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**EMBARQ™**

Embarq Corporation  
902 Wasco Street  
Hood River, OR 97031  
EMBARQ.com

July 28, 2006

Ms. Carole Washburn, Secretary  
Washington Utility and Transportation Commission  
1300 South Evergreen Park Drive SW  
P.O. Box 47250  
Olympia, WA 98504-7250

Dear Ms. Washburn:

Enclosed is the Annual Certification Report for ETCs pursuant to WAC 480-123-060 through WAC 480-123-080 for United Telephone Company of the Northwest dba Embarq Washington operations.

Sincerely,

Nancy L. Judy

**Nancy L. Judy**  
STATE EXECUTIVE - OR & WA  
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**UNITED TELEPHONE COMPANY OF THE NORTHWEST  
ANNUAL USF REPORT**

**Report on the Use of Federal Funds and Benefits to Customers**

United Telephone Company of the Northwest Washington Operations dba Embarq ("UTNW WA" or "Embarq") received [REDACTED] in Interstate Access Support in 2005.

During 2005, UTNW WA expended [REDACTED] in Ordinary Repair Expense, [REDACTED] in Rearrangements and Changes, and [REDACTED] in Other Plant Expense

Additionally, UTNW WA made capital investments of \$7.7M. Some of the projects that were undertaken that relate to universal services were:

Distribution growth	[REDACTED]
Feeder growth	[REDACTED]
Pair Gain growth	[REDACTED]
Interoffice growth	[REDACTED]
Host growth	[REDACTED]
Line card growth	[REDACTED]
Power/Battery Replacement	[REDACTED]
Generators	[REDACTED]
Rehabilitation	[REDACTED]
Defective Cable Replacement	[REDACTED]
Generic software	[REDACTED]

The interoffice, distribution, feeder and pair gain growth were primarily for Poulsbo, White Salmon, Sunnyside and Brinnon.

Some of the benefits that accrued to UTNW WA customers as a result of these expenditures were:

1. Plant was well-maintained in safe and serviceable condition so that customers had high-quality access to the public switched network.
2. Facilities and capacity were made available for customers in new areas.
3. The back-up power that was installed will provide customers with continuous telephone service in the event of a commercial power outage in compliance with WAC 480-120-411.

**CONFIDENTIAL PER WAC 480-07-160**

## **Local Service Outage Report**

Embarq is subject to WAC 480-120-412

## **Report on Failure to Provide Service**

Embarq is subject to WAC 480-120-439

## **Complaints Per One Thousand Access Lines**

In 2005 Embarq had a total of four (4) complaints made to the office of the Attorney General (AG). (.004/1K access lines)

Three complaints were related to disputed charges. All disputed charges were adjusted as a credit on the customer's bill.

One complaint was related to products and services. The products/services were removed.

A total of five (5) complaints were made to the Federal Communications Commission (FCC). (.005/1K access lines)


Two complaints were related to charges being disputed. Credit adjustments were made to each account.

Two complaints were related to dissatisfaction with the explanation. Satisfactory explanations were provided to the customer in each case.

One complaint was related to a refund credit for a sales promotion. The customer was provided a satisfactory explanation and a credit adjustment.

**Annual Plan for Universal Service Support Expenditures**

UTNW WA plans to make capital expenditures between October 2006 and September 2007 as follows:

Growth	
Operations Requirements	
Safety	
All Others	
Total	

Additionally, UTNW WA Ordinary Repair, Rearrangements & Changes, and Other Plant Specific expenses are expected to remain in the same range as in 2005.

These expenditures will benefit customers by ensuring UTNW WA plant is maintained in good working order, and that sufficient facilities and capacity exist to meet customer needs.

**CONFIDENTIAL PER WAC 480-07-160**

AFFIDAVIT CERTIFYING SERVICE QUALITY, EMERGENCY FUNCTIONALITY AND TELEPHONE ASSISTANCE ADVERTISING

I, Nancy L. Judy, certify under penalty of perjury under the laws of the State of Washington that the foregoing is true and correct to the best of my knowledge, information and belief.

The Company hereby certifies to the Washington Utilities and Transportation Commission, pursuant to WAC 480-123-070 that it:

- 1) Met substantially with the applicable service quality standard found in WAC 480-120-030(1)(h).
- 2) Has the ability to function in emergency situations in adherence to the standards found in WAC 480-123-030(1)(g).
- 3) Publicized the availability of its telephone assistance programs in a manner reasonably designed to reach those likely to qualify for service, including residents of federally recognized Indian reservations with United's designated service area. Such publicity was designed to reach current customers as well as those who are not current customers within United's designated service area.

DATED this 25<sup>th</sup> day of July, 2006.

State of Oregon        )  
                                  )  
County of Hood River)

United Telephone Co. of the Northwest (Company)

By: Nancy Judy (Name)

Its: State Executive - WA & OR (Title)

SUBSCRIBED AND SWORN to before me this 25<sup>th</sup> day of July, 2006.

Susan M. McKenzie  
Notary Public in and for the State of Oregon

My Commission Expires: July 5, 2009

