## **WASHINGTON QUALITY OF SERVICE REPORT SUMMARY EMBARQ** 2014 **MEASUREMENTS** Jun-14 **Install Commitments** Commitments Made 373 Commitments Missed 14 Excludes 0 **Repair Commitments** Commitments Made 239 Commitments Missed 8 Excludes 6 Service Activation **Total Orders Completed** 373 Missed Installs 29 % Orders Completed 92.2% Service Activation - >90 Days **Total Orders Completed** 1,139 Installs Held Over 90 Days 5 % of Orders Completed within 90 Days 99.6% Service Activation - >180 Days **Total Orders Completed** 2,398 Installs Held Over 180 Days 1 % of Orders Completed within 180 Days 100.0% Trbls per 100 Access Lines Access Lines 49,222 **Trouble Tickets** 227 Trbls per 100 Access Lines 0.5 OOS Cleared within 48 Hours **OOS Tickets** 158 OOS Cleared within 48 Hrs 157 OOS Cleared > 48 Hrs 1 OOS in 48 Hrs Excludes 15 **NOOS Cleared within 72 Hours NOOS Tickets** 61 NOOS Cleared within 72 Hrs 61 NOOS Cleared > 72 Hrs 0 NOOS in 72 Hrs Excludes 3 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

		Jul-13		Aug-13		Sep-13		Oct	t-13	No	v-13	De	c-13	Jai	า-14	Fel	b-14	Mai	r-14	Ap	r-14	Ma	y-14	Jur	-14
Exchange	CLLI	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missod	Total Orders Cmpltd	Missed Installs																		
imacum	CHMC																								
lumbia	CLMA																								
allesport	DLPT																								
randview	GDVW																								
oldendale	GLDL																								
lenwood	GLWD																								
ranger	GRGR																								
ood Canal	HDCL																								
arrah	HRRH																								
ickitat	KLCT																								
yle	LYLE																								
labton	MBTN																								
attawa	MTWA																								
atterson	PASN																								
oulsbo	PLSB																								
rosser	PRSR																								
ort Angeles	PTAG																								
oosevelt	RSVT																								
ınnyside	SNSD																								
evenson	STSN																								
oppenish	TPNS																								
routlake	TRLK																								
hite Salmon	WHSL																								
hiteSwan	WHSW																								
nitstran	WHTS																								
illard	WLRD																								
apato	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

	T	l lu	I-13	Λ	g-13	So	p-13	Oct-13		Nov-1	3	Dec-1	13	Jan-1	14	Eol	o-14	Ma	r-14	Apr-14		May	y-14	Jun	-14
			1-13		y-13		p-13		-13	NOV-	3	Dec-	13	Jan-	14		<i>)</i> -14		1-14		-14	_	y-14		1-14
Exchange	CLLI	Total	Held >	Total Orders	Held >	Total	Held >	Total	Held >	Total Orders	Held >	Total Orders	Held >	Total Orders	Held >	Total	Held >	Total	Held >	Total	Held >	Total	Held >	Total Orders	Held >
		Orders Cmpltd	90 Days	Cmpltd	90 Days	Orders Cmpltd	90 Days	Orders Cmpltd	90 Days	Cmpltd	90 Days	Cmpltd	90 Days	Cmpltd	90 Days	Orders Cmpltd	90 Days	Orders Cmpltd	90 Days	Orders Cmpltd	90 Days	Orders Cmpltd	90 Days	Cmpltd	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	WPAI																								

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

		Ju	ıl-13		Aug-13		Sep-13		-13	Nov-1	3	Dec	-13	Jan	-14		-14	Mar-14		Apr	-14	May-14		Jun	1-14	
Exchange	CLLI	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	GLDL																									
Glenwood	GLWD																									
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Stevenson	STSN																									
Toppenish	TPNS																									
Troutlake	TRLK																									
White Salmon	WHSL																									
WhiteSwan	WHSW																									
Whitstran	WHTS																									
Willard	WLRD																									
Wapato	WPAT																									

WASHINGTON QUALITY OF SERVICE REPORT Trouble Reports Per 100 Access Lines																																			
United Telephone Company of the Northwest d.b.a. EMBARQ																																			
																20	14																		
		Jul-1			Aug-13		<u> </u>	Sep-13			Oct-1			Nov-13 Dec-1:					Jan-14			Feb-14			Mar-14		Apr-1				May-14			Jun-14	
		Total Total		Total	Total			Total		Total	Total	Trbl		otal Tri		Total Tot		Total	Total		Total	Total	Trbl	Total	Total	Trbl								Total	Trbl
		Rpts Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts Li	nes /10	00	Rpts Lin	es /100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100
Chimacum	CHMCWA																																		
Columbia	CLMAWA																																		
Dallesport Grandview	DLPTWA GDVWWA																																		
Grandview Goldendale	GLDLWA																																		
Glenwood	GLWDWA																																		
Granger	GRGRWA																																		
Hood Canal	HDCLWA																																		
Harrah	HRRHWA																																		
Klickitat	KLCTWA																																		
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Prosser	PRSRWA																																		
Port Angeles	PTAGWA																																		
Roosevelt	RSVTWA																																		
Sunnyside	SNSDWA																																		
Stevenson	STSNWA																																		
Toppenish Troutlake	TPNSWA TRLKWA																																		
White Salmon	WHSLWA																																		
White Salmon WhiteSwan	WHSWWA																																		
Whitstran	WHTSWA																																		
Willard	WLRDWA																																		
Wapato	WPATWA																																		
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