

Qwest Corporation  
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Mark S. Reynolds  
Senior Director - Regulatory  
Policy and Law



September 28, 2006

Carole Washburn, Secretary  
Washington Utilities and  
Transportation Commission  
1300 S. Evergreen Park Dr. SW  
Olympia, Washington 98504-7250

Attention: Kristen Russell, Bob Williamson  
Re: Docket Nos. UT-921192, UT-950200, UT-991358

Dear Ms. Washburn:

Enclosed are the August 2006 service quality performance reports required of Qwest Corporation in accordance with Docket Nos. UT-921192, UT-950200, UT-991358, and WAC 480-120-438 – 480-120-440.

The following reports are enclosed:

- 1) Installation Appointments Met/Held Orders,
- 2) Aging Report,
- 3) Reconciliation Report,
- 4) Service Order Interval Missed Commitments Report,
- 5) Repair Commitments Met,
- 6) Installation Appointments Met Report,
- 7) Repair Appointments Met Report
- 8) Trouble Report,
- 9) Abnormal Trouble Conditions Report,
- 10) Answer Time Performance,
- 11) Out of Service Report – 48 hours/Cleared Greater than 72 hours,
- 12) Trunk Blocking Reports,
- 13) Dial Tone Report,
- 14) Customer Complaint Report,
- 15) Customer Service Guarantee Report

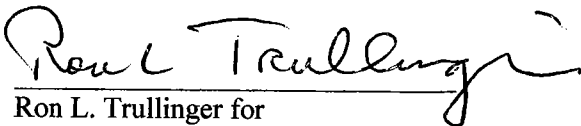
The Service Order Interval Missed Commitment Report enclosed includes all orders completed in August 2006. Information is provided for each exchange and includes orders for primary service, orders held beyond five business days and orders not completed within 90 days. The order count used for this report includes primary and additional line orders. This report includes large business orders and excludes orders where the customer requested a due date greater than five business days, orders where Qwest was ready to install service but the customer was not ready, all orders for company official services and orders for service that were for five or more lines 5 Day Greater than 10% and 90 Day Greater than 1% column.

RECEIVED  
SEP 29 11 59 29  
COMMUNICATIONS  
DIVISION

Pursuant to WAC 480-07-160(3), Qwest requests that the portions of these reports submitted on yellow paper 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 for  
Mark Reynolds

Enclosures

## INSTALLATION APPOINTMENTS MET

The Installation Appointments Met report measures the percentage of appointments for the connection of service met on the commitment date. Beginning with May 1993, report each month's results, adding subsequent months' data until 12 months of data is reported. After that point, add the current month data and delete the 13 month old data in order to always report percentages for 12 months.

COMPANY NAME: Qwest Corporation

- Calculations are based on 2005/2006 orders reflected in the Service Interval Missed Commitment Report 1, Commitments Met-Company Missed.

MONTH/YEAR	09/05	10/05	11/05	12/05	01/06	02/06	03/06	04/06	05/06	06/06	07/06	08/06
PERCENTAGE	99.5	99.5	99.4	99.4	99.4	99.5	99.6	99.6	99.7	99.6	99.6	99.6

Month reflects calculation based on residence, small business and large business orders.

## HELD ORDERS

The Held Orders report lists the number of requests for primary exchange service that is not filled on or before the commitment date. State the number of held orders expressed as a ratio per one hundred new or reestablished lines ordered. Begin reporting with May 1993, ratios. After ratios for 12 months have been reported, subsequent reports should add the current month's data and delete the 13 month's data in order to continue reporting the most current 12 month of results. Beginning with January 1996 a new method of determining this statistic is used, making it not comparable to prior months.

COMPANY NAME: Qwest Corporation

- Calculations are based on 2005/2006 orders reflected in the Service Interval Missed Commitment Report 2, 5 Day Greater than 10%.

MONTH/YEAR	09/05	10/05	11/05	12/05	01/06	02/06	03/06	04/06	05/06	06/06	07/06	08/06
RATIOS	1.51	1.68	1.82	1.98	2.28	1.61	1.28	1.11	1.04	1.21	1.20	1.09

Month reflects calculation based on residence, small business and large business orders.

WA Year To Date Age Report For Aug 2006																			
For End of Month Aug 2006																			
Excludes Customer Reasons																			
Completed (Met/Missed Due Date)				Year To Date				Open (Missed Due Date)											
August	ORD CNT	AVG AGE	< 5 Days	5 <= 30	31 <= 60	> 60	ORD CNT	AVG AGE	< 5 Days	5 <= 30	31 <= 60	> 60	ORD CNT	AVG AGE	< 5 Days	5 <= 30	31 <= 60	> 60	
Inside Base Rate																			
BP																			
BR																			
BS																			
PC																			
RP																			
RR																			
RS																			
TOTAL																			
Outside Base Rate																			
BP																			
BR																			
BS																			
PC																			
RP																			
RR																			
RS																			
TOTAL																			
BP - BUSINESS PRIMARY																			
BS - BUSINESS SECONDARY																			
BR - BUSINESS REGRADE																			
PC - COIN AND PUBLIC COIN																			
RP - RESIDENTIAL PRIMARY																			
RS - RESIDENTIAL SECONDARY																			
RR - RESIDENTIAL REGRADE																			

**Qwest Corporation**  
**Reconciliation of the Service Order Interval Missed Commitment and Aging Reports**  
**August 2006**

The Year-to-date Aging Report reflects the progress made when an order is held due to the lack of company facilities. As of August 31, 2006, Qwest had [REDACTED] pending held orders over 30 days old due to a lack of company facilities, all of which were for additional lines.

The Qwest Service Order Interval Missed Commitment Summary Report for August 2006 indicates that we have completed 32,476 (98.91%) orders year to date within 5 business days (new, transfer or change orders with at least one inward line). 353 (1.09%) orders were not completed within 5 business days due to company reasons.

The August Year-to-Date Aging Report indicates that [REDACTED] total orders through August have been completed that were originally held due to a lack of facilities. By working with the August Service Order Interval Missed Commitment Summary and the August Year-to-Date Report the following conclusions can be drawn:

- 32,476 orders for lines were completed in August 2006.
- 145,909 total orders were completed in August 2006.
- Qwest missed the commitment/appointment for 597 orders (0.42%) of the total orders completed in August.
- 353 orders (1.09%) were not completed in 5 business days (353/32,476). These were all held orders. Information on the Aging Report indicates that [REDACTED] orders were held in August due to a lack of facilities (652 that have completed and 22 that are still pending). Therefore, you can conclude that the August orders that were not completed within 5 business days were held due to a lack of facilities. In other words, the technicians completed all orders within 5 business days unless they were unable to do so because there were no available facilities.
- Year-to-date, [REDACTED] orders (99.94%) have been completed that were originally held due to a lack of facilities, some of these orders may have been taken in 2003. [REDACTED]
- Of the [REDACTED] total orders held due to a lack of facilities to date, [REDACTED] were completed in less than 30 days (92.97%).

<i>VIEW 1</i>	05/06 SOT=NTC Inward R, SB, LB	Not Compl w/i 90 days	Orders Still Open > 60 days (from 08/06 facilities aging report)	Total orders not compl w/i 90 days	90 days (greater than 1%)
State Total	31,163	2	[REDACTED]	3	0.01%

Completed Order Detail, (Report 1)

Column #

1] EXCHANGE: Exchange/wire center name.

2] WC: Wire center number.

3]. AREA CODE: NPA for the exchange or wire center.

4] SOT=NTC; (IF>00): Total of all completed New, Transfer and Changed service orders for month reported; residence, small business, large business.

5] SOT=NTC; (IF>00): Total of all completed New, Transfer and Changed service orders for month reported; residence, small business.

6] COMPANY MISSED: Number of service orders in column 4 that the installation appointment was missed due to company reasons.

7] SUBSCRIBER MISSED: Number of service orders in column 4 that the installation appointment was missed due to subscriber reasons.

8] COMBINED MISSED: Number of service orders in columns 6 and 7 that the installation appointment was missed due to company and subscriber reasons.

9] COMMITMENTS SUBSCRIBER MISSED: Percentage of installation appointments met by the company but missed due to customer reasons (column 4 less column 7 divided by column 4).

10] COMMITMENTS MET COMPANY MISSED: Percentage of installation appointments met by the company (column 4 less column 6 divided by column 4).

11] COMMITMENTS MET COMBINED MISSED: Percentage of installations met by the company excluding appointments missed because of company or customer reasons (column 4 less column 8 divided by column 4).

Missed Commitment Information (Report 2)

12] SOT=NTC (R, SB, LB): Total completed New, Transfer and Change service orders with at least one inward line, residence, small business, large business.

13] SOT=NTC (R, SB): Total completed New, Transfer and Change service orders with at least one inward line, residence and small business.

14] TOTAL NOT COMPLETED WITHIN 5 DAYS: The number of orders in column 12 that were not completed due to company reasons within 5 business days. The amounts in this column are the counts by wire center of all orders that were held at some time during the month, some of these orders were completed within 5 business days and some counts may include orders held for customer reasons.

15] PERCENT NOT MET IN 5 DAYS GREATER THAN 10%: Percentage of orders that were not completed within 5 business days (column 14 divided by column 12).

16] TOTAL NUMBER OF ORDERS WITH DUE DATES GREATER THAN 5 BUSINESS DAYS because the customer requested.

17] TOTAL NUMBER OF ORDERS WITH A DUE DATE GREATER THAN 5 BUSINESS DAYS because of customer reasons, with 5 lines or less, appointment missed for company reasons.

