



Qwest Corporation  
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Seattle, Washington 98191  
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Mark S. Reynolds  
Senior Director – Regulatory  
Policy and Law

April 26, 2010

David Danner, Secretary & Executive Director  
Washington Utilities and Transportation Commission  
1300 S. Evergreen Park Dr. SW  
Olympia, Washington 98504-7250

Attention: Kristen Russell  
Re: Docket Nos. UT-921192, UT-950200, UT-991358, UT-030704, UT-061625

Dear Mr. Danner:

Enclosed are the March 2010 service quality performance reports required of Qwest Corporation in accordance with Docket Nos. UT-921192, UT-950200, UT-991358, UT-030704, UT-061625 and WAC 480-120-438 – 480-120-440.

The following reports are enclosed:

- 1) Summary Report,
- 2) Orders Summary,
- 3) Trouble Report,
- 4) Trunk Blocking Report

Pursuant to WAC 480-07-160(3), Qwest requests that the portions of these reports be held confidential, as these documents contain valuable commercial information, the release of which would be detrimental to Qwest Corporation.

Please call me on (503) 242-5089 if you have questions or need additional information.

Very truly yours,

By Ron L. Trullinger  
Ron L. Trullinger for  
Mark Reynolds

Enclosures

cc: Lisa Anderl

2010 APR 27 AM 11:31  
COMMUNICATIONS  
DIVISION

Washington Service Quality Summary Report - MARCH 2010

METRIC DESCRIPTION	JANUARY 2010			FEBRUARY 2010			MARCH 2010		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	8486	9311	91.14%	6655	6756	98.51%	6859	6918	99.15%
OOS Tickets Not Cleared Within 48 Hrs	825	1	825	101	1	101	59	1	59
Number of OOS Exemptions	218	1	218	99	1	99	99	1	99
All Other Repairs Cleared LT < 72 Hrs	2971	3120	95.22%	2372	2386	99.41%	2368	2376	99.66%
All Other Troubles Cleared GTR > 72 Hrs	149	1	149	14	1	14	8	1	8
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	3	1	3	0	1	0	1	1	1
Physically Obstructed All Other Troubles Cleared > 72 Hrs	38	1	38	16	1	16	16	1	16
Repair Force Majeure Exclusions	53	1	53	24	1	24	46	1	46
Repair Physically Obstructed Exclusions	46	1	46	45	1	45	34	1	34
Installation Appointments Met	7039	7542	93.33%	6811	7191	94.72%	7586	7976	95.11%
Repair Appointments Met	3196	3796	84.19%	3029	3456	87.64%	3102	3492	88.83%
Provisioning Missed for Company Reasons	187	1	187	131	1	131	146	1	146
Provisioning Missed for Customer Reasons	908	1	908	817	1	817	1006	1	1006
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard			Met Standard			Met Standard

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - MARCH 2010  
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD						90.00%		99.00%	
ABERDEEN-HOQUIAM		121	3	68.33	2	98.35%	0	100.00%	
AUBURN		245	1	35.00	3	98.78%	0	100.00%	
BAINBRIDGE ISLAND		62	1	31.00	2	96.77%	0	100.00%	
BATTLEGROUND		92	2	7.00	0	100.00%	0	100.00%	
BELFAIR		61	0		1	98.36%	0	100.00%	
BELLEVUE		304	4	33.50	2	99.34%	0	100.00%	
	BELLEVUE GLENCOURT	126	1	10.00	1	99.21%	0	100.00%	
	BELLEVUE-SHERWOOD	178	3	41.33	1	99.44%	0	100.00%	
BELLINGHAM		316	7	31.57	6	98.10%	0	100.00%	
	BELLINGHAM LUMMI	18	1	19.00	0	100.00%	0	100.00%	
	BELLINGHAM REGENT	298	6	33.67	6	97.99%	0	100.00%	
BLACK DIAMOND		25	2	32.00	1	96.00%	0	100.00%	
BREMERTON		276	4	59.00	2	99.28%	0	100.00%	
	BREMERTON CROSBY	16	0		0	100.00%	0	100.00%	
	BREMERTON ESSEX	254	3	68.67	2	99.21%	0	100.00%	
	BREMERTON SUNNYSLOPE	6	1	30.00	0	100.00%	0	100.00%	
BUCKLEY		28	0		1	96.43%	0	100.00%	
CASTLE ROCK		30	1	65.00	0	100.00%	0	100.00%	
CENTRALIA		118	1	59.00	0	100.00%	0	100.00%	
CHEHALIS		104	1	0.00	0	100.00%	0	100.00%	
	CHEHALIS	87	1	0.00	0	100.00%	0	100.00%	
	CHEHALIS NAPAVINE	17	0		0	100.00%	0	100.00%	
CLE-ELUM		19	1	0.00	0	100.00%	0	100.00%	
COLFAX		18	0		0	100.00%	0	100.00%	
COLVILLE		71	0		1	98.59%	0	100.00%	
COPALIS(OCEAN SHORES)		30	0		0	100.00%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders  
180 day data from OP15A pending orders  
Blanks in the report indicate no activity for the measure.

