

Voice | Data | Internet | Wireless | Entertainment



March 26, 2007

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

Re: Washington Quality of Service Report

Dear Ms. Washburn:

Attached are United Telephone Company of the Northwest d.b.a. EMBARQ "Service Quality Reports" for the month of February 2007.

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:

All exchanges met objective.

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  
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

RECEIVED

MAR 29 2007

WASH. UT. & TR. COMM

RECEIVED  
RECORDS MANAGEMENT  
MAR 30 AM 10:16  
STATE OF WASH.  
UTIL. AND TRASP.  
COMMISSION

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  
 2007

Exchange	CULL	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec			
		Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl				
Chinacum	CHMC	16	0	0	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Columbia	CLMA	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Dallesport	DLPT	12	1	0	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Glenwood	GLWD	2	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Goldendale	GLDL	49	0	0	33	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Grandview	GDVW	84	3	0	72	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Granger	GRGR	42	1	0	16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Harrah	HRRH	25	0	0	21	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Hood Canal	HDCL	21	1	0	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Klickitat	KLCT	5	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Lyle	LYLE	7	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Mabon	MBTN	16	1	0	17	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Malleva	MTVA	51	0	0	42	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Patterson	PASN	1	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Port Angeles	PTAG	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Poulsbo	PLSB	167	6	0	112	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Prosser	PRSR	46	1	0	52	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Roosevelt	RSVT	1	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson	STSN	43	5	0	46	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sunnyside	SNSD	161	0	0	150	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Toppenish	TPNS	113	0	0	114	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troulaka	TRLK	4	0	0	4	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wapato	WPAT	71	1	0	68	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
White Salmon	WHSL	52	1	0	50	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Whiteswan	WHSW	8	0	0	17	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Whitman	WHTS	7	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Willard	WLHD	2	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Washington		1,009	21	0	871	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Made = Total installation appointments scheduled for New and To/Transfer service orders  
 Miss = Total installation appointments missed for New and To/Transfer service orders  
 Exclude = Total installation appointments excluded



WASHINGTON QUALITY OF SERVICE REPORT  
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	8	0																				
Columbia	CLMA	2	0	0	0																				
Dallesport	DLPT	12	1	8	0																				
Glenwood	GLWD	2	0	3	0																				
Goldendale	GLDL	49	0	33	1																				
Grandview	GDVW	84	0	72	0																				
Granger	GRGR	42	1	16	0																				
Harrish	HRRH	25	0	21	0																				
Hood Canal	HDCL	21	6	14	4																				
Klickitat	KLCT	5	0	5	1																				
Lyle	LYLE	7	2	6	1																				
Mabton	MBTN	16	0	17	0																				
Mattawa	MTWA	51	2	42	0																				
Patterson	PASN	1	0	0	0																				
Port Angeles	PTAG	1	0	2	0																				
Poulsbo	PLSB	167	11	112	5																				
Prosser	PRSR	46	0	52	1																				
Roosevelt	RSVT	1	1	2	0																				
Stevenson	STSN	43	3	46	3																				
Sunnyside	SNSD	161	1	150	2																				
Toppenish	TPNS	113	2	114	2																				
Troutlake	TRLK	4	0	4	0																				
Wapato	WPAT	71	0	68	0																				
White Salmon	WWSL	52	3	50	1																				
Whiteswan	WHSW	8	0	17	0																				
Whitstran	WHTS	7	1	6	0																				
Willard	WLRD	2	0	3	0																				
Washington		1,009	35	871	21																				

