

Voice | Data | Internet | Wireless | Entertainment



November 28, 2006

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

Re: Washington Quality of Service Report

Dear Ms. Washburn:

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

Glenwood was on the exception report due to a spanline failure because of a defective repeater. The repeater was 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 Pocket 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

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

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

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

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

EXCHANGE	CLLI	Oct-06			Nov-06			Dec-06			4th 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
		Chimacum	CHMC	16	0	0	100%	100%	0	0	0	0%	0%	16	0	0
Columbia	CLMA	1	0	0	100%	100%	0	0	0	0%	0%	1	0	0	100%	100%
Dallesport	DLPT	6	0	0	100%	100%	0	0	0	0%	0%	6	0	0	100%	100%
Glenwood	GLWD	3	0	0	100%	100%	0	0	0	0%	0%	3	0	0	100%	100%
Goldendale	GLDL	74	0	0	100%	100%	0	0	0	0%	0%	74	0	0	100%	100%
Grandview	GDVW	79	0	0	100%	100%	0	0	0	0%	0%	79	0	0	100%	100%
Granger	GRGR	35	0	0	100%	100%	0	0	0	0%	0%	35	0	0	100%	100%
Hood Canal	HDCI	22	0	0	100%	100%	0	0	0	0%	0%	22	0	0	100%	100%
Harrah	HRRH	29	0	0	100%	100%	0	0	0	0%	0%	29	0	0	100%	100%
Klickitat	KLCT	4	0	0	100%	100%	0	0	0	0%	0%	4	0	0	100%	100%
Lyle	LYLE	19	0	0	100%	100%	0	0	0	0%	0%	19	0	0	100%	100%
Mabton	MBTN	20	0	0	100%	100%	0	0	0	0%	0%	20	0	0	100%	100%
Mattawa	MTWA	39	0	0	100%	100%	0	0	0	0%	0%	39	0	0	100%	100%
Patterson	PASN	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%
Poulsbo	PLSB	129	0	0	100%	100%	0	0	0	0%	0%	129	0	0	100%	100%
Prosser	PRSR	74	0	0	100%	100%	0	0	0	0%	0%	74	0	0	100%	100%
Port Angeles	PTAG	2	0	0	100%	100%	0	0	0	0%	0%	2	0	0	100%	100%
Roosevelt	RSVT	1	0	0	100%	100%	0	0	0	0%	0%	1	0	0	100%	100%
Stevenson	STSN	49	0	0	100%	100%	0	0	0	0%	0%	49	0	0	100%	100%
Sunnyside	SNSD	155	0	0	100%	100%	0	0	0	0%	0%	155	0	0	100%	100%
Toppenish	TPNS	103	0	0	100%	100%	0	0	0	0%	0%	103	0	0	100%	100%
Troutlake	TRLK	8	0	0	100%	100%	0	0	0	0%	0%	8	0	0	100%	100%
Wapato	WPAT	78	0	0	100%	100%	0	0	0	0%	0%	78	0	0	100%	100%
White Salmon	WHSL	49	0	0	100%	100%	0	0	0	0%	0%	49	0	0	100%	100%
WhiteSwan	WHSW	7	0	0	100%	100%	0	0	0	0%	0%	7	0	0	100%	100%
Whitstran	WHTS	3	0	0	100%	100%	0	0	0	0%	0%	3	0	0	100%	100%
Willard	WLRD	2	0	0	100%	100%	0	0	0	0%	0%	2	0	0	100%	100%
Washington		1007	0	0	100%	100%	0	0	0	0%	0%	1007	0	0	100%	100%

