

Voice | Data | Internet | Wireless | Entertainment



January 23, 2007

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

RECEIVED  
RECORDS MANAGEMENT  
07 JAN 30 AM 9:02  
STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

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 December 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:

On the evening of December 14 through the morning of the 15th a major storm hit the North West taking out power and many aerial facilities throughout most of our exchange areas. Although our facilities were on generator back up there was constant maintenance of the generators while every available technician was called in to assist with getting our customers back into service. Additional fuel and generators had to be trucked in until power was restored in all exchanges. Embarq technicians were brought in from other areas to help where ever needed.

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

Sincerely,

Becky Sandercock  
Government Affairs Docket Manager

Enclosures: Installation/Repair Appointments  
Service Activation in 5 Days

File: WAmemo 06.doc

Page: 1 of 2

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  
 2008

| Exchange     | CLLI | Jan           |      |      | Feb           |      |      | Mar           |      |      | Apr           |      |      | May           |      |      | Jun           |      |      | Jul           |      |      | Aug           |      |      | Sep           |      |      | Oct           |      |      | Nov           |      |      | Dec           |      |      |   |
|--------------|------|---------------|------|------|---------------|------|------|---------------|------|------|---------------|------|------|---------------|------|------|---------------|------|------|---------------|------|------|---------------|------|------|---------------|------|------|---------------|------|------|---------------|------|------|---------------|------|------|---|
|              |      | Install Appts |      |      | Install Appts |      |      | Install Appts |      |      | Install Appts |      |      | Install Appts |      |      | Install Appts |      |      | Install Appts |      |      | Install Appts |      |      | Install Appts |      |      | Install Appts |      |      | Install Appts |      |      | Install Appts |      |      |   |
|              |      | 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 | Made          | Miss | Excl |   |
| Chimacum     | 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    | 9             | 0    | 0    |   |
| Columbia     | CLMA |               |      |      |               |      |      |               |      |      | 1             | 0    | 0    |               |      |      |               |      |      |               |      |      |               |      |      |               |      |      |               |      |      |               |      |      |               |      |      |   |
| Dallesport   | DLPT | 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             | 0    | 0    | 11            | 0    | 0    | 7             | 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    | 3             | 0    | 0    | 3             | 0    | 0    | 4             | 0    | 0    | 1             | 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            | 1    | 0    | 66            | 4    | 0    | 42            | 2    | 0    |   |
| Grandview    | GDVW | 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    | 54            | 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    | 35            | 0    | 0    | 27            | 0    | 0    | 23            | 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    | 29            | 0    | 0    | 22            | 1    | 0    | 22            | 1    | 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    | 22            | 0    | 0    | 30            | 2    | 0    | 12            | 2    | 0    |   |
| Klickitat    | KLCT | 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    | 4             | 1    | 0    |   |
| Lyle         | LYLE | 7             | 0    | 0    | 6             | 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    | 5             | 0    | 0    |   |
| Mabton       | MBTN | 28            | 1    | 0    | 21            | 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    | 27            | 1    | 0    |   |
| Mattawa      | MTWA | 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    | 40            | 0    | 0    |   |
| Patterson    | PASN | 4             | 0    | 0    | 3             | 0    | 0    | 2             | 0    | 0    | 2             | 0    | 0    | 1             | 0    | 0    | 0             | 0    | 0    | 2             | 0    | 0    | 0             | 0    | 0    | 0             | 0    | 0    | 0             | 0    | 0    | 0             | 3    | 0    | 0             | 2    | 1    | 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    | 4             | 0    | 0    | 3             | 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    | 129           | 0    | 0    | 135           | 4    | 0    | 106           | 3    | 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    | 74            | 0    | 0    | 68            | 1    | 0    | 53            | 0    | 0    |   |
| Roosevelt    | RSVT | 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    | 2             | 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    | 49            | 2    | 0    | 35            | 1    | 0    | 39            | 2    | 0    |   |
| Sunnyside    | SNSD | 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    | 145           | 5    | 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    | 103           | 0    | 0    | 103           | 0    | 0    | 77            | 3    | 0    |   |
| Troutlake    | 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    | 8             | 0    | 0    | 8             | 2    | 0    | 4             | 1    | 0    |   |
| Wapato       | WPAT | 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    | 63            | 0    | 0    |   |
| White Salmon | WHSL | 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    | 32            | 0    | 0    |   |
| WhiteSwan    | WHSW | 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    | 11            | 1    | 0    |   |
| Whitstran    | WHTS | 7             | 0    | 0    | 3             | 0    | 0    | 8             | 0    | 0    | 5             | 0    | 0    | 7             | 0    | 0    | 7             | 0    | 0    | 4             | 1    | 0    | 6             | 0    | 0    | 4             | 1    | 0    | 3             | 0    | 0    | 4             | 0    | 0    | 10            | 0    | 0    |   |
| Willard      | WLRD | 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    | 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    | 1,007         | 9    | 0    | 1,012         | 29   | 0    | 793           | 23   | 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. EMBARQ  
 COMPANY NAME  
 2006

