



RECEIVED
RECORDS MANAGEMENT

05 MAY 25 AM 8:20

STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

Becky Sandercock
902 Wasco Avenue
MS ORHDRA0412
Hood River, OR 97031

May 19, 2006

Ms. Carole J. Washburn, Secretary
Washington Utilities & Transportation Commission
P. O. Box 47250
Olympia, Washington 98504-7250

Re: Washington Quality of Service Report

Dear Ms. Washburn:

Attached are United Telephone Company of the Northwest d.b.a. EMBARQ "Service Quality Reports" for the month of April 2006.

The following provides a description of the maintenance issues for those exchanges that exceeded the trouble reports of 4 per 100 access lines for the month:

Glenwood: GLWD was an exception due to seiscor outages isolated to a bad cable section that has been temporarily bypassed until it can be replaced.

Should you have any questions, please contact me at (541) 387-9289 or by e-mail at Becky.Sandercock@embarq.com.

Sincerely,

Becky Sandercock
Government Affairs Docket Manager

Enclosures: Installation Appointments
Repair Appointments
Service Activation in 5 Days
Trouble Per 100/Access Lines
Switching – Dial Tone Speed in 3 Seconds
Final Trunk Blockage (EAS and Toll)
Out of Service Trouble Cleared in 48 Hours
Not Out of Service Trouble Cleared in 72 Hours

TO: Consumer Assistant
 Washington Utilities & Transportation Commission
 PO Box 47250
 Olympia, Washington 98504

WASHINGTON QUALITY OF SERVICE REPORT
 INSTALLATION APPOINTMENTS

United Telephone Company of the Northwest, d.b.a. EMBARGO
 COMPANY NAME
 2006

Exchange	CLLI	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec					
		Made	Miss	Excl	Install Appts	Made	Miss	Excl	Install Appts	Made	Miss	Excl	Install Appts	Made	Miss	Excl	Install Appts	Made	Miss	Excl	Install Appts	Made	Miss	Excl	Install Appts	Made	Miss	Excl	Install Appts	Made	Miss	Excl	Install Appts	Made	Miss	Excl				
Chimacum		10	1	0	11	0	0	13	1	0	0	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Columbia																																								
Dalesport		10	0	0	11	0	0	11	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Glenwood		4	0	0	2	0	0	1	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Goldendale		55	3	0	51	0	0	40	0	0	0	57	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Grandview		63	1	0	70	0	0	58	2	0	0	70	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Granger		20	0	0	29	1	0	21	0	0	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Harrish		14	0	0	18	1	0	19	1	0	0	16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hood Canal		26	0	0	14	0	0	19	1	0	0	16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Klickitat		5	0	0	6	1	0	6	0	0	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lyle		7	0	0	6	0	0	12	0	0	0	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mabton		28	1	0	21	0	0	25	0	0	0	24	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mattawa		50	0	0	48	0	0	32	0	0	0	36	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Patterson		4	0	0	3	0	0	2	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Port Angeles		4	0	0	2	0	0	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Poulsbo		188	6	0	157	3	0	130	6	0	0	161	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Prosser		45	2	0	40	0	0	43	0	0	0	46	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Roosevelt		2	1	0	3	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson		54	0	0	43	1	0	41	1	0	0	39	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sunnyside		155	8	0	152	8	0	77	1	0	0	135	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Toppenish		91	1	0	97	1	0	61	2	0	0	82	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troulakte		5	0	0	6	0	0	5	0	0	0	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wapato		73	0	0	54	0	0	54	1	0	0	58	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
White Salmon		51	3	0	45	1	0	43	1	0	0	66	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WhiteSwan		11	0	0	14	0	0	13	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Whitstran		7	0	0	3	0	0	8	0	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Willard		1	0	0	1	0	0	0	0	0	0	4	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Washington		983	27	0	907	17	0	738	16	0	0	895	20	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	

Made = Total installation appointments scheduled for New and To/Transfer service orders
 Miss = Total installation appointments missed for New and To/Transfer service orders
 Exclude = Total installation appointments excluded