18] PERCENTAGE MET: Sum of orders with due dates greater than 5 business days for customer reasons (column 16) less orders with due dates greater than 5 business days for customer reasons (column 17) divided by the total number of orders with due dates greater than 5 business days because of customer reasons (divided by column 16).

19] PERCENTAGE MISSED: Total number of orders not completed in 5 days (column 14) plus the total number of orders with due dates greater than 5 Days, for customer reasons, missed for company reasons (column 17) divided by the number by the current month's total inward line orders (column 12).

20] TOTAL NOT COMPLETED IN 90 DAYS: The number of open held orders that are more than 90 days old at the end of the month.

21] PERCENT NOT MET IN 90 DAYS: Percentage of orders that were not completed within 90 calendar days (column 21 divided by column 20).





Washington Service Order Interval Missed Commitment Report  
 Based on 2003 and 2004 Orders (Report 1, Completed Orders)  
 August 2006

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	08/06 TOTAL ORDERS SOT= NTC R,SB,LB	08/06 TOTAL ORDERS SOT=NTC R,SB	Company Misses R,SB,LB	Subscriber Misses R,SB,LB	Combined Misses R,SB,LB	COMMENTS MET Subscriber Missed R,SB,LB	COMMENTS MET Company Missed R,SB,LB	COMMENTS MET (Combined Missed) R,SB,LB
ABERDEEN-HOQUIAM	532	360	1409	1397	2	18	20	98.72%	99.86%	98.58%
AUBURN	833	253	2971	2920	5	34	39	98.85%	99.83%	98.69%
BAINBRIDGE ISLAND	842	206	895	892	4	17	21	98.09%	99.54%	97.65%
BATTLEGROUND	687	360	1046	1034	10	18	28	98.26%	99.03%	97.32%
BEFAIR	275	360	691	690	6	10	16	98.54%	99.12%	97.68%
BELLEVUE			3618	3560	18	82	100	97.73%	99.50%	97.24%
GLENCOURT	453	425	1203	1170	10	41	51	96.56%	99.14%	95.76%
SHERWOOD	641	425	2415	2390	8	41	49	98.30%	99.66%	97.97%
BELLINGHAM			3180	3152	9	60	69	98.11%	99.72%	97.83%
LUMMI	758	360	199	198	0	3	3	98.49%	100.00%	98.49%
REGENT	671	360	2981	2984	9	57	66	98.08%	99.69%	97.79%
BLACK DIAMOND	886	360	279	277	10	5	15	98.14%	96.35%	94.62%
BREMERTON			2731	2551	30	37	67	98.65%	98.90%	97.55%
CROSBY	373	360	203	201	2	5	7	97.51%	98.99%	96.55%
BREM ESSEX	830	360	2455	2277	27	30	57	98.76%	98.89%	97.68%
SUNNYSLOPE	674	360	73	73	1	2	3	97.22%	98.59%	95.89%
BUCKLEY	829	360	266	262	4	5	9	98.09%	98.47%	96.62%
CASTLE ROCK	274	360	454	454	3	9	12	98.00%	99.33%	97.36%
CENTRALIA	736	360	977	967	6	7	13	99.28%	99.38%	98.67%
CHEHALIS			788	785	6	8	14	98.98%	99.24%	98.22%
CHEHALIS	748	360	581	578	3	7	10	98.79%	99.48%	98.28%
NAPAVINE	262	360	207	207	3	1	4	99.51%	98.54%	98.07%
CLE-ELUM	674	509	251	249	1	6	7	97.60%	99.59%	97.21%
COLFAX	397	509	188	187	0	5	5	97.34%	100.00%	97.34%
COLVILLE	684	509	487	484	3	6	9	98.76%	99.38%	98.15%
COPALIS										
(OCEAN SHORES)	289	360	291	287	5	8	13	97.20%	98.23%	95.53%
COULEE DAM	633	509	174	173	1	1	2	99.42%	99.42%	98.85%
CRYSTAL MTN.	663	360	32	32	0	0	0	100.00%	100.00%	100.00%
DAYTON	382	509	136	136	0	0	0	100.00%	100.00%	100.00%
DEER PARK	276	509	489	486	6	12	18	97.52%	98.74%	96.32%
DES MOINES			3511	3500	10	37	47	98.95%	99.72%	98.66%
DES MOINES	824	206	1264	1261	2	18	20	98.57%	99.84%	98.42%
FEDERAL WAY	839	253	2247	2239	8	19	27	99.15%	99.64%	98.80%
EASTON	656	509	43	43	0	0	0	100.00%	100.00%	100.00%
ELK	292	509	207	207	2	4	6	98.05%	99.01%	97.10%
ENUMCLAW	825	360	628	625	4	10	14	98.40%	99.35%	97.77%
EPHRATA	754	509	227	223	0	2	2	99.12%	100.00%	99.12%
GRAHAM	847	253	2241	2233	7	34	41	98.48%	99.68%	98.17%
GREEN BLUFF	238	509	200	198	0	4	4	98.00%	100.00%	98.00%
HOODSPORT	877	360	171	168	0	4	4	97.66%	100.00%	97.66%
ISSAQUAH	392	425	1280	1267	4	23	27	98.20%	99.68%	97.89%
KENT			4658	4623	17	60	77	98.71%	99.64%	98.35%
MERIDIAN	253	360	1570	1559	8	19	27	98.78%	99.48%	98.28%
OBRIEN	251	206	265	251	2	10	12	96.20%	99.22%	95.47%
ULRICH	852	253	2823	2813	7	31	38	98.90%	99.75%	98.65%
LIBERTY LAKE	255	509	101	101	1	0	1	100.00%	99.01%	99.01%
LONGVIEW-KELSO	423	360	3431	3423	14	44	58	98.71%	99.59%	98.31%

Washington Service Order Interval Missed Commitment Report  
 Based on 2003 and 2004 Orders (Report 1, Completed Orders)  
 August 2006

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EXCHANGES	WC	AREA CODE	08/06 TOTAL ORDERS SOT= NTC R,SB,LB	08/06 TOTAL ORDERS SOT=NTC R,SB	Company Misses R,SB,LB	Subscriber Misses R,SB,LB	Combined Misses R,SB,LB	COMMITTS MET Subscriber Missed R,SB,LB	COMMITTS MET Company Missed R,SB,LB	COMMITTS MET (Combined Missed) R,SB,LB
LOON LAKE	233	509	133	133	0	4	4	96.99%	100.00%	96.99%
MAPLE VALLEY	432	425	961	956	5	13	18	98.64%	99.47%	98.13%
MOSES LAKE			1453	1444	4	16	20	98.90%	99.72%	98.62%
MOSES LAKE(AFB)	762	509	319	314	0	2	2	99.37%	100.00%	99.37%
MOSES LAKE	765	509	1134	1130	4	14	18	98.76%	99.64%	98.41%
NEWMAN LAKE	226	509	177	174	2	2	4	98.86%	98.86%	97.74%
NORTHPORT	732	509	97	97	0	2	2	97.94%	100.00%	97.94%
OLYMPIA			6668	6149	27	106	133	98.41%	99.60%	98.01%
EVERGREEN	866	360	470	467	0	13	13	97.23%	100.00%	97.23%
LACEY	456	360	3077	3019	23	48	71	98.43%	97.59%	97.59%
WHITEHALL	352	360	3121	2663	4	45	49	98.56%	99.87%	98.43%
OMAK-OKANOGAN	826	509	610	602	4	10	14	98.35%	99.33%	97.70%
OROVILLE	476	509	140	137	0	3	3	97.86%	100.00%	97.86%
OTHELLO	488	509	461	458	3	9	12	98.03%	99.34%	97.40%
PASCO	545	509	2377	2372	10	39	49	98.35%	99.57%	97.94%
PATEROS	923	509	41	41	0	0	0	100.00%	100.00%	100.00%
POMEROY	843	509	88	88	1	0	1	100.00%	98.86%	98.86%
PT. ANGELES			1371	1358	3	27	30	98.03%	99.78%	97.81%
JOYCE	928	360	61	61	0	5	5	91.80%	100.00%	91.80%
PT. ANGELES	452	360	1310	1297	3	22	25	98.32%	99.77%	98.09%
PT. LUDLOW	437	360	193	192	0	0	0	100.00%	100.00%	100.00%
PT. ORCHARD			1977	1973	11	30	41	98.48%	99.44%	97.93%
COLBY	871	360	743	743	5	9	14	98.78%	99.32%	98.12%
PT. ORCHARD	876	360	1234	1230	6	21	27	98.29%	99.51%	97.81%
PT. TOWNSEND	385	360	978	960	11	21	32	97.83%	98.85%	96.73%
PUYALLAP	841	253	3245	3235	15	45	60	98.61%	99.53%	98.15%
RENTON	226	425	4469	4452	15	38	53	99.15%	99.66%	98.81%
RIDGEFIELD	887	360	308	308	5	11	16	96.37%	98.32%	94.81%
ROCHESTER	273	360	506	501	0	11	11	97.83%	100.00%	97.83%
ROY	842	253	282	281	3	6	9	97.85%	98.91%	96.81%
SEATTLE			25642	24774	96	410	506	98.40%	99.63%	98.03%
ATWATER	281	206	1691	1674	7	32	39	98.10%	99.58%	97.69%
CAMPUS	543	206	927	920	2	14	16	98.49%	99.78%	98.27%
CHERRY	241	206	3763	3712	20	54	74	98.56%	99.46%	98.03%
DUWAMISH	762	206	1463	1445	4	16	20	98.90%	99.72%	98.63%
EAST	322	206	3390	3370	7	52	59	98.46%	99.79%	98.26%
ELLIOT	441	206	611	604	2	9	11	98.52%	99.67%	98.20%
EMERSON	361	206	2875	2855	12	41	53	98.57%	99.58%	98.16%
LAKEVIEW	522	206	1984	1971	9	41	50	97.92%	99.54%	97.48%
MAIN	223	206	2122	1438	11	43	54	97.96%	99.47%	97.46%
MERCER ISLAND (Adams)	232	206	598	595	0	13	13	97.83%	100.00%	97.83%
PARKWAY	721	206	2500	2489	9	34	43	98.64%	99.64%	98.28%
SUNSET	782	206	1944	1938	4	35	39	98.20%	99.79%	97.99%
WEST	932	206	1774	1763	9	26	35	98.53%	99.49%	98.03%
SEQUIM	663	360	970	964	3	17	20	98.24%	99.69%	97.94%
SHELTON	426	360	1467	1448	6	28	34	98.08%	99.58%	97.68%
SILVERDALE	692	360	1242	1228	5	17	22	98.63%	99.59%	98.23%
SPOKANE			13560	13460	37	186	223	98.63%	99.73%	98.36%

