

Washington Service Quality Summary Report - SEPTEMBER 2007

METRIC DESCRIPTION	JANUARY 2007			FEBRUARY 2007			MARCH 2007		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	13868	15379	90.17%	11290	11347	99.50%	10427	10475	99.54%
OOS Tickets Not Cleared Within 48 Hrs	1511	1	1511	57	1	57	48	1	48
Number of OOS Exemptions	417	1	417	199	1	199	127	1	127
All Other Repairs Cleared LT < 72 Hrs	4626	4873	94.93%	3452	3463	99.68%	3420	3435	99.56%
All Other Troubles Cleared GTR > 72 Hrs	247	1	247	11	1	11	15	1	15
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	38	1	38	4	1	4	2	1	2
Physically Obstructed All Other Troubles Cleared > 72 Hrs	53	1	53	29	1	29	30	1	30
Repair Force Majeure Exclusions	169	1	169	173	1	173	84	1	84
Repair Physically Obstructed Exclusions	143	1	143	123	1	123	79	1	79
Installation Appointments Met	14316	15390	93.02%	12091	12653	95.56%	13106	13642	96.07%
Repair Appointments Met	6973	8743	79.76%	6426	7165	89.69%	6522	7093	91.95%
Provisioning Missed for Company Reasons	409	1	409	230	1	230	238	1	238
Provisioning Missed for Customer Reasons	1680	1	1680	1303	1	1303	1476	1	1476
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard			Met Standard			Met Standard

Washington Service Quality Summary Report - SEPTEMBER 2007

METRIC DESCRIPTION	APRIL 2007			MAY 2007			JUNE 2007		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	9688	9732	99.55%	10610	10656	99.57%	10940	10999	99.46%
OOS Tickets Not Cleared Within 48 Hrs	44	1	44	46	1	46	59	1	59
Number of OOS Exemptions	111	1	111	90	1	90	107	1	107
All Other Repairs Cleared LT < 72 Hrs	3479	3487	99.77%	3135	3140	99.84%	3252	3263	99.66%
All Other Troubles Cleared GTR > 72 Hrs	8	1	8	5	1	5	11	1	11
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	1	1	1	3	1	3	3	1	3
Physically Obstructed All Other Troubles Cleared > 72 Hrs	22	1	22	23	1	23	17	1	17
Repair Force Majeure Exclusions	89	1	89	91	1	91	120	1	120
Repair Physically Obstructed Exclusions	79	1	79	75	1	75	71	1	71
Installation Appointments Met	11968	12534	95.48%	12404	12987	95.51%	12418	13139	94.51%
Repair Appointments Met	5552	6106	90.93%	5684	6196	91.74%	5497	6206	88.58%
Provisioning Missed for Company Reasons	247	1	247	273	1	273	296	1	296
Provisioning Missed for Customer Reasons	1470	1	1470	1443	1	1443	1538	1	1538
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard			Met Standard			Met Standard

Washington Service Quality Summary Report - SEPTEMBER 2007

METRIC DESCRIPTION	JULY 2007			AUGUST 2007			SEPTEMBER 2007		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	11497	11564	99.42%	10928	10971	99.61%	9828	9869	99.58%
OOS Tickets Not Cleared Within 48 Hrs	67	1	67	43	1	43	41	1	41
Number of OOS Exemptions	147	1	147	147	1	147	115	1	115
All Other Repairs Cleared LT < 72 Hrs	3602	3614	99.67%	3332	3344	99.64%	2875	2886	99.62%
All Other Troubles Cleared GTR > 72 Hrs	12	1	12	12	1	12	11	1	11
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	1	1	1	1	1	1	1	1	1
Physically Obstructed All Other Troubles Cleared > 72 Hrs	25	1	25	23	1	23	21	1	21
Repair Force Majeure Exclusions	67	1	67	64	1	64	71	1	71
Repair Physically Obstructed Exclusions	99	1	99	101	1	101	57	1	57
Installation Appointments Met	12581	13513	93.10%	13935	14730	94.60%	12492	13158	94.94%
Repair Appointments Met	6183	7212	85.73%	6073	6883	88.23%	4998	5622	88.90%
Provisioning Missed for Company Reasons	322	1	322	326	1	326	238	1	238
Provisioning Missed for Customer Reasons	1586	1	1586	1702	1	1702	1344	1	1344
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard			Met Standard			Met Standard