WASHINGTON QUALITY OF SERVICE REPORT
REPAIR APPOINTMENTS

United Telephone Company of the Northwest d.b.a. EMBARG
COMPANY NAME
2006

Exchange	CLLI	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec				
		Made	Miss	Excl	Repair Appts	Made	Miss	Excl	Repair Appts	Made	Miss	Excl	Repair Appts	Made	Miss	Excl	Repair Appts	Made	Miss	Excl	Repair Appts	Made	Miss	Excl	Repair Appts	Made	Miss	Excl	Repair Appts	Made	Miss	Excl	Repair Appts	Made	Miss	Excl			
Chinacum	CHMC	15	2	0	66	13	0	12	1	0	28	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Columbia	CLMA	24	7	0	11	0	0	11	1	0	18	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Dallesport	DLPT	14	1	0	4	1	0	17	1	0	29	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Glenwood	GLWD	77	5	0	128	6	0	44	1	0	37	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Goldendale	GLDL	89	12	0	68	1	0	24	3	0	36	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Grandview	GDVW	27	7	0	30	3	0	25	0	0	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Granger	GRGR	24	0	0	21	1	0	8	0	0	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Harran	HRRH	64	7	0	100	36	0	29	2	0	42	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Hood Canal	HDCL	12	0	0	2	1	0	8	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Klickitat	KLCT	11	2	0	14	0	0	5	0	0	8	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Lyle	LYLE	25	3	0	14	1	0	14	0	0	11	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mabton	MBTN	39	1	0	26	1	0	42	0	0	32	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mattawa	MTWA	8	1	0	2	0	0	3	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Patterson	PASN	6	0	0	9	3	0	16	1	1	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Port Angeles	PTAG	317	15	1	555	79	0	230	12	0	167	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Poulsbo	PLSB	65	13	0	99	3	0	23	0	0	24	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Prosser	PRSR	4	0	0	68	5	0	37	0	0	32	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Roosevelt	RSVT	96	5	0	102	3	0	80	0	0	84	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson	STSN	260	70	0	56	0	0	73	2	0	44	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sunnyside	SNSD	152	6	0	9	0	0	4	1	0	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Toppenish	TPNS	13	2	0	34	0	0	53	0	0	35	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troulitate	TRLK	74	5	0	40	1	0	38	4	1	45	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wapato	WPAT	80	3	0	8	0	0	2	0	0	8	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Whites Salmon	WHSL	12	1	0	3	0	0	9	0	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Whiteswan	WHSW	4	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Whistman	WHTS	12	1	0	1	0	0	1	0	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Willard	WLFD	1,524	170	1	1,470	158	0	808	29	2	732	35	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Washington																																							

Made = Total repair appointments scheduled for regulated customers
Miss = Total repair appointments missed for regulated customers
Exclude = Total repair appointments with regulated customer revised due dates. Force majeure, work stoppage exclusion codes currently not available; manual exclude if apply.

WASHINGTON QUALITY OF SERVICE REPORT
SERVICE ACTIVATION

United Telephone Company of the Northwest d.b.a. EMBARQ
COMPANY NAME
2006

Exchange	CLI	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec	
		Orders Taken	5 Day Miss	Orders Taken	5 Day Miss	Orders Taken	5 Day Miss	Orders Taken	5 Day Miss	Orders Taken	5 Day Miss	Orders Taken	5 Day Miss	Orders Taken	5 Day Miss	Orders Taken	5 Day Miss	Orders Taken	5 Day Miss	Orders Taken	5 Day Miss	Orders Taken	5 Day Miss	Orders Taken	5 Day Miss
Chimacum		10	1	11	2	13	0	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Columbia		10	1	11	0	11	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Dallesport		4	0	2	0	1	0	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
Glenwood		55	4	51	5	40	4	57	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Goldendale		63	0	70	1	58	1	70	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Grandview		20	0	29	0	21	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Granger		14	0	18	2	19	0	16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Harrish		26	0	14	1	19	2	16	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Hood Canal		5	0	6	1	6	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Klickitat		7	0	6	0	12	0	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Lyle		28	0	21	0	25	0	24	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Mabton		50	0	48	0	32	0	36	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Mattawa		4	0	3	0	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Patterson		4	2	2	1	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Port Angeles		188	5	157	6	130	5	161	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Poulsbo		45	0	40	0	43	1	46	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Prosser		2	0	3	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Roosevelt		54	0	43	3	41	2	39	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Stevenson		155	2	152	2	77	2	135	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Sunnyside		91	1	97	0	61	0	82	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Toppenish		5	0	6	0	5	0	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Troutlake		73	2	54	1	54	2	58	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Wapato		51	4	45	2	43	5	66	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
White Salmon		11	0	14	2	13	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
WhiteSwan		7	1	3	0	8	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Whitstran		1	0	1	0	0	0	4	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Willard		983	23	907	29	738	25	895	28	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Washington																									

