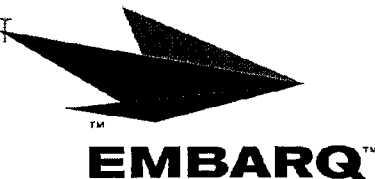


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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION



December 19, 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 November 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:

Chimacum: Objective was missed due to weather related outages and troubles. The Chimacum area suffered from heavy rains, flooding, high winds and freezing rain. This weather caused many downed lines and power outages. Technicians worked long hours and weekends to get customers back in service as quickly as possible.

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

File: WAmemo11-21.doc

Page: 1 of 2

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	CLLI	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Made	Mis	Excl	Made	Mis	Excl	Made	Mis	Excl	Made	Mis	Excl	Made	Mis	Excl	Made	Mis	Excl	Made	Mis	Excl	Made	Mis	Excl	Made	Mis	Excl	Made	Mis	Excl	Made	Mis	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	16	1	0	10	1	0			
Columbia	CLWA	10	0	0	11	0	0	11	0	0	10	1	0	16	1	0	11	1	0	11	1	0	7	2	0	7	0	0	6	1	0	0	0	0			
Dallesport	DLPT	4	0	0	2	0	0	0	0	0	2	0	0	2	0	0	8	0	0	4	0	0	9	0	0	3	0	0	3	0	0	0	0	0			
Glenwood	GLWD	55	3	0	51	0	0	40	0	0	57	2	0	58	0	0	63	2	0	55	4	0	60	3	0	74	4	0	74	1	0	66	4	0			
Goldendale	GLDL	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	79	0	0	87	3	0			
Grandview	GDVW	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	35	0	0	27	0	0			
Granger	GRGR	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	29	0	0	22	1	0			
Harrish	HRRH	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	22	0	0	30	2	0			
Hood Canal	HDCL	5	0	0	6	1	0	6	0	0	7	0	0	7	0	0	10	0	0	9	0	0	6	0	0	4	0	0	4	0	0	6	0	0			
Klickitat	KLCT	7	0	0	21	0	0	12	0	0	11	0	0	14	1	0	13	0	0	11	0	0	6	0	0	8	0	0	19	0	0	15	3	0			
Lyle	LYLE	28	1	0	48	0	0	25	0	0	24	0	0	19	0	0	14	0	0	16	0	0	18	0	0	18	0	0	20	0	0	18	0	0			
Mabton	MBTN	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	39	0	0	58	0	0			
Mattawa	MTWA	4	0	0	3	0	0	2	0	0	2	0	0	1	0	0	4	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Patterson	PASN	4	0	0	2	0	0	2	0	0	2	0	0	7	0	0	4	0	0	2	0	0	7	0	0	2	0	0	2	0	0	4	0	0			
Port Angeles	PTAG	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	129	0	0	135	4	0			
Poulsbo	PLSB	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	74	0	0	68	1	0			
Prosser	PRSR	2	1	0	3	0	0	2	0	0	0	0	0	3	1	0	0	0	0	1	0	0	0	0	0	2	0	0	1	0	0	3	0	0			
Roosevelt	RSVT	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	49	2	0	35	1	0			
Stevenson	STSN	155	8	0	152	8	0	77	1	0	135	3	0	113	1	0	120	1	0	103	0	0	158	5	0	155	3	0	155	1	0	176	6	0			
Sunnyside	SNSD	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	103	0	0	103	0	0			
Toppenish	TPNS	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	8	0	0	8	2	0			
Troutlake	TRLK	73	0	0	54	0	0	54	1	0	58	0	0	60	0	0	68	2	0	49	2	0	58	1	0	69	0	0	78	1	0	66	0	0			
Wapato	WPAT	51	3	0	45	1	0	43	1	0	66	2	0	53	1	0	62	2	0	44	1	0	47	0	0	54	1	0	49	2	0	35	1	0			
White Salmon	WHSL	11	0	0	14	0	0	13	0	0	4	0	0	14	0	0	6	0	0	7	0	0	8	0	0	12	0	0	7	1	0	14	0	0			
WhiteSwan	WHSW	7	0	0	3	0	0	8	0	0	5	0	0	7	0	0	7	0	0	4	0	0	6	0	0	4	1	0	3	0	0	4	0	0			
Whitman	WHTS	1	0	0	1	0	0	0	0	0	4	1	0	2	0	0	1	0	0	3	0	0	1	0	0	3	0	0	2	0	0	4	0	0			
Willard	WLRD	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	1,007	9	0	1,012	29	0			
Washington																																					

