



July 19, 2006

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

RECEIVED
REGISTRATION DIVISION
06 JUL 24 AM 8:23
OPL 2407 WASH
REGISTRATION

Re: Washington Quality of Service Report

Dear Ms. Washburn:

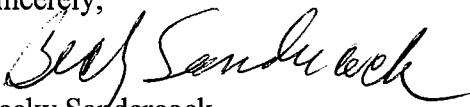
Attached are United Telephone Company of the Northwest d.b.a. EMBARQ "Service Quality Reports" for the month of June 2006.

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.

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. EMBARG
 COMPANY NAME
 2006

Exchange	GLU	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec				
		Made	Miss	Excl	Install	Appnts	Excl	Made	Miss	Excl	Install	Appnts	Excl	Made	Miss	Excl	Install	Appnts	Excl	Made	Miss	Excl	Install	Appnts	Excl	Made	Miss	Excl	Install	Appnts	Excl	Made	Miss	Excl					
Chimacum		10	1	0	11	0	0	13	1	0	8	0	0	9	0	0	9	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Columbia																																							
Dallesport		4	0	0	11	0	0	11	0	0	10	1	0	16	1	0	11	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Glenwood		55	3	0	51	0	0	40	0	0	57	2	0	58	0	0	63	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Goldendale		63	1	0	70	0	0	58	2	0	70	0	0	67	1	0	76	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Grandview		20	0	0	29	1	0	21	0	0	25	0	0	23	0	0	24	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Granger		14	0	0	18	1	0	19	1	0	16	0	0	9	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Harrish		26	0	0	14	0	0	19	1	0	16	0	0	24	2	0	29	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Hood Canal																																							
Klickitat		5	0	0	6	1	0	6	0	0	7	0	0	7	0	0	10	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	11	0	0	14	1	0	13	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	24	0	0	19	0	0	14	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	36	1	0	46	1	0	38	1	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	2	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
Port Angeles		4	0	0	2	0	0	2	0	0	1	0	0	7	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
PTAG																																							
Poulsbo		188	6	0	157	3	0	130	6	0	161	6	0	177	3	0	196	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRSR		45	2	0	40	0	0	43	0	0	46	1	0	74	2	0	63	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRSR		2	1	0	3	0	0	2	0	0	0	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
RSVT		2	1	0	3	0	0	2	0	0	0	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
Rosevelt		54	0	0	43	1	0	41	1	0	39	3	0	31	1	0	40	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
STSN		155	8	0	152	8	0	77	1	0	135	3	0	113	1	0	120	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sunnyside		91	1	0	97	1	0	61	2	0	82	0	0	97	1	0	98	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TPNS		5	0	0	6	0	0	5	0	0	9	0	0	11	0	0	9	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TRUK		73	0	0	54	0	0	54	1	0	58	0	0	60	0	0	68	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WPAT		51	3	0	45	1	0	43	1	0	66	2	0	53	1	0	62	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
White Salmon		11	0	0	14	0	0	13	0	0	4	0	0	14	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
WhiteSwan		7	0	0	3	0	0	8	0	0	5	0	0	7	0	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Whitstran		1	0	0	1	0	0	0	0	0	4	1	0	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Willard																																							
Washington		983	27	0	907	17	0	738	16	0	895	20	0	944	16	0	975	27	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	CLI	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									
Chimacum		15	2	0	66	13	0	12	1	0	28	1	0	12	0	0	29	5	0																						
Columbia		24	7	0	11	0	0	11	1	0	18	2	0	12	1	0	12	1	0																						
Dallesport		14	1	0	4	1	0	17	1	0	29	0	0	6	0	0	11	0	0																						
Glenwood		77	5	0	128	6	0	44	1	0	37	4	0	51	1	0	40	0	0																						
Goldendale		89	12	0	68	1	0	24	3	0	36	0	0	51	3	0	55	5	0																						
Granoview		27	7	0	30	3	0	25	0	0	8	0	0	20	0	0	13	0	0																						
Granger		24	0	0	21	1	0	8	0	0	12	0	0	19	1	0	10	0	0																						
Hood Canal		64	7	0	100	36	0	29	2	0	42	1	0	44	0	0	44	2	0																						
Klickitat		12	0	0	2	1	0	8	0	0	1	0	0	5	1	0	3	0	0																						
Lyle		11	2	0	14	0	0	5	0	0	8	2	0	3	0	0	7	1	0																						
Mabton		25	3	0	14	1	0	14	0	0	11	1	0	19	0	0	18	0	0																						
Mattawa		39	1	0	26	1	0	42	0	0	32	1	0	70	16	0	43	0	0																						
Patterson		8	1	0	2	0	0	3	0	0	1	0	0	3	1	0	0	0	0																						
Port Angeles		6	0	0	9	3	0	16	1	1	7	0	0	8	0	0	6	0	0																						
Poulsbo		317	15	1	555	79	0	230	12	0	167	7	0	186	17	0	230	14	0																						
Prosser		65	13	0	99	3	0	23	0	0	24	1	0	55	0	0	50	3	0																						
Roosevelt		4	0	0							1	0	0	2	0	0	1	1	0																						
Stevenson		96	5	0	68	5	0	37	0	0	32	2	1	40	1	0	47	3	0																						
SNSD		260	70	0	102	3	0	80	0	0	84	6	0	103	6	0	114	9	0																						
Sunnyside		152	6	0	56	0	0	73	2	0	44	1	0	89	1	0	51	0	0																						
Toppenish		13	2	0	9	0	0	4	1	0	11	0	0	13	2	0	16	0	0																						
Troutlake		74	5	0	34	0	0	53	0	0	35	2	0	57	4	0	35	2	0																						
Wapato		80	3	0	40	1	0	38	4	1	45	3	1	37	2	0	51	8	0																						
White Salmon		12	1	0	8	0	0	2	0	0	8	1	0	22	0	0	4	0	0																						
Whiteswan		4	1	0	3	0	0	9	0	0	8	0	0	3	1	0	8	1	1																						
Whitstran		12	1	0	1	0	0	1	0	0	3	1	0	3	0	0	2	1	0																						
Willard																																									
Washington		1,524	170	1	1,470	158	0	808	29	2	732	36	2	933	58	0	900	56	1																						

