

Voice | Data | Internet | Wireless | Entertainment

RECEIVED
GOVERNMENT AFFAIRS DOCKET

00 OCT 31 AM 9:53

RECEIVED
GOVERNMENT AFFAIRS DOCKET
OCT 24 2006



October 24, 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 September 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:

Trout Lake (TRLK) was an exception last month due to span line failures when an OC48 fiber ring transport card failed and traffic transferred only to the receive side. Repair was made in the Central Office.

Wapato (WPAT) Failure of a central processing unit (CPU) card in the local channel bank which feeds all the Wapato AFC pair gains was the cause of an exceptionally high number of trouble reports. One hundred of the 177 trouble reports in Wapato were a direct result of the failed CPU card.

Chimacum (CHMC) The extremely high number of trouble reports taken for Chimacum was due to a vehicle accident which ran over a fiber pedestal. The pedestal has been replaced.

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

Sincerely,

Becky Sandercock
Government Affairs Docket Manager

File: WAmemo09-30.doc

Page: 1 of 2

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	C.L.L.	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			
Chinacum	CHMC	10	1	0	11	0	0	13	1	0	8	0	0	9	0	0	9	1	0	12	1	0	11	0	0	11	0	0	11	0	0	0	0	0	0		
Columbia	CLMA	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Dallesport	DLPT	10	0	0	11	0	0	11	0	0	10	0	0	16	1	0	11	1	0	11	1	0	7	0	0	7	0	0	7	0	0	0	0	0			
Glenwood	GLWD	4	0	0	2	0	0	1	0	0	2	0	0	2	0	0	8	0	0	4	0	0	9	0	0	9	0	0	3	0	0	0	0	0			
Goldendale	GLDL	55	3	0	51	0	0	40	0	0	57	2	0	58	0	0	63	2	0	55	1	0	60	3	0	74	4	0	74	4	0	0	0	0			
Grandview	GRVW	63	1	0	70	0	0	58	2	0	70	0	0	67	1	0	76	3	0	64	1	0	78	1	0	80	1	0	80	1	0	0	0	0			
Granger	GRGR	20	0	0	29	1	0	21	0	0	25	0	0	23	0	0	24	0	0	17	1	0	21	0	0	33	0	0	33	0	0	0	0	0			
Harrah	HRRH	14	0	0	18	1	0	19	0	0	16	0	0	9	0	0	6	0	0	9	0	0	13	0	0	21	0	0	21	0	0	0	0	0			
Hood Canal	HDCL	26	0	0	14	0	0	19	1	0	16	0	0	24	2	0	29	2	0	39	4	0	23	2	0	19	0	0	19	0	0	0	0	0			
Klickitat	KLCT	5	0	0	6	0	0	6	0	0	7	0	0	7	0	0	10	0	0	9	0	0	6	0	0	6	0	0	4	0	0	0	0	0			
Lyle	LYLE	7	0	0	1	0	0	12	0	0	11	0	0	14	1	0	13	0	0	11	0	0	6	0	0	8	0	0	8	0	0	0	0	0			
Mabton	MTNA	28	1	0	21	0	0	25	0	0	24	0	0	19	1	0	14	0	0	16	0	0	18	0	0	18	0	0	18	0	0	0	0	0			
Mattawa	MATWA	50	0	0	48	0	0	32	0	0	36	1	0	46	1	0	38	1	0	40	0	0	37	0	0	40	1	0	40	1	0	0	0	0			
Paterson	PASN	4	0	0	3	0	0	2	0	0	2	0	0	1	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Port Angeles	PTAG	4	0	0	2	0	0	2	0	0	1	0	0	7	0	0	4	0	0	2	0	0	7	0	0	2	0	0	2	0	0	0	0	0	0		
Poulsbo	PLSB	188	6	0	157	3	0	130	6	0	161	6	0	177	3	0	196	9	0	163	5	0	169	2	0	170	5	0	170	5	0	0	0	0			
Prosser	PRSR	45	2	0	40	0	0	43	0	0	46	1	0	74	2	0	63	1	0	49	1	0	48	0	0	48	0	0	48	0	0	0	0	0			
Foosevelt	RSVT	2	0	0	3	0	0	2	0	0	0	0	0	3	1	0	0	0	1	0	0	0	0	0	0	2	0	0	2	0	0	0	0	0			
Stevenson	STSN	54	0	0	43	1	0	41	1	0	39	3	0	31	1	0	40	1	0	39	0	0	55	4	0	45	1	0	45	1	0	0	0	0			
Sunnyside	SMSD	155	8	0	152	8	0	77	1	0	155	3	0	113	1	0	120	1	0	103	0	0	158	5	0	155	3	0	155	3	0	0	0	0			
Toppenish	TPNS	91	1	0	97	1	0	61	2	0	82	0	0	97	1	0	98	0	0	81	0	0	93	2	0	81	1	0	81	1	0	0	0	0			
Troulaka	TRLK	5	0	0	6	0	0	5	0	0	9	0	0	11	0	0	9	1	0	6	1	0	8	0	0	4	0	0	4	0	0	0	0	0			
