

BT-921192



Voice | Data | Internet | Wireless | Entertainment

May 23, 2007

RECEIVED
RECORDS MANAGEMENT
07 MAY 29 AM 8:10
STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

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

Re: Washington Quality of Service Report

Dear Ms. Washburn:

Attached is United Telephone Company of the Northwest d.b.a. EMBARQ "Service Quality Reports" for the month of April 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:

Gardiner (Port Angeles): Service orders which were written to transfer traffic from the copper span to the new fiber route between Embarq and Qwest in Sequim were incorrectly written. The order error was not realized prior to the transfer of traffic onto the new fiber route. This created an outage of the message links following programming completion. The outage was noticed and corrected the following day.

Willard was an exception last month due to the theft of 200' of 25 pair buried cable that was reported on Facility Damage Report 45562/ WA 01041073. This put the entire exchange out of service.

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

File: WAmemo 04-07.doc

Page: 1 of 2

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. EMBARR
 COMPANY NAME
 2007

Exchange	CLL	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Install	Apprs	Excl	Install	Apprs	Excl	Install	Apprs	Excl	Install	Apprs	Excl	Install	Apprs	Excl	Install	Apprs	Excl	Install	Apprs	Excl	Install	Apprs	Excl	Install	Apprs	Excl	Install	Apprs	Excl	Install	Apprs	Excl			
Chinacum	CHMC	16	0	0	8	0	0	20	1	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		
Columbia	CLMA	2	0	0	0	0	0	2	0	0	7	0	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	3	0	0	8	2	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	
Glenwood	GLWD	2	0	0	3	0	0	2	0	0	52	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
Goldendale	GLDL	49	0	0	33	0	0	51	2	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
Grandview	GVVW	84	3	0	72	0	0	92	0	0	86	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
Granger	GRGR	42	1	0	16	0	0	26	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
Harrish	HRRH	25	0	0	21	0	0	26	0	0	23	0	0	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	18	0	0	23	0	0	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	7	0	0	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	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
Mabton	MBTN	16	1	0	17	0	0	20	0	0	15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mattawa	MTWA	51	0	0	42	0	0	54	0	0	40	0	0	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	0	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
Port Angeles	PTAG	1	0	0	2	0	0	4	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
Poulsbo	PLSB	167	6	0	112	2	0	127	2	0	128	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
Prosser	PRSR	46	0	0	52	0	0	54	2	0	49	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
Roosevelt	RSVT	1	1	0	46	0	0	1	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
Stevenson	STSN	43	5	0	46	1	0	41	1	0	47	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
Sunnyside	SNSD	161	0	0	150	1	0	152	2	0	127	0	0	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	83	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
Troulaka	TRLK	4	0	0	4	1	0	4	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
Wapato	WPAT	71	1	0	68	2	0	77	0	0	70	0	0	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	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
Whiteswan	WHSW	8	0	0	17	1	0	17	0	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
Whitman	WHTS	7	0	0	6	0	0	10	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
Willard	WLRO	2	0	0	3	0	0	1	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
Washington		1,009	21	0	871	10	0	984	12	0	875	9	0	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. EMBARG
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
Chinacum	CHMC	16	1	8	0	20	4	10	0																
Columbia	CLMA	2	0	0	0																				
Dallesport	DLPT	12	1	8	0	8	2	7	1																
Glenwood	GLWD	2	0	3	0	2	0	1	0																
Goldendale	GLDL	49	0	33	1	51	1	52	1																
Grandview	GDVW	84	0	72	0	92	0	86	1																
Granger	GRGR	42	1	16	0	26	0	21	0																
Harrah	HRRH	25	0	21	0	26	0	23	0																
Hood Canal	HDCL	21	6	14	4	18	0	23	1																
Klickitat	KLCT	5	0	5	1	6	1	7	0																
Lyle	LYLE	7	2	6	1	17	0	10	0																
Mabton	MBTN	16	0	17	0	20	0	15	0																
Mattawa	MTWA	51	2	42	0	54	2	40	1																
Patterson	PASN	1	0	0	0	3	0	1	0																
Port Angeles	PTAG	1	0	2	0	4	1	2	0																
Poulsbo	PLSB	167	11	112	5	127	1	128	0																
Prosser	PRSR	46	0	52	1	54	0	49	1																
Roosevelt	RSVT	1	1	2	0	1	0	3	0																
Stevenson	STSN	43	3	46	3	41	1	47	2																
Sunnyside	SNSD	161	1	150	2	152	1	127	0																
Toppenish	TPNS	113	2	114	2	107	0	83	0																
Troulaker	TRLK	4	0	4	0	4	0	6	0																
Wapato	WPAT	71	0	68	0	77	0	70	1																
White Salmon	WHSL	52	3	50	1	46	1	41	1																
Whiteswan	WHSW	8	0	17	0	17	1	16	0																
Whitstran	WHTS	7	1	6	0	10	0	6	0																
Willard	WLRD	2	0	3	0	1	0	1	0																
Washington		1,009	35	871	21	984	16	875	10	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. EMBARCO
 COMPANY NAME
 2007