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	CLL	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec	
		Total	Total /100	Total	Total /100	Total	Total /100	Total	Total /100	Total	Total /100	Total	Total /100	Total	Total /100	Total	Total /100	Total	Total /100	Total	Total /100	Total	Total /100	Total	Total /100
Chinacum	CHNC	10	1,063 0.94	11	1,065 1.03	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Columbia	CLMA	0	163 0.00	0	159 0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Dallasport	DLPT	12	800 1.50	5	799 0.63	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Glenwood	GLWD	4	373 1.07	11	377 2.92	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Goldendale	GLDL	31	4,879 0.64	29	4,879 0.59	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Grandview	GDVW	53	5,070 1.05	24	5,065 0.47	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Granger	GRGR	17	1,425 1.19	14	1,411 0.99	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Harah	HRHR	36	1,034 3.48	17	1,043 1.63	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Hood Canal	HOCL	42	2,576 1.63	38	2,571 1.48	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Kicklat	KCLT	7	367 1.91	7	366 1.91	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Lyle	LYLE	6	976 0.61	8	979 0.82	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Mabton	MBTN	23	1,432 1.61	21	1,433 1.47	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Matlawa	MATVA	39	2,466 1.58	23	2,465 0.93	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Matlawa	MATVA	0	406 0.00	5	404 1.24	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Patternson	PASN	0	406 0.00	5	404 1.24	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Port Angeles	PTAG	5	281 1.78	4	279 1.43	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Poulsbo	PLSB	200	39,705 0.50	137	39,695 0.35	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Prosser	PRSR	36	4,767 0.76	38	4,791 0.79	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Roosevelt	RSVT	5	198 2.53	4	194 2.06	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Stevenson	STSN	67	4,342 1.54	51	4,345 1.17	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Sunnyside	SNSD	111	10,273 1.08	79	10,310 0.77	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Toupehish	TPUS	64	7,783 0.82	34	7,811 0.44	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Trousdale	TRUK	5	715 0.70	9	713 1.26	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Wapato	WPAT	57	3,820 1.49	41	3,821 1.07	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
White Salmon	WHSW	28	4,608 0.61	32	4,621 0.69	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Whiteswan	WHSW	16	709 2.26	7	717 0.98	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Whitman	WHTS	8	610 1.31	5	611 0.82	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Witland	WLND	1	322 0.31	2	322 0.62	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Washington		883	101,163 0.87	656	101,266 0.65	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00

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





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 Cir >48	OOS Cir >48	OOS48 Excl	Total OOS	OOS Cir >48	OOS Cir >48	OOS48 Excl	Total OOS	OOS Cir >48	OOS Cir >48	OOS48 Excl	Total OOS	OOS Cir >48	OOS Cir >48	OOS48 Excl	Total OOS	OOS Cir >48	OOS Cir >48	OOS48 Excl	Total OOS	OOS Cir >48	OOS Cir >48	OOS48 Excl
Chinacum	CHMC	8	8	0	0	6	6	0	0																
Columbia	CLMA																								
Dallesport	DLPT	7	7	0	0	3	3	0	0																
Glenwood	GLWD	2	2	0	0	11	9	2	0																
Goldendale	GLDL	25	25	0	0	23	23	0	0																
Grandview	GDVW	43	43	0	0	19	18	1	0																
Granger	GRGR	17	17	0	0	13	13	0	0																
Harrish	HRRH	28	28	0	0	13	13	0	0																
Hood Canal	HOCL	30	27	3	0	25	25	0	2																
Klickitat	KLCT	3	3	0	0	4	4	0	0																
Lyle	LYLE	5	5	0	0	7	7	0	0																
Mabton	MBTN	22	22	0	0	17	17	0	0																
Mathawa	MTWA	32	32	0	0	18	18	0	1																
Patterson	PASN					4	4	0	0																
Port Angeles	PTAG	5	5	0	0	1	1	0	0																
Poulsbo	PLSB	163	158	5	0	108	106	2	0																
Prosser	PRSR	30	29	1	0	32	32	0	2																
Roosevelt	RSVT	4	4	0	0	4	4	0	0																
Stevenson	STSN	58	58	0	0	38	38	0	2																
Sunnyside	SNSD	84	84	0	0	65	65	0	0																
Toppenish	TPNS	48	48	0	0	29	29	0	0																
Troulaker	TRLK	2	2	0	0	2	2	0	0																
Wapato	WPAT	52	44	8	0	33	33	0	0																
White Salmon	WHSW	24	24	0	0	27	27	0	1																
WhiteSwan	WHSW	13	13	0	0	5	5	0	0																
Whitstran	WHTS	7	7	0	0	3	3	0	1																
Willard	WLFD	0	0	0	0	2	2	0	0																
Washington		712	695	17	10	512	507	5	10																

Total OOS = Total regulated out of service trouble reports.  
 OOS Cir >48 = Total regulated out of service trouble reports cleared within 48 hours.  
 OOS Cir >48 = Total regulated out of service trouble reports cleared over 48 hours.  
 OOS Exclude = Total regulated out of service "Customer Request Delay" trouble reports, and Force majeure. Work stoppage exclusion code currently not available; manual exclude if apply



WASHINGTON QUALITY OF SERVICE REPORT  
 Not Out of Service Trouble Reports Cleared Within 72 Hours