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jul - Dec 06 (180 Day)					
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	
Chimacum	CHMC	50	0	0	0	100%	
Columbia	CLMA	1	0	0	0	100%	
Dallesport	DLPT	31	0	0	0	100%	
Glenwood	GLWD	19	0	0	0	100%	
Goldendale	GLDL	263	0	0	0	100%	
Grandview	GDVW	301	0	0	0	100%	
Granger	GRGR	106	0	0	0	100%	
Hood Canal	HDCL	103	0	0	0	100%	
Harrah	HRRH	72	0	0	0	100%	
Klickitat	KLCT	23	0	0	0	100%	
Lyle	LYLE	44	0	0	0	100%	
Mabton	MBTN	72	0	0	0	100%	
Mattawa	MTWA	156	0	0	0	100%	
Patterson	PASN	2	0	0	0	100%	
Poulsbo	PLSB	631	0	0	0	100%	
Prosser	PRSR	219	0	0	0	100%	
Port Angeles	PTAG	13	0	0	0	100%	
Roosevelt	RSVT	4	0	0	0	100%	
Stevenson	STSN	188	0	0	0	100%	
Sunnyside	SNSD	571	0	0	0	100%	
Toppenish	TPNS	358	0	0	0	100%	
Troutlake	TRLK	26	0	0	0	100%	
Wapato	WPAT	254	0	0	0	100%	
White Salmon	WHSL	194	0	0	0	100%	
WhiteSwan	WHSW	34	0	0	0	100%	
Whitstran	WHTS	17	0	0	0	100%	
Willard	WLRD	9	0	0	0	100%	
Washington		3761	0	0	0	100%	

WASHINGTON QUALITY OF SERVICE REPORT

REPAIR APPOINTMENTS

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

Exchange	CLLI	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec				
		Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl					
Chimacum	OHMC	15	2	0	66	13	0	12	0	0	28	1	0	12	0	0	29	5	0	16	1	1	17	1	0	120	3	0	18	1	0	0	0	0	0				
Columbia	CLMA	24	7	0	11	0	0	12	1	0	18	2	0	12	1	0	12	1	0	27	1	0	10	0	0	10	1	0	12	0	0	0	0	0	0				
Dallesport	DLPT	14	1	0	4	1	0	6	0	0	29	0	0	6	0	0	40	0	0	5	0	0	11	2	0	3	0	0	31	1	0	0	0	0	0				
Glenwood	GLWD	77	5	0	128	6	0	51	1	0	37	4	0	51	1	0	40	0	0	105	0	0	55	1	0	28	1	0	46	2	0	0	0	0	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	31	3	0	0	0	0	0				
Grandview	GDVW	27	7	0	30	3	0	20	0	0	8	0	0	13	0	0	13	0	0	30	0	0	9	0	0	14	0	0	28	0	0	0	0	0	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	9	1	0	0	0	0	0	0			
Herrah	HRRH	64	7	0	100	36	0	29	2	0	42	1	0	44	0	0	44	2	0	47	6	0	45	6	0	32	2	0	27	1	0	0	0	0	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	6	1	0	0	0	0	0	0			
Klickitat	KLCT	11	2	0	14	0	0	5	0	0	8	2	0	3	0	0	7	1	0	25	0	0	26	1	0	16	1	0	5	0	0	0	0	0	0	0	0		
Lyle	LYLE	25	3	0	14	1	0	14	0	0	11	1	0	19	0	0	18	0	0	10	0	0	8	3	0	13	1	0	13	0	0	0	0	0	0	0	0		
Mabton	MBTN	39	1	0	26	1	0	42	0	0	32	1	0	70	16	0	43	0	0	34	0	0	31	1	0	18	0	0	32	3	0	0	0	0	0	0	0		
Matlawa	MTWA	8	1	0	2	0	0	3	0	0	1	0	0	3	1	0	0	0	0	3	2	0	1	1	0	2	0	0	8	1	0	0	0	0	0	0	0		
Patterson	PASN	6	0	0	9	3	0	16	1	1	7	0	0	8	0	0	6	0	0	1	0	0	7	0	0	9	1	0	8	1	0	0	0	0	0	0	0	0	
Port Angeles	PTAG	317	15	1	555	79	0	230	12	0	167	7	0	186	17	0	230	14	0	239	20	2	292	12	0	163	11	0	197	13	0	0	0	0	0	0	0	0	
Poulsbo	PLSB	65	13	0	99	3	0	23	0	0	24	1	0	55	0	0	50	3	0	41	1	0	31	3	0	86	21	0	58	3	0	0	0	0	0	0	0		
Prosser	PRSR	4	0	0	0	0	0	1	0	0	1	0	0	2	0	0	1	0	0	0	0	0	1	0	0	2	0	0	2	0	0	0	0	0	0	0	0	0	
Roosevelt	RSVT	96	5	0	68	5	0	37	0	0	32	2	1	40	1	0	47	3	0	38	1	0	47	1	0	63	2	0	120	11	0	0	0	0	0	0	0	0	
Stevenson	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	79	6	0	0	0	0	0	0	0	0	
Sunnyside	SNSD	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	68	3	0	0	0	0	0	0	0	0	
Toppenish	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	5	0	0	0	0	0	0	0	0	0	
Troulakte	TRUK	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	40	3	0	0	0	0	0	0	0	0	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	42	3	0	0	0	0	0	0	0	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	2	0	0	4	1	0	0	0	0	0	0	0	0	
WhiteSwan	WHSW	4	1	0	3	0	0	9	0	0	3	1	0	3	0	0	8	1	1	10	1	0	11	3	0	4	0	0	5	0	0	0	0	0	0	0	0	0	
Whitstran	WHST	12	1	0	1	0	0	3	1	0	3	1	0	3	1	0	2	1	0	1	0	0	1	0	0	2	0	0	1	0	0	0	0	0	0	0	0	0	
Willard	WLRD	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	887	57	0	0	0	0	0	0	0	0	

