

Voice | Data | Internet | Wireless | Entertainment

RECEIVED
RECORDS MANAGEMENT

05 AUG 23 AM 8:35



EMBARQTM

STATE OF WASHINGTON
UTILITY AND TRANSPORTATION
COMMISSION

August 18, 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 is United Telephone Company of the Northwest d.b.a. EMBARQ "Service Quality Reports" for the month of July 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:

Harrah: Complete outage of Carrier Serving Areas (CSAs) at Brownstown Rd. and Barks Rd. occurred when a car hit a pole and took down seven hundred and fifty feet of aerial cable. A second occurrence created numerous trouble tickets when Yakima County workers destroyed two PEDS, while mowing.

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

File: WAmemo07-18.doc

Page: 1 of 1

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 | CILI | Jan | | | Feb | | | Mar | | | Apr | | | May | | | Jun | | | Jul | | | Aug | | | Sep | | | Oct | | | Nov | | | Dec | | | | | | | | | | | | | | | | | |
|--------------|------|------|------|------|----------------|------|------|------|----------------|------|------|------|----------------|------|------|------|----------------|------|------|------|----------------|------|------|------|----------------|------|------|------|----------------|------|------|------|----------------|------|------|------|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Made | Miss | Excl | Install Appnts | Made | Miss | Excl | Install Appnts | Made | Miss | Excl | Install Appnts | Made | Miss | Excl | Install Appnts | Made | Miss | Excl | Install Appnts | Made | Miss | Excl | Install Appnts | Made | Miss | Excl | Install Appnts | Made | Miss | Excl | Install Appnts | Made | Miss | Excl | | | | | | | | | | | | | | | | |
| Chimacum | | 10 | 1 | 0 | 0 | 11 | 0 | 0 | 0 | 13 | 1 | 0 | 0 | 0 | 9 | 0 | 0 | 0 | 0 | 0 | 12 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | |
| Columbia | | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | |
| Dallesport | | 10 | 0 | 0 | 11 | 0 | 0 | 0 | 11 | 0 | 0 | 0 | 0 | 16 | 1 | 0 | 0 | 0 | 0 | 0 | 11 | 1 | 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 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 8 | 0 | 0 | 4 | 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 | 0 | 40 | 0 | 0 | 0 | 58 | 0 | 0 | 0 | 0 | 0 | 0 | 63 | 2 | 0 | 55 | 1 | 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 | 0 | 21 | 0 | 0 | 0 | 67 | 1 | 0 | 0 | 0 | 0 | 0 | 76 | 3 | 0 | 64 | 1 | 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 | 0 | 21 | 0 | 0 | 0 | 23 | 0 | 0 | 0 | 0 | 0 | 0 | 24 | 0 | 0 | 17 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | |
| Harrah | | 14 | 0 | 0 | 18 | 1 | 0 | 0 | 19 | 0 | 0 | 0 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 0 | 0 | 9 | 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 | 0 | 19 | 1 | 0 | 0 | 24 | 2 | 0 | 0 | 0 | 0 | 0 | 29 | 2 | 0 | 39 | 4 | 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 | 0 | 6 | 0 | 0 | 0 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 10 | 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 | | | | | | |
| Lyle | | 7 | 0 | 0 | 6 | 0 | 0 | 0 | 12 | 0 | 0 | 0 | 14 | 1 | 0 | 0 | 0 | 0 | 0 | 13 | 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 | | | | | |
| Mabton | | 28 | 1 | 0 | 21 | 0 | 0 | 0 | 25 | 0 | 0 | 0 | 19 | 0 | 0 | 0 | 0 | 0 | 0 | 14 | 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 | | | | | |
| Mattawa | | 50 | 0 | 0 | 48 | 0 | 0 | 0 | 32 | 0 | 0 | 0 | 46 | 1 | 0 | 0 | 0 | 0 | 0 | 38 | 1 | 0 | 40 | 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 | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 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 | | | | |
| Port Angeles | | 4 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 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 | | | | |
| Poulsbo | | 188 | 6 | 0 | 157 | 3 | 0 | 0 | 130 | 6 | 0 | 0 | 177 | 3 | 0 | 0 | 0 | 0 | 0 | 196 | 9 | 0 | 163 | 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 | | | |
| Prosser | | 45 | 2 | 0 | 40 | 0 | 0 | 0 | 43 | 0 | 0 | 0 | 74 | 2 | 0 | 0 | 0 | 0 | 0 | 63 | 1 | 0 | 49 | 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 | | | |
| Roosevelt | | 2 | 1 | 0 | 3 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 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 | | |
| Stevenson | | 54 | 0 | 0 | 43 | 1 | 0 | 0 | 41 | 1 | 0 | 0 | 39 | 3 | 0 | 0 | 0 | 0 | 0 | 40 | 1 | 0 | 39 | 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 | 0 | 135 | 3 | 0 | 0 | 113 | 1 | 0 | 0 | 0 | 0 | 0 | 120 | 1 | 0 | 103 | 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 | |
| Tappanish | | 91 | 1 | 0 | 97 | 1 | 0 | 0 | 61 | 2 | 0 | 0 | 82 | 0 | 0 | 0 | 0 | 0 | 0 | 98 | 0 | 0 | 81 | 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 | | |
| Troutlake | | 5 | 0 | 0 | 6 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 1 | 0 | 6 | 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 | |
| Wapato | | 73 | 0 | 0 | 54 | 0 | 0 | 0 | 54 | 1 | 0 | 0 | 58 | 0 | 0 | 0 | 0 | 0 | 0 | 68 | 2 | 0 | 49 | 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 | |
| White Salmon | | 51 | 3 | 0 | 45 | 1 | 0 | 0 | 43 | 1 | 0 | 0 | 66 | 2 | 0 | 0 | 0 | 0 | 0 | 62 | 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 | |
| WhiteSwan | | 11 | 0 | 0 | 14 | 0 | 0 | 0 | 13 | 0 | 0 | 0 | 14 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 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 | | |
| Whitstran | | 7 | 0 | 0 | 3 | 0 | 0 | 0 | 8 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 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 | | |
| Willard | | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 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 | 0 | |
| Washington | | 983 | 27 | 0 | 907 | 17 | 0 | 0 | 738 | 16 | 0 | 0 | 895 | 20 | 0 | 0 | 0 | 0 | 0 | 975 | 27 | 0 | 840 | 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 | 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