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

Exchange	CLLI	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec				
		Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl					
Chimacum	CHMC	15	2	0	66	13	0	12	0	0	29	5	0	16	1	1	17	1	0	120	3	0	18	1	0	48	4	0	0	0	0	0	0	0	0	0			
Columbia	CLMA	24	7	0	11	0	0	12	1	0	12	1	0	27	1	0	10	0	0	10	1	0	12	0	0	11	3	0	0	0	0	0	0	0	0	0			
Dallesport	DLPT	14	1	0	4	1	0	6	0	0	11	0	0	5	0	0	11	0	0	3	0	0	31	1	0	5	0	0	0	0	0	0	0	0	0	0			
Glenwood	GLWD	77	5	0	128	6	0	51	1	0	40	0	0	105	0	0	55	1	0	28	1	0	46	2	0	93	9	0	0	0	0	0	0	0	0	0			
Gouldendale	GLDL	89	12	0	68	1	0	24	3	0	55	5	0	37	4	0	36	0	0	43	1	0	31	3	0	29	3	0	0	0	0	0	0	0	0	0			
Grandview	GRGV	27	7	0	30	3	0	20	0	0	13	0	0	49	4	0	35	5	0	14	0	0	28	0	0	17	1	0	0	0	0	0	0	0	0	0			
Granger	GRGR	24	0	0	21	1	0	8	0	0	10	0	0	30	0	0	9	0	0	12	0	0	9	1	0	18	1	0	0	0	0	0	0	0	0	0			
Harrish	HRRH	64	7	0	100	36	0	44	0	0	44	2	0	47	6	0	45	6	0	32	2	0	27	1	0	91	10	0	0	0	0	0	0	0	0	0			
Hood Canal	HDCL	12	0	0	2	1	0	5	1	0	3	0	0	3	0	0	14	3	0	5	1	0	6	1	0	4	0	0	0	0	0	0	0	0	0	0			
Klickitat	KLCT	11	2	0	14	0	0	5	0	0	7	1	0	25	0	0	26	1	0	16	1	0	5	0	0	27	0	0	0	0	0	0	0	0	0	0			
Lyle	LYLE	25	3	0	14	1	0	19	0	0	18	0	0	10	0	0	8	3	0	13	1	0	13	0	0	10	0	0	0	0	0	0	0	0	0	0	0		
Mabton	MTBN	39	1	0	26	1	0	70	16	0	43	0	0	34	0	0	31	1	0	18	0	0	32	3	0	33	7	0	0	0	0	0	0	0	0	0	0		
Mattawa	MTWA	8	1	0	2	0	0	3	1	0	6	0	0	3	2	0	7	0	0	2	0	0	8	1	0	6	2	0	0	0	0	0	0	0	0	0	0		
PASN	PASN	6	0	0	9	3	0	186	17	0	230	14	0	239	20	2	292	12	0	163	11	0	197	13	0	352	31	0	0	0	0	0	0	0	0	0	0	0	
Port Angeles	PTAG	317	15	1	555	79	0	55	0	0	50	3	0	41	1	0	31	3	0	86	21	0	58	3	0	37	3	0	0	0	0	0	0	0	0	0	0	0	
Poulsbo	PLSB	65	13	0	99	3	0	24	1	0	24	1	0	24	1	0	24	1	0	24	1	0	24	1	0	24	1	0	0	0	0	0	0	0	0	0	0	0	
Prosser	PRSR	4	0	0	68	5	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	
Roosevelt	RSVT	96	5	0	102	3	0	40	1	0	47	3	0	38	1	0	47	1	0	63	2	0	120	11	0	95	1	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson	STSN	260	70	0	56	0	0	103	6	0	114	9	0	113	8	0	115	5	0	54	2	0	79	6	0	82	8	0	0	0	0	0	0	0	0	0	0	0	
Sunnyside	SNSD	152	6	0	56	0	0	44	1	0	51	0	0	58	1	0	62	3	0	75	4	0	68	3	0	65	2	0	0	0	0	0	0	0	0	0	0	0	0
Toppenish	TPNS	13	2	0	9	0	0	13	2	0	16	0	0	21	2	0	8	0	0	40	0	0	5	0	0	18	3	0	0	0	0	0	0	0	0	0	0	0	0
Troutlake	TRLK	74	5	0	34	0	0	57	4	0	35	2	0	35	0	0	69	7	0	177	5	0	40	3	0	40	2	0	0	0	0	0	0	0	0	0	0	0	0
White Salmon	WPSL	80	3	0	40	1	0	37	2	0	51	8	0	79	7	0	32	4	0	74	2	0	42	3	0	71	3	0	0	0	0	0	0	0	0	0	0	0	0
WhiteSwan	WHSW	12	1	0	8	0	0	22	0	0	4	0	0	8	1	0	7	0	0	2	0	0	4	1	0	3	0	0	0	0	0	0	0	0	0	0	0	0	
Whitstran	WHTS	4	1	0	3	0	0	3	0	0	8	1	1	10	0	0	11	3	0	4	0	0	5	0	0	12	0	0	0	0	0	0	0	0	0	0	0	0	
Willard	WLRD	12	1	0	1	0	0	3	1	0	2	1	0	0	0	0	1	0	0	2	0	0	1	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	
Washington		1,524	170	1	1,470	158	0	933	58	0	900	56	1	1,048	56	3	958	62	0	1,067	59	0	887	57	0	1,173	93	0	0	0	0	0	0	0	0	0	0	0	0

Made = Total repair appointments scheduled for regulated customers
 Miss = Total repair appointments missed for regulated customers
 Exclude = 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

