WASHINGTON QUALITY OF SERVICE REPORT SUMMARY EMBARQ 2014

MEASUREMENTS	Aug-14
Install Commitments	Ĭ
Commitments Made	441
Commitments Missed	28
Excludes	0
Repair Commitments	1
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. EMBARQ 2014

Exchange												Feb-14		Mar-14		Apr-14								Aug-14		
Evolungo			-13	Oct	-13	Nov	/-13	Dec	:-13		1-14		0-14		r-14	Ар	r-14	May	/-14	Jur	1-14		-14		<u>J-14</u>	
	CLLI	Total	Missed	Total	Misse																					
Dateillinge	CLLI	Orders	Installs	Orders	Inctalle	Orders	Install																			
		Cmpltd	IIIStalis	Cmpltd	ilistalis	Cmpltd	IIIStalis	Cmpltd	IIIStaii																	
Chimacum	CHMC																									
olumbia	CLMA																									
allesport	DLPT																									
randview	GDVW																									
oldendale	GLDL																									
enwood	GLWD																									
ranger	GRGR																									
ood Canal	HDCL																									
arrah	HRRH																									
lickitat	KLCT																									
yle	LYLE																									
Iabton	MBTN																									
1attawa	MTWA																									
atterson	PASN																									
oulsbo	PLSB																									
rosser	PRSR																									
ort Angeles	PTAG																									
oosevelt	RSVT																									
unnyside	SNSD																									
levenson	STSN																									
oppenish	TPNS																									
routlake	TRLK																									
Vhite Salmon	WHSL																									
VhiteSwan	WHSW																									
hitstran/	WHTS																									
Villard	WLRD																									
/apato	WPAT																									
																									l .	

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

		Sep	o-13	Oc	t-13	Nov-13		Dec-	13	Jan-1	14	Fel	o-14	Mar	r-14	Арі	-14	Ma	y-14	Jui	า-14	Ju	l-14	Au	ıg-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													
Chimacum	CHMC																								
olumbia	CLMA																								
allesport	DLPT																								
randview	GDVW																								
oldendale	GLDL																								
enwood	GLWD																								
ranger	GRGR																								
ood Canal	HDCL																								
arrah	HRRH																								
ickitat	KLCT																								
/le	LYLE																								
labton	MBTN																								
fattawa	MTWA																								
atterson	PASN																								
oulsbo	PLSB																								
rosser	PRSR																								
ort Angeles	PTAG																								
toosevelt	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

		Sep	o-13	Oc	:-13	Nov-13			-13	Jan-	-14	Feb	-14	Mar-14		Apr	-14	May	-14	Jun	-14	Jul	-14	Aug-14		
Exchange	CLLI	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	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																									

																WACHIN	CTON	MIALITY C	OE SERVIC	- DEDOD	т .															—
		WASHINGTON QUALITY OF SERVICE REPORT Trouble Reports Per 100 Access Lines United Telephone Company of the Northwest d.b.a. EMBARQ																																		
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	1		Sep-13	3		Oct-1	3		Nov-13	3		Dec-1	13		Jan-14			Feb-1	14		Mar-14		1	Apr-14			May-14		1	Jun-14			Jul-14	1	Aug-14	_
		Total			Total			Total		Trbl	Total			Total		Trbl	Tota			Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Tota		Trbl	Total	Total	Trbl		Γrbl
Exchange	CLLI	Rpts		/100			/100			/100					Lines	/100				Rpts				Lines	/100	Rpts	Lines	/100	Rpts		/100		Lines			100
Chimacum	CHMCWA																																			Ä
Columbia	CLMAWA																																			
Dallesport	DLPTWA																																			
Grandview	GDVWWA																																			
Goldendale	GLDLWA																																			
	GLWDWA																																			
Granger	GRGRWA																																			
Hood Canal	HDCLWA																																			
Harrah	HRRHWA KLCTWA																																			
Klickitat Lyle	LYLEWA																																			
Mabton	MBTNWA																																			
Mattawa	MTWAWA																																			
Patterson	PASNWA																																			
Poulsbo	PLSBWA																																			
Prosser	PRSRWA																																			
Port Angeles	PTAGWA																																			
Roosevelt	RSVTWA																																			
Sunnyside	SNSDWA																																			
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Whitstran	WHTSWA																																			
Willard	WLRDWA																																			
Wapato	WPATWA																																			
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