| Exchange     | CLLI | Jan          |      |      | Feb          |      |      | Mar          |      |      | Apr          |      |      | May          |      |      | Jun          |      |      | Jul          |      |      | Aug          |      |      | Sep          |      |      | Oct          |      |      | Nov          |      |      | Dec          |      |      |
|--------------|------|--------------|------|------|--------------|------|------|--------------|------|------|--------------|------|------|--------------|------|------|--------------|------|------|--------------|------|------|--------------|------|------|--------------|------|------|--------------|------|------|--------------|------|------|--------------|------|------|
|              |      | Repair Appts |      |      | Repair Appts |      |      | Repair Appts |      |      | Repair Appts |      |      | Repair Appts |      |      | Repair Appts |      |      | Repair Appts |      |      | Repair Appts |      |      | Repair Appts |      |      | Repair Appts |      |      | Repair Appts |      |      | Repair Appts |      |      |
|              |      | 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 | Made         | Miss | Excl |
| Chimacum     | 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    | 18           | 1    | 0    | 48           | 4    | 0    | 198          | 8    | 0    |
| Columbia     | CLMA |              |      |      |              |      |      |              |      |      |              |      |      |              |      |      |              |      |      |              |      |      |              |      |      |              |      |      |              |      |      |              |      |      |              |      |      |
| Dallesport   | DLPT | 24           | 7    | 0    | 11           | 0    | 0    | 11           | 1    | 0    | 18           | 2    | 0    | 12           | 1    | 0    | 12           | 1    | 0    | 27           | 1    | 0    | 10           | 0    | 0    | 10           | 1    | 0    | 12           | 0    | 0    | 11           | 3    | 0    | 10           | 0    | 0    |
| Glenwood     | GLWD | 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    | 31           | 1    | 0    | 5            | 0    | 0    | 32           | 1    | 0    |
| Goldendale   | GLDL | 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    | 46           | 2    | 0    | 93           | 9    | 0    | 50           | 5    | 0    |
| Grandview    | GDVW | 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    | 29           | 3    | 0    | 70           | 1    | 0    |
| Granger      | GRGR | 27           | 7    | 0    | 30           | 3    | 0    | 25           | 0    | 0    | 8            | 0    | 0    | 20           | 0    | 0    | 13           | 0    | 0    | 30           | 0    | 0    | 9            | 0    | 0    | 14           | 0    | 0    | 28           | 0    | 0    | 17           | 1    | 0    | 25           | 0    | 0    |
| Harrah       | HRRH | 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    | 18           | 1    | 0    | 24           | 1    | 0    |
| Hood Canal   | HDCL | 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    | 91           | 10   | 0    | 122          | 27   | 0    |
| Klickitat    | KLCT | 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    | 4            | 0    | 0    | 6            | 0    | 0    |
| Lyle         | LYLE | 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    | 27           | 0    | 0    | 16           | 0    | 0    |
| Mabton       | MBTN | 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    | 10           | 0    | 0    | 19           | 2    | 0    |
| Mattawa      | MTWA | 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    | 33           | 7    | 0    | 44           | 2    | 0    |
| Patterson    | PASN | 8            | 1    | 0    | 2            | 0    | 0    | 3            | 0    | 0    | 1            | 0    | 0    | 3            | 1    | 0    | 3            | 2    | 0    | 3            | 2    | 0    | 1            | 1    | 0    | 2            | 0    | 0    | 1            | 0    | 0    | 1            | 0    | 0    | 3            | 2    | 0    |
| Port Angeles | PTAG | 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    | 6            | 2    | 0    | 8            | 2    | 0    |
| Poulsbo      | PLSB | 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    | 352          | 31   | 0    | 432          | 71   | 0    |
| Prosser      | PRSR | 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    | 37           | 3    | 0    | 47           | 4    | 0    |
| Roosevelt    | RSVT | 4            | 0    | 0    |              |      |      | 1            | 0    | 0    | 2            | 0    | 0    | 2            | 0    | 0    | 1            | 1    | 0    | 1            | 1    | 0    | 1            | 0    | 0    | 2            | 0    | 0    | 2            | 0    | 0    | 2            | 0    | 0    | 7            | 1    | 0    |
| Stevenson    | STSN | 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    | 95           | 1    | 0    | 118          | 10   | 0    |
| Sunnyside    | SNSD | 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    | 82           | 8    | 0    | 131          | 16   | 0    |
| Toppenish    | TPNS | 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    | 65           | 2    | 0    | 85           | 3    | 0    |
| Troutlake    | TRLK | 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    | 18           | 3    | 0    | 17           | 1    | 0    |
| Wapato       | WPAT | 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    | 40           | 2    | 0    | 243          | 40   | 0    |
| White Salmon | WHSL | 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    | 71           | 3    | 0    | 88           | 3    | 0    |
| WhiteSwan    | WHSW | 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    | 3            | 0    | 0    | 15           | 1    | 0    |
| Whitstran    | WHTS | 4            | 1    | 0    | 3            | 0    | 0    | 9            | 0    | 0    | 8            | 0    | 0    | 3            | 0    | 0    | 8            | 1    | 1    | 10           | 1    | 0    | 11           | 3    | 0    | 4            | 0    | 0    | 5            | 0    | 0    | 12           | 0    | 0    | 8            | 1    | 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    | 1            | 0    | 0    | 3            | 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    | 887          | 57   | 0    | 1,173        | 93   | 0    | 1,820        | 202  | 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          | 16           | 2          | 10           | 0          | 9            | 0          |
| Columbia     | CLMA |              |            |              |            |              |            | 1            | 0          |              |            |              |            |              |            |              |            |              | 1          | 0            |            |              | 0          | 0            |            |
| Dallesport   | DLPT | 10           | 1          | 11           | 0          | 11           | 1          | 10           | 1          | 16           | 1          | 11           | 0          | 11           | 0          | 7            | 0          | 7            | 0          | 6            | 0          | 11           | 0          | 7            | 0          |
| Glenwood     | GLWD | 4            | 0          | 2            | 0          | 1            | 0          | 2            | 1          | 2            | 0          | 8            | 2          | 4            | 0          | 9            | 0          | 3            | 0          | 3            | 0          | 4            | 0          | 1            | 0          |
| Goldendale   | GLDL | 55           | 4          | 51           | 5          | 40           | 4          | 57           | 6          | 58           | 4          | 63           | 1          | 55           | 7          | 60           | 5          | 74           | 4          | 74           | 4          | 66           | 3          | 42           | 2          |
| Grandview    | GDVW | 63           | 0          | 70           | 1          | 58           | 1          | 70           | 0          | 67           | 0          | 76           | 3          | 64           | 1          | 78           | 2          | 80           | 4          | 79           | 0          | 87           | 2          | 54           | 3          |
| Granger      | GRGR | 20           | 0          | 29           | 0          | 21           | 0          | 25           | 0          | 23           | 1          | 24           | 0          | 17           | 0          | 21           | 0          | 33           | 0          | 35           | 4          | 27           | 0          | 23           | 1          |
| Harrah       | HRRH | 14           | 0          | 18           | 2          | 19           | 0          | 16           | 0          | 9            | 0          | 6            | 0          | 9            | 0          | 13           | 0          | 21           | 0          | 29           | 0          | 22           | 0          | 22           | 1          |
| Hood Canal   | HDCL | 26           | 0          | 14           | 1          | 19           | 2          | 16           | 4          | 24           | 1          | 29           | 8          | 39           | 4          | 23           | 1          | 19           | 1          | 22           | 0          | 30           | 1          | 12           | 5          |
| Klickitat    | KLCT | 5            | 0          | 6            | 1          | 6            | 0          | 7            | 0          | 7            | 0          | 10           | 1          | 9            | 1          | 6            | 0          | 4            | 0          | 4            | 0          | 6            | 0          | 4            | 0          |
| Lyle         | LYLE | 7            | 0          | 6            | 0          | 12           | 0          | 11           | 0          | 14           | 0          | 13           | 1          | 11           | 1          | 6            | 0          | 8            | 1          | 19           | 0          | 15           | 3          | 5            | 0          |
| Mabton       | MBTN | 28           | 0          | 21           | 0          | 25           | 0          | 24           | 1          | 19           | 0          | 14           | 0          | 16           | 0          | 18           | 2          | 18           | 0          | 20           | 1          | 18           | 0          | 27           | 1          |
| Mattawa      | MTWA | 50           | 0          | 48           | 0          | 32           | 0          | 36           | 0          | 46           | 0          | 38           | 1          | 40           | 1          | 37           | 0          | 40           | 1          | 39           | 0          | 58           | 0          | 40           | 0          |
| Patterson    | PASN | 4            | 0          | 3            | 0          | 2            | 0          | 2            | 0          | 1            | 0          | 0            | 0          | 2            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 3            | 0          | 2            | 0          |
| Port Angeles | PTAG | 4            | 2          | 2            | 1          | 2            | 0          | 1            | 0          | 7            | 0          | 4            | 2          | 2            | 2          | 7            | 0          | 2            | 0          | 2            | 0          | 4            | 0          | 3            | 0          |
| Poulsbo      | PLSB | 188          | 5          | 157          | 6          | 130          | 5          | 161          | 2          | 177          | 7          | 196          | 23         | 163          | 7          | 169          | 9          | 170          | 3          | 129          | 4          | 135          | 7          | 106          | 14         |
| Prosser      | PRSR | 45           | 0          | 40           | 0          | 43           | 1          | 46           | 0          | 74           | 0          | 63           | 0          | 49           | 0          | 48           | 0          | 48           | 0          | 74           | 0          | 68           | 1          | 53           | 0          |
| Roosevelt    | RSVT | 2            | 0          | 3            | 0          | 2            | 0          | 0            | 0          | 3            | 2          | 0            | 0          | 1            | 0          | 0            | 0          | 2            | 0          | 1            | 0          | 3            | 0          | 2            | 0          |
| Stevenson    | STSN | 54           | 0          | 43           | 3          | 41           | 2          | 39           | 4          | 31           | 3          | 40           | 10         | 39           | 6          | 55           | 2          | 45           | 1          | 49           | 3          | 35           | 3          | 39           | 1          |
| Sunnyside    | SNSD | 155          | 2          | 152          | 2          | 77           | 2          | 135          | 1          | 113          | 0          | 120          | 3          | 103          | 1          | 158          | 2          | 155          | 3          | 155          | 3          | 176          | 2          | 145          | 8          |
| Toppenish    | TPNS | 91           | 1          | 97           | 0          | 61           | 0          | 82           | 1          | 97           | 1          | 98           | 2          | 81           | 3          | 93           | 4          | 81           | 3          | 103          | 0          | 103          | 0          | 77           | 1          |
| Troutlake    | TRLK | 5            | 0          | 6            | 0          | 5            | 0          | 9            | 0          | 11           | 1          | 9            | 0          | 6            | 0          | 8            | 1          | 4            | 0          | 8            | 0          | 8            | 1          | 4            | 0          |
| Wapato       | WPAT | 73           | 2          | 54           | 1          | 54           | 2          | 58           | 0          | 60           | 1          | 68           | 1          | 49           | 1          | 58           | 2          | 69           | 2          | 78           | 1          | 66           | 0          | 63           | 3          |
| White Salmon | WWSL | 51           | 4          | 45           | 2          | 43           | 5          | 66           | 6          | 53           | 3          | 62           | 9          | 44           | 10         | 47           | 5          | 54           | 1          | 49           | 0          | 35           | 3          | 32           | 2          |
| WhiteSwan    | WWSW | 11           | 0          | 14           | 2          | 13           | 0          | 4            | 0          | 14           | 0          | 6            | 0          | 7            | 0          | 8            | 0          | 12           | 0          | 7            | 0          | 14           | 0          | 11           | 0          |
| Whitstran    | WHTS | 7            | 1          | 3            | 0          | 8            | 0          | 5            | 0          | 7            | 0          | 7            | 0          | 4            | 0          | 6            | 0          | 4            | 0          | 3            | 0          | 4            | 0          | 10           | 0          |
| Willard      | WLRD | 1            | 0          | 1            | 0          | 0            | 0          | 4            | 1          | 2            | 0          | 1            | 0          | 3            | 1          | 1            | 1          | 3            | 0          | 2            | 0          | 4            | 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         | 1,012        | 26         | 793          | 42         |