Wapato	WPAT	73	0	0	54	0	0	54	1	0	58	1	0	60	0	0	68	2	0	49	2	0	58	1	0	69	1	0	69	1	0	0	0	0			
White Salmon	WHSL	51	3	0	45	1	0	43	1	0	66	2	0	53	1	0	62	0	0	44	1	0	47	0	0	54	1	0	54	1	0	0	0	0			
Whitesman	WHMS	11	0	0	14	0	0	13	0	0	4	0	0	14	0	0	7	0	0	7	0	0	8	0	0	12	0	0	12	0	0	0	0	0			
Whitman	WHMS	7	0	0	3	0	0	8	0	0	5	0	0	14	0	0	6	0	0	4	1	0	6	0	0	4	1	0	4	1	0	0	0	0			
Willard	WLRD	1	0	0	1	0	0	0	0	0	4	0	0	2	0	0	1	0	0	3	0	0	1	0	0	3	0	0	3	0	0	0	0	0			
Washington		983	27	0	907	17	0	738	16	0	895	20	0	944	16	0	975	27	0	840	20	0	947	22	0	967	18	0	967	18	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	CILL	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			
Chinacum	CHMC	15	2	0	66	13	0	12	1	0	28	1	0	12	0	0	29	5	0	16	1	1	17	1	0	120	3	0									
Columbia	CLMA	24	7	0	11	0	0	11	1	0	18	2	0	6	1	0	12	1	0	27	1	0	10	0	0	10	1	0									
Dallesport	DLPT	14	1	0	4	1	0	17	1	0	29	0	0	6	0	0	11	0	0	5	0	0	11	2	0	3	0	0									
Glenwood	GLWD	77	5	0	128	6	0	44	1	0	37	4	0	51	1	0	40	0	0	105	0	0	55	1	0	28	1	0									
Goldendale	GLDL	89	12	0	68	1	0	24	3	0	36	0	0	51	3	0	55	5	0	49	4	0	35	5	0	43	1	0									
Grandview	GDVW	27	7	0	30	3	0	8	0	0	8	0	0	20	0	0	13	0	0	30	0	0	9	0	0	14	0	0									
Granger	GRGR	24	0	0	21	1	0	8	0	0	12	0	0	19	1	0	10	0	0	51	0	0	13	0	0	12	0	0									
Harran	HRRH	64	7	0	100	36	0	29	2	0	42	1	0	44	1	0	44	2	0	47	6	0	45	6	0	32	2	0									
Hood Canal	HDCL	12	0	0	2	1	0	8	0	0	1	0	0	5	1	0	3	0	0	3	0	0	14	3	0	5	1	0									
Klickitat	KLCT	11	2	0	14	0	0	5	0	0	8	2	0	8	0	0	7	1	0	25	0	0	26	1	0	16	1	0									
Lyle	LYLE	25	3	0	14	1	0	14	1	0	11	1	0	19	0	0	18	0	0	10	0	0	14	3	0	13	1	0									
Madon	MBTN	39	1	0	26	1	0	42	0	0	32	1	0	70	16	0	43	0	0	34	0	0	31	8	0	18	0	0									
Mattawa	MTWA	8	1	0	9	3	0	3	0	0	1	0	0	3	1	0	6	0	0	3	2	0	7	1	0	2	0	0									
Patterson	PASN	6	0	0	2	0	0	3	0	0	7	0	0	8	0	0	50	3	0	41	1	0	1	0	0	86	21	0									
Port Angeles	PRAG	317	15	1	555	79	0	16	1	1	167	7	0	186	17	0	230	14	0	239	20	2	292	12	0	163	11	0									
Poulsbo	PLSB	65	13	0	99	3	0	23	0	0	24	1	0	55	2	0	50	3	0	41	1	0	31	3	0	86	21	0									
Prosser	PRSR	4	0	0	0	0	0	0	0	0	1	0	0	2	0	0	1	1	0	1	0	0	1	0	0	0	0										
Foosevelt	RSVT	96	5	0	68	5	0	37	0	0	32	2	1	40	1	0	47	3	0	38	1	0	47	5	0	63	2	0									
Slemons	STSN	260	70	0	102	3	0	80	0	0	84	6	0	103	6	0	114	9	0	113	8	0	115	5	0	54	2	0									
Summyside	SMSD	152	6	0	56	0	0	73	2	0	44	1	0	89	1	0	51	0	0	58	1	0	62	3	0	75	4	0									
Toppish	TPNS	13	2	0	9	0	0	4	1	0	11	0	0	13	2	0	16	0	0	21	2	0	8	0	0	40	0	0									
Troulake	TRAK	74	5	0	34	0	0	53	0	0	35	2	0	57	4	0	35	2	0	35	0	0	69	7	0	177	5	0									
Wapato	WPAT	80	3	0	40	1	0	38	4	1	45	3	1	37	2	0	51	8	0	79	7	0	32	4	0	74	2	0									
White Salmon	WHSL	12	1	0	8	0	0	2	0	0	8	1	0	22	0	0	4	0	0	8	1	0	7	0	0	4	0										
Whiteswan	WHSW	4	1	0	3	0	0	9	0	0	8	0	0	3	0	0	8	1	0	10	1	0	11	3	0	2	0	0									
Whitman	WHTS	12	1	0	8	0	0	9	0	0	8	1	0	3	0	0	4	0	0	8	1	0	11	0	0	4	0	0									
Willard	WLRD	12	1	0	1	0	0	1	0	0	3	1	0	3	1	0	2	1	0	0	0	0	1	0	0	2	0	0									
Washington		1,524	170	1	1,470	158	0	808	29	2	732	36	2	933	58	0	900	56	1	1,048	56	3	958	62	0	1,067	59	0									

Made = Total repair appointments scheduled for regulated customers
Miss = Total repair appointments missed for regulated customers
Exclude = Force majeure, work stoppage exclusion code currently not available; manual exclude if apply.