Exchange	C/L/L	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Total	Total	Tbl	Total	Total	Tbl	Total	Total	Tbl	Total	Total	Tbl	Total	Total	Tbl	Total	Total	Tbl	Total	Total	Tbl	Total	Total	Tbl	Total	Total	Tbl	Total	Total	Tbl	Total	Total	Tbl	Total		
Chinacum	CHNC	10	1,063	0.94	11	1,065	1.03	18	1,076	1.67	6	1,080	0.56	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	0	0.00	0	0.00
Columbia	CLMA	0	163	0.00	0	159	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	0	0.00	0	0.00	0	0.00
Dallasport	DLPT	12	800	1.50	5	799	0.63	6	803	0.75	15	800	1.88	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	0	0.00	0	0.00
Glenwood	GLWD	4	373	1.07	11	377	2.92	18	378	7.6	7	382	1.83	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	0	0.00	0	0.00
Goldendale	GLDL	31	4,879	0.64	29	4,879	0.59	41	4,895	0.84	113	4,892	2.31	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	0	0.00	0	0.00
Grandview	GDVW	53	5,070	1.05	24	5,065	0.47	46	5,080	0.91	29	5,082	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	0	0.00	0	0.00	0	0.00
Granger	GRGR	17	1,425	1.19	14	1,411	0.99	16	1,412	1.13	12	1,410	0.85	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	0	0.00	0	0.00
Harrish	HRRH	36	1,034	3.48	17	1,043	1.63	24	1,059	2.27	10	1,062	0.94	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	0	0.00	0	0.00	0	0.00
Hood Canal	HDCL	42	2,576	1.63	38	2,571	1.48	29	2,565	1.13	17	2,561	0.66	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	0	0.00	0	0.00
Kicklat	KLCT	7	367	1.91	7	366	1.91	7	361	1.94	2	366	0.55	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	0	0.00	0	0.00	0	0.00
Lyle	LYLE	6	976	0.61	8	979	0.82	12	982	1.22	8	984	0.81	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	0	0.00	0	0.00
Mabton	MBTN	23	1,432	1.61	21	1,433	1.47	9	1,431	0.63	6	1,434	0.42	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	0	0.00	0	0.00
Matlawa	MTWA	39	2,466	1.56	23	2,465	0.93	27	2,460	1.10	46	2,460	1.87	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	0	0.00	0	0.00
Paterson	PASN	0	408	0.00	5	404	1.24	3	406	0.74	0	405	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	0	0.00	0	0.00
Port Angeles	PTAG	5	281	1.78	4	279	1.43	4	283	1.41	17	284	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	0	0.00	0	0.00
Poulsbo	PLSB	200	39,705	0.50	137	39,695	0.35	130	39,620	0.33	147	39,642	0.37	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	0	0.00	0	0.00
Prosser	PRSR	36	4,767	0.76	38	4,791	0.79	46	4,760	0.97	38	4,740	0.80	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	0	0.00	0	0.00
Roosevelt	RSVT	5	198	2.53	4	194	2.06	3	194	1.55	5	196	2.55	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	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	31	4,334	0.72	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	0	0.00	0	0.00
Sunnyside	SNSD	111	10,273	1.98	79	10,310	0.77	85	10,304	0.82	76	10,289	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	0	0.00	0	0.00	0	0.00
Toppanish	TRPK	64	7,783	0.82	34	7,811	0.44	45	7,832	0.57	47	7,797	0.60	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	0	0.00	0	0.00
Troulaka	TRLK	5	715	0.70	9	713	1.26	0	718	0.00	7	719	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	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	30	3,857	0.76	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	0	0.00	0	0.00	0	0.00
White Salmon	WHSLS	28	4,608	0.61	32	4,621	0.69	94	4,630	2.03	25	4,622	0.54	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	0	0.00	0	0.00
White Swan	WHSWN	16	709	2.26	7	717	0.98	7	724	0.97	3	729	0.41	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	0	0.00	0	0.00	0	0.00
Whitman	WHTS	8	610	1.31	5	611	0.82	4	613	0.65	7	612	1.14	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	0	0.00	0	0.00
Willard	WLND	1	322	0.31	2	322	0.62	3	325	0.92	14	321	0.68	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	0	0.00	0	0.00
Washington		883	101,163	0.87	656	101,266	0.65	775	101,239	0.77	718	101,199	0.71	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	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
Out of Service Trouble Reports Cleared Within 48 Hours