Washington Orders Summary - MARCH 2010  
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD						90.00%		99.00%	
COULEE DAM		24	3	46.67	1	95.83%	0	100.00%	
CRYSTAL MTN.		4	0		0	100.00%	0	100.00%	
DAYTON		21	1	98.00	0	100.00%	0	100.00%	
DEER PARK		45	0		0	100.00%	0	100.00%	
DES MOINES		350	1	1.00	1	99.71%	0	100.00%	
	DES MOINES	126	1	1.00	1	99.21%	0	100.00%	
	DES MOINES FEDERAL WAY	224	0		0	100.00%	0	100.00%	
EASTON		6	0		0	100.00%	0	100.00%	
ELK		26	2	17.00	0	100.00%	0	100.00%	
ENUMCLAW		59	1	7.00	1	98.31%	0	100.00%	
EPHRATA		35	0		0	100.00%	0	100.00%	
GRAHAM		144	2	1.00	2	98.61%	0	100.00%	
GREEN BLUFF		25	1	34.00	1	96.00%	0	100.00%	
HOODSPORT		12	0		1	91.67%	0	100.00%	
ISSAQUAH		152	2	38.50	1	99.34%	0	100.00%	
KENT		511	6	23.67	1	99.80%	0	100.00%	
	KENT MERIDIAN	113	2	20.50	0	100.00%	0	100.00%	
	KENT O BRIEN	61	1	16.00	0	100.00%	0	100.00%	
	KENT ULRICH	337	3	28.33	1	99.70%	0	100.00%	
LIBERTY LAKE		2	0		0	100.00%	0	100.00%	
LONGVIEW-KELSO		315	3	25.33	4	98.73%	0	100.00%	
LOON LAKE		19	0		1	94.74%	0	100.00%	
MAPLE VALLEY		55	0		0	100.00%	0	100.00%	
MOSES LAKE		220	1	122.00	3	98.64%	0	100.00%	
	MOSES LAKE AFB	52	0		0	100.00%	0	100.00%	
	MOSES LAKE ALDER	168	1	122.00	3	98.21%	0	100.00%	

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STANDARD						90.00%		99.00%	
NEWMAN LAKE		11	0		0	100.00%	0	100.00%	
NORTHPORT		13	0		0	100.00%	0	100.00%	
OLYMPIA		466	7	58.71	7	98.50%	0	100.00%	1
	OLYMPIA EVERGREEN	47	0		0	100.00%	0	100.00%	
	OLYMPIA LACEY	205	2	164.50	3	98.54%	0	100.00%	1
	OLYMPIA WHITEHALL	214	5	16.40	4	98.13%	0	100.00%	
OMAK-OKANOGAN		82	2	19.50	2	97.56%	0	100.00%	
OROVILLE		25	2	56.50	1	96.00%	0	100.00%	
OTHELLO		58	5	30.80	0	100.00%	0	100.00%	
PASCO		309	8	18.38	6	98.06%	0	100.00%	
PATEROS		14	1	42.00	1	92.86%	0	100.00%	
POMEROY		11	0		1	90.91%	0	100.00%	
PT. ANGELES		102	3	18.00	2	98.04%	0	100.00%	
	PT ANGELES JOYCE	11	2	26.00	0	100.00%	0	100.00%	
	PT. ANGELES	91	1	2.00	2	97.80%	0	100.00%	
PT. LUDLOW		18	0		0	100.00%	0	100.00%	
PT. ORCHARD		136	1	10.00	2	98.53%	0	100.00%	
	PORT ORCHARD COLBY	45	0		1	97.78%	0	100.00%	
	PT. ORCHARD	91	1	10.00	1	98.90%	0	100.00%	
PT. TOWNSEND		96	0		1	98.96%	0	100.00%	
PUYALLAP		236	2	43.50	2	99.15%	0	100.00%	
RENTON		453	4	33.00	3	99.34%	0	100.00%	
RIDGEFIELD		32	0		0	100.00%	0	100.00%	
ROCHESTER		54	2	60.00	3	94.44%	0	100.00%	
ROY		16	1	38.00	0	100.00%	0	100.00%	
SEATTLE		2400	31	31.06	21	99.13%	0	100.00%	1