Note: Prior to August 2006 results, the Exclude column included "Customer Request Delay" trouble tickets. However, this total was not excluded from the other measures.

WASHINGTON QUALITY OF SERVICE REPORT
SERVICE ACTIVATION

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

Exchange	CLLI	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec	
		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	12	0	11	1	11	1	0	0	0	0	0	
Columbia	CLMA							1	0																
Dallesport	DLPT	10	1	11	0	11	1	10	1	16	1	11	0	11	0	7	0	7	0	7	0	0	0	0	
Glenwood	GLWD	4	0	2	0	1	0	2	1	2	0	8	2	4	0	9	0	3	0	3	0	0	0	0	
Goldendale	GLDL	55	4	51	5	40	4	57	6	58	4	63	1	55	7	60	5	74	4	80	4	0	0	0	
Grandview	GDVW	63	0	70	1	58	1	70	0	67	0	76	3	64	1	78	2	80	4	33	0	0	0	0	
Granger	GRGR	20	0	29	0	21	0	25	0	23	1	24	0	17	0	21	0	21	0	33	0	0	0	0	
Harrish	HRRH	14	0	18	2	19	0	16	0	9	0	6	0	9	0	13	0	21	0	21	0	0	0	0	
Hood Canal	HDCL	26	0	14	1	19	2	16	4	24	1	29	8	39	4	23	1	19	1	19	1	0	0	0	
Klickitat	KLCT	5	0	6	1	6	0	7	0	7	0	10	1	9	1	6	0	4	0	4	0	0	0	0	
Lyle	LYLE	7	0	6	0	12	0	11	0	14	0	13	1	11	1	6	0	8	1	8	1	0	0	0	
Mabton	MBTN	28	0	21	0	25	0	24	1	19	0	14	0	16	0	18	2	18	0	18	0	1	1	0	
Mattawa	MTWA	50	0	48	0	32	0	36	0	46	0	38	1	40	1	37	0	40	1	40	1	0	0	0	
Port Angeles	PASN	4	0	3	0	2	0	2	0	1	0	0	0	2	0	0	0	0	0	0	0	0	0	0	
Port Angeles	PTAG	4	2	2	1	2	0	1	0	7	0	4	2	2	2	7	0	2	0	2	0	0	0	0	
Poulsbo	PLSB	188	5	157	6	130	5	161	5	177	7	196	23	163	7	169	9	170	3	170	3	0	0	0	
Prosser	PRSR	45	0	40	0	43	1	46	0	74	0	63	0	49	0	48	0	48	0	48	0	0	0	0	
Roosevelt	RSVT	2	0	3	0	2	0	0	0	3	2	0	0	1	0	0	0	2	0	2	0	0	0	0	
Stevenson	STSN	54	0	43	0	41	0	39	0	31	3	40	10	39	6	55	2	45	1	45	1	0	0	0	
Sunnyside	SNSD	155	2	152	2	77	2	135	4	113	0	120	3	103	3	158	2	155	3	155	3	0	0	0	
Toppenish	TPNS	91	1	97	0	61	0	82	1	97	1	98	2	81	3	93	4	81	3	81	3	0	0	0	
Troutlake	TRLK	5	0	6	0	5	0	9	0	11	1	9	0	6	0	8	1	4	0	4	0	0	0	0	
Wapato	WPAT	73	2	54	1	54	2	58	0	60	1	68	1	49	1	58	2	69	2	69	2	0	0	0	
White Salmon	WHSL	51	4	45	2	43	5	66	6	53	3	62	9	44	10	47	5	54	1	54	1	0	0	0	
Whiteswan	WHSW	11	0	14	2	13	0	4	0	14	0	6	0	7	0	8	0	12	0	12	0	0	0	0	
Whitman	WHTS	7	1	3	0	8	0	5	0	7	0	7	0	4	0	6	0	4	0	4	0	0	0	0	
Willard	WLRD	1	0	1	0	0	0	4	1	2	0	1	0	3	1	1	1	3	0	3	0	0	0	0	
Washington		983	23	907	29	738	25	895	28	944	25	975	67	840	46	947	37	967	25	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. EMBARGO
 COMPANY NAME
 2006