Made = Total repair appointments scheduled for regulated customers
 Miss = Total repair appointments missed for regulated customers
 Exclude = 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. EMBARQ
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	11	1	16	2	0	0
Columbia	CLMA	10	1	11	0	11	1	10	1	16	1	11	0	11	0	7	0	7	0	7	0	6	1	0	0
Dallesport	DLPT	4	0	2	0	1	0	2	1	2	0	8	2	4	0	9	0	3	0	3	0	3	0	0	0
Glenwood	GLWD	55	4	51	5	40	4	57	6	58	4	63	1	55	7	60	5	74	4	74	4	74	4	0	0
Goldendale	GLDL	63	0	70	1	58	1	70	0	67	0	76	3	64	1	78	2	80	4	80	0	79	0	0	0
Grandview	GRVW	20	0	29	0	21	0	25	0	23	1	24	0	17	0	21	0	33	0	35	4	35	4	0	0
Granger	GRGR	14	0	18	2	19	0	16	0	9	0	6	0	9	0	13	0	21	0	29	0	29	0	0	0
Harrish	HRRH	26	0	14	1	19	2	16	4	24	1	29	8	39	4	23	1	19	1	22	0	22	0	0	0
Hood Canal	HDCL	5	0	6	1	6	0	7	0	7	0	10	1	9	1	6	0	4	0	4	0	4	0	0	0
Klickitat	KLCT	7	0	6	0	12	0	11	0	14	0	13	1	11	1	6	0	8	1	8	1	19	0	0	0
Lyle	LYLE	28	0	21	0	25	0	24	1	19	0	14	0	16	0	18	2	18	0	20	1	20	1	0	0
Mabton	MBTN	50	0	48	0	32	0	36	0	46	0	38	1	40	1	37	0	40	1	39	0	39	0	0	0
Mattawa	MTWA	4	0	3	0	2	0	2	0	1	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0
Patterson	PASN	4	0	2	1	2	0	1	0	7	0	4	2	2	2	7	0	2	0	2	0	2	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	2	0	0	0
Poulsbo	PLSB	188	5	157	6	130	6	161	2	177	7	196	23	163	7	169	9	170	3	129	4	129	4	0	0
Prosser	PRSR	45	0	40	0	43	1	46	0	74	0	63	0	49	0	48	0	48	0	74	0	74	0	0	0
Roosevelt	RSVT	2	0	3	0	2	0	0	0	3	2	0	0	1	0	0	0	2	0	0	1	0	0	0	0
Stevenson	STSN	54	0	43	3	41	2	39	4	31	3	40	10	39	6	55	2	45	1	49	3	49	3	0	0
Sunnyside	SNSD	155	2	152	2	77	2	135	1	113	0	120	3	103	3	158	2	155	3	155	3	155	3	0	0
Toppenish	TPNS	91	1	97	0	61	0	82	1	97	1	98	2	81	3	93	4	81	3	103	0	103	0	0	0
Troutlake	TRLK	5	0	6	0	5	0	9	0	11	1	9	0	6	0	8	1	4	0	8	0	8	0	0	0
Wapato	WPAT	73	2	54	1	54	2	58	0	60	1	68	1	49	1	58	2	69	2	78	1	78	1	0	0
White Salmon	WHSL	51	4	45	2	43	5	66	6	53	3	62	9	44	10	47	5	54	1	49	0	49	0	0	0
WhiteSwan	WHSW	11	0	14	2	13	0	4	0	14	0	6	0	7	0	8	0	12	0	7	0	7	0	0	0
Whitstran	WHTS	7	1	3	0	8	0	5	0	7	0	7	0	4	0	6	0	4	0	3	0	3	0	0	0
Willard	WLRD	1	0	1	0	0	0	4	1	2	0	1	0	3	1	1	1	3	0	2	0	2	0	0	0
Washington		983	23	907	29	738	25	895	28	944	25	975	67	840	46	947	37	967	25	1,007	22	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. EMBARC
 COMPANY NAME
 2006