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. 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	CHMC	10	1	11	2	13	0	8	0	9	0	9	0	0	0	0	0	0	0	0	0	0	0	0	
Columbia	CLMA	10	1	11	0	11	1	10	1	16	1	11	0	0	0	0	0	0	0	0	0	0	0	0	
Dallesport	DLPT	4	0	2	0	1	0	2	1	2	0	8	2	0	0	0	0	0	0	0	0	0	0	0	
Glenwood	GLWD	55	4	51	5	40	4	57	6	58	4	63	1	0	0	0	0	0	0	0	0	0	0		
Goldendale	GLDL	63	0	70	1	58	1	70	0	67	0	76	3	0	0	0	0	0	0	0	0	0	0		
Grandview	GDVV	20	0	29	0	21	0	25	0	23	1	24	0	0	0	0	0	0	0	0	0	0	0		
Granger	GRGR	14	0	18	2	19	0	16	0	9	0	6	0	0	0	0	0	0	0	0	0	0	0		
Harrah	HRRH	26	0	14	1	19	2	16	4	24	1	29	8	0	0	0	0	0	0	0	0	0	0		
Hood Canal	HDCL	5	0	6	1	6	0	7	0	7	0	10	1	0	0	0	0	0	0	0	0	0	0		
Klickitat	KLCT	7	0	6	0	12	0	11	0	14	0	13	1	0	0	0	0	0	0	0	0	0	0		
Lyle	LYLE	28	0	21	0	25	0	24	1	19	0	14	0	0	0	0	0	0	0	0	0	0	0		
Mabton	MBTN	50	0	48	0	32	0	36	0	46	0	38	1	0	0	0	0	0	0	0	0	0	0		
Mattawa	MTWA	4	0	3	0	2	0	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0		
Patterson	PASN	4	2	2	1	2	0	1	0	7	0	4	2	0	0	0	0	0	0	0	0	0	0		
Port Angeles	PTAG	188	5	157	6	130	5	161	2	177	7	196	23	0	0	0	0	0	0	0	0	0	0		
Poulsbo	PLSB	45	0	40	0	43	1	46	0	74	0	63	0	0	0	0	0	0	0	0	0	0	0		
Prosser	PRSR	2	0	3	0	2	0	0	0	3	2	0	0	0	0	0	0	0	0	0	0	0	0		
Roosevelt	RSVT	54	0	43	3	41	2	39	4	31	3	40	10	0	0	0	0	0	0	0	0	0	0		
Stevenson	STSN	155	2	152	2	77	2	135	1	113	0	120	3	0	0	0	0	0	0	0	0	0	0		
Sunnyside	SNSD	91	1	97	0	61	0	82	1	97	1	98	2	0	0	0	0	0	0	0	0	0	0		
Toppenish	TPNS	5	0	6	0	5	0	9	0	11	1	9	0	0	0	0	0	0	0	0	0	0	0		
Troutlake	TRLK	73	2	54	1	54	2	58	0	60	1	68	1	0	0	0	0	0	0	0	0	0	0		
Wapato	WPAT	51	4	45	2	43	5	66	6	53	3	62	9	0	0	0	0	0	0	0	0	0	0		
White Salmon	WHSL	11	0	14	2	13	0	4	0	14	0	6	0	0	0	0	0	0	0	0	0	0	0		
WhiteSwan	WHSW	7	1	3	0	8	0	5	0	7	0	7	0	0	0	0	0	0	0	0	0	0	0		
Whitstran	WHTS	1	0	1	0	0	0	4	1	2	0	1	0	0	0	0	0	0	0	0	0	0	0		
Willard	WLRD	983	23	907	29	738	25	895	28	944	25	975	67	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 Telephones Company of the Northwest d.b.a. EMBARQ
 COMPANY NAME
 2006