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EXCHANGES	WC	AREA CODE	08/06 TOTAL ORDERS SOT= NTC R,S,B,LB	08/06 TOTAL ORDERS SOT=NTC R,S,B	Company Misses R,S,B,LB	Subscriber Misses R,S,B,LB	Combined Misses R,S,B,LB	COMMITTS MET Subscriber Missed R,S,B,LB	COMMITTS MET Company Missed R,S,B,LB	COMMITTS MET (Combined Missed) R,S,B,LB
CHESTNUT	244	509	371	369	0	2	2	99.46%	100.00%	99.46%
FAIRFAX	325	509	2081	2063	3	33	36	98.41%	99.85%	98.27%
HUDSON	482	509	2019	2015	2	28	30	98.61%	99.90%	98.51%
KEYSTONE	534	509	1372	1367	2	19	21	98.61%	99.85%	98.47%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE							
RIVERSIDE	455	509	2448	2408	13	40	53	98.37%	99.47%	97.83%
WALNUT	922	509	3554	3527	12	35	47	99.01%	99.66%	98.68%
WHITWORTH	466	509	1715	1711	5	29	34	98.30%	99.70%	98.02%
SPRINGDALE	258	509	194	189	2	3	5	98.44%	98.95%	97.42%
SUMNER (Bonney Lake)	863	253	1669	1660	15	34	49	97.94%	99.08%	97.06%
TACOMA			18235	18098	50	228	278	98.75%	99.73%	98.48%
FORT LEWIS	964	253	714	699	3	5	8	99.30%	99.58%	98.88%
GREENFIELD	472	253	2884	2868	9	33	42	98.85%	99.68%	98.54%
JUNIPER	582	253	2771	2740	6	32	38	98.84%	99.78%	98.63%
LENNOX	531	253	3545	3526	11	52	63	98.53%	99.69%	98.22%
LOGAN	564	253	1447	1444	2	13	15	99.10%	99.86%	98.96%
MARKET (Fawcett)	272	253	1980	1953	2	38	40	98.08%	99.90%	97.98%
SKYLINE	752	253	1212	1206	3	9	12	99.26%	99.75%	99.01%
WAVERLY-2	922	253	666	665	2	11	13	98.34%	99.69%	98.05%
WAVERLY-7	927	253	3016	2987	12	35	47	98.83%	99.60%	98.44%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA							
VANCOUVER			10375	10174	57	141	198	98.64%	99.45%	98.09%
ORCHARDS	253	360	5263	5170	27	67	94	98.72%	99.48%	98.21%
OXFORD	693	360	3195	3101	22	49	71	98.46%	99.30%	97.78%
SALMON CREEK (VANCVR NO)	573	360	1917	1903	8	25	33	98.69%	99.58%	98.28%
WAITSBURG	337	509	64	60	0	0	0	100.00%	100.00%	100.00%
WALLA WALLA	522	509	1650	1591	2	23	25	98.60%	99.88%	98.48%
WARDEN	349	509	139	139	0	2	2	98.56%	100.00%	98.56%
WINLOCK	785	360	246	244	3	5	8	97.94%	98.76%	96.75%
YAKIMA			5176	5150	10	69	79	98.67%	99.81%	98.47%
CHESTNUT	244	509	3817	3794	9	51	60	98.66%	99.76%	98.43%
WEST	965	509	1359	1356	1	18	19	98.67%	99.93%	98.60%
Washington Customers Served by Exchanges in Neighboring States										
Clarkston	751	509	694	693	4	5	9	99.28%	99.42%	98.70%
WC TOTAL			145909	143359	597	2131	2728	98.54%	99.59%	98.13%

Washington Service Order Interval Missed Commitment Report  
 Based on 2003 and 2004 Orders (Report 2, Missed Commitments)  
 August 2006

1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC	AREA CODE	08/06 SOT=NTC INWARD R,SB,LB	08/06 SOT=NTC INWARD R,SB	NOT COMPL W/I 5 DAYS	5 DAYS (Greater than 10%)	SUM OF ORDERS WIDD > 5 days; Customer Reasons	SUM OF ORDERS WIDD > 5 DAYS; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	NOT COMPL W/I 90 DAYS	90 DAYS (GRTR THAN 1%)
ABERDEEN-HOQUIAM	532	360	284	280	3	1.06%	39	0	100.00%	0.00%	0	0.00%
AUBURN	833	253	605	600	5	0.83%	95	1	98.95%	1.05%	0	0.00%
BAINBRIDGE ISLAND	842	206	191	189	3	1.57%	40	0	100.00%	0.00%	0	0.00%
BATTLEGROUND	887	360	211	207	3	2.37%	37	2	94.59%	5.41%	0	0.00%
BELFAIR	275	360	137	137	2	1.46%	15	0	100.00%	0.00%	0	0.00%
BELLEVUE			834	820	13	1.56%	157	1	99.36%	0.64%	0	0.00%
GLENCOURT	453	425	323	315	8	2.48%	65	1	98.46%	1.54%	0	0.00%
SHERWOOD	641	425	511	505	5	0.98%	92	0	100.00%	0.00%	0	0.00%
BELLINGHAM			850	842	7	0.82%	146	0	100.00%	0.00%	0	0.00%
LUMMI	758	360	37	37	0	0.00%	6	0	100.00%	0.00%	0	0.00%
REGENT	671	360	813	805	7	0.86%	140	0	100.00%	0.00%	0	0.00%
BLACK DIAMOND	886	360	58	57	7	12.07%	17	2	88.24%	11.76%	1	2.13%
BREMERTON			638	555	5	0.78%	118	1	99.15%	0.85%	0	0.00%
CROSBY	373	360	40	39	2	5.00%	8	0	100.00%	0.00%	0	0.00%
BREM ESSEX	830	360	590	508	3	0.51%	110	1	99.09%	0.91%	0	0.00%
SUNNYSLOPE	674	360	8	8	0	0.00%	0	0	0.00%	0.00%	0	0.00%
BUCKLEY	829	360	39	36	2	5.13%	5	0	100.00%	0.00%	0	0.00%
CASTLE ROCK	274	360	89	89	2	2.25%	13	1	92.31%	7.69%	0	0.00%
CENTRALIA	736	360	226	222	2	0.88%	25	0	100.00%	0.00%	0	0.00%
CHEHALIS			187	185	3	1.60%	27	0	100.00%	0.00%	0	0.00%
CHEHALIS	748	360	138	136	1	0.72%	20	0	100.00%	0.00%	0	0.00%
NAPAVINE	262	360	49	49	2	4.08%	7	0	100.00%	0.00%	0	0.00%
CLE-ELUM	674	509	44	44	1	2.27%	8	0	100.00%	0.00%	0	0.00%
COLFAX	397	509	55	54	0	0.00%	9	0	100.00%	0.00%	0	0.00%
COLVILLE	684	509	121	120	3	2.48%	15	1	93.33%	6.67%	0	0.00%
COPALIS												
(OCEAN SHORES)	289	360	76	74	4	5.26%	12	1	91.67%	8.33%	0	0.00%
COULLEE DAM	633	509	39	39	1	2.56%	3	1	66.67%	33.33%	0	0.00%
CRYSTAL MTN.	663	360	4	4	0	0.00%	1	0	100.00%	0.00%	0	0.00%
DAYTON	382	509	31	31	0	0.00%	6	0	100.00%	0.00%	0	0.00%
DEER PARK	276	509	109	108	5	4.59%	13	1	92.31%	7.69%	0	0.00%
DES MOINES			732	730	3	0.41%	77	0	100.00%	0.00%	0	0.00%
DES MOINES	824	206	273	272	1	0.37%	28	0	100.00%	0.00%	0	0.00%
FEDERAL WAY	839	253	459	458	2	0.44%	49	0	100.00%	0.00%	0	0.00%
EASTON	656	509	6	6	0	0.00%	0	0	0.00%	0.00%	0	0.00%
ELK	292	509	33	33	2	6.06%	5	0	100.00%	0.00%	0	0.00%
ENUMCLAW	825	360	134	132	1	0.75%	22	0	100.00%	0.00%	0	0.00%
EPHRATA	754	509	63	63	0	0.00%	8	0	100.00%	0.00%	0	0.00%
GRAHAM	847	253	351	347	3	0.85%	64	1	98.44%	1.56%	0	0.00%
GREEN BLUFF	238	509	38	37	0	0.00%	6	0	100.00%	0.00%	0	0.00%
HOODSPORT	877	360	40	38	0	0.00%	5	0	100.00%	0.00%	0	0.00%
HOOSQUAH	392	425	356	353	4	1.12%	97	2	97.94%	2.06%	0	0.00%
KENT			1027	1014	11	1.07%	134	1	99.25%	0.75%	1	0.10%
MERIDIAN	253	360	301	292	7	2.33%	49	1	97.96%	2.04%	1	0.36%
OBRIEN	251	206	71	70	1	1.41%	13	0	100.00%	0.00%	0	0.00%
ULRICH	852	253	655	652	3	0.46%	72	0	100.00%	0.00%	0	0.00%