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     | CLLI | Jan        |             |           | Feb        |             |           | Mar        |             |           | Apr        |             |           | May        |             |           | Jun        |             |           | Jul        |             |           | Aug        |             |           | Sep        |             |           | Oct        |             |           | Nov        |             |           | Dec   |         |       |
|--------------|------|------------|-------------|-----------|------------|-------------|-----------|------------|-------------|-----------|------------|-------------|-----------|------------|-------------|-----------|------------|-------------|-----------|------------|-------------|-----------|------------|-------------|-----------|------------|-------------|-----------|------------|-------------|-----------|------------|-------------|-----------|-------|---------|-------|
|              |      | Total Rpts | Total Lines | Trbl /100 | Total Rpts | Total Lines | Trbl /100 | Total Rpts | Total Lines | Trbl /100 | Total Rpts | Total Lines | Trbl /100 | Total Rpts | Total Lines | Trbl /100 | Total Rpts | Total Lines | Trbl /100 | Total Rpts | Total Lines | Trbl /100 | Total Rpts | Total Lines | Trbl /100 | Total Rpts | Total Lines | Trbl /100 | Total Rpts | Total Lines | Trbl /100 | Total Rpts | Total Lines | Trbl /100 |       |         |       |
| Chimacum     | CHMC | 15         | 1,062       | 1.41      | 66         | 1,072       | 6.16      | 12         | 1,064       | 1.13      | 28         | 1,057       | 2.65      | 12         | 1,063       | 1.13      | 36         | 1,062       | 3.39      | 16         | 1,060       | 1.51      | 17         | 1,058       | 1.61      | 120        | 1,055       | 11.37     | 18         | 1,067       | 1.69      | 48         | 1,066       | 4.50      | 198   | 1,063   | 18.63 |
| 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          | 160         | 0.00      | 0          | 160         | 0.00      | 0          | 160         | 0.00      | 0          | 166         | 0.00      | 0          | 166         | 0.00      | 0     | 160     | 0.00  |
| Dallesport   | DLPT | 24         | 813         | 2.95      | 11         | 825         | 1.33      | 11         | 824         | 1.33      | 18         | 825         | 2.18      | 12         | 826         | 1.45      | 14         | 822         | 1.70      | 27         | 816         | 3.31      | 10         | 808         | 1.24      | 10         | 810         | 1.23      | 12         | 805         | 1.49      | 11         | 804         | 1.37      | 10    | 802     | 1.25  |
| 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      | 3          | 368         | 0.82      | 31         | 370         | 8.38      | 5          | 375         | 1.33      | 32    | 375     | 8.63  |
| Goldendale   | GLDL | 77         | 4,878       | 1.58      | 128        | 4,896       | 2.61      | 44         | 4,884       | 0.90      | 37         | 4,903       | 0.75      | 51         | 4,895       | 1.04      | 42         | 4,891       | 0.86      | 105        | 4,901       | 2.14      | 55         | 4,895       | 1.12      | 28         | 4,896       | 0.57      | 46         | 4,884       | 0.94      | 93         | 4,884       | 1.90      | 50    | 4,878   | 1.03  |
| 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      | 43         | 5,096       | 0.84      | 31         | 5,072       | 0.61      | 29         | 5,066       | 0.57      | 70    | 5,057   | 1.38  |
| Granger      | 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      | 14         | 1,420       | 0.99      | 28         | 1,422       | 1.97      | 17         | 1,422       | 1.20      | 25    | 1,421   | 1.76  |
| 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         | 1,023       | 0.98      | 51         | 1,010       | 6.05      | 13         | 1,003       | 1.30      | 12         | 1,009       | 1.19      | 9          | 1,023       | 0.88      | 18         | 1,028       | 1.75      | 24    | 1,033   | 2.32  |
| Hood Canal   | HDCL | 64         | 2,620       | 2.44      | 100        | 2,607       | 3.84      | 29         | 2,608       | 1.11      | 42         | 2,600       | 1.62      | 44         | 2,613       | 1.68      | 49         | 2,607       | 1.88      | 47         | 2,617       | 1.80      | 45         | 2,603       | 1.73      | 32         | 2,590       | 1.24      | 27         | 2,578       | 1.05      | 91         | 2,592       | 3.51      | 122   | 2,584   | 4.72  |
| Klickitat    | KLCT | 12         | 343         | 3.50      | 2          | 345         | 0.58      | 8          | 352         | 2.27      | 1          | 357         | 0.28      | 5          | 360         | 1.39      | 5          | 363         | 1.38      | 3          | 363         | 0.83      | 14         | 365         | 3.84      | 5          | 367         | 1.36      | 6          | 368         | 1.63      | 4          | 368         | 1.09      | 6     | 372     | 1.61  |
| Lyle         | LYLE | 11         | 978         | 1.12      | 14         | 975         | 1.44      | 5          | 981         | 0.51      | 8          | 978         | 0.82      | 3          | 978         | 0.31      | 8          | 981         | 0.82      | 25         | 981         | 2.55      | 26         | 982         | 2.65      | 16         | 979         | 1.63      | 5          | 986         | 0.51      | 27         | 983         | 2.75      | 16    | 986     | 1.62  |
| 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      | 13         | 1,445       | 0.90      | 13         | 1,438       | 0.90      | 10         | 1,422       | 0.70      | 19    | 1,444   | 1.32  |
| Mattawa      | 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      | 18         | 2,486       | 0.72      | 32         | 2,481       | 1.29      | 33         | 2,471       | 1.34      | 44    | 2,471   | 1.78  |
| Patterson    | PASN | 8          | 406         | 1.97      | 2          | 406         | 0.49      | 3          | 406         | 0.74      | 1          | 412         | 0.24      | 3          | 410         | 0.73      | 0          | 410         | 0.00      | 3          | 411         | 0.73      | 1          | 411         | 0.24      | 2          | 405         | 0.49      | 0          | 406         | 0.00      | 1          | 406         | 0.25      | 3     | 407     | 0.74  |
| Port Angeles | PTAG | 6          | 300         | 2.00      | 9          | 299         | 3.01      | 16         | 296         | 5.41      | 7          | 294         | 2.38      | 8          | 292         | 2.74      | 7          | 292         | 2.40      | 1          | 289         | 0.35      | 7          | 289         | 2.42      | 9          | 286         | 3.15      | 8          | 285         | 2.81      | 6          | 289         | 2.08      | 8     | 287     | 2.79  |
| Poulsbo      | PLSB | 317        | 41,057      | 0.77      | 555        | 41,017      | 1.35      | 230        | 40,927      | 0.56      | 167        | 40,853      | 0.41      | 186        | 40,620      | 0.46      | 247        | 40,509      | 0.61      | 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      | 432   | 39,669  | 1.09  |
| 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         | 4,831       | 1.12      | 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      | 47    | 4,784   | 0.98  |
| Roosevelt    | 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      | 2          | 195         | 1.03      | 2          | 193         | 1.04      | 2          | 196         | 1.02      | 7     | 198     | 3.54  |
| 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         | 4,406       | 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      | 118   | 4,350   | 2.71  |
| Sunnyside    | SNSD | 260        | 10,454      | 2.49      | 102        | 10,483      | 0.97      | 80         | 10,463      | 0.76      | 84         | 10,479      | 0.80      | 103        | 10,417      | 0.99      | 124        | 10,355      | 1.20      | 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      | 131   | 10,283  | 1.27  |
| Toppenish    | TPNS | 152        | 7,935       | 1.92      | 56         | 7,945       | 0.70      | 73         | 7,930       | 0.92      | 44         | 7,919       | 0.56      | 89         | 7,897       | 1.13      | 60         | 7,868       | 0.76      | 58         | 7,856       | 0.74      | 62         | 7,805       | 0.79      | 75         | 7,782       | 0.96      | 68         | 7,789       | 0.87      | 65         | 7,793       | 0.83      | 85    | 7,784   | 1.09  |
| Troutlake    | TRLK | 13         | 711         | 1.83      | 9          | 711         | 1.27      | 4          | 717         | 0.56      | 11         | 717         | 1.53      | 13         | 722         | 1.80      | 16         | 722         | 2.22      | 21         | 721         | 2.91      | 8          | 722         | 1.11      | 40         | 719         | 5.55      | 5          | 719         | 0.70      | 18         | 716         | 2.51      | 17    | 721     | 2.36  |
| Wapato       | WPAT | 74         | 3,879       | 1.91      | 34         | 3,889       | 0.87      | 53         | 3,904       | 1.36      | 35         | 3,887       | 0.90      | 57         | 3,865       | 1.47      | 43         | 3,862       | 1.11      | 35         | 3,839       | 0.91      | 69         | 3,825       | 1.80      | 177        | 3,859       | 4.59      | 40         | 3,868       | 1.03      | 40         | 3,857       | 1.04      | 243   | 3,844   | 6.32  |
| White Salmon | WWSL | 80         | 4,727       | 1.69      | 40         | 4,716       | 0.85      | 38         | 4,757       | 0.80      | 45         | 4,752       | 0.95      | 37         | 4,695       | 0.79      | 56         | 4,674       | 1.20      | 79         | 4,686       | 1.69      | 32         | 4,668       | 0.69      | 74         | 4,656       | 1.59      | 42         | 4,642       | 0.90      | 71         | 4,620       | 1.54      | 88    | 4,610   | 1.91  |
| WhiteSwan    | WWSW | 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      | 2          | 708         | 0.28      | 4          | 705         | 0.57      | 3          | 711         | 0.42      | 15    | 708     | 2.12  |
| Whitsran     | WHTS | 4          | 642         | 0.62      | 3          | 643         | 0.47      | 9          | 640         | 1.41      | 8          | 635         | 1.26      | 3          | 634         | 0.47      | 9          | 631         | 1.43      | 10         | 630         | 1.59      | 11         | 627         | 1.75      | 4          | 623         | 0.64      | 5          | 612         | 0.82      | 12         | 607         | 1.98      | 8     | 607     | 1.32  |
| Willard      | WLRD | 12         | 327         | 3.67      | 1          | 326         | 0.31      | 1          | 324         | 0.31      | 3          | 328         | 0.91      | 3          | 326         | 0.92      | 3          | 325         | 0.92      | 0          | 327         | 0.00      | 1          | 324         | 0.31      | 2          | 323         | 0.62      | 1          | 325         | 0.31      | 3          | 324         | 0.93      | 2     | 322     | 0.62  |
| Washington   |      | 1,524      | 103,385     | 1.47      | 1,470      | 103,462     | 1.42      | 808        | 103,394     | 0.78      | 732        | 103,319     | 0.71      | 933        | 102,828     | 0.91      | 1,002      | 102,537     | 0.98      | 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      | 1,820 | 101,220 | 1.80  |