Exchange	CLLI	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec	
		Total Rpts	Trib /100 Lines	Total Rpts	Trib /100 Lines	Total Rpts	Trib /100 Lines	Total Rpts	Trib /100 Lines	Total Rpts	Trib /100 Lines	Total Rpts	Trib /100 Lines	Total Rpts	Trib /100 Lines	Total Rpts	Trib /100 Lines	Total Rpts	Trib /100 Lines	Total Rpts	Trib /100 Lines	Total Rpts	Trib /100 Lines	Total Rpts	Trib /100 Lines
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	36	1,062 3.39	0.00	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	159 0.00	0	159 0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Dallsport	DLPT	24	813 2.95	11	825 1.33	11	824 1.33	18	825 2.18	12	826 1.45	14	822 1.70	0.00	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 4.64	29	366 7.92	6	369 1.63	11	368 2.99	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Goulddale	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	42	4,891 0.86	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Grandview	GDVW	89	5,123 1.74	68	5,129 1.33	25	5,111 0.47	36	5,110 0.70	51	5,073 1.01	62	5,086 1.22	0.00	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 0.74	8	1,438 0.56	20	1,434 1.39	15	1,429 1.05	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Harrish	HRRH	24	1,070 2.24	21	1,068 1.97	8	1,040 0.77	12	1,044 1.15	19	1,035 1.84	10	1,023 0.98	0.00	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	44	2,613 1.68	49	2,607 1.88	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Klickitat	KCLT	12	343 3.50	2	345 0.58	8	352 2.27	1	357 0.28	5	360 1.39	5	363 1.38	0.00	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	3	978 0.31	8	981 0.82	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Mablon	MBTN	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	19	1,442 1.32	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Mattawa	MTWA	39	2,452 1.59	26	2,454 1.06	42	2,507 1.68	32	2,516 1.27	70	2,511 2.79	53	2,500 2.12	0.00	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	3	410 0.73	0	410 0.00	0.00	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	296 5.41	7	294 2.38	8	292 2.74	7	292 2.40	0.00	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	186	40,620 0.46	247	40,509 0.61	0.00	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	4,868 0.47	24	4,857 0.49	55	4,861 1.13	54	4,831 1.12	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Rossvell	RSVT	4	202 1.88	0	201 0.00	0	199 0.00	1	197 0.51	2	197 1.02	1	194 0.52	0.00	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	40	4,413 0.91	53	4,405 1.20	0.00	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	10,483 0.97	80	10,463 0.76	84	10,479 0.80	103	10,417 0.99	124	10,355 1.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Toppenish	TPNS	152	7,935 1.82	56	7,945 0.70	73	7,930 0.92	44	7,919 0.56	89	7,897 1.13	60	7,868 0.76	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Troutdale	TRLK	13	711 1.83	9	711 1.27	4	717 0.56	11	717 1.53	13	722 1.80	16	722 2.22	0.00	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	57	3,885 1.47	43	3,862 1.11	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
White Salmon	WHSL	80	4,727 1.69	40	4,716 0.85	38	4,757 0.80	45	4,752 0.95	37	4,695 0.79	56	4,674 1.20	0.00	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	22	722 3.05	5	725 0.89	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Whitstran	WHTS	4	642 0.62	3	643 0.47	9	640 1.41	8	635 1.26	3	634 0.47	9	631 1.43	0.00	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	3	326 0.92	3	325 0.92	0.00	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	933	102,828 0.91	1,002	102,537 0.98	0	0	0	0	0	0	0	0	0	0	0	0