Washington Orders Summary - SEPTEMBER 2007
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						99.00%		99.00%	
ABERDEEN-HOQUIAM		187	2	18.00	0	100.00%	0	100.00%	
AUBURN		365	2	19.00	0	100.00%	0	100.00%	
BAINBRIDGE ISLAND		122	0		0	100.00%	0	100.00%	
BATTLEGROUND		125	3	50.67	0	100.00%	0	100.00%	
BELFAIR		97	1	1.00	0	100.00%	0	100.00%	
BELLEVUE		484	7	39.86	1	99.79%	0	100.00%	
	BELLEVUE GLENCOURT	168	6	44.33	0	100.00%	0	100.00%	
	BELLEVUE-SHERWOOD	316	1	13.00	1	99.68%	0	100.00%	
BELLINGHAM		608	5	10.20	0	100.00%	0	100.00%	
	BELLINGHAM LUMMI	31	1	36.00	0	100.00%	0	100.00%	
	BELLINGHAM REGENT	577	4	3.75	0	100.00%	0	100.00%	
BLACK DIAMOND		42	0		0	100.00%	0	100.00%	
BREMERTON		390	5	38.40	0	100.00%	0	100.00%	
	BREMERTON CROSBY	31	0		0	100.00%	0	100.00%	
	BREMERTON ESSEX	353	5	38.40	0	100.00%	0	100.00%	
	BREMERTON SUNNYSLOPE	6	0		0	100.00%	0	100.00%	
BUCKLEY		32	0		0	100.00%	0	100.00%	
CASTLE ROCK		61	1	1.00	0	100.00%	0	100.00%	
CENTRALIA		170	1	22.00	0	100.00%	0	100.00%	
CHEHALIS		125	3	29.67	0	100.00%	0	100.00%	
	CHEHALIS	90	2	37.00	0	100.00%	0	100.00%	
	CHEHALIS NAPAVALINE	35	1	15.00	0	100.00%	0	100.00%	
CLE-ELUM		59	4	39.75	0	100.00%	0	100.00%	
COLFAX		26	0		0	100.00%	0	100.00%	
COLVILLE		104	1	73.00	0	100.00%	0	100.00%	
COPALIS(OCEAN SHORES)		45	2	2.50	0	100.00%	0	100.00%	
COULEE DAM		41	0		0	100.00%	0	100.00%	
CRYSTAL MTN.		5	0		0	100.00%	0	100.00%	
DAYTON		26	1	17.00	0	100.00%	0	100.00%	
DEER PARK		94	3	14.67	0	100.00%	0	100.00%	
DES MOINES		475	9	45.33	1	99.79%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
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from RSOR and OP15A

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STANDARD	DES MOINES	199	2	35.00	1	99.50%	0	99.00%	0
	DES MOINES FEDERAL WAY	276	7	48.29	0	100.00%	0	100.00%	0
	EASTON	11	0		0	100.00%	0	100.00%	0
	ELK	38	3	42.33	0	100.00%	0	100.00%	0
	ENJUMCLAW	83	1	60.00	0	100.00%	0	100.00%	0
	EPHRATA	60	0		0	100.00%	0	100.00%	0
	GRAHAM	206	4	38.25	0	100.00%	0	100.00%	0
	GREEN BLUFF	24	2	73.00	0	100.00%	0	100.00%	0
	HOODSPORT	27	1	31.00	0	100.00%	0	100.00%	0
	ISSAQUAH	252	8	17.88	2	99.21%	0	100.00%	0
	KENT	712	10	38.30	0	100.00%	0	100.00%	0
	KENT MERIDIAN	202	3	38.00	0	100.00%	0	100.00%	0
	KENT O BRIEN	42	1	21.00	0	100.00%	0	100.00%	0
	KENT ULRICH	468	6	41.33	0	100.00%	0	100.00%	0
	LIBERTY LAKE	15	0		0	100.00%	0	100.00%	0
	LONGVIEW-KELSO	475	5	34.80	1	99.79%	0	100.00%	0
	LOON LAKE	20	0		0	100.00%	0	100.00%	0
	MAPLE VALLEY	82	0		0	100.00%	0	100.00%	0
	MOSES LAKE	268	2	55.50	1	99.63%	0	100.00%	0
	MOSES LAKE AFB	70	0		1	98.57%	0	100.00%	0
	MOSES LAKE ALDER	198	2	55.50	0	100.00%	0	100.00%	0
	NEWMAN LAKE	19	2	5.50	0	100.00%	0	100.00%	0
	NORTHPORT	23	0		0	100.00%	0	100.00%	0
	OLYMPIA	1048	14	22.57	2	99.81%	0	100.00%	0
	OLYMPIA EVERGREEN	137	0		0	100.00%	0	100.00%	0
	OLYMPIA LACEY	460	7	24.14	1	99.78%	0	100.00%	0
	OLYMPIA WHITEHALL	452	7	21.00	1	99.78%	0	100.00%	0
	OMAK-OKANOGAN	117	1	22.00	0	100.00%	0	100.00%	0
	OROVILLE	23	0		0	100.00%	0	100.00%	0
	OTHELLO	77	3	55.33	0	100.00%	0	100.00%	0
	PASCO	390	5	36.60	0	100.00%	0	100.00%	0

