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STATE OF WASH.  
UTIL. AND TRANS.  
COMMISSION

June 16, 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 May 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:

All exchanges met objective.

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

Sincerely,

Becky Sandercock  
Government Affairs Docket Manager

Enclosures: Installation/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. EMBARQ  
 COMPANY NAME  
 2006

Exchange	CLL1	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec			
		Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl				
Chimacum	CHMC	10	1	0	11	0	0	13	1	0	8	0	0	9	0	0																						
Columbia	CLMA										1	0	0	16	1	0																						
Dallesport	DLPT	10	0	0	11	0	0	11	0	0	10	1	0	2	0	0																						
Glenwood	GLWD	4	0	0	2	0	0	1	0	0	2	0	0	2	0	0																						
Goldendale	GLDL	55	3	0	51	0	0	40	0	0	57	2	0	58	0	0																						
Grandview	GRVW	63	1	0	62	0	0	58	2	0	70	0	0	67	1	0																						
Granger	GRGR	20	0	0	29	1	0	21	0	0	25	0	0	23	0	0																						
Harrish	HRRH	14	0	0	18	1	0	19	0	0	16	0	0	9	0	0																						
Hood Canal	HCCL	26	0	0	14	0	0	19	1	0	16	0	0	24	2	0																						
Klickitat	KLCT	5	0	0	6	1	0	6	0	0	7	0	0	7	0	0																						
Lyle	LYLE	7	0	0	6	0	0	12	0	0	11	0	0	14	1	0																						
Malden	MBTN	28	1	0	27	0	0	25	0	0	24	0	0	19	0	0																						
Matlawa	MTVA	50	0	0	48	0	0	32	0	0	36	1	0	46	1	0																						
Paterson	PASN	4	0	0	3	0	0	2	0	0	2	0	0	1	0	0																						
Port Angeles	PTAG	4	0	0	2	0	0	2	0	0	1	0	0	7	0	0																						
Poulsbo	PLSB	188	6	0	182	3	0	130	6	0	161	6	0	177	3	0																						
Prosser	PRSR	45	2	0	43	0	0	43	0	0	46	1	0	74	2	0																						
Floesveit	RSVT	2	1	0	3	0	0	2	0	0	0	0	0	3	1	0																						
Stevenson	STSN	54	0	0	43	1	0	41	1	0	39	3	0	31	1	0																						
Sunnyside	SMSD	155	8	0	152	8	0	77	1	0	135	3	0	113	1	0																						
Toppenish	TPNS	91	1	0	97	1	0	61	2	0	82	0	0	97	1	0																						
Trousdale	TRLK	5	0	0	6	0	0	5	0	0	9	0	0	11	0	0																						
Wapato	WPAT	73	0	0	54	0	0	54	1	0	58	0	0	60	0	0																						
Whila Salmon	WHSL	51	3	0	45	1	0	43	1	0	66	2	0	53	1	0																						
Whiteswan	WHSW	11	0	0	14	0	0	13	0	0	4	0	0	14	0	0																						
Whitstran	WHTS	7	0	0	3	0	0	8	0	0	4	0	0	7	0	0																						
Willard	WLRD	1	0	0	1	0	0	0	0	0	1	0	0	2	0	0																						
Washington		983	27	0	907	17	0	738	16	0	895	20	0	944	16	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. EMBARQ  
COMPANY NAME  
2006

