



April 18, 2007

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

RECEIVED
RECORDS MANAGEMENT
07 MAY -2 AM 8:09
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 March 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:

Glenwood was an exception due to a siescor failure, which for unapparent reasons would lock up. The problem was referred to Embarq Engineers who have determined the corrective measure is to eliminate the seiscor unit and replace it with an AFC.

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

Sincerely,

Becky Sandercock
Government Affairs Docket Manager

Enclosures: Installation/Repair Appointments
Service Activation in 5 Days
Trouble Per 100/Access Lines
Switching – Dial Tone Speed in 3 Seconds
Final Trunk Blockage (EAS and Toll)
Out of Service Trouble Cleared in 48 Hours
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. EMBARG
 COMPANY NAME
 2007

Exchange	CILL	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl			
Chimacum	CHWC	16	0	0	8	0	0	20	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			
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		
Dallesport	DLPT	12	1	0	8	0	0	8	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		
Glenwood	GLWD	2	0	0	3	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		
Goldendale	GLDL	49	0	0	33	0	0	51	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		
Grandview	GDVW	84	3	0	72	0	0	92	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	26	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	26	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	HOCL	21	1	0	14	0	0	18	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	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		
Lyle	LYLE	7	0	0	6	0	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		
Mabton	MBTN	16	1	0	17	0	0	20	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		
Matalava	MTVA	51	0	0	42	0	0	54	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		
Paterson	PASN	1	0	0	0	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		
Port Angeles	PTAG	1	0	0	2	0	0	4	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	127	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		
Prosser	PRSR	46	0	0	52	0	0	54	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		
Roosevelt	RSVT	1	1	0	2	0	0	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		
Stevenson	STSN	43	5	0	46	1	0	41	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		
Sunnyside	SNSD	161	0	0	150	1	0	152	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		
Toppenish	TPNS	113	0	0	114	1	0	107	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		
Troutlake	TRLK	4	0	0	4	1	0	4	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	77	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	46	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	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		
Whitman	WHTS	7	0	0	6	0	0	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		
Willard	WLHD	2	0	0	3	0	0	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		
Washington		1,009	21	0	871	10	0	984	12	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	CLL	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	20	4																		
Columbia	CLMA	2	0	0	0	0	0																		
Dallesport	DLPT	12	1	8	0	8	2																		
Glenwood	GLWD	2	0	3	0	2	0																		
Goldendale	GOLD	49	0	33	1	51	1																		
Grandview	GDVW	84	0	72	0	92	0																		
Granger	GRGR	42	1	16	0	26	0																		
Harrish	HRRH	25	0	21	0	26	0																		
Hood Canal	HDCL	21	0	14	4	18	0																		
Klickitat	KLCT	5	0	5	1	6	1																		
Lyle	LYLE	7	2	6	1	17	0																		
Mabton	MBTN	16	0	17	0	20	0																		
Mattawa	MTWA	51	2	42	0	54	2																		
Patterson	PASN	1	0	0	0	3	0																		
Port Angeles	PTAG	1	0	2	0	4	1																		
Poulsbo	PLSB	167	11	112	5	127	1																		
Prosser	PRSR	46	0	52	1	54	0																		
Roosevelt	RSVT	1	1	2	0	1	0																		
Stevenson	STSN	43	3	46	3	41	1																		
Sunnyside	SNSD	161	1	150	2	152	1																		
Toppenish	TPNS	113	2	114	2	107	0																		
Troutlake	TRLK	4	0	4	0	4	0																		
Mapato	WPAT	71	0	68	0	77	0																		
White Salmon	WHSL	52	3	50	1	46	1																		
Whiteswan	WHSW	8	0	17	0	17	1																		
Whitstian	WHTS	7	1	6	0	10	0																		
Willard	WLRD	2	0	3	0	1	0																		
Washington		1,009	35	871	21	984	16																		

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. EMBARR
 COMPANY NAME
 2007