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STANDARD		7	0		0	90.00%	0	99.00%	
PATEROS		21	1	7.00	0	100.00%	0	100.00%	
POMEROY		228	3	36.33	0	100.00%	0	100.00%	
PT. ANGELES		15	2	35.50	0	100.00%	0	100.00%	
	PT. ANGELES JOYCE	213	1	38.00	0	100.00%	0	100.00%	
	PT. ANGELES	34	1	34.00	0	100.00%	0	100.00%	
		253	4	60.75	0	100.00%	0	100.00%	
	PORT ORCHARD COLBY	84	1	51.00	0	100.00%	0	100.00%	
	PT. ORCHARD	169	3	64.00	0	100.00%	0	100.00%	
		148	0		0	100.00%	0	100.00%	
		420	2	21.50	0	100.00%	0	100.00%	
	PUYALLAP	647	6	43.50	0	100.00%	0	100.00%	
	RENTON	35	1	12.00	0	100.00%	0	100.00%	
	RIDGEFIELD	70	4	29.50	0	100.00%	0	100.00%	
	ROCHESTER	28	2	97.50	0	100.00%	0	100.00%	
	ROY	3764	40	28.63	7	99.81%	0	100.00%	
	SEATTLE	263	2	34.00	0	100.00%	0	100.00%	
	SEATTLE ATWATER	159	1	21.00	0	100.00%	0	100.00%	
	SEATTLE CAMPUS	498	6	30.00	0	100.00%	0	100.00%	
	SEATTLE CHERRY	210	3	57.67	0	100.00%	0	100.00%	
	SEATTLE DUWAMISH	546	9	17.22	2	99.63%	0	100.00%	
	SEATTLE EAST	114	1	24.00	0	100.00%	0	100.00%	
	SEATTLE ELLIOT	425	2	20.50	2	99.53%	0	100.00%	
	SEATTLE EMERSON	308	3	15.00	0	100.00%	0	100.00%	
	SEATTLE LAKEVIEW	353	8	24.38	1	98.72%	0	100.00%	
	SEATTLE MAIN	82	0		0	100.00%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	307	3	42.33	2	99.35%	0	100.00%	
	SEATTLE PARKWAY	251	1	43.00	0	100.00%	0	100.00%	
	SEATTLE SUNSET	248	1	73.00	0	100.00%	0	100.00%	
	SEATTLE WEST	205	1	3.00	0	100.00%	0	100.00%	
	SEQUIM	241	2	11.00	0	100.00%	0	100.00%	
	SHELTON								

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STANDARD		192	0		0	90.00%		99.00%	
SILVERDALE		2012	19	21.74	2	99.90%	0	100.00%	
SPOKANE		61	2	6.50	0	100.00%	0	100.00%	
	SPOKANE CHESTNUT	282	4	13.00	1	99.65%	0	100.00%	
	SPOKANE FAIRFAX	294	3	12.33	0	100.00%	0	100.00%	
	SPOKANE HUDSON	240	2	14.50	0	100.00%	0	100.00%	
	SPOKANE KEYSTONE	80	0		0	100.00%	0	100.00%	
	SPOKANE MORAN	309	1	96.00	1	99.68%	0	100.00%	
	SPOKANE RIVERSIDE	512	5	34.00	0	100.00%	0	100.00%	
	SPOKANE WALNUT	234	2	8.00	0	100.00%	0	100.00%	
	SPOKANE WHITWORTH	34	2	26.00	0	100.00%	0	100.00%	
SPRINGDALE		178	11	32.00	0	100.00%	0	100.00%	
SUMNER (BONNEYLAKE)		2657	24	44.63	0	100.00%	0	100.00%	
TACOMA		87	0		0	100.00%	0	100.00%	
	TACOMA FORT LEWIS	410	6	27.50	0	100.00%	0	100.00%	
	TACOMA GREENFIELD	413	1	72.00	0	100.00%	0	100.00%	
	TACOMA JUNIPER	443	5	59.80	0	100.00%	0	100.00%	
	TACOMA LENNOX	204	0		0	100.00%	0	100.00%	
	TACOMA LOGAN	400	4	44.00	0	100.00%	0	100.00%	
	TACOMA MARKET (FAWCETT)	201	3	37.67	0	100.00%	0	100.00%	
	TACOMA SKYLINE	100	0		0	100.00%	0	100.00%	
	TACOMA WAVERLY-2	399	5	49.20	0	100.00%	0	100.00%	
	TACOMA WAVERLY-7	1553	22	28.41	4	99.74%	0	100.00%	
VANCOUVER		797	3	24.33	2	99.75%	0	100.00%	
	VANCOUVER ORCHARDS	504	14	35.43	1	99.80%	0	100.00%	
	VANCOUVER OXFORD	252	5	11.20	1	99.60%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	8	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		244	3	23.00	0	100.00%	0	100.00%	
WARDEN		27	0		0	100.00%	0	100.00%	
WINLOCK		37	1	79.00	0	100.00%	0	100.00%	
YAKIMA		853	18	42.94	1	99.88%	0	100.00%	

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STANDARD	YAKIMA CHESTNUT	630	12	46.92	1	99.84%	0	100.00%	
	YAKIMA WEST	223	6	35.00	0	100.00%	0	100.00%	
Exchanges in Neighboring States									
CLARKSTON		102	1	54.00	0	100.00%	0	100.00%	
TOTALS		21652	279	33.24	22	99.90%	0	100.00%	