Trouble Reports Per 100 Access Lines

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

Exchange	CLU	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	CHAC	15	1,062	1,41	66	1,072	1,13	12	1,057	2,65	12	1,063	1,13	36	1,062	3,39	17	1,058	1,61	18	1,067	1,69	48	1,066	1,69	0	166	0,00	0	166	0,00				
Columbia	CLMA	0	142	0,00	0	142	0,00	0	146	0,00	0	159	0,00	0	159	0,00	0	160	0,00	0	166	0,00	0	166	0,00	0	166	0,00	0	166	0,00				
Dallesport	DLPT	24	813	2,95	11	825	1,33	11	825	2,18	12	826	1,45	14	822	1,70	27	816	3,31	10	808	1,24	12	805	1,49	11	804	1,37	0	804	1,37				
Glenwood	GLWD	14	366	3,83	4	365	1,10	17	366	1,92	6	369	1,63	11	368	2,99	5	362	3,01	3	370	3,38	31	370	3,38	5	375	1,33	0	375	1,33				
Goldendale	GLDL	77	4,878	1,58	128	4,896	2,61	44	4,884	0,90	44	4,895	1,04	42	4,891	0,86	105	4,901	2,14	55	4,895	1,12	28	4,896	0,84	46	4,884	1,90	0	4,884	1,90				
Grandview	GDVW	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	49	5,082	0,96	35	5,080	0,69	43	5,096	0,84	31	5,072	0,61	29	5,066	0,57				
Granger	GRGR	27	1,422	1,90	30	1,433	2,09	25	1,438	0,56	20	1,434	1,39	15	1,429	1,05	30	1,421	2,11	9	1,414	0,64	14	1,420	0,99	28	1,422	1,37	17	1,422	1,20				
Harrah	HRRH	24	1,070	2,24	21	1,068	1,97	8	1,040	0,77	12	1,044	1,15	19	1,035	1,84	10	1,010	1,30	13	1,003	1,30	12	1,009	1,19	9	1,023	0,88	18	1,028	1,75				
Hood Canal	HDCL	64	2,620	2,44	100	2,607	3,84	29	2,600	1,62	44	2,613	1,68	48	2,607	1,88	47	2,617	1,60	45	2,603	1,73	32	2,590	1,24	27	2,578	1,05	91	2,592	3,51				
Klickitat	KLCT	12	343	3,50	2	345	0,58	8	357	0,28	5	360	1,39	5	363	3,38	3	363	0,83	14	365	3,84	5	367	1,36	6	368	1,63	4	368	1,09				
Lyle	LYLE	11	978	1,12	14	975	1,44	5	981	0,51	8	978	0,82	3	981	0,82	25	981	2,55	26	982	2,65	16	979	1,63	5	986	0,51	27	963	2,75				
Mabton	MBTN	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	10	1,435	0,70	8	1,439	0,56	13	1,445	0,90	13	1,438	0,90	10	1,422	0,70				
Mattawa	MTWA	39	2,452	1,59	26	2,464	1,06	42	2,516	1,27	70	2,511	2,79	53	2,500	2,12	34	2,497	1,36	31	2,488	1,25	18	2,466	0,72	32	2,481	1,29	33	2,471	1,34				
Patterson	PASN	8	406	1,97	2	406	0,49	3	412	0,24	3	410	0,73	0	410	0,00	3	411	0,73	1	411	0,24	2	405	0,49	0	406	0,00	1	406	0,25				
Port Angeles	PTAG	8	300	2,00	9	299	3,01	16	296	0,44	16	292	2,74	7	292	2,40	1	289	0,35	7	289	2,42	9	286	3,15	8	285	2,81	6	289	2,08				
Poulsbo	PLSB	317	41,057	0,77	555	41,017	1,35	230	40,927	0,56	167	40,853	0,46	247	40,509	0,61	239	40,303	0,59	292	40,113	0,73	163	40,000	0,41	197	39,881	0,49	352	39,706	0,89				
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	41	4,847	0,85	31	4,811	0,64	86	4,783	1,80	58	4,781	1,21	37	4,770	0,78				
Roosevelt	RSVT	4	202	1,98	0	201	0,00	0	197	0,51	2	197	1,02	1	194	0,52	0	193	0,00	2	192	0,52	2	195	1,03	2	193	1,04	2	196	1,02				
Stevenson	STSN	96	4,457	2,15	68	4,485	1,52	37	4,477	0,71	40	4,413	0,91	53	4,406	1,20	38	4,395	0,86	47	4,388	1,07	63	4,369	1,44	120	4,376	2,74	95	4,364	2,18				
Sunnyside	SNSD	280	10,454	2,49	102	10,483	0,97	80	10,463	0,76	84	10,479	0,80	103	10,355	1,20	113	10,311	1,10	115	10,306	1,12	54	10,344	0,52	79	10,298	0,77	82	10,306	0,80				
Toppenish	TPNS	152	7,935	1,92	56	7,945	0,70	73	7,950	0,92	44	7,919	0,56	89	7,897	1,13	60	7,868	0,76	58	7,865	0,79	62	7,782	0,96	68	7,789	0,87	85	7,793	0,83				
Troulakte	TRLK	13	711	1,83	9	711	1,27	4	717	0,56	11	717	1,53	16	722	2,22	21	721	2,91	8	722	1,11	40	719	1,56	5	719	0,70	18	716	2,51				
Wapato	WPAT	74	3,879	1,91	34	3,889	0,87	53	3,904	1,36	35	3,865	1,47	43	3,862	1,11	35	3,839	0,91	69	3,825	1,80	177	3,859	0,58	40	3,868	1,03	40	3,857	1,04				
White Salmon	WHSL	80	4,727	1,69	40	4,716	0,85	38	4,752	0,95	37	4,695	0,79	56	4,674	1,20	79	4,668	1,69	32	4,668	0,69	74	4,656	1,59	42	4,642	0,90	71	4,620	1,54				
Whiteswan	WHSW	12	724	1,66	8	735	1,09	2	718	1,11	22	722	3,05	5	725	0,69	8	722	1,11	7	709	0,99	2	708	0,28	4	705	0,57	3	711	0,42				
Whitstran	WHTS	4	642	0,62	3	643	0,47	9	635	1,26	3	634	1,43	9	631	1,43	10	630	1,59	11	627	1,75	4	623	0,64	5	612	0,82	12	607	1,98				
Willard	WLND	12	327	3,67	1	326	0,31	1	328	0,91	3	326	0,92	3	325	0,92	0	327	0,00	1	324	0,31	2	323	0,62	1	325	0,31	3	324	0,93				
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	1,048	102,234	1,03	958	101,851	0,94	1,067	101,733	1,05	887	101,540	0,87	1,173	101,312	1,16	0	0	0,00