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  
2006

| Exchange   | CLI  | Jan         |             |            | Feb         |             |            | Mar         |             |            | Apr         |             |            | May         |             |            | Jun         |             |            | Jul         |             |            | Aug         |             |            | Sep         |             |            | Oct         |             |            | Nov         |             |            | Dec     |   |       |
|------------|------|-------------|-------------|------------|-------------|-------------|------------|-------------|-------------|------------|-------------|-------------|------------|-------------|-------------|------------|-------------|-------------|------------|-------------|-------------|------------|-------------|-------------|------------|-------------|-------------|------------|-------------|-------------|------------|-------------|-------------|------------|---------|---|-------|
|            |      | Total Calls | Total Delay | % DT 3 Sec | Total Calls | Total Delay | % DT 3 Sec | Total Calls | Total Delay | % DT 3 Sec | Total Calls | Total Delay | % DT 3 Sec | Total Calls | Total Delay | % DT 3 Sec | Total Calls | Total Delay | % DT 3 Sec | Total Calls | Total Delay | % DT 3 Sec | Total Calls | Total Delay | % DT 3 Sec | Total Calls | Total Delay | % DT 3 Sec | Total Calls | Total Delay | % DT 3 Sec | Total Calls | Total Delay | % DT 3 Sec |         |   |       |
| Poulsbo    | PLSB | 5,900       | 1           | 100.0      | 57,781      | 0           | 100.0      | 65,886      | 0           | 100.0      | 53,729      | 1           | 100.0      | 60,409      | 0           | 100.0      | 54,210      | 1           | 100.0      | 54,304      | 0           | 100.0      | 54,985      | 0           | 100.0      | 49,306      | 1           | 100.0      | 52,207      | 1           | 100.0      | 60,121      | 1           | 100.0      | 55,739  | 0 | 100.0 |
| Sunnyside  | SNSD | 47,216      | 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      | 133,246     | 1           | 100.0      | 132,075 | 1 | 100.0 |
| Washington |      | 53,116      | 1           | 100.0      | 192,503     | 2           | 100.0      | 211,366     | 1           | 100.0      | 190,805     | 2           | 100.0      | 204,816     | 1           | 100.0      | 188,993     | 11          | 100.0      | 181,222     | 32          | 100.0      | 189,656     | 3           | 100.0      | 180,635     | 2           | 100.0      | 187,678     | 1           | 100.0      | 193,367     | 2           | 100.0      | 187,814 | 1 | 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. EMBARQ**  
 COMPANY NAME  
 2006

| Exchange     | CLLI | Jan       |            |             |            | Feb       |            |             |            | Mar       |            |             |            | Apr       |            |             |            | May       |            |             |            | Jun       |            |             |            |
|--------------|------|-----------|------------|-------------|------------|-----------|------------|-------------|------------|-----------|------------|-------------|------------|-----------|------------|-------------|------------|-----------|------------|-------------|------------|-----------|------------|-------------|------------|
|              |      | Total OOS | OOS Clr 48 | OOS Clr >48 | OOS48 Excl | Total OOS | OOS Clr 48 | OOS Clr >48 | OOS48 Excl | Total OOS | OOS Clr 48 | OOS Clr >48 | OOS48 Excl | Total OOS | OOS Clr 48 | OOS Clr >48 | OOS48 Excl | Total OOS | OOS Clr 48 | OOS Clr >48 | OOS48 Excl | Total OOS | OOS Clr 48 | OOS Clr >48 | OOS48 Excl |
| Chimacum     | CHMC | 9         | 9          | 0           | 0          | 60        | 59         | 1           | 0          | 10        | 10         | 0           | 0          | 15        | 15         | 0           | 1          | 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          |
| Glenwood     | GLWD | 13        | 13         | 0           | 0          | 3         | 3          | 0           | 0          | 16        | 16         | 0           | 1          | 29        | 29         | 0           | 0          | 6         | 6          | 0           | 0          | 11        | 10         | 1           | 0          |
| Goldendale   | 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           | 2          | 59        | 59         | 0           | 0          | 15        | 15         | 0           | 0          | 31        | 31         | 0           | 0          | 36        | 36         | 0           | 2          | 38        | 38         | 0           | 0          |
| Granger      | GRGR | 21        | 21         | 0           | 1          | 29        | 29         | 0           | 0          | 20        | 20         | 0           | 0          | 6         | 6          | 0           | 0          | 12        | 12         | 0           | 0          | 10        | 10         | 0           | 0          |
| Harrah       | 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           | 1          | 27        | 27         | 0           | 0          | 25        | 24         | 1           | 1          | 27        | 27         | 0           | 0          |
| Klickitat    | 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         | 5          | 1           | 0          |
| Mabton       | MBTN | 18        | 17         | 1           | 1          | 9         | 9          | 0           | 0          | 9         | 9          | 0           | 1          | 11        | 11         | 0           | 0          | 17        | 17         | 0           | 0          | 15        | 15         | 0           | 0          |
| Mattawa      | 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          |           |            |             |            |
| Port Angeles | PTAG | 3         | 3          | 0           | 0          | 5         | 5          | 0           | 0          | 11        | 11         | 0           | 0          | 7         | 6          | 1           | 1          | 7         | 7          | 0           | 1          | 4         | 4          | 0           | 0          |
| Poulsbo      | PLSB | 232       | 229        | 3           | 4          | 421       | 419        | 2           | 4          | 150       | 147        | 3           | 2          | 130       | 129        | 1           | 2          | 142       | 137        | 5           | 1          | 177       | 167        | 10          | 6          |
| Prosser      | PRSR | 53        | 52         | 1           | 0          | 86        | 84         | 2           | 0          | 15        | 15         | 0           | 0          | 19        | 19         | 0           | 1          | 37        | 37         | 0           | 1          | 34        | 34         | 0           | 1          |
| Roosevelt    | RSVT | 2         | 2          | 0           | 0          |           |            |             |            |           |            |             |            | 1         | 1          | 0           | 0          | 1         | 1          | 0           | 0          | 1         | 1          | 0           | 0          |
| Stevenson    | STSN | 72        | 71         | 1           | 1          | 44        | 44         | 0           | 1          | 27        | 27         | 0           | 0          | 29        | 28         | 1           | 1          | 34        | 34         | 0           | 0          | 39        | 39         | 0           | 0          |
| Sunnyside    | SNSD | 207       | 197        | 10          | 2          | 81        | 81         | 0           | 0          | 61        | 61         | 0           | 0          | 68        | 67         | 1           | 0          | 80        | 80         | 0           | 0          | 91        | 89         | 2           | 0          |
| Toppenish    | TPNS | 120       | 120        | 0           | 2          | 48        | 48         | 0           | 0          | 54        | 53         | 1           | 1          | 37        | 37         | 0           | 0          | 77        | 77         | 0           | 0          | 39        | 39         | 0           | 0          |
| Troutlake    | TRLK | 11        | 11         | 0           | 0          | 5         | 4          | 1           | 1          | 4         | 4          | 0           | 0          | 10        | 10         | 0           | 0          | 11        | 11         | 0           | 0          | 11        | 11         | 0           | 0          |
| Wapato       | WPAT | 62        | 62         | 0           | 0          | 27        | 27         | 0           | 0          | 44        | 44         | 0           | 0          | 24        | 23         | 1           | 2          | 45        | 45         | 0           | 0          | 24        | 24         | 0           | 0          |
| White Salmon | WHSL | 63        | 63         | 0           | 0          | 25        | 24         | 1           | 2          | 33        | 30         | 3           | 3          | 28        | 28         | 0           | 0          | 26        | 26         | 0           | 1          | 39        | 39         | 0           | 1          |
| WhiteSwan    | 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          |
| Whitstran    | WHTS | 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      | WLRD | 10        | 10         | 0           | 0          | 1         | 1          | 0           | 0          | 1         | 1          | 0           | 0          | 3         | 3          | 0           | 0          | 3         | 3          | 0           | 0          | 2         | 2          | 0           | 0          |
| Washington   |      | 1,169     | 1,149      | 20          | 13         | 1,164     | 1,150      | 14          | 8          | 588       | 581        | 7           | 9          | 575       | 570        | 5           | 8          | 715       | 705        | 10          | 11         | 677       | 662        | 15          | 10         |