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WASHINGTON TROUBLE REPORT RATE - SEPTEMBER 2007

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE SEP-07	RATE AUG-07	RATE JUL-07	RATE JUN-07	RATE MAY-07	RATE APR-07	RATE MAR-07	RATE FEB-07	RATE JAN-07	RATE DEC-06	RATE NOV-06	RATE OCT-06
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	13716	115	0.84	0.82	0.80	0.67	0.76	0.84	0.94	1.06	1.62	1.82	2.27	0.75
AUBURN	0	27992	214	0.76	1.06	0.77	0.86	0.74	0.82	0.79	0.92	1.52	1.35	1.15	1.10
BAINBRIDGE ISLAND	0	12540	88	0.70	1.16	1.27	0.80	0.72	0.75	0.74	0.75	1.25	1.64	1.63	0.88
BATTLEGROUND	0	10787	96	0.89	1.40	1.07	0.84	0.85	1.18	0.89	0.86	1.30	1.72	1.56	1.12
BELFAIR	0	7682	141	1.84	2.44	1.64	1.65	1.05	1.14	1.34	1.25	2.41	1.77	1.59	1.69
BELLEVUE	0	56929	331	0.58	0.65	0.62	0.58	0.53	0.52	0.62	0.59	1.09	1.10	0.86	0.67
BELLEVUE GLENCOURT	0	22878	105	0.46	0.54	0.47	0.44	0.50	0.46	0.50	0.38	0.77	0.84	0.66	0.54
BELLEVUE-SHERWOOD	0	34251	226	0.66	0.73	0.73	0.67	0.56	0.57	0.69	0.72	1.29	1.27	1.00	0.76
BELLINGHAM	0	36996	191	0.52	0.53	0.55	0.50	0.47	0.48	0.53	0.46	0.69	0.65	0.91	0.58
BELLINGHAM LUMMI	0	1435	13	0.91	0.70	1.04	0.97	1.24	0.83	0.21	0.83	0.90	1.10	1.36	1.57
BELLINGHAM REGENT	0	35561	178	0.50	0.52	0.53	0.48	0.44	0.46	0.54	0.45	0.68	0.64	0.90	0.54
BLACK DIAMOND	0	3158	41	1.30	1.11	1.19	3.42	1.66	1.27	1.14	1.54	1.47	2.53	1.30	1.33
BREMERTON	0	36007	204	0.57	0.59	0.82	0.76	0.60	0.84	0.71	0.50	0.98	1.14	0.98	0.60
BREMERTON CROSBY	0	3305	56	1.69	1.54	2.11	1.41	1.31	2.97	1.06	1.12	3.67	2.14	1.92	1.06
BREMERTON ESSEX	0	31954	140	0.44	0.47	0.65	0.60	0.53	0.61	0.64	0.43	0.70	1.05	0.87	0.54
BREMERTON SUNNYSLOPE	1	748	8	1.07	1.21	2.12	4.87	0.39	1.04	1.94	0.91	1.03	0.78	1.42	1.15
BUCKLEY	0	2799	32	1.14	1.25	1.84	1.51	1.09	1.29	1.22	1.25	1.74	1.25	2.72	1.51
CASTLE ROCK	0	4727	60	1.27	1.72	1.56	1.13	1.48	1.46	1.12	1.41	1.66	2.63	3.74	1.64
CENTRALIA	0	9037	112	1.24	1.23	1.31	0.89	1.11	0.85	0.84	1.04	1.60	1.87	1.99	0.90
CHEHALIS	0	10035	104	1.04	1.63	2.22	1.43	1.21	0.96	1.44	2.85	1.41	1.16	1.75	1.06
CHEHALIS	0	7409	75	1.01	1.19	2.14	1.10	0.87	0.76	0.88	1.10	1.27	1.06	1.82	1.07
CHEHALIS NAPAVALINE	1	2626	29	1.10	2.90	2.47	2.36	2.19	1.55	3.06	7.82	1.80	1.54	1.57	1.04
CLE-ELUM	0	3304	32	0.97	1.51	1.39	1.11	1.11	1.05	0.87	1.07	1.04	1.46	1.92	1.30
COLFAX	0	2423	21	0.87	0.86	1.85	1.73	0.74	0.61	0.94	1.02	1.56	0.86	1.15	1.27
COLVILLE	0	7134	52	0.73	1.29	0.89	1.55	0.74	0.82	0.67	0.88	0.85	0.78	1.02	0.98
COPALIS(OCEAN SHORES)	0	3971	43	1.08	0.82	1.09	1.02	1.21	0.94	1.21	1.06	1.36	1.13	2.21	1.20
COULEE DAM	0	2225	15	0.67	1.36	0.68	1.34	0.80	1.38	0.98	0.67	1.61	1.16	0.81	1.52
CRYSTAL MTN.	0	670	9	1.34	1.05	1.19	1.64	1.93	0.45	1.33	1.32	2.77	3.37	3.10	0.89
DAYTON	0	1816	33	1.82	1.10	1.69	1.42	1.04	1.09	0.81	0.49	1.56	1.30	0.67	1.13
DEER PARK	0	6538	110	1.68	1.66	1.49	1.40	0.99	0.81	0.93	0.81	1.57	0.67	1.57	1.17
DES MOINES	0	28748	185	0.64	0.78	0.82	0.74	1.05	1.01	0.92	0.90	1.47	1.83	1.18	0.79
DES MOINES	0	11312	79	0.70	0.80	0.82	0.77	1.08	1.30	0.94	0.77	1.50	2.30	1.10	0.87
DES MOINES FEDERAL WAY	0	17436	106	0.61	0.77	0.81	0.73	1.02	0.82	0.90	0.98	1.45	1.53	1.23	0.74