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STANDARD						90.00%		99.00%	
	SEATTLE ATWATER	123	1	3.00	0	100.00%	0	100.00%	
	SEATTLE CAMPUS	80	1	13.00	0	100.00%	0	100.00%	
	SEATTLE CHERRY	380	6	49.33	1	99.74%	0	100.00%	
	SEATTLE DUWAMISH	144	3	41.67	3	97.92%	0	100.00%	
	SEATTLE EAST	266	5	14.40	4	98.50%	0	100.00%	
	SEATTLE ELLIOT	79	1	3.00	1	98.73%	0	100.00%	
	SEATTLE EMERSON	263	2	38.00	1	99.62%	0	100.00%	
	SEATTLE LAKEVIEW	195	1	29.00	2	98.97%	0	100.00%	
	SEATTLE MAIN	312	3	12.33	5	98.40%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	58	1	22.00	0	100.00%	0	100.00%	
	SEATTLE PARKWAY	230	3	15.33	1	99.57%	0	100.00%	
	SEATTLE SUNSET	116	2	6.50	1	99.14%	0	100.00%	
	SEATTLE WEST	154	2	114.00	2	98.70%	0	100.00%	1
SEQUIM		138	2	66.50	1	99.28%	0	100.00%	
SHELTON		155	3	85.67	1	99.35%	0	100.00%	1
SILVERDALE		109	0		2	98.17%	0	100.00%	
SPOKANE		1335	10	66.10	9	99.33%	0	100.00%	1
	SPOKANE CHESTNUT	39	1	167.00	0	100.00%	0	100.00%	1
	SPOKANE FAIRFAX	204	1	20.00	3	98.53%	0	100.00%	
	SPOKANE HUDSON	210	1	77.00	0	100.00%	0	100.00%	
	SPOKANE KEYSTONE	128	0		4	96.88%	0	100.00%	
	SPOKANE MORAN	60	0		0	100.00%	0	100.00%	
	SPOKANE RIVERSIDE	198	1	74.00	1	99.49%	0	100.00%	
	SPOKANE WALNUT	355	5	63.00	1	99.72%	0	100.00%	
	SPOKANE WHITWORTH	141	1	8.00	0	100.00%	0	100.00%	
SPRINGDALE		16	1	25.00	0	100.00%	0	100.00%	

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STANDARD						90.00%		99.00%	
SUMNER (BONNEYLAKE)		129	2	67.50	1	99.22%	0	100.00%	
TACOMA		1601	16	25.69	13	99.19%	0	100.00%	1
	TACOMA FORT LEWIS	49	0		2	95.92%	0	100.00%	
	TACOMA GREENFIELD	266	4	20.00	3	98.87%	0	100.00%	
	TACOMA JUNIPER	269	3	16.00	1	99.63%	0	100.00%	
	TACOMA LENNOX	300	3	23.00	1	99.67%	0	100.00%	
	TACOMA LOGAN	108	0		1	99.07%	0	100.00%	
	TACOMA MARKET (FAWCETT)	210	2	10.50	2	99.05%	0	100.00%	
	TACOMA SKYLINE	107	1	3.00	2	98.13%	0	100.00%	
	TACOMA WAVERLY-2	52	0		0	100.00%	0	100.00%	
	TACOMA WAVERLY-7	240	3	63.33	1	99.58%	0	100.00%	1
VANCOUVER		870	11	30.09	5	99.43%	0	100.00%	
	VANCOUVER ORCHARDS	405	3	48.67	1	99.75%	0	100.00%	
	VANCOUVER OXFORD	334	7	19.71	3	99.10%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	131	1	47.00	1	99.24%	0	100.00%	
WAITSBURG		1	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		165	2	29.00	1	99.39%	0	100.00%	
WARDEN		26	0		0	100.00%	0	100.00%	
WINLOCK		19	0		0	100.00%	0	100.00%	
YAKIMA		613	5	26.00	0	100.00%	0	100.00%	
	YAKIMA CHESTNUT	461	3	27.00	0	100.00%	0	100.00%	
	YAKIMA WEST	152	2	24.50	0	100.00%	0	100.00%	
Exchanges in Neighboring States									
CLARKSTON		56	0		2	96.43%	0	100.00%	

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STANDARD						90.00%		99.00%	
TOTALS		13710	172	36.33	125	99.09%	0	100.00%	5
<b>Olympia-Lacey, Seattle-West, Shelton, Spokane-Chestnut and Tacoma-Waverly orders not completed &gt; 180 days all due to customer reasons.</b>									

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WASHINGTON TROUBLE REPORT RATE - MARCH 2010