Exchange	CULL	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec				
		Total	Thru Lines	Total	Thru Lines	Total	Thru Lines	Total	Thru Lines	Total	Thru Lines	Total	Thru Lines	Total	Thru Lines	Total	Thru Lines	Total	Thru Lines	Total	Thru Lines	Total	Thru Lines	Total	Thru Lines			
Chinacum	CHNC	15	1,062	141	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	16	1,060	1,51	17	1,058	1,61			
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	159	0,00	0	160	0,00			
Dallasport	DLPT	24	813	2,95	11	825	1,33	11	824	1,33	18	825	2,18	12	828	1,45	14	822	1,70	27	816	3,31	10	808	1,24			
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	5	362	1,38	11	366	3,01			
Goldenale	GLDL	77	4,878	1,58	128	4,896	2,61	44	4,884	0,90	37	4,803	0,75	51	4,895	1,04	42	4,891	0,86	105	4,901	2,14	55	4,895	1,12			
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	62	5,086	1,22	49	5,082	0,96	35	5,080	0,69			
Grandeur	GRGR	27	1,422	1,90	30	1,433	2,09	25	1,440	1,74	8	1,438	0,56	20	1,434	1,39	15	1,429	1,05	30	1,421	2,11	9	1,414	0,64			
Harran	HRRH	24	1,070	2,24	21	1,068	1,97	8	1,040	0,77	12	1,044	1,15	19	1,033	1,84	10	1,023	0,99	51	1,010	5,05	13	1,003	1,30			
Hood Canal	HODL	64	2,620	2,44	100	2,607	3,84	8	2,608	1,11	42	2,600	1,62	44	2,613	1,88	49	2,607	1,88	47	2,617	1,80	45	2,603	1,73			
Kicklat	KICT	12	343	3,50	2	345	0,58	5	352	2,27	1	357	0,28	3	360	0,31	5	363	1,38	25	363	0,83	14	365	3,84			
Lyle	LYLE	11	978	1,12	14	975	1,44	8	981	0,51	8	978	0,82	9	978	0,31	8	981	0,82	25	981	2,55	26	982	2,65			
Mabton	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	10	1,435	0,70	8	1,439	0,56			
Maltawa	MTWA	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	53	2,500	2,12	34	2,497	1,36	31	2,488	1,25			
Malven	MALV	8	406	1,97	2	406	0,49	3	406	0,74	1	412	0,24	3	410	0,73	0	410	0,00	3	411	0,73	1	411	0,24			
Port Angeles	PRAG	6	300	2,00	9	299	3,01	16	296	5,41	7	294	2,38	8	292	2,74	247	40,509	0,61	239	40,303	0,59	292	40,113	0,73			
Poudbo	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	54	4,891	1,12	41	4,847	0,85	31	4,811	0,64			
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	54	4,861	1,12	239	4,847	0,85	7	4,811	0,73			
Rosevelt	RSVT	4	202	1,98	0	201	0,00	0	199	0,00	1	197	0,51	2	197	1,02	1	194	0,52	0	193	0,00	1	192	0,52			
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	38	4,395	0,86	47	4,388	1,07			
Sunnyside	SNSD	260	10,454	2,49	102	10,463	0,97	80	10,463	0,76	84	10,479	0,80	103	10,417	0,99	124	10,355	1,20	88	10,311	1,10	115	10,306	1,12			
Toppenish	TPNS	152	7,933	1,32	56	7,945	0,70	73	7,930	0,92	44	7,919	0,56	89	7,897	1,13	60	7,888	0,76	58	7,856	0,74	62	7,805	0,79			
Troudale	TRLK	74	711	1,83	9	711	1,27	4	717	0,56	11	717	1,53	17	722	1,80	16	722	2,22	21	721	2,91	8	722	1,11			
Wapato	WPAT	74	3,879	1,91	34	3,889	1,87	53	3,904	1,36	35	3,897	0,90	57	3,865	1,47	43	3,862	1,11	35	3,859	0,91	69	3,825	1,80			
White Salmon	WHSL	80	4,727	1,69	40	4,716	0,85	38	4,737	0,80	45	4,752	0,95	37	4,695	0,79	56	4,674	1,20	79	4,666	1,69	32	4,668	0,69			
Whitesalon	WHWS	12	724	1,66	8	735	1,09	2	734	0,27	8	718	1,11	22	722	3,05	5	725	0,69	8	722	1,11	7	709	0,99			
Whitman	WHHTS	4	642	0,62	3	643	0,47	9	640	1,41	8	635	1,26	3	634	0,47	9	631	1,43	10	630	1,59	11	627	1,75			
Willard	WLND	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	327	0,00	1	324	0,31			
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	102,597	0,98	1,048	102,234	1,03	958	101,851	0,94	1,067	101,733	1,05

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
 2005

Exchange	Cell	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT				
Poulsbo	PLS9	5,900	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	54,985	0	100.0	49,306	1	100.0										
Summida	SMSD	147,216	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	128,918	32	100.0	134,671	3	100.0	131,329	1	100.0										
Washington		153,116	1	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	181,222	32	100.0	189,656	3	100.0	190,635	2	100.0										

FINAL TRUNK GROUP BLOCKING

(Reported when a final trunk group does not meet standard)
 Objective Service Level: EAS = 99% , Toll = 99.5%, and E9-1-1 = 99%
 (completion of all dialed calls during the average busy season busy hour without blocking)