WASHINGTON TROUBLE REPORT RATE - SEPTEMBER 2007

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE SEP-07	RATE AUG-07	RATE JUL-07	RATE JUN-07	RATE MAY-07	RATE APR-07	RATE MAR-07	RATE FEB-07	RATE JAN-07	RATE DEC-06	RATE NOV-06	RATE OCT-06
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	681	4	0.59	1.17	0.72	2.01	1.58	0.14	0.29	0.14	0.42	1.55	0.70	0.28
ELK	0	2838	29	1.02	0.63	1.50	1.18	1.01	0.90	0.59	0.94	1.53	1.14	1.36	1.12
ENUNCLAW	0	8070	87	1.08	1.09	1.48	1.22	0.76	1.11	1.15	0.81	1.69	1.50	2.36	1.25
EPHRATA	0	3398	31	0.91	1.15	0.91	0.87	1.25	3.56	0.98	0.69	1.30	1.01	0.84	0.81
GRAHAM	0	16345	184	1.13	0.85	1.14	0.74	0.88	1.02	1.00	1.14	1.62	1.32	1.51	1.03
GREEN BLUFF	0	2911	12	0.41	0.66	1.09	1.26	0.75	0.68	0.68	0.88	1.11	0.98	1.18	1.32
HOODSPORT	0	2440	22	0.90	0.57	0.65	0.76	1.21	0.61	1.61	1.17	1.24	1.60	1.04	0.68
ISSAQUAH	0	22494	119	0.53	0.70	0.62	0.53	0.55	0.73	0.55	0.47	0.92	1.17	0.92	0.75
KENT	0	51600	351	0.68	0.72	0.89	0.69	0.77	0.69	0.74	0.85	1.15	0.85	1.16	0.78
	0	18705	166	0.89	0.90	1.04	0.89	1.04	0.99	1.12	1.31	1.51	1.05	1.57	1.00
KENT MERIDIAN	0	9469	27	0.29	0.37	0.24	0.27	0.44	0.43	0.31	0.36	0.35	0.44	0.25	0.23
KENT O BRIEN	0	23426	158	0.67	0.72	1.04	0.70	0.68	0.56	0.61	0.68	1.17	0.85	1.20	0.81
KENT ULRICH	0	1451	15	1.03	1.10	0.48	0.82	0.48	0.75	0.34	0.40	0.67	1.15	1.01	1.07
LIBERTY LAKE	0	28784	263	0.91	1.03	1.20	1.09	1.12	1.14	1.09	1.81	1.74	1.58	2.54	1.39
LONGVIEW-KELSO	0	1376	19	1.38	1.00	1.29	0.92	0.92	0.93	1.15	0.86	1.72	1.07	0.85	0.85
LOON LAKE	0	11340	113	1.00	1.08	0.92	1.07	0.57	0.47	0.80	0.62	1.17	0.82	1.08	0.72
MAPLE VALLEY	0	13789	151	1.10	1.18	1.36	2.00	1.30	1.38	1.44	1.51	1.59	1.52	1.36	1.60
MOSES LAKE	0	2290	14	0.61	1.14	1.01	1.84	1.27	1.91	0.86	1.24	1.18	1.48	1.40	1.02
MOSES LAKE AFB	0	11499	137	1.19	1.19	1.43	2.03	1.30	1.27	1.55	1.56	1.67	1.53	1.35	1.72
MOSES LAKE ALDER	0	2155	15	0.70	0.78	1.09	1.09	0.95	1.66	0.63	0.75	1.27	0.65	1.12	0.68
NEWMAN LAKE	0	1091	14	1.28	1.36	1.20	1.57	1.48	0.56	0.84	0.65	2.31	1.02	1.75	1.75
NORTHPORT	0	78579	594	0.76	0.94	0.96	0.71	0.68	0.68	0.80	0.71	1.07	2.25	1.17	0.71
OLYMPIA	0	6122	52	0.85	0.83	1.09	0.96	0.85	1.89	0.87	0.66	1.19	3.30	1.45	0.77
OLYMPIA EVERGREEN	0	34687	259	0.75	1.22	0.99	0.74	0.66	0.56	0.73	0.71	0.95	2.18	1.06	0.67
OLYMPIA LACEY	0	37770	283	0.75	0.69	0.92	0.63	0.68	0.60	0.85	0.72	1.17	2.13	1.24	0.73
OLYMPIA WHITEHALL	0	7392	81	1.10	1.22	1.34	1.33	0.92	1.05	0.55	0.71	1.25	1.17	1.59	1.22
OMAK-OKANOGAN	0	1858	12	0.65	1.92	3.58	1.66	1.49	0.85	0.81	0.70	1.13	1.02	1.39	1.82
OROVILLE	0	4395	34	0.77	2.63	1.93	1.26	1.03	1.58	1.86	1.42	2.07	1.98	1.72	1.40
OTHELLO	0	18696	178	0.95	1.14	1.40	1.07	1.04	0.86	0.73	0.94	1.04	0.97	1.25	1.12
PASCO	0	811	1	0.12	0.25	1.34	0.97	1.47	0.61	0.86	0.98	0.73	0.98	1.59	1.35
PATEROS	0	1322	27	2.04	0.91	2.80	2.26	2.13	2.51	1.44	1.97	2.11	2.43	2.58	2.21
POMEROY	0	17544	181	1.03	0.77	0.90	0.73	0.99	1.31	0.78	0.91	1.45	1.85	1.79	0.83
PT. ANGELES	0	1197	12	1.00	1.58	1.09	1.50	1.90	1.82	1.31	1.95	2.90	3.20	4.30	1.84
PT ANGELES JOYCE	1														