United Telephone Company of the Northwest d.b.a. EMBARG
 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
Chimacum	CHMC	8	8	0	0	6	6	0	0	13	13	0	0	5	5	0	0	0	0	0	0	0	0	0	0
Columbia	CLMA	7	7	0	0	3	3	0	0	4	4	0	0	11	11	0	0	0	0	0	0	0	0	0	0
Dallesport	DLPT	2	2	0	0	11	9	2	0	16	16	0	0	7	7	0	0	0	0	0	0	0	0	0	0
Glenwood	GLWD	25	25	0	0	23	23	0	0	28	28	0	0	59	59	0	0	0	0	0	0	0	0	0	0
Goldendale	GLDL	43	43	0	0	19	18	1	0	36	36	0	0	22	22	0	0	1	0	0	0	0	0	0	0
Grandview	GDVW	17	17	0	0	13	13	0	0	13	13	0	0	11	11	0	0	0	0	0	0	0	0	0	0
Granger	GRGR	28	28	0	0	13	13	0	0	23	23	0	0	9	9	0	0	0	0	0	0	0	0	0	0
Harrish	HRRH	30	27	3	0	25	25	0	0	23	23	0	0	16	16	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	1	1	0	0	0	0	0	0	0	0	0	0
Klickitat	KLCT	5	5	0	0	7	7	0	0	10	10	0	0	8	8	0	0	0	0	0	0	0	0	0	0
Lyle	LYLE	22	22	0	0	17	17	0	0	8	8	0	0	3	3	0	0	0	0	0	0	0	0	0	0
Mabton	MBTN	32	32	0	0	18	18	0	0	25	25	0	0	40	40	0	0	2	0	0	0	0	0	0	0
Matlawa	MTWA	5	5	0	0	4	4	0	0	3	3	0	0	13	13	0	0	0	0	0	0	0	0	0	0
Patterson	PASN	163	158	5	0	108	106	2	0	98	98	0	0	118	118	0	0	0	0	0	0	0	0	0	0
Port Angeles	PTAG	30	29	1	0	32	32	0	0	34	34	0	0	31	31	0	0	0	0	0	0	0	0	0	0
Poulsbo	PLSB	4	4	0	0	4	4	0	0	3	3	0	0	3	3	0	0	0	0	0	0	0	0	0	0
Prosser	PRSR	58	58	0	0	38	38	0	0	49	49	0	0	20	20	0	0	1	0	0	0	0	0	0	0
Roosevelt	RSVT	84	84	0	0	65	65	0	0	71	71	0	0	61	61	0	0	0	0	0	0	0	0	0	0
Stevenson	STSN	48	48	0	0	29	29	0	0	35	35	0	0	34	34	0	0	0	0	0	0	0	0	0	0
Summerville	SNSD	2	2	0	0	2	2	0	0	3	3	0	0	4	4	0	0	0	0	0	0	0	0	0	0
Toppenish	TPNS	52	44	8	0	33	33	0	0	31	31	0	0	20	20	0	0	2	0	0	0	0	0	0	0
Troulaka	TRLK	24	24	0	0	27	27	0	0	85	85	0	0	22	22	0	0	0	0	0	0	0	0	0	0
White Salmon	WHSL	13	13	0	0	5	5	0	0	5	5	0	0	3	3	0	0	0	0	0	0	0	0	0	0
WhiteSwan	WHSW	7	7	0	0	3	3	0	0	3	3	0	0	5	5	0	0	0	0	0	0	0	0	0	0
Whitstran	WHTS	0	0	0	0	2	2	0	0	2	2	0	0	13	13	0	0	0	0	0	0	0	0	0	0
Willard	WLRD	712	695	17	10	512	507	5	10	624	624	0	2	539	539	0	6	0	0	0	0	0	0	0	0
Washington																									