Exchange	CULL	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec	
		Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100
Chinacum	CHMC	10	1,063 0.94	11	1,065 1.03	18	1,076 1.67	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	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
Dallasport	DLPRT	12	800 1.50	5	799 0.63	6	803 0.75	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	18	378 4.76	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
Gouldendale	GLDL	31	4,879 0.64	29	4,879 0.59	41	4,895 0.84	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	GVW	53	5,070 1.05	24	5,085 0.47	46	5,080 0.91	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
Grandview	GRGR	17	1,425 1.19	14	1,411 0.99	16	1,412 1.13	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
Harrah	HRRH	36	1,034 3.48	17	1,043 1.63	24	1,059 2.27	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	29	2,565 1.13	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	KLCT	7	367 1.91	7	366 1.91	7	361 1.94	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	12	982 1.22	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	MRTN	23	1,432 1.61	21	1,433 1.47	9	1,431 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
Maltawa	MRTWA	39	2,466 1.58	23	2,465 0.93	27	2,460 1.10	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
Paterson	PRSN	0	406 0.00	5	404 1.24	3	406 0.74	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	PRAG	5	281 1.78	4	279 1.43	4	283 1.41	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	130	39,620 0.33	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	46	4,760 0.97	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	3	194 1.55	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	65	4,332 1.50	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	85	10,304 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
Tepperrish	TPNS	64	7,783 0.82	34	7,811 0.44	45	7,832 0.57	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
Troudale	TRLK	5	715 0.70	9	713 1.26	0	718 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	33	3,837 0.86	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	WHSL	28	4,608 0.61	32	4,621 0.69	94	4,630 2.03	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
Whitesman	WHWS	16	709 2.26	7	717 0.98	7	724 0.97	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	4	613 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
Wlilard	WLRD	1	322 0.31	2	322 0.62	3	325 0.92	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
Washington		893	101,163 0.87	656	101,266 0.65	775	101,239 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

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 Telephones Company of the Northwest d.b.a. EMBARG
 COMPANY NAME
 2007

Exchange	Cell	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT						
Poulsbo	PLSB	53,013	1 100.0	46,511	0 100.0	52,583	4 100.0																														
Summerville	SNSD	132,313	2 100.0	118,173	0 100.0	129,387	0 100.0																														
Washington		185,326	3 100.0	164,684	0 100.0	181,970	4 100.0																														

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	Exchange	Jan				Feb				Mar				Apr				May				Jun			
		Total OOS	OOS Ctr >48	OOS Ctr >48	OOS48 Excl	Total OOS	OOS Ctr >48	OOS Ctr >48	OOS48 Excl	Total OOS	OOS Ctr >48	OOS Ctr >48	OOS48 Excl	Total OOS	OOS Ctr >48	OOS Ctr >48	OOS48 Excl	Total OOS	OOS Ctr >48	OOS Ctr >48	OOS48 Excl	Total OOS	OOS Ctr >48	OOS Ctr >48	OOS48 Excl
Chinacum	CHMC	8	8	0	0	6	6	0	0	13	13	0	0	0	0	0	0	0	0	0	0	0	0	0	
Columbia	CLMA	7	7	0	0	3	3	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	
Dallesport	DLPT	2	2	0	0	11	9	2	0	16	16	0	0	0	0	0	0	0	0	0	0	0	0	0	
Glenwood	GLWD	25	25	0	0	23	23	0	0	28	28	0	0	0	0	0	0	0	0	0	0	0	0	0	
Goldendale	GLDL	43	43	0	0	19	18	1	0	36	36	0	0	0	0	0	0	0	0	0	0	0	0	0	
Grandview	GDVW	17	17	0	0	13	13	0	0	13	13	0	0	0	0	0	0	0	0	0	0	0	0	0	
Granger	GRGR	28	28	0	0	13	13	0	0	23	23	0	0	0	0	0	0	0	0	0	0	0	0	0	
Harran	HRRH	30	27	3	0	25	25	0	2	23	23	0	0	0	0	0	0	0	0	0	0	0	0	0	
Hood Canal	HDCL	3	3	0	0	4	4	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	
Klickitat	KLCT	5	5	0	0	7	7	0	0	10	10	0	0	0	0	0	0	0	0	0	0	0	0	0	
Lyle	LYLE	22	22	0	0	17	17	0	0	8	8	0	0	0	0	0	0	0	0	0	0	0	0	0	
Mabton	MBTN	32	32	0	0	18	18	0	1	25	25	0	0	0	0	0	0	0	0	0	0	0	0	0	
Mattawa	MTWA	5	5	0	0	1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	
Patterson	PASN	163	158	5	0	108	106	2	0	98	98	0	0	1	1	0	0	0	0	0	0	0	0	0	
Port Angeles	PTAG	30	29	1	0	32	32	0	0	34	34	0	0	0	0	0	0	0	0	0	0	0	0	0	
Poulsbo	PLSB	4	4	0	0	4	4	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	
Prosser	PRSR	58	58	0	0	38	38	0	2	49	49	0	1	0	0	0	0	0	0	0	0	0	0	0	
Roosevelt	RSVT	84	84	0	0	65	65	0	0	71	71	0	0	0	0	0	0	0	0	0	0	0	0	0	
Stevenson	STSN	48	48	0	0	29	29	0	0	35	35	0	0	0	0	0	0	0	0	0	0	0	0	0	
Sunnyside	SNSD	2	2	0	0	2	2	0	0	31	31	0	0	0	0	0	0	0	0	0	0	0	0	0	
Toppenish	TPNS	52	44	8	0	33	33	0	0	85	85	0	0	0	0	0	0	0	0	0	0	0	0	0	
Troulaker	TRLK	24	24	0	0	27	27	0	1	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	
Wapato	WPAT	13	13	0	0	5	5	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	
White Salmon	WHSL	7	7	0	0	3	3	0	1	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	
Whiteswan	WHSW	0	0	0	0	2	2	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	
Whitstran	WHTS	712	695	17	10	512	507	5	10	624	624	0	2	0	0	0	0	0	0	0	0	0	0	0	
Willard	WLRD																								
Washington																									

