

Note: Effect  
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<b>WASHINGTON QUALITY OF SERVICE REPORT SUMMARY</b>	
<b>EMBARQ</b>	
<b>2015</b>	
<b>MEASUREMENTS</b>	<b>Mar-15</b>
<b>Install Commitments</b>	
Commitments Made	389
Commitments Missed	31
Excludes	0
<b>Repair Commitments</b>	
Commitments Made	329
Commitments Missed	40
Excludes	6
<b>Service Activation</b>	
Total Orders Completed	389
Missed Installs	31
% Orders Completed	92.0%
<b>Service Activation - &gt;90 Days</b>	
Total Orders Completed	1,167
Installs Held Over 90 Days	3
% of Orders Completed within 90 Days	99.7%
<b>Service Activation - &gt;180 Days</b>	
Total Orders Completed	2,238
Installs Held Over 180 Days	1
% of Orders Completed within 180 Days	100.0%
<b>TrbIs per 100 Access Lines</b>	
Access Lines	47,394
Trouble Tickets	279
TrbIs per 100 Access Lines	0.6
<b>OOS Cleared within 48 Hours</b>	
OOS Tickets	196
OOS Cleared within 48 Hrs	191
OOS Cleared > 48 Hrs	5
OOS in 48 Hrs Excludes	50
<b>NOOS Cleared within 72 Hours</b>	
NOOS Tickets	75
NOOS Cleared within 72 Hrs	75
NOOS Cleared > 72 Hrs	0
NOOS in 72 Hrs Excludes	4
<b>Switching</b>	obj met
<b>Blockage</b>	obj met

ive with May's PUC Reporting  
ghlighted will be removed from this report.

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION - HELD ORDERS 5 DAYS  
United Telephone Company of the Northwest d.b.a. EMBARQ  
 2015

Exchange	CLLI	Apr-14		May-14		Jun-14		Jul-14		Aug-14		Sep-14		Oct-14		Nov-14		Dec-14		Jan-15		Feb-15		Mar-15	
		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**  
**2015**

Exchange	CLLI	Apr-14		May-14		Jun-14		Jul-14		Aug-14		Sep-14		Oct-14		Nov-14		Dec-14		Jan-14		Feb-15		Mar-15	
		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  
 2015

Exchange	CLLI	Mar-14	Apr-14		May-14		Jun-14		Jul-14		Aug-14		Sep-14		Oct-14		Nov-14		Dec-14		Jan-15		Feb-15		Mar-15	
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