

UT-921192

UNITED TELEPHONE COMPANY
OF THE NORTHWEST

To: Consumer Assistant
Washington Utilities Transportation Commission
Olympia, Washington 98504

WASHINGTON QUALITY OF SERVICE REPORT
SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jan-06					Feb-06					Mar-06					1st Qtr 06				
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days
Chimacum	CHMC	10	0	0	100%	100%	11	0	0	100%	100%	13	0	0	100%	100%	34	0	0	100%	100%
Columbia	CLMA				0%	0%				0%	0%				0%	0%	0	0	0	0%	0%
Dallesport	DLPT	10	0	0	100%	100%	11	0	0	100%	100%	11	0	0	100%	100%	32	0	0	100%	100%
Glenwood	GLWD	4	0	0	100%	100%	2	0	0	100%	100%	1	0	0	100%	100%	7	0	0	100%	100%
Goldendale	GLDL	55	0	0	100%	100%	51	0	0	100%	100%	40	0	0	100%	100%	146	0	0	100%	100%
Grandview	GDVW	63	0	0	100%	100%	70	0	0	100%	100%	58	0	0	100%	100%	191	0	0	100%	100%
Granger	GRGR	20	0	0	100%	100%	29	0	0	100%	100%	21	0	0	100%	100%	70	0	0	100%	100%
Hood Canal	HDCL	26	0	0	100%	100%	14	0	0	100%	100%	19	0	0	100%	100%	59	0	0	100%	100%
Harrah	HRRH	14	0	0	100%	100%	18	0	0	100%	100%	19	0	0	100%	100%	51	0	0	100%	100%
Klickitat	KLCT	5	0	0	100%	100%	6	0	0	100%	100%	6	0	0	100%	100%	17	0	0	100%	100%
Lyle	LYLE	7	0	0	100%	100%	6	0	0	100%	100%	12	0	0	100%	100%	25	0	0	100%	100%
Mabton	MBTN	28	0	0	100%	100%	21	0	0	100%	100%	25	0	0	100%	100%	74	0	0	100%	100%
Mattawa	MTWA	50	0	0	100%	100%	48	0	0	100%	100%	32	0	0	100%	100%	130	0	0	100%	100%
Patterson	PASN	4	0	0	100%	100%	3	0	0	100%	100%	2	0	0	100%	100%	9	0	0	100%	100%
Poulsbo	PLSB	188	0	0	100%	100%	157	0	0	100%	100%	130	0	0	100%	100%	475	0	0	100%	100%
Prosser	PRSR	45	0	0	100%	100%	40	0	0	100%	100%	43	1	0	98%	100%	128	1	0	99%	100%
Port Angeles	PTAG	4	0	0	100%	100%	2	0	0	100%	100%	2	0	0	100%	100%	8	0	0	100%	100%
Roosevelt	RSVT	2	0	0	100%	100%	3	0	0	100%	100%	2	0	0	100%	100%	7	0	0	100%	100%
Stevenson	STSN	54	0	0	100%	100%	43	0	0	100%	100%	41	0	0	100%	100%	138	0	0	100%	100%
Sunnyside	SNSD	155	0	0	100%	100%	152	0	0	100%	100%	77	0	0	100%	100%	384	0	0	100%	100%
Toppenish	TPNS	91	0	0	100%	100%	97	0	0	100%	100%	61	0	0	100%	100%	249	0	0	100%	100%
Troutlake	TRLK	5	0	0	100%	100%	6	0	0	100%	100%	5	0	0	100%	100%	16	0	0	100%	100%
Wapato	WPAT	73	0	0	100%	100%	54	0	0	100%	100%	54	0	0	100%	100%	181	0	0	100%	100%
White Salmon	WHSL	51	0	0	100%	100%	45	0	0	100%	100%	43	0	0	100%	100%	139	0	0	100%	100%
WhiteSwan	WHSW	11	0	0	100%	100%	14	0	0	100%	100%	13	0	0	100%	100%	38	0	0	100%	100%
Whitstran	WHTS	7	0	0	100%	100%	3	0	0	100%	100%	8	0	0	100%	100%	18	0	0	100%	100%
Willard	WLRD	1	0	0	100%	100%	1	0	0	100%	100%	0	0	0	0%	0%	2	0	0	100%	100%
Washington		983	0	0	100%	100%	907	0	0	100%	100%	738	1	0	100%	100%	2628	1	0	100%	100%

Note: This report captures service order completion dates upon service activation.