ORIGINATING WIRE CENTER	ORIGINATING FINAL TRUNK ID	TERMINATING WIRE CENTER	TERMINATING FINAL TRUNK ID	OWNER (ACNA)	EAS/ Toll/E911	MONTH/ YEAR	BUSY HOUR	% PEAK BLOCK	ACTION TAKEN TO RELIEVE BLOCKAGE
						Jan-06			Objective met
						Feb-06			Objective met
						Mar-06			Objective met
						Apr-06			Objective met
						May-06			Objective met
						Jun-06			Objective met
						Jul-06			Objective met
						Aug-06			Objective met
						Sep-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. EMBARR
 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	12	11	1	2	
Columbia	CLMA																									
Dallesport	DLPT	19	17	2	0	9	9	0	0	6	6	0	0	15	15	0	0	8	8	0	0	9	9	0	0	
Glendon	GLWD	13	13	0	0	3	3	0	0	16	16	0	0	29	29	0	0	6	6	0	0	11	10	1	0	
Goldendale	GLDL	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	GDVW	73	73	0	0	59	59	0	0	15	15	0	0	31	31	0	0	36	36	0	0	38	38	0	0	
Granger	GRGR	21	21	0	0	29	29	0	0	20	20	0	0	6	6	0	0	12	12	0	0	10	10	0	0	
Harrish	HRRH	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	HDCL	43	41	2	0	88	81	7	0	22	22	0	0	27	27	0	0	25	24	1	0	27	27	0	0	
Klicklat	KLCT	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	LYLE	8	8	0	0	6	6	0	0	4	4	0	0	6	6	0	0	3	3	0	0	6	6	0	0	
Mabton	MBTN	18	17	1	0	9	9	0	0	9	9	0	0	11	11	0	0	17	17	0	0	15	15	0	0	
Mattawa	MTWA	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	PASN	7	7	0	0	1	1	0	0	3	3	0	0	0	0	0	0	3	3	0	0	7	7	0	0	
Port Angeles	PTAG	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	PLSB	232	229	3	0	421	419	2	0	150	147	3	0	130	129	1	0	142	137	5	1	177	167	10	6	
Prosser	PRSR	53	52	1	0	86	84	2	0	15	15	0	0	19	19	0	0	37	37	0	0	34	34	0	1	
Roosevelt	RSVT	2	2	0	0	0	0	0	0	1	1	0	0	1	1	0	0	1	1	0	0	1	1	0	0	
Stevenson	STSN	72	71	1	0	44	44	0	0	27	27	0	0	29	28	1	0	34	34	0	0	39	39	0	0	
Sunnyside	SNSD	207	197	10	0	81	81	0	0	61	61	0	0	68	67	1	0	80	80	0	0	91	89	2	0	
Toppenish	TPNS	120	120	0	0	48	48	0	0	54	53	1	0	37	37	0	0	77	77	0	0	39	39	0	0	
Troulaka	TRLK	11	11	0	0	5	4	1	0	4	4	0	0	10	10	0	0	11	11	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	24	24	0	0	
White Salmon	WHSL	63	63	0	0	25	24	1	0	33	30	3	0	28	28	0	0	26	26	0	0	39	39	0	1	
Whiteswan	WHSW	10	10	0	0	4	4	0	0	2	2	0	0	7	7	0	0	15	15	0	0	4	4	0	0	
Whitstian	WHST	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	WLFD	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	0	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 "Customer Request Delay" trouble reports, and Force majeure. Work stoppage exclusion code currently not available; manual exclude if apply.
 Note: Prior to August 2006 results, "Customer Request Delay" trouble reports were not excluded from out of service measures.

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 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	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl
Chinacum	CHMC	9	9	0	0	9	9	0	0	12	12	0	3												
Columbia	CLMA	25	25	0	0	7	7	0	0	6	6	0	0												
Dallesport	DLPT	4	4	0	0	9	9	0	0	3	3	0	0												
Glenwood	GLWD	88	88	0	0	38	37	1	0	18	18	0	0												
Goldendale	GLDL	38	38	0	0	30	28	2	0	37	37	0	0												
Grandview	GDVW	22	21	1	1	6	6	0	0	14	14	0	0												
Granger	GRGR	44	44	0	0	12	12	0	0	9	9	0	0												
Harrath	HRRH	31	31	0	0	32	32	0	0	22	22	0	0												
Hood Canal	HDCL	1	1	0	0	9	8	1	0	4	4	0	0												
Klickitat	KLCT	17	17	0	0	19	19	0	0	13	13	0	0												
Lyle	LYLE	3	3	0	0	7	7	0	0	10	10	0	0												
Mabton	MBTN	23	23	0	0	23	23	0	0	13	13	0	0												
Mattawa	MTWA	2	2	0	0	1	1	0	0	2	2	0	0												
Patterson	PASN	0	0	0	0	4	4	0	0	4	4	0	0												
Port Angeles	PTAG	179	170	9	0	234	232	2	0	132	129	3	0												
Poulsbo	PLSB	27	27	0	0	24	24	0	0	75	75	0	2												
Prosser	PRSR	27	27	0	0	1	1	0	0	2	2	0	0												
Foosevelt	FRSVT	27	26	1	1	38	38	0	0	56	56	0	0												
Stevenson	STSN	90	89	1	0	92	92	0	0	44	44	0	0												
Sunnyside	SNSD	48	47	1	1	49	48	1	0	62	61	1	0												
Toppenish	TPNS	28	28	0	0	6	6	0	0	40	40	0	0												
Troulaker	TRLK	17	17	0	0	55	55	0	0	169	168	1	0												
Wapato	WPAT	59	59	0	0	27	27	0	0	65	65	0	0												
White Salmon	WHSW	8	8	0	0	6	6	0	0	1	1	0	0												
Whiteswan	WHTS	5	5	0	0	10	10	0	0	4	4	0	0												
Whitstran	WLRD	0	0	0	0	1	1	0	0	2	2	0	0												
Washington		795	781	14	11	749	742	7	8	819	814	5	10												

