

WT-921192



Voice | Data | Internet | Wireless | Entertainment

June 18, 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 is United Telephone Company of the Northwest d.b.a. EMBARQ "Service Quality Reports" for the month of May 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  
RECORDS MANAGEMENT  
07 JUN 21 AM 8:21  
STATE OF WASH.  
UTIL. AND TRANSP.  
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     | CLI | 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     |     | 16    | 0    | 0    | 8    | 0    | 0    | 20   | 1    | 0    | 10   | 0    | 0    | 14   | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0   | 0 |   |   |
| Columbia     |     | 2     | 0    | 0    | 8    | 0    | 0    | 8    | 2    | 0    | 7    | 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 |   |
| Dallesport   |     | 12    | 1    | 0    | 8    | 0    | 0    | 2    | 0    | 0    | 1    | 0    | 0    | 2    | 1    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0   | 0 | 0 |   |
| Glenwood     |     | 2     | 0    | 0    | 3    | 0    | 0    | 5    | 1    | 0    | 52   | 0    | 0    | 55   | 3    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0   | 0 | 0 |   |
| Goldendale   |     | 49    | 0    | 0    | 33   | 0    | 0    | 92   | 0    | 0    | 86   | 1    | 0    | 93   | 1    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0   | 0 | 0 |   |
| Grandview    |     | 84    | 3    | 0    | 72   | 0    | 0    | 21   | 0    | 0    | 21   | 0    | 0    | 26   | 1    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0   | 0 | 0 |   |
| Granger      |     | 42    | 1    | 0    | 16   | 0    | 0    | 26   | 0    | 0    | 23   | 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 |   |
| Hanrah       |     | 25    | 0    | 0    | 21   | 0    | 0    | 18   | 0    | 0    | 23   | 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 |   |
| Hood Canal   |     | 21    | 1    | 0    | 14   | 0    | 0    | 17   | 0    | 0    | 7    | 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 |   |
| Klickitat    |     | 5     | 0    | 0    | 5    | 0    | 0    | 6    | 0    | 0    | 10   | 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 |   |
| Klickitat    |     | 7     | 0    | 0    | 6    | 0    | 0    | 17   | 0    | 0    | 15   | 0    | 0    | 19   | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0   | 0 | 0 |   |
| Leyle        |     | 16    | 1    | 0    | 17   | 0    | 0    | 20   | 0    | 0    | 40   | 0    | 0    | 39   | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0   | 0 | 0 |   |
| Mabton       |     | 51    | 0    | 0    | 42   | 0    | 0    | 54   | 0    | 0    | 40   | 0    | 0    | 39   | 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      |     | 1     | 0    | 0    | 0    | 0    | 0    | 3    | 0    | 0    | 1    | 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 |   |
| Patterson    |     | 1     | 0    | 0    | 2    | 0    | 0    | 4    | 0    | 0    | 2    | 0    | 0    | 5    | 1    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0   | 0 | 0 |   |
| Port Angeles |     | 167   | 6    | 0    | 112  | 2    | 0    | 127  | 2    | 0    | 128  | 3    | 0    | 151  | 3    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0   | 0 | 0 |   |
| Poulsbo      |     | 46    | 0    | 0    | 52   | 0    | 0    | 54   | 2    | 0    | 49   | 1    | 0    | 57   | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0   | 0 | 0 |   |
| Prosser      |     | 1     | 1    | 0    | 2    | 0    | 0    | 1    | 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 |   |
| Roosevelt    |     | 43    | 5    | 0    | 46   | 1    | 0    | 41   | 1    | 0    | 47   | 2    | 0    | 32   | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0   | 0 | 0 |   |
| Stevenson    |     | 161   | 0    | 0    | 150  | 1    | 0    | 152  | 2    | 0    | 127  | 0    | 0    | 137  | 1    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0   | 0 | 0 |   |
| Sunnyside    |     | 113   | 0    | 0    | 114  | 1    | 0    | 107  | 0    | 0    | 83   | 1    | 0    | 90   | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0   | 0 | 0 |   |
| Toppenish    |     | 4     | 0    | 0    | 4    | 1    | 0    | 4    | 0    | 0    | 6    | 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 |   |
| Troutlake    |     | 71    | 1    | 0    | 68   | 2    | 0    | 77   | 0    | 0    | 70   | 0    | 0    | 71   | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0   | 0 | 0 |   |
| Wapato       |     | 52    | 1    | 0    | 50   | 1    | 0    | 46   | 0    | 0    | 41   | 1    | 0    | 33   | 1    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0   | 0 | 0 |   |
| White Salmon |     | 8     | 0    | 0    | 17   | 1    | 0    | 17   | 0    | 0    | 16   | 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 |   |
| WhiteSwan    |     | 7     | 0    | 0    | 6    | 0    | 0    | 10   | 0    | 0    | 6    | 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 |   |
| Whitstran    |     | 2     | 0    | 0    | 3    | 0    | 0    | 1    | 0    | 0    | 1    | 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 |   |
| Willard      |     |       |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |     |   |   |   |
| Washington   |     | 1,009 | 21   | 0    | 871  | 10   | 0    | 984  | 12   | 0    | 875  | 9    | 0    | 909  | 13   | 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  
REPAIR APPOINTMENTS

