

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

Exchange	CLLI	Dec-13		Jan-14		Feb-14		Mar-14		Apr-14		May-14		Jun-14		Jul-14		Aug-14		Sep-14		Oct-14		Nov-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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