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

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	PKSB	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	54,210	1 100.0																								
Summerville	SNSD	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	134,783	10 100.0																								
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	188,993	11 100.0																								

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
						May-06			Objective met
						Jun-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	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
Chimacum	O-HMC	9	9	0	0	60	59	1	0	10	10	0	0	15	15	0	0	5	5	0	0	12	11	1	2
Columbia	CLMA	19	17	2	0	9	9	0	0	6	6	0	0	15	15	0	0	8	8	0	0	9	9	0	0
Dallesport	DLPT	13	13	0	0	3	3	0	0	16	16	0	1	29	29	0	0	6	6	0	0	11	10	1	0
Glenwood	GLWD	56	56	0	0	111	111	0	0	28	28	0	0	27	27	0	0	38	34	4	4	34	34	0	0
Goidendale	GLDL	73	73	0	0	59	59	0	0	15	15	0	0	31	31	0	0	36	36	0	0	38	38	0	0
Grandview	GDVW	21	21	0	0	29	29	0	0	20	20	0	0	6	6	0	0	12	12	0	0	10	10	0	0
Granger	GRGR	14	14	0	0	15	15	0	0	4	4	0	0	11	11	0	0	17	17	0	0	10	10	0	0
Harrah	HRRH	43	41	2	0	88	81	7	0	22	22	0	1	27	27	0	0	25	24	1	1	27	27	0	0
Hood Canal	HDCL	11	11	0	0	2	2	0	0	8	8	0	0	1	1	0	0	4	4	0	0	3	3	0	0
Klickitat	KLCT	8	8	0	0	6	6	0	0	4	4	0	0	6	6	0	0	3	3	0	0	6	5	1	0
Lyle	LYLE	18	17	1	0	9	9	0	0	9	9	0	1	11	11	0	0	17	17	0	0	15	15	0	0
Mabton	MBTN	30	30	0	0	22	22	0	0	33	33	0	0	28	28	0	0	61	61	0	0	34	34	0	0
Mattawa	MTWA	7	7	0	0	1	1	0	0	3	3	0	0	0	0	0	0	3	3	0	0	4	4	0	0
Patterson	PASN	3	3	0	0	5	5	0	0	11	11	0	0	7	6	1	1	7	7	0	0	177	167	10	6
Port Angeles	PTAG	232	229	3	0	421	419	2	4	150	147	3	2	130	129	1	2	142	137	5	1	34	34	0	1
Poulsbo	PLSB	53	52	1	0	86	84	2	0	15	15	0	0	19	19	0	0	37	37	0	0	177	167	10	6
Prosser	PRSR	2	2	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1	0	0	1	1	0	0
Roosevelt	RSVT	72	71	1	1	44	44	0	0	27	27	0	0	29	28	1	1	34	34	0	0	39	39	0	0
Stevenson	STSN	207	197	10	2	81	81	0	0	61	61	0	0	68	67	1	0	80	80	0	0	91	89	2	0
Sunnyside	SNSD	120	120	0	0	48	48	0	0	54	53	1	1	37	37	0	0	77	77	0	0	39	39	0	0
Toppenish	TPNS	11	11	0	0	5	4	1	1	4	4	0	0	10	10	0	0	11	11	0	0	11	11	0	0
Troutlake	TRLK	62	62	0	0	27	27	0	0	44	44	0	0	24	23	1	2	45	45	0	0	24	24	0	0
Wapato	WPAT	63	63	0	0	25	24	1	2	33	30	3	3	28	28	0	0	26	26	0	0	39	39	0	1
White Salmon	WHSL	10	10	0	0	4	4	0	0	2	2	0	0	7	7	0	0	15	15	0	0	4	4	0	0
WhiteSwan	WHSW	2	2	0	0	3	3	0	0	8	8	0	0	5	5	0	0	2	2	0	0	3	3	0	0
Whitstran	WHTS	10	10	0	0	1	1	0	0	1	1	0	0	3	3	0	0	3	3	0	0	2	2	0	0
Willard	WLRD	1,169	1,149	20	13	1,164	1,150	14	8	588	581	7	9	575	570	5	8	715	705	10	11	677	662	15	10