Exchange	CLI	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec			
		Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines		
Chinacum	CHMC	15	1,062	1,411	66	1,072	1,133	28	1,057	2,655	12	1,063	1,133	36	1,062	3,399	17	1,058	1,161	18	1,067	1,169	0	1,067	0	0	
Columbia	CLWA	0	142	0	0	142	0	0	146	0	0	159	0	0	159	0	0	160	0	0	166	0	0	0	166	0	0
Dallesport	DLPT	24	813	2,955	11	825	1,133	18	825	2,181	12	826	1,145	14	822	1,700	10	808	1,244	10	810	1,233	12	805	1,149	0	0
Glenwood	GLWD	14	366	3,633	4	365	1,100	29	366	3,932	6	369	1,633	11	368	2,999	11	366	3,011	3	376	3,338	31	376	3,338	0	0
Goldendale	GLND	77	4,878	1,568	128	4,896	2,611	44	4,884	0	51	4,895	1,044	42	4,891	1,044	55	4,895	1,122	28	4,896	0	46	4,884	0	0	
Grandview	GDVW	89	5,123	1,741	68	5,129	1,333	24	5,111	0	51	5,073	1,011	62	5,086	1,222	35	5,080	0	43	5,072	0	31	5,072	0	0	
Granger	GRGR	27	1,422	1,900	30	1,433	2,099	24	1,438	0	20	1,434	1,399	15	1,429	1,055	9	1,414	0	14	1,422	0	28	1,422	0	0	
Harran	HRRH	24	1,070	2,244	21	1,068	1,977	12	1,044	1,151	19	1,035	1,844	10	1,023	0	13	1,003	1,733	12	1,009	1,199	9	1,023	0	0	
Hood Canal	HOCL	64	2,620	2,444	100	2,607	3,844	42	2,600	1,622	44	2,613	1,688	48	2,607	1,888	45	2,603	1,733	32	2,590	1,244	27	2,578	1,055	0	0
Kicklat	KLCT	12	343	3,350	2	345	0	1	357	0	5	360	1,399	5	363	1,338	14	365	3,844	5	367	1,336	6	368	1,633	0	0
Lyle	LYLE	11	978	1,112	14	975	1,444	5	978	0	8	981	0	8	981	0	26	982	2,655	16	979	1,633	5	986	0	0	
Mabton	MBTN	25	1,421	1,716	14	1,420	0	19	1,442	1,322	19	1,442	1,322	19	1,442	1,322	8	1,439	0	13	1,445	0	13	1,438	0	0	
Mattawa	MTWA	39	2,452	1,599	26	2,464	1,066	32	2,516	1,277	70	2,511	2,799	53	2,500	2,122	31	2,488	1,255	18	2,486	0	32	2,481	0	0	
Patterson	PASN	8	406	0	2	406	0	3	410	0	3	410	0	7	292	2,400	1	411	0	2	405	0	0	406	0	0	
Port Angeles	PTAG	6	300	2,000	9	299	3,011	16	294	2,338	8	292	2,744	7	292	2,400	7	289	2,422	9	286	3,155	8	285	2,811	0	0
Poulsbo	PLSB	317	41,057	0	555	41,017	1,355	230	40,927	0	186	40,620	0	247	40,509	0	292	40,303	0	163	39,881	0	197	39,881	0	0	
Prosser	PRSR	65	4,874	1,333	99	4,865	2,033	23	4,857	0	55	4,861	1,133	54	4,831	1,122	41	4,847	0	86	4,783	1,800	58	4,781	1,211	0	0
Roosevelt	RSVT	4	202	1,988	0	201	0	0	197	0	2	194	0	2	194	0	1	192	0	2	195	1,033	2	193	1,044	0	0
Stevenson	STSN	96	4,457	2,155	68	4,485	1,522	37	4,479	0	40	4,413	0	53	4,406	1,200	38	4,395	0	47	4,388	1,444	120	4,376	2,744	0	0
Sunnyside	SNSD	260	10,454	2,489	102	10,463	0	80	10,479	0	103	10,417	0	124	10,355	1,200	115	10,306	1,122	54	10,344	0	79	10,298	0	0	
Tappanish	TPNS	152	7,935	1,922	56	7,945	0	73	7,930	0	89	7,868	0	60	7,868	0	62	7,805	0	75	7,782	0	68	7,789	0	0	
Troulakte	TRUK	13	711	1,833	9	711	1,277	7	717	1,533	13	722	1,800	16	722	2,222	21	721	1,111	40	719	0	5	719	0	0	
Wapato	WPAT	74	3,879	1,911	34	3,889	0	53	3,862	1,477	57	3,865	1,111	43	3,862	1,111	69	3,825	1,800	177	3,869	0	40	3,868	1,033	0	0
White Salmon	WHSU	80	4,727	1,569	40	4,716	0	38	4,757	0	37	4,695	0	56	4,674	1,200	79	4,668	0	74	4,656	1,599	42	4,642	0	0	
Whiteswan	WHSW	12	724	1,666	8	735	1,099	8	718	1,111	22	722	3,055	9	725	0	7	709	0	2	708	0	4	705	0	0	
Whitman	WHTS	4	642	0	3	643	0	3	635	1,266	5	631	1,433	9	631	1,433	11	627	1,755	4	623	0	5	612	0	0	
Willard	WLRD	12	327	3,577	1	326	0	3	328	0	3	326	0	3	325	0	1	324	0	2	323	0	1	325	0	0	
Washington		1,524	103,385	1,471	1,470	103,462	1,422	808	103,394	0	732	103,319	0	933	102,537	0	958	101,851	0	887	101,540	0	0	887	101,540	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. EMBARGO