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 | 2 | 11 | 0 | 13 | 0 | 8 | 0 | 9 | 0 | 9 | 0 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Columbia | CLMA | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Dallesport | DLPT | 10 | 0 | 11 | 0 | 11 | 0 | 10 | 1 | 16 | 1 | 11 | 0 | 11 | 0 | 11 | 0 | 11 | 0 | 11 | 0 | 11 | 0 | 11 | 0 |
| Glenwood | GLWD | 4 | 0 | 11 | 0 | 1 | 0 | 2 | 1 | 2 | 0 | 8 | 2 | 4 | 0 | 4 | 0 | 8 | 2 | 4 | 0 | 4 | 0 | 8 | 2 |
| Goldendale | GLDL | 55 | 4 | 51 | 5 | 40 | 4 | 57 | 6 | 58 | 4 | 63 | 1 | 55 | 7 | 63 | 1 | 55 | 7 | 63 | 1 | 55 | 7 | 63 | 1 |
| Grandview | GDVV | 63 | 0 | 70 | 1 | 58 | 1 | 70 | 0 | 67 | 0 | 76 | 3 | 64 | 1 | 76 | 3 | 64 | 1 | 76 | 3 | 64 | 1 | 76 | 3 |
| Granger | GRGR | 20 | 0 | 29 | 0 | 21 | 0 | 25 | 0 | 23 | 1 | 24 | 0 | 17 | 0 | 24 | 0 | 17 | 0 | 24 | 0 | 17 | 0 | 24 | 0 |
| Harrah | HRRH | 14 | 0 | 18 | 2 | 19 | 0 | 16 | 0 | 9 | 0 | 6 | 0 | 9 | 0 | 6 | 0 | 9 | 0 | 6 | 0 | 9 | 0 | 6 | 0 |
| Hood Canal | HDCL | 26 | 0 | 14 | 1 | 19 | 2 | 16 | 4 | 24 | 1 | 29 | 8 | 39 | 4 | 29 | 8 | 39 | 4 | 29 | 8 | 39 | 4 | 29 | 8 |
| Klickitat | KLCT | 5 | 0 | 6 | 1 | 6 | 0 | 7 | 0 | 7 | 0 | 10 | 1 | 9 | 1 | 10 | 1 | 9 | 1 | 10 | 1 | 9 | 1 | 10 | 1 |
| Lyle | LYLE | 7 | 0 | 6 | 0 | 12 | 0 | 11 | 0 | 14 | 0 | 13 | 1 | 11 | 1 | 13 | 1 | 11 | 1 | 13 | 1 | 11 | 1 | 13 | 1 |
| Mabton | MBTN | 28 | 0 | 21 | 0 | 25 | 0 | 24 | 1 | 19 | 0 | 14 | 0 | 16 | 0 | 14 | 0 | 16 | 0 | 14 | 0 | 16 | 0 | 14 | 0 |
| Mattawa | MTWA | 50 | 0 | 48 | 0 | 32 | 0 | 36 | 0 | 46 | 0 | 38 | 1 | 40 | 1 | 38 | 1 | 40 | 1 | 38 | 1 | 40 | 1 | 38 | 1 |
| Patterson | PASN | 4 | 0 | 3 | 0 | 2 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 0 | 0 |
| Port Angeles | PTAG | 4 | 2 | 2 | 1 | 2 | 0 | 1 | 0 | 7 | 0 | 4 | 2 | 2 | 2 | 4 | 2 | 2 | 2 | 4 | 2 | 2 | 2 | 4 | 2 |
| Poulsbo | PLSB | 188 | 5 | 157 | 6 | 130 | 5 | 161 | 2 | 177 | 7 | 196 | 23 | 163 | 7 | 196 | 23 | 163 | 7 | 196 | 23 | 163 | 7 | 196 | 23 |
| Prosser | PRSR | 45 | 0 | 40 | 0 | 43 | 1 | 46 | 0 | 74 | 0 | 63 | 0 | 49 | 0 | 63 | 0 | 49 | 0 | 63 | 0 | 49 | 0 | 63 | 0 |
| Roosevelt | RSVT | 2 | 0 | 3 | 0 | 2 | 0 | 0 | 0 | 3 | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| Stevenson | STSN | 54 | 0 | 43 | 3 | 41 | 2 | 39 | 4 | 31 | 3 | 40 | 10 | 39 | 6 | 40 | 10 | 39 | 6 | 40 | 10 | 39 | 6 | 40 | 10 |
| Sunnyside | SNSD | 155 | 2 | 152 | 2 | 77 | 2 | 135 | 1 | 113 | 0 | 120 | 3 | 103 | 1 | 120 | 3 | 103 | 1 | 120 | 3 | 103 | 1 | 120 | 3 |
| Toppenish | TPNS | 91 | 1 | 97 | 0 | 61 | 0 | 82 | 1 | 97 | 1 | 98 | 2 | 81 | 3 | 98 | 2 | 81 | 3 | 98 | 2 | 81 | 3 | 98 | 2 |
| Troutlake | TRLK | 5 | 0 | 6 | 0 | 5 | 0 | 9 | 0 | 11 | 1 | 9 | 0 | 6 | 0 | 9 | 0 | 6 | 0 | 9 | 0 | 6 | 0 | 9 | 0 |
| Wapato | WPAT | 73 | 2 | 54 | 1 | 54 | 2 | 58 | 0 | 60 | 1 | 68 | 1 | 49 | 1 | 68 | 1 | 49 | 1 | 68 | 1 | 49 | 1 | 68 | 1 |
| White Salmon | WHSL | 51 | 4 | 45 | 2 | 43 | 5 | 66 | 6 | 53 | 3 | 62 | 9 | 44 | 10 | 62 | 9 | 44 | 10 | 62 | 9 | 44 | 10 | 62 | 9 |
| WhiteSwan | WHSW | 11 | 0 | 14 | 2 | 13 | 0 | 4 | 0 | 14 | 0 | 6 | 0 | 7 | 0 | 6 | 0 | 7 | 0 | 6 | 0 | 7 | 0 | 6 | 0 |
| Whitstran | WHTS | 7 | 1 | 3 | 0 | 8 | 0 | 5 | 0 | 7 | 0 | 7 | 0 | 4 | 0 | 7 | 0 | 4 | 0 | 7 | 0 | 4 | 0 | 7 | 0 |
| Willard | WLRD | 1 | 0 | 1 | 0 | 0 | 0 | 4 | 1 | 2 | 0 | 1 | 0 | 3 | 1 | 1 | 0 | 3 | 1 | 1 | 0 | 3 | 1 | 1 | 0 |
| Washington | | 983 | 23 | 907 | 29 | 798 | 25 | 895 | 28 | 944 | 25 | 975 | 67 | 840 | 46 | 944 | 25 | 840 | 46 | 944 | 25 | 840 | 46 | 944 | 25 |