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. EMBARG
 COMPANY NAME
 2006

Exchange	CLLI	Jan			Feb			Mar			Apr			May			Jun			
		Total NOOS	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS 72 Excl	
Chimacum		6	5	1	6	6	0	2	2	0	13	10	3	7	7	0	17	14	3	1
Columbia	CLMA																			
Dallesport	DLP	5	4	1	2	2	0	5	5	0	3	3	0	4	4	0	3	3	0	0
Glenwood	GLWD	21	19	2	17	17	0	16	16	0	10	10	0	13	13	0	6	4	2	0
Goldendale	GLDL	16	16	0	9	9	0	9	9	0	5	5	0	15	15	0	17	16	1	0
Grandview	GDVW	6	6	0	1	1	0	5	5	0	2	2	0	8	8	0	3	3	0	0
Granger	GRGR	10	10	0	6	6	0	4	4	0	1	1	0	2	2	0	0	0	0	0
Harrish	HRRH	21	18	3	12	12	0	7	7	0	15	14	1	19	17	2	17	12	5	2
Hood Canal	HDCL	1	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0
Klickitat	KLCT	3	1	2	8	8	0	1	1	0	2	2	0	0	0	0	1	1	0	0
Lyle	LYLE	7	7	0	5	5	0	5	5	0	0	0	0	2	2	0	3	3	0	0
Mabton	MBTN	9	9	0	4	3	1	9	9	0	4	4	0	9	9	0	9	9	0	0
Mattawa	MTWA	1	1	0	1	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0
Patterson	PASN	3	2	1	4	2	2	5	5	0	0	0	0	1	1	0	2	1	1	0
Port Angeles	PTAG	85	82	3	134	131	3	80	79	1	37	34	3	44	37	7	53	37	16	2
Poulsbo	PLSB	12	12	0	13	13	0	8	8	0	5	5	0	18	18	0	16	16	0	0
Prosser	PRSR	2	2	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0
Roosevelt	RSVT	24	23	1	24	22	2	10	10	0	3	2	1	6	4	2	8	8	0	0
Stevenson	STSN	53	52	1	21	21	0	19	19	0	16	16	0	23	23	0	23	22	1	0
Sunnyside	SNSD	32	32	0	8	8	0	19	19	0	7	7	0	12	11	1	12	12	0	0
Toppenish	TPNS	2	2	0	4	4	0	0	0	0	1	1	0	2	2	0	5	4	1	0
Troutlake	TRLK	12	12	0	7	7	0	9	9	0	11	11	0	12	12	0	11	11	0	1
Wapato	WPAT	17	17	0	15	15	0	5	5	0	17	15	2	11	10	1	12	10	2	1
White Salmon	WHSL	2	2	0	4	4	0	0	0	0	1	0	1	7	7	0	0	0	0	0
WhiteSwan	WHSW	2	2	0	0	0	0	1	1	0	3	3	0	1	1	0	5	5	0	0
Whitstran	WHTS	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Willard	WLRD																			
Washington		355	340	15	306	298	8	220	219	1	157	146	11	218	205	13	223	191	32	10

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 72 Excl = 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**

