

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

Exchange	CLLI	Nov-13		Dec-13		Jan-14		Feb-14		Mar-14		Apr-14		May-14		Jun-14		Jul-14		Aug-14		Sep-14		Oct-14			
		Total Orders Cmpitd	Missed Installs	Total Orders Cmpitd	Missed Installs	Total Orders Cmpitd	Missed Installs	Total Orders Cmpitd	Missed Installs	Total Orders Cmpitd	Missed Installs	Total Orders Cmpitd	Missed Installs	Total Orders Cmpitd	Missed Installs	Total Orders Cmpitd	Missed Installs	Total Orders Cmpitd	Missed Installs	Total Orders Cmpitd	Missed Installs	Total Orders Cmpitd	Missed Installs	Total Orders Cmpitd	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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 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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