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

| Exchange     | CLI | 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     |     | 10   | 1    | 0    | 11   | 0    | 0    | 18   | 0    | 0    | 6    | 0    | 0    | 12   | 1    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0   | 0 | 0 |   |   |
| Columbia     |     | 12   | 0    | 0    | 5    | 0    | 0    | 6    | 2    | 0    | 15   | 0    | 0    | 26   | 15   | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0   | 0 | 0 | 0 |   |
| Dallesport   |     | 4    | 0    | 0    | 11   | 2    | 0    | 18   | 3    | 0    | 7    | 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 |
| Glenwood     |     | 31   | 0    | 0    | 29   | 0    | 0    | 41   | 4    | 0    | 113  | 14   | 0    | 62   | 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 |
| Goldendale   |     | 53   | 2    | 0    | 24   | 3    | 0    | 46   | 1    | 0    | 29   | 3    | 0    | 34   | 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 |
| Granoview    |     | 17   | 0    | 0    | 17   | 0    | 0    | 16   | 0    | 0    | 12   | 1    | 0    | 19   | 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 |
| Granger      |     | 36   | 1    | 0    | 17   | 0    | 0    | 24   | 1    | 0    | 10   | 0    | 0    | 30   | 0    | 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       |     | 42   | 5    | 0    | 38   | 7    | 0    | 29   | 3    | 0    | 17   | 2    | 0    | 30   | 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 |
| Hood Canal   |     | 7    | 1    | 0    | 7    | 1    | 0    | 7    | 1    | 0    | 2    | 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 |
| Klickitat    |     | 6    | 0    | 0    | 8    | 0    | 0    | 12   | 1    | 0    | 8    | 1    | 0    | 6    | 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 |
| Lyle         |     | 23   | 1    | 0    | 21   | 0    | 0    | 9    | 0    | 0    | 6    | 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 |
| Mabton       |     | 39   | 1    | 0    | 23   | 1    | 0    | 27   | 2    | 0    | 46   | 2    | 0    | 34   | 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 |
| Mattawa      |     |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |     |   |   |   |   |
| MtWah        |     |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |     |   |   |   |   |
| Patterson    |     |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |     |   |   |   |   |
| Port Angeles |     | 5    | 0    | 0    | 4    | 1    | 0    | 4    | 1    | 0    | 17   | 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 |
| PTAG         |     | 200  | 21   | 0    | 137  | 7    | 0    | 130  | 6    | 0    | 147  | 3    | 0    | 96   | 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 |
| Poulsbo      |     | 36   | 9    | 0    | 38   | 3    | 0    | 46   | 3    | 0    | 38   | 3    | 0    | 27   | 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 |
| Prosser      |     | 5    | 0    | 0    | 4    | 1    | 0    | 3    | 2    | 0    | 5    | 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 |
| Roosevelt    |     | 67   | 3    | 0    | 51   | 4    | 0    | 65   | 5    | 0    | 31   | 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 |
| Stevenson    |     | 111  | 6    | 0    | 79   | 3    | 0    | 85   | 2    | 0    | 76   | 3    | 0    | 63   | 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 |
| Sunnyside    |     | 64   | 3    | 0    | 34   | 2    | 0    | 45   | 0    | 0    | 47   | 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 |
| Toppenish    |     | 5    | 0    | 0    | 9    | 0    | 0    | 0    | 0    | 0    | 7    | 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 |
| Trouflake    |     | 57   | 33   | 0    | 41   | 1    | 0    | 33   | 1    | 0    | 30   | 4    | 0    | 41   | 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 |
| Wapato       |     | 28   | 1    | 0    | 32   | 3    | 0    | 94   | 3    | 0    | 25   | 1    | 0    | 25   | 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 |
| White Salmon |     | 16   | 0    | 0    | 7    | 1    | 0    | 7    | 0    | 0    | 3    | 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 |
| Whiteswan    |     | 8    | 0    | 0    | 5    | 1    | 0    | 4    | 0    | 0    | 7    | 1    | 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 |
| Whitstran    |     | 1    | 0    | 0    | 2    | 0    | 0    | 3    | 0    | 0    | 14   | 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 |
| Willard      |     |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |     |   |   |   |   |
| Washington   |     | 883  | 88   | 0    | 656  | 42   | 0    | 775  | 41   | 0    | 718  | 41   | 0    | 738  | 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 |

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.