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 | C.L.L. | Jan | | Feb | | Mar | | Apr | | May | | Jun | | Jul | | Aug | | Sep | | Oct | | Nov | | Dec | |
|--------------|--------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| | | Total Rpts | Total /100 | Total Rpts | Total /100 | Total Rpts | Total /100 | Total Rpts | Total /100 | Total Rpts | Total /100 | Total Rpts | Total /100 | Total Rpts | Total /100 | Total Rpts | Total /100 | Total Rpts | Total /100 | Total Rpts | Total /100 | Total Rpts | Total /100 | Total Rpts | Total /100 |
| Chinacum | | 15 | 1,062 | 1,41 | 66 | 1,072 | 6,16 | 12 | 1,063 | 1,13 | 36 | 1,062 | 3,39 | 16 | 1,060 | 1,51 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |
| Columbia | | 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 |
| Dallasport | | 24 | 813 | 2,95 | 11 | 825 | 1,33 | 18 | 826 | 1,45 | 14 | 822 | 1,70 | 27 | 816 | 3,31 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |
| Glenwood | | 14 | 366 | 3,83 | 4 | 365 | 1,10 | 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 |
| Goldendale | | 77 | 4,878 | 1,58 | 128 | 4,896 | 2,61 | 37 | 4,903 | 0,75 | 51 | 4,891 | 0,86 | 42 | 4,891 | 0,86 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |
| Grandview | | 89 | 5,123 | 1,74 | 68 | 5,129 | 1,33 | 24 | 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 |
| Granger | | 27 | 1,422 | 1,90 | 30 | 1,433 | 2,09 | 25 | 1,438 | 0,56 | 20 | 1,434 | 1,39 | 15 | 1,429 | 0,98 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |
| Harrah | | 24 | 1,070 | 2,24 | 21 | 1,068 | 1,97 | 8 | 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 |
| Hood Canal | | 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 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |
| Klickitat | | 12 | 343 | 3,50 | 2 | 345 | 0,58 | 8 | 352 | 2,27 | 5 | 360 | 1,38 | 5 | 363 | 1,38 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |
| Lyle | | 11 | 978 | 1,12 | 14 | 975 | 1,44 | 5 | 981 | 0,51 | 8 | 978 | 0,82 | 3 | 978 | 0,31 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |
| Mabton | | 25 | 1,421 | 1,76 | 14 | 1,420 | 0,99 | 14 | 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 |
| Mattawa | | 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 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |
| Patterson | | 8 | 406 | 1,97 | 2 | 406 | 0,49 | 3 | 406 | 0,74 | 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 |
| Port Angeles | | 6 | 300 | 2,00 | 9 | 299 | 3,01 | 16 | 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 |
| Poulsbo | | 317 | 41,057 | 0,77 | 555 | 41,017 | 1,35 | 230 | 40,927 | 0,56 | 167 | 40,853 | 0,41 | 186 | 40,820 | 0,46 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |
| Prosser | | 65 | 4,874 | 1,33 | 99 | 4,865 | 2,03 | 23 | 4,858 | 0,47 | 24 | 4,857 | 0,49 | 55 | 4,831 | 1,12 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |
| Roosevelt | | 4 | 202 | 1,98 | 0 | 201 | 0,00 | 0 | 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 |
| Stevenson | | 96 | 4,457 | 2,15 | 68 | 4,465 | 1,52 | 37 | 4,479 | 0,83 | 32 | 4,479 | 0,71 | 40 | 4,413 | 0,91 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |
| Sunnyside | | 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 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |
| Toppenish | | 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 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |
| Trousdale | | 13 | 711 | 1,83 | 9 | 711 | 1,27 | 4 | 717 | 0,56 | 11 | 717 | 1,53 | 13 | 722 | 1,80 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |
| Wapato | | 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 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |
| White Salmon | | 80 | 4,727 | 1,69 | 40 | 4,716 | 0,85 | 38 | 4,752 | 0,95 | 45 | 4,752 | 0,95 | 37 | 4,695 | 0,79 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |
| Whiteswan | | 12 | 724 | 1,66 | 8 | 735 | 1,09 | 2 | 734 | 0,27 | 8 | 718 | 1,11 | 22 | 722 | 3,05 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |
| Whitstran | | 4 | 642 | 0,62 | 3 | 643 | 0,47 | 9 | 634 | 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 |
| Willard | | 12 | 327 | 3,67 | 1 | 326 | 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 |
| Washington | | 1,524 | 103,385 | 1,47 | 1,470 | 103,462 | 1,42 | 732 | 103,319 | 0,71 | 933 | 102,828 | 0,91 | 1,002 | 102,537 | 0,98 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |
| | | | | | | | | | | | | | | | | | 1,048 | 102,234 | 1,03 | 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. EMBARQ
 COMPANY NAME
 2006