Total OOS = Total regulated out of service trouble reports.  
 OOS Clr 48 = Total regulated out of service trouble reports cleared within 48 hours.  
 OOS Clr >48 = Total regulated out of service trouble reports cleared over 48 hours.  
 OOS Exclude = Total regulated out of service "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 |
| Chimacum     | CHMC | 9         | 9          | 0           | 0          | 9         | 9          | 0           | 0          | 12        | 12         | 0           | 3          | 15        | 15         | 0           | 0          | 44        | 44         | 0           | 0          | 189       | 188        | 1           | 2          |
| Columbia     | CLMA |           |            |             |            |           |            |             |            |           |            |             |            |           |            |             |            |           |            |             |            |           |            |             |            |
| Dallesport   | DLPT | 25        | 25         | 0           | 0          | 7         | 7          | 0           | 0          | 6         | 6          | 0           | 0          | 4         | 4          | 0           | 0          | 10        | 10         | 0           | 0          | 7         | 6          | 1           | 0          |
| Glenwood     | GLWD | 4         | 4          | 0           | 0          | 9         | 9          | 0           | 0          | 3         | 3          | 0           | 0          | 14        | 14         | 0           | 0          | 5         | 5          | 0           | 0          | 29        | 29         | 0           | 0          |
| Goldendale   | GLDL | 88        | 88         | 0           | 0          | 38        | 37         | 1           | 0          | 18        | 18         | 0           | 0          | 40        | 40         | 0           | 0          | 81        | 80         | 1           | 2          | 45        | 44         | 1           | 0          |
| Grandview    | GDVW | 38        | 38         | 0           | 0          | 30        | 28         | 2           | 0          | 37        | 37         | 0           | 0          | 23        | 23         | 0           | 0          | 25        | 25         | 0           | 0          | 56        | 56         | 0           | 2          |
| Granger      | GRGR | 22        | 21         | 1           | 1          | 6         | 6          | 0           | 0          | 14        | 14         | 0           | 0          | 25        | 25         | 0           | 0          | 14        | 14         | 0           | 0          | 21        | 21         | 0           | 0          |
| Harrah       | HRRH | 44        | 44         | 0           | 1          | 12        | 12         | 0           | 0          | 9         | 9          | 0           | 0          | 6         | 6          | 0           | 0          | 12        | 12         | 0           | 0          | 20        | 20         | 0           | 0          |
| Hood Canal   | HDCL | 31        | 31         | 0           | 1          | 32        | 32         | 0           | 2          | 22        | 22         | 0           | 0          | 20        | 20         | 0           | 0          | 76        | 76         | 0           | 1          | 115       | 105        | 10          | 0          |
| Klickitat    | KLCT | 1         | 1          | 0           | 0          | 9         | 8          | 1           | 0          | 4         | 4          | 0           | 1          | 6         | 6          | 0           | 0          | 2         | 2          | 0           | 0          | 5         | 5          | 0           | 0          |
| Lyle         | LYLE | 17        | 17         | 0           | 0          | 19        | 19         | 0           | 0          | 13        | 13         | 0           | 0          | 4         | 4          | 0           | 0          | 22        | 22         | 0           | 0          | 14        | 14         | 0           | 1          |
| Mabton       | MBTN | 3         | 3          | 0           | 0          | 7         | 7          | 0           | 0          | 10        | 10         | 0           | 0          | 12        | 12         | 0           | 0          | 7         | 7          | 0           | 0          | 17        | 17         | 0           | 0          |
| Mattawa      | MTWA | 23        | 23         | 0           | 0          | 23        | 23         | 0           | 0          | 13        | 13         | 0           | 0          | 25        | 25         | 0           | 0          | 27        | 27         | 0           | 0          | 38        | 37         | 1           | 1          |
| Patterson    | PASN | 2         | 1          | 1           | 0          | 1         | 1          | 0           | 0          | 2         | 2          | 0           | 0          |           |            |             |            | 1         | 1          | 0           | 0          | 2         | 2          | 0           | 0          |
| Port Angeles | PTAG | 0         | 0          | 0           | 0          | 4         | 4          | 0           | 0          | 4         | 4          | 0           | 0          | 5         | 5          | 0           | 0          | 3         | 3          | 0           | 0          | 4         | 4          | 0           | 0          |
| Poulsbo      | PLSB | 179       | 170        | 9           | 3          | 234       | 232        | 2           | 0          | 132       | 129        | 3           | 3          | 160       | 155        | 5           | 2          | 308       | 304        | 4           | 2          | 380       | 341        | 39          | 6          |
| Prosser      | PRSR | 27        | 27         | 0           | 0          | 24        | 24         | 0           | 0          | 75        | 75         | 0           | 2          | 39        | 39         | 0           | 1          | 33        | 32         | 1           | 0          | 40        | 40         | 0           | 0          |
| Roosevelt    | RSVT |           |            |             |            | 1         | 1          | 0           | 0          | 2         | 2          | 0           | 0          | 1         | 1          | 0           | 0          | 1         | 1          | 0           | 0          | 7         | 7          | 0           | 0          |
| Stevenson    | STSN | 27        | 26         | 1           | 2          | 38        | 38         | 0           | 1          | 56        | 56         | 0           | 0          | 110       | 109        | 1           | 1          | 89        | 89         | 0           | 0          | 96        | 96         | 0           | 1          |
| Sunnyside    | SNSD | 90        | 89         | 1           | 0          | 92        | 92         | 0           | 1          | 44        | 44         | 0           | 0          | 69        | 69         | 0           | 3          | 65        | 64         | 1           | 0          | 121       | 121        | 0           | 2          |
| Toppenish    | TPNS | 48        | 47         | 1           | 1          | 49        | 48         | 1           | 0          | 62        | 61         | 1           | 0          | 54        | 54         | 0           | 1          | 57        | 56         | 1           | 0          | 71        | 69         | 2           | 1          |
| Troutlake    | TRLK | 17        | 17         | 0           | 1          | 6         | 6          | 0           | 0          | 40        | 40         | 0           | 0          | 3         | 3          | 0           | 0          | 14        | 14         | 0           | 0          | 16        | 16         | 0           | 0          |
| Wapato       | WPAT | 28        | 28         | 0           | 1          | 55        | 55         | 0           | 2          | 169       | 168        | 1           | 0          | 29        | 29         | 0           | 0          | 33        | 32         | 1           | 0          | 223       | 214        | 9           | 0          |
| White Salmon | WHSL | 59        | 59         | 0           | 0          | 27        | 27         | 0           | 0          | 65        | 65         | 0           | 1          | 36        | 36         | 0           | 0          | 59        | 59         | 0           | 0          | 75        | 74         | 1           | 2          |
| WhiteSwan    | WHSW | 8         | 8          | 0           | 0          | 6         | 6          | 0           | 0          | 1         | 1          | 0           | 0          | 2         | 2          | 0           | 1          | 2         | 2          | 0           | 0          | 13        | 13         | 0           | 0          |
| Whitstran    | WHTS | 5         | 5          | 0           | 0          | 10        | 10         | 0           | 1          | 4         | 4          | 0           | 0          | 5         | 5          | 0           | 0          | 11        | 11         | 0           | 0          | 8         | 8          | 0           | 0          |
| Willard      | WLRD | 0         | 0          | 0           | 0          | 1         | 1          | 0           | 0          | 2         | 2          | 0           | 0          | 1         | 1          | 0           | 0          | 3         | 3          | 0           | 0          | 1         | 1          | 0           | 0          |
| Washington   |      | 795       | 781        | 14          | 11         | 749       | 742        | 7           | 8          | 819       | 814        | 5           | 10         | 708       | 702        | 6           | 9          | 1,004     | 995        | 9           | 5          | 1,613     | 1,548      | 65          | 18         |