Orders Taken = Total New and To/Transfer service orders completed
5 Day Miss = Total New and To/Transfer service orders not completed within 5 business days. Total includes service orders not completed by customer requested due date

WASHINGTON QUALITY OF SERVICE REPORT

Trouble Reports Per 100 Access Lines

United Telephone Company of the Northwest d.b.a. EMBARGO
COMPANY NAME
2008

Exchange	CLI	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec	
		Total Rpts	Trib /100	Total Rpts	Trib /100	Total Rpts	Trib /100	Total Rpts	Trib /100	Total Rpts	Trib /100	Total Rpts	Trib /100	Total Rpts	Trib /100	Total Rpts	Trib /100	Total Rpts	Trib /100	Total Rpts	Trib /100	Total Rpts	Trib /100	Total Rpts	Trib /100
Chinacum	CHMC	15	1,062	1.41	66	1,072	1.36	12	1,064	1.13	28	1,057	2.65	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Columbia	CLMA	0	142	0.00	0	142	0.00	0	142	0.00	0	146	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Dallasport	DLP1	24	813	2.95	11	825	1.33	11	824	1.33	18	825	2.18	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Glenwood	GLWD	14	366	3.83	4	365	1.10	17	366	1.34	29	366	2.22	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Goldendale	GLDD	77	4,878	1.58	128	4,896	2.61	24	4,894	0.90	37	4,903	0.75	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Grandview	GDVV	89	5,123	1.74	68	5,129	1.33	24	5,111	0.47	36	5,110	0.70	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Granger	GRGR	27	1,422	1.90	30	1,433	2.09	25	1,440	1.74	8	1,438	0.56	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Hannah	HRRH	24	1,070	2.24	21	1,068	1.97	8	1,040	0.77	12	1,044	1.15	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Hood Canal	HCCL	64	2,620	2.44	100	2,607	3.84	29	2,608	1.11	42	2,600	1.62	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Klickitat	KLCT	12	343	3.50	2	345	0.58	8	352	2.27	1	357	0.28	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Lyle	LYLE	11	978	1.12	14	975	1.44	5	981	0.51	8	978	0.82	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Mabton	MBTN	25	1,421	1.76	14	1,420	0.99	14	1,441	0.97	11	1,454	0.76	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Maltawa	MTWA	39	2,452	1.59	26	2,464	1.06	42	2,507	1.68	32	2,516	1.27	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Patterson	PASN	8	406	1.97	2	406	0.49	3	406	0.74	1	412	0.24	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Port Angeles	PTAG	6	300	2.00	9	299	3.01	16	298	3.31	7	284	2.38	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Poulsbo	PLSB	317	41,057	0.77	555	41,017	1.35	230	40,927	0.56	167	40,853	0.41	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Prosser	PRSR	65	4,874	1.33	99	4,865	2.03	23	4,858	0.47	24	4,857	0.49	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roosevelt	RISVT	4	202	1.98	0	201	0.00	0	199	0.00	1	197	0.51	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Stevenson	STSN	96	4,457	2.15	68	4,485	1.52	37	4,479	0.83	32	4,477	0.71	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Sunnyside	SNSD	260	10,454	2.49	102	10,463	0.97	80	10,463	0.76	84	10,479	0.80	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Tappanish	TPNS	152	7,935	1.92	56	7,945	0.70	73	7,930	0.92	44	7,919	0.56	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Troutlake	TRLK	13	711	1.83	9	711	1.27	4	717	0.56	11	717	1.53	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Wapato	WPAT	74	3,879	1.91	34	3,889	0.87	53	3,904	1.36	35	3,887	0.90	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Whites Salmon	WHSL	80	4,727	1.69	40	4,716	0.85	38	4,757	0.80	45	4,752	0.95	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Whiteswan	WHSW	12	724	1.66	8	735	1.09	2	734	0.27	8	718	1.11	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Whitman	WHTS	4	642	0.62	3	643	0.47	9	640	1.41	8	635	1.26	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Willard	WLRD	12	327	3.67	1	326	0.31	1	324	0.31	3	328	0.91	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Washington		1,524	103,385	1.47	1,470	103,462	1.42	808	103,394	0.78	732	103,319	0.71	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Total Reports = Total regulated initial and repeat trouble reports received

Total Access Lines = Total access lines in service

Trouble Per 100 A.L. = Trouble report per 100 access line ratio

WASHINGTON QUALITY OF SERVICE REPORT
 SWITCHING - (DIAL TONE SPEED RECORDING WITHIN 3 SECONDS)

