





WASHINGTON QUALITY OF SERVICE REPORT

SERVICE ACTIVATION

United Telephone Company of the Northwest d.b.a. EMBARQ

COMPANY NAME

2007

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	16	1																						
Columbia	CLMA	2	0																						
Dallesport	DLPT	12	1																						
Glenwood	GLWD	2	0																						
Goldendale	GLDL	49	0																						
Grandview	GDVW	84	0																						
Granger	GRGR	42	1																						
Harrah	HRRH	25	0																						
Hood Canal	HDCL	21	6																						
Klickitat	KLCT	5	0																						
Lyle	LYLE	7	2																						
Mabton	MBTN	16	0																						
Mattawa	MTWA	51	2																						
Patterson	PASN	1	0																						
Port Angeles	PTAG	1	0																						
Poulsbo	PLSB	167	11																						
Prosser	PRSR	46	0																						
Roosevelt	RSVT	1	1																						
Stevenson	STSN	43	3																						
Sunnyside	SNSD	161	1																						
Toppenish	TPNS	113	2																						
Troutlake	TRLK	4	0																						
Wapato	WPAT	71	0																						
White Salmon	WWSL	52	3																						
WhiteSwan	WWSW	8	0																						
Whitstran	WHTS	7	1																						
Willard	WLRD	2	0																						
Washington		1,009	35	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Orders Taken = Total New and To/Transfer service orders completed

5 Day Miss = Total New and To/Transfer service orders not completed within 5 business days. Total includes service orders not completed by customer requested due date

WASHINGTON QUALITY OF SERVICE REPORT

Trouble Reports Per 100 Access Lines

United Telephone Company of the Northwest d.b.a. EMBARQ

COMPANY NAME  
2007

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	10	1,063	0.94			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Columbia	CLMA	0	163	0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Dallesport	DLPT	12	800	1.50			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Glenwood	GLWD	4	373	1.07			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Goldendale	GLDL	31	4,879	0.64			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Grandview	GDVW	53	5,070	1.05			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Granger	GRGR	17	1,425	1.19			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Harrah	HRRH	36	1,034	3.48			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Hood Canal	HDCL	42	2,576	1.63			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Klickitat	KLCT	7	367	1.91			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Lyle	LYLE	6	976	0.61			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Mabton	MBTN	23	1,432	1.61			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Mattawa	MTWA	39	2,466	1.58			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Patterson	PASN	0	406	0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Port Angeles	PTAG	5	281	1.78			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Poulsbo	PLSB	200	39,705	0.50			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Prosser	PRSR	36	4,767	0.76			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Roosevelt	RSVT	5	198	2.53			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Stevenson	STSN	67	4,342	1.54			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Sunnyside	SNSD	111	10,273	1.08			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Toppenish	TPNS	64	7,783	0.82			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Troutlake	TRLK	5	715	0.70			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Wapato	WPAT	57	3,820	1.49			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
White Salmon	WHSL	28	4,608	0.61			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
WhiteSwan	WHSW	16	709	2.26			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Whitstran	WHTS	8	610	1.31			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Willard	WLRD	1	322	0.31			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			0.00			
Washington		883	101,163	0.87	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00			

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

**WASHINGTON QUALITY OF SERVICE REPORT**  
**SWITCHING - (DIAL TONE SPEED RECORDING WITHIN 3 SECONDS)**

**United Telephone Company of the Northwest d.b.a. EMBARQ**  
 COMPANY NAME  
 2007

Exchange	CLLI	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	53,013	1	100.0																																	
Sunnyside	SNSD	132,313	2	100.0																																	
Washington		185,326	3	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