COMPANY NAME

2006

Exchange	CLL	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec						
		Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec					
PLSB	5,900	1	100.0	57,761	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	52,207	1	100.0
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	126,918	32	100.0	134,671	3	100.0	131,329	1	100.0	135,471	0	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	189,993	11	100.0	181,222	32	100.0	189,656	3	100.0	180,635	2	100.0	187,678	1	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
						Oct-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 Clr >48	OOS48 Excl	Total OOS	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr >48	OOS48 Excl	
Chimacum		9	9	0	60	59	1	10	10	0	15	15	0	5	5	0	12	11	1	2
Columbia		19	17	2	9	9	0	6	6	0	15	15	0	8	8	0	9	9	0	0
Dallesport		13	13	0	3	3	0	16	16	0	29	29	0	6	6	0	11	10	1	0
Glenwood		56	56	0	111	111	0	28	28	0	31	31	0	38	34	4	34	34	0	0
Goldendale		73	73	0	59	59	0	15	15	0	27	27	0	36	36	0	38	38	0	0
Grandview		21	21	0	29	29	0	20	20	0	6	6	0	12	12	0	10	10	0	0
Granger		14	14	0	15	15	0	4	4	0	11	11	0	17	17	0	10	10	0	0
Harrah		43	41	2	88	81	7	22	22	0	27	27	0	25	24	1	27	27	0	0
Hood Canal		11	11	0	2	2	0	8	8	0	1	1	0	4	4	0	3	3	0	0
Klickitat		8	8	0	6	6	0	4	4	0	6	6	0	3	3	0	6	5	1	0
Lyle		18	17	1	9	9	0	9	9	0	11	11	0	17	17	0	15	15	0	0
Mabton		30	30	0	22	22	0	33	33	0	28	28	0	61	61	0	34	34	0	0
Mattawa		7	7	0	1	1	0	3	3	0	0	0	0	3	3	0	0	0	0	0
Patterson		3	3	0	5	5	0	11	11	0	7	6	1	7	7	0	4	4	0	0
Port Angeles		232	229	3	421	419	2	150	147	3	130	129	1	142	137	5	177	167	10	6
Poulsbo		53	52	1	86	84	2	15	15	0	19	19	0	37	37	0	34	34	0	1
Prosser		2	2	0	0	0	0	0	0	0	1	1	0	1	1	0	1	1	0	0
Roosevelt		72	71	1	44	44	0	27	27	0	29	28	1	34	34	0	39	39	0	0
Stevenson		207	197	10	81	81	0	61	61	0	68	67	1	80	80	0	91	89	2	0
Sunnyside		120	120	0	48	48	0	54	53	1	37	37	0	77	77	0	39	39	0	0
Toppenish		11	11	0	5	4	1	4	4	0	10	10	0	11	11	0	11	11	0	0
Troulakte		62	62	0	27	27	0	44	44	0	24	23	1	45	45	0	24	24	0	0