Total Reports = Total regulated initial and repeat trouble reports received
 Total Access Lines = Total access lines in service
 Trouble Per 100 A.L. = Trouble report per 100 access line ratio

WASHINGTON QUALITY OF SERVICE REPORT

SWITCHING - (DIAL TONE SPEED RECORDING WITHIN 3 SECONDS)

United Telephone Company of the Northwest s.l.b.a. EMBARQ

COMPANY NAME

2006

Exchange	C.I.U.	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay						
Poulsbo	PLSB	5,600	1	100.0	57,781	0	100.0	65,866	0	100.0	53,728	1	100.0	80,409	0	100.0	54,304	0	100.0	54,985	0	100.0	49,908	1	100.0	52,207	1	100.0	60,121	1	100.0	86,121	1	100.0			
Summerville	SNSD	47,216	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	134,971	3	100.0	131,329	1	100.0	135,471	0	100.0	133,246	1	100.0	133,246	1	100.0			
Washington		53,116	1	100.0	192,503	2	100.0	211,366	1	100.0	190,805	2	100.0	204,616	1	100.0	188,983	11	100.0	189,656	3	100.0	180,635	2	100.0	187,678	1	100.0	183,367	2	100.0	183,367	2	100.0			

WASHINGTON QUALITY OF SERVICE REPORT

Out of Service Trouble Reports Cleared Within 48 Hours

United Telephone Company of the Northwest d.b.a. EMBARG
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	Total OOS	OOS Clr >48	OOS Clr >48	OOS48 Excl
Chinacum		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		19	17	2	0	9	9	0	0	6	6	0	0	15	15	0	0	8	8	0	0	9	9	0	0
Dallesport		13	13	0	0	3	3	0	0	16	16	0	0	29	29	0	0	6	6	0	0	11	10	1	0
Glenwood		56	56	0	0	111	111	0	0	28	28	0	0	27	27	0	0	38	34	4	4	34	34	0	0
Goldendale		73	73	0	0	59	59	0	0	15	15	0	0	31	31	0	0	36	36	0	0	38	38	0	0
Grandview		21	21	0	0	29	29	0	0	20	20	0	0	6	6	0	0	12	12	0	0	10	10	0	0
Granger		14	14	0	0	15	15	0	0	4	4	0	0	11	11	0	0	17	17	0	0	10	10	0	0
Harrish		43	41	2	0	88	81	7	0	22	22	0	1	27	27	0	0	25	24	1	1	27	27	0	0
Hood Canal		11	11	0	0	2	2	0	0	8	8	0	0	1	1	0	0	4	4	0	0	3	3	0	0
Klickitat		8	8	0	0	6	6	0	0	4	4	0	0	6	6	0	0	3	3	0	0	6	5	1	0
Lyle		18	17	1	0	9	9	0	0	9	9	0	0	11	11	0	0	17	17	0	0	15	15	0	0
Mabton		30	30	0	0	22	22	0	0	33	33	0	0	28	28	0	0	61	61	0	0	34	34	0	0
Mattawa		7	7	0	0	1	1	0	0	3	3	0	0	0	0	0	0	3	3	0	0	4	4	0	0
Patterson		3	3	0	0	5	5	0	0	11	11	0	0	7	6	1	1	7	7	0	0	4	4	0	0
Port Angeles		232	229	3	4	421	419	2	4	150	147	3	2	130	129	1	2	142	137	5	1	177	167	10	6
Poulsbo		53	52	1	0	86	84	2	0	15	15	0	0	19	19	0	0	37	37	0	0	34	34	0	1
Prosser		2	2	0	0	1	1	0	0	27	27	0	0	1	1	0	0	1	1	0	0	1	1	0	0
Roosevelt		72	71	1	0	44	44	0	1	61	61	0	0	29	28	1	0	34	34	0	0	39	39	0	0
Stevenson		207	197	10	2	81	81	0	0	54	53	1	0	68	67	1	0	80	80	0	0	91	89	2	0
Sunnyside		120	120	0	0	48	48	0	0	4	4	0	0	37	37	0	0	77	77	0	0	39	39	0	0
Toppenish		11	11	0	0	5	4	1	0	4	4	0	0	10	10	0	0	11	11	0	0	11	11	0	0
Troutlake		62	62	0	0	27	27	0	0	44	44	0	0	24	23	1	0	45	45	0	0	24	24	0	0
Wapato		63	63	0	0	25	24	1	0	33	30	3	3	28	28	0	0	26	26	0	0	39	39	0	1
White Salmon		10	10	0	0	4	4	0	0	2	2	0	0	7	7	0	0	15	15	0	0	4	4	0	0
WhiteSwan		2	2	0	0	3	3	0	0	8	8	0	0	5	5	0	0	2	2	0	0	3	3	0	0
Whitstran		10	10	0	0	1	1	0	0	1	1	0	0	3	3	0	0	3	3	0	0	2	2	0	0
Willard		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.

