WASHINGTON QUALITY OF SERVICE REPORT SUMMARY EMBARQ 2015

MEASUREMENTS	Jan-15
Install Commitments Commitments Made Commitments Missed Excludes	387 356 0
Repair Commitments Commitments Made Commitments Missed Excludes	345 38 5
Service Activation Total Orders Completed Missed Installs % Orders Completed	387 27 93.0%
Service Activation - >90 Days Total Orders Completed Installs Held Over 90 Days % of Orders Completed within 90 Days	1,027 2 99.8%
Service Activation - >180 Days Total Orders Completed Installs Held Over 180 Days % of Orders Completed within 180 Days	2,359 1 100.0%
Trbls per 100 Access Lines Access Lines Trouble Tickets Trbls per 100 Access Lines	47,790 299 0.6
OOS Cleared within 48 Hours OOS Tickets OOS Cleared within 48 Hrs OOS Cleared > 48 Hrs OOS in 48 Hrs Excludes	191 186 5 44
NOOS Cleared within 72 Hours NOOS Tickets NOOS Cleared within 72 Hrs NOOS Cleared > 72 Hrs NOOS in 72 Hrs Excludes	98 96 2 6
Switching Blockage	obj met obj met

	WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS 5 DAYS United Telephone Company of the Northwest d.b.a. EMBARQ																								
1									<u>U</u>	nited Tele	phone Con	npany of th	ne Northwe	st d.b.a. EM	MBARQ										
1	2015																								
 		Eah	-14	Ma	r-14		Apr-14	Ma	y-14	1	n-14	1.1	II-14	Aug	-14	Sei	-14	Oc	-14	No	v-14	Dor	c-14	Jan	-15
E. L	CLU	Total		Total		Tota		Total		Total		Total		Total		Total		Total		Total		Total		Total	
Exchange	CLLI	Orders	Missed Installs	Orders	Missed Installs	Orde		Orders	Missed Installs	Orders	Missed Installs	Orders	Missed Installs	Orders	Missed Installs	Orders	Missed Installs	Orders	Missed Installs	Orders	Missed Installs	Orders	Missed Installs	Orders	Missed Installs
1		Cmpltd	Instans	Cmpltd	Instans	Cmpl	td	Cmpltd	Instans	Cmpltd	instans	Cmpltd	Instans	Cmpltd	Instans	Cmpltd	instans	Cmpltd	Instans	Cmpltd	Instans	Cmpltd	Instans	Cmpltd	instans
Chimacum	CHMC																								
Columbia	CLMA																								
Dallesport	DLPT																								
Grandview	GDVW																								
Goldendale	GLDL																								
Glenwood	GLWD GRGR																								
Granger 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 White Salmon	TRLK WHSL																								
WhiteSwan	WHSL																								
Whitstran	WHSW																								
Willard	WLRD																								
Wapato	WPAT																								



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									<u>United</u>	Telephor	ne Compa	any of the 2015	Northwe	est d.b.a. I	EMBARQ										
		Feb	b-14	Ma	r-14	Ар	r-14	May	-14	Jur	า-14	Ju	I-14	Aug	g-14	Se	- 14	Oc	t-14	No	v-14	Dee	c-14	Jan	n-14
Exchange	CLLI	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days		Held > 90 Days	Total Orders Cmpltd	Held > 90 Days														
Chimacum	CHMC																								
Columbia	CLMA																								
Dallesport	DLPT																								
Grandview	GDVW																								
Goldendale	GLDL																								
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Troutlake	TRLK																								
White Salmon	WHSL																								
WhiteSwan	WHSW																								
Whitstran	WHTS																								
Willard	WLRD																								
Wapato	WPAT																								

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										SERVICE	ACTIVAT	ION - HEL	D ORDER	S - 180 DA	YS										
									Unit	ted Teleph	one Com	pany of the	e Northwe	st d.b.a. E	MBARQ										
												2015													
		Feb-	-14	Mar	-14	Apr	14	May	-14	Jun	-14	Jul	-14	Aug	-14	Sep-	4	Oct-	14	Nov	-14	Dec	-14	Jan-	15
Exchange	CLLI	Total	Held >	Total	Held >	Total	Held >	Total	Held >	Total	Held >	Total	Held >	Total	Held >	Total	Held >	Total	Held >						
Exchange	ULL!	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	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days
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		_	Feb-1			Mar-14			Apr-			May-1			Jun-14			Jul-14			Aug-14			Sep-14			Oct-14			Nov-14			Dec-14			Jan-15	
		То				Total	Trbl	Total					Trbl			Trbl	Total			Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl
Exchange	CLLI	Rp	ots Lines	/100	Rpts	Lines	/100	Rpts	Lines	s /100	Rpt	s 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 DLPTWA																																				
Dallesport Grandview	GDVWWA																																				
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Mabton	MBTNWA																																				
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Poulsbo	PLSBWA																																				
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Roosevelt	RSVTWA																																				
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