**WASHINGTON QUALITY OF SERVICE REPORT**  
**SERVICE ACTIVATION**

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

| Exchange     | CLI | 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     |     | 16           | 1          | 8            | 0          | 20           | 4          | 10           | 0          | 14           | 0          |              |            |              |            |              |            |              |            |              |            |              |            |              |            |
| Columbia     |     | 2            | 0          |              |            |              |            |              |            |              |            |              |            |              |            |              |            |              |            |              |            |              |            |              |            |
| Dallesport   |     | 12           | 1          | 8            | 0          | 8            | 2          | 7            | 1          | 8            | 0          |              |            |              |            |              |            |              |            |              |            |              |            |              |            |
| Glenwood     |     | 2            | 0          | 3            | 0          | 2            | 0          | 1            | 0          | 2            | 1          |              |            |              |            |              |            |              |            |              |            |              |            |              |            |
| Goldendale   |     | 49           | 0          | 33           | 1          | 51           | 1          | 52           | 1          | 55           | 4          |              |            |              |            |              |            |              |            |              |            |              |            |              |            |
| Grandview    |     | 84           | 0          | 72           | 0          | 92           | 0          | 86           | 1          | 93           | 0          |              |            |              |            |              |            |              |            |              |            |              |            |              |            |
| Granger      |     | 42           | 1          | 16           | 0          | 26           | 0          | 21           | 0          | 26           | 1          |              |            |              |            |              |            |              |            |              |            |              |            |              |            |
| Harrah       |     | 25           | 0          | 21           | 0          | 26           | 0          | 23           | 0          | 16           | 0          |              |            |              |            |              |            |              |            |              |            |              |            |              |            |
| Hood Canal   |     | 21           | 6          | 14           | 4          | 18           | 0          | 23           | 1          | 20           | 2          |              |            |              |            |              |            |              |            |              |            |              |            |              |            |
| Klickitat    |     | 5            | 0          | 5            | 1          | 6            | 1          | 7            | 0          | 3            | 0          |              |            |              |            |              |            |              |            |              |            |              |            |              |            |
| Lyle         |     | 7            | 2          | 6            | 1          | 17           | 0          | 10           | 0          | 10           | 0          |              |            |              |            |              |            |              |            |              |            |              |            |              |            |
| Mabton       |     | 16           | 0          | 17           | 0          | 20           | 0          | 15           | 0          | 19           | 0          |              |            |              |            |              |            |              |            |              |            |              |            |              |            |
| Mattawa      |     | 51           | 2          | 42           | 0          | 54           | 2          | 40           | 1          | 39           | 0          |              |            |              |            |              |            |              |            |              |            |              |            |              |            |
| Patterson    |     | 1            | 0          | 0            | 0          | 3            | 0          | 1            | 0          | 4            | 0          |              |            |              |            |              |            |              |            |              |            |              |            |              |            |
| Port Angeles |     | 1            | 0          | 2            | 0          | 4            | 1          | 2            | 0          | 5            | 0          |              |            |              |            |              |            |              |            |              |            |              |            |              |            |
| Poulsbo      |     | 167          | 11         | 112          | 5          | 127          | 1          | 128          | 0          | 151          | 3          |              |            |              |            |              |            |              |            |              |            |              |            |              |            |
| Prosser      |     | 46           | 0          | 52           | 1          | 54           | 0          | 49           | 1          | 57           | 1          |              |            |              |            |              |            |              |            |              |            |              |            |              |            |
| Roosevelt    |     | 1            | 1          | 2            | 0          | 1            | 0          | 3            | 0          | 2            | 0          |              |            |              |            |              |            |              |            |              |            |              |            |              |            |
| Stevenson    |     | 43           | 3          | 46           | 3          | 41           | 1          | 47           | 2          | 32           | 0          |              |            |              |            |              |            |              |            |              |            |              |            |              |            |
| Sunnyside    |     | 161          | 1          | 150          | 2          | 152          | 1          | 127          | 0          | 137          | 1          |              |            |              |            |              |            |              |            |              |            |              |            |              |            |
| Toppenish    |     | 113          | 2          | 114          | 2          | 107          | 0          | 83           | 0          | 90           | 0          |              |            |              |            |              |            |              |            |              |            |              |            |              |            |
| Troutlake    |     | 4            | 0          | 4            | 0          | 4            | 0          | 6            | 0          | 6            | 0          |              |            |              |            |              |            |              |            |              |            |              |            |              |            |
| Wapato       |     | 71           | 0          | 68           | 0          | 77           | 0          | 70           | 1          | 71           | 0          |              |            |              |            |              |            |              |            |              |            |              |            |              |            |
| White Salmon |     | 52           | 3          | 50           | 1          | 46           | 1          | 41           | 1          | 33           | 4          |              |            |              |            |              |            |              |            |              |            |              |            |              |            |
| WhiteSwan    |     | 8            | 0          | 17           | 0          | 17           | 1          | 16           | 0          | 6            | 0          |              |            |              |            |              |            |              |            |              |            |              |            |              |            |
| Whitstran    |     | 7            | 1          | 6            | 0          | 10           | 0          | 6            | 0          | 6            | 0          |              |            |              |            |              |            |              |            |              |            |              |            |              |            |
| Willard      |     | 2            | 0          | 3            | 0          | 1            | 0          | 1            | 0          | 4            | 0          |              |            |              |            |              |            |              |            |              |            |              |            |              |            |
| Washington   |     | 1,009        | 35         | 871          | 21         | 984          | 16         | 875          | 10         | 909          | 17         | 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 Telephones 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 | Trib /100    | Total Rpts | Trib /100    | Total Rpts | Trib /100    | Total Rpts | Trib /100    | Total Rpts | Trib /100    | Total Rpts | Trib /100 | Total Rpts | Trib /100 | Total Rpts | Trib /100 | Total Rpts | Trib /100 | Total Rpts | Trib /100 | Total Rpts | Trib /100 | Total Rpts | Trib /100 |
| Chinacum     | CHMC | 10         | 1,063 0.84   | 11         | 1,065 1.03   | 18         | 1,076 1.67   | 6          | 1,080 0.56   | 12         | 1,076 1.12   | 0.00       | 0.00      | 0.00       | 0.00      | 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          | 159 0.00     | 0          | 159 0.00     | 0          | 159 0.00     | 0          | 159 0.00     | 0.00       | 0.00      | 0.00       | 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     | 5          | 799 0.63     | 6          | 803 0.75     | 15         | 800 1.88     | 26         | 796 3.27     | 0.00       | 0.00      | 0.00       | 0.00      | 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     | 11         | 377 2.92     | 18         | 378 2.76     | 7          | 382 1.83     | 5          | 384 1.30     | 0.00       | 0.00      | 0.00       | 0.00      | 0.00       | 0.00      | 0.00       | 0.00      | 0.00       | 0.00      | 0.00       | 0.00      | 0.00       | 0.00      |
| Goldendale   | GLD  | 31         | 4,879 0.64   | 29         | 4,879 0.59   | 41         | 4,895 0.84   | 113        | 4,892 2.31   | 62         | 4,897 1.27   | 0.00       | 0.00      | 0.00       | 0.00      | 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   | 24         | 5,085 0.47   | 46         | 5,080 0.91   | 29         | 5,082 0.57   | 34         | 5,064 0.67   | 0.00       | 0.00      | 0.00       | 0.00      | 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   | 14         | 1,411 0.99   | 16         | 1,412 1.13   | 12         | 1,410 0.85   | 19         | 1,406 1.35   | 0.00       | 0.00      | 0.00       | 0.00      | 0.00       | 0.00      | 0.00       | 0.00      | 0.00       | 0.00      | 0.00       | 0.00      | 0.00       | 0.00      |
| Hanrah       | HRRH | 36         | 1,034 3.48   | 17         | 1,043 1.63   | 24         | 1,059 2.27   | 10         | 1,062 0.94   | 30         | 1,060 2.83   | 0.00       | 0.00      | 0.00       | 0.00      | 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   | 38         | 2,571 1.48   | 29         | 2,565 1.13   | 17         | 2,561 0.66   | 30         | 2,565 1.17   | 0.00       | 0.00      | 0.00       | 0.00      | 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     | 7          | 366 1.91     | 7          | 361 1.94     | 2          | 366 0.55     | 2          | 366 0.55     | 0.00       | 0.00      | 0.00       | 0.00      | 0.00       | 0.00      | 0.00       | 0.00      | 0.00       | 0.00      | 0.00       | 0.00      | 0.00       | 0.00      |
| Lytle        | LYLE | 6          | 976 0.81     | 8          | 979 0.82     | 12         | 982 1.22     | 8          | 984 0.81     | 6          | 985 0.61     | 0.00       | 0.00      | 0.00       | 0.00      | 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   | 21         | 1,433 1.47   | 9          | 1,431 0.63   | 6          | 1,434 0.42   | 8          | 1,437 0.56   | 0.00       | 0.00      | 0.00       | 0.00      | 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   | 23         | 2,465 0.93   | 27         | 2,460 1.10   | 46         | 2,460 1.87   | 34         | 2,474 1.37   | 0.00       | 0.00      | 0.00       | 0.00      | 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     | 5          | 404 1.24     | 3          | 406 0.74     | 0          | 405 0.00     | 4          | 411 0.97     | 0.00       | 0.00      | 0.00       | 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     | 4          | 279 1.43     | 4          | 283 1.41     | 17         | 284 3.98     | 1          | 287 0.35     | 0.00       | 0.00      | 0.00       | 0.00      | 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  | 137        | 39,695 0.35  | 130        | 39,620 0.33  | 147        | 39,642 0.37  | 96         | 39,643 0.24  | 0.00       | 0.00      | 0.00       | 0.00      | 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   | 38         | 4,791 0.79   | 46         | 4,760 0.97   | 38         | 4,740 0.80   | 27         | 4,699 0.57   | 0.00       | 0.00      | 0.00       | 0.00      | 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     | 4          | 194 2.06     | 3          | 194 1.55     | 5          | 196 2.55     | 1          | 198 0.51     | 0.00       | 0.00      | 0.00       | 0.00      | 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   | 51         | 4,345 1.17   | 65         | 4,332 1.50   | 31         | 4,334 0.72   | 127        | 4,322 2.94   | 0.00       | 0.00      | 0.00       | 0.00      | 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  | 79         | 10,310 0.77  | 85         | 10,304 0.82  | 76         | 10,269 0.74  | 63         | 10,239 0.62  | 0.00       | 0.00      | 0.00       | 0.00      | 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   | 34         | 7,811 0.44   | 45         | 7,852 0.57   | 47         | 7,797 0.60   | 70         | 7,748 0.90   | 0.00       | 0.00      | 0.00       | 0.00      | 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     | 9          | 713 1.26     | 0          | 718 0.00     | 7          | 719 0.97     | 5          | 721 0.69     | 0.00       | 0.00      | 0.00       | 0.00      | 0.00       | 0.00      | 0.00       | 0.00      | 0.00       | 0.00      | 0.00       | 0.00      | 0.00       | 0.00      |
| Wapato       | WPAT | 57         | 3,620 1.49   | 41         | 3,821 1.07   | 33         | 3,837 0.86   | 30         | 3,857 0.78   | 41         | 3,845 1.07   | 0.00       | 0.00      | 0.00       | 0.00      | 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   | 32         | 4,621 0.59   | 94         | 4,630 2.03   | 25         | 4,622 0.54   | 25         | 4,618 0.54   | 0.00       | 0.00      | 0.00       | 0.00      | 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     | 7          | 717 0.98     | 7          | 724 0.97     | 3          | 729 0.41     | 5          | 744 0.67     | 0.00       | 0.00      | 0.00       | 0.00      | 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     | 5          | 611 0.82     | 4          | 613 0.65     | 7          | 612 1.14     | 3          | 609 0.49     | 0.00       | 0.00      | 0.00       | 0.00      | 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     | 2          | 322 0.62     | 3          | 325 0.92     | 14         | 321 4.36     | 2          | 322 0.62     | 0.00       | 0.00      | 0.00       | 0.00      | 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 | 656        | 101,266 0.65 | 775        | 101,239 0.77 | 718        | 101,199 0.71 | 738        | 101,075 0.73 | 0          | 0         | 0          | 0         | 0          | 0         | 0          | 0         | 0          | 0         | 0          | 0         | 0          | 0         |