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE MAR-10	RATE FEB-10	RATE JAN-10	RATE DEC-09	RATE NOV-09	RATE OCT-09	RATE SEP-09	RATE AUG-09	RATE JUL-09	RATE JUN-09	RATE MAY-09	RATE APR-09		
STANDARD				4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00		
ABERDEEN-HOQUIAM	0	10291	82	0.80	0.84	1.24	1.12	1.94	1.14	0.85	0.69	0.73	0.92	1.15	0.86		
AUBURN	0	18490	146	0.79	0.82	1.18	0.94	0.99	0.91	0.77	1.06	0.72	1.06	0.73	0.74		
BAINBRIDGE ISLAND	0	9790	102	1.04	0.88	1.32	1.07	1.30	0.96	0.56	0.92	0.79	0.75	1.30	0.63		
BATTLEGROUND	0	8763	53	0.60	0.76	0.96	0.76	1.26	0.64	0.86	0.74	0.98	0.87	0.60	0.72		
BELFAIR	0	6224	66	1.06	0.62	1.16	1.72	1.00	1.16	1.22	1.27	1.87	1.38	1.09	1.29		
BELLEVUE	0	37932	257	0.68	0.57	0.64	0.67	0.74	0.83	0.64	0.64	0.67	0.53	0.57	0.56		
		BELLEVUE GLENCOURT	0	15752	84	0.53	0.54	0.49	0.48	0.69	0.71	0.48	0.41	0.42	0.49	0.39	0.48
		BELLEVUE-SHERWOOD	0	22180	173	0.78	0.59	0.75	0.81	0.78	0.90	0.75	0.79	0.84	0.55	0.69	0.61
BELLINGHAM	0	26222	127	0.48	0.35	0.44	0.49	0.66	0.47	0.39	0.40	0.46	0.44	0.38	0.49		
		BELLINGHAM LUMMI	0	1255	6	0.48	0.48	0.39	1.18	1.34	0.47	0.69	0.70	0.69	0.45	0.76	0.97
		BELLINGHAM REGENT	0	24967	121	0.48	0.34	0.44	0.46	0.62	0.47	0.37	0.38	0.44	0.44	0.36	0.47
BLACK DIAMOND	0	2380	31	1.30	1.59	1.74	0.98	1.86	2.09	1.20	1.23	0.90	1.08	0.77	0.80		
BREMERTON	0	29912	157	0.52	0.67	0.73	0.65	0.74	0.61	0.50	0.65	0.54	0.49	0.52	0.53		
		BREMERTON CROSBY	0	2932	35	1.19	2.24	2.10	1.68	1.31	1.20	1.27	1.80	0.83	1.19	1.48	0.95
		BREMERTON ESSEX	0	26334	119	0.45	0.47	0.58	0.52	0.67	0.54	0.42	0.51	0.48	0.40	0.41	0.48
		BREMERTON SUNNYSLOPE	0	646	3	0.46	1.39	0.46	1.23	1.24	0.77	0.30	1.35	1.80	1.19	0.74	0.60
BUCKLEY	0	1984	23	1.16	1.51	2.00	1.38	2.00	1.51	2.06	1.35	1.51	1.40	1.16	1.71		
CASTLE ROCK	0	3537	47	1.33	3.88	3.09	1.87	2.89	1.82	1.07	1.19	1.50	1.42	0.93	1.43		
CENTRALIA	0	6648	51	0.77	1.01	1.30	1.13	1.11	1.38	1.03	0.79	0.90	0.99	0.97	0.95		
CHEHALIS	0	8511	91	1.07	1.18	1.60	1.38	1.21	1.08	1.82	0.73	1.05	1.46	1.04	0.84		
		CHEHALIS	0	6143	60	0.98	1.21	1.18	0.92	1.18	1.14	1.95	0.65	1.10	1.78	0.88	0.78
		CHEHALIS NAPAVINE	0	2368	31	1.31	1.09	2.71	2.57	1.29	0.91	1.47	0.94	0.93	0.60	1.48	1.00
CLE-ELUM	0	2669	18	0.67	0.48	0.85	0.70	1.02	0.58	0.86	0.85	0.78	1.61	0.69	0.71		
COLFAX	0	2172	18	0.83	1.15	1.05	1.18	1.54	1.49	0.76	2.01	1.34	1.42	0.31	1.19		
COLVILLE	0	6509	42	0.65	0.78	1.03	0.69	0.52	0.82	0.80	0.98	1.52	1.56	0.70	0.92		
COPALIS(OCEAN SHORES)	0	3289	34	1.03	1.21	1.38	1.79	3.08	2.02	0.96	1.99	1.49	1.62	0.94	0.74		
COULEE DAM	1	2005	100	4.99	1.35	2.19	1.24	1.63	2.07	1.02	0.88	1.11	1.10	1.01	2.33		
CRYSTAL MTN.	0	590	3	0.51	0.34	1.00	1.66	0.50	1.67	2.16	0.16	0.33	1.98	0.83	1.32		
DAYTON	0	1737	12	0.69	1.10	0.69	1.26	1.37	1.26	2.06	2.23	0.75	0.46	0.97	1.93		
DEER PARK	0	5792	57	0.98	0.74	0.68	1.02	0.64	0.88	0.96	2.99	1.60	1.09	1.02	2.31		
DES MOINES	0	19099	180	0.94	0.93	0.98	0.86	1.08	0.97	0.72	0.83	0.67	0.97	0.80	0.81		
		DES MOINES	0	7406	56	0.76	0.78	0.86	0.96	1.15	0.87	0.68	1.01	0.78	1.07	0.94	1.00
		DES MOINES FEDERAL WAY	0	11693	124	1.06	1.03	1.06	0.80	1.04	1.03	0.74	0.72	0.60	0.91	0.72	0.69