Washington Service Order Interval Missed Commitment Report  
 Based on 2003 and 2004 Orders (Report 2, Missed Commitments)  
 August 2006

1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC	AREA CODE	08/06 SOT=NTC INWARD R,SB,LB	08/06 SOT=NTC INWARD R,SB	NOT COMPL W/I 5 DAYS	5 DAYS (Greater than 10%)	SUM OF ORDERS W/DD > 5 days; Customer Reasons	SUM OF ORDERS W/DD > 5 DAYS; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	NOT COMPL W/I 90 DAYS	90 DAYS (GRTR THAN 1%)
LIBERTY LAKE	255	509	20	20	0	0.00%	3	0	100.00%	0.00%	0	0.00%
LONGVIEW-KELSO	423	360	762	759	6	0.79%	65	2	96.92%	3.08%	0	0.00%
LOON LAKE	233	509	27	27	0	0.00%	9	0	100.00%	0.00%	0	0.00%
MAPLE VALLEY	432	425	162	158	3	1.85%	34	0	100.00%	0.00%	0	0.00%
MOSES LAKE			373	369	4	1.07%	41	1	97.56%	2.44%	0	0.00%
MOSES LAKE (AFB)	762	509	72	70	0	0.00%	6	0	100.00%	0.00%	0	0.00%
MOSES LAKE	765	509	301	299	4	1.33%	35	1	97.14%	2.86%	0	0.00%
NEWMAN LAKE	226	509	33	33	2	6.06%	5	0	100.00%	0.00%	0	0.00%
NORTHPORT	732	509	20	20	0	0.00%	1	0	100.00%	0.00%	0	0.00%
OLYMPIA			1466	1431	16	1.09%	264	4	98.48%	1.52%	0	0.00%
EVERGREEN	866	360	105	105	0	0.00%	17	0	100.00%	0.00%	0	0.00%
LACEY	456	360	672	653	13	1.93%	132	3	97.73%	2.27%	0	0.00%
WHITEHALL	352	360	689	673	3	0.44%	115	1	99.13%	0.87%	0	0.00%
OMAK-OKANOGAN	826	509	175	172	4	2.29%	15	0	100.00%	0.00%	0	0.00%
OROVILLE	476	509	39	38	0	0.00%	3	0	100.00%	0.00%	0	0.00%
OTHELLO	488	509	104	102	3	2.88%	8	0	100.00%	0.00%	0	0.00%
PASCO	545	509	540	539	4	0.74%	63	0	100.00%	0.00%	0	0.00%
PATEROS	923	509	7	7	0	0.00%	0	0	0.00%	0.00%	0	0.00%
POMEROY	843	509	18	18	1	5.56%	1	0	100.00%	0.00%	0	0.00%
PT. ANGELES			272	269	0	0.00%	46	0	100.00%	0.00%	0	0.00%
JOYCE	928	360	13	13	0	0.00%	3	0	100.00%	0.00%	0	0.00%
PT. ANGELES	452	360	259	256	0	0.00%	43	0	100.00%	0.00%	0	0.00%
PT. LUDLOW	437	360	41	40	0	0.00%	9	0	100.00%	0.00%	0	0.00%
PT. ORCHARD			373	373	7	1.88%	64	2	96.88%	3.13%	0	0.00%
COLBY	871	360	140	140	3	2.14%	32	1	96.88%	3.13%	0	0.00%
PT. ORCHARD	876	360	233	233	4	1.72%	32	1	96.88%	3.13%	0	0.00%
PT. TOWNSEND	385	360	232	227	6	2.59%	37	1	97.30%	2.70%	0	0.00%
PUYALLAP	841	253	694	693	7	1.01%	120	1	99.17%	0.83%	0	0.00%
RENTON	226	425	906	899	7	0.77%	124	1	99.19%	0.81%	0	0.00%
RIDGEFIELD	887	360	66	66	1	1.52%	10	0	100.00%	0.00%	0	0.00%
ROCHESTER	273	360	107	104	0	0.00%	15	0	100.00%	0.00%	0	0.00%
ROY	842	253	54	53	2	3.70%	9	0	100.00%	0.00%	0	0.00%
SEATTLE			5952	5767	51	0.86%	983	11	98.88%	1.12%	0	0.00%
ATWATER	281	206	436	430	2	0.46%	79	1	98.73%	1.27%	0	0.00%
CAMPUS	543	206	256	252	1	0.39%	47	1	97.87%	2.13%	0	0.00%
CHERRY	241	206	786	770	6	0.76%	91	0	100.00%	0.00%	0	0.00%
DUWAMISH	762	206	306	298	2	0.65%	41	0	100.00%	0.00%	0	0.00%
EAST	322	206	791	784	3	0.38%	126	0	100.00%	0.00%	0	0.00%
ELLIOT	441	206	189	186	2	1.06%	25	0	100.00%	0.00%	0	0.00%
EMERSON	361	206	666	657	6	0.90%	94	1	98.94%	1.06%	0	0.00%
LAKEVIEW	522	206	476	470	8	1.68%	86	2	97.67%	2.33%	0	0.00%
MAIN	223	206	545	432	4	0.73%	120	0	100.00%	0.00%	0	0.00%
MERCER ISLAND												
(Adams)	232	206	157	157	0	0.00%	39	0	100.00%	0.00%	0	0.00%
PARKWAY	721	206	486	479	5	1.03%	64	2	96.88%	3.13%	0	0.00%
SUNSET	782	206	452	450	4	0.89%	94	0	100.00%	0.00%	0	0.00%

Washington Service Order Interval Missed Commitment Report  
 Based on 2003 and 2004 Orders (Report 2, Missed Commitments)  
 August 2006

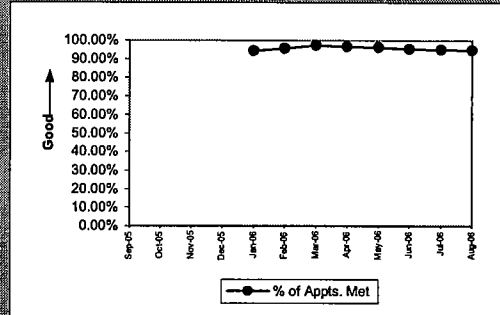
1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC	AREA CODE	08/06 SOT=NTC INWARD R,SB,LB	08/06 SOT=NTC INWARD R,SB	NOT COMPL W/I 5 DAYS	5 DAYS (Greater than 10%)	SUM OF ORDERS WIDD > 5 days; Customer Reasons	SUM OF ORDERS WIDD >5 DAYS; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	NOT COMPL W/I 90 DAYS	90 DAYS (GRTR THAN 1%)
WEST	932	206	406	402	8	1.97%	77	4	94.81%	5.19%	0	0.00%
SEQUIM	683	360	226	224	2	0.88%	43	1	97.67%	2.33%	0	0.00%
SHELTON	426	360	311	307	5	1.61%	36	3	91.67%	8.33%	0	0.00%
SILVERDALE	692	360	287	282	4	1.39%	38	1	97.37%	2.63%	0	0.00%
SPOKANE			3156	3118	32	1.01%	478	11	97.70%	2.30%	0	0.00%
CHESTNUT	244	509	71	71	0	0.00%	5	0	100.00%	0.00%	0	0.00%
FAIRFAX	325	509	445	438	1	0.22%	64	0	100.00%	0.00%	0	0.00%
HUDSON	482	509	486	484	1	0.21%	38	0	100.00%	0.00%	0	0.00%
KEYSTONE	534	509	304	301	1	0.33%	43	0	100.00%	0.00%	0	0.00%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE									
RIVERSIDE	455	509	610	596	14	2.30%	115	7	93.93%	6.09%	0	0.00%
WALNUT	922	509	827	817	10	1.21%	124	2	98.39%	1.61%	0	0.00%
WHITWORTH	466	509	413	411	5	1.21%	89	2	97.75%	2.25%	0	0.00%
SPRINGDALE	258	509	32	30	2	6.25%	2	0	100.00%	0.00%	0	0.00%
SUMNER (BonneyLake)	863	253	314	310	15	4.78%	53	2	96.23%	3.77%	0	0.00%
TACOMA			3885	3838	30	0.77%	516	5	99.03%	0.97%	0	0.00%
FORT LEWIS	964	253	230	222	3	1.30%	47	2	95.74%	4.26%	0	0.00%
GREENFIELD	472	253	597	595	3	0.50%	68	0	100.00%	0.00%	0	0.00%
JUNIPER	582	253	607	602	5	0.82%	66	0	100.00%	0.00%	0	0.00%
LENNOX	531	253	638	630	5	0.78%	67	1	98.51%	1.49%	0	0.00%
LOGAN	564	253	318	318	0	0.00%	51	0	100.00%	0.00%	0	0.00%
MARKET (Fawcett)	272	253	462	454	1	0.22%	50	0	100.00%	0.00%	0	0.00%
SKYLINE	752	253	253	250	1	0.40%	47	0	100.00%	0.00%	0	0.00%
WAVERLY-2	922	253	159	158	2	1.26%	21	0	100.00%	0.00%	0	0.00%
WAVERLY-7	927	253	621	609	10	1.61%	99	2	97.98%	2.02%	0	0.00%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA									
VANCOUVER			2258	2242	27	1.20%	384	5	98.70%	1.30%	0	0.00%
ORCHARDS	253	360	1096	1090	7	0.64%	191	1	99.48%	0.52%	0	0.00%
OXFORD	693	360	770	742	13	1.69%	116	3	97.41%	2.59%	0	0.00%
SALMON CREEK (VANCVR NO)	573	360	392	380	7	1.79%	77	1	98.70%	1.30%	0	0.00%
WAITSBURG	337	509	10	7	0	0.00%	0	0	0.00%	0.00%	0	0.00%
WALLA WALLA	522	509	469	444	2	0.43%	57	0	100.00%	0.00%	0	0.00%
WARDEN	349	509	27	27	1	3.70%	2	0	100.00%	0.00%	0	0.00%
WINLOCK	785	360	48	48	1	2.08%	4	0	100.00%	0.00%	0	0.00%
YAKIMA			1241	1230	8	0.64%	109	1	99.08%	0.92%	0	0.00%
CHESTNUT	244	509	904	895	7	0.77%	63	1	98.41%	1.59%	0	0.00%
WEST	965	509	337	335	1	0.30%	46	0	100.00%	0.00%	0	0.00%
Washington Customers Served by Exchanges in Neighboring States												
Clarkston	751	509	161	161	3	1.86%	18	0	100.00%	0.00%	0	0.00%
WC TOTAL			32,476	31,868	353	1.09%	4888	68	98.61%	1.39%	2	0.01%