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. EMBARQ
COMPANY NAME
2007

Exchange	CLLI	Jan				Feb				Mar				Apr				May				Jun			
		Total NOOS	NOOS Ctr > 72	NOOS Ctr > 72	NOOS 72 Excl	Total NOOS	NOOS Ctr > 72	NOOS Ctr > 72	NOOS 72 Excl	Total NOOS	NOOS Ctr > 72	NOOS Ctr > 72	NOOS 72 Excl	Total NOOS	NOOS Ctr > 72	NOOS Ctr > 72	NOOS 72 Excl	Total NOOS	NOOS Ctr > 72	NOOS Ctr > 72	NOOS 72 Excl	Total NOOS	NOOS Ctr > 72	NOOS Ctr > 72	NOOS 72 Excl
Chimacum	CHMC	2	2	0	0	5	5	0	0	5	5	0	0	1	1	0	0	0	0	0	0	0	0	0	0
Columbia	CLMA	5	5	0	0	2	2	0	0	2	2	0	0	4	4	0	0	0	0	0	0	0	0	0	0
Dalesport	DLPT	8	8	0	0	5	5	0	0	10	10	0	0	5	5	0	0	0	0	0	0	0	0	0	0
Grandview	GDVW	6	6	0	0	6	6	0	0	13	13	0	0	54	54	0	0	0	0	0	0	0	0	0	0
Goldendale	GLDL	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	0	0	0	0	0	0	0	0	3	3	0	0	1	1	0	0	0	0	0	0	0	0	0	0
Granger	GRGR	0	0	0	0	0	0	0	0	3	3	0	0	1	1	0	0	0	0	0	0	0	0	0	0
Hood Canal	HDCI	12	10	2	0	9	7	2	2	5	5	0	0	1	1	0	0	0	0	0	0	0	0	0	0
Harrah	HRRH	8	8	0	0	4	4	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0
Klickitat	KLCT	4	4	0	0	3	2	1	0	3	3	0	0	1	1	0	0	0	0	0	0	0	0	0	0
Lyle	LYLE	1	1	0	0	1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mabton	MBTN	0	0	0	0	4	4	0	0	1	1	0	0	3	3	0	0	0	0	0	0	0	0	0	0
Mattawa	MTWA	7	7	0	0	4	4	0	0	2	2	0	0	4	4	0	0	0	0	0	0	0	0	0	0
Patterson	PASN	30	26	4	0	1	1	0	0	0	0	0	0	4	4	0	0	0	0	0	0	0	0	0	0
Poulsbo	PLSB	3	3	0	0	28	27	1	1	31	29	2	1	27	27	0	0	1	1	0	0	0	0	0	0
Prosser	PRSR	3	3	0	0	4	4	0	0	10	10	0	0	7	7	0	0	0	0	0	0	0	0	0	0
Port Angeles	PTAG	0	0	0	0	3	2	1	0	2	1	0	0	4	4	0	0	0	0	0	0	0	0	0	0
Roosevelt	RSVT	1	1	0	0	0	0	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0
Sunnyside	SNSD	26	26	0	0	13	13	0	0	14	14	0	0	15	14	0	0	0	0	0	0	0	0	0	0
Stevenson	STSN	8	8	0	0	11	11	0	0	15	15	0	0	10	10	0	0	0	0	0	0	0	0	0	0
Toppensish	TPNS	15	15	0	0	4	4	0	0	10	10	0	0	13	13	0	0	0	0	0	0	0	0	0	0
Trousdale	TRLK	3	3	0	0	7	7	0	0	3	3	0	0	3	3	0	0	0	0	0	0	0	0	0	0
White Salmon	WHSL	3	3	0	0	4	4	0	0	8	8	0	0	3	3	0	0	0	0	0	0	0	0	0	0
WhiteSwan	WHSW	3	3	0	0	2	2	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Whitstran	WHTS	1	1	0	0	1	1	0	0	1	1	0	0	2	1	1	0	0	0	0	0	0	0	0	0
Willard	WLRD	1	1	0	0	0	0	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0
Wapato	WPAT	5	4	1	0	7	7	0	0	2	2	0	0	8	7	1	0	0	0	0	0	0	0	0	0
Washington		154	147	7	7	128	123	5	6	145	142	3	4	170	167	3	3	0	0	0	0	0	0	0	0