WASHINGTON TROUBLE REPORT RATE - MARCH 2010

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE MAR-10	RATE FEB-10	RATE JAN-10	RATE DEC-09	RATE NOV-09	RATE OCT-09	RATE SEP-09	RATE AUG-09	RATE JUL-09	RATE JUN-09	RATE MAY-09	RATE APR-09		
STANDARD				4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00		
EASTON	0	569	1	0.18	1.06	1.06	1.22	0.52	3.45	1.54	1.36	1.35	1.00	0.99	0.32		
ELK	0	2449	39	1.59	1.14	1.29	1.68	1.44	1.52	1.07	2.53	1.85	2.66	1.56	1.24		
ENUMCLAW	0	6048	66	1.09	0.82	1.17	1.14	1.29	0.99	1.53	1.19	0.92	1.44	0.88	1.10		
EPHRATA	0	2853	47	1.65	1.01	1.17	0.69	0.99	0.99	0.98	0.88	0.67	0.91	0.33	0.56		
GRAHAM	0	10999	112	1.02	1.12	1.58	1.21	0.85	1.16	1.26	0.78	1.13	1.08	0.67	0.74		
GREEN BLUFF	0	2399	12	0.50	0.46	0.87	0.66	0.74	0.69	1.05	1.53	1.23	0.90	0.71	0.86		
HOODSPORT	0	1963	11	0.56	0.71	1.55	0.90	0.99	0.93	0.78	1.50	2.29	0.95	0.94	1.55		
ISSAQUAH	0	15970	91	0.57	0.43	1.15	0.62	0.75	0.87	0.68	0.60	0.55	0.81	0.85	0.62		
KENT	0	35095	223	0.64	0.66	0.87	0.75	0.75	0.84	0.61	0.70	0.69	0.69	0.62	0.59		
		KENT MERIDIAN	0	12000	95	0.79	0.78	1.09	0.91	0.88	1.14	0.76	0.85	0.93	0.84	0.87	0.79
		KENT O BRIEN	0	7447	20	0.27	0.22	0.28	0.38	0.23	0.29	0.17	0.21	0.33	0.34	0.25	0.16
		KENT ULRICH	0	15648	108	0.69	0.79	0.97	0.80	0.90	0.86	0.71	0.81	0.67	0.75	0.59	0.64
LIBERTY LAKE	0	886	3	0.34	0.34	0.33	0.44	0.42	0.11	0.21	0.61	1.10	0.56	0.36	1.36		
LONGVIEW-KELSO	0	20984	205	0.98	1.05	1.67	1.18	1.22	1.02	1.14	1.29	1.13	1.03	0.90	1.04		
LOON LAKE	0	1141	8	0.70	0.44	0.69	1.47	0.43	0.68	0.58	0.66	1.14	1.71	1.07	0.91		
MAPLE VALLEY	0	7774	38	0.49	0.62	0.76	0.89	0.88	0.85	0.72	0.85	0.63	0.71	0.62	0.84		
MOSES LAKE	0	11711	143	1.22	0.75	1.25	0.96	0.93	1.19	1.01	1.15	0.94	0.98	0.80	1.02		
		MOSES LAKE AFB	0	1921	20	1.04	0.57	0.98	0.87	0.82	0.92	1.05	1.49	0.89	0.83	0.93	0.73
		MOSES LAKE ALDER	0	9790	123	1.26	0.78	1.30	0.97	0.95	1.24	1.00	1.08	0.95	1.01	0.77	1.08
NEWMAN LAKE	0	1536	4	0.26	0.39	0.45	0.95	0.32	1.01	1.06	0.99	0.98	1.09	1.25	0.65		
NORTHPORT	0	997	8	0.80	0.80	1.60	0.89	3.16	0.88	1.46	1.45	1.66	2.33	1.56	1.37		
OLYMPIA	0	53946	301	0.56	0.59	0.96	0.71	0.76	0.68	0.60	0.76	0.71	0.58	0.66	0.58		
		OLYMPIA EVERGREEN	0	4219	38	0.90	1.01	1.31	1.11	1.19	0.91	0.65	2.57	1.31	0.96	0.88	0.89
		OLYMPIA LACEY	0	23605	119	0.50	0.57	0.87	0.66	0.68	0.57	0.56	0.73	0.70	0.59	0.55	0.65
		OLYMPIA WHITEHALL	0	26122	144	0.55	0.54	0.99	0.69	0.77	0.76	0.63	0.50	0.62	0.52	0.71	0.46
OMAK-OKANOGAN	0	6771	102	1.51	1.71	2.46	1.05	1.05	1.49	1.33	2.12	1.97	1.77	1.18	0.91		
OROVILLE	0	1734	13	0.75	1.44	2.41	1.78	2.62	2.12	1.93	2.44	1.75	1.91	2.23	1.46		
OTHELLO	0	4042	86	2.13	2.60	2.17	1.47	1.24	1.70	2.32	2.31	1.76	1.36	1.91	1.11		
PASCO	0	14983	119	0.79	0.93	1.33	0.77	0.57	0.81	0.60	0.80	0.95	0.95	0.91	1.24		
PATEROS	0	732	3	0.41	1.24	1.23	1.92	1.36	1.60	1.20	0.53	2.11	1.58	1.84	1.45		
POMEROY	0	1238	25	2.02	0.97	2.48	1.44	2.07	1.67	0.94	1.57	1.72	1.24	1.16	3.34		
PT. ANGELES	0	14391	115	0.80	0.68	1.20	1.13	1.29	0.94	0.67	0.74	1.20	1.16	0.58	0.61		
		PT ANGELES JOYCE	0	1064	11	1.03	1.50	0.93	1.94	3.04	1.84	1.92	1.45	1.45	6.21	1.89	0.81