Exchange	CLL	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec			
		Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl				
Chimacum	CHMC	15	2	0	66	13	0	12	1	0	28	1	0	12	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	12	1	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	6	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	51	1	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	51	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Grandview	GRVW	27	7	0	30	3	0	25	0	0	8	0	0	20	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	19	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Harrish	HRRH	24	7	0	100	36	1	29	2	0	42	1	0	44	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Hood Canal	HDCL	64	0	0	2	1	0	8	0	0	1	0	0	5	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Klickitat	KLCT	12	0	0	2	0	0	5	0	0	8	2	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Lyle	LYLE	11	2	0	14	0	0	14	0	0	11	1	0	19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Malden	MALD	25	3	0	14	1	0	42	0	0	11	1	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	
Matlawa	MATW	39	1	0	26	1	0	0	0	0	32	1	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	
Paterson	PASN	8	0	0	2	0	0	3	0	0	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	
Port Angeles	PASN	6	0	0	9	3	0	16	1	1	7	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	
Poulsbo	PLSB	317	15	1	555	79	3	230	12	0	167	7	0	186	17	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Prosser	PRSR	65	13	0	99	3	0	23	0	0	24	1	0	55	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Foosevelt	RSVT	4	0	0	68	5	0	37	0	0	32	2	1	40	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Stevenson	STSN	96	5	0	102	3	0	80	0	0	84	6	0	103	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Sunnyside	SNSD	260	70	0	102	3	0	80	0	0	84	6	0	103	6	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	152	6	0	56	0	0	73	2	0	44	1	0	89	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Troulaker	TRLK	13	2	0	9	0	0	4	1	0	11	0	0	13	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Wapato	WPAT	74	5	0	34	0	0	53	4	0	35	2	0	57	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
White Salmon	WHSL	80	3	0	40	1	0	38	4	1	45	3	1	37	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Whiteswan	WHSW	12	1	0	8	0	0	9	0	0	8	1	0	22	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Whitstran	WHTS	4	1	0	3	0	0	2	0	0	8	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Willard	WLRD	12	1	0	1	0	0	1	0	0	3	1	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	
Washington		1,524	170	1	1,470	158	0	808	29	2	732	36	2	933	58	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	

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 code currently not available; manual exclude if apply.

WASHINGTON QUALITY OF SERVICE REPORT  
SERVICE ACTIVATION

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	
		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	CHMC	10	1	11	2	13	0	8	0	9	0														
Columbia	CLMA							1	0	16	1														
Dallesport	DLPT	10	1	11	0	11	1	10	1	2	0														
Glenwood	GLWD	4	0	2	0	1	0	2	1	2	0														
Goldendale	GLDL	55	4	51	5	40	4	57	6	58	4														
Grandview	GDVW	63	0	70	1	58	1	70	0	67	0														
Granger	GRGR	20	0	29	0	21	0	25	0	23	1														
Harrah	HRRH	14	0	18	2	19	0	16	0	9	0														
Hood Canal	HDCL	26	0	14	1	19	2	16	4	24	1														
Klickitat	KLCT	5	0	6	1	6	0	7	0	7	0														
Lyle	LYLE	7	0	6	0	12	0	11	0	14	0														
Mabton	MBTN	28	0	21	0	25	0	24	1	19	0														
Mattawa	MTWA	50	0	48	0	32	0	36	0	46	0														
Patterson	PASN	4	0	3	0	2	0	2	0	1	0														
Port Angeles	PTAG	4	2	2	1	2	0	1	0	7	0														
Poulsbo	PLSB	188	5	157	6	130	5	161	2	177	7														
Prosser	PRSR	45	0	40	0	43	1	46	0	74	0														
Roosevelt	RSVT	2	0	3	0	2	0	0	0	3	2														
Stevenson	STSN	54	0	43	3	41	2	39	4	31	3														
Sunnyside	SNSD	155	2	152	2	77	2	135	1	113	0														
Toppenish	TPNS	91	1	97	0	61	0	82	1	97	1														
Troutlake	TRLK	5	0	6	0	5	0	9	0	11	1														
Wapato	WPAT	73	2	54	1	54	2	58	0	60	1														
White Salmon	WHSL	51	4	45	2	43	5	66	6	53	3														
WhiteSwan	WHSW	11	0	14	2	13	0	4	4	14	0														
Whitstran	WHST	7	1	3	0	8	0	5	0	7	0														
Willard	WLRD	1	0	1	0	0	0	4	1	7	0														
Washington		983	23	907	29	738	25	895	28	944	25	0	0	0	0	0	0	0	0	0	0	0	0	0	

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. EMBARQ  
 COMPANY NAME  
 2006