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

Total NOOS = Total regulated not out of service trouble reports.  
 NOOS Clr 72 = Total regulated not out of service trouble reports cleared within 72 hours.  
 NOOS Clr >72= Total regulated not out of service trouble reports cleared over 72 hours.  
 NOOS Exclude = Total regulated not out of service "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     | CHMC | 7          | 5           | 2            | 3            | 7          | 7           | 0            | 1            | 105        | 104         | 1            | 0            | 3          | 2           | 1            | 0            | 4          | 4           | 0            | 0            | 6          | 5           | 1            | 1            |
| Columbia     | CLMA |            |             |              |              |            |             |              |              |            |             |              |              |            |             |              |              |            |             |              |              |            |             |              |              |
| Dallesport   | DLPT | 2          | 2           | 0            | 0            | 3          | 2           | 1            | 0            | 4          | 4           | 0            | 0            | 8          | 8           | 0            | 0            | 1          | 1           | 0            | 0            | 3          | 3           | 0            | 0            |
| Glenwood     | GLWD | 1          | 0           | 1            | 0            | 2          | 2           | 0            | 0            | 0          | 0           | 0            | 0            | 17         | 17          | 0            | 0            | 0          | 0           | 0            | 0            | 3          | 3           | 0            | 0            |
| Goldendale   | GLDL | 17         | 15          | 2            | 0            | 17         | 17          | 0            | 0            | 10         | 10          | 0            | 0            | 6          | 5           | 1            | 0            | 10         | 9           | 1            | 0            | 5          | 5           | 0            | 0            |
| Grandview    | GDVW | 11         | 11          | 0            | 0            | 4          | 4           | 0            | 1            | 6          | 6           | 0            | 0            | 8          | 7           | 1            | 0            | 4          | 3           | 1            | 0            | 12         | 12          | 0            | 0            |
| Granger      | GRGR | 8          | 8           | 0            | 0            | 3          | 3           | 0            | 0            | 0          | 0           | 0            | 0            | 3          | 3           | 0            | 0            | 3          | 3           | 0            | 0            | 4          | 4           | 0            | 0            |
| Harrah       | HRRH | 7          | 7           | 0            | 0            | 1          | 1           | 0            | 0            | 3          | 3           | 0            | 0            | 3          | 3           | 0            | 0            | 6          | 6           | 0            | 0            | 4          | 4           | 0            | 0            |
| Hood Canal   | HDCL | 16         | 13          | 3            | 1            | 10         | 9           | 1            | 1            | 9          | 8           | 1            | 1            | 7          | 7           | 0            | 0            | 12         | 12          | 0            | 2            | 7          | 6           | 1            | 0            |
| Klickitat    | KLCT | 2          | 2           | 0            | 0            | 5          | 5           | 0            | 0            | 0          | 0           | 0            | 0            | 0          | 0           | 0            | 0            | 2          | 2           | 0            | 0            | 1          | 1           | 0            | 0            |
| Lyle         | LYLE | 8          | 6           | 2            | 1            | 6          | 6           | 0            | 0            | 2          | 2           | 0            | 1            | 1          | 1           | 0            | 0            | 5          | 5           | 0            | 0            | 1          | 1           | 0            | 0            |
| Mabton       | MBTN | 7          | 7           | 0            | 1            | 1          | 1           | 0            | 0            | 3          | 3           | 0            | 0            | 1          | 1           | 0            | 0            | 3          | 3           | 0            | 0            | 2          | 2           | 0            | 0            |
| Mattawa      | MTWA | 11         | 11          | 0            | 0            | 8          | 8           | 0            | 0            | 5          | 5           | 0            | 0            | 6          | 6           | 0            | 1            | 6          | 6           | 0            | 0            | 5          | 5           | 0            | 0            |
| Patterson    | PASN | 1          | 0           | 1            | 0            | 0          | 0           | 0            | 0            | 0          | 0           | 0            | 0            | 0          | 0           | 0            | 0            | 0          | 0           | 0            | 0            | 1          | 1           | 0            | 0            |
| Port Angeles | PTAG | 1          | 1           | 0            | 0            | 3          | 3           | 0            | 0            | 5          | 3           | 2            | 0            | 3          | 3           | 0            | 0            | 2          | 2           | 0            | 1            | 3          | 3           | 0            | 1            |
| Poulsbo      | PLSB | 60         | 53          | 7            | 5            | 57         | 48          | 9            | 1            | 28         | 25          | 3            | 0            | 33         | 33          | 0            | 2            | 42         | 37          | 5            | 0            | 46         | 43          | 3            | 0            |
| Prosser      | PRSR | 14         | 14          | 0            | 1            | 7          | 7           | 0            | 0            | 8          | 7           | 1            | 1            | 17         | 17          | 0            | 1            | 4          | 4           | 0            | 0            | 7          | 7           | 0            | 0            |
| Roosevelt    | RSVT |            |             |              |              | 0          | 0           | 0            | 0            | 0          | 0           | 0            | 0            | 1          | 1           | 0            | 0            | 1          | 1           | 0            | 0            | 0          | 0           | 0            | 0            |
| Stevenson    | STSN | 11         | 8           | 3            | 0            | 8          | 8           | 0            | 0            | 6          | 6           | 0            | 1            | 8          | 8           | 0            | 1            | 6          | 6           | 0            | 0            | 21         | 21          | 0            | 0            |
| Sunnyside    | SNSD | 23         | 23          | 0            | 1            | 22         | 22          | 0            | 0            | 10         | 9           | 1            | 0            | 6          | 6           | 0            | 1            | 16         | 16          | 0            | 1            | 8          | 8           | 0            | 0            |
| Toppenish    | TPNS | 10         | 10          | 0            | 0            | 13         | 13          | 0            | 0            | 13         | 12          | 1            | 0            | 13         | 13          | 0            | 0            | 8          | 8           | 0            | 0            | 13         | 13          | 0            | 0            |
| Troutlake    | TRLK | 4          | 3           | 1            | 0            | 2          | 2           | 0            | 0            | 0          | 0           | 0            | 0            | 2          | 2           | 0            | 0            | 4          | 3           | 1            | 0            | 1          | 1           | 0            | 0            |
| Wapato       | WPAT | 7          | 7           | 0            | 0            | 12         | 12          | 0            | 0            | 8          | 8           | 0            | 0            | 10         | 10          | 0            | 1            | 7          | 7           | 0            | 0            | 20         | 20          | 0            | 0            |
| White Salmon | WWSL | 20         | 13          | 7            | 1            | 5          | 4           | 1            | 0            | 8          | 8           | 0            | 0            | 6          | 6           | 0            | 0            | 12         | 11          | 1            | 0            | 10         | 10          | 0            | 1            |
| WhiteSwan    | WWSW | 0          | 0           | 0            | 0            | 1          | 1           | 0            | 0            | 1          | 1           | 0            | 0            | 1          | 1           | 0            | 0            | 1          | 1           | 0            | 0            | 2          | 2           | 0            | 0            |
| Whitstran    | WHTS | 5          | 5           | 0            | 0            | 0          | 0           | 0            | 0            | 0          | 0           | 0            | 0            | 0          | 0           | 0            | 0            | 1          | 1           | 0            | 0            | 0          | 0           | 0            | 0            |
| Willard      | WLRD | 0          | 0           | 0            | 0            | 0          | 0           | 0            | 0            | 0          | 0           | 0            | 0            | 0          | 0           | 0            | 0            | 0          | 0           | 0            | 0            | 1          | 1           | 0            | 0            |
| Washington   |      | 253        | 224         | 29           | 14           | 197        | 185         | 12           | 4            | 234        | 224         | 10           | 4            | 163        | 160         | 3            | 7            | 160        | 151         | 9            | 4            | 186        | 181         | 5            | 3            |