WASHINGTON TROUBLE REPORT RATE - MARCH 2010

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE MAR-10	RATE FEB-10	RATE JAN-10	RATE DEC-09	RATE NOV-09	RATE OCT-09	RATE SEP-09	RATE AUG-09	RATE JUL-09	RATE JUN-09	RATE MAY-09	RATE APR-09
STANDARD					4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
	PT. ANGELES	0	13327	104	0.78	0.61	1.22	1.06	1.15	0.87	0.57	0.69	1.18	0.76	0.48	0.59
PT. LUDLOW		0	2388	14	0.59	0.50	1.25	0.87	0.83	0.37	0.65	0.89	0.56	1.12	1.03	0.78
PT. ORCHARD		0	16275	150	0.92	0.84	1.26	1.22	1.16	1.05	0.93	0.94	1.02	1.00	0.78	0.63
	PORT ORCHARD COLBY	0	6106	50	0.82	0.86	1.14	0.97	1.12	1.04	1.14	0.95	0.95	0.98	0.80	0.45
	PT. ORCHARD	0	10169	100	0.98	0.83	1.33	1.37	1.19	1.06	0.80	0.93	1.07	1.02	0.76	0.74
PT. TOWNSEND		0	10338	76	0.74	0.96	0.72	0.86	0.86	0.85	0.63	0.76	0.88	0.94	0.74	0.78
PUYALLAP		0	20176	148	0.73	0.91	1.19	0.93	1.04	0.96	0.57	0.82	0.75	0.99	0.68	0.82
RENTON		0	32117	266	0.83	0.70	0.95	0.86	1.05	0.93	0.78	0.95	0.97	0.78	0.91	0.88
RIDGEFIELD		0	2979	16	0.54	0.96	1.79	1.41	0.88	1.03	0.80	2.03	1.10	1.71	1.95	1.53
ROCHESTER		0	4255	40	0.94	1.49	1.79	1.95	2.67	1.33	1.35	0.82	1.69	1.18	1.09	1.50
ROY		0	2138	52	2.43	1.07	2.00	0.51	1.34	1.42	0.73	1.80	1.03	1.16	0.75	0.80
SEATTLE		0	234792	1376	0.59	0.53	0.72	0.62	0.83	0.67	0.52	0.58	0.54	0.58	0.65	0.62
	SEATTLE ATWATER	0	16758	89	0.53	0.43	0.71	0.59	0.68	0.59	0.30	0.40	0.41	0.35	0.47	0.65
	SEATTLE CAMPUS	0	8808	59	0.67	0.43	0.67	0.35	0.81	0.45	0.33	0.45	0.42	0.59	0.58	0.42
	SEATTLE CHERRY	0	26777	185	0.69	0.82	0.95	1.06	1.03	0.90	0.69	0.84	0.75	0.70	0.87	0.99