Exchange	CLL	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec	
		Total	Total /100	Total	Total /100	Total	Total /100	Total	Total /100	Total	Total /100	Total	Total /100	Total	Total /100	Total	Total /100	Total	Total /100	Total	Total /100	Total	Total /100	Total	Total /100
Chinacum	CHMC	15	1,062 1.41	66	1,072 6.16	12	1,064 1.13	28	1,057 2.65	12	1,063 1.13	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Columbia	CLMA	0	142 0.00	0	142 0.00	0	142 0.00	0	146 0.00	0	159 0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Dallasport	DLPT	24	813 2.95	11	825 1.33	11	824 1.33	18	825 2.18	12	826 1.45	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Glenwood	GLWD	14	366 3.83	4	365 1.10	17	366 4.84	29	366 7.92	6	369 1.63	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Goldendale	GLDL	77	4,878 1.58	128	4,896 2.61	44	4,884 0.90	37	4,903 0.75	51	4,895 1.04	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Grandview	GDVW	89	5,123 1.74	68	5,129 1.33	24	5,111 0.47	36	5,110 0.70	51	5,073 1.01	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Harrah	HRRH	27	1,422 1.90	21	1,433 2.09	25	1,440 1.74	8	1,438 0.56	20	1,434 1.39	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Hood Canal	HCCL	24	1,070 2.24	30	1,068 1.97	8	1,040 0.77	12	1,044 1.15	19	1,035 1.84	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Kiechel	KLOT	64	2,620 2.44	100	2,607 3.84	29	2,608 1.11	42	2,600 1.62	44	2,613 1.68	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Lytle	LYLE	12	343 3.50	2	345 0.58	8	352 2.27	1	357 0.28	5	360 1.39	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Mabton	MBTN	11	978 1.12	14	1,420 0.99	5	981 0.51	8	978 0.82	3	978 0.31	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Matwava	MTVA	25	1,421 1.76	14	1,420 0.99	14	1,441 0.97	11	1,454 0.76	19	1,441 1.32	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Matwava	MTVA	39	2,452 1.59	26	2,464 1.06	42	2,507 1.68	32	2,516 1.27	70	2,511 2.79	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Paterson	PASN	8	406 1.97	2	406 0.49	3	406 0.74	1	412 0.24	3	410 0.73	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Port Angeles	PRAG	6	300 2.00	9	299 3.01	16	296 5.41	7	294 2.38	8	292 2.74	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Porto	PRSB	317	41,057 0.77	555	41,017 1.35	230	40,927 0.56	167	40,853 0.41	186	40,620 0.46	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Prosser	PRSR	65	4,874 1.33	99	4,865 2.03	23	4,858 0.47	24	4,857 0.49	55	4,861 1.13	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Roosvelt	RSVT	4	202 1.96	0	201 0.00	0	199 0.00	1	197 0.51	2	197 1.02	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Stevenson	STSN	96	4,457 2.15	68	4,486 1.52	37	4,479 0.83	32	4,477 0.71	40	4,413 0.91	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Sunnyside	SNSD	260	10,454 2.49	102	10,483 0.97	80	10,463 0.76	84	10,479 0.80	103	10,417 0.99	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Topsnash	TRNS	152	7,935 1.92	56	7,945 0.70	73	7,930 0.92	44	7,919 0.56	89	7,897 1.13	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Troudale	TRLK	13	711 1.83	9	711 1.27	4	717 0.56	11	717 1.53	13	722 1.80	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Wahato	WRAT	74	3,879 1.91	34	3,889 0.87	53	3,904 1.36	35	3,887 0.90	57	3,865 1.47	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
White Salmon	WHSW	80	4,727 1.69	40	4,716 1.09	38	4,757 0.80	45	4,752 0.95	37	4,695 0.79	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Whiteswan	WHSW	12	724 1.66	8	735 1.09	2	734 0.27	8	718 1.11	22	722 3.05	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Whitman	WHTS	4	642 0.62	3	643 0.47	9	640 1.41	8	635 1.26	3	634 0.47	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Willard	WLKD	12	327 3.67	1	326 0.31	1	324 0.31	3	328 0.91	3	326 0.92	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Washington		1,524	103,395 1.47	1,470	103,462 1.42	808	103,394 0.78	792	103,319 0.71	933	102,828 0.91	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	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 - (QUAL TONE SPEED RECORDING WITHIN 3 SECONDS)  
 United Telephone Company of the Northwest dba, EMBAWA  
 CHINA PLANT  
 2008