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION DELAY

| EXCHANGE     | CLLI | Jan-06                    |                     |                      |                             |                              | Feb-06                    |                     |                      |                             |                              | Mar-06                    |                     |                      |                             |                              | 1st Qtr 06                |                     |                      |                             |                              |
|--------------|------|---------------------------|---------------------|----------------------|-----------------------------|------------------------------|---------------------------|---------------------|----------------------|-----------------------------|------------------------------|---------------------------|---------------------|----------------------|-----------------------------|------------------------------|---------------------------|---------------------|----------------------|-----------------------------|------------------------------|
|              |      | Total<br>Orders<br>Cmpltd | Held<br>>90<br>Days | Held<br>>180<br>Days | %Held<br>Orders<br>>90 Days | %Held<br>Orders<br>>180 Days | Total<br>Orders<br>Cmpltd | Held<br>>90<br>Days | Held<br>>180<br>Days | %Held<br>Orders<br>>90 Days | %Held<br>Orders<br>>180 Days | Total<br>Orders<br>Cmpltd | Held<br>>90<br>Days | Held<br>>180<br>Days | %Held<br>Orders<br>>90 Days | %Held<br>Orders<br>>180 Days | Total<br>Orders<br>Cmpltd | Held<br>>90<br>Days | Held<br>>180<br>Days | %Held<br>Orders<br>>90 Days | %Held<br>Orders<br>>180 Days |
| Chimacum     | CHMC | 10                        | 0                   | 0                    | 100%                        | 100%                         | 11                        | 0                   | 0                    | 100%                        | 100%                         | 13                        | 0                   | 0                    | 100%                        | 100%                         | 34                        | 0                   | 0                    | 100%                        | 100%                         |
| Columbia     | CLMA |                           |                     |                      | 0%                          | 0%                           |                           |                     |                      | 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%                         | 32                        | 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%                         |
| Harrah       | 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%                         |
| Mabton       | 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%                         |
| Patterson    | 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                        | 1                   | 0                    | 98%                         | 100%                         | 128                       | 1                   | 0                    | 99%                         | 100%                         |
| Port Angeles | PTAG | 4                         | 0                   | 0                    | 100%                        | 100%                         | 2                         | 0                   | 0                    | 100%                        | 100%                         | 2                         | 0                   | 0                    | 100%                        | 100%                         | 8                         | 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%                         |
| Troutlake    | 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 | WHSL | 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<br>Orders<br>Cmpltd | Held<br>>90<br>Days | Held<br>>180<br>Days | %Held<br>Orders<br>>90 Days | %Held<br>Orders<br>>180 Days | Total<br>Orders<br>Cmpltd | Held<br>>90<br>Days | Held<br>>180<br>Days | %Held<br>Orders<br>>90 Days | %Held<br>Orders<br>>180 Days | Total<br>Orders<br>Cmpltd | Held<br>>90<br>Days | Held<br>>180<br>Days | %Held<br>Orders<br>>90 Days | %Held<br>Orders<br>>180 Days | Total<br>Orders<br>Cmpltd | Held<br>>90<br>Days | Held<br>>180<br>Days | %Held<br>Orders<br>>90 Days | %Held<br>Orders<br>>180 Days |
| 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%                         |                           |                     |                      | 0%                          | 0%                           | 1                         | 0                   | 0                    | 100%                        | 100%                         | 1                         | 0                   | 0                    | 100%                        | 100%                         |
| Dallesport   | DLPT | 10                        | 0                   | 0                    | 100%                        | 100%                         | 16                        | 0                   | 0                    | 100%                        | 100%                         | 11                        | 0                   | 0                    | 100%                        | 100%                         | 37                        | 0                   | 0                    | 100%                        | 100%                         |
| Glenwood     | GLWD | 2                         | 0                   | 0                    | 100%                        | 100%                         | 2                         | 0                   | 0                    | 100%                        | 100%                         | 8                         | 0                   | 0                    | 100%                        | 100%                         | 12                        | 0                   | 0                    | 100%                        | 100%                         |
| Goldendale   | GLDL | 57                        | 0                   | 0                    | 100%                        | 100%                         | 58                        | 0                   | 0                    | 100%                        | 100%                         | 63                        | 0                   | 0                    | 100%                        | 100%                         | 178                       | 0                   | 0                    | 100%                        | 100%                         |
| Grandview    | GDVW | 70                        | 0                   | 0                    | 100%                        | 100%                         | 67                        | 0                   | 0                    | 100%                        | 100%                         | 76                        | 0                   | 0                    | 100%                        | 100%                         | 213                       | 0                   | 0                    | 100%                        | 100%                         |
| Granger      | GRGR | 25                        | 0                   | 0                    | 100%                        | 100%                         | 23                        | 0                   | 0                    | 100%                        | 100%                         | 24                        | 0                   | 0                    | 100%                        | 100%                         | 72                        | 0                   | 0                    | 100%                        | 100%                         |
| Hood Canal   | HDCL | 16                        | 0                   | 0                    | 100%                        | 100%                         | 24                        | 0                   | 0                    | 100%                        | 100%                         | 29                        | 0                   | 0                    | 100%                        | 100%                         | 69                        | 0                   | 0                    | 100%                        | 100%                         |
| Harrah       | HRRH | 16                        | 0                   | 0                    | 100%                        | 100%                         | 9                         | 0                   | 0                    | 100%                        | 100%                         | 6                         | 0                   | 0                    | 100%                        | 100%                         | 31                        | 0                   | 0                    | 100%                        | 100%                         |
| Klickitat    | KLCT | 7                         | 0                   | 0                    | 100%                        | 100%                         | 7                         | 0                   | 0                    | 100%                        | 100%                         | 10                        | 0                   | 0                    | 100%                        | 100%                         | 24                        | 0                   | 0                    | 100%                        | 100%                         |
| Lyle         | LYLE | 11                        | 0                   | 0                    | 100%                        | 100%                         | 14                        | 0                   | 0                    | 100%                        | 100%                         | 13                        | 0                   | 0                    | 100%                        | 100%                         | 38                        | 0                   | 0                    | 100%                        | 100%                         |
| Mabton       | MBTN | 24                        | 0                   | 0                    | 100%                        | 100%                         | 19                        | 0                   | 0                    | 100%                        | 100%                         | 14                        | 0                   | 0                    | 100%                        | 100%                         | 57                        | 0                   | 0                    | 100%                        | 100%                         |
| Mattawa      | MTWA | 36                        | 0                   | 0                    | 100%                        | 100%                         | 46                        | 0                   | 0                    | 100%                        | 100%                         | 38                        | 0                   | 0                    | 100%                        | 100%                         | 120                       | 0                   | 0                    | 100%                        | 100%                         |
| Patterson    | PASN | 2                         | 0                   | 0                    | 100%                        | 100%                         | 1                         | 0                   | 0                    | 100%                        | 100%                         | 0                         | 0                   | 0                    | 0%                          | 0%                           | 3                         | 0                   | 0                    | 100%                        | 100%                         |
| Poulsbo      | PLSB | 161                       | 0                   | 0                    | 100%                        | 100%                         | 177                       | 0                   | 0                    | 100%                        | 100%                         | 196                       | 0                   | 0                    | 100%                        | 100%                         | 534                       | 0                   | 0                    | 100%                        | 100%                         |
| Prosser      | PRSR | 46                        | 0                   | 0                    | 100%                        | 100%                         | 74                        | 0                   | 0                    | 100%                        | 100%                         | 63                        | 0                   | 0                    | 100%                        | 100%                         | 183                       | 0                   | 0                    | 100%                        | 100%                         |
| Port Angeles | PTAG | 1                         | 0                   | 0                    | 100%                        | 100%                         | 7                         | 0                   | 0                    | 100%                        | 100%                         | 4                         | 0                   | 0                    | 100%                        | 100%                         | 12                        | 0                   | 0                    | 100%                        | 100%                         |
| Roosevelt    | RSVT | 0                         | 0                   | 0                    | 0%                          | 0%                           | 3                         | 0                   | 0                    | 100%                        | 100%                         | 0                         | 0                   | 0                    | 0%                          | 0%                           | 3                         | 0                   | 0                    | 100%                        | 100%                         |
| Stevenson    | STSN | 39                        | 0                   | 0                    | 100%                        | 100%                         | 31                        | 0                   | 0                    | 100%                        | 100%                         | 40                        | 0                   | 0                    | 100%                        | 100%                         | 110                       | 0                   | 0                    | 100%                        | 100%                         |
| Sunnyside    | SNSD | 135                       | 0                   | 0                    | 100%                        | 100%                         | 113                       | 0                   | 0                    | 100%                        | 100%                         | 120                       | 0                   | 0                    | 100%                        | 100%                         | 368                       | 0                   | 0                    | 100%                        | 100%                         |
| Toppenish    | TPNS | 82                        | 0                   | 0                    | 100%                        | 100%                         | 97                        | 0                   | 0                    | 100%                        | 100%                         | 98                        | 0                   | 0                    | 100%                        | 100%                         | 277                       | 0                   | 0                    | 100%                        | 100%                         |
| Troutlake    | TRLK | 9                         | 0                   | 0                    | 100%                        | 100%                         | 11                        | 0                   | 0                    | 100%                        | 100%                         | 9                         | 0                   | 0                    | 100%                        | 100%                         | 29                        | 0                   | 0                    | 100%                        | 100%                         |
| Wapato       | WPAT | 58                        | 0                   | 0                    | 100%                        | 100%                         | 60                        | 0                   | 0                    | 100%                        | 100%                         | 68                        | 0                   | 0                    | 100%                        | 100%                         | 186                       | 0                   | 0                    | 100%                        | 100%                         |
| White Salmon | WHSL | 66                        | 0                   | 0                    | 100%                        | 100%                         | 53                        | 0                   | 0                    | 100%                        | 100%                         | 62                        | 0                   | 0                    | 100%                        | 100%                         | 181                       | 0                   | 0                    | 100%                        | 100%                         |
| WhiteSwan    | WHSW | 4                         | 0                   | 0                    | 100%                        | 100%                         | 14                        | 0                   | 0                    | 100%                        | 100%                         | 6                         | 0                   | 0                    | 100%                        | 100%                         | 24                        | 0                   | 0                    | 100%                        | 100%                         |
| Whitstran    | WHTS | 5                         | 0                   | 0                    | 100%                        | 100%                         | 7                         | 0                   | 0                    | 100%                        | 100%                         | 7                         | 0                   | 0                    | 100%                        | 100%                         | 19                        | 0                   | 0                    | 100%                        | 100%                         |
| Willard      | WLRD | 4                         | 0                   | 0                    | 100%                        | 100%                         | 2                         | 0                   | 0                    | 100%                        | 100%                         | 1                         | 0                   | 0                    | 100%                        | 100%                         | 7                         | 0                   | 0                    | 100%                        | 100%                         |
| Washington   |      | 895                       | 0                   | 0                    | 100%                        | 100%                         | 944                       | 0                   | 0                    | 100%                        | 100%                         | 975                       | 0                   | 0                    | 100%                        | 100%                         | 2814                      | 0                   | 0                    | 100%                        | 100%                         |