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. EMBARG  
 COMPANY NAME  
 2007

| Exchange   | CLL  | Jan         |            | Feb         |            | Mar         |            | Apr         |            | May         |            | Jun         |            | Jul         |            | Aug         |            | Sep         |            | Oct         |            | Nov         |            | Dec         |            |
|------------|------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|
|            |      | Total Calls | % DT 3 sec | Total Calls | % DT 3 sec | Total Calls | % DT 3 sec | Total Calls | % DT 3 sec | Total Calls | % DT 3 sec | Total Calls | % DT 3 sec | Total Calls | % DT 3 sec | Total Calls | % DT 3 sec | Total Calls | % DT 3 sec | Total Calls | % DT 3 sec | Total Calls | % DT 3 sec | Total Calls | % DT 3 sec |
| Poulsbo    | PLSB | 53,013      | 1 100.0    | 46,511      | 0 100.0    | 52,563      | 4 100.0    | 65,704      | 0 100.0    | 46,337      | 0 100.0    |             |            |             |            |             |            |             |            |             |            |             |            |             |            |
| Summyside  | SNSD | 132,313     | 2 100.0    | 116,173     | 0 100.0    | 129,367     | 0 100.0    | 124,879     | 0 100.0    | 126,170     | 0 100.0    |             |            |             |            |             |            |             |            |             |            |             |            |             |            |
| Washington |      | 185,326     | 3 100.0    | 164,684     | 0 100.0    | 181,970     | 4 100.0    | 190,583     | 0 100.0    | 174,507     | 0 100.0    |             |            |             |            |             |            |             |            |             |            |             |            |             |            |