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. EMBARG
COMPANY NAME
2006

Exchange	CLLI	Jul			Aug			Sep			Oct			Nov			Dec			
		Total OOS	OOS Ctr 48	OOS Ctr >48	Total OOS	OOS Ctr 48	OOS Ctr >48	Total OOS	OOS Ctr 48	OOS Ctr >48	Total OOS	OOS Ctr 48	OOS Ctr >48	Total OOS	OOS Ctr 48	OOS Ctr >48	Total OOS	OOS Ctr 48	OOS Ctr >48	
Chinacum		9	9	0	9	9	0	12	12	0	3	15	15	0	44	44	0	0	0	0
Columbia		25	25	0	7	7	0	6	6	0	0	4	4	0	10	10	0	0	0	0
Dallesport		4	4	0	9	9	0	3	3	0	0	14	14	0	5	5	0	0	0	0
Glenwood		88	88	0	38	37	1	18	18	0	0	40	40	0	81	80	1	2	0	0
Goldendale		38	38	0	30	28	2	37	37	0	0	23	23	0	25	25	0	0	0	0
Grandview		22	21	1	6	6	0	14	14	0	0	25	25	0	14	14	0	0	0	0
Granger		44	44	0	12	12	0	9	9	0	0	6	6	0	12	12	0	0	0	0
Harrah		31	31	0	32	32	0	22	22	0	0	20	20	0	76	76	0	1	0	0
Hood Canal		1	1	0	9	8	1	4	4	0	1	6	6	0	2	2	0	0	0	0
Klickitat		17	17	0	19	19	0	13	13	0	0	4	4	0	22	22	0	0	0	0
Lyle		3	3	0	7	7	0	10	10	0	0	12	12	0	7	7	0	0	0	0
Mabton		23	23	0	23	23	0	13	13	0	0	25	25	0	27	27	0	0	0	0
Mattawa		2	1	1	1	1	0	2	2	0	0	5	5	0	1	1	0	0	0	0
Patterson		0	0	0	4	4	0	4	4	0	0	160	155	5	308	304	4	2	0	0
Port Angeles		179	170	9	234	232	2	132	129	3	3	39	39	0	33	32	1	0	0	0
Poulsbo		27	27	0	24	24	0	75	75	0	2	110	109	1	1	1	0	0	0	0
Prosser		27	26	1	38	38	0	2	2	0	0	69	69	0	89	89	0	0	0	0
Roosevelt		90	89	1	92	92	0	44	44	0	0	54	54	0	65	64	1	0	0	0
Stevenson		48	47	1	49	48	1	62	61	1	0	54	54	0	57	56	1	0	0	0
Sunnyside		17	17	0	6	6	0	40	40	0	0	3	3	0	14	14	0	0	0	0
Toppenish		28	28	0	55	55	0	169	168	1	0	29	29	0	33	32	1	0	0	0
Troutlake		59	59	0	27	27	0	65	65	0	1	36	36	0	59	59	0	0	0	0
Wapato		8	8	0	6	6	0	1	1	0	0	2	2	0	2	2	0	0	0	0
White Salmon		5	5	0	10	10	0	4	4	0	0	5	5	0	11	11	0	0	0	0
WhiteSwan		0	0	0	1	1	0	2	2	0	0	1	1	0	3	3	0	0	0	0
Whitstran		795	781	14	749	742	7	819	814	5	10	708	702	6	1,004	995	9	5	0	0
Willard																				
Washington																				