WASHINGTON REPAIR COMMITMENTS MET  
AUGUST 2006

Measurement Period 2006	# of Repair Tickets	Repair Commitments Met	Repair Commitments Missed	% Met	Force Majeure Exclusions	Physically Obstructed Exclusions
January	24,987	20,993	3,994	84.02%	501	193
February	18,337	16,826	1,511	91.76%	110	85
March	15,972	15,282	690	95.68%	25	48
April	13,962	13,337	625	95.52%	32	46
May	17,044	16,167	877	94.85%	54	37
June	17,367	16,574	793	95.43%	46	39
July	16,907	15,986	921	94.55%	79	50
August	16,005	15271	734	95.41%	84	38
September						
October						
November						
December						
<b>YTD Total</b>	<b>140,581</b>	<b>130,436</b>	<b>10,145</b>	<b>92.78%</b>	<b>931</b>	<b>536</b>
<b>Baseline (WAC 480-120-439(3)):</b> The missed repair appointment report must state the number of appointments						
missed; made and the number of allowed appointments exclusions.						

Installation Appointments Met

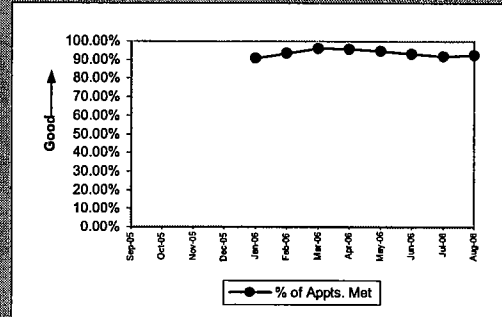
Installation Appointments Met			
Date	# of Appts. Met	# of Appts.	% of Appts. Met
Sep-05			
Oct-05			
Nov-05			
Dec-05			
Jan-06	4209	4454	94.50%
Feb-06	15730	16406	95.88%
Mar-06	18918	19434	97.34%
Apr-06	15859	16372	96.87%
May-06	17081	17719	96.40%
Jun-06	16676	17456	95.53%
Jul-06	15379	16159	95.17%
Aug-06	17815	18775	94.89%





Repair Appointments Met

Repair Appointments Met			
Date	# of Appls. Met	# of Appls.	% of Appls. Met
Sep-05			
Oct-05			
Nov-05			
Dec-05			
Jan-06	1615	1779	90.78%
Feb-06	5823	6239	93.33%
Mar-06	5346	5557	96.20%
Apr-06	4948	5164	95.82%
May-06	5349	5651	94.66%
Jun-06	5523	5933	93.09%
Jul-06	5255	5725	91.79%
Aug-06	5071	5474	92.64%



WASHINGTON TROUBLE REPORT - AUGUST 2006

EXCHANGE	#	WC	ALINES	#RPTS	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Aug-06	Aug-06	Aug-06	Jun-06	May-06	Apr-06	Mar-06	Feb-06	Jan-06	Dec-05	Nov-05	Oct-05	Sep-05			
Report Rate > 4.00					0	0	0	0	0	0	4	0	0	0	1			
ABERDEEN	0	532	15216	105	0.69	0.66	0.79	0.90	1.30	2.19	1.80	1.22	1.07	1.17	0.84			
AUBURN	0	833	31045	328	1.06	0.93	0.89	0.69	0.75	0.88	1.31	1.15	0.96	0.77	0.81			
BAINBRIDGE	0	842	13338	118	0.88	1.07	0.88	0.90	1.06	1.10	1.55	1.10	0.98	1.10	0.99			
BATTLE GROUND	0	687	11273	141	1.25	1.21	1.21	1.16	1.36	1.69	2.21	1.37	1.49	1.47	2.71			
BELFAIR	1	275	8012	130	1.62	1.60	1.62	1.41	1.02	1.58	4.27	1.77	1.54	1.91	1.46			
BELLEVUE	0		63598	400	0.63	0.62	0.61	0.60	0.64	0.68	0.82	0.73	0.83	0.73	0.61			
GLENCOURT	0	453	25114	155	0.62	0.51	0.57	0.41	0.46	0.52	0.79	0.65	0.56	0.73	0.56			
SHERWOOD	0	641	38484	245	0.64	0.69	0.64	0.72	0.75	0.78	0.84	0.78	1.01	0.73	0.64			
BELLINGHAM	0		40220	272	0.68	0.57	0.55	0.44	0.46	0.66	0.57	0.74	0.53	0.57	0.57			
LUMMI	0	758	1458	21	1.44	1.10	1.15	0.60	0.60	0.60	2.20	0.93	1.56	0.79	1.11			
REGENT	0	671	38762	251	0.65	0.55	0.53	0.44	0.45	0.66	0.51	0.73	0.49	0.56	0.55			
BLACK DIAMOND	0	886	3372	52	1.54	1.04	0.99	0.99	1.33	1.35	1.90	1.66	1.72	1.31	1.54			
BREMERTON	0		37945	225	0.59	0.54	0.75	0.60	0.63	0.86	0.88	0.83	0.74	0.70	0.58			
BREMERTON ESX	0	373	33699	159	0.47	0.44	0.68	0.53	0.58	0.69	0.81	1.57	0.67	0.59	0.45			
CROSBY	0	830	3452	58	1.68	1.36	1.43	1.17	1.06	2.31	1.42	0.76	1.43	1.80	1.97			
SUNNYSLOPE	0	674	794	8	1.01	1.11	0.85	1.07	0.96	1.81	1.46	0.86	0.49	0.49	0.12			
BONNEY LAKE	0				Numbers added to Summer													
BUCKLEY	0	829	3025	49	1.62	1.67	1.46	1.24	1.17	1.03	1.37	1.55	1.23	2.54	1.35			
CASTLEROCK	0	274	4969	82	1.65	1.87	1.89	1.74	1.82	1.95	2.89	2.36	2.68	2.11	2.18			
CENTRALIA	0	736	9612	112	1.17	0.98	1.12	0.82	0.98	0.92	1.86	1.25	1.72	1.01	0.72			
CHEHALIS	0		10415	84	1.29	1.25	1.25	0.88	0.92	1.07	1.77	1.39	1.27	1.09	0.90			
CHEHALIS	0	748	7740	61	0.79	1.05	0.93	0.92	0.96	1.07	1.87	1.25	1.33	0.96	1.00			
NAPAVINE	0	262	2675	23	0.86	1.84	2.19	0.75	0.79	1.08	1.45	1.79	1.09	1.50	0.60			
CLE-ELUM	0	674	3406	39	1.15	1.14	0.56	0.53	0.53	0.83	1.19	1.04	0.92	1.27	1.30			
COLFAX	0	397	2443	31	1.27	1.23	1.56	1.10	1.22	0.69	3.11	1.70	3.07	1.45	1.21			
COLVILLE	0	684	7158	106	1.48	1.14	1.02	1.28	0.94	1.17	1.69	1.23	1.26	0.99	1.22			
COPALIS(OCEAN SHORES)	0	289	4106	53	1.29													
COULEE DAM	0	633	2242	27	1.20	1.15	1.20	0.62	0.62	0.92	1.80	1.86	1.28	2.74	2.19			
CRYSTAL MTN.	1	663	682	15	2.20	1.17	1.17	0.59	1.30	2.02	1.59	1.02	2.77	1.93	5.74			
DAYTON	0	382	1858	23	1.24	1.12	1.65	1.85	1.28	1.06	1.28	1.16	1.41	1.25	0.67			
DEER PARK	0	276	6487	102	1.57	1.63	1.73	1.23	0.92	0.62	1.43	0.98	0.84	1.10	1.18			
DES MOINES	0		31980	233	0.73	0.86	0.82	0.71	0.91	0.79	1.19	0.86	0.91	0.82	0.84			
DES MOINES	0	824	12448	99	0.80	0.75	0.84	0.92	0.75	0.77	1.14	0.99	0.88	0.73	0.83			
FEDERAL WAY	0	839	19532	134	0.69	0.93	0.80	0.72	1.02	0.81	1.22	0.78	0.93	0.88	0.85			
EASTON	0	656	737	8	1.09	1.22	1.23	1.64	0.41	0.69	0.83	1.36	0.54	1.37	0.69			
ELK	0	292	2867	21	0.73	1.32	1.35	1.03	0.65	0.82	2.09	0.79	1.47	1.27	1.00			
ENUMCLAW	0	825	8882	93	1.05	1.06	1.55	1.06	1.12	1.30	1.35	1.55	1.16	1.20	1.26			
EPHRATA	1	754	3453	25	0.72	0.95	1.13	0.63	0.86	1.51	4.99	0.85	1.13	1.30	1.10			