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	CLLU	Jan					Feb					Mar					Apr					May					Jun				
		Total NOOS	NOOS Ctr >72	NOOS Ctr >72	NOOS 72 Excl	NOOS 72 Excl	Total NOOS	NOOS Ctr >72	NOOS Ctr >72	NOOS 72 Excl	NOOS 72 Excl	Total NOOS	NOOS Ctr >72	NOOS Ctr >72	NOOS 72 Excl	NOOS 72 Excl	Total NOOS	NOOS Ctr >72	NOOS Ctr >72	NOOS 72 Excl	NOOS 72 Excl	Total NOOS	NOOS Ctr >72	NOOS Ctr >72	NOOS 72 Excl	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	7	7	0	1	17	14	3	1		
Columbia	CLMA	5	4	1	0	2	2	0	0	5	5	0	0	3	3	0	0	4	4	0	0	4	4	0	0	3	3	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	13	13	0	1	6	4	2	0		
Goldendale	GLDL	16	16	0	0	9	9	0	0	9	9	0	0	5	5	0	0	15	15	0	0	15	15	0	0	17	16	1	0		
Grandview	GDVW	6	6	0	0	1	1	0	0	5	5	0	0	2	2	0	0	8	8	0	0	8	8	0	0	3	3	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		
Harrish	HRRH	21	18	3	3	12	12	0	0	7	7	0	0	15	14	1	1	19	17	2	0	17	17	0	0	17	12	5	2		
Hood Canal	HDCL	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1	0	0	0	0	0	0		
Klickitat	KLCT	3	1	2	0	8	8	0	0	1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	1	1	0	0	0		
Lyle	LYLE	7	7	0	0	5	5	0	0	5	5	0	0	4	4	0	0	9	9	0	0	9	9	0	0	3	3	0	0		
Mabton	MBTN	9	9	0	0	4	4	0	0	9	9	0	0	4	4	0	0	9	9	0	0	9	9	0	0	9	9	0	0		
Matlawa	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	2	1	1	0		
Patternson	PASN	3	2	1	0	4	4	0	0	5	5	0	0	3	3	0	0	4	4	0	0	4	4	0	0	9	9	0	0		
Port Angeles	PTAG	85	82	3	6	134	131	3	2	80	79	1	1	37	34	3	1	44	37	7	0	44	37	7	2	53	37	16	2		
Poulsbo	PLSB	12	12	0	0	13	13	0	1	8	8	0	0	5	5	0	0	18	18	0	0	18	18	0	0	16	16	0	0		
Prosser	PRSR	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1	0	0	8	8	0	0		
Roosevelt	RSVT	24	23	1	1	24	22	2	0	10	10	0	0	3	2	1	1	6	4	2	0	6	4	2	1	8	8	0	0		
Stevenson	STSN	53	52	1	3	21	21	0	0	19	19	0	0	16	16	0	0	23	23	0	0	23	23	0	1	23	22	1	0		
Sunnyside	SNSD	32	32	0	3	8	8	0	1	19	19	0	0	7	7	0	0	12	11	1	0	12	11	1	2	12	12	0	0		
Toppenish	TPNS	2	2	0	1	4	4	0	0	0	0	0	0	1	1	0	0	2	2	0	0	2	2	0	0	5	4	1	0		
Troutlake	TRLK	12	12	0	0	7	7	0	0	9	9	0	0	11	11	0	0	12	12	0	0	12	12	0	0	11	11	0	0		
Wapato	WPAT	17	17	0	0	15	15	0	0	5	5	0	0	1	1	0	0	11	10	1	0	11	10	1	2	12	10	2	1		
White Salmon	WHSL	2	2	0	0	4	4	0	0	0	0	0	0	1	1	0	0	7	7	0	0	7	7	0	0	5	5	0	0		
Whiteswan	WHSW	2	2	0	0	0	0	0	0	1	1	0	0	3	3	0	0	1	1	0	0	1	1	0	0	5	5	0	0		
Whitman	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	WLFD	355	340	15	19	306	298	8	7	220	219	1	5	157	146	11	11	218	205	13	8	223	191	32	10	223	191	32	10		

Total NOOS = Total regulated not out of service trouble reports.
 NOOS Ctr >72 = Total regulated not out of service trouble reports cleared within 72 hours.
 NOOS Ctr >72 = Total regulated not out of service trouble reports cleared over 72 hours.
 NOOS Exclude = Total regulated not out of service "Customer Request Delay" trouble reports, and Force majeure. Work stoppage exclusion code currently not available; manual exclude if apply.
 Note: Prior to August 2006 results, "Customer Request Delay" trouble reports were not excluded from not out of service measures.

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 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	7	5	2	3	7	7	0	1	105	104	1	0												
Columbia	CLMA	2	2	0	0	3	2	1	0	4	4	0	0												
Dallesport	DLPT	1	0	1	0	2	2	0	0	0	0	0	0												
Glenwood	GLWD	17	15	2	0	17	17	0	0	10	10	0	0												
Goldendale	GLDL	11	11	0	0	4	4	0	1	6	6	0	0												
Grandview	GDVW	8	8	0	0	3	3	0	0	0	0	0	0												
Granger	GRGR	7	7	0	0	1	1	0	0	3	3	0	0												
Harrish	HRRH	16	13	3	0	10	9	1	1	9	8	1	1												
Hood Canal	HDCL	2	2	0	0	5	5	0	0	0	0	0	0												
Klickitat	KLCT	8	6	2	1	6	6	0	0	2	2	0	1												
Lyle	LYLE	7	7	0	0	1	1	0	0	3	3	0	0												
Mabton	MBTN	11	11	0	0	8	8	0	0	5	5	0	0												
Mattawa	MTWA	1	0	1	0	0	0	0	0	0	0	0	0												
Patterson	PASN	1	1	0	0	0	0	0	0	0	0	0	0												
Port Angeles	PTAG	60	53	7	0	3	3	0	0	5	3	2	0												
Poulsbo	PLSB	14	14	0	1	57	48	9	1	28	25	3	0												
Prosser	PRSR	11	8	3	0	8	8	0	0	6	6	0	1												
Roosevelt	RSVT	23	23	0	0	22	22	0	0	10	9	1	0												
Stevenson	STSN	10	10	0	0	13	13	0	0	13	12	1	0												
Sunnyside	SNSD	4	3	1	0	2	2	0	0	0	0	0	0												
Toppenish	TPNS	7	7	0	0	12	12	1	0	8	8	0	0												
Troutlake	TRLK	20	13	7	0	5	4	1	0	1	1	0	0												
Wapato	WPAT	0	0	0	0	1	1	0	0	0	0	0	0												
White Salmon	WHSL	0	0	0	0	1	1	0	0	1	1	0	0												
WhiteSwan	WHSW	5	5	0	0	0	0	0	0	0	0	0	0												
Whitstran	WHTS	0	0	0	0	0	0	0	0	0	0	0	0												
Willard	WLRD	253	224	29	14	197	185	12	4	234	224	10	4												
Washington																									