Total NOOS = Total regulated not out of service trouble reports:
 NOOS Ctr > 72 = Total regulated not out of service trouble reports cleared within 72 hours.
 NOOS Ctr > 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	Orders	Orders	Orders	>90	>180	Orders	Orders	Orders	>90	>180	Orders	Orders
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%	0	0	0	0%	0%	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%
Harrath	HRRH	25	0	0	100%	100%	14	0	0	100%	100%	26	0	0	100%	100%	72	0	0	100%	100%
Klickitat	KLCT	5	0	0	100%	100%	21	0	0	100%	100%	6	0	0	100%	100%	16	0	0	100%	100%
Lyle	LYLE	7	0	0	100%	100%	5	0	0	100%	100%	6	0	0	100%	100%	16	0	0	100%	100%
Mabton	MBTN	16	0	0	100%	100%	6	0	0	100%	100%	17	0	0	100%	100%	30	0	0	100%	100%
Mattawa	MTWA	51	0	0	100%	100%	17	0	0	100%	100%	20	0	0	100%	100%	53	0	0	100%	100%
Patternson	PASN	1	0	0	100%	100%	42	0	0	100%	100%	54	0	0	100%	100%	147	0	0	100%	100%
Poulsbo	PLSB	167	0	0	100%	100%	0	0	0	0%	0%	3	0	0	100%	100%	4	0	0	100%	100%
Prosser	PRSR	46	0	0	100%	100%	112	0	0	100%	100%	127	0	0	100%	100%	406	0	0	100%	100%
Port Angeles	PTAG	1	0	0	100%	100%	52	0	0	100%	100%	54	0	0	100%	100%	152	0	0	100%	100%
Roosevelt	RSVT	1	0	0	100%	100%	2	0	0	100%	100%	4	0	0	100%	100%	7	0	0	100%	100%
Svenson	STSN	43	0	0	100%	100%	2	0	0	100%	100%	1	0	0	100%	100%	4	0	0	100%	100%
Sunnyside	SNSD	161	0	0	100%	100%	46	0	0	100%	100%	41	0	0	100%	100%	130	0	0	100%	100%
Toppenish	TPNS	113	0	0	100%	100%	150	0	0	100%	100%	152	0	0	100%	100%	463	0	0	100%	100%
Troulaker	TRLK	4	0	0	100%	100%	114	0	0	100%	100%	107	0	0	100%	100%	334	0	0	100%	100%
Wapato	WPAT	71	0	0	100%	100%	4	0	0	100%	100%	4	0	0	100%	100%	12	0	0	100%	100%
White Salmon	WHSL	52	0	0	100%	100%	68	0	0	100%	100%	77	0	0	100%	100%	216	0	0	100%	100%
WhitSwan	WHSW	8	0	0	100%	100%	50	0	0	100%	100%	46	0	0	100%	100%	148	0	0	100%	100%
Whitstran	WHTS	7	0	0	100%	100%	17	0	0	100%	100%	17	0	0	100%	100%	42	0	0	100%	100%
Willard	WLRD	2	0	0	100%	100%	6	0	0	100%	100%	10	0	0	100%	100%	23	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	Apr-07					May-07					Jun-07					2nd 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	Orders	Orders
Chimacum	CHMC	10	0	0	100%	100%	0	0	0%	0%	0	0	0	0%	0%	10	0	0	100%	100%	
Columbia	CLMA	7	0	0	0%	0%	7	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Dallesport	DLPT	1	0	0	100%	100%	1	0	0%	0%	1	0	0	0%	0%	1	0	0	100%	100%	
Glenwood	GLWD	52	0	0	100%	100%	52	0	0%	0%	52	0	0	0%	0%	52	0	0	100%	100%	
Goldendale	GLDL	86	0	0	100%	100%	86	0	0%	0%	86	0	0	0%	0%	86	0	0	100%	100%	
Grandview	GDVW	21	0	0	100%	100%	21	0	0%	0%	21	0	0	0%	0%	21	0	0	100%	100%	
Granger	GRGR	23	0	0	100%	100%	23	0	0%	0%	23	0	0	0%	0%	23	0	0	100%	100%	
Hood Canal	HDCL	23	0	0	100%	100%	23	0	0%	0%	23	0	0	0%	0%	23	0	0	100%	100%	
Harrat	HRRH	7	0	0	100%	100%	7	0	0%	0%	7	0	0	0%	0%	7	0	0	100%	100%	
Klickitat	KLCT	10	0	0	100%	100%	10	0	0%	0%	10	0	0	0%	0%	10	0	0	100%	100%	
Lyle	LYLE	15	0	0	100%	100%	15	0	0%	0%	15	0	0	0%	0%	15	0	0	100%	100%	
Mabton	MBTN	40	0	0	100%	100%	40	0	0%	0%	40	0	0	0%	0%	40	0	0	100%	100%	
Mattawa	MTWA	1	0	0	100%	100%	1	0	0%	0%	1	0	0	0%	0%	1	0	0	100%	100%	
Patterson	PASN	128	0	0	100%	100%	128	0	0%	0%	128	0	0	0%	0%	128	0	0	100%	100%	
Poulsbo	PLSB	49	0	0	100%	100%	49	0	0%	0%	49	0	0	0%	0%	49	0	0	100%	100%	
Prosser	PRSR	2	0	0	100%	100%	2	0	0%	0%	2	0	0	0%	0%	2	0	0	100%	100%	
Port Angeles	PTAG	3	0	0	100%	100%	3	0	0%	0%	3	0	0	0%	0%	3	0	0	100%	100%	
Roosevelt	RSVT	47	0	0	100%	100%	47	0	0%	0%	47	0	0	0%	0%	47	0	0	100%	100%	
Svenson	STSN	127	0	0	100%	100%	127	0	0%	0%	127	0	0	0%	0%	127	0	0	100%	100%	
Sunnyside	SNSD	83	0	0	100%	100%	83	0	0%	0%	83	0	0	0%	0%	83	0	0	100%	100%	
Toppenish	TPNS	6	0	0	100%	100%	6	0	0%	0%	6	0	0	0%	0%	6	0	0	100%	100%	
Troutlake	TRLK	70	0	0	100%	100%	70	0	0%	0%	70	0	0	0%	0%	70	0	0	100%	100%	
Wapato	WPAT	41	0	0	100%	100%	41	0	0%	0%	41	0	0	0%	0%	41	0	0	100%	100%	
White Salmon	WHSL	16	0	0	100%	100%	16	0	0%	0%	16	0	0	0%	0%	16	0	0	100%	100%	
WhiteSwan	WHSW	6	0	0	100%	100%	6	0	0%	0%	6	0	0	0%	0%	6	0	0	100%	100%	
Whitstran	WHTS	1	0	0	100%	100%	1	0	0%	0%	1	0	0	0%	0%	1	0	0	100%	100%	
Willard	WLRD	875	0	0	100%	100%	875	0	0%	0%	875	0	0	0%	0%	875	0	0	100%	100%	