United Telephones Company of the Northwest d.b.a. EMBARG
 2008
 COMPANY NAME

Exchange	CLL	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay						
Poulsbo	PUSB	5,900	1 100.0	57,781	0 100.0	65,886	0 100.0	63,729	1 100.0																												
Sunnyside	SNSD	147,216	0 100.0	134,722	2 100.0	145,480	1 100.0	137,076	1 100.0																												
Washington		153,116	1 100.0	192,503	2 100.0	211,366	1 100.0	190,805	2 100.0																												

FINAL TRUNK GROUP BLOCKING

(Reported when a final trunk group does not meet standard)

Objective Service Level: EAS = 99% , Toll = 99.5%, and E9-1-1 = 99%

(completion of all dialed calls during the average busy season busy hour without blocking)

ORIGINATING WIRE CENTER	ORIGINATING FINAL TRUNK ID	TERMINATING WIRE CENTER	TERMINATING FINAL TRUNK ID	OWNER (ACNA)	EAS/ Toll/E911	MONTH/ YEAR	BUSY HOUR	% PEAK BLOCK	ACTION TAKEN TO RELIEVE BLOCKAGE
						Jan-06			Objective met
						Feb-06			Objective met
						Mar-06			Objective met
						Apr-06			Objective met

Note: Field Service Managers (FSM's) contact Connecting Companies with quality of service issues and recommendations.

Interoffice facilities. Blocking performance during average busy-hour for ninety-nine percent of trunk groups for any month must be less than one-half of one percent for intertoll and intertandem facilities and less than one percent for local and EAS interoffice trunk facilities. The blocking standard for E911 dedicated interoffice trunk facilities must be less than one percent during average busy-hour of the average busy season. Two consecutive months is the maximum that a single trunk group may be below the applicable standard.

WASHINGTON QUALITY OF SERVICE REPORT

Out of Service Trouble Reports Cleared Within 48 Hours

United Telephone Company of the Northwest d.b.a. EMBARQ
COMPANY NAME
2006

Exchange	CLLI	Jan			Feb			Mar			Apr			May			Jun		
		Total OOS	OOS Cir 48	OOS Cir >48	Total OOS	OOS Cir 48	OOS Cir >48	Total OOS	OOS Cir 48	OOS Cir >48	Total OOS	OOS Cir 48	OOS Cir >48	Total OOS	OOS Cir 48	OOS Cir >48	Total OOS	OOS Cir 48	OOS Cir >48
Chimacum		9	9	0	60	59	1	10	10	0	0	15	15	0	0	1			
Columbia		19	17	2	9	9	0	6	6	0	0	15	15	0	0				
Dallesport		13	13	0	3	3	0	16	16	0	1	29	29	0	0				
Glenwood		56	56	0	111	111	0	28	28	0	0	27	27	0	0				
Glendale		73	73	0	59	59	0	15	15	0	0	31	31	0	0				
Grandview		21	21	0	29	29	0	20	20	0	0	6	6	0	0				
Granger		14	14	0	15	15	0	4	4	0	0	11	11	0	0				
Harrish		43	41	2	88	81	7	22	22	0	1	27	27	0	0				
Hood Canal		11	11	0	2	2	0	8	8	0	0	1	1	0	0				
Klickitat		8	8	0	6	6	0	4	4	0	0	6	6	0	0				
Lyle		18	17	1	9	9	0	9	9	0	1	11	11	0	0				
Mabton		30	30	0	22	22	0	33	33	0	0	28	28	0	0				
Mattawa		7	7	0	1	1	0	3	3	0	0	0	0	0	0				
Patterson		3	3	0	5	5	0	11	11	0	0	7	6	1	1				
Port Angeles		232	229	3	421	419	2	150	147	3	2	130	129	1	2				
Poulsbo		53	52	1	86	84	2	15	15	0	0	19	19	0	1				
Prosser		2	2	0	0	0	0	0	0	0	0	1	1	0	0				
Roosevelt		72	71	1	44	44	0	27	27	0	0	29	28	1	1				
Stevenson		207	197	10	81	81	0	61	61	0	0	68	67	1	0				
Sunnyside		120	120	0	48	48	0	54	53	1	1	37	37	0	0				
Toppenish		11	11	0	5	4	1	4	4	0	0	10	10	0	0				
Troutlake		62	62	0	27	27	0	44	44	0	0	24	23	1	2				
Wapato		63	63	0	25	24	1	33	30	3	3	28	28	0	0				
White Salmon		10	10	0	4	4	0	2	2	0	0	7	7	0	0				
WhiteSwan		2	2	0	3	3	0	8	8	0	0	5	5	0	0				
Whitstran		10	10	0	1	1	0	1	1	0	0	3	3	0	0				
Willard		1,169	1,149	20	13	1,164	1,150	14	588	581	7	9	575	570	5	8	0	0	0
Washington																			