WASHINGTON QUALITY OF SERVICE REPORT

Not Out of Service Trouble Reports Cleared Within 72 Hours

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

Exchange	CLLI	Jan			Feb			Mar			Apr			May			Jun			
		Total NOOS	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS 72 Excl	
Chimacum		6	5	1	6	6	0	2	2	0	13	10	3	7	7	0	17	14	3	1
Columbia		5	4	1	2	2	0	5	5	0	3	3	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
Glenwood		21	19	2	17	17	0	16	16	0	10	10	0	13	13	0	6	4	2	0
Goldendale		16	16	0	9	9	0	9	9	0	5	5	0	15	15	0	17	16	1	0
Grandview		6	6	0	1	1	0	5	5	0	2	2	0	8	8	0	3	3	0	0
Granger		10	10	0	6	6	0	4	4	0	1	1	0	2	2	0	0	0	0	0
Harrah		21	18	3	12	12	0	7	7	0	15	14	1	19	17	2	17	12	5	2
Hood Canal		1	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0
Klickitat		3	1	2	0	0	0	1	1	0	2	2	0	0	0	0	0	0	0	0
Lyle		7	7	0	5	5	0	5	5	0	0	0	0	2	2	0	2	2	0	0
Mabton		9	9	0	4	3	1	9	9	0	4	4	0	9	9	0	9	9	0	0
Mattawa		1	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Patterson		3	2	1	4	2	2	5	5	0	1	0	0	0	0	0	1	1	0	0
Port Angeles		85	82	3	134	131	3	80	79	1	37	34	3	44	37	7	53	37	16	2
Poulsbo		12	12	0	13	13	0	8	8	0	5	5	0	18	18	0	16	16	0	0
Prosser		2	2	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	6	4	2	8	8	0	0
Stevenson		53	52	1	21	21	0	19	19	0	16	16	0	23	23	0	23	22	1	0
Sunnyside		32	32	0	8	8	0	19	19	0	7	7	0	12	11	1	12	12	0	0
Toppenish		2	2	0	1	1	0	0	0	0	1	1	0	2	2	0	2	2	0	0
Troutlake		12	12	0	7	7	0	9	9	0	11	11	0	12	12	0	11	11	0	0
Wapato		17	17	0	15	15	0	5	5	0	17	15	2	11	10	1	12	10	2	1
White Salmon		2	2	0	4	4	0	0	0	0	1	0	1	7	7	0	0	0	0	0
WhiteSwan		2	2	0	0	0	0	1	1	0	3	3	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
Willard		355	340	15	306	298	8	220	219	1	157	146	11	218	205	13	223	191	32	10
Washington																				

Total NOOS = Total regulated not out of service trouble reports.

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

NOOS 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		7	5	2	3	7	7	0	1	105	104	1	0	3	2	1	0	4	4	0	0
Columbia																					
Dallesport		2	2	0	0	3	2	1	0	4	4	0	0	8	8	0	0	1	1	0	0
Glenwood		1	0	1	0	2	2	0	0	0	0	0	0	17	17	0	0	0	0	0	0
Goldendale		17	15	2	0	17	17	0	0	10	10	0	0	6	5	1	0	10	9	1	0
Grandview		11	11	0	0	4	4	0	1	6	6	0	0	8	7	1	0	4	3	1	0
Granger		8	8	0	0	3	3	0	0	0	0	0	0	3	3	0	0	3	3	0	0
Hannah		7	7	0	0	1	1	0	0	3	3	0	0	3	3	0	0	6	6	0	0
Hood Canal		16	13	3	1	10	9	1	1	9	8	1	1	7	7	0	0	12	12	0	2
Klickitat		2	2	0	0	5	5	0	0	0	0	0	0	0	0	0	0	2	2	0	0
Lyle		8	6	2	1	6	6	0	0	2	2	0	0	1	1	0	0	5	5	0	0
Mabton		7	7	0	0	1	1	0	0	3	3	0	0	1	1	0	0	3	3	0	0
Mattawa		11	11	0	0	8	8	0	0	5	5	0	0	6	6	0	0	6	6	0	0
Patterson		1	0	1	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1	0	0
Port Angeles		1	1	0	0	3	3	0	0	5	3	2	0	3	3	0	0	2	2	0	1
Poulsbo		60	53	7	5	57	48	9	1	28	25	3	0	33	33	0	0	42	37	5	0
Prosser		14	14	0	1	7	7	0	0	8	7	1	1	17	17	0	0	4	4	0	0
Roosevelt																					
Stevenson		11	8	3	0	8	8	0	0	0	0	0	0	1	1	0	0	1	1	0	0
Sunnyside		23	23	0	1	22	22	0	0	6	6	0	1	8	8	0	1	6	6	0	0
Toppenish		10	10	0	0	13	13	0	0	10	9	1	0	6	6	0	1	16	16	0	1
Troutlake		4	3	1	0	2	2	0	0	13	12	1	0	13	13	0	0	8	8	0	0
Wapato		7	7	0	0	12	12	0	0	0	0	0	0	2	2	0	0	4	4	0	0
White Salmon		20	13	7	1	5	4	1	0	8	8	0	0	10	10	0	1	7	7	0	0
WhiteSwan		0	0	0	0	1	1	0	0	8	8	0	0	6	6	0	0	12	11	1	0
Whitstran		5	5	0	0	0	0	0	0	1	1	0	0	1	1	0	0	1	1	0	0
Willard		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	160	151	9	4