| Exchange | C.L.L. | 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 | | | | | | |
| Proffice | PLSB | 5,800 | 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 | 54,304 | 0 100.0 | | | | | | | | | | | | | | | | | | | | | | |
| Sunnyside | SNSD | 147,216 | 0 100.0 | 134,722 | 2 100.0 | 145,460 | 1 100.0 | 137,076 | 1 100.0 | 144,407 | 1 100.0 | 134,783 | 10 100.0 | 126,918 | 32 100.0 | | | | | | | | | | | | | | | | | | | | | | |
| 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 | 186,993 | 11 100.0 | 181,222 | 32 100.0 | | | | | | | | | | | | | | | | | | | | | | |

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 WIRES CENTER | ORIGINATING FINAL TRUNK ID | TERMINATING WIRES 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 |
| | | | | | | Jul-06 | | | Objective met |
| | | | | | | | | | |
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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 Clr 48 | OOS Clr >48 | OOS48 Excl | Total OOS | OOS Clr 48 | OOS Clr >48 | OOS48 Excl | Total OOS | OOS Clr 48 | OOS Clr >48 | OOS48 Excl | Total OOS | OOS Clr 48 | OOS Clr >48 | OOS48 Excl | Total OOS | OOS Clr 48 | OOS Clr >48 | OOS48 Excl | | | | |
| Chimacum | | 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 | | 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 | | 19 | 17 | 2 | 0 | 9 | 9 | 0 | 0 | 6 | 6 | 0 | 0 | 15 | 15 | 0 | 0 | 8 | 8 | 0 | 0 | 9 | 9 | 0 | 0 |
| Glenwood | | 13 | 13 | 0 | 0 | 3 | 3 | 0 | 0 | 16 | 16 | 0 | 1 | 29 | 29 | 0 | 0 | 6 | 6 | 0 | 0 | 11 | 10 | 1 | 0 |
| Goldendale | | 56 | 56 | 0 | 0 | 111 | 111 | 0 | 0 | 28 | 28 | 0 | 0 | 27 | 27 | 0 | 0 | 38 | 34 | 4 | 4 | 34 | 34 | 0 | 0 |
| Grandview | | 73 | 73 | 0 | 2 | 59 | 59 | 0 | 0 | 15 | 15 | 0 | 0 | 31 | 31 | 0 | 0 | 36 | 36 | 0 | 2 | 38 | 38 | 0 | 0 |
| Granger | | 21 | 21 | 0 | 1 | 29 | 29 | 0 | 0 | 20 | 20 | 0 | 0 | 6 | 6 | 0 | 0 | 12 | 12 | 0 | 0 | 10 | 10 | 0 | 0 |
| Harrah | | 14 | 14 | 0 | 0 | 15 | 15 | 0 | 0 | 4 | 4 | 0 | 0 | 11 | 11 | 0 | 0 | 17 | 17 | 0 | 0 | 10 | 10 | 0 | 0 |
| Hood Canal | | 43 | 41 | 2 | 0 | 88 | 81 | 7 | 0 | 22 | 22 | 0 | 1 | 27 | 27 | 0 | 0 | 25 | 24 | 1 | 1 | 27 | 27 | 0 | 0 |
| Klickitat | | 11 | 11 | 0 | 0 | 2 | 2 | 0 | 0 | 8 | 8 | 0 | 0 | 1 | 1 | 0 | 0 | 4 | 4 | 0 | 0 | 3 | 3 | 0 | 0 |
| Lyle | | 8 | 8 | 0 | 0 | 6 | 6 | 0 | 0 | 4 | 4 | 0 | 0 | 6 | 6 | 0 | 0 | 3 | 3 | 0 | 0 | 6 | 5 | 1 | 0 |
| Mabton | | 18 | 17 | 1 | 1 | 9 | 9 | 0 | 0 | 9 | 9 | 0 | 1 | 11 | 11 | 0 | 0 | 17 | 17 | 0 | 0 | 15 | 15 | 0 | 0 |
| Mattawa | | 30 | 30 | 0 | 0 | 22 | 22 | 0 | 0 | 33 | 33 | 0 | 0 | 28 | 28 | 0 | 0 | 61 | 61 | 0 | 0 | 34 | 34 | 0 | 0 |
| Patterson | | 7 | 7 | 0 | 0 | 1 | 1 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 |
| Port Angeles | | 3 | 3 | 0 | 0 | 5 | 5 | 0 | 0 | 11 | 11 | 0 | 0 | 7 | 6 | 1 | 1 | 7 | 7 | 0 | 0 | 4 | 4 | 0 | 0 |
| Poulsbo | | 232 | 229 | 3 | 4 | 421 | 419 | 2 | 4 | 150 | 147 | 3 | 2 | 130 | 129 | 1 | 2 | 142 | 137 | 5 | 1 | 177 | 167 | 10 | 6 |
| Prosser | | 53 | 52 | 1 | 0 | 86 | 84 | 2 | 0 | 15 | 15 | 0 | 0 | 19 | 19 | 0 | 1 | 37 | 37 | 0 | 1 | 34 | 34 | 0 | 1 |
| Roosevelt | | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 |
| Stevenson | | 72 | 71 | 1 | 1 | 44 | 44 | 0 | 1 | 27 | 27 | 0 | 0 | 29 | 28 | 1 | 1 | 34 | 34 | 0 | 0 | 39 | 39 | 0 | 0 |
| Sunnyside | | 207 | 197 | 10 | 2 | 81 | 81 | 0 | 0 | 61 | 61 | 0 | 0 | 68 | 67 | 1 | 0 | 80 | 80 | 0 | 0 | 91 | 89 | 2 | 0 |
| Toppenish | | 120 | 120 | 0 | 2 | 48 | 48 | 0 | 0 | 54 | 53 | 1 | 1 | 37 | 37 | 0 | 0 | 77 | 77 | 0 | 0 | 39 | 39 | 0 | 0 |
| Troutlake | | 11 | 11 | 0 | 0 | 5 | 4 | 1 | 1 | 4 | 4 | 0 | 0 | 10 | 10 | 0 | 0 | 11 | 11 | 0 | 0 | 11 | 11 | 0 | 0 |
| Wapato | | 62 | 62 | 0 | 0 | 27 | 27 | 0 | 0 | 44 | 44 | 0 | 0 | 24 | 23 | 1 | 2 | 45 | 45 | 0 | 0 | 24 | 24 | 0 | 0 |
| White Salmon | | 63 | 63 | 0 | 0 | 25 | 24 | 1 | 2 | 33 | 30 | 3 | 3 | 28 | 28 | 0 | 0 | 26 | 26 | 0 | 1 | 39 | 39 | 0 | 1 |
| Whiteswan | | 10 | 10 | 0 | 0 | 4 | 4 | 0 | 0 | 2 | 2 | 0 | 0 | 7 | 7 | 0 | 0 | 15 | 15 | 0 | 0 | 4 | 4 | 0 | 0 |
| Whitsran | | 2 | 2 | 0 | 0 | 3 | 3 | 0 | 0 | 8 | 8 | 0 | 0 | 5 | 5 | 0 | 0 | 2 | 2 | 0 | 0 | 3 | 3 | 0 | 0 |
| Willard | | 10 | 10 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 3 | 3 | 0 | 0 | 3 | 3 | 0 | 0 | 2 | 2 | 0 | 0 |
| Washington | | 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 Clr 48 = Total regulated out of service trouble reports cleared within 48 hours
 OOS Clr >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
Out of Service Trouble Reports Cleared Within 48 Hours

