

| WASHINGTON QUALITY OF SERVICE REPORT SUMMARY | |
|---|---------------|
| EMBARQ | |
| 2014 | |
| MEASUREMENTS | May-14 |
| Install Commitments | |
| Commitments Made | 357 |
| Commitments Missed | 20 |
| Excludes | 0 |
| Repair Commitments | |
| Commitments Made | 305 |
| Commitments Missed | 23 |
| Excludes | 2 |
| Service Activation | |
| Total Orders Completed | 357 |
| Missed Installs | 39 |
| % Orders Completed | 89.1% |
| Service Activation - >90 Days | |
| Total Orders Completed | 1,192 |
| Installs Held Over 90 Days | 6 |
| % of Orders Completed within 90 Days | 99.5% |
| Service Activation - >180 Days | |
| Total Orders Completed | 2,429 |
| Installs Held Over 180 Days | 1 |
| % of Orders Completed within 180 Days | 100.0% |
| TrbIs per 100 Access Lines | |
| Access Lines | 49,569 |
| Trouble Tickets | 286 |
| TrbIs per 100 Access Lines | 0.6 |
| OOS Cleared within 48 Hours | |
| OOS Tickets | 208 |
| OOS Cleared within 48 Hrs | 206 |
| OOS Cleared > 48 Hrs | 2 |
| OOS in 48 Hrs Excludes | 15 |
| NOOS Cleared within 72 Hours | |
| NOOS Tickets | 75 |
| NOOS Cleared within 72 Hrs | 75 |
| NOOS Cleared > 72 Hrs | 0 |
| NOOS in 72 Hrs Excludes | 6 |
| 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
 2014

| Exchange | CLLI | Jun-13 | | Jul-13 | | Aug-13 | | Sep-13 | | Oct-13 | | Nov-13 | | Dec-13 | | Jan-14 | | Feb-14 | | Mar-14 | | Apr-14 | | May-14 | |
|--------------|------|---------------------|-----------------|---------------------|-----------------|---------------------|-----------------|---------------------|-----------------|---------------------|-----------------|---------------------|-----------------|---------------------|-----------------|---------------------|-----------------|---------------------|-----------------|---------------------|-----------------|---------------------|-----------------|---------------------|-----------------|
| | | 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 | ##### | | | | | | | | | | | | | | | | | | | | | | | |
| 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 | ##### | | | | | | | | | | | | | | | | | | | | | | | |

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 90 DAYS
 United Telephone Company of the Northwest d.b.a. EMBARQ
 2014

| Exchange | CLLI | Jun-13 | | Jul-13 | | Aug-13 | | Sep-13 | | Oct-13 | | Nov-13 | | Dec-13 | | Jan-14 | | Feb-14 | | Mar-14 | | Apr-14 | | May-14 | |
|--------------|------|---------------------|----------------|---------------------|----------------|---------------------|----------------|---------------------|----------------|---------------------|----------------|---------------------|----------------|---------------------|----------------|---------------------|----------------|---------------------|----------------|---------------------|----------------|---------------------|----------------|---------------------|----------------|
| | | 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 |
| 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 | | | | | | | | | | | | | | | | | | | | | | | | |

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

| Exchange | CLLI | Jun-13 | | Jul-13 | | Aug-13 | | Sep-13 | | Oct-13 | | Nov-13 | | Dec-13 | | Jan-14 | | Feb-14 | | Mar-14 | | Apr-14 | | May-14 | |
|--------------|------|---------------------|-----------------|---------------------|-----------------|---------------------|-----------------|---------------------|-----------------|---------------------|-----------------|---------------------|-----------------|---------------------|-----------------|---------------------|-----------------|---------------------|-----------------|---------------------|-----------------|---------------------|-----------------|---------------------|-----------------|
| | | 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 | | | | | | | | | | | | | | | | | | | | | | | | |
| Columbia | CLMA | | | | | | | | | | | | | | | | | | | | | | | | |
| Dallesport | DLPT | | | | | | | | | | | | | | | | | | | | | | | | |
| Grandview | GDVW | | | | | | | | | | | | | | | | | | | | | | | | |
| Goldendale | GDL | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 | | | | | | | | | | | | | | | | | | | | | | | | |