Wapato		63	63	0	25	24	1	33	30	3	28	28	0	26	26	0	39	39	0	1
White Salmon		10	10	0	4	4	0	2	2	0	7	7	0	15	15	0	4	4	0	0
WhiteSwan		2	2	0	3	3	0	8	8	0	5	5	0	2	2	0	3	3	0	0
Whitstran		10	10	0	1	1	0	1	1	0	3	3	0	3	3	0	2	2	0	0
Willard		1,169	1,149	20	13	1,150	14	588	581	7	575	570	5	715	705	10	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.
 OOS48 Excl = 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 Ctr 48	OOS Ctr >48	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	9	9	0	12	12	0	3	15	15	0	0	0	0	0	0
Columbia		25	25	0	7	7	0	6	6	0	0	4	4	0	0	0	0	0	0
Dallesport		4	4	0	9	9	0	3	3	0	0	14	14	0	0	0	0	0	0
Glenwood		88	88	0	38	37	1	18	18	0	0	40	40	0	0	0	0	0	0
Goldendale		38	38	0	30	28	2	37	37	0	0	23	23	0	0	0	0	0	0
Grandview		22	21	1	6	6	0	14	14	0	0	25	25	0	0	0	0	0	0
Granger		44	44	0	12	12	0	9	9	0	0	6	6	0	0	0	0	0	0
Harrah		31	31	0	32	32	0	22	22	0	0	20	20	0	0	0	0	0	0
Hood Canal		1	1	0	8	8	1	4	4	0	1	6	6	0	0	0	0	0	0
Klickitat		17	17	0	19	19	0	13	13	0	0	4	4	0	0	0	0	0	0
Lyle		3	3	0	7	7	0	10	10	0	0	12	12	0	0	0	0	0	0
Mabton		23	23	0	23	23	0	13	13	0	0	25	25	0	0	0	0	0	0
Mattawa		2	1	1	1	1	0	2	2	0	0	5	5	0	0	0	0	0	0
Patterson		0	0	0	4	4	0	4	4	0	0	160	155	5	2	2	2	2	2
Port Angeles		179	170	9	234	232	2	132	129	3	3	39	39	0	1	1	1	1	1
Poulsbo		27	27	0	24	24	0	75	75	0	2	1	1	0	0	0	0	0	0
Prosser		27	26	1	38	38	0	2	2	0	0	110	109	1	1	1	1	1	1
Roosevelt		27	26	1	92	92	0	44	44	0	0	69	69	0	3	3	3	3	3
Stevenson		90	89	1	49	48	1	62	61	1	0	54	54	0	1	1	1	1	1
Sunnyside		48	47	1	6	6	0	40	40	0	0	3	3	0	0	0	0	0	0
Toppenish		28	28	0	55	55	0	169	168	1	0	29	29	0	0	0	0	0	0
Troutlake		59	59	0	27	27	0	65	65	0	1	36	36	0	0	0	0	0	0
Wapato		8	8	0	6	6	0	1	1	0	0	2	2	0	1	1	1	1	1
White Salmon		5	5	0	10	10	0	4	4	0	0	5	5	0	0	0	0	0	0
Whiteswan		0	0	0	1	1	0	2	2	0	0	1	1	0	0	0	0	0	0
Whitstran		0	0	0	14	14	0	819	814	5	10	708	702	6	9	9	9	9	9
Willard		795	781	14	749	742	7	8	8	0	8	7	7	7	7	7	7	7	7
Washington		795	781	14	749	742	7	8	8	0	8	7	7	7	7	7	7	7	7