Exchange	Cell	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Total	Delay	% DT 3 Sec	Total	Delay	% DT 3 Sec	Total	Delay	% DT 3 Sec	Total	Delay	% DT 3 Sec	Total	Delay	% DT 3 Sec	Total	Delay	% DT 3 Sec	Total	Delay	% DT 3 Sec	Total	Delay	% DT 3 Sec	Total	Delay	% DT 3 Sec	Total	Delay	% DT 3 Sec						
Poulsbo	PLSB	5,900	1	100.0	57,781	0	100.0	65,886	0	100.0	53,729	1	100.0	60,409	0	100.0																					
Sumiyede	SMSD	147,216	0	100.0	134,722	2	100.0	145,480	1	100.0	137,076	1	100.0	144,407	1	100.0																					
Washington		153,116	1	100.0	192,503	2	100.0	211,366	1	100.0	190,805	2	100.0	204,816	1	100.0																					



**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	CLLU	Jan				Feb				Mar				Apr				May				Jun			
		Total OOS	OOS Cir >48	OOS Cir <48	OOS48 Excl	Total OOS	OOS Cir >48	OOS Cir <48	OOS48 Excl	Total OOS	OOS Cir >48	OOS Cir <48	OOS48 Excl	Total OOS	OOS Cir >48	OOS Cir <48	OOS48 Excl	Total OOS	OOS Cir >48	OOS Cir <48	OOS48 Excl	Total OOS	OOS Cir >48	OOS Cir <48	OOS48 Excl
Chinacum	CHMC	9	9	0	0	60	59	1	0	10	10	0	0	15	15	0	0	5	5	0	0				
Columbia	CLMA																								
Dallesport	DLPT	19	17	2	0	9	9	0	0	6	6	0	0	15	15	0	0	8	8	0	0				
Glenwood	GLWD	13	13	0	0	3	3	0	0	16	16	0	0	29	29	0	0	6	6	0	0				
Gouldendale	GLDL	56	56	0	0	111	111	0	0	28	28	0	0	27	27	0	0	38	34	4	4				
Grandview	GDVW	73	73	0	0	59	59	0	0	15	15	0	0	31	31	0	0	36	36	0	0				
Granger	GRGR	21	21	0	0	29	29	0	0	20	20	0	0	6	6	0	0	12	12	0	0				
Harrish	HRRH	14	14	0	0	15	15	0	0	4	4	0	0	11	11	0	0	17	17	0	0				
Hood Canal	HDCL	43	41	2	0	88	81	7	0	22	22	0	0	27	27	0	0	25	24	1	1				
Klickitat	KLCT	11	11	0	0	2	2	0	0	8	8	0	0	1	1	0	0	4	4	0	0				
Lyle	LYLE	8	8	0	0	6	6	0	0	4	4	0	0	6	6	0	0	3	3	0	0				
Mabton	MBTN	18	17	1	0	9	9	0	0	4	4	0	0	11	11	0	0	17	17	0	0				
Mattawa	MTWA	30	30	0	0	22	22	0	0	33	33	0	0	28	28	0	0	61	61	0	0				
Patterson	PASN	7	7	0	0	1	1	0	0	3	3	0	0	0	0	0	0	3	3	0	0				
Port Angeles	PTAG	3	3	0	0	5	5	0	0	11	11	0	0	7	7	0	0	7	7	0	0				
Poulsbo	PLSB	232	229	3	0	421	419	2	0	150	147	3	0	130	129	1	0	142	137	5	1				
Prosser	PRSR	53	52	1	0	86	84	2	0	15	15	0	0	19	19	0	0	37	37	0	0				
Roosevelt	RSVT	2	2	0	0									1	1	0	0	1	1	0	0				
Sleevenside	STSN	72	71	1	0	44	44	0	0	27	27	0	0	29	28	1	0	34	34	0	0				
Sunnyside	SNSD	207	197	10	0	81	81	0	0	61	61	0	0	68	67	1	0	80	80	0	0				
Toppenish	TPNS	120	120	0	0	48	48	0	0	54	53	1	0	37	37	0	0	77	77	0	0				
Troutlake	TRLK	11	11	0	0	5	4	1	0	4	4	0	0	10	10	0	0	11	11	0	0				
Wapato	WPAT	62	62	0	0	27	27	0	0	44	44	0	0	24	23	1	0	45	45	0	0				
White Salmon	WHSW	63	63	0	0	25	24	1	0	33	30	3	0	28	28	0	0	26	26	0	0				
Whiteswan	WHSW	10	10	0	0	4	4	0	0	2	2	0	0	7	7	0	0	15	15	0	0				
Whitstian	WHTS	2	2	0	0	3	3	0	0	8	8	0	0	5	5	0	0	2	2	0	0				
Willard	WLRD	10	10	0	0	1	1	0	0	1	1	0	0	3	3	0	0	3	3	0	0				
Washington		1,169	1,149	20	0	1,164	1,150	14	0	588	581	7	0	575	570	5	0	715	705	10	0				