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

| Exchange | CLLI | Jul | | | Aug | | | Sep | | | Oct | | | Nov | | | Dec | | | | | |
|--------------|------|-----------|------------|-------------|------------|-----------|------------|-------------|------------|-----------|------------|-------------|------------|-----------|------------|-------------|------------|-----------|------------|-------------|------------|--|
| | | Total OOS | OOS Ctr 48 | OOS Ctr >48 | OOS48 Excl | Total OOS | OOS Ctr 48 | OOS Ctr >48 | OOS48 Excl | Total OOS | OOS Ctr 48 | OOS Ctr >48 | OOS48 Excl | Total OOS | OOS Ctr 48 | OOS Ctr >48 | OOS48 Excl | Total OOS | OOS Ctr 48 | OOS Ctr >48 | OOS48 Excl | |
| Chimacum | | 9 | 9 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Columbia | | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Dallesport | | 25 | 25 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Glenwood | | 4 | 4 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Goldendale | | 88 | 88 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Grandview | | 38 | 38 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Granger | | 22 | 21 | 1 | 1 | | | | | | | | | | | | | | | | | |
| Harrah | | 44 | 44 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Hood Canal | | 31 | 31 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Klickitat | | 1 | 1 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Lyle | | 17 | 17 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Mabton | | 3 | 3 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Mattawa | | 23 | 23 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Patterson | | 2 | 1 | 1 | 0 | | | | | | | | | | | | | | | | | |
| Port Angeles | | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Poulsbo | | 179 | 170 | 9 | 3 | | | | | | | | | | | | | | | | | |
| Prosser | | 27 | 27 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Roosevelt | | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Stevenson | | 27 | 26 | 1 | 2 | | | | | | | | | | | | | | | | | |
| Sunnyside | | 90 | 89 | 1 | 0 | | | | | | | | | | | | | | | | | |
| Toppenish | | 48 | 47 | 1 | 1 | | | | | | | | | | | | | | | | | |
| Troutlake | | 17 | 17 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Wapato | | 28 | 28 | 0 | 0 | | | | | | | | | | | | | | | | | |
| White Salmon | | 59 | 59 | 0 | 0 | | | | | | | | | | | | | | | | | |
| WhiteSwan | | 8 | 8 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Whitstran | | 5 | 5 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Willard | | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Washington | | 795 | 781 | 14 | 11 | | | | | | | | | | | | | | | | | |