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

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

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

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

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

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

EXCHANGE	CLLI	Apr-06				May-06				Jun-06				2nd Qtr 06			
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >180 Days
		Chimacum	CHMC	8	0	0	100%	9	0	0	100%	9	0	0	100%	26	0
Columbia	CLMA	1	0	0	100%	16	0	0	100%	11	0	0	100%	1	0	0	100%
Dallesport	DLPT	10	0	0	100%	16	0	0	100%	11	0	0	100%	37	0	0	100%
Glenwood	GLWD	2	0	0	100%	58	0	0	100%	8	0	0	100%	12	0	0	100%
Goldendale	GLDL	57	0	0	100%	67	0	0	100%	63	0	0	100%	178	0	0	100%
Grandview	GDVW	70	0	0	100%	67	0	0	100%	76	0	0	100%	213	0	0	100%
Granger	GRGR	25	0	0	100%	23	0	0	100%	24	0	0	100%	72	0	0	100%
Hood Canal	HDCL	16	0	0	100%	24	0	0	100%	29	0	0	100%	69	0	0	100%
Harrah	HRRH	16	0	0	100%	9	0	0	100%	6	0	0	100%	31	0	0	100%
Klickitat	KLCT	7	0	0	100%	7	0	0	100%	10	0	0	100%	24	0	0	100%
Lyle	LYLE	11	0	0	100%	14	0	0	100%	13	0	0	100%	38	0	0	100%
Mabton	MBTN	24	0	0	100%	19	0	0	100%	14	0	0	100%	57	0	0	100%
Mattawa	MTWA	36	0	0	100%	46	0	0	100%	38	0	0	100%	120	0	0	100%
Patterson	PASN	2	0	0	100%	1	0	0	100%	0	0	0	0%	3	0	0	100%
Poulsbo	PLSB	161	0	0	100%	177	0	0	100%	196	0	0	100%	534	0	0	100%
Prosser	PRSR	46	0	0	100%	74	0	0	100%	63	0	0	100%	183	0	0	100%
Port Angeles	PTAG	1	0	0	100%	7	0	0	100%	4	0	0	100%	12	0	0	100%
Roosevelt	RSVT	0	0	0	0%	3	0	0	100%	0	0	0	0%	3	0	0	100%
Stevenson	STSN	39	0	0	100%	31	0	0	100%	40	0	0	100%	110	0	0	100%
Sunnyside	SNSD	135	0	0	100%	113	0	0	100%	120	0	0	100%	368	0	0	100%
Toppenish	TPNS	82	0	0	100%	97	0	0	100%	98	0	0	100%	277	0	0	100%
Troutlake	TRLK	9	0	0	100%	11	0	0	100%	9	0	0	100%	29	0	0	100%
Wapato	WPAT	58	0	0	100%	60	0	0	100%	68	0	0	100%	186	0	0	100%
White Salmon	WWSL	66	0	0	100%	53	0	0	100%	62	0	0	100%	181	0	0	100%
WhiteSwan	WHSW	4	0	0	100%	14	0	0	100%	6	0	0	100%	24	0	0	100%
Whitstran	WHTS	5	0	0	100%	7	0	0	100%	7	0	0	100%	19	0	0	100%
Willard	WLRD	4	0	0	100%	2	0	0	100%	1	0	0	100%	7	0	0	100%
Washington		895	0	0	100%	944	0	0	100%	975	0	0	100%	2814	0	0	100%

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jan - Jun 06 (180 Day)				%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	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	PFSR	311	1	0	100%	100%	100%	
Port Angeles	PTAG	20	0	0	100%	100%	100%	
Roosevelt	RSVT	10	0	0	100%	100%	100%	
Steverson	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**