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

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

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

**WASHINGTON QUALITY OF SERVICE REPORT
SERVICE ACTIVATION DELAY**

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

EXCHANGE	GLLI	Apr-06				May-06				Jun-06				2nd Qtr 06			
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >180 Days
		Chimacum	8	0	0	100%	9	0	0	100%	9	0	0	100%	26	0	0
Columbia	1	0	0	100%	16	0	0	100%	11	0	0	100%	1	0	0	100%	
Dallesport	10	0	0	100%	2	0	0	100%	8	0	0	100%	37	0	0	100%	
Glenwood	2	0	0	100%	58	0	0	100%	63	0	0	100%	12	0	0	100%	
Goldendale	57	0	0	100%	67	0	0	100%	76	0	0	100%	178	0	0	100%	
Grandview	70	0	0	100%	23	0	0	100%	24	0	0	100%	213	0	0	100%	
Granger	25	0	0	100%	24	0	0	100%	29	0	0	100%	72	0	0	100%	
Hood Canal	16	0	0	100%	9	0	0	100%	6	0	0	100%	69	0	0	100%	
Harrah	16	0	0	100%	7	0	0	100%	10	0	0	100%	31	0	0	100%	
Klickitat	7	0	0	100%	14	0	0	100%	13	0	0	100%	24	0	0	100%	
Lyle	11	0	0	100%	19	0	0	100%	14	0	0	100%	38	0	0	100%	
Mabton	24	0	0	100%	46	0	0	100%	38	0	0	100%	57	0	0	100%	
Mattawa	36	0	0	100%	1	0	0	100%	0	0	0	0%	120	0	0	100%	
Patterson	2	0	0	100%	177	0	0	100%	196	0	0	100%	3	0	0	100%	
Poulsbo	161	0	0	100%	74	0	0	100%	63	0	0	100%	534	0	0	100%	
Prosser	46	0	0	100%	7	0	0	100%	4	0	0	100%	183	0	0	100%	
Port Angeles	1	0	0	100%	3	0	0	100%	0	0	0	0%	12	0	0	100%	
Roosevelt	0	0	0	0%	31	0	0	100%	40	0	0	100%	3	0	0	100%	
Stevenson	39	0	0	100%	113	0	0	100%	120	0	0	100%	110	0	0	100%	
Sunnyside	135	0	0	100%	97	0	0	100%	98	0	0	100%	368	0	0	100%	
Toppenish	82	0	0	100%	11	0	0	100%	9	0	0	100%	277	0	0	100%	
Troutlake	9	0	0	100%	60	0	0	100%	68	0	0	100%	29	0	0	100%	
Wapato	58	0	0	100%	53	0	0	100%	62	0	0	100%	186	0	0	100%	
White Salmon	66	0	0	100%	14	0	0	100%	6	0	0	100%	181	0	0	100%	
WhiteSwan	4	0	0	100%	7	0	0	100%	7	0	0	100%	24	0	0	100%	
Whitstran	5	0	0	100%	2	0	0	100%	1	0	0	100%	19	0	0	100%	
Willard	4	0	0	100%	895	0	0	100%	944	0	0	100%	7	0	0	100%	
Washington	895	0	0	100%	944	0	0	100%	975	0	0	100%	2814	0	0	100%	

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jan - Jun 06 (180 Day)					
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	
Chimacum	CHMC	60	0	0	0	100%	
Columbia	CLMA	1	0	0	0	100%	
Dallesport	DLPT	69	0	0	0	100%	
Glenwood	GLWD	19	0	0	0	100%	
Goldendale	GLDL	324	0	0	0	100%	
Grandview	GDVW	404	0	0	0	100%	
Granger	GRGR	142	0	0	0	100%	
Hood Canal	HDCL	128	0	0	0	100%	
Harrah	HRRH	82	0	0	0	100%	
Klickitat	KLCT	41	0	0	0	100%	
Lyle	LYLE	63	0	0	0	100%	
Mabton	MBTN	131	0	0	0	100%	
Mattawa	MTWA	250	0	0	0	100%	
Patterson	PASN	12	0	0	0	100%	
Poulsbo	PLSB	1009	0	0	0	100%	
Prosser	PRSR	311	1	0	0	100%	
Port Angeles	PTAG	20	0	0	0	100%	
Roosevelt	RSVT	10	0	0	0	100%	
Stevenson	STSN	248	0	0	0	100%	
Sunnyside	SNSD	752	0	0	0	100%	
Toppenish	TPNS	526	0	0	0	100%	
Troutlake	TRLK	45	0	0	0	100%	
Wapato	WPAT	367	0	0	0	100%	
White Salmon	WHSL	320	0	0	0	100%	
WhiteSwan	WHSW	62	0	0	0	100%	
Whitstran	WHTS	37	0	0	0	100%	
Willard	WLRD	9	0	0	0	100%	
Washington		5442	1	0	0	100%	