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

Exchange	CLLI	Jan					Feb					Mar					Apr					May					Jun				
		Total NOOS	NOOS Clr 72	NOOS Clr >72	NOOS 72 Excl	NOOS 72 Excl	Total NOOS	NOOS Clr 72	NOOS Clr >72	NOOS 72 Excl	NOOS 72 Excl	Total NOOS	NOOS Clr 72	NOOS Clr >72	NOOS 72 Excl	NOOS 72 Excl	Total NOOS	NOOS Clr 72	NOOS Clr >72	NOOS 72 Excl	NOOS 72 Excl	Total NOOS	NOOS Clr 72	NOOS Clr >72	NOOS 72 Excl	NOOS 72 Excl					
Chinacum	CHMC	2	2	0	0	0	5	5	0	0	0	0	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0				
Columbia	CLMA	5	5	0	0	0	2	2	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Dallesport	DLPPT	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Glenwood	GLWD	6	6	0	0	0	6	6	0	0	0	6	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Goldendale	GLDL	8	8	0	0	0	5	5	0	0	0	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Grandview	GDVW	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Granger	GRGR	8	8	0	0	0	4	4	0	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Harrath	HRRH	12	10	2	0	0	9	7	2	2	2	7	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Hood Canal	HDCL	4	4	0	0	0	3	2	1	0	0	3	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0				
Klickitat	KLCT	1	1	0	0	0	1	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Lyle	LYLE	0	0	0	0	0	4	4	0	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Mabton	MBTN	7	7	0	0	0	4	4	0	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Mattawa	MTWA	0	0	0	0	0	1	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Patterson	PASN	0	0	0	0	0	3	2	1	1	0	3	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0				
Port Angeles	PTAG	30	26	4	0	0	28	27	1	1	1	28	27	1	1	1	1	1	1	1	1	1	1	1	1	1	1				
Poulsbo	PLSB	3	3	0	0	0	4	4	0	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Prosser	PRSR	8	8	0	0	0	11	11	0	0	0	11	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Roosevelt	RSVT	26	26	0	0	0	13	13	0	0	1	13	13	0	0	1	1	1	1	1	1	1	1	1	1	1	1				
Stevenson	STSN	15	15	0	0	0	4	4	0	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Sunnyside	SNSD	3	3	0	0	0	7	7	0	0	0	7	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Toppenish	TPNS	5	5	1	0	0	7	7	0	0	0	7	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Troulaker	TRLK	3	3	0	0	0	4	4	0	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Wapato	WPAT	3	3	0	0	0	4	4	0	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
White Salmon	WHSL	3	3	0	0	0	2	2	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Whiteswan	WHSW	1	1	0	0	0	1	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Whitstran	WHTS	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Willard	WLRD	154	147	7	0	0	128	123	5	6	6	128	123	5	6	6	6	6	6	6	6	6	6	6	6	6	6				
Washington																															