WASHINGTON QUALITY OF SERVICE REPORT

Out of Service Trouble Reports Cleared Within 48 Hours

United Telephone Company of the Northwest d.b.a. 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 |   |
| Chimacum     | CHMC | 8         | 8          | 0           | 0          | 6         | 6          | 0           | 0          | 13        | 13         | 0           | 0          | 5         | 5          | 0           | 0          | 9         | 9          | 0           | 0          | 1 |
| Columbia     | CLMA | 7         | 7          | 0           | 0          | 3         | 3          | 0           | 0          | 4         | 4          | 0           | 0          | 11        | 11         | 0           | 0          | 19        | 19         | 0           | 0          | 0 |
| Dallesport   | DLPT | 2         | 2          | 0           | 0          | 11        | 9          | 2           | 0          | 16        | 16         | 0           | 0          | 7         | 7          | 0           | 0          | 4         | 4          | 0           | 0          | 0 |
| Glenwood     | GLWD | 25        | 25         | 0           | 0          | 23        | 23         | 0           | 0          | 28        | 28         | 0           | 0          | 59        | 59         | 0           | 0          | 27        | 26         | 1           | 0          | 0 |
| Goldendale   | GLDL | 43        | 43         | 0           | 1          | 19        | 18         | 1           | 0          | 36        | 36         | 0           | 0          | 22        | 22         | 0           | 1          | 25        | 25         | 0           | 0          | 0 |
| Grandview    | GDVW | 17        | 17         | 0           | 0          | 13        | 13         | 0           | 1          | 13        | 13         | 0           | 0          | 11        | 11         | 0           | 0          | 17        | 17         | 0           | 0          | 0 |
| Granger      | GRGR | 28        | 28         | 0           | 0          | 13        | 13         | 0           | 0          | 23        | 23         | 0           | 0          | 9         | 9          | 0           | 0          | 24        | 24         | 0           | 0          | 0 |
| Henrah       | HRRH | 30        | 27         | 3           | 0          | 25        | 25         | 0           | 2          | 23        | 23         | 0           | 0          | 16        | 16         | 0           | 1          | 22        | 21         | 1           | 1          | 1 |
| Hood Canal   | HDCL | 3         | 3          | 0           | 0          | 4         | 4          | 0           | 0          | 4         | 4          | 0           | 0          | 1         | 1          | 0           | 0          | 1         | 1          | 0           | 0          | 0 |
| Klickitat    | KLCT | 5         | 5          | 0           | 0          | 7         | 7          | 0           | 0          | 10        | 10         | 0           | 0          | 8         | 8          | 0           | 0          | 3         | 3          | 0           | 0          | 0 |
| Lyle         | LYLE | 22        | 22         | 0           | 0          | 17        | 17         | 0           | 0          | 8         | 8          | 0           | 0          | 3         | 3          | 0           | 0          | 6         | 6          | 0           | 0          | 0 |
| Mabton       | MBTN | 32        | 32         | 0           | 0          | 18        | 18         | 0           | 1          | 25        | 25         | 0           | 0          | 40        | 40         | 0           | 2          | 27        | 27         | 0           | 1          | 1 |
| Mattawa      | MTWA | 5         | 5          | 0           | 0          | 4         | 4          | 0           | 0          | 3         | 3          | 0           | 0          | 0         | 0          | 0           | 0          | 3         | 3          | 0           | 0          | 0 |
| Patterson    | PASN | 163       | 158        | 5           | 3          | 108       | 106        | 2           | 0          | 98        | 98         | 0           | 0          | 118       | 118        | 0           | 0          | 67        | 66         | 1           | 3          | 3 |
| Port Angeles | PTAG | 30        | 29         | 1           | 0          | 32        | 32         | 0           | 2          | 34        | 34         | 0           | 1          | 31        | 31         | 0           | 0          | 23        | 23         | 0           | 0          | 0 |
| Poulsbo      | PLSB | 4         | 4          | 0           | 0          | 4         | 4          | 0           | 0          | 3         | 3          | 0           | 0          | 3         | 3          | 0           | 0          | 1         | 1          | 0           | 0          | 0 |
| Prosser      | PRSR | 58        | 58         | 0           | 1          | 38        | 38         | 0           | 2          | 49        | 49         | 0           | 1          | 20        | 20         | 0           | 1          | 122       | 122        | 0           | 0          | 0 |
| Roosevelt    | RSVT | 84        | 84         | 0           | 1          | 65        | 65         | 0           | 0          | 71        | 71         | 0           | 0          | 61        | 61         | 0           | 0          | 47        | 47         | 0           | 2          | 2 |
| Stevenson    | STSN | 48        | 48         | 0           | 1          | 29        | 29         | 0           | 0          | 35        | 35         | 0           | 0          | 34        | 34         | 0           | 0          | 44        | 44         | 0           | 0          | 0 |
| Sunnyside    | SNSD | 2         | 2          | 0           | 0          | 2         | 2          | 0           | 0          | 0         | 0          | 0           | 0          | 4         | 4          | 0           | 0          | 4         | 4          | 0           | 0          | 0 |
| Toppenish    | TPNS | 52        | 44         | 8           | 0          | 33        | 33         | 0           | 0          | 31        | 31         | 0           | 0          | 20        | 20         | 0           | 2          | 30        | 30         | 0           | 1          | 1 |
| Troutlake    | TRLK | 24        | 24         | 0           | 0          | 27        | 27         | 0           | 1          | 85        | 85         | 0           | 0          | 22        | 22         | 0           | 0          | 17        | 17         | 0           | 0          | 0 |
| Wapato       | WPAT | 13        | 13         | 0           | 0          | 5         | 5          | 0           | 0          | 5         | 5          | 0           | 0          | 3         | 3          | 0           | 0          | 5         | 5          | 0           | 0          | 0 |
| White Salmon | WHSL | 7         | 7          | 0           | 0          | 3         | 3          | 0           | 1          | 3         | 3          | 0           | 0          | 5         | 5          | 0           | 0          | 2         | 2          | 0           | 0          | 0 |
| WhiteSwan    | WHSW | 0         | 0          | 0           | 0          | 2         | 2          | 0           | 0          | 2         | 2          | 0           | 0          | 13        | 13         | 0           | 0          | 2         | 2          | 0           | 0          | 0 |
| Whitstran    | WHTS | 712       | 695        | 17          | 10         | 512       | 507        | 5           | 10         | 624       | 624        | 0           | 2          | 539       | 539        | 0           | 6          | 551       | 548        | 3           | 9          | 9 |
| Willard      | WLRD |           |            |             |            |           |            |             |            |           |            |             |            |           |            |             |            |           |            |             |            |   |
| 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. EMBARG  
COMPANY NAME  
2007