Total OOS = Total regulated out of service trouble reports
 OOS Cir 48 = Total regulated out of service trouble reports cleared within 48 hours
 OOS Cir >48 = Total regulated out of service trouble reports cleared over 48 hours
 OOS Exclude = Total regulated out of service trouble reports with customer revised repair due dates. Force majeure, work stoppage exclusion code currently not available; manual exclude if apply

WASHINGTON QUALITY OF SERVICE REPORT

Not Out of Service Trouble Reports Cleared Within 72 Hours

United Telephone Company of the Northwest d.b.a. EMBARQ
COMPANY NAME
2006

Exchange	CLL	Jan			Feb			Mar			Apr			May			Jun				
		Total NOOS	NOOS Cir 72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir 72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir 72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir 72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir 72	NOOS Cir >72	NOOS 72 Excl
Chimacum		6	5	1	1	6	6	0	0	2	2	0	0	13	10	3	1	13	10	3	1
Columbia																					
Dallesport		5	4	1	0	2	2	0	0	5	5	0	0	3	3	0	0	3	3	0	0
Glenwood		21	19	2	1	17	17	0	0	16	16	0	0	10	10	0	0	10	10	0	0
Goldendale		16	16	0	0	9	9	0	0	9	9	0	0	5	5	0	0	5	5	0	0
Granger		6	6	0	0	1	1	0	0	5	5	0	0	2	2	0	0	2	2	0	0
Harrah		10	10	0	0	6	6	0	0	4	4	0	0	1	1	0	0	1	1	0	0
Hood Canal		21	18	3	3	12	12	0	1	7	7	0	1	15	14	1	1	15	14	1	1
Klickitat		1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lyle		3	1	2	0	8	8	0	1	1	1	0	0	2	2	0	0	2	2	0	0
Mabton		7	7	0	0	5	5	0	1	5	5	0	1	0	0	0	0	0	0	0	0
Mattawa		9	9	0	0	4	3	1	0	9	9	0	0	4	4	0	1	4	4	0	1
Patterson		1	1	0	0	1	1	0	0	0	0	0	0	1	1	0	1	1	1	0	1
Port Angeles		3	2	1	0	4	2	2	0	5	5	0	1	0	0	0	0	0	0	0	0
Poulsbo		85	82	3	6	134	131	3	2	80	79	1	1	37	34	3	1	37	34	3	1
Prosser		12	12	0	0	13	13	0	1	8	8	0	0	5	5	0	2	5	5	0	2
Roosevelt		2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson		24	23	1	1	24	22	2	0	10	10	0	0	3	2	1	1	3	2	1	1
Sunnyside		53	52	1	3	21	21	0	0	19	19	0	0	16	16	0	0	16	16	0	0
Toppenish		32	32	0	3	8	8	0	1	19	19	0	0	7	7	0	1	7	7	0	1
Troutlake		2	2	0	1	4	4	0	0	0	0	0	0	1	1	0	0	1	1	0	0
Wapato		12	12	0	0	7	7	0	0	9	9	0	0	11	11	0	1	11	11	0	1
White Salmon		17	17	0	0	15	15	0	0	5	5	0	1	17	15	2	1	17	15	2	1
WhiteSwan		2	2	0	0	4	4	0	0	0	0	0	0	1	0	1	0	1	0	1	0
Whitstran		2	2	0	0	0	0	0	0	1	1	0	0	3	3	0	0	3	3	0	0
Willard		2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Washington		355	340	15	19	306	298	8	7	220	219	1	5	157	146	11	11	157	146	11	11

Total NOOS = Total regulated not out of service trouble reports

NOOS Cir 72 = Total regulated not out of service trouble reports cleared within 72 hours

NOOS Cir >72 = Total regulated not out of service trouble reports cleared over 72 hours

NOOS Exclude = Total regulated not out of service trouble reports with customer revised repair due dates. Force majeure, work stoppage exclusion code currently not available; manual exclude if apply