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

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

Not Out of Service Trouble Reports Cleared Within 72 Hours

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

| Exchange | CLLI | Jul | | | Aug | | | Sep | | | Oct | | | Nov | | | Dec | | |
|--------------|------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|--------------|
| | | Total NOOS | NOOS Ctr 72 | NOOS Ctr >72 | Total NOOS | NOOS Ctr 72 | NOOS Ctr >72 | Total NOOS | NOOS Ctr 72 | NOOS Ctr >72 | Total NOOS | NOOS Ctr 72 | NOOS Ctr >72 | Total NOOS | NOOS Ctr 72 | NOOS Ctr >72 | Total NOOS | NOOS Ctr 72 | NOOS Ctr >72 |
| Chimacum | CHMC | 7 | 5 | 2 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Columbia | CLMA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Dallesport | DLPT | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Glenwood | GLWD | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Goldendale | GLDL | 17 | 15 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Grandview | GDWW | 11 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Granger | GRGR | 8 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Harrish | HRRH | 7 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Hood Canal | HDCL | 16 | 13 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Klickitat | KLCT | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Lyle | LYLE | 8 | 6 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Mabton | MBTN | 7 | 7 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Mattawa | MTWA | 11 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Patterson | PASN | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Port Angeles | PTAG | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Poulsbo | PLSB | 60 | 53 | 7 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Prosser | PRSR | 14 | 14 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Roosevelt | RSVT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Stevenson | STSN | 11 | 8 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Sunnyside | SNSD | 23 | 23 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Toppenish | TPNS | 10 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Troutlake | TRLK | 4 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Wapato | WPAT | 7 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| White Salmon | WHSL | 20 | 13 | 7 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| WhiteSwan | WHSW | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Whitstran | WHTS | 5 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Willard | WLRD | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Washington | | 253 | 224 | 29 | 14 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

