trbl	Total	Total	Trbl
	CHMCWA	Rpts Li	nes /	/100	Rpts	Lines	/100	Rp	ots L	ines	/100	Rpts	Lines	/100	Rpts	Lines	s /·	100	Lines	/100		Lines		Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100
Chimacum Columbia	CLMAWA																		#REF!		#KE	-! #KEF!																
Dallesport	DLPTWA																																					
Grandview	GDVWWA																																					
Goldendale	GLDLWA																																					
Glenwood	GLWDWA																																					
Granger	GRGRWA																																					
Hood Canal	HDCLWA																																					
Harrah	HRRHWA																																					
Klickitat	KLCTWA																																					
Lyle	LYLEWA																																					
Mabton	MBTNWA																																					
Mattawa Patterson	MTWAWA PASNWA																																					
Poulsbo	PLSBWA																																					
Prosser	PRSRWA																																					
Port Angeles	PTAGWA																																					
Roosevelt	RSVTWA																																					
Sunnyside	SNSDWA																																					
Stevenson	STSNWA																																					
Toppenish	TPNSWA																																					
Troutlake	TRLKWA																																					
White Salmon	WHSLWA																																					
WhiteSwan	WHSWWA																																					
Whitstran	WHTSWA																																					
Willard	WLRDWA																																					
Wapato	WPATWA																																					