| Exchange     | CLLI | Jan        |             |              | Feb        |             |              | Mar        |             |              | Apr        |             |              | May        |             |              | Jun        |             |              |
|--------------|------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|--------------|
|              |      | Total NOOS | NOOS Cir>72 | NOOS 72 Excl | Total NOOS | NOOS Cir>72 | NOOS 72 Excl | Total NOOS | NOOS Cir>72 | NOOS 72 Excl | Total NOOS | NOOS Cir>72 | NOOS 72 Excl | Total NOOS | NOOS Cir>72 | NOOS 72 Excl | Total NOOS | NOOS Cir>72 | NOOS 72 Excl |
| Chimacum     | CHMC | 2          | 2           | 0            | 5          | 5           | 0            | 5          | 5           | 0            | 1          | 1           | 0            | 2          | 2           | 0            | 2          | 2           | 0            |
| Columbia     | CLMA | 5          | 5           | 0            | 2          | 2           | 0            | 2          | 2           | 0            | 4          | 4           | 0            | 7          | 7           | 0            | 7          | 7           | 0            |
| Dallesport   | DLPT | 8          | 8           | 0            | 5          | 5           | 0            | 10         | 10          | 0            | 5          | 5           | 0            | 9          | 9           | 0            | 9          | 9           | 0            |
| Grandview    | GDVV | 6          | 6           | 0            | 6          | 6           | 0            | 13         | 13          | 0            | 54         | 54          | 0            | 35         | 35          | 0            | 35         | 35          | 0            |
| Goldendale   | GLDL | 2          | 2           | 0            | 0          | 0           | 0            | 2          | 2           | 0            | 0          | 0           | 0            | 1          | 1           | 0            | 1          | 1           | 0            |
| Glenwood     | GLWD | 0          | 0           | 0            | 0          | 0           | 0            | 3          | 3           | 0            | 1          | 1           | 0            | 2          | 2           | 0            | 2          | 2           | 0            |
| Granger      | GRGR | 12         | 10          | 2            | 9          | 7           | 2            | 5          | 5           | 0            | 1          | 1           | 0            | 6          | 6           | 0            | 6          | 6           | 0            |
| Hood Canal   | HDCL | 8          | 8           | 0            | 4          | 4           | 0            | 1          | 1           | 0            | 1          | 1           | 0            | 6          | 6           | 0            | 6          | 6           | 0            |
| Harrish      | HRRH | 4          | 4           | 0            | 3          | 2           | 1            | 0          | 0           | 0            | 1          | 1           | 0            | 1          | 1           | 0            | 1          | 1           | 0            |
| Klickitat    | KLCT | 1          | 1           | 0            | 1          | 1           | 0            | 2          | 2           | 0            | 0          | 0           | 0            | 2          | 2           | 0            | 2          | 2           | 0            |
| Lyle         | LYLE | 0          | 0           | 0            | 4          | 4           | 0            | 1          | 1           | 0            | 3          | 3           | 0            | 2          | 2           | 0            | 2          | 2           | 0            |
| Mabton       | MBTN | 0          | 0           | 0            | 4          | 4           | 0            | 2          | 2           | 0            | 4          | 4           | 0            | 6          | 6           | 0            | 6          | 6           | 0            |
| Mattawa      | MTWA | 7          | 7           | 0            | 4          | 4           | 0            | 2          | 2           | 0            | 4          | 4           | 0            | 6          | 6           | 0            | 6          | 6           | 0            |
| Patterson    | PASN | 30         | 26          | 4            | 28         | 27          | 1            | 31         | 29          | 2            | 27         | 27          | 0            | 24         | 24          | 0            | 24         | 24          | 0            |
| Poulsbo      | PLSB | 3          | 3           | 0            | 4          | 4           | 0            | 10         | 10          | 0            | 7          | 7           | 0            | 4          | 4           | 0            | 4          | 4           | 0            |
| Prosser      | PRSR | 0          | 0           | 0            | 3          | 2           | 1            | 2          | 1           | 1            | 4          | 4           | 0            | 1          | 1           | 0            | 1          | 1           | 0            |
| Port Angeles | PTAG | 1          | 1           | 0            | 0          | 0           | 0            | 0          | 0           | 0            | 2          | 2           | 0            | 0          | 0           | 0            | 0          | 0           | 0            |
| Roosevelt    | RSVT | 26         | 26          | 0            | 13         | 13          | 0            | 14         | 14          | 0            | 15         | 14          | 1            | 13         | 13          | 0            | 13         | 13          | 0            |
| Sunnyside    | SNSD | 8          | 8           | 0            | 11         | 11          | 0            | 15         | 15          | 0            | 10         | 10          | 0            | 4          | 4           | 0            | 4          | 4           | 0            |
| Stevenson    | STSN | 15         | 15          | 0            | 4          | 4           | 0            | 10         | 10          | 0            | 13         | 13          | 0            | 26         | 26          | 0            | 26         | 26          | 0            |
| Toppenish    | TPNS | 3          | 3           | 0            | 7          | 7           | 0            | 7          | 7           | 0            | 3          | 3           | 0            | 1          | 1           | 0            | 1          | 1           | 0            |
| Troutlake    | TRLK | 3          | 3           | 0            | 4          | 4           | 0            | 8          | 8           | 0            | 3          | 3           | 0            | 8          | 8           | 0            | 8          | 8           | 0            |
| White Salmon | WHSL | 3          | 3           | 0            | 2          | 2           | 0            | 2          | 2           | 0            | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            |
| WhiteSwan    | WHSW | 1          | 1           | 0            | 1          | 1           | 0            | 1          | 1           | 0            | 2          | 1           | 1            | 1          | 1           | 0            | 1          | 1           | 0            |
| Whitsran     | WHTS | 1          | 1           | 0            | 0          | 0           | 0            | 1          | 1           | 0            | 1          | 1           | 0            | 0          | 0           | 0            | 0          | 0           | 0            |
| Willard      | WLRD | 5          | 4           | 1            | 7          | 7           | 0            | 2          | 2           | 0            | 8          | 7           | 1            | 10         | 9           | 1            | 10         | 9           | 1            |
| Wapato       | WPAT | 154        | 147         | 7            | 128        | 123         | 5            | 145        | 142         | 3            | 170        | 167         | 3            | 172        | 171         | 1            | 172        | 171         | 1            |
| Washington   |      | 7          | 7           | 0            | 6          | 6           | 0            | 4          | 4           | 0            | 3          | 3           | 0            | 6          | 6           | 0            | 6          | 6           | 0            |

Total NOOS = Total regulated not out of service trouble reports.

NOOS Cir 72 = Total regulated not out of service trouble reports cleared within 72 hours.

NOOS Cir >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

To: Consumer Assistant  
 Washington Utilities Transportation Commission  
 Olympia, Washington 98504