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EXCHANGE	#	WC	ALINES	#RPTS	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	
			Aug-06	Aug-06	Aug-06	Jul-06	Jun-06	May-06	Apr-06	Mar-06	Feb-06	Jan-06	Dec-05	Nov-05	Oct-05	Rate	Rate	Rate	Rate	
GRAHAM	0	847	18444	168	0.91	0.91	1.28	1.08	0.93	1.16	1.01	1.46	1.44	1.16	1.24	0.94				
GREEN BLUFF	0	238	2977	70	2.35	1.34	1.51	1.70	0.97	0.70	0.93	1.89	0.86	0.96	0.79	1.62				
HOODSPORT	0	877	2551	18	0.71	2.40	1.18	1.50	0.87	0.87	1.65	1.37	1.48	0.93	1.42	0.80				
ISSAQUAH	0	392	24512	168	0.69	0.66	0.73	0.99	0.63	0.54	0.69	1.00	0.77	0.72	0.83	0.75				
KENT	0		56412	420	0.74	0.86	0.94	0.77	0.79	0.97	1.01	1.61	0.86	0.80	0.80	0.75				
KENT MERIDIAN	0	630	20603	227	1.10	1.23	1.37	1.11	1.35	1.78	1.70	2.95	1.16	1.01	1.03	1.01				
KENT O'BRIEN	0	251	9859	36	0.37	0.25	0.35	0.26	0.19	0.40	0.25	0.32	0.30	0.26	0.35	0.17				
KENT ULRICH	0	852	25950	157	0.61	0.81	0.83	0.70	0.56	0.54	0.75	1.03	0.83	0.85	0.78	0.76				
LIBERTY LAKE	0	255	1515	14	0.92	0.40	2.62	0.91	0.33	0.52	0.45	1.15	0.51	0.63	1.14	0.88				
LONGVIEW-KELSO	0	423	31191	401	1.29	1.21	1.39	1.32	1.21	1.57	1.82	2.20	1.60	1.74	1.49	1.46				
LOON LAKE	0	233	1486	26	1.75	1.35	1.01	1.23	1.17	0.63	0.77	1.61	0.91	1.11	0.83	0.47				
MAPLE VALLEY	0	432	12559	91	0.72	0.97	0.81	0.74	0.90	0.74	2.46	1.26	0.89	0.99	0.65	0.90				
MOSES LAKE	0		13974	216	1.55	1.44	1.96	1.51	1.38	1.30	1.16	3.70	1.74	1.65	1.59	1.06				
MOSES LAKE AFB	0	762	2344	24	1.02	1.50	1.38	1.08	1.28	0.81	0.47	2.82	0.93	0.89	0.97	1.04				
MOSES LAKE	0	765	11630	192	1.65	1.43	2.08	1.60	1.40	1.40	1.29	3.88	1.90	1.81	1.72	1.07				
NEWMAN LAKE	0	226	2380	27	1.13	1.68	1.41	0.53	0.61	1.30	1.48	1.99	0.64	1.46	0.63	0.55				
NORTHPORT	0	732	1090	16	1.47	1.01	1.48	2.05	1.70	0.76	1.43	1.99	3.23	1.05	0.96	1.73				
OLYMPIA	0		86723	755	0.87	0.82	0.86	0.74	0.65	0.84	0.83	1.24	1.03	0.88	0.83	0.74				
EVERGREEN	0	866	6783	80	1.18	1.45	1.09	1.26	0.66	0.68	0.97	2.00	0.85	1.33	1.20	1.17				
LACEY	0	456	38652	376	0.97	0.80	0.82	0.67	0.66	0.89	0.92	0.99	1.09	0.81	0.75	0.71				
WHITEHALL	0	352	41288	299	0.72	0.73	0.86	0.71	0.63	0.81	0.73	1.35	0.99	0.88	0.85	0.70				
OMAK-OKANOGAN	0	826	7389	108	1.46	1.50	1.95	2.10	1.77	1.15	1.28	2.45	1.77	1.06	1.43	1.36				
OROVILLE	0	476	1863	21	1.13	1.19	1.41	1.31	2.16	1.03	1.13	1.78	1.30	0.76	1.13	1.24				
OTHELLO	1	488	4493	131	2.92	3.00	2.67	2.86	1.75	1.79	1.82	4.77	1.98	2.03	2.19	1.27				
PASCO	0	545	20348	224	1.10	1.90	1.40	1.47	1.00	1.42	0.81	1.65	1.41	1.14	1.15	1.26				
PATEROS	0	923	826	7	0.85	1.57	0.85	0.97	0.73	1.33	1.43	1.79	0.85	1.32	0.60	1.55				
POMEROY	0	843	1331	33	2.48	1.72	1.64	2.17	1.50	2.24	1.80	2.65	3.71	2.07	1.70	2.43				
PT. ANGELES	0		18514	173	0.93	0.77	0.88	0.84	0.68	0.74	0.96	1.42	0.96	1.04	1.16	0.78				
JOYCE	0	928	1255	27	2.15	1.75	1.52	1.27	0.80	1.51	3.03	4.00	1.60	2.17	2.07	3.71				
PT. ANGELES	0	452	17259	146	0.85	0.70	0.84	0.81	0.68	0.68	0.81	1.24	0.91	0.96	1.10	0.57				
PT. LUDLOW	0	437	2899	16	0.55	1.00	0.76	0.62	0.58	0.82	1.30	1.23	1.09	1.00	0.55	0.89				
PT. ORCHARD	0		22479	190	0.85	0.88	1.15	1.18	0.70	0.86	1.34	1.78	1.25	1.23	1.21	0.84				
COLBY	0	871	8631	87	1.01	0.87	1.24	1.56	0.77	0.94	1.19	1.76	1.06	1.02	1.38	0.80				
PT. ORCHARD	0	876	13848	103	0.74	0.89	1.09	0.95	0.66	0.81	1.44	1.79	1.36	1.36	1.10	0.87				
PT. TOWNSEND	0	385	11839	118	1.00	0.93	1.16	2.13	1.44	0.84	0.93	1.04	1.08	1.10	1.14	0.75				
PUYALLUP	0	841	36055	279	0.77	0.79	0.92	0.99	0.76	1.02	1.18	1.40	1.15	0.98	0.93	0.84				
RENTON	0	226	52745	416	0.79	0.77	0.84	0.78	0.57	0.78	0.96	1.11	0.83	0.84	0.81	0.82				
RIDGEFIELD	0	887	3889	48	1.23	3.05	1.89	1.22	1.96	1.50	2.08	2.80	1.26	1.86	1.44	1.65				
ROCHESTER	0	273	5965	44	0.74	1.07	1.23	1.56	1.11	0.75	1.59	1.91	1.31	1.25	3.87	1.02				
ROY	0	843	2727	29	1.06	1.57	1.43	1.23	0.90	1.66	1.22	2.10	1.94	1.72	1.08	1.05				