2007

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	8	8	0	0																				
Columbia	CLMA																								
Dallesport	DLPT	7	7	0	0																				
Glenwood	GLWD	2	2	0	0																				
Goldendale	GLDL	25	25	0	0																				
Grandview	GDVW	43	43	0	1																				
Granger	GRGR	17	17	0	0																				
Harrah	HRRH	28	28	0	0																				
Hood Canal	HDCL	30	27	3	0																				
Klickitat	KLCT	3	3	0	0																				
Lyle	LYLE	5	5	0	0																				
Mabton	MBTN	22	22	0	0																				
Mattawa	MTWA	32	32	0	0																				
Patterson	PASN																								
Port Angeles	PTAG	5	5	0	0																				
Poulsbo	PLSB	163	158	5	3																				
Prosser	PRSR	30	29	1	3																				
Roosevelt	RSVT	4	4	0	0																				
Stevenson	STSN	58	58	0	1																				
Sunnyside	SNSD	84	84	0	1																				
Toppenish	TPNS	48	48	0	1																				
Troutlake	TRLK	2	2	0	0																				
Wapato	WPAT	52	44	8	0																				
White Salmon	WHSL	24	24	0	0																				
WhiteSwan	WHSW	13	13	0	0																				
Whitstran	WHTS	7	7	0	0																				
Willard	WLRD	0	0	0	0																				
Washington		712	695	17	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

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

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

2007

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																								
Columbia	CLMA																								
Dallesport	DLPT																								
Glenwood	GLWD																								
Goldendale	GLDL																								
Grandview	GDVW																								
Granger	GRGR																								
Harrah	HRRH																								
Hood Canal	HDCL																								
Klickitat	KLCT																								
Lyle	LYLE																								
Mabton	MBTN																								
Mattawa	MTWA																								
Patterson	PASN																								
Port Angeles	PTAG																								
Poulsbo	PLSB																								
Prosser	PRSR																								
Roosevelt	RSVT																								
Stevenson	STSN																								
Sunnyside	SNSD																								
Toppenish	TPNS																								
Troutlake	TRLK																								
Wapato	WPAT																								
White Salmon	WHSL																								
WhiteSwan	WHSW																								
Whitstran	WHTS																								
Willard	WLRD																								
Washington		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0



WASHINGTON 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

2007

Exchange	CLLI	Jan				Feb				Mar				Apr				May				Jun				Total NOOS
		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	2	2	0	0																					
Columbia	CLMA																									
Dallesport	DLPT	5	5	0	0																					
Glenwood	GLWD	2	2	0	0																					
Goldendale	GLDL	6	6	0	0																					
Grandview	GDVW	8	8	0	1																					
Granger	GRGR	0	0	0	0																					
Harrah	HRRH	8	8	0	0																					
Hood Canal	HDCL	12	10	2	0																					
Klickitat	KLCT	4	4	0	0																					
Lyle	LYLE	1	1	0	0																					
Mabton	MBTN	0	0	0	1																					
Mattawa	MTWA	7	7	0	0																					
Patterson	PASN																									
Port Angeles	PTAG	0	0	0	0																					
Poulsbo	PLSB	30	26	4	4																					
Prosser	PRSR	3	3	0	0																					
Roosevelt	RSVT	1	1	0	0																					
Stevenson	STSN	8	8	0	0																					
Sunnyside	SNSD	26	26	0	0																					
Toppenish	TPNS	15	15	0	0																					
Troutlake	TRLK	3	3	0	0																					
Wapato	WPAT	5	4	1	0																					
White Salmon	WHSL	3	3	0	1																					
WhiteSwan	WHSW	3	3	0	0																					
Whitstran	WHTS	1	1	0	0																					
Willard	WLRD	1	1	0	0																					
Washington		154	147	7	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

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

**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

2007

Exchange	CLLI	Jul			Aug			Sep			Oct			Nov			Dec						
		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																						
Columbia	CLMA																						
Dallesport	DLPT																						
Glenwood	GLWD																						
Goldendale	GLDL																						
Grandview	GDVW																						
Granger	GRGR																						
Harrah	HRRH																						
Hood Canal	HDCL																						
Kiickitat	KLCT																						
Lyle	LYLE																						
Mabton	MBTN																						
Mattawa	MTWA																						
Patterson	PASN																						
Port Angeles	PTAG																						
Poulsbo	PLSB																						
Prosser	PRSR																						
Roosevelt	RSVT																						
Stevenson	STSN																						
Sunnyside	SNSD																						
Toppenish	TPNS																						
Troutlake	TRLK																						
Wapato	WPAT																						
White Salmon	WHSL																						
WhiteSwan	WHSW																						
Whitstran	WHTS																						
Willard	WLRD																						
Washington		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0