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. EMBARR**  
**COMPANY NAME**  
 2006

Exchange	CLL	Jan					Feb					Mar					Apr					May					Jun				
		Total	NOOS	Cir >72	NOOS	72 Excl	Total	NOOS	Cir >72	NOOS	72 Excl	Total	NOOS	Cir >72	NOOS	72 Excl	Total	NOOS	Cir >72	NOOS	72 Excl	Total	NOOS	Cir >72	NOOS	72 Excl	Total	NOOS	Cir >72	NOOS	72 Excl
Chimacum	CHMC	6	5	1	1	6	6	0	0	2	2	0	0	13	10	3	1	7	7	0	1	4	4	0	0	7	7	0	1		
Columbia	CLMA	5	4	1	0	2	2	0	0	5	5	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Dallesport	DLPT	1	1	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Glenwood	GLWD	21	19	2	1	17	17	0	0	16	16	0	0	10	10	0	0	13	13	0	0	15	15	0	0	1	1	0	0		
Goldendale	GLDL	16	16	0	0	9	9	0	0	5	5	0	0	2	2	0	0	8	8	0	0	8	8	0	0	0	0	0	0		
Grandview	GDVW	6	6	0	0	1	1	0	0	4	4	0	0	1	1	0	0	2	2	0	0	2	2	0	0	0	0	0	0		
Granger	GRGR	10	10	0	0	6	6	0	0	4	4	0	0	1	1	0	0	2	2	0	0	2	2	0	0	0	0	0	0		
Harrah	HRRH	21	18	3	3	12	12	0	0	7	7	0	0	15	14	1	1	19	17	2	2	1	1	0	0	0	0	0	0		
Hood Canal	HDCL	1	1	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0		
Klickitat	KLCT	3	3	2	2	8	8	0	0	1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Lyle	LYLE	7	7	0	0	5	5	0	0	9	9	0	0	4	4	0	0	9	9	0	0	9	9	0	0	0	0	0	0		
Mabton	MBTN	9	9	0	0	4	4	0	0	5	5	0	0	4	4	0	0	2	2	0	0	2	2	0	0	0	0	0	0		
Mattawa	MTWA	1	1	0	0	1	1	0	0	0	0	0	0	1	1	0	0	1	1	0	0	1	1	0	0	0	0	0	0		
Patterson	PASN	3	3	1	1	4	4	0	0	5	5	0	0	1	1	0	0	1	1	0	0	1	1	0	0	0	0	0	0		
Port Angeles	PTAG	85	82	3	3	134	131	2	2	80	79	1	1	37	34	3	3	44	37	7	7	18	18	0	0	2	2	0	0		
Poulsbo	PLSB	12	12	0	0	13	13	0	0	8	8	0	0	5	5	0	0	18	18	0	0	1	1	0	0	0	0	0	0		
Prosser	PRSR	2	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		
Roosevelt	RSVT	24	23	1	1	24	22	2	2	10	10	0	0	3	2	1	1	6	4	2	2	6	4	0	0	1	1	0	0		
Stevenson	STSN	53	52	1	1	21	21	0	0	19	19	0	0	16	16	0	0	23	23	0	0	1	1	0	0	1	1	0	0		
Sunnyside	SNSD	32	32	0	0	8	8	0	0	19	19	0	0	7	7	0	0	12	11	1	1	12	11	0	0	2	2	0	0		
Toppenish	TPNS	2	2	0	0	4	4	0	0	9	9	0	0	1	1	0	0	2	2	0	0	12	12	0	0	0	0	0	0		
Troutlake	TRLK	12	12	0	0	7	7	0	0	11	11	0	0	1	1	0	0	11	12	0	0	11	10	1	1	0	0	0	0		
Wapato	WPAT	17	17	0	0	15	15	0	0	5	5	0	0	1	1	0	0	7	7	0	0	7	7	0	0	1	1	0	0		
White Salmon	WHSL	2	2	0	0	4	4	0	0	0	0	0	0	3	3	0	0	1	1	0	0	1	1	0	0	0	0	0	0		
WhiteSwan	WHSW	2	2	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Whitstran	WHTS	2	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		
Willard	WLRD	355	340	15	15	19	19	8	7	220	219	1	1	157	146	11	11	218	205	13	13	8	8	0	0	0	0	0	0		
Washington																															

