## WASHINGTON QUALITY OF SERVICE REPORT SUMMARY **EMBARQ** 2014 **MEASUREMENTS** Jul-14 **Install Commitments** Commitments Made 413 Commitments Missed 18 **Excludes** 0 **Repair Commitments** Commitments Made 362 Commitments Missed 27 Excludes 5 Service Activation **Total Orders Completed** 413 Missed Installs 30 % Orders Completed 92.7% Service Activation - >90 Days **Total Orders Completed** 1,143 Installs Held Over 90 Days 5 % of Orders Completed within 90 Days 99.6% Service Activation - >180 Days **Total Orders Completed** 2,383 Installs Held Over 180 Days 1 % of Orders Completed within 180 Days 100.0% Trbls per 100 Access Lines Access Lines 48,996 **Trouble Tickets** 337 Trbls per 100 Access Lines 0.7 OOS Cleared within 48 Hours OOS Tickets 249 OOS Cleared within 48 Hrs 245 OOS Cleared > 48 Hrs 4 OOS in 48 Hrs Excludes 26 **NOOS Cleared within 72 Hours NOOS Tickets** 77 NOOS Cleared within 72 Hrs 77 NOOS Cleared > 72 Hrs 0 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 2014

	Apr-14 May-14 Jun-14	Jul-14
Columbia         CLMA           Dallesport         DPT           Grandview         GDVW           Goldendale         GLDL           Glemood         GLWD           Granger         GRGR           Hod Canal         HBCL           Harrah         HRRH           Klckiata         KLCT           Lyle         LYLE           Mabton         MBTN           Mattawa         MFWA           Patareson         PASN           Poulsho         PLSB           Proxar         PPAG           Rossevel         RSVT           Sumyside         SNSD           Stevenson         STSN           Topopnish         TRPS           Troutlake         WHSL           White Salmon         WHSL           Whites Salmon         WHSL           Whites Salmon         WHSD	olls Orders Missed Orders Missed Orders Missed	orders Misse
Dallesport Transferew GDVW Soldendale GLDU Transferew GRGR GOW Soldendale GLDU Transger GRGR SOOT Genal HDCL Harrah HRRH Slickitat KLCT yle LVLE slabston MFTWA Auterson PASN Outlibo PLSB Trosser PRSR Trosser PRSR Trosser PRSR Storswelt RSVT Summyside SNSD Sievenson STSN Oppenish TPSS Troubles TRUK THUS WILLS WI		
randview GDVW oldednale GLDL elewood CLWD GRGR ood Canal HDCL HDC HDC GRGR ood Canal HDCL HDC		
lenwood GLWD ranger GRGR ood Canal HDCL arranh HRRH lickitat KLCT yle LYLE labton MBTN attawa MTWA attawa MTWA tterson PASN oulsbo PLSB ouseevelt RSVT umpside SNSD neverson STSN poppenish TPNS routlake TRLK hiteSwan WHSN hitsSunn WHSS hiteSwan WHSN hitsIam WHTS lidlard WURD		
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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

		Aug	g-13	Sep	p-13	Oc	t-13	Nov-1	13	Dec-	13	Jan-1	14	Fel	o-14	Ma	r-14	Ap	r-14	May	/-14	Jui	n-14	Jul	ıl-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	00 Dave	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held 90 Da								
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

		Aug	g-13	Se	o-13	Oc	t-13	Nov-1	3	Dec	-13	Jan	-14	Feb-	-14	Mar	-14	Apr	-14	May	-14	Jun	-14	Jul-14		
Exchange	CLLI	Total	Held >	Total	Held >	Total	Held >	T. ( ) O . 1	Held >	Total	Hel															
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		Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cilipita	Days	Cmpltd	Da															
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Columbia	CLMA																									
allesport	DLPT																									
Grandview	GDVW																									
oldendale	GLDL																									
Blenwood	GLWD																									
ranger	GRGR																									
lood Canal	HDCL																									
Harrah	HRRH																									
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Patterson	PASN																									
Poulsbo	PLSB																									
Prosser	PRSR																									
Port Angeles	PTAG																									
Roosevelt	RSVT																									
Sunnyside	SNSD																									
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Vhitstran	WHTS																									
Villard	WLRD																									
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		Trouble Reports Per 100 Access Lines United Telephone Company of the Northwest d.b.a. EMBARQ																																				
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			otal		Total			Total		Trbl	Total	Total		Total		Trbl	Total			Total	Total		Total	Total	Trbl	Total	Total	Trbl	Total	Total								
Exchange	CLLI		ines			Lines				/100	Rpts	Lines		Rpts												Rpts	Lines	/100	Rpts								/100	
Chimacum	CHMCWA	пріз	illes	7100	Rpta	Lilles	7100	приз	Lilies	7100	Rpts	Lilies	7100	Rpta	LIIIGS	7100	приз	Lilles	7100	Rpts	Lilles	7100	Rpts	LIIIGS	7100	Rpto	Lilles	7100	Rpts	LIIIGS	7100	Kpt3 L	11103	7100	Apts .	LIIIGS	7100	
Columbia	CLMAWA																																					
Dallesport	DLPTWA																																					
Grandview	GDVWWA																																					
Goldendale	GLDLWA																																					
Glenwood	GLWDWA																																					
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Hood Canal	HDCLWA																																					
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