Total OOS = Total regulated out of service trouble reports.
 OOS Ctr >48 = Total regulated out of service trouble reports cleared within 48 hours.
 OOS Ctr >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. EMBARQ
 COMPANY NAME
 2007

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
Chinacum	CHMC	2	2	0	0	5	5	0	0	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Columbia	CLMA	5	5	0	0	2	2	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dallesport	DLPT	2	2	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Glenwood	GLWD	6	6	0	0	6	6	0	0	13	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Goldendale	GLDL	8	8	0	0	5	5	0	0	10	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Grandview	GDVW	0	0	0	0	0	0	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Granger	GRGR	8	8	0	0	4	4	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Harrish	HRRH	12	10	2	0	9	7	2	2	5	5	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Hood Canal	HDCI	4	4	0	0	3	3	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Klickitat	KLCT	1	1	0	0	1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lyle	LYLE	0	0	0	0	4	4	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mabton	MBTN	7	7	0	0	4	4	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Matwawa	MTWA	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Patterson	PASN	0	0	0	0	3	3	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Port Angeles	PTAG	30	26	4	0	28	27	1	1	31	29	2	1	1	1	1	1	1	1	1	1	1	1	1	1
Poulsbo	PLSB	3	3	0	0	4	4	0	0	10	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Prosser	PRSR	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Roosevelt	RSVT	8	8	0	0	11	11	0	0	15	15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson	STSN	26	26	0	0	13	13	0	0	14	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sunnyside	SNSD	15	15	0	0	4	4	0	0	10	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Toppenish	TPNS	3	3	0	0	7	7	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troutlake	TRLK	5	4	1	0	7	7	0	0	8	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wapato	WPAT	3	3	0	0	4	4	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
White Salmon	WHSI	3	3	0	0	2	2	0	0	8	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WhiteSwan	WHSW	1	1	0	0	1	1	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	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Willard	WLHD	154	147	7	7	128	123	5	6	145	142	3	4	0	0	0	0	0	0	0	0	0	0	0	0
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	>180	Orders	>90	>180	>90	>180	Orders	>90	>180	>90	>180				
Chimacum	CHMC	16	0	0	100%	100%	8	0	0	100%	100%	20	0	0	100%	100%	44	0	0	100%	100%				
Columbia	CLMA	2	0	0	100%	100%	0	0	0	0%	0%	8	0	0	100%	100%	2	0	0	100%	100%				
Dallesport	DLPT	12	0	0	100%	100%	8	0	0	100%	100%	8	0	0	100%	100%	28	0	0	100%	100%				
Glenwood	GLWD	2	0	0	100%	100%	3	0	0	100%	100%	2	0	0	100%	100%	7	0	0	100%	100%				
Granddendale	GLDL	49	0	0	100%	100%	33	0	0	100%	100%	51	0	0	100%	100%	133	0	0	100%	100%				