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

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION DELAY

EXCHANGE	CILL	Jan-06					Feb-06					Mar-06					1st Qtr 06				
		Total	Held	Held	%Held	%Held	Total	Held	Held	%Held	%Held	Total	Held	Held	%Held	%Held	Total	Held	Held	%Held	%Held
		Orders	>90	>180	Orders	Orders	Orders	>90	>180	Orders	Orders	Orders	>90	>180	Orders	Orders	Orders	>90	>180	Orders	Orders
Chimacum	CHMC	10	0	0	100%	100%	11	0	0	100%	100%	13	0	0	100%	100%	34	0	0	100%	100%
Columbia	CLMA	10	0	0	0%	0%	11	0	0	0%	0%	13	0	0	0%	0%	0	0	0	0%	0%
Dalesport	DLPT	10	0	0	100%	100%	11	0	0	100%	100%	11	0	0	100%	100%	0	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%
Harah	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%
Mabon	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%
Patternson	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	0	0	100%	100%	128	0	0	100%	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%
Troulaker	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.

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Apr-06					May-06					Jun-06					2nd Qtr 06				
		Total	Held	Held	%Held	%Held	Total	Held	Held	%Held	%Held	Total	Held	Held	%Held	%Held	Total	Held	Held	%Held	%Held
		Orders	>90	>180	Orders	Orders	Orders	>90	>180	Orders	Orders	Orders	>90	>180	Orders	Orders	Orders	>90	>180	Orders	Orders
Chimacum	CHMC	8	0	0	100%	100%	9	0	0	100%	100%	0	0	0	0%	0%	17	0	0	100%	100%
Columbia	CLMA	1	0	0	100%	100%	16	0	0	0%	0%	1	0	0	0%	0%	1	0	0	100%	100%
Dallesport	DLPT	10	0	0	100%	100%	2	0	0	100%	100%	26	0	0	0%	0%	4	0	0	100%	100%
Glenwood	GLWD	2	0	0	100%	100%	58	0	0	100%	100%	115	0	0	0%	0%	137	0	0	100%	100%
Goldendale	GLDL	57	0	0	100%	100%	67	0	0	100%	100%	48	0	0	0%	0%	40	0	0	100%	100%
Grandview	GDVW	70	0	0	100%	100%	23	0	0	100%	100%	25	0	0	0%	0%	14	0	0	100%	100%
Granger	GRGR	25	0	0	100%	100%	24	0	0	100%	100%	40	0	0	0%	0%	25	0	0	100%	100%
Hood Canal	HDCL	16	0	0	100%	100%	9	0	0	100%	100%	14	0	0	0%	0%	43	0	0	100%	100%
Harrah	HRRH	16	0	0	100%	100%	7	0	0	100%	100%	25	0	0	0%	0%	14	0	0	100%	100%
Klickitat	KLCT	7	0	0	100%	100%	7	0	0	100%	100%	14	0	0	0%	0%	25	0	0	100%	100%
Lyle	LYLE	7	0	0	100%	100%	14	0	0	100%	100%	43	0	0	0%	0%	82	0	0	100%	100%
Mabton	MBTN	11	0	0	100%	100%	19	0	0	100%	100%	8	0	0	0%	0%	3	0	0	100%	100%
