

<b>WASHINGTON QUALITY OF SERVICE REPORT SUMMARY</b>	
<b>EMBARQ</b>	
<b>2014</b>	
<b>MEASUREMENTS</b>	<b>Sep-14</b>
<b>Install Commitments</b>	
Commitments Made	460
Commitments Missed	24
Excludes	0
<b>Repair Commitments</b>	
Commitments Made	306
Commitments Missed	31
Excludes	0
<b>Service Activation</b>	
Total Orders Completed	460
Missed Installs	22
% Orders Completed	95.2%
<b>Service Activation - &gt;90 Days</b>	
Total Orders Completed	1,314
Installs Held Over 90 Days	3
% of Orders Completed within 90 Days	99.8%
<b>Service Activation - &gt;180 Days</b>	
Total Orders Completed	2,453
Installs Held Over 180 Days	0
% of Orders Completed within 180 Days	100.0%
<b>Trbls per 100 Access Lines</b>	
Access Lines	48,540
Trouble Tickets	286
Trbls per 100 Access Lines	0.6
<b>OOS Cleared within 48 Hours</b>	
OOS Tickets	191
OOS Cleared within 48 Hrs	188
OOS Cleared > 48 Hrs	3
OOS in 48 Hrs Excludes	23
<b>NOOS Cleared within 72 Hours</b>	
NOOS Tickets	83
NOOS Cleared within 72 Hrs	80
NOOS Cleared > 72 Hrs	3
NOOS in 72 Hrs Excludes	1
<b>Switching</b>	obj met
<b>Blockage</b>	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	Oct-13		Nov-13		Dec-13		Jan-14		Feb-14		Mar-14		Apr-14		May-14		Jun-14		Jul-14		Aug-14		Sep-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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		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
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WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION - HELD ORDERS - 180 DAYS  
United Telephone Company of the Northwest d.b.a. EMBARQ  
 2014

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		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	
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WASHINGTON QUALITY OF SERVICE REPORT  
 Trouble Reports Per 100 Access Lines  
 United Telephone Company of the Northwest d.b.a. EMBARQ  
 2014

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		Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl			
		Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100			
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