WASHINGTON TROUBLE REPORT RATE - SEPTEMBER 2007

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE SEP-07	RATE AUG-07	RATE JUL-07	RATE JUN-07	RATE MAY-07	RATE APR-07	RATE MAR-07	RATE FEB-07	RATE JAN-07	RATE DEC-06	RATE NOV-06	RATE OCT-06
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	16347	169	1.03	0.71	0.88	0.68	0.92	1.27	0.74	0.84	1.35	1.75	1.60	0.76
PT. LUDLOW	0	2834	14	0.49	0.63	0.95	0.85	1.51	0.88	0.56	0.70	1.46	2.33	0.69	0.80
PT. ORCHARD	0	20947	168	0.80	0.81	1.11	0.81	0.81	0.81	1.03	0.91	1.34	1.86	1.57	0.71
PORT ORCHARD COLBY	0	7890	53	0.67	0.88	0.98	0.86	0.69	0.81	1.06	0.94	1.35	1.88	1.66	0.88
PT. ORCHARD	0	13057	115	0.88	0.77	1.19	0.79	0.88	0.81	1.00	0.89	1.33	1.84	1.51	0.61
PT. TOWNSEND	0	11623	80	0.69	0.77	0.89	0.60	1.05	0.77	0.86	0.72	0.94	1.04	1.49	0.84
PUYALLAP	0	31763	220	0.69	0.94	0.79	0.70	1.44	0.68	0.68	0.83	1.04	1.03	1.09	0.66
RENTON	0	47785	323	0.68	0.89	0.83	0.82	0.64	0.70	1.01	0.96	1.16	1.28	1.16	0.82
RIDGEFIELD	0	3748	74	1.97	1.63	2.08	1.89	1.85	1.51	1.64	5.65	3.91	1.53	2.02	1.49
ROCHESTER	0	5518	75	1.36	1.04	1.03	1.16	1.48	1.03	1.62	1.47	3.24	1.99	1.74	1.21
ROY	0	2597	24	0.92	2.19	2.22	3.20	1.74	1.17	1.05	1.97	2.38	1.27	1.74	0.88
SEATTLE	0	330681	1779	0.54	0.62	0.62	0.56	0.54	0.54	0.64	0.63	0.97	1.02	1.09	0.59
SEATTLE ATWATER	0	24988	94	0.38	0.89	0.56	0.41	0.44	0.44	0.40	0.43	0.64	0.76	0.83	0.44
SEATTLE CAMPUS	0	11895	48	0.40	0.38	0.36	0.38	0.33	0.36	0.50	0.45	0.54	0.50	0.54	0.45
SEATTLE CHERRY	0	37557	408	1.09	0.76	0.92	0.86	0.74	0.73	0.91	1.02	1.37	1.55	1.72	0.69
SEATTLE DUWAMISH	0	14926	81	0.54	0.75	0.67	0.61	0.69	0.49	0.75	0.68	1.11	0.73	1.03	0.58
SEATTLE EAST	0	35343	209	0.59	0.66	0.78	0.66	0.68	0.67	0.68	0.71	0.91	1.05	1.21	0.98
SEATTLE ELLIOT	0	9375	16	0.17	0.42	0.26	0.27	0.26	0.24	0.28	0.26	0.23	0.20	0.23	0.26
SEATTLE EMERSON	0	36041	211	0.59	0.63	0.60	0.54	0.63	0.62	0.70	0.61	1.26	0.96	1.13	0.54
SEATTLE LAKEVIEW	0	30736	182	0.59	0.76	0.59	0.65	0.56	0.73	0.58	0.75	0.88	1.12	1.33	0.72
SEATTLE MAIN	0	46753	90	0.19	0.23	0.27	0.16	0.19	0.21	0.22	0.22	0.20	0.25	0.30	0.17
SEATTLE MERCER ISLAND (ADAMS)	0	10684	58	0.54	0.85	0.84	0.85	0.83	0.72	0.79	0.85	2.52	1.75	1.26	0.90
SEATTLE PARKWAY	0	21475	158	0.74	0.79	0.91	0.90	0.72	0.74	1.33	0.95	1.64	2.16	1.82	0.93
SEATTLE SUNSET	0	26624	112	0.42	0.48	0.60	0.56	0.49	0.43	0.52	0.42	0.69	1.00	1.10	0.53
SEATTLE WEST	0	24284	112	0.46	0.67	0.68	0.53	0.52	0.47	0.76	0.84	1.40	1.48	1.28	0.58
SEQUIM	0	14288	104	0.73	0.98	0.98	1.01	0.83	1.00	0.96	1.07	1.32	1.15	1.29	0.85
SHELTON	0	15549	167	1.07	1.03	1.61	1.17	3.08	1.03	0.96	0.87	1.28	1.53	0.98	0.77
SILVERDALE	0	15209	143	0.94	0.85	0.67	0.61	0.61	0.53	0.66	0.64	1.00	0.88	0.97	0.49
SPOKANE	0	149863	1363	0.91	0.86	0.95	0.87	0.81	0.74	0.73	0.74	0.79	1.02	0.96	0.95
SPOKANE CHESTNUT	0	2974	18	0.61	1.31	0.63	0.73	1.07	0.55	0.96	1.91	0.79	1.26	1.03	0.75
SPOKANE FAIRFAX	0	21483	157	0.73	0.94	0.98	1.07	0.72	0.51	0.85	0.80	0.76	0.95	0.92	0.96
SPOKANE HUDSON	0	16244	154	0.95	0.90	1.13	0.70	0.91	0.65	0.71	0.84	0.92	0.79	0.93	0.79
SPOKANE KEYSTONE	0	14851	116	0.78	0.89	1.05	0.73	0.81	0.68	0.71	0.71	0.90	1.09	1.03	0.70