**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 >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 | CHMC | 10 | 0 | 0 | 100% | 11 | 0 | 0 | 100% | 13 | 0 | 0 | 100% | 34 | 0 |
| Columbia | CLMA | | | | 0% | | | | 0% | | | | 0% | 0 | 0 | 0 | 0% |
| Dallesport | DLPT | 10 | 0 | 0 | 100% | 11 | 0 | 0 | 100% | 11 | 0 | 0 | 100% | 32 | 0 | 0 | 100% |
| Glenwood | GLWD | 4 | 0 | 0 | 100% | 2 | 0 | 0 | 100% | 1 | 0 | 0 | 100% | 7 | 0 | 0 | 100% |
| Goldendale | GLDL | 55 | 0 | 0 | 100% | 51 | 0 | 0 | 100% | 40 | 0 | 0 | 100% | 146 | 0 | 0 | 100% |
| Grandview | GDVW | 63 | 0 | 0 | 100% | 70 | 0 | 0 | 100% | 58 | 0 | 0 | 100% | 191 | 0 | 0 | 100% |
| Granger | GRGR | 20 | 0 | 0 | 100% | 29 | 0 | 0 | 100% | 21 | 0 | 0 | 100% | 70 | 0 | 0 | 100% |
| Hood Canal | HDCL | 26 | 0 | 0 | 100% | 14 | 0 | 0 | 100% | 19 | 0 | 0 | 100% | 59 | 0 | 0 | 100% |
| Harran | HRRH | 14 | 0 | 0 | 100% | 18 | 0 | 0 | 100% | 19 | 0 | 0 | 100% | 51 | 0 | 0 | 100% |
| Klickitat | KLCT | 5 | 0 | 0 | 100% | 6 | 0 | 0 | 100% | 6 | 0 | 0 | 100% | 17 | 0 | 0 | 100% |
| Lyle | LYLE | 7 | 0 | 0 | 100% | 6 | 0 | 0 | 100% | 12 | 0 | 0 | 100% | 25 | 0 | 0 | 100% |
| Mabton | MBTN | 28 | 0 | 0 | 100% | 21 | 0 | 0 | 100% | 25 | 0 | 0 | 100% | 74 | 0 | 0 | 100% |
| Mattawa | MTWA | 50 | 0 | 0 | 100% | 48 | 0 | 0 | 100% | 32 | 0 | 0 | 100% | 130 | 0 | 0 | 100% |
| Patterson | PASN | 4 | 0 | 0 | 100% | 3 | 0 | 0 | 100% | 2 | 0 | 0 | 100% | 9 | 0 | 0 | 100% |
| Poulsbo | PLSB | 188 | 0 | 0 | 100% | 157 | 0 | 0 | 100% | 130 | 0 | 0 | 100% | 475 | 0 | 0 | 100% |
| Prosser | PRSR | 45 | 0 | 0 | 100% | 40 | 0 | 0 | 100% | 43 | 1 | 0 | 98% | 128 | 1 | 0 | 99% |
| Port Angeles | PTAG | 4 | 0 | 0 | 100% | 2 | 0 | 0 | 100% | 2 | 0 | 0 | 100% | 8 | 0 | 0 | 100% |
| Roosevelt | RSVT | 2 | 0 | 0 | 100% | 3 | 0 | 0 | 100% | 2 | 0 | 0 | 100% | 7 | 0 | 0 | 100% |
| Stevenson | STSN | 54 | 0 | 0 | 100% | 43 | 0 | 0 | 100% | 41 | 0 | 0 | 100% | 138 | 0 | 0 | 100% |
| Sunnyside | SNSD | 155 | 0 | 0 | 100% | 152 | 0 | 0 | 100% | 77 | 0 | 0 | 100% | 384 | 0 | 0 | 100% |
| Toppenish | TPNS | 91 | 0 | 0 | 100% | 97 | 0 | 0 | 100% | 61 | 0 | 0 | 100% | 249 | 0 | 0 | 100% |
| Troutlake | TRLK | 5 | 0 | 0 | 100% | 6 | 0 | 0 | 100% | 5 | 0 | 0 | 100% | 16 | 0 | 0 | 100% |
| Wapato | WPAT | 73 | 0 | 0 | 100% | 54 | 0 | 0 | 100% | 54 | 0 | 0 | 100% | 181 | 0 | 0 | 100% |
| White Salmon | WHSL | 51 | 0 | 0 | 100% | 45 | 0 | 0 | 100% | 43 | 0 | 0 | 100% | 139 | 0 | 0 | 100% |
| WhiteSwan | WHSW | 11 | 0 | 0 | 100% | 14 | 0 | 0 | 100% | 13 | 0 | 0 | 100% | 38 | 0 | 0 | 100% |
| Whitstran | WHTS | 7 | 0 | 0 | 100% | 3 | 0 | 0 | 100% | 8 | 0 | 0 | 100% | 18 | 0 | 0 | 100% |
| Willard | WLRD | 1 | 0 | 0 | 100% | 1 | 0 | 0 | 100% | 0 | 0 | 0 | 0% | 2 | 0 | 0 | 0% |
| Washington | | 983 | 0 | 0 | 100% | 907 | 0 | 0 | 100% | 738 | 1 | 0 | 100% | 2628 | 1 | 0 | 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 Orders Cmpltd | Held >90 Days | %Held Orders >90 Days | Total Orders Cmpltd | Held >90 Days | %Held Orders >90 Days | Total Orders Cmpltd | Held >90 Days | %Held Orders >90 Days | Total Orders Cmpltd | Held >90 Days | %Held Orders >90 Days |
| | | | | | | | | | | | | | |
| Chimacum | | 8 | 0 | 100% | 9 | 0 | 100% | 9 | 0 | 100% | 26 | 0 | 100% |
| Columbia | CHMC | 1 | 0 | 100% | 16 | 0 | 100% | 11 | 0 | 100% | 1 | 0 | 100% |
| Dallesport | CLMA | 10 | 0 | 100% | 16 | 0 | 100% | 11 | 0 | 100% | 37 | 0 | 100% |
| Glenwood | DLPT | 2 | 0 | 100% | 58 | 0 | 100% | 8 | 0 | 100% | 12 | 0 | 100% |
| Goldendale | GLWD | 57 | 0 | 100% | 67 | 0 | 100% | 63 | 0 | 100% | 178 | 0 | 100% |
| Grandview | GLDL | 70 | 0 | 100% | 23 | 0 | 100% | 76 | 0 | 100% | 213 | 0 | 100% |
| Granger | GDVW | 25 | 0 | 100% | 24 | 0 | 100% | 24 | 0 | 100% | 72 | 0 | 100% |
| Hood Canal | GRGR | 16 | 0 | 100% | 24 | 0 | 100% | 29 | 0 | 100% | 69 | 0 | 100% |
| Harrah | HDCL | 16 | 0 | 100% | 9 | 0 | 100% | 6 | 0 | 100% | 31 | 0 | 100% |
| Klickitat | HRRH | 7 | 0 | 100% | 7 | 0 | 100% | 10 | 0 | 100% | 24 | 0 | 100% |
| Lyle | KLCT | 11 | 0 | 100% | 14 | 0 | 100% | 13 | 0 | 100% | 38 | 0 | 100% |
| Mabton | MBTN | 24 | 0 | 100% | 19 | 0 | 100% | 14 | 0 | 100% | 57 | 0 | 100% |
| Mattawa | MITWA | 36 | 0 | 100% | 46 | 0 | 100% | 38 | 0 | 100% | 120 | 0 | 100% |
| Patterson | PASN | 2 | 0 | 100% | 1 | 0 | 100% | 0 | 0 | 0% | 3 | 0 | 100% |
| Poulsbo | PLSB | 161 | 0 | 100% | 177 | 0 | 100% | 196 | 0 | 100% | 534 | 0 | 100% |
| Prosser | PRSR | 46 | 0 | 100% | 74 | 0 | 100% | 63 | 0 | 100% | 183 | 0 | 100% |
| Port Angeles | PTAG | 1 | 0 | 100% | 7 | 0 | 100% | 4 | 0 | 100% | 12 | 0 | 100% |
| Roosevelt | RSVT | 0 | 0 | 0% | 3 | 0 | 100% | 0 | 0 | 0% | 0 | 0 | 100% |
| Stevenson | STSN | 39 | 0 | 100% | 31 | 0 | 100% | 40 | 0 | 100% | 110 | 0 | 100% |
| Sunnyside | SNSD | 135 | 0 | 100% | 113 | 0 | 100% | 120 | 0 | 100% | 368 | 0 | 100% |
| Toppenish | TPNS | 82 | 0 | 100% | 97 | 0 | 100% | 98 | 0 | 100% | 277 | 0 | 100% |
| Troutlake | TRLK | 9 | 0 | 100% | 11 | 0 | 100% | 9 | 0 | 100% | 29 | 0 | 100% |
| Wapato | WPAT | 58 | 0 | 100% | 60 | 0 | 100% | 68 | 0 | 100% | 186 | 0 | 100% |
| White Salmon | WHSL | 66 | 0 | 100% | 53 | 0 | 100% | 62 | 0 | 100% | 181 | 0 | 100% |
| WhiteSwan | WHSW | 4 | 0 | 100% | 14 | 0 | 100% | 6 | 0 | 100% | 24 | 0 | 100% |
| Whitstran | WHTS | 5 | 0 | 100% | 7 | 0 | 100% | 7 | 0 | 100% | 19 | 0 | 100% |
| Willard | WLRD | 4 | 0 | 100% | 2 | 0 | 100% | 1 | 0 | 100% | 7 | 0 | 100% |
| Washington | | 895 | 0 | 100% | 944 | 0 | 100% | 975 | 0 | 100% | 2814 | 0 | 100% |

