

WASHINGTON QUALITY OF SERVICE REPORT SUMMARY	
EMBARQ	
2014	
MEASUREMENTS	Aug-14
Install Commitments	
Commitments Made	441
Commitments Missed	28
Excludes	0
Repair Commitments	
Commitments Made	343
Commitments Missed	24
Excludes	2
Service Activation	
Total Orders Completed	441
Missed Installs	33
% Orders Completed	92.5%
Service Activation - >90 Days	
Total Orders Completed	1,227
Installs Held Over 90 Days	5
% of Orders Completed within 90 Days	99.6%
Service Activation - >180 Days	
Total Orders Completed	2,419
Installs Held Over 180 Days	1
% of Orders Completed within 180 Days	100.0%
Trbls per 100 Access Lines	
Access Lines	48,706
Trouble Tickets	296
Trbls per 100 Access Lines	0.6
OOS Cleared within 48 Hours	
OOS Tickets	223
OOS Cleared within 48 Hrs	221
OOS Cleared > 48 Hrs	2
OOS in 48 Hrs Excludes	45
NOOS Cleared within 72 Hours	
NOOS Tickets	66
NOOS Cleared within 72 Hrs	66
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. EMBARO
 2014

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

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