Grandview	GDVW	84	0	0	100%	100%	72	0	0	100%	100%	92	0	0	100%	100%	248	0	0	100%	100%				
Granger	GRGR	42	0	0	100%	100%	16	0	0	100%	100%	26	0	0	100%	100%	84	0	0	100%	100%				
Hood Canal	HDCL	21	0	0	100%	100%	14	0	0	100%	100%	18	0	0	100%	100%	53	0	0	100%	100%				
Harrish	HRRH	25	0	0	100%	100%	21	0	0	100%	100%	26	0	0	100%	100%	72	0	0	100%	100%				
Klickitat	KLCT	5	0	0	100%	100%	5	0	0	100%	100%	6	0	0	100%	100%	16	0	0	100%	100%				
Lyle	LYLE	7	0	0	100%	100%	6	0	0	100%	100%	17	0	0	100%	100%	30	0	0	100%	100%				
Mabton	MBTN	16	0	0	100%	100%	17	0	0	100%	100%	20	0	0	100%	100%	53	0	0	100%	100%				
Matlawa	MTWA	51	0	0	100%	100%	42	0	0	100%	100%	54	0	0	100%	100%	147	0	0	100%	100%				
Paterson	PASN	1	0	0	100%	100%	0	0	0	0%	0%	3	0	0	100%	100%	4	0	0	100%	100%				
Poulsbo	PLSB	167	0	0	100%	100%	112	0	0	100%	100%	127	0	0	100%	100%	406	0	0	100%	100%				
Prosser	PRSR	46	0	0	100%	100%	52	0	0	100%	100%	54	0	0	100%	100%	152	0	0	100%	100%				
Port Angeles	PTAG	1	0	0	100%	100%	2	0	0	100%	100%	4	0	0	100%	100%	7	0	0	100%	100%				
Roosevelt	RSVT	1	0	0	100%	100%	2	0	0	100%	100%	1	0	0	100%	100%	4	0	0	100%	100%				
Stevensen	STSN	43	0	0	100%	100%	46	0	0	100%	100%	41	0	0	100%	100%	130	0	0	100%	100%				
Sunnyside	SNSD	161	0	0	100%	100%	150	0	0	100%	100%	152	0	0	100%	100%	463	0	0	100%	100%				
Toppensish	TPNS	113	0	0	100%	100%	114	0	0	100%	100%	107	0	0	100%	100%	334	0	0	100%	100%				
Troulflake	TRLK	4	0	0	100%	100%	4	0	0	100%	100%	4	0	0	100%	100%	12	0	0	100%	100%				
Wapato	WPAT	71	0	0	100%	100%	68	0	0	100%	100%	77	0	0	100%	100%	216	0	0	100%	100%				
White Salmon	WHSL	52	0	0	100%	100%	50	0	0	100%	100%	46	0	0	100%	100%	148	0	0	100%	100%				
WhiteSwan	WHSW	8	0	0	100%	100%	17	0	0	100%	100%	17	0	0	100%	100%	42	0	0	100%	100%				
Whitstran	WHTS	7	0	0	100%	100%	6	0	0	100%	100%	10	0	0	100%	100%	23	0	0	100%	100%				
Willard	WLRD	2	0	0	100%	100%	3	0	0	100%	100%	1	0	0	100%	100%	6	0	0	100%	100%				
Washington		1,009	0	0	100%	100%	871	0	0	100%	100%	984	0	0	100%	100%	2,864	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	Jan - Jun 07 (180 Day)				
		Total Orders Cmplid	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days
Chinacum	CHMC	44	0	0	100%	100%
Columbia	CLMA	2	0	0	100%	100%
Dallesport	DLPT	28	0	0	100%	100%
Glenwood	GLWD	7	0	0	100%	100%
Goldendale	GLDL	133	0	0	100%	100%
Grandview	GVDVW	248	0	0	100%	100%
Granger	GRGR	84	0	0	100%	100%
Hood Canal	HDCL	53	0	0	100%	100%
Harrish	HRRH	72	0	0	100%	100%
Kickitat	KLCT	16	0	0	100%	100%
Lyle	LYLE	30	0	0	100%	100%
Mabton	MBTN	53	0	0	100%	100%
Mattawa	MTWA	147	0	0	100%	100%
Paterson	PASN	4	0	0	100%	100%
Poulsbo	PLSB	406	0	0	100%	100%
Prosser	PRSR	152	0	0	100%	100%
Port Angeles	PTAG	7	0	0	100%	100%
Roosevelt	RSVT	4	0	0	100%	100%
Stevenson	STSN	130	0	0	100%	100%
Sunnyside	SNSD	463	0	0	100%	100%
Topenish	TPNS	334	0	0	100%	100%
Troutlake	TRLK	12	0	0	100%	100%
Wapato	WPAT	216	0	0	100%	100%
White Salmon	WHSL	148	0	0	100%	100%
WhiteSwan	WHSW	42	0	0	100%	100%
Whitstran	WHTS	23	0	0	100%	100%
Willard	WLRD	6	0	0	100%	100%
Washington		2,864	0	0	100%	100%