WASHINGTON TROUBLE REPORT - AUGUST 2006

EXCHANGE	#	WC	ALINES	#RPTS	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Aug-06	Aug-06	Aug-06	Jul-06	Jun-06	May-06	Apr-06	Mar-06	Feb-06	Jan-06	Dec-05	Nov-05	Oct-05	Rate	Rate	Rate
SEATTLE	0		368317	2029	0.55	0.62	0.65	0.63	0.52	0.67	0.71	0.89	0.63	0.68	0.61	0.60	0.60	0.60
ATWATER	0	281	28289	139	0.49	0.50	0.54	0.51	0.45	0.55	0.62	0.68	0.56	0.49	0.48	0.47	0.47	0.47
CAMPUS	0	543	13254	50	0.38	0.43	0.49	0.36	0.44	0.47	0.41	0.47	0.39	0.69	0.63	0.62	0.62	0.62
CHERRY	0	241	40825	301	0.74	0.76	0.98	0.84	0.71	0.81	1.03	1.33	0.90	1.05	0.75	0.68	0.68	0.68
DUWAMISH	0	655	16095	112	0.70	0.68	0.78	0.74	0.57	0.60	0.68	1.06	0.69	0.59	0.75	1.14	1.14	1.14
EAST	0	322	39500	238	0.60	0.90	0.84	0.69	0.62	0.73	0.66	0.97	0.78	0.81	0.76	0.74	0.74	0.74
ELLIOT	0	441	10357	17	0.16	0.34	0.23	0.23	0.23	0.36	0.24	0.27	0.30	0.43	0.42	0.39	0.39	0.39
EMERSON	0	417	40106	198	0.49	0.82	0.65	0.74	0.55	0.70	0.77	0.92	0.77	0.66	0.61	0.58	0.58	0.58
LAKEVIEW	0	522	34107	232	0.68	0.63	0.68	0.72	0.49	0.90	0.64	1.25	0.65	0.62	0.57	0.62	0.62	0.62
MAIN	0	223	54129	176	0.33	0.18	0.20	0.18	0.12	0.24	0.17	0.21	0.16	0.16	0.19	0.17	0.17	0.17
MERCER ISLAND (ADAMS)	0	232	11688	108	0.92	0.99	0.92	0.85	0.91	1.20	1.15	1.30	0.91	1.03	1.05	0.70	0.70	0.70
PARKWAY	0	723	22941	172	0.75	0.94	1.12	1.29	0.93	1.06	1.31	1.57	1.08	1.15	1.08	1.10	1.10	1.10
SUNSET	0	782	30170	137	0.45	0.45	0.53	0.47	0.45	0.52	0.99	0.73	0.51	0.63	0.55	0.43	0.43	0.43
WEST	0	932	26856	149	0.55	0.60	0.62	0.77	0.59	0.95	0.93	1.06	0.64	0.94	0.75	0.82	0.82	0.82
SEQUIM	0	683	14704	150	1.02	1.09	1.09	1.05	0.78	1.03	1.01	1.17	0.85	1.14	1.23	0.77	0.77	0.77
SHELTON	0	427	16431	133	0.81	0.78	1.19	0.72	0.89	1.15	1.35	1.66	1.04	1.19	1.57	0.92	0.92	0.92
SILVERDALE	0	692	16695	113	0.68	0.59	0.74	0.80	0.52	0.53	0.76	0.85	0.89	0.68	0.68	0.85	0.85	0.85
SPOKANE	0		165146	1654	1.00	1.27	1.17	0.96	0.67	0.76	0.65	1.36	0.87	0.75	0.85	0.73	0.73	0.73
CHESTNUT	0	244	3295	65	1.97	1.16	1.58	1.09	0.88	1.44	1.86	1.66	1.32	0.96	1.12	1.09	1.09	1.09
FAIRFAX	0	325	23878	194	0.81	1.27	1.13	0.93	0.52	0.82	0.78	1.49	0.84	0.83	0.87	0.66	0.66	0.66
HUDSON	0	482	18124	179	0.99	1.19	1.18	1.17	0.70	0.81	0.65	1.32	0.57	0.63	0.75	0.63	0.63	0.63
KEYSTONE	0	534	16302	133	0.82	0.93	1.12	1.33	0.58	0.80	0.51	1.66	0.97	0.81	0.84	0.71	0.71	0.71
MORAN	0		Numbers added to Riverside															
RIVERSIDE	0	455	33513	288	0.86	1.91	1.18	0.82	0.66	0.69	0.67	1.56	0.86	0.87	0.93	0.80	0.80	0.80
WALNUT	0	922	45204	348	0.77	1.01	1.06	0.88	0.77	0.67	0.52	1.14	1.01	0.71	0.82	0.65	0.65	0.65
WHITWORTH	0	466	24830	447	1.80	1.15	1.34	0.94	0.67	0.82	0.67	1.19	0.75	0.62	0.79	0.89	0.89	0.89
SPRINGDALE	0	258	1752	57	3.25	1.71	2.11	1.55	1.03	0.68	1.77	1.89	1.09	0.98	1.79	1.16	1.16	1.16
SUMNER	0	863	21417	203	0.95	0.99	1.00	0.88	0.91	0.77	1.18	1.45	1.32	1.18	1.29	0.91	0.91	0.91
TACOMA	0		176516	1369	0.78	0.82	0.77	0.81	0.79	0.81	1.06	1.38	1.10	0.99	0.88	0.78	0.78	0.78
FORT LEWIS	0	964	5966	22	0.37	0.94	0.83	0.56	0.64	0.40	1.05	0.67	0.70	0.58	0.72	0.77	0.77	0.77
GREENFIELD	0	472	23190	235	1.01	0.87	0.85	1.02	0.88	1.12	1.07	1.47	1.33	1.10	1.09	0.74	0.74	0.74
JUNIPER	0	581	24960	220	0.88	0.87	0.82	0.80	0.69	0.82	1.66	1.51	1.12	1.14	0.92	0.80	0.80	0.80
LENNOX	0	531	29697	343	1.15	1.10	0.99	1.39	1.32	0.97	1.59	2.46	1.69	1.37	1.24	1.27	1.27	1.27
LOGAN	0	564	17037	99	0.58	0.69	0.67	0.67	0.59	0.95	0.81	1.36	1.09	0.79	0.75	0.85	0.85	0.85
MARKET/FAWCETT	0	272	19237	91	0.47	0.60	0.50	0.59	0.68	0.61	0.72	0.87	0.53	0.68	0.60	0.45	0.45	0.45
SKYLINE	0	752	16145	105	0.65	0.76	0.69	0.64	0.53	0.61	0.60	0.95	0.88	0.78	0.75	0.57	0.57	0.57
WAVERLY-2	0	922	8083	58	0.72	0.87	0.77	0.52	0.96	0.80	0.87	1.49	1.44	0.94	0.61	0.76	0.76	0.76
WAVERLY-7	0	927	32201	196	0.61	0.67	0.70	0.54	0.58	0.65	0.71	0.86	0.80	0.93	0.75	0.60	0.60	0.60
TOUCHET	0		Numbers added to Walla Walla															

WASHINGTON TROUBLE REPORT - AUGUST 2006

EXCHANGE	#	WC	ALINES Aug-06	#RPTS Aug-06	RATE Aug-06	RATE Jul-06	RATE Jun-06	RATE May-06	RATE Apr-06	RATE Mar-06	RATE Feb-06	RATE Jan-06	RATE Dec-05	RATE Nov-05	RATE Oct-05	RATE Sep-05
VANCOUVER	0		102414	1216	1.19	1.11	1.10	0.97	0.90	0.94	1.01	1.47	1.10	1.07	1.31	0.98
ORCHARDS	0	253	52054	737	1.42	1.10	1.07	0.98	0.91	0.97	1.02	1.42	1.03	1.04	1.33	1.10
OXFORD	0	693	28871	252	0.87	1.03	1.19	0.99	0.83	0.92	1.07	1.52	1.25	1.14	1.29	0.85
SALMON CREEK (VANCOUVER NORTH)	0	573				1.24	1.06	0.92	0.97	0.88	0.88	1.52	1.07	1.04	1.27	0.88
WAITSBURG	0	337	730	18	2.47	0.81	2.31	2.82	0.93	1.06	1.57	1.05	0.91	1.05	1.71	0.53
WALLA WALLA /TOUCHET	0	522	20837	183	0.88	0.83	0.92	1.06	0.76	0.86	0.88	1.00	0.81	0.84	0.87	0.67
WARDEN	1	349	1323	12	0.91	1.43	1.07	1.13	1.13	1.27	1.80	6.76	3.04	3.17	2.25	1.15
WINLOCK	0	785	2283	51	2.23	2.36	1.44	2.99	1.03	1.11	0.81	1.59	1.64	1.99	1.86	0.78
YAKIMA	0		51361	517	1.01	0.78	0.87	0.86	0.86	0.68	0.65	1.65	0.93	0.89	0.82	0.78
CHESTNUT	0	248	34746	322	0.93	0.81	0.83	0.85	0.93	0.74	0.70	1.74	0.97	0.96	0.90	0.78
WEST	0	965	16615	195	1.17	0.71	0.96	0.88	0.71	0.56	0.53	1.48	0.85	0.73	0.65	0.79
Washington Customers Served by Exchanges in Neighboring States																
CLARKSTON	0	751	7959	114	1.43	1.06	1.40	2.79	1.36	0.89	0.95	1.95	1.85	0.84	1.13	1.05
TOTALS			1745402	14920	0.86	0.90	0.93	0.90	0.74	0.90	0.93	1.33	0.97	0.92	0.91	0.81



WASHINGTON AVERAGE TIME IN QUEUE IN SECONDS  
 FOR REPAIR AND RES/BUS OFFICE ACCESS  
 AUGUST 2006

	RES			BUS			RES/BUS COMBINED TOTALS			REPAIR		
	Volume	Time in Queue	Average	Volume	Time in Queue	Average	Volume	Time in Queue	Average	Volume	Time in Queue	Average
January		78,876,342	41		6,118,330	28		89,994,672	40		7,821,332	20
February		29,953,931	19		4,743,100	25		34,697,031	19		6,546,003	22
March		34,176,583	18		5,031,188	24		39,207,771	19		11,256,470	36
April		23,816,890	15		2,529,148	14		26,346,038	15		6,990,986	26
May		67,604,252	36		3,255,000	16		70,859,252	34		10,508,337	32
June		45,133,226	24		2,392,896	12		47,526,122	23		10,288,422	28
July		65,226,700	35		2,374,882	13		67,601,582	33		34,163,686	90
August		31,250,832	16		1,932,261	9		33,183,093	15		22,980,683	50
September												
October												
November												
December												

WASHINGTON OUT OF SERVICE SUMMARY  
AUGUST 2006

Measurement Period 2006	Total # of Out Of Service Tickets	Out of Service Cleared 48 Hours	% Out Of Service <= 48 Hours	Out of Service Not Cleared in 48 Hours	# Of Exemptions				
January	18,814	17,613	93.62%	1,201	566				
February	14,010	13,704	97.82%	306	191				
March	11,984	11,904	99.33%	80	102				
April	10,585	10,521	99.40%	64	92				
May	12,903	12,796	99.17%	107	110				
June	12,998	12,911	99.33%	87	112				
July	12,951	12,770	98.60%	181	114				
August	12,125	12,053	99.41%	72	84				
September									
October									
November									
December									
	<b>106,370</b>	<b>104,272</b>	<b>98.03%</b>	<b>2,098</b>	<b>1,371</b>				
<b>Baseline(WAC 480-120-439(9)/480-120-440(1)):</b> A company must repair all out-of-service interruptions within 48 hours, excluding Sundays and holidays, unless physically obstructed from doing so or due to interruptions caused by extraordinary or abnormal conditions of operation.									
Measurement Period 2006	All Other Repair Tickets	All Other Repairs Cleared LT <=72 Hours	All Other Repairs Cleared GTR > 72 Hours	% All Other Repairs Cleared <= 72 Hours	Force Majeure All Other Troubles Cleared GTR > 72 Hours	Non Force Majeure All Troubles Cleared GTR > 72 Hours			
January	6,196	5,906	290	95.32%	48	57			
February	4,300	4,238	62	98.56%	1	30			
March	3,930	3,909	21	99.47%	1	28			
April	3,345	3,331	14	99.58%	3	15			
May	4,105	4,089	16	99.61%	1	16			
June	4,319	4,303	16	99.63%	2	21			
July	3,941	3,919	22	99.44%	2	28			
August	3,892	3,872	20	99.49%	0	26			
September									
October									
November									
December									
<b>YTD TOTAL</b>	<b>34,028</b>	<b>33,567</b>	<b>461</b>	<b>98.65%</b>	<b>58</b>	<b>221</b>			
<b>Baseline: (WAC 480-120-439 (9)/480-120-440(2)):</b> All "other" regulated service interruptions must be repaired within seventy-two hours unless the company is unable to make the repair because it is physically obstructed from doing so or because of force majeure, in which case the repair must be made as soon as practicable.									