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  
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jan-07						Feb-07						Mar-07						1st Qtr 07					
		Total	Held	Held	%Held	%Held	Total	Held	Held	%Held	%Held	Total	Held	Held	%Held	%Held	Total	Held	Held	%Held	%Held				
		Orders	>90	>180	Orders	Orders	Orders	>90	>180	>90 Days	>180 Days	Orders	>90	>180	>90 Days	>180 Days	Orders	>90	>180	>90 Days	>180 Days				
Chimacum	CHMC	16	0	0	100%	100%	8	0	0	100%	100%	0	0	0	0%	0%	24	0	0	100%	100%				
Columbia	CLMA	2	0	0	100%	100%	0	0	0	0%	0%	2	0	0	0%	0%	2	0	0	100%	100%				
Dalesport	DLPT	12	0	0	100%	100%	8	0	0	100%	100%	0	0	0	0%	0%	20	0	0	100%	100%				
Glenwood	GLWD	2	0	0	100%	100%	3	0	0	100%	100%	0	0	0	0%	0%	5	0	0	100%	100%				
Goldendale	GLDL	49	0	0	100%	100%	33	0	0	100%	100%	0	0	0	0%	0%	82	0	0	100%	100%				
Grandview	GDVW	84	0	0	100%	100%	72	0	0	100%	100%	0	0	0	0%	0%	156	0	0	100%	100%				
Granger	GRGR	42	0	0	100%	100%	16	0	0	100%	100%	0	0	0	0%	0%	58	0	0	100%	100%				
Hood Canal	HDCL	21	0	0	100%	100%	14	0	0	100%	100%	0	0	0	0%	0%	35	0	0	100%	100%				
Harrish	HRRH	25	0	0	100%	100%	14	0	0	100%	100%	0	0	0	0%	0%	46	0	0	100%	100%				
Klickitat	KLCT	5	0	0	100%	100%	5	0	0	100%	100%	0	0	0	0%	0%	10	0	0	100%	100%				
Lyle	LYLE	7	0	0	100%	100%	6	0	0	100%	100%	0	0	0	0%	0%	13	0	0	100%	100%				
Mabon	MBTN	16	0	0	100%	100%	17	0	0	100%	100%	0	0	0	0%	0%	33	0	0	100%	100%				
Mattawa	MTWA	51	0	0	100%	100%	42	0	0	100%	100%	0	0	0	0%	0%	93	0	0	100%	100%				
Patternson	PASN	1	0	0	100%	100%	0	0	0	0%	0%	1	0	0	0%	0%	1	0	0	100%	100%				
Poulsbo	PLSB	167	0	0	100%	100%	112	0	0	100%	100%	0	0	0	0%	0%	279	0	0	100%	100%				
Prosser	PRSR	46	0	0	100%	100%	52	0	0	100%	100%	0	0	0	0%	0%	98	0	0	100%	100%				
Port Angeles	PTAG	1	0	0	100%	100%	2	0	0	100%	100%	0	0	0	0%	0%	3	0	0	100%	100%				
Roosevelt	RSVT	1	0	0	100%	100%	2	0	0	100%	100%	0	0	0	0%	0%	3	0	0	100%	100%				
Stevenson	STSN	43	0	0	100%	100%	46	0	0	100%	100%	0	0	0	0%	0%	89	0	0	100%	100%				
Sunnyside	SNSD	161	0	0	100%	100%	150	0	0	100%	100%	0	0	0	0%	0%	311	0	0	100%	100%				
Toppenish	TPNS	113	0	0	100%	100%	114	0	0	100%	100%	0	0	0	0%	0%	227	0	0	100%	100%				
Troulaker	TRLK	4	0	0	100%	100%	4	0	0	100%	100%	0	0	0	0%	0%	8	0	0	100%	100%				
Wapato	WPAT	71	0	0	100%	100%	68	0	0	100%	100%	0	0	0	0%	0%	139	0	0	100%	100%				
White Salmon	WHSL	52	0	0	100%	100%	50	0	0	100%	100%	0	0	0	0%	0%	102	0	0	100%	100%				
Whitman	WHSW	8	0	0	100%	100%	17	0	0	100%	100%	0	0	0	0%	0%	25	0	0	100%	100%				
Whitstran	WHTS	7	0	0	100%	100%	6	0	0	100%	100%	0	0	0	0%	0%	13	0	0	100%	100%				
Willard	WLRD	2	0	0	100%	100%	3	0	0	100%	100%	0	0	0	0%	0%	5	0	0	100%	100%				
Washington		1,009	0	0	100%	100%	871	0	0	100%	100%	0	0	0	0%	0%	1,880	0	0	100%	100%				

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

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION DELAY

EXCHANGE	CILLI	Jan - Jun 07 (180 Day)				
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days
Chimacum	CHMC	24	0	0	100%	100%
Columbia	CLMA	2	0	0	100%	100%
Dallesport	DLPT	20	0	0	100%	100%
Glenwood	GLWD	5	0	0	100%	100%
Goldendale	GDL	82	0	0	100%	100%
Grandview	GDVW	156	0	0	100%	100%
Granger	GRGR	58	0	0	100%	100%
Hood Canal	HDCL	35	0	0	100%	100%
Harrah	HRRH	46	0	0	100%	100%
Klickitat	KLCT	10	0	0	100%	100%
Lyle	LYLE	13	0	0	100%	100%
Mabton	MBTN	33	0	0	100%	100%
Matlawa	MTWA	93	0	0	100%	100%
Patterson	PASN	1	0	0	100%	100%
Poulsbo	PLSB	279	0	0	100%	100%
Prosser	PRSR	98	0	0	100%	100%
Port Angeles	PTAG	3	0	0	100%	100%
Roosevelt	RSVT	3	0	0	100%	100%
Stevenson	STSN	89	0	0	100%	100%
Sunnyside	SNSD	311	0	0	100%	100%
Toppenish	TPNS	227	0	0	100%	100%
Troutlake	TRLK	8	0	0	100%	100%
Wapato	WPAT	139	0	0	100%	100%
White Salmon	WHSL	102	0	0	100%	100%
Whiteswan	WHSW	25	0	0	100%	100%
Whitstran	WHTS	13	0	0	100%	100%
Willard	WLRD	5	0	0	100%	100%
Washington		1,880	0	0	100%	100%