WASHINGTON TROUBLE REPORT RATE - SEPTEMBER 2007

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE SEP-07	RATE AUG-07	RATE JUL-07	RATE JUN-07	RATE MAY-07	RATE APR-07	RATE MAR-07	RATE FEB-07	RATE JAN-07	RATE DEC-06	RATE NOV-06	RATE OCT-06
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	9374	65	0.69	0.94	0.92	0.99	0.91	0.56	0.76	0.68	0.91	1.07	0.96	0.76
SPOKANE MORAN	0	21197	150	0.71	0.76	0.87	0.68	0.81	0.70	0.59	0.77	0.61	0.66	1.09	0.98
SPOKANE RIVERSIDE	0	41246	417	1.01	0.78	0.90	0.83	0.66	0.58	0.53	0.68	0.78	1.49	1.00	1.08
SPOKANE WALNUT	0	22494	286	1.27	0.89	0.96	1.10	1.01	1.53	1.09	0.57	0.78	0.67	0.75	1.07
SPOKANE WHITWORTH	0	1768	29	1.64	2.10	1.70	1.03	2.00	1.76	1.47	1.24	1.34	1.39	2.01	1.46
SPRINGDALE	0	19040	144	0.76	0.81	0.83	0.92	0.74	0.71	1.01	0.93	1.36	1.74	1.62	0.86
SUMNER (BONNEYLAKE)	0	161368	1267	0.79	0.81	0.90	0.70	0.75	0.69	0.78	0.87	1.33	1.27	1.43	0.87
TACOMA	0	5217	26	0.50	0.48	0.53	0.32	0.28	0.35	0.47	0.29	0.71	0.76	0.37	0.55
TACOMA FORT LEWIS	0	21510	218	1.01	1.03	1.52	0.85	0.82	0.86	1.01	1.14	1.66	2.09	2.11	0.95
TACOMA GREENFIELD	0	22392	160	0.71	0.75	0.88	0.68	0.67	0.78	0.89	0.89	1.22	1.18	1.21	0.75
TACOMA JUNIPER	0	26921	238	0.88	1.14	1.14	0.99	1.11	0.86	0.90	1.14	1.73	1.47	1.63	0.93
TACOMA LENNOX	0	15554	100	0.64	0.64	0.74	0.61	0.88	0.70	0.82	0.91	1.28	1.02	1.79	0.87
TACOMA LOGAN	0	18113	90	0.50	0.55	0.59	0.54	0.58	0.62	0.50	0.52	0.97	1.10	1.01	0.59
TACOMA MARKET (FAWCETT)	0	15024	145	0.97	0.64	0.76	0.65	0.57	0.58	0.90	0.81	1.39	1.13	1.71	0.79
TACOMA SKYLINE	0	7477	57	0.76	0.84	0.77	0.78	0.55	0.57	0.69	0.85	1.12	1.03	1.56	2.52
TACOMA WAVERLY-2	0	29160	233	0.80	0.79	0.70	0.55	0.70	0.52	0.60	0.75	1.18	1.02	1.01	0.69
TACOMA WAVERLY-7	0	91980	938	1.02	0.87	0.96	0.80	0.83	0.81	1.06	0.92	0.99	1.21	1.47	0.96
VANCOUVER	0	46506	498	1.07	0.88	1.05	0.77	0.70	0.77	0.95	0.94	1.00	1.02	1.25	0.94
VANCOUVER ORCHARDS	0	25964	228	0.88	0.77	0.89	0.91	0.94	0.80	0.88	0.91	0.96	1.31	1.93	0.94
VANCOUVER OXFORD	0	19510	212	1.09	0.97	0.86	0.72	0.99	0.94	1.55	0.87	1.02	1.56	1.41	1.07
VANCOUVER SALMON CRK(NORTH)	0	630	2	0.32	2.05	1.55	2.78	0.91	1.51	1.06	1.19	1.03	1.61	0.87	1.24
WAITSBURG	0	18604	163	0.88	0.92	1.17	1.12	0.80	0.83	0.76	0.78	0.82	0.91	0.78	0.71
WALLA WALLA (INCL TOUCHET)	0	1278	5	0.39	0.86	0.55	0.94	1.72	1.70	1.15	2.14	0.68	1.06	1.73	2.18
WARDEN	0	2249	24	1.07	1.24	1.42	1.15	1.10	0.53	1.19	0.88	2.08	1.58	1.93	1.45
WINLOCK	0	48922	313	0.67	0.91	0.84	0.90	0.68	0.71	0.67	0.58	0.68	0.93	0.59	0.68
YAKIMA	0	31781	221	0.70	0.93	0.77	0.90	0.65	0.71	0.61	0.55	0.68	1.02	0.59	0.67
YAKIMA CHESTNUT	0	15141	92	0.61	0.86	0.97	0.92	0.73	0.72	0.81	0.66	0.67	0.73	0.59	0.69
YAKIMA WEST															
Exchanges in Neighboring States															
CLARKSTON	0	7493	86	1.15	1.29	1.18	0.87	0.89	1.11	0.79	2.87	1.15	1.15	1.53	1.05
TOTALS	0	1594270	12271	0.77	0.85	0.90	0.79	0.78	0.75	0.80	0.83	1.13	1.23	1.23	0.81

WASHINGTON TRUNK BLOCKING SUMMARY - SEPTEMBER 2007

TRUNK	SEPTEMBER 2007			% OF TRK GRPS Mfg Standard
	# OF TRK GRPS	# OF TRK GRPS EXC STD		
E911	125	0		100.00%
LOCAL	353	0		100.00%
TOLL	376	0		100.00%