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION DELAY

| EXCHANGE     | CLLI | Jan - Jun 06 (180 Day)    |                     |                      |                             |                              |
|--------------|------|---------------------------|---------------------|----------------------|-----------------------------|------------------------------|
|              |      | Total<br>Orders<br>Cmpltd | Held<br>>90<br>Days | Held<br>>180<br>Days | %Held<br>Orders<br>>90 Days | %Held<br>Orders<br>>180 Days |
| Chimacum     | 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%                         |
| Harrah       | HRRH | 82                        | 0                   | 0                    | 100%                        | 100%                         |
| Klickitat    | KLCT | 41                        | 0                   | 0                    | 100%                        | 100%                         |
| Lyle         | LYLE | 63                        | 0                   | 0                    | 100%                        | 100%                         |
| Mabton       | MBTN | 131                       | 0                   | 0                    | 100%                        | 100%                         |
| Mattawa      | MTWA | 250                       | 0                   | 0                    | 100%                        | 100%                         |
| Patterson    | 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     | CLLI | 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%                  | 100%                   |
| Columbia     | CLMA |                     |               |                | 0%                    | 0%                     |                     |               |                | 0%                    | 0%                     |                     |               |                | 0%                    | 0%                     | 0                   | 0             | 0              | 0%                    | 0%                     |
| Dallesport   | DLPT | 11                  | 0             | 0              | 100%                  | 100%                   | 7                   | 0             | 0              | 100%                  | 100%                   | 7                   | 0             | 0              | 100%                  | 100%                   | 25                  | 0             | 0              | 100%                  | 100%                   |
| Glenwood     | 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   | HDCL | 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%                   |
| Patterson    | 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%                   |
| Toppenish    | TPNS | 81                  | 0             | 0              | 100%                  | 100%                   | 93                  | 0             | 0              | 100%                  | 100%                   | 81                  | 0             | 0              | 100%                  | 100%                   | 255                 | 0             | 0              | 100%                  | 100%                   |
| Troutlake    | 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 | WHSL | 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     | 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 | Total Orders Cmpltd | Held >90 Days | Held >180 Days | %Held Orders >90 Days | %Held Orders >180 Days |
| Chimacum     | CHMC | 16                  | 0             | 0              | 100%                  | 100%                   | 10                  | 0             | 0              | 100%                  | 100%                   | 9                   | 0             | 0              | 100%                  | 100%                   | 35                  | 0             | 0              | 100%                  | 100%                   |
| Columbia     | CLMA | 1                   | 0             | 0              | 100%                  | 100%                   |                     |               |                | 0%                    | 0%                     | 0                   | 0             | 0              | 0%                    | 0%                     | 1                   | 0             | 0              | 100%                  | 100%                   |
| Dallesport   | DLPT | 6                   | 0             | 0              | 100%                  | 100%                   | 11                  | 0             | 0              | 100%                  | 100%                   | 7                   | 0             | 0              | 100%                  | 100%                   | 24                  | 0             | 0              | 100%                  | 100%                   |
| Glenwood     | GLWD | 3                   | 0             | 0              | 100%                  | 100%                   | 4                   | 0             | 0              | 100%                  | 100%                   | 1                   | 0             | 0              | 100%                  | 100%                   | 8                   | 0             | 0              | 100%                  | 100%                   |
| Goldendale   | GLDL | 74                  | 0             | 0              | 100%                  | 100%                   | 66                  | 0             | 0              | 100%                  | 100%                   | 42                  | 0             | 0              | 100%                  | 100%                   | 182                 | 0             | 0              | 100%                  | 100%                   |
| Grandview    | GDVW | 79                  | 0             | 0              | 100%                  | 100%                   | 87                  | 0             | 1              | 100%                  | 99%                    | 54                  | 0             | 0              | 100%                  | 100%                   | 220                 | 0             | 1              | 100%                  | 100%                   |
| Granger      | GRGR | 35                  | 0             | 0              | 100%                  | 100%                   | 27                  | 0             | 0              | 100%                  | 100%                   | 23                  | 0             | 0              | 100%                  | 100%                   | 85                  | 0             | 0              | 100%                  | 100%                   |
| Hood Canal   | HDCL | 22                  | 0             | 0              | 100%                  | 100%                   | 30                  | 0             | 0              | 100%                  | 100%                   | 12                  | 0             | 0              | 100%                  | 100%                   | 64                  | 0             | 0              | 100%                  | 100%                   |
| Harrah       | HRRH | 29                  | 0             | 0              | 100%                  | 100%                   | 22                  | 0             | 0              | 100%                  | 100%                   | 22                  | 0             | 0              | 100%                  | 100%                   | 73                  | 0             | 0              | 100%                  | 100%                   |
| Klickitat    | KLCT | 4                   | 0             | 0              | 100%                  | 100%                   | 6                   | 0             | 0              | 100%                  | 100%                   | 4                   | 0             | 0              | 100%                  | 100%                   | 14                  | 0             | 0              | 100%                  | 100%                   |
| Lyle         | LYLE | 19                  | 0             | 0              | 100%                  | 100%                   | 15                  | 0             | 0              | 100%                  | 100%                   | 5                   | 0             | 0              | 100%                  | 100%                   | 39                  | 0             | 0              | 100%                  | 100%                   |
| Mabton       | MBTN | 20                  | 0             | 0              | 100%                  | 100%                   | 18                  | 0             | 0              | 100%                  | 100%                   | 27                  | 0             | 0              | 100%                  | 100%                   | 65                  | 0             | 0              | 100%                  | 100%                   |
| Mattawa      | MTWA | 39                  | 0             | 0              | 100%                  | 100%                   | 58                  | 0             | 0              | 100%                  | 100%                   | 40                  | 0             | 0              | 100%                  | 100%                   | 137                 | 0             | 0              | 100%                  | 100%                   |
| Patterson    | PASN | 0                   | 0             | 0              | 0%                    | 0%                     | 3                   | 0             | 0              | 100%                  | 100%                   | 2                   | 0             | 0              | 100%                  | 100%                   | 5                   | 0             | 0              | 100%                  | 100%                   |
| Poulsbo      | PLSB | 129                 | 0             | 0              | 100%                  | 100%                   | 135                 | 0             | 0              | 100%                  | 100%                   | 106                 | 0             | 0              | 100%                  | 100%                   | 370                 | 0             | 0              | 100%                  | 100%                   |
| Prosser      | PRSR | 74                  | 0             | 0              | 100%                  | 100%                   | 68                  | 0             | 0              | 100%                  | 100%                   | 53                  | 0             | 0              | 100%                  | 100%                   | 195                 | 0             | 0              | 100%                  | 100%                   |
| Port Angeles | PTAG | 2                   | 0             | 0              | 100%                  | 100%                   | 4                   | 0             | 0              | 100%                  | 100%                   | 3                   | 0             | 0              | 100%                  | 100%                   | 9                   | 0             | 0              | 100%                  | 100%                   |
| Roosevelt    | RSVT | 1                   | 0             | 0              | 100%                  | 100%                   | 3                   | 0             | 0              | 100%                  | 100%                   | 2                   | 0             | 0              | 100%                  | 100%                   | 6                   | 0             | 0              | 100%                  | 100%                   |
| Stevenson    | STSN | 49                  | 0             | 0              | 100%                  | 100%                   | 35                  | 0             | 0              | 100%                  | 100%                   | 39                  | 0             | 0              | 100%                  | 100%                   | 123                 | 0             | 0              | 100%                  | 100%                   |
| Sunnyside    | SNSD | 155                 | 0             | 0              | 100%                  | 100%                   | 176                 | 0             | 0              | 100%                  | 100%                   | 145                 | 0             | 0              | 100%                  | 100%                   | 476                 | 0             | 0              | 100%                  | 100%                   |
| Toppenish    | TPNS | 103                 | 0             | 0              | 100%                  | 100%                   | 103                 | 0             | 0              | 100%                  | 100%                   | 77                  | 0             | 0              | 100%                  | 100%                   | 283                 | 0             | 0              | 100%                  | 100%                   |
| Troutlake    | TRLK | 8                   | 0             | 0              | 100%                  | 100%                   | 8                   | 0             | 0              | 100%                  | 100%                   | 4                   | 0             | 0              | 100%                  | 100%                   | 20                  | 0             | 0              | 100%                  | 100%                   |
| Wapato       | WPAT | 78                  | 0             | 0              | 100%                  | 100%                   | 66                  | 0             | 0              | 100%                  | 100%                   | 63                  | 0             | 0              | 100%                  | 100%                   | 207                 | 0             | 0              | 100%                  | 100%                   |
| White Salmon | WHSL | 49                  | 0             | 0              | 100%                  | 100%                   | 35                  | 0             | 0              | 100%                  | 100%                   | 32                  | 0             | 0              | 100%                  | 100%                   | 116                 | 0             | 0              | 100%                  | 100%                   |
| WhiteSwan    | WHSW | 7                   | 0             | 0              | 100%                  | 100%                   | 14                  | 0             | 0              | 100%                  | 100%                   | 11                  | 0             | 0              | 100%                  | 100%                   | 32                  | 0             | 0              | 100%                  | 100%                   |
| Whitstran    | WHTS | 3                   | 0             | 0              | 100%                  | 100%                   | 4                   | 0             | 0              | 100%                  | 100%                   | 10                  | 0             | 0              | 100%                  | 100%                   | 17                  | 0             | 0              | 100%                  | 100%                   |
| Willard      | WLRD | 2                   | 0             | 0              | 100%                  | 100%                   | 4                   | 0             | 0              | 100%                  | 100%                   | 0                   | 0             | 0              | 0%                    | 0%                     | 6                   | 0             | 0              | 100%                  | 100%                   |
| Washington   |      | 1007                | 0             | 0              | 100%                  | 100%                   | 1012                | 0             | 1              | 100%                  | 100%                   | 793                 | 0             | 0              | 100%                  | 100%                   | 2812                | 0             | 1              | 100%                  | 100%                   |

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION DELAY

| EXCHANGE     | CLLI | Jul - Dec 06 (180 Day)    |                     |                      |                             |                              |
|--------------|------|---------------------------|---------------------|----------------------|-----------------------------|------------------------------|
|              |      | Total<br>Orders<br>Cmpltd | Held<br>>90<br>Days | Held<br>>180<br>Days | %Held<br>Orders<br>>90 Days | %Held<br>Orders<br>>180 Days |
| Chimacum     | CHMC | 69                        | 0                   | 0                    | 100%                        | 100%                         |
| Columbia     | CLMA | 1                         | 0                   | 0                    | 100%                        | 100%                         |
| Dallesport   | DLPT | 49                        | 0                   | 0                    | 100%                        | 100%                         |
| Glenwood     | GLWD | 24                        | 0                   | 0                    | 100%                        | 100%                         |
| Goldendale   | GLDL | 371                       | 0                   | 0                    | 100%                        | 100%                         |
| Grandview    | GDVW | 442                       | 0                   | 1                    | 100%                        | 100%                         |
| Granger      | GRGR | 156                       | 0                   | 0                    | 100%                        | 100%                         |
| Hood Canal   | HDCL | 145                       | 0                   | 0                    | 100%                        | 100%                         |
| Harrah       | HRRH | 116                       | 0                   | 0                    | 100%                        | 100%                         |
| Klickitat    | KLCT | 33                        | 0                   | 0                    | 100%                        | 100%                         |
| Lyle         | LYLE | 64                        | 0                   | 0                    | 100%                        | 100%                         |
| Mabton       | MBTN | 117                       | 0                   | 0                    | 100%                        | 100%                         |
| Mattawa      | MTWA | 254                       | 0                   | 0                    | 100%                        | 100%                         |
| Patterson    | PASN | 7                         | 0                   | 0                    | 100%                        | 100%                         |
| Poulsbo      | PLSB | 872                       | 0                   | 0                    | 100%                        | 100%                         |
| Prosser      | PRSR | 340                       | 0                   | 0                    | 100%                        | 100%                         |
| Port Angeles | PTAG | 20                        | 0                   | 0                    | 100%                        | 100%                         |
| Roosevelt    | RSVT | 9                         | 0                   | 0                    | 100%                        | 100%                         |
| Stevenson    | STSN | 262                       | 0                   | 0                    | 100%                        | 100%                         |
| Sunnyside    | SNSD | 892                       | 0                   | 0                    | 100%                        | 100%                         |
| Toppenish    | TPNS | 538                       | 0                   | 0                    | 100%                        | 100%                         |
| Troutlake    | TRLK | 38                        | 0                   | 0                    | 100%                        | 100%                         |
| Wapato       | WPAT | 383                       | 0                   | 0                    | 100%                        | 100%                         |
| White Salmon | WHSL | 261                       | 0                   | 0                    | 100%                        | 100%                         |
| WhiteSwan    | WHSW | 59                        | 0                   | 0                    | 100%                        | 100%                         |
| Whitstran    | WHTS | 31                        | 0                   | 0                    | 100%                        | 100%                         |
| Willard      | WLRD | 13                        | 0                   | 0                    | 100%                        | 100%                         |
| Washington   |      | 5566                      | 0                   | 1                    | 100%                        | 100%                         |