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 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%	11	0	100%	11	0	100%	34	0	100%
Columbia	CLMA		0	0%		0	0%		0	0%	0	0	0%
Dallesport	DLPT	11	0	100%	7	0	100%	7	0	100%	25	0	100%
Glenwood	GLWD	4	0	100%	9	0	100%	3	0	100%	16	0	100%
Goldendale	GLDL	55	0	100%	60	0	100%	74	0	100%	189	0	100%
Grandview	GDVW	64	0	100%	78	0	100%	80	0	100%	222	0	100%
Granger	GRGR	17	0	100%	21	0	100%	33	0	100%	71	0	100%
Hood Canal	HDCL	39	0	100%	23	0	100%	19	0	100%	81	0	100%
Harrish	HRRH	9	0	100%	13	0	100%	21	0	100%	43	0	100%
Klickitat	KLCT	9	0	100%	6	0	100%	4	0	100%	19	0	100%
Lyle	LYLE	11	0	100%	6	0	100%	8	0	100%	25	0	100%
Mabton	MBTN	16	0	100%	18	0	100%	18	0	100%	52	0	100%
Mattawa	MTWA	40	0	100%	37	0	100%	40	0	100%	117	0	100%
Patterson	PASN	2	0	100%		0	0%		0	0%	2	0	100%
Poulsbo	PLSB	163	0	100%	169	0	100%	170	0	100%	502	0	100%
Prosser	PRSR	49	0	100%	48	0	100%	48	0	100%	145	0	100%
Port Angeles	PTAG	2	0	100%	7	0	100%	2	0	100%	11	0	100%
Roosevelt	RSVT	1	0	100%	0	0	0%	2	0	100%	3	0	100%
Stevenson	STSN	39	0	100%	55	0	100%	45	0	100%	139	0	100%
Sunnyside	SNSD	103	0	100%	158	0	100%	155	0	100%	416	0	100%
Toppenish	TPNS	81	0	100%	93	0	100%	81	0	100%	255	0	100%
Troutlake	TRLK	6	0	100%	8	0	100%	4	0	100%	18	0	100%
Wapato	WPAT	49	0	100%	58	0	100%	69	0	100%	176	0	100%
White Salmon	WHSL	44	0	100%	47	0	100%	54	0	100%	145	0	100%
WhiteSwan	WHSW	7	0	100%	8	0	100%	12	0	100%	27	0	100%
Whitstran	WHTS	4	0	100%	6	0	100%	4	0	100%	14	0	100%
Willard	WLRD	3	0	100%	1	0	100%	3	0	100%	7	0	100%
Washington		840	0	100%	947	0	100%	967	0	100%	2754	0	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	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days
Chimacum	CHMC	16	0	0	100%	10	0	0	100%	26	0	0	0%	26	0	0	100%
Columbia	CLMA	1	0	0	100%				0%	1	0	0	0%	1	0	0	100%
Dallesport	DLPT	6	0	0	100%	11	0	0	100%	17	0	0	0%	17	0	0	100%
Glenwood	GLWD	3	0	0	100%	4	0	0	100%	7	0	0	0%	7	0	0	100%
Goldendale	GLDL	74	0	0	100%	66	0	0	100%	140	0	0	0%	140	0	0	100%
Grandview	GDVW	79	0	0	100%	87	0	1	100%	166	0	1	0%	166	0	1	99%
Granger	GRGR	35	0	0	100%	27	0	0	100%	62	0	0	0%	62	0	0	100%
Hood Canal	HDCL	22	0	0	100%	30	0	0	100%	52	0	0	0%	52	0	0	100%
Harrish	HRRH	29	0	0	100%	22	0	0	100%	51	0	0	0%	51	0	0	100%
Klickitat	KLCT	4	0	0	100%	6	0	0	100%	10	0	0	0%	10	0	0	100%
Lyle	LYLE	19	0	0	100%	15	0	0	100%	34	0	0	0%	34	0	0	100%
Mabton	MBTN	20	0	0	100%	18	0	0	100%	38	0	0	0%	38	0	0	100%
Mattawa	MTWA	39	0	0	100%	58	0	0	100%	97	0	0	0%	97	0	0	100%
Patterson	PASN	0	0	0	0%	3	0	0	100%	3	0	0	0%	3	0	0	100%
Poulsbo	PLSB	129	0	0	100%	135	0	0	100%	264	0	0	0%	264	0	0	100%
Prosser	PRSR	74	0	0	100%	68	0	0	100%	142	0	0	0%	142	0	0	100%
Port Angeles	PTAG	2	0	0	100%	4	0	0	100%	6	0	0	0%	6	0	0	100%
Roosevelt	RSVT	1	0	0	100%	3	0	0	100%	4	0	0	0%	4	0	0	100%
Stevenson	STSN	49	0	0	100%	35	0	0	100%	84	0	0	0%	84	0	0	100%
Sunnyside	SNSD	155	0	0	100%	176	0	0	100%	331	0	0	0%	331	0	0	100%
Toppenish	TPNS	103	0	0	100%	103	0	0	100%	206	0	0	0%	206	0	0	100%
Troutlake	TRLK	8	0	0	100%	8	0	0	100%	16	0	0	0%	16	0	0	100%
Wapato	WPAT	78	0	0	100%	66	0	0	100%	144	0	0	0%	144	0	0	100%
White Salmon	WHSL	49	0	0	100%	35	0	0	100%	84	0	0	0%	84	0	0	100%
WhiteSwan	WHSW	7	0	0	100%	14	0	0	100%	21	0	0	0%	21	0	0	100%
Whitstran	WHTS	3	0	0	100%	4	0	0	100%	7	0	0	0%	7	0	0	100%
Willard	WLRD	2	0	0	100%	4	0	0	100%	6	0	0	0%	6	0	0	100%
Washington		1007	0	0	100%	1012	0	1	100%	2019	0	1	0%	2019	0	1	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	%Held Orders >180 Days
Chimacum	CHMC	60	0	0	0	100%	100%
Columbia	CLMA	1	0	0	0	100%	100%
Dallesport	DLPT	42	0	0	0	100%	100%
Glenwood	GLWD	23	0	0	0	100%	100%
Goldendale	GLDL	329	0	0	0	100%	100%
Grandview	GDVW	388	0	1	0	100%	100%
Granger	GRGR	133	0	0	0	100%	100%
Hood Canal	HDCL	133	0	0	0	100%	100%
Harrah	HRRH	94	0	0	0	100%	100%
Klickitat	KLCT	29	0	0	0	100%	100%
Lyle	LYLE	59	0	0	0	100%	100%
Mabton	MBTN	90	0	0	0	100%	100%
Mattawa	MTWA	214	0	0	0	100%	100%
Patterson	PASN	5	0	0	0	100%	100%
Poulsbo	PLSB	766	0	0	0	100%	100%
Prosser	PRSR	287	0	0	0	100%	100%
Port Angeles	PTAG	17	0	0	0	100%	100%
Roosevelt	RSVT	7	0	0	0	100%	100%
Stevenson	STSN	223	0	0	0	100%	100%
Sunnyside	SNSD	747	0	0	0	100%	100%
Toppenish	TPNS	461	0	0	0	100%	100%
Troutlake	TRLK	34	0	0	0	100%	100%
Wapato	WPAT	320	0	0	0	100%	100%
White Salmon	WHSL	229	0	0	0	100%	100%
WhiteSwan	WHSW	48	0	0	0	100%	100%
Whitstran	WHTS	21	0	0	0	100%	100%
Willard	WLRD	13	0	0	0	100%	100%
Washington		4773	0	1	1	100%	100%