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION DELAY

| EXCHANGE     | CLLI | Jan-07              |               |                       | Feb-07              |               |                       | Mar-07              |               |                       | 1st Qtr 07          |               |                       |
|--------------|------|---------------------|---------------|-----------------------|---------------------|---------------|-----------------------|---------------------|---------------|-----------------------|---------------------|---------------|-----------------------|
|              |      | Total Orders Cmpltd | Held >90 Days | %Held Orders >90 Days | Total Orders Cmpltd | Held >90 Days | %Held Orders >90 Days | Total Orders Cmpltd | Held >90 Days | %Held Orders >90 Days | Total Orders Cmpltd | Held >90 Days | %Held Orders >90 Days |
| Chimacum     | CHMC | 16                  | 0             | 100%                  | 8                   | 0             | 100%                  | 20                  | 0             | 100%                  | 44                  | 0             | 100%                  |
| Columbia     | CLMA | 2                   | 0             | 100%                  | 0                   | 0             | 0%                    | 0                   | 0             | 0%                    | 2                   | 0             | 100%                  |
| Dallesport   | DLPT | 12                  | 0             | 100%                  | 8                   | 0             | 100%                  | 8                   | 0             | 100%                  | 28                  | 0             | 100%                  |
| Glenwood     | GLWD | 2                   | 0             | 100%                  | 3                   | 0             | 100%                  | 2                   | 0             | 100%                  | 7                   | 0             | 100%                  |
| Goidendale   | GLDL | 49                  | 0             | 100%                  | 33                  | 0             | 100%                  | 51                  | 0             | 100%                  | 133                 | 0             | 100%                  |
| Grandview    | GDVW | 84                  | 0             | 100%                  | 72                  | 0             | 100%                  | 92                  | 0             | 100%                  | 248                 | 0             | 100%                  |
| Granger      | GRGR | 42                  | 0             | 100%                  | 16                  | 0             | 100%                  | 26                  | 0             | 100%                  | 84                  | 0             | 100%                  |
| Hood Canal   | HDCL | 21                  | 0             | 100%                  | 14                  | 0             | 100%                  | 18                  | 0             | 100%                  | 53                  | 0             | 100%                  |
| Harrah       | HRRH | 25                  | 0             | 100%                  | 21                  | 0             | 100%                  | 26                  | 0             | 100%                  | 72                  | 0             | 100%                  |
| Klickitat    | KLCT | 5                   | 0             | 100%                  | 5                   | 0             | 100%                  | 6                   | 0             | 100%                  | 16                  | 0             | 100%                  |
| Lyle         | LYLE | 7                   | 0             | 100%                  | 6                   | 0             | 100%                  | 17                  | 0             | 100%                  | 30                  | 0             | 100%                  |
| Mabton       | MBTN | 16                  | 0             | 100%                  | 17                  | 0             | 100%                  | 20                  | 0             | 100%                  | 53                  | 0             | 100%                  |
| Mattawa      | MTWA | 51                  | 0             | 100%                  | 42                  | 0             | 100%                  | 54                  | 0             | 100%                  | 147                 | 0             | 100%                  |
| Patterson    | PASN | 1                   | 0             | 100%                  | 0                   | 0             | 0%                    | 3                   | 0             | 100%                  | 4                   | 0             | 100%                  |
| Poulsbo      | PLSB | 167                 | 0             | 100%                  | 112                 | 0             | 100%                  | 127                 | 0             | 100%                  | 406                 | 0             | 100%                  |
| Prosser      | PRSR | 46                  | 0             | 100%                  | 52                  | 0             | 100%                  | 54                  | 0             | 100%                  | 152                 | 0             | 100%                  |
| Port Angeles | PTAG | 1                   | 0             | 100%                  | 2                   | 0             | 100%                  | 4                   | 0             | 100%                  | 7                   | 0             | 100%                  |
| Roosevelt    | RSVT | 1                   | 0             | 100%                  | 2                   | 0             | 100%                  | 1                   | 0             | 100%                  | 4                   | 0             | 100%                  |
| Stevenson    | STSN | 43                  | 0             | 100%                  | 46                  | 0             | 100%                  | 41                  | 0             | 100%                  | 130                 | 0             | 100%                  |
| Sunnyside    | SNSD | 161                 | 0             | 100%                  | 150                 | 0             | 100%                  | 152                 | 0             | 100%                  | 463                 | 0             | 100%                  |
| Toppenish    | TPNS | 113                 | 0             | 100%                  | 114                 | 0             | 100%                  | 107                 | 0             | 100%                  | 334                 | 0             | 100%                  |
| Troutlake    | TRLK | 4                   | 0             | 100%                  | 4                   | 0             | 100%                  | 4                   | 0             | 100%                  | 12                  | 0             | 100%                  |
| Wapato       | WPAT | 71                  | 0             | 100%                  | 68                  | 0             | 100%                  | 77                  | 0             | 100%                  | 216                 | 0             | 100%                  |
| White Salmon | WHSL | 52                  | 0             | 100%                  | 50                  | 0             | 100%                  | 46                  | 0             | 100%                  | 148                 | 0             | 100%                  |
| WhiteSwan    | WHSW | 8                   | 0             | 100%                  | 17                  | 0             | 100%                  | 17                  | 0             | 100%                  | 42                  | 0             | 100%                  |
| Whitstran    | WHTS | 7                   | 0             | 100%                  | 6                   | 0             | 100%                  | 10                  | 0             | 100%                  | 23                  | 0             | 100%                  |
| Willard      | WLRD | 2                   | 0             | 100%                  | 3                   | 0             | 100%                  | 1                   | 0             | 100%                  | 6                   | 0             | 100%                  |
| Washington   |      | 1,009               | 0             | 100%                  | 871                 | 0             | 100%                  | 984                 | 0             | 100%                  | 2,864               | 0             | 100%                  |

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

To: Consumer Assistant  
 Washington Utilities Transportation Commission  
 Olympia, Washington 98504