WASHINGTON TRUNK BLOCKING - SEPTEMBER 2007

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% NOT BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
							None to Report

Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - 2007

	JAN-07	FEB-07	MAR-07	APR-07	MAY-07
MEASURE	MARKET UNIT				
Number of Scheduled Appointments (dispatched orders)	RES				
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	RES				
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	RES				
Number of Scheduled Commitments (non-dispatched orders)	RES				
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	RES				
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	RES				
Number Exclusions	RES				
Number of Scheduled Appointments (dispatched orders)	BUS				
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	BUS				
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	BUS				
Number of Scheduled Commitments (non-dispatched orders)	BUS				
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	BUS				
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	BUS				
Number Exclusions	BUS				
Number of Scheduled Appointments (dispatched tickets)	RES				
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	RES				
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	RES				
Number of Scheduled Commitments (non-dispatched tickets)	RES				
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	RES				
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	RES				
Number Exclusions	RES				
Number of Scheduled Appointments (dispatched tickets)	BUS				
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	BUS				
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	BUS				
Number of Scheduled Commitments (non-dispatched tickets)	BUS				
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	BUS				

Blanks in the report indicate no activity for the measure

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - 2007

	JAN-07	FEB-07	MAR-07	APR-07	MAY-07
MEASURE	MARKET UNIT				
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons					
Number Exclusions					
Total amount of missed appointments credits paid					
Number of customers receiving credits for company missed appointments/commitments-Install					
Total amount of missed appointments credits paid					
Number of customers receiving credits for company missed appointments/commitments-Install					
Total amount of missed appointments credits paid					
Number of customers receiving credits for company missed appointments/commitments-Repair					
Total amount of missed appointments credits paid					
Number of customers receiving credits for company missed appointments/commitments-Repair					
Count of All Orders					
WA Completed Orders for Primary Service installed within 5 business days					
Number of credits-First Month's Charge(HO Recurring)					
Amount of credit-First Month's Charge(HO Recur)					
Number of credits-Installation (HO NonRecur)					
Amount of credits-Installation (Ho NonRecur)					
Number of Remote Call Fwrding-Recurring					
Amount of Remote Call Fwrding-Recurring					
Count of All Orders					
WA Completed Orders for Primary Service installed within 5 business days					
Number of credits-Installation (HO NonRecur)					
Amount of credits-Installation (Ho NonRecur)					
Number of Remote Call Fwrding-Recurring					
Amount of Remote Call Fwrding-Recurring					

Blanks in the report indicate no activity for the measure

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - 2007

MEASURE	MARKET UNIT	JUN-07	JUL-07	AUG-07	SEP-07	YTD
Number of Scheduled Appointments (dispatched orders)	RES					74018
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	RES					1333
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	RES					6351
Number of Scheduled Commitments (non-dispatched orders)	RES					889219
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	RES					261
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	RES					2976
Number Exclusions	RES					9327
Number of Scheduled Appointments (dispatched orders)	BUS					21544
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	BUS					820
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	BUS					3475
Number of Scheduled Commitments (non-dispatched orders)	BUS					66628
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	BUS					188
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	BUS					740
Number Exclusions	BUS					4215
Number of Scheduled Appointments (dispatched tickets)	RES					92121
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	RES					6860
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	RES					410
Number of Scheduled Commitments (non-dispatched tickets)	RES					23695
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	RES					999
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	RES					4
Number Exclusions	RES					1119
Number of Scheduled Appointments (dispatched tickets)	BUS					13240
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	BUS					2155
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	BUS					398
Number of Scheduled Commitments (non-dispatched tickets)	BUS					3443
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	BUS					202

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - 2007

MEASURE	MARKET UNIT	JUN-07	JUL-07	AUG-07	SEP-07	YTD
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	BUS					15
Number Exclusions	BUS					636
Total amount of missed appointments credits paid	RES					\$65,487.50
Number of customers receiving credits for company missed appointments/commitments-Install	RES					2602
Total amount of missed appointments credits paid	BUS					\$90,337.50
Number of customers receiving credits for company missed appointments/commitments-Install	BUS					2189
Total amount of missed appointments credits paid	RES					\$151,875.00
Number of customers receiving credits for company missed appointments/commitments-Repair	RES					6064
Total amount of missed appointments credits paid	BUS					\$41,975.00
Number of customers receiving credits for company missed appointments/commitments-Repair	BUS					848
Count of All Orders	RES					182408
WA Completed Orders for Primary Service Installed within 5 business days	RES					181342
Number of credits-First Month's Charge(HO Recurring)	RES					1
Amount of credit-First Month's Charge(HO Recur)	RES					\$100.00
Number of credits-Installation (HO NonRecur)	RES					1001
Amount of credits-Installation (Ho NonRecur)	RES					\$31,032.50
Number of Remote Call Fwding-Recurring	RES					8
Amount of Remote Call Fwding-Recurring	RES					\$128.00
Count of All Orders	BUS					28627
WA Completed Orders for Primary Service Installed within 5 business days	BUS					28100
Number of credits-Installation (HO NonRecur)	BUS					537
Amount of credits-Installation (Ho NonRecur)	BUS					\$42,871.00
Number of Remote Call Fwding-Recurring	BUS					1
Amount of Remote Call Fwding-Recurring	BUS					\$16.00

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