	SEATTLE DUWAMISH	0	11139	90	0.81	0.85	0.93	0.88	1.36	0.84	0.56	0.64	0.57	0.65	0.79	0.62
	SEATTLE EAST	0	25276	156	0.62	0.52	0.72	0.63	1.02	0.73	0.72	0.64	0.61	0.65	0.70	0.55
	SEATTLE ELLIOT	0	6640	13	0.20	0.31	0.28	0.28	0.46	0.27	0.21	0.19	0.20	0.21	0.22	0.30
	SEATTLE EMERSON	0	24652	133	0.54	0.57	0.68	0.70	0.84	0.76	0.57	0.69	0.57	0.77	0.84	0.60
	SEATTLE LAKEVIEW	0	21556	114	0.53	0.47	0.79	0.55	0.86	0.90	0.60	0.73	0.83	0.69	0.61	0.59
	SEATTLE MAIN	0	33952	57	0.17	0.16	0.17	0.21	0.16	0.17	0.16	0.15	0.16	0.24	0.19	0.13
	SEATTLE MERCER ISLAND (ADAMS)	0	7857	60	0.76	0.68	0.95	0.68	0.92	0.74	0.67	0.73	0.49	0.72	0.49	0.79
	SEATTLE PARKWAY	0	16109	205	1.27	1.16	1.33	0.95	1.19	0.97	0.84	0.85	0.76	0.97	0.84	1.05
	SEATTLE SUNSET	0	17999	109	0.61	0.40	0.79	0.52	0.99	0.63	0.49	0.51	0.49	0.47	0.71	0.59
	SEATTLE WEST	0	17269	106	0.61	0.41	0.76	0.58	0.85	0.69	0.56	0.68	0.58	0.52	0.98	0.85
SEQUIM		0	12319	96	0.78	0.76	0.93	0.86	0.95	0.94	0.76	0.61	0.85	0.81	0.76	0.71
SHELTON		0	12537	108	0.86	1.01	1.38	1.31	0.84	1.12	1.08	0.96	0.96	0.89	0.80	0.83
SILVERDALE		0	11385	81	0.71	0.82	0.91	0.54	0.74	0.65	0.56	0.62	0.69	0.65	1.00	0.72
SPOKANE		0	104492	786	0.75	0.87	1.06	1.01	0.73	1.06	0.77	0.89	0.93	0.96	0.83	0.85
	SPOKANE CHESTNUT	0	2349	36	1.53	1.35	2.43	3.63	1.03	0.90	1.13	1.53	1.00	1.23	1.06	0.86
	SPOKANE FAIRFAX	0	14783	124	0.84	1.29	1.53	1.13	0.91	1.36	0.90	0.87	1.05	1.20	1.58	1.12
	SPOKANE HUDSON	0	11573	123	1.06	1.20	1.20	1.07	0.85	1.05	0.82	0.93	0.77	0.96	0.75	0.78
	SPOKANE KEYSTONE	0	10358	59	0.57	0.78	0.95	1.18	0.73	1.27	0.74	0.85	0.89	0.95	0.79	0.81

