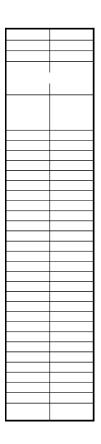
WASHINGTON QUALITY OF SERVICE REPORT SUMMARY EMBARQ 2014

MEASUREMENTS	Nov-14
Install Commitments	
Commitments Made	325
Commitments Missed	23
Excludes	0
Repair Commitments	
Commitments Made	296
Commitments Missed	36
Excludes	3
Service Activation	
Total Orders Completed	321
Missed Installs	13
% Orders Completed	96.0%
Service Activation - >90 Days	
Total Orders Completed	1,197
Installs Held Over 90 Days	2
% of Orders Completed within 90 Days	99.8%
Service Activation - >180 Days	
Total Orders Completed	2,439
Installs Held Over 180 Days	1
% of Orders Completed within 180 Days	100.0%
Trbls per 100 Access Lines	
Access Lines	48,136
Trouble Tickets	281
Trbls per 100 Access Lines	0.6
OOS Cleared within 48 Hours	
OOS Tickets	190
OOS Cleared within 48 Hrs	182
OOS Cleared > 48 Hrs	8
OOS in 48 Hrs Excludes	13
NOOS Cleared within 72 Hours	
NOOS Tickets	88
NOOS Cleared within 72 Hrs	85
NOOS Cleared > 72 Hrs	3
NOOS in 72 Hrs Excludes	2
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

		Dec-13 Jan-14			Jan-14 Feb-14			Ma	r-14	Ap	r-14	Ma	y-14	Jur	n-14	Ju	I-14	Au	g-14	Se	o-14	Oc	t-14	No	v-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																								
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WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS - 90 DAYS United Telephone Company of the Northwest d.b.a. EMBARQ 2014

		Dec-1	Dec-13 Jan-14			Feb-14 Mar-1			r-14	-14 Apr-14			y-14	Ju	n-14	Jul-	-14	Aug	j-14	Se	-14	Oc	t-14	Nov-14		
Exchange CLLI	CLLI	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held 90 Da																			
Chimacum	CHMC																									
Columbia	CLMA																									
allesport	DLPT																									
Grandview	GDVW																									
Soldendale	GLDL																									
Blenwood	GLWD																									
Granger	GRGR																									
lood Canal	HDCL																									
arrah	HRRH																									
ickitat	KLCT																									
/le	LYLE																									
abton	MBTN																									
attawa	MTWA																									
atterson	PASN																									
oulsbo	PLSB																									
rosser	PRSR																									
ort Angeles	PTAG																									
oosevelt	RSVT																									
unnyside	SNSD																									
tevenson	STSN																									
oppenish	TPNS																									
outlake	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

		Dec	-13	Jan	-14	Feb-14		Mar-14		Apr	-14	May	-14	Jun-	14	Jul-	14	Aug-14		Sep-14		Oct	-14	Nov	v-14				
F		Total	Held >	Total	Held >	Total	Held >	Total	Held >	Total	Held >	Total	Held >	Total	Held >	Total	Held >	Total	Held >	Total	Held >	Total	Held >	Total	Held				
Exchange	CLLI	Orders	180	Orders	180	Orders	180	Orders	180	Orders	180	Orders	180	Orders	180	Orders	180	Orders	180	Orders	180	Orders	180	Orders	180				
		Cmpltd	Days	Chimacum	CHMC																								
Columbia	CLMA																												
Dallesport	DLPT																												
3randview	GDVW																												
Goldendale	GLDL																												
Glenwood	GLWD																												
Granger	GRGR																												
Hood Canal	HDCL																												
Harrah	HRRH																												
lickitat	KLCT																												
yle	LYLE																												
/labton	MBTN																												
/lattawa	MTWA																												
atterson	PASN																												
Poulsbo	PLSB																												
Prosser	PRSR																												
Port Angeles	PTAG																												
Roosevelt	RSVT																												
Sunnyside	SNSD																												
Stevenson	STSN																												
oppenish	TPNS																												
routlake	TRLK																												
Vhite Salmon	WHSL																												
VhiteSwan	WHSW																												
Vhitstran	WHTS																												
Villard	WLRD																												
Vapato	WPAT																												

	WASHINGTON QUALITY OF SERVICE REPORT																\neg																
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												Unite	d Teleph	one Com			west d.b.	a. EMBAR	<u>Q</u>														
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		Dec-13		Jan-14 Feb-14			Mar-14				Apr-14			May-14			Jun-14			Jul-14		Aug-1			Sep-14			Oct-14			Nov-14		
		Total Total	Trbl Tota				Total Tri					Total	Trbl		Total		Total						Total Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl
Exchange	CHMCWA	Rpts Lines	/100 Rpt	s Lines	/100	Rpts L	Lines /10	10 Rp	ots 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	-																															
Grandview	GDVWWA																																
Goldendale	GLDLWA																																
Glenwood	GLWDWA																																
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