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UNITED TELEPHONE COMPANY
OF THE NORTHWEST

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Apr-06					May-06					Jun-06					2nd Qtr 06				
		Total Orders	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days
		Cmpltd	Days	Days			Cmpltd	Days	Days			Cmpltd	Days	Days			Cmpltd	Days	Days		
Chimacum	CHMC	8	0	0	100%	100%										8	0	0	100%	100%	
Columbia	CLMA	1	0	0	100%	100%										1	0	0	100%	100%	
Dallesport	DLPT	10	0	0	100%	100%										10	0	0	100%	100%	
Glenwood	GLWD	2	0	0	100%	100%										2	0	0	100%	100%	
Goldendale	GLDL	57	0	0	100%	100%										57	0	0	100%	100%	
Grandview	GDVW	70	0	0	100%	100%										70	0	0	100%	100%	
Granger	GRGR	25	0	0	100%	100%										25	0	0	100%	100%	
Hood Canal	HDCL	16	0	0	100%	100%										16	0	0	100%	100%	
Harrah	HRRH	16	0	0	100%	100%										16	0	0	100%	100%	
Klickitat	KLCT	7	0	0	100%	100%										7	0	0	100%	100%	
Lyle	LYLE	11	0	0	100%	100%										11	0	0	100%	100%	
Mabton	MBTN	24	0	0	100%	100%										24	0	0	100%	100%	
Mattawa	MTWA	36	0	0	100%	100%										36	0	0	100%	100%	
Patterson	PASN	2	0	0	100%	100%										2	0	0	100%	100%	
Poulsbo	PLSB	161	0	0	100%	100%										161	0	0	100%	100%	
Prosser	PRSR	46	0	0	100%	100%										46	0	0	100%	100%	
Port Angeles	PTAG	1	0	0	100%	100%										1	0	0	100%	100%	
Roosevelt	RSVT	0	0	0	0%	0%										0	0	0	0%	0%	
Stevenson	STSN	39	0	0	100%	100%										39	0	0	100%	100%	
Sunnyside	SNSD	135	0	0	100%	100%										135	0	0	100%	100%	
Toppenish	TPNS	82	0	0	100%	100%										82	0	0	100%	100%	
Troutlake	TRLK	9	0	0	100%	100%										9	0	0	100%	100%	
Wapato	WPAT	58	0	0	100%	100%										58	0	0	100%	100%	
White Salmon	WHSL	66	0	0	100%	100%										66	0	0	100%	100%	
WhiteSwan	WHSW	4	0	0	100%	100%										4	0	0	100%	100%	
Whitstran	WHTS	5	0	0	100%	100%										5	0	0	100%	100%	
Willard	WLRD	4	0	0	100%	100%										4	0	0	100%	100%	
Washington		895	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	895	0	0	100%	100%

To: Consumer Assistant
 Washington Utilities Transportation Commission
 Olympia, Washington 98504

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jan - Jun 06 (180 Day)				
		Total Orders Cmpitd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days
Chimacum	CHMC	42	0	0	100%	100%
Columbia	CLMA	1	0	0	100%	100%
Dallesport	DLPT	42	0	0	100%	100%
Glenwood	GLWD	9	0	0	100%	100%
Goldendale	GLDL	203	0	0	100%	100%
Grandview	GDVW	261	0	0	100%	100%
Granger	GRGR	95	0	0	100%	100%
Hood Canal	HDCL	75	0	0	100%	100%
Harrah	HRRH	67	0	0	100%	100%
Klickitat	KLCT	24	0	0	100%	100%
Lyle	LYLE	36	0	0	100%	100%
Mabton	MBTN	98	0	0	100%	100%
Mattawa	MTWA	166	0	0	100%	100%
Patterson	PASN	11	0	0	100%	100%
Poulsbo	PLSB	636	0	0	100%	100%
Prosser	PRSR	174	1	0	99%	100%
Port Angeles	PTAG	9	0	0	100%	100%
Roosevelt	RSVT	7	0	0	100%	100%
Stevenson	STSN	177	0	0	100%	100%
Sunnyside	SNSD	519	0	0	100%	100%
Toppenish	TPNS	331	0	0	100%	100%
Troutlake	TRLK	25	0	0	100%	100%
Wapato	WPAT	239	0	0	100%	100%
White Salmon	WHSL	205	0	0	100%	100%
WhiteSwan	WHSW	42	0	0	100%	100%
Whitstran	WHTS	23	0	0	100%	100%
Willard	WLRD	6	0	0	100%	100%
Washington		3523	1	0	100%	100%