WASHINGTON TROUBLE REPORT RATE - MARCH 2010

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE MAR-10	RATE FEB-10	RATE JAN-10	RATE DEC-09	RATE NOV-09	RATE OCT-09	RATE SEP-09	RATE AUG-09	RATE JUL-09	RATE JUN-09	RATE MAY-09	RATE APR-09
STANDARD				4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
	0	6568	38	0.58	0.70	1.03	0.76	0.62	0.62	0.61	0.79	0.55	0.84	0.57	0.63
	0	14763	102	0.69	0.94	1.09	0.92	0.75	1.09	0.61	0.76	0.79	0.73	0.66	0.74
	0	28548	187	0.66	0.62	0.71	0.83	0.60	1.04	0.79	0.87	1.06	0.90	0.70	0.81
	0	15550	117	0.75	0.66	1.02	0.84	0.71	0.89	0.76	1.05	1.02	1.11	0.69	0.95
SPRINGDALE	2	1670	13	0.78	2.27	3.71	4.27	1.70	1.93	2.03	1.68	4.15	2.29	1.55	0.69
SUMNER (BONNEYLAKE)	0	12267	171	1.39	0.84	1.09	1.03	0.84	0.92	0.74	0.84	0.75	0.96	0.74	0.94
TACOMA	0	112693	873	0.77	0.72	1.04	0.82	0.95	0.86	0.77	0.83	0.79	0.72	0.72	0.68
	0	2532	17	0.67	0.94	0.50	0.53	0.83	0.46	0.52	0.72	1.04	0.36	0.53	0.55
	0	15439	143	0.93	0.80	1.33	1.04	1.23	0.99	0.95	0.94	0.70	0.64	0.73	0.74
	0	15348	108	0.70	0.88	1.11	0.93	0.89	1.04	0.78	1.03	1.19	0.79	0.68	0.69
	0	18613	184	0.99	0.77	1.17	0.79	1.14	1.07	1.07	1.07	0.84	0.96	0.94	0.82
	0	11223	107	0.95	0.65	1.05	0.81	0.90	0.80	0.83	0.66	0.65	0.73	1.04	0.78
	0	13335	76	0.57	0.50	0.63	0.62	0.86	0.69	0.46	0.57	0.51	0.59	0.52	0.53
	0	10898	71	0.65	0.69	0.86	0.58	1.01	0.65	0.63	0.65	0.78	0.65	0.79	0.62
	0	5041	36	0.71	0.90	1.36	1.92	0.86	1.00	0.70	0.79	0.85	0.65	0.59	0.77
	0	20264	131	0.65	0.64	1.02	0.60	0.70	0.70	0.65	0.74	0.70	0.70	0.54	0.59
VANCOUVER	0	63512	545	0.86	0.85	1.09	1.09	1.09	0.95	0.91	0.87	0.87	1.18	0.85	0.84
	0	31794	259	0.81	0.77	0.96	1.01	1.25	1.00	0.96	0.82	0.89	1.26	0.72	0.72
	0	18504	170	0.92	0.90	1.22	1.19	0.98	0.99	0.95	0.76	0.91	1.12	0.90	1.00
	0	13214	116	0.88	0.95	1.23	1.14	0.86	0.78	0.76	1.16	0.76	1.08	1.08	0.91
WAITSBURG	0	524	2	0.38	1.13	1.13	0.00	0.75	2.23	1.09	1.08	2.71	1.62	1.62	3.40
WALLA WALLA (INCL TOUCHET)	0	13799	140	1.01	0.70	1.26	0.71	0.75	0.92	0.59	1.14	1.06	0.71	0.89	0.58
WARDEN	0	1083	12	1.11	1.66	2.20	1.00	1.71	2.14	0.78	1.12	1.10	1.68	1.00	1.24
WINLOCK	0	1994	18	0.90	1.16	1.80	1.69	1.54	2.08	1.13	1.07	1.41	0.82	0.96	1.20
YAKIMA	0	37797	258	0.68	0.75	1.11	0.64	0.57	0.68	0.83	0.78	0.77	0.71	0.67	0.62
	0	25255	170	0.67	0.76	1.19	0.68	0.62	0.70	0.82	0.76	0.65	0.80	0.67	0.61
	0	12542	88	0.70	0.73	0.95	0.55	0.49	0.65	0.85	0.80	1.01	0.52	0.66	0.65
Exchanges in Neighboring States															
CLARKSTON	0	5846	45	0.77	0.71	1.39	0.87	0.84	1.00	1.02	1.20	1.18	1.22	0.99	0.91
TOTALS	0	1153133	8758	0.76	0.75	1.02	0.85	0.92	0.88	0.74	0.83	0.81	0.82	0.75	0.75

WASHINGTON TROUBLE REPORT RATE - MARCH 2010

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE MAR-10	RATE FEB-10	RATE JAN-10	RATE DEC-09	RATE NOV-09	RATE OCT-09	RATE SEP-09	RATE AUG-09	RATE JUL-09	RATE JUN-09	RATE MAY-09	RATE APR-09
STANDARD				4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
<b>Coulee Dam Report Rate caused by a pair gain repeater problem</b>															

WASHINGTON TRUNK BLOCKING SUMMARY - MARCH 2010

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED	
E911	119	0	0.00%	
LOCAL	360	1	0.28%	
TOLL	371	2	0.54%	

WASHINGTON TRUNK BLOCKING - MARCH 2010

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP067275	48			LOCAL	TWO_WAY	1.46%	Blocked hour 8 week of 4/5/10 due to spikes in pc
AP072406	216			TOLL	TWO_WAY	0.51%	Blocked hour 19 week of 4/5/10 due to spikes in pc
AP074015	168			TOLL	TWO_WAY	2.96%	Carryover blocking hour 20 week of 3/22/10 sa iss'd