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 Ctr 72	NOOS 72 Excl	Total NOOS	NOOS Ctr 72	NOOS 72 Excl	Total NOOS	NOOS Ctr 72	NOOS 72 Excl	Total NOOS	NOOS Ctr 72	NOOS 72 Excl	Total NOOS	NOOS Ctr 72	NOOS 72 Excl	Total NOOS	NOOS Ctr 72	NOOS 72 Excl		
Chimacum		6	5	1	6	6	0	2	2	0	13	10	3	1	7	7	0	17	14	3	1
Columbia		5	4	1	2	2	0	5	5	0	3	3	0	0	4	4	0	3	3	0	0
Dallesport		1	1	0	1	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0
Glenwood		21	19	2	17	17	0	16	16	0	10	10	0	0	13	13	0	6	4	2	0
Goldendale		16	16	0	9	9	0	9	9	0	5	5	0	0	15	15	0	17	16	1	0
Grandview		6	6	0	1	1	0	5	5	0	2	2	0	0	8	8	0	3	3	0	0
Granger		10	10	0	6	6	0	4	4	0	1	1	0	0	2	2	0	0	0	0	0
Harrah		21	18	3	12	12	0	7	7	0	15	14	1	1	19	17	2	17	12	5	2
Hood Canal		1	1	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0
Klickitat		3	1	2	8	8	0	1	1	0	2	2	0	0	0	0	0	1	1	0	0
Lyle		7	7	0	5	5	0	5	5	0	0	0	0	0	2	2	0	3	3	0	0
Mabton		9	9	0	4	3	1	9	9	0	4	4	0	0	9	9	0	9	9	0	0
Mattawa		1	1	0	1	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0
Patterson		3	2	1	4	2	2	5	5	0	0	0	0	0	1	1	0	2	1	0	0
Port Angeles		85	82	3	134	131	3	80	79	1	37	34	3	1	44	37	7	53	37	16	2
Poulsbo		12	12	0	13	13	0	8	8	0	5	5	0	0	18	18	0	16	16	0	0
Prosser		2	2	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0
Roosevelt		24	23	1	24	22	2	10	10	0	3	2	1	1	6	4	2	8	8	0	0
Stevenson		53	52	1	21	21	0	19	19	0	16	16	0	0	23	23	0	23	22	1	0
Sunnyside		32	32	0	8	8	0	19	19	0	7	7	0	0	12	11	1	12	12	0	0
Toppenish		2	2	0	4	4	0	0	0	0	1	1	0	0	2	2	0	5	4	1	0
Troutlake		12	12	0	7	7	0	9	9	0	11	11	0	1	12	12	0	11	11	0	1
Wapato		17	17	0	15	15	0	5	5	0	17	15	2	1	11	10	1	12	10	2	1
White Salmon		2	2	0	4	4	0	0	0	0	1	0	1	0	7	7	0	0	0	0	0
WhiteSwan		2	2	0	0	0	0	1	1	0	3	3	0	0	1	1	0	5	5	0	0
Whitstran		2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Willard		2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Washington		355	340	15	306	298	8	220	219	1	157	146	11	11	218	205	13	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	Total NOOS	NOOS Clr 72	NOOS Clr >72	NOOS 72 Excl