Washington Trunk Blocking E911, Local and Toll Trunk Blocking  
August 2006

**Trunks Blocking >1% for the month of August 2006**

**E911**

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for Aug06	Explanantion/Details of Action Taken, Trunk Servicing Response -Aug06
					<b>E911</b>		
<b>NOTHING TO REPORT</b>							
		Percent of trunks meeting standard:					100.00%
		Total number of trunk groups:					119
		Number of trunk groups out of compliance for the month:					0

**Trunks Blocking > 1% for the month of August 2006**

**LOCAL**

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for Aug06	Explanantion/Details of Action Taken, Trunk Servicing Response -Aug06
					<b>LOCAL</b>		
<b>NOTHING TO REPORT</b>							
		Percent of trunks meeting standard:					100.00%
		Total number of trunk groups:					340
		Number of trunk groups out of compliance for the month:					0

**Trunks Blocking > .5% for the month of August 2006**

**TOLL**

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for Aug06	Explanantion/Details of Action Taken, Trunk Servicing Response -Aug06
AP074227	268			two way	GOS	0.51%	BLOCKED HOURS 13,17,19 WEEK OF 8/21/06 SA ISSUED 8/17/06
AP077413	240			two way	GOS	0.52%	BLOCKED HOURS 10-11 WEEK OF 8/21/06 SA ISSUED 9/1/06
AP072408	336			two way	GOS	0.62%	BLOCKED HOUR 9 WEEK OF 8/21/06 SA ISSUED 9/1/06
AP080835	732			two way	TOLL-DDD	0.69%	ADDED 24 TRKS ON 081806 ADDED 72 MORE TKS ON 9/11/06
AP072404	312			two way	GOS	0.95%	BLOCKED HOUR 19 WEEK OF 8/14/06 SA ISSUED 9/1/06
AP072402	216			two way	GOS	1.74%	BLOCKED HOURS 12-13 WEEK OF 8/7/06 SA ISSUED 8/11/06
AP072428	336			two way	GOS	2.06%	BLOCKED HOURS 17-18 WEEK OF 8/21/06
AP072426	144			two way	GOS	2.23%	BLOCKED HOURS 17-18 WEEK OF 8/21/06 SA ISSUED 9/1/06
AP080805	348			two way	TOLL-DDD	2.33%	ADDED 48 TRKS 9/8/06 ORDER PENDING TGSR ISSUED 9/5/06
AP077349	48			two way	TOLL-DDD	18.40%	ADDED 24 TRKS 08/25/06 PENDING TGSR ISSUED 8/21/06
		Percent of trunks meeting standard:					97.34%
		Total number of trunk groups:					376
		Number of trunk groups out of compliance for the month:					10

DIAL TONE  
NETWORK CONGESTION MONTHLY REPORT  
2006

Measurement Period	# ACCESS LINES	DIAL TONE SPEED TESTS	DIAL TONE DELAYS	PERCENT (Greater than 10%)
January	1,830,330	32,412,600	2,553	0.01%
February	1,823,291	30,090,982	1,979	0.01%
March	1,807,639	33,333,339	2,032	0.01%
April	1,798,683	30,872,735	1,874	0.01%
May	1,788,041	33,669,185	1,334	0.00%
June	1,769,021	32,244,960	971	0.00%
July	1,758,319	29,391,931	882	0.00%
August	1,745,402	32,148,117	989	0.00%
September				
October				
November				
December				
YTD Total		254,163,849	12,614	0.00%
<b>Baseline:</b> Sufficient dial central office capacity and equipment shall be provided to meet the requirement				
of dial tone within three seconds on at least 98% of calls placed. Credits do not				
apply during periods of emergency or catastrophe, extraordinary or abnormal conditions of operations,				
such as those resulting from work stoppage, holidays, civil unrest, force majeure or disruptions of service				
caused by persons or entities other than Qwest.				

WASHINGTON DIAL TONE REPORT  
AUGUST 2006

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
ABERDEEN-HOQUIAM	532	360	386019	2	0.00%
AUBURN	833	253	559279	25	0.00%
BLACK DIAMOND	REMOTE OF AUBURN				
BAINBRIDGE ISLAND	842	206	321630	13	0.00%
BATLEGROUND	687	360	182534	26	0.01%
BELFAIR	275	360	138699	3	0.00%
BELLEVUE GLENCOURT	453	425	493438	6	0.00%
BELLEVUE-SHERWOOD	641	425	751790	6	0.00%
BELLINGHAM REGENT	671	360	988173	44	0.00%
LUMMI	REMOTE OF REGENT				
BREMERTON CROSBY	830	360	61500	0	0.00%
BREMERTON ESSEX	373	360	541346	2	0.00%
BUCKLEY	829	360	45519	0	0.00%
CASTLE ROCK	274	360	103280	0	0.00%
CENTRALIA	736	360	174704	0	0.00%
CHEHALIS	748	360	135440	0	0.00%
CHEHALIS NAPAIVINE	262	360	54873	0	0.00%
CLE-ELUM	674	509	56168	0	0.00%
COLFAX	397	509	24841	0	0.00%
COLVILLE	684	509	129302	4	0.00%
NORTHPORT	REMOTE OF COLLVILLE				
COPALIS(OCEAN SHORES)	289	360	80168	0	0.00%
COULEE DAM	633	509	39220	0	0.00%
CRYSTAL MTN.	663	360	7055	0	0.00%
DAYTON	382	509	31781	0	0.00%
DEER PARK	276	509	116857	0	0.00%
DES MOINES	824	206	233173	2	0.00%
DES MOINES FEDERAL WAY	839	253	377079	25	0.01%
EASTON	656	509	7353	0	0.00%
ELK	292	509	58798	0	0.00%
ENUMCLAW	825	360	138148	0	0.00%
EPHRATA	754	509	83406	0	0.00%
GRAHAM	847	253	391284	4	0.00%
GREEN BLUFF	238	509	52804	0	0.00%
ISSAQUAH	392	425	484555	11	0.00%
KENT MERIDIAN	630	253	292117	10	0.00%
KENT O'BRIEN	251	206	272203	1	0.00%
KENT ULRICH	852	253	452360	23	0.01%
LIBERTY LAKE	255	509	16302	0	0.00%
LONGVIEW-KELSO	423	360	612093	0	0.00%
LOON LAKE	233	509	20902	0	0.00%
MAPLE VALLEY	432	425	167977	12	0.01%
MOSES LAKE AFB	765	509	56643	0	0.00%
MOSES LAKE ALDER	762	509	381373	3	0.00%
NEWMAN LAKE	226	509	34146	0	0.00%
OLYMPIA LACEY	456	360	580132	21	0.00%
OLYMPIA WHITEHALL	352	360	979667	5	0.00%
EVERGREEN	REMOTE OF WHITEHALL				
OMAK-OKANOGAN	826	509	130445	0	0.00%
OROVILLE	476	509	33445	0	0.00%
OTHELLO	488	509	117361	0	0.00%
PASCO	545	509	433904	1	0.00%
PATEROS	923	509	10513	0	0.00%
POMEROY	843	509	17600	0	0.00%
PORT ORCHARD COLBY	871	360	139311	17	0.01%
PT ANGELES JOYCE	928	360	21089	0	0.00%
PT. ANGELES	452	360	253573	2	0.00%
PT. LUDLOW	437	360	46943	0	0.00%
PT. ORCHARD	876	360	252574	4	0.00%
SUNNYSLOPE	REMOTE OF PT. ORCHARD				
PT. TOWNSEND	385	360	272731	5	0.00%
PUYALLAP	841	253	597048	2	0.00%

WASHINGTON DIAL TONE REPORT  
AUGUST 2006

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
RENTON	226	425	937407	26	0.00%
RIDGEFIELD	887	360	55516	0	0.00%
RIVERSIDE	455	509	484388	10	0.00%
MORAN	REMOTE OF RIVERSIDE				
ROCHESTER	273	360	121496	0	0.00%
ROY	843	253	58643	0	0.00%
SEATTLE ATWATER	281	206	501390	2	0.00%
SEATTLE CAMPUS	543	206	247901	0	0.00%
SEATTLE CHERRY	241	206	772115	39	0.01%
SEATTLE DUWAMISH	762	206	452108	0	0.00%
SEATTLE EAST	322	206	567029	1	0.00%
SEATTLE ELLIOT	441	206	188775	4	0.00%
SEATTLE EMