

WASHINGTON QUALITY OF SERVICE REPORT SUMMARY	
EMBARQ	
2014	
MEASUREMENTS	Dec-14
Install Commitments	
Commitments Made	319
Commitments Missed	29
Excludes	0
Repair Commitments	
Commitments Made	487
Commitments Missed	66
Excludes	5
Service Activation	
Total Orders Completed	319
Missed Installs	24
% Orders Completed	92.5%
Service Activation - >90 Days	
Total Orders Completed	1,071
Installs Held Over 90 Days	2
% of Orders Completed within 90 Days	99.8%
Service Activation - >180 Days	
Total Orders Completed	2,385
Installs Held Over 180 Days	1
% of Orders Completed within 180 Days	100.0%
TrbIs per 100 Access Lines	
Access Lines	47,933
Trouble Tickets	447
TrbIs per 100 Access Lines	0.9
OOS Cleared within 48 Hours	
OOS Tickets	308
OOS Cleared within 48 Hrs	291
OOS Cleared > 48 Hrs	17
OOS in 48 Hrs Excludes	39
NOOS Cleared within 72 Hours	
NOOS Tickets	130
NOOS Cleared within 72 Hrs	129
NOOS Cleared > 72 Hrs	1
NOOS in 72 Hrs Excludes	6
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	Jan-14		Feb-14		Mar-14		Apr-14		May-14		Jun-14		Jul-14		Aug-14		Sep-14		Oct-14		Nov-14		Dec-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

Exchange	CLLI	Jan-14		Feb-14		Mar-14		Apr-14		May-14		Jun-14		Jul-14		Aug-14		Sep-14		Oct-14		Nov-14		Dec-14	
		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
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 - 180 DAYS
United Telephone Company of the Northwest d.b.a. EMBARQ
 2014

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

Trouble Reports Per 100 Access Lines

United Telephone Company of the Northwest d.b.a. EMBARQ

2014

Exchange	CLLI	Jan-14			Feb-14			Mar-14			Apr-14			May-14			Jun-14			Jul-14			Aug-14			Sep-14			Oct-14			Nov-14			Dec-14		
		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			
Chimacum	CHMCWA																																				
Columbia	CLMAWA																																				
Dallesport	DLPTWA																																				
Grandview	GDVWVA																																				
Goldendale	GLDLWA																																				
Glenwood	GLWDWA																																				
Granger	GRGRWA																																				
Hood Canal	HDCLWA																																				
Harrah	HRRHWA																																				
Klickitat	KLCTWA																																				
Lyle	LYLEWA																																				
Mabton	MBTNWA																																				
Mattawa	MTAWWA																																				
Patterson	PASNWA																																				
Poulsbo	PLSBWA																																				
Prosser	PRSRWA																																				
Port Angeles	PTAGWA																																				
Roosevelt	RSYTWA																																				
Sunnyside	SNSDWA																																				
Stevenson	STSNWA																																				
Toppenish	TPNSWA																																				
Troutlake	TRLKWA																																				
White Salmon	WHSLWA																																				
WhiteSwan	WHSWWA																																				
Whitstran	WHTSWA																																				
Willard	WLRDWA																																				
Wapato	WPATWA																																				