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	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	>90	>180	Orders	>90	>180	>90	>180	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%	11	0	0	0%	0%	0	0	0	0%	0%				
Dallesport	DLPT	10	0	0	100%	100%	11	0	0	100%	100%	11	0	0	100%	100%	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%				
Harrath	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%				
Paterson	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%	8	0	0	99%	100%				
Port Angeles	PTAG	4	0	0	100%	100%	2	0	0	100%	100%	2	0	0	100%	100%	128	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	WWSL	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 Orders	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days				
		Compld					Compld					Compld					Compld								
Chimacum	CHMC	8	0	0	100%	100%	9	0	0	100%	100%	9	0	0	100%	100%	26	0	0	100%	100%				
Columbia	CLMA	1	0	0	100%	100%	16	0	0	100%	100%	11	0	0	100%	100%	1	0	0	100%	100%				
Dallesport	DLPT	10	0	0	100%	100%	2	0	0	100%	100%	8	0	0	100%	100%	37	0	0	100%	100%				
Glenwood	GLWD	2	0	0	100%	100%	58	0	0	100%	100%	63	0	0	100%	100%	12	0	0	100%	100%				
Goldendale	GLDL	57	0	0	100%	100%	67	0	0	100%	100%	76	0	0	100%	100%	178	0	0	100%	100%				
Grandview	GDVW	70	0	0	100%	100%	23	0	0	100%	100%	24	0	0	100%	100%	213	0	0	100%	100%				
Granger	GRGR	25	0	0	100%	100%	24	0	0	100%	100%	29	0	0	100%	100%	72	0	0	100%	100%				
Hood Canal	HDCL	16	0	0	100%	100%	9	0	0	100%	100%	6	0	0	100%	100%	69	0	0	100%	100%				
Harrish	HRRH	16	0	0	100%	100%	7	0	0	100%	100%	10	0	0	100%	100%	31	0	0	100%	100%				
Klickitat	KLCT	7	0	0	100%	100%	14	0	0	100%	100%	13	0	0	100%	100%	24	0	0	100%	100%				
Lyle	LYLE	11	0	0	100%	100%	19	0	0	100%	100%	14	0	0	100%	100%	38	0	0	100%	100%				
Mabton	MBTN	24	0	0	100%	100%	46	0	0	100%	100%	38	0	0	100%	100%	120	0	0	100%	100%				
Matatwa	MTWA	36	0	0	100%	100%	1	0	0	100%	100%	0	0	0	0%	0%	3	0	0	100%	100%				
Patternson	PASN	2	0	0	100%	100%	177	0	0	100%	100%	196	0	0	100%	100%	534	0	0	100%	100%				
Poulsbo	PLSB	161	0	0	100%	100%	74	0	0	100%	100%	63	0	0	100%	100%	183	0	0	100%	100%				
Prosser	PRSR	46	0	0	100%	100%	7	0	0	100%	100%	4	0	0	100%	100%	12	0	0	100%	100%				
Port Angeles	PTAG	1	0	0	100%	100%	3	0	0	100%	100%	0	0	0	0%	0%	3	0	0	100%	100%				
Roosevelt	RSVT	0	0	0	0%	0%	31	0	0	100%	100%	40	0	0	100%	100%	110	0	0	100%	100%				
Stevenson	STSN	39	0	0	100%	100%	113	0	0	100%	100%	120	0	0	100%	100%	368	0	0	100%	100%				
Sunnyside	SNSD	135	0	0	100%	100%	97	0	0	100%	100%	9	0	0	100%	100%	277	0	0	100%	100%				
Toppensish	TPNS	82	0	0	100%	100%	11	0	0	100%	100%	68	0	0	100%	100%	29	0	0	100%	100%				
Troulaker	TRLK	9	0	0	100%	100%	60	0	0	100%	100%	62	0	0	100%	100%	186	0	0	100%	100%				
Wapato	WPAT	58	0	0	100%	100%	53	0	0	100%	100%	7	0	0	100%	100%	181	0	0	100%	100%				
White Salmon	WHSL	66	0	0	100%	100%	14	0	0	100%	100%	6	0	0	100%	100%	24	0	0	100%	100%				
WhiteSwan	WHSW	4	0	0	100%	100%	7	0	0	100%	100%	1	0	0	100%	100%	19	0	0	100%	100%				
Whitstran	WHTS	5	0	0	100%	100%	2	0	0	100%	100%	0	0	0	100%	100%	7	0	0	100%	100%				
Willard	WLRD	4	0	0	100%	100%	944	0	0	100%	100%	975	0	0	100%	100%	2814	0	0	100%	100%				
Washington		895	0	0	100%	100%				100%	100%				100%	100%				100%	100%				