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

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

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

| EXCHANGE | CLLI | Jul-06 | | | Aug-06 | | | Sep-06 | | | 3rd Qtr 06 | | |
|--------------|------|---------------------|---------------|-----------------------|---------------------|---------------|-----------------------|---------------------|---------------|-----------------------|---------------------|---------------|-----------------------|
| | | Total Orders Cmpltd | Held >90 Days | %Held Orders >90 Days | Total Orders Cmpltd | Held >90 Days | %Held Orders >90 Days | Total Orders Cmpltd | Held >90 Days | %Held Orders >90 Days | Total Orders Cmpltd | Held >90 Days | %Held Orders >90 Days |
| Chimacum | CHMC | 12 | 0 | 100% | | | | | | | | | |
| Columbia | CLMA | | 0 | 0% | | | | | | | | | |
| Dallesport | DLPT | 11 | 0 | 100% | | | | | | | | | |
| Glenwood | GLWD | 4 | 0 | 100% | | | | | | | | | |
| Goldendale | GLDL | 55 | 0 | 100% | | | | | | | | | |
| Grandview | GDRV | 64 | 0 | 100% | | | | | | | | | |
| Granger | GRGR | 17 | 0 | 100% | | | | | | | | | |
| Hood Canal | HDCL | 39 | 0 | 100% | | | | | | | | | |
| Harrah | HRRH | 9 | 0 | 100% | | | | | | | | | |
| Klickitat | KLCT | 9 | 0 | 100% | | | | | | | | | |
| Lyle | LYLE | 11 | 0 | 100% | | | | | | | | | |
| Mabton | MBTN | 16 | 0 | 100% | | | | | | | | | |
| Mattawa | MTWA | 40 | 0 | 100% | | | | | | | | | |
| Patterson | PASN | 2 | 0 | 100% | | | | | | | | | |
| Poulsbo | PLSB | 163 | 0 | 100% | | | | | | | | | |
| Prosser | PRSR | 49 | 0 | 100% | | | | | | | | | |
| Port Angeles | PTAG | 2 | 0 | 100% | | | | | | | | | |
| Roosevelt | RSVT | 1 | 0 | 100% | | | | | | | | | |
| Stevenson | STSN | 39 | 0 | 100% | | | | | | | | | |
| Sunnyside | SNSD | 103 | 0 | 100% | | | | | | | | | |
| Toppenish | TPNS | 81 | 0 | 100% | | | | | | | | | |
| Troutlake | TRLK | 6 | 0 | 100% | | | | | | | | | |
| Wapato | WPAT | 49 | 0 | 100% | | | | | | | | | |
| White Salmon | WHSW | 44 | 0 | 100% | | | | | | | | | |
| WhiteSwan | WHSW | 7 | 0 | 100% | | | | | | | | | |
| Whitstran | WHTS | 4 | 0 | 100% | | | | | | | | | |
| Willard | WLRD | 3 | 0 | 100% | | | | | | | | | |
| Washington | | 840 | 0 | 100% | 0 | 0 | 0% | 0 | 0 | 0% | 0 | 0 | 0% |

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

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

| EXCHANGE | CLLI | Jul - Dec 06 (180 Day) | | | | %Held Orders >180 Days | %Held Orders >90 Days | %Held Orders >180 Days |
|--------------|------|---------------------------|---------------------|----------------------|-----------------------------|---------------------------------|-----------------------------|------------------------------|
| | | Total Orders Cmpltd | Held >80 Days | Held >180 Days | %Held Orders >90 Days | | | |
| Chimacum | CHMC | 12 | 0 | 0 | 100% | 100% | 100% | |
| Columbia | CLMA | 0 | 0 | 0 | 0% | 0% | 0% | |
| Dallesport | DLPT | 11 | 0 | 0 | 100% | 100% | 100% | |
| Glenwood | GLWD | 4 | 0 | 0 | 100% | 100% | 100% | |
| Goldendale | GLDL | 55 | 0 | 0 | 100% | 100% | 100% | |
| Grandview | GDVW | 64 | 0 | 0 | 100% | 100% | 100% | |
| Granger | GRGR | 17 | 0 | 0 | 100% | 100% | 100% | |
| Hood Canal | HDCL | 39 | 0 | 0 | 100% | 100% | 100% | |
| Harrah | HRRH | 9 | 0 | 0 | 100% | 100% | 100% | |
| Klickitat | KLCT | 9 | 0 | 0 | 100% | 100% | 100% | |
| Lyle | LYLE | 11 | 0 | 0 | 100% | 100% | 100% | |
| Mabton | MBTN | 16 | 0 | 0 | 100% | 100% | 100% | |
| Mattawa | MTWA | 40 | 0 | 0 | 100% | 100% | 100% | |
| Patterson | PASN | 2 | 0 | 0 | 100% | 100% | 100% | |
| Poulsbo | PLSB | 163 | 0 | 0 | 100% | 100% | 100% | |
| Prosser | PRSR | 49 | 0 | 0 | 100% | 100% | 100% | |
| Port Angeles | PTAG | 2 | 0 | 0 | 100% | 100% | 100% | |
| Roosevelt | RSVT | 1 | 0 | 0 | 100% | 100% | 100% | |
| Stevenson | STSN | 39 | 0 | 0 | 100% | 100% | 100% | |
| Sunnyside | SNSD | 103 | 0 | 0 | 100% | 100% | 100% | |
| Toppenish | TPNS | 81 | 0 | 0 | 100% | 100% | 100% | |
| Troutlake | TRLK | 6 | 0 | 0 | 100% | 100% | 100% | |
| Wapato | WPAT | 49 | 0 | 0 | 100% | 100% | 100% | |
| White Salmon | WHSL | 44 | 0 | 0 | 100% | 100% | 100% | |
| WhiteSwan | WHSW | 7 | 0 | 0 | 100% | 100% | 100% | |
| Whitstran | WHTS | 4 | 0 | 0 | 100% | 100% | 100% | |
| Willard | WLRD | 3 | 0 | 0 | 100% | 100% | 100% | |
| Washington | | 840 | 0 | 0 | 100% | 100% | 100% | |