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION DELAY

| EXCHANGE     | CLLI | Apr-07              |               |                       | May-07              |               |                       | Jun-07              |               |                       | 2nd Qtr 07          |               |                       |   |   |      |      |
|--------------|------|---------------------|---------------|-----------------------|---------------------|---------------|-----------------------|---------------------|---------------|-----------------------|---------------------|---------------|-----------------------|---|---|------|------|
|              |      | Total Orders Cmpltd | Held >90 Days | %Held Orders >90 Days | Total Orders Cmpltd | Held >90 Days | %Held Orders >90 Days | Total Orders Cmpltd | Held >90 Days | %Held Orders >90 Days | Total Orders Cmpltd | Held >90 Days | %Held Orders >90 Days |   |   |      |      |
|              |      |                     |               |                       |                     |               |                       |                     |               |                       |                     |               |                       |   |   |      |      |
| Chimacum     | CHMC | 10                  | 0             | 0                     | 0                   | 100%          | 14                    | 0                   | 0             | 100%                  | 100%                | 24            | 0                     | 0 | 0 | 100% | 100% |
| Columbia     | CLMA |                     |               |                       |                     | 0%            |                       |                     |               | 0%                    | 0%                  |               |                       |   |   | 0%   | 0%   |
| Dallesport   | DLPT | 7                   | 0             | 0                     | 0                   | 100%          | 8                     | 0                   | 0             | 100%                  | 100%                | 15            | 0                     | 0 | 0 | 100% | 100% |
| Glenwood     | GLWD | 1                   | 0             | 0                     | 0                   | 100%          | 2                     | 0                   | 0             | 100%                  | 100%                | 3             | 0                     | 0 | 0 | 100% | 100% |
| Goldendale   | GLDW | 52                  | 0             | 0                     | 0                   | 100%          | 55                    | 0                   | 0             | 100%                  | 100%                | 107           | 0                     | 0 | 0 | 100% | 100% |
| Grandview    | GDVW | 86                  | 0             | 0                     | 0                   | 100%          | 93                    | 0                   | 0             | 100%                  | 100%                | 179           | 0                     | 0 | 0 | 100% | 100% |
| Granger      | GRGR | 21                  | 0             | 0                     | 0                   | 100%          | 26                    | 0                   | 0             | 100%                  | 100%                | 47            | 0                     | 0 | 0 | 100% | 100% |
| Hood Canal   | HDCL | 23                  | 0             | 0                     | 0                   | 100%          | 20                    | 0                   | 0             | 100%                  | 100%                | 43            | 0                     | 0 | 0 | 100% | 100% |
| Harrah       | HRRH | 23                  | 0             | 0                     | 0                   | 100%          | 16                    | 0                   | 0             | 100%                  | 100%                | 39            | 0                     | 0 | 0 | 100% | 100% |
| Klickitat    | KLCT | 7                   | 0             | 0                     | 0                   | 100%          | 3                     | 0                   | 0             | 100%                  | 100%                | 10            | 0                     | 0 | 0 | 100% | 100% |
| Lyle         | LYLE | 10                  | 0             | 0                     | 0                   | 100%          | 10                    | 0                   | 0             | 100%                  | 100%                | 20            | 0                     | 0 | 0 | 100% | 100% |
| Mabton       | MBTN | 15                  | 0             | 0                     | 0                   | 100%          | 19                    | 0                   | 0             | 100%                  | 100%                | 34            | 0                     | 0 | 0 | 100% | 100% |
| Mattawa      | MTWA | 40                  | 0             | 0                     | 0                   | 100%          | 39                    | 0                   | 0             | 100%                  | 100%                | 79            | 0                     | 0 | 0 | 100% | 100% |
| Patterson    | PASN | 1                   | 0             | 0                     | 0                   | 100%          | 4                     | 0                   | 0             | 100%                  | 100%                | 5             | 0                     | 0 | 0 | 100% | 100% |
| Poulsbo      | PLSB | 128                 | 0             | 0                     | 0                   | 100%          | 151                   | 0                   | 0             | 100%                  | 100%                | 279           | 0                     | 0 | 0 | 100% | 100% |
| Prosser      | PRSR | 49                  | 0             | 0                     | 0                   | 100%          | 57                    | 0                   | 0             | 100%                  | 100%                | 106           | 0                     | 0 | 0 | 100% | 100% |
| Port Angeles | PTAG | 2                   | 0             | 0                     | 0                   | 100%          | 5                     | 0                   | 0             | 100%                  | 100%                | 7             | 0                     | 0 | 0 | 100% | 100% |
| Roosevelt    | RSVT | 3                   | 0             | 0                     | 0                   | 100%          | 2                     | 0                   | 0             | 100%                  | 100%                | 5             | 0                     | 0 | 0 | 100% | 100% |
| Stevenson    | STSN | 47                  | 0             | 0                     | 0                   | 100%          | 32                    | 0                   | 0             | 100%                  | 100%                | 79            | 0                     | 0 | 0 | 100% | 100% |
| Sunnyside    | SNSD | 127                 | 0             | 0                     | 0                   | 100%          | 137                   | 0                   | 0             | 100%                  | 100%                | 264           | 0                     | 0 | 0 | 100% | 100% |
| Toppenish    | TPNS | 83                  | 0             | 0                     | 0                   | 100%          | 90                    | 0                   | 0             | 100%                  | 100%                | 173           | 0                     | 0 | 0 | 100% | 100% |
| Troutlake    | TRLK | 6                   | 0             | 0                     | 0                   | 100%          | 6                     | 0                   | 0             | 100%                  | 100%                | 12            | 0                     | 0 | 0 | 100% | 100% |
| Wapato       | WPAT | 70                  | 0             | 0                     | 0                   | 100%          | 71                    | 0                   | 0             | 100%                  | 100%                | 141           | 0                     | 0 | 0 | 100% | 100% |
| White Salmon | WHSL | 41                  | 0             | 0                     | 0                   | 100%          | 33                    | 0                   | 0             | 100%                  | 100%                | 74            | 0                     | 0 | 0 | 100% | 100% |
| WhiteSwan    | WHSW | 16                  | 0             | 0                     | 0                   | 100%          | 6                     | 0                   | 0             | 100%                  | 100%                | 22            | 0                     | 0 | 0 | 100% | 100% |
| Whitstran    | WHTS | 6                   | 0             | 0                     | 0                   | 100%          | 6                     | 0                   | 0             | 100%                  | 100%                | 12            | 0                     | 0 | 0 | 100% | 100% |
| Willard      | WLRD | 1                   | 0             | 0                     | 0                   | 100%          | 4                     | 0                   | 0             | 100%                  | 100%                | 5             | 0                     | 0 | 0 | 100% | 100% |
| Washington   |      | 875                 | 0             | 0                     | 0                   | 100%          | 909                   | 0                   | 0             | 100%                  | 100%                | 1,784         | 0                     | 0 | 0 | 100% | 100% |

To: Consumer Assistant  
 Washington Utilities Transportation Commission  
 Olympia, Washington 98504

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION DELAY

| EXCHANGE     | GLLI | Jan - Jun 07 (180 Day)    |                     |                      |                              |
|--------------|------|---------------------------|---------------------|----------------------|------------------------------|
|              |      | Total<br>Orders<br>Cmpltd | Held<br>>90<br>Days | Held<br>>180<br>Days | %Held<br>Orders<br>>180 Days |
| Chimacum     | CHMC | 68                        | 0                   | 0                    | 100%                         |
| Columbia     | CLMA | 2                         | 0                   | 0                    | 100%                         |
| Dallesport   | DLPT | 43                        | 0                   | 0                    | 100%                         |
| Glenwood     | GLWD | 10                        | 0                   | 0                    | 100%                         |
| Goldendale   | GLDL | 240                       | 0                   | 0                    | 100%                         |
| Grandview    | GDVW | 427                       | 0                   | 0                    | 100%                         |
| Granger      | GRGR | 131                       | 0                   | 0                    | 100%                         |
| Hood Canal   | HDCL | 96                        | 0                   | 0                    | 100%                         |
| Harrah       | HRRH | 111                       | 0                   | 0                    | 100%                         |
| Klickitat    | KLCT | 26                        | 0                   | 0                    | 100%                         |
| Lyle         | LYLE | 50                        | 0                   | 0                    | 100%                         |
| Mabton       | MBTN | 87                        | 0                   | 0                    | 100%                         |
| Mattawa      | MTWA | 226                       | 0                   | 0                    | 100%                         |
| Patterson    | PASN | 9                         | 0                   | 0                    | 100%                         |
| Poulsbo      | PLSB | 685                       | 0                   | 0                    | 100%                         |
| Prosser      | PRSR | 258                       | 0                   | 0                    | 100%                         |
| Port Angeles | PTAG | 14                        | 0                   | 0                    | 100%                         |
| Roosevelt    | RSVT | 9                         | 0                   | 0                    | 100%                         |
| Stevenson    | STSN | 209                       | 0                   | 0                    | 100%                         |
| Sunnyside    | SNSD | 727                       | 0                   | 0                    | 100%                         |
| Toppenish    | TPNS | 507                       | 0                   | 0                    | 100%                         |
| Troutlake    | TRLK | 24                        | 0                   | 0                    | 100%                         |
| Wapato       | WPAT | 357                       | 0                   | 0                    | 100%                         |
| White Salmon | WHSL | 222                       | 0                   | 0                    | 100%                         |
| WhiteSwan    | WHSW | 64                        | 0                   | 0                    | 100%                         |
| Whitstran    | WHTS | 35                        | 0                   | 0                    | 100%                         |
| Willard      | WLRD | 11                        | 0                   | 0                    | 100%                         |
| Washington   |      | 4,648                     | 0                   | 0                    | 100%                         |