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jan - Jun 07 (180 Day)				
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days
Chinacum	CHMC	54	0	0	100%	100%
Columbia	CLMA	2	0	0	100%	100%
Dallesport	DLPT	35	0	0	100%	100%
Glenwood	GLWD	8	0	0	100%	100%
Goldendale	GLDL	185	0	0	100%	100%
Grandview	GDVW	334	0	0	100%	100%
Granger	GRGR	105	0	0	100%	100%
Hood Canal	HDCL	76	0	0	100%	100%
Harrah	HRRH	95	0	0	100%	100%
Klickitat	KLCT	23	0	0	100%	100%
Lyle	LYLE	40	0	0	100%	100%
Mabton	MBTN	68	0	0	100%	100%
Mattawa	MTWA	187	0	0	100%	100%
Patterson	PASN	5	0	0	100%	100%
Poulsbo	PLSB	534	0	0	100%	100%
Prosser	PRSR	201	0	0	100%	100%
Port Angeles	PTAG	9	0	0	100%	100%
Roosevelt	RSVT	7	0	0	100%	100%
Stevenson	STSN	177	0	0	100%	100%
Sunnyside	SNSD	590	0	0	100%	100%
Toppenish	TPNS	417	0	0	100%	100%
Troutlake	TRLK	18	0	0	100%	100%
Wapato	WPAT	286	0	0	100%	100%
White Salmon	WHSL	189	0	0	100%	100%
WhiteSwan	WHSW	58	0	0	100%	100%
Whitstran	WHTS	29	0	0	100%	100%
Willard	WLRD	7	0	0	100%	100%
Washington		3,739	0	0	100%	100%