WASHINGTON QUALITY OF SERVICE REPORT SUMMARY EMBARQ 2014

MEASUREMENTS	Oct-14
Install Commitments	
Commitments Made	431
Commitments Missed	397
Excludes	0
Repair Commitments	
Commitments Made	357
Commitments Missed	41
Excludes	4
Service Activation	
Total Orders Completed	431
Missed Installs	28
% Orders Completed	93.5%
Service Activation - >90 Days	
Total Orders Completed	1,332
Installs Held Over 90 Days	3
% of Orders Completed within 90 Days	99.8%
Service Activation - >180 Days	
Total Orders Completed	2,475
Installs Held Over 180 Days	1
% of Orders Completed within 180 Days	100.0%
Trbls per 100 Access Lines	
Access Lines	48,274
Trouble Tickets	338
Trbls per 100 Access Lines	0.7
OOS Cleared within 48 Hours	
OOS Tickets	227
OOS Cleared within 48 Hrs	220
OOS Cleared > 48 Hrs	7
OOS in 48 Hrs Excludes	20
NOOS Cleared within 72 Hours	
NOOS Tickets	101
NOOS Cleared within 72 Hrs	100
NOOS Cleared > 72 Hrs	1
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

	,	,				,																				
		No	/-13	Dec	:-13	Jar	n-14	Fel	b-14	Ma	r-14	Арі	r-14	Ma	y-14	Jun-14		Jul-14		Aug-14		Sep	-14	Oc	:t-14	
Exchange	CLLI	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

											_														
		Nov-	13	Dec-	13	Jan-14			Feb-14			Ap	r-14	Ma	y-14	Jui	า-14	Ju	I-14	Au	g-14	Se	p-14	Oct-14	
Exchange	CLLI	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd		Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days												
Chimacum	CHMC																								
Columbia	CLMA																								
Dallesport	DLPT																								
Grandview	GDVW																								
Goldendale	GLDL																								
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Harrah	HRRH																								
Klickitat	KLCT																								
Lyle	LYLE																								
Mabton	MBTN																								
Mattawa	MTWA																								

PASN

PLSB

PRSR PTAG RSVT SNSD STSN

TPNS

TRLK

WHSL

WHSW

WHTS

WLRD

WPAT

Patterson Poulsbo

Prosser
Port Angeles
Roosevelt
Sunnyside

Stevenson

Toppenish Troutlake

WhiteSwan

Whitstran

Willard

Wapato

White Salmon

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

		Nov-1	3	Dec	-13	Jan-14		Feb-14		Mar	-14	Apr-14		May-14		Jun-14		Jul-	14	Aug	-14	Sep	-14	Oct	Oct-14	
Exchange	CLLI	Total Orders	Held > 180	Total Orders																						
		Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd		
Chimacum	CHMC																									
Columbia	CLMA																									
Dallesport	DLPT																									
Grandview	GDVW																									
Goldendale	GLDL																									
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Toppenish	TPNS																									
Froutlake	TRLK																									
White Salmon	WHSL																									
VhiteSwan	WHSW																									
Vhitstran	WHTS																									
Villard	WLRD																									
Wapato	WPAT																									

	WASHINGTON QUALITY OF SERVICE REPORT																$\overline{}$																				
	Trouble Reports Per 100 Access Lines United Telephone Company of the Northwest d.b.a. EMBARQ																	\longrightarrow																			
															Unite							RQ															-
	2014																																				
		Nov-13 Dec-13 Jan-14 Feb-14 Mar-14 Apr-14 Mav-14 Jun-14 Jul-14 Aug-14 Sep-14																																			
			Nov-13			Dec-13			Jan-14															Jun-14			Jul-14			Aug-1			Sep-14			Oct-14	
		Total			Total			Total				Total		Total			Tota		Trbl								Total	Trbl			Trbl			Trbl		Total	Trbl
	CLLI	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	Rpts	Lines	/100
Chimacum Columbia	CLMAWA																																				
Dallesport	DLPTWA																																				
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