Chimacum		7	5	2	3	7	7	0	1	105	104	1	0	3	2	1	0	0	0	0	0	0	0	0	0
Columbia																									
Dallesport		2	2	0	0	3	2	1	0	4	4	0	0	8	8	0	0	0	0	0	0	0	0	0	0
Glenwood		1	0	1	0	2	2	0	0	0	0	0	0	17	17	0	0	0	0	0	0	0	0	0	0
Goldendale		17	15	2	0	17	17	0	0	10	10	0	0	6	5	1	0	0	0	0	0	0	0	0	0
Grandview		11	11	0	0	4	4	0	1	6	6	0	0	8	7	1	0	0	0	0	0	0	0	0	0
Granger		8	8	0	0	3	3	0	0	0	0	0	0	3	3	0	0	0	0	0	0	0	0	0	0
Harrah		7	7	0	0	1	1	0	0	3	3	0	0	3	3	0	0	0	0	0	0	0	0	0	0
Hood Canal		16	13	3	1	10	9	1	1	9	8	1	1	7	7	0	0	0	0	0	0	0	0	0	0
Klickitat		2	2	0	0	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lyle		8	6	2	1	6	6	0	0	2	2	0	0	1	1	0	0	0	0	0	0	0	0	0	0
Mabton		7	7	0	1	1	1	0	0	3	3	0	0	1	1	0	0	0	0	0	0	0	0	0	0
Mattawa		11	11	0	0	8	8	0	0	5	5	0	0	6	6	0	0	0	0	0	0	0	0	0	0
Patterson		1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Port Angeles		1	1	0	0	3	3	0	0	5	3	2	0	3	3	0	0	0	0	0	0	0	0	0	0
Poulsbo		60	53	7	5	57	48	9	1	28	25	3	0	33	33	0	2	0	0	0	0	0	0	0	0
Prosser		14	14	0	1	7	7	0	0	8	7	1	1	17	17	0	1	0	0	0	0	0	0	0	0
Roosevelt																									
Stevenson		11	8	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Summerville		23	23	0	1	22	22	0	0	6	6	0	0	8	8	0	0	0	0	0	0	0	0	0	0
Toppenish		10	10	0	0	13	13	0	0	10	9	1	0	6	6	0	0	0	0	0	0	0	0	0	0
Troutlake		4	3	1	0	2	2	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0
Wapato		7	7	0	0	12	12	0	0	8	8	0	0	10	10	0	0	0	0	0	0	0	0	0	0
White Salmon		20	13	7	1	5	4	1	0	8	8	0	0	6	6	0	0	0	0	0	0	0	0	0	0
WhiteSwan		0	0	0	0	1	1	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0
Whitstran		5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Willard		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		253	224	29	14	197	185	12	4	234	224	10	4	163	160	3	7	0	0	0	0	0	0	0	0