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

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

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CLL	Jul-06					Aug-06					Sep-06					3rd Qtr 06				
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days
Chimacum	CHMC	12	0	0	100%	100%	11	0	0	100%	100%	11	0	0	100%	100%	34	0	0	100%	0%
Columbia	CLMA				0%	0%				0%	0%				0%	0%	0	0	0	100%	0%
Dallesport	DLPT	11	0	0	100%	100%	7	0	0	100%	100%	7	0	0	100%	100%	25	0	0	100%	100%
Glennwood	GLWD	4	0	0	100%	100%	9	0	0	100%	100%	3	0	0	100%	100%	16	0	0	100%	100%
Goldendale	GLDL	55	0	0	100%	100%	60	0	0	100%	100%	74	0	0	100%	100%	189	0	0	100%	100%
Grandview	GDVW	64	0	0	100%	100%	78	0	0	100%	100%	80	0	0	100%	100%	222	0	0	100%	100%
Granger	GRGR	17	0	0	100%	100%	21	0	0	100%	100%	33	0	0	100%	100%	71	0	0	100%	100%
Hood Canal	HDCI	39	0	0	100%	100%	23	0	0	100%	100%	19	0	0	100%	100%	81	0	0	100%	100%
Harrah	HRRH	9	0	0	100%	100%	13	0	0	100%	100%	21	0	0	100%	100%	43	0	0	100%	100%
Klickitat	KLCT	9	0	0	100%	100%	6	0	0	100%	100%	4	0	0	100%	100%	19	0	0	100%	100%
Lyle	LYLE	11	0	0	100%	100%	6	0	0	100%	100%	8	0	0	100%	100%	25	0	0	100%	100%
Mabton	MBTN	16	0	0	100%	100%	18	0	0	100%	100%	18	0	0	100%	100%	52	0	0	100%	100%
Mattawa	MTWA	40	0	0	100%	100%	37	0	0	100%	100%	40	0	0	100%	100%	117	0	0	100%	100%
Paterson	PASN	2	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	2	0	0	100%	100%
Poulsbo	PLSB	163	0	0	100%	100%	169	0	0	100%	100%	170	0	0	100%	100%	502	0	0	100%	100%
Prosser	PRSR	49	0	0	100%	100%	48	0	0	100%	100%	48	0	0	100%	100%	145	0	0	100%	100%
Port Angeles	PTAG	2	0	0	100%	100%	7	0	0	100%	100%	2	0	0	100%	100%	11	0	0	100%	100%
Roosevelt	RSVT	1	0	0	100%	100%	0	0	0	0%	0%	2	0	0	100%	100%	3	0	0	100%	100%
Stevenson	STSN	39	0	0	100%	100%	55	0	0	100%	100%	45	0	0	100%	100%	139	0	0	100%	100%
Sunnyside	SNSD	103	0	0	100%	100%	158	0	0	100%	100%	155	0	0	100%	100%	416	0	0	100%	100%
Toppanish	TPNS	81	0	0	100%	100%	93	0	0	100%	100%	81	0	0	100%	100%	255	0	0	100%	100%
Troulaker	TRLK	6	0	0	100%	100%	8	0	0	100%	100%	4	0	0	100%	100%	18	0	0	100%	100%
Wapato	WPAT	49	0	0	100%	100%	58	0	0	100%	100%	69	0	0	100%	100%	176	0	0	100%	100%
White Salmon	WHSI	44	0	0	100%	100%	47	0	0	100%	100%	54	0	0	100%	100%	145	0	0	100%	100%
Whiteswan	WHSW	7	0	0	100%	100%	8	0	0	100%	100%	12	0	0	100%	100%	27	0	0	100%	100%
Whitstran	WHTS	4	0	0	100%	100%	6	0	0	100%	100%	4	0	0	100%	100%	14	0	0	100%	100%
Willard	WLRD	3	0	0	100%	100%	1	0	0	100%	100%	3	0	0	100%	100%	7	0	0	100%	100%
Washington		840	0	0	100%	100%	947	0	0	100%	100%	967	0	0	100%	100%	2754	0	0	100%	100%

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

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CILL	Jul - Dec 06 (180 Day)				
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days
Chinacum	CHMC	34	0	0	100%	100%
Columbia	CLMA	0	0	0	0%	0%
Dallesport	DLPT	25	0	0	100%	100%
Glenwood	GLWD	16	0	0	100%	100%
Goldendale	GLDL	189	0	0	100%	100%
Grandview	GDVW	222	0	0	100%	100%
Granger	GRGR	71	0	0	100%	100%
Hood Canal	HDCL	81	0	0	100%	100%
Harrah	HRRH	43	0	0	100%	100%
Klickitat	KLCT	19	0	0	100%	100%
Lyle	LYLE	25	0	0	100%	100%
Mabton	MBTN	52	0	0	100%	100%
Mattawa	MTWA	117	0	0	100%	100%
Patterson	PASN	2	0	0	100%	100%
Poulsbo	PLSB	502	0	0	100%	100%
Prosser	PRSR	145	0	0	100%	100%
Port Angeles	PTAG	11	0	0	100%	100%
Roosevelt	RSVT	3	0	0	100%	100%
Stevenson	STSN	139	0	0	100%	100%
Sunnyside	SNSD	416	0	0	100%	100%
Toppenish	TPNS	255	0	0	100%	100%
Troutlake	TRLK	18	0	0	100%	100%
Wapato	WPAT	176	0	0	100%	100%
White Salmon	WHSL	145	0	0	100%	100%
Whiteswan	WHSW	27	0	0	100%	100%
Whitstran	WHTS	14	0	0	100%	100%
Willard	WLRD	7	0	0	100%	100%
Washington		2754	0	0	100%	100%