Mattawa	MTWA	24	0	0	100%	100%	46	0	0	100%	100%	3	0	0	0%	0%	3	0	0	100%	100%
Patternson	PASN	2	0	0	100%	100%	1	0	0	100%	100%	338	0	0	0%	0%	8	0	0	100%	100%
Poulsbo	PLSB	161	0	0	100%	100%	177	0	0	100%	100%	120	0	0	0%	0%	8	0	0	100%	100%
Prosser	PRSR	46	0	0	100%	100%	74	0	0	100%	100%	3	0	0	0%	0%	3	0	0	100%	100%
Port Angeles	PTAG	1	0	0	100%	100%	7	0	0	100%	100%	3	0	0	0%	0%	3	0	0	100%	100%
Roosevelt	RSVT	0	0	0	0%	0%	3	0	0	100%	100%	70	0	0	0%	0%	70	0	0	100%	100%
Stevenson	STSN	39	0	0	100%	100%	31	0	0	100%	100%	248	0	0	0%	0%	248	0	0	100%	100%
Sunnyside	SNSD	135	0	0	100%	100%	113	0	0	100%	100%	179	0	0	0%	0%	20	0	0	100%	100%
Toppenish	TPNS	82	0	0	100%	100%	97	0	0	100%	100%	118	0	0	0%	0%	119	0	0	100%	100%
Troutlake	TRLK	9	0	0	100%	100%	11	0	0	100%	100%	18	0	0	0%	0%	18	0	0	100%	100%
Wapato	WPAT	58	0	0	100%	100%	60	0	0	100%	100%	12	0	0	0%	0%	12	0	0	100%	100%
White Salmon	WHSL	66	0	0	100%	100%	53	0	0	100%	100%	6	0	0	0%	0%	6	0	0	100%	100%
White Swan	WHSW	4	0	0	100%	100%	14	0	0	100%	100%	1839	0	0	0%	0%	1839	0	0	100%	100%
Whitstran	WHTS	4	0	0	100%	100%	7	0	0	100%	100%	0	0	0	0%	0%	0	0	0	100%	100%
Willard	WLRD	4	0	0	100%	100%	2	0	0	100%	100%	0	0	0	0%	0%	0	0	0	100%	100%
Washington		895	0	0	100%	100%	944	0	0	100%	100%	0	0	0	0%	0%	1839	0	0	100%	100%

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jan - Jun 06 (180 Day)				
		Total Orders Cmpld	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days
Chinacum	CHMC	51	0	0	100%	100%
Columbia	CLMA	1	0	0	100%	100%
Dallesport	DLPT	58	0	0	100%	100%
Glenwood	GLWD	11	0	0	100%	100%
Goldendale	GLDL	261	0	0	100%	100%
Grandview	GDVW	328	0	0	100%	100%
Granger	GRGR	118	0	0	100%	100%
Hood Canal	HDCL	99	0	0	100%	100%
Harrah	HRRH	76	0	0	100%	100%
Klickitat	KLCT	31	0	0	100%	100%
Lyle	LYLE	50	0	0	100%	100%
Mabton	MBTN	117	0	0	100%	100%
Mattawa	MTWA	212	0	0	100%	100%
Patterson	PASN	12	0	0	100%	100%
Poulsbo	PLSB	813	0	0	100%	100%
Prosser	PRSR	248	1	0	100%	100%
Port Angeles	PTAG	16	0	0	100%	100%
Roosevelt	RSVT	10	0	0	100%	100%
Stevenson	STSN	208	0	0	100%	100%
Sunnyside	SNSD	632	0	0	100%	100%
Toppenish	TPNS	428	0	0	100%	100%
Troutlake	TRLK	36	0	0	100%	100%
Wapato	WPAT	299	0	0	100%	100%
White Salmon	WHSL	258	0	0	100%	100%
Whiteswan	WHTS	56	0	0	100%	100%
Whitstran	WLHS	30	0	0	100%	100%
Willard	WLRD	8	0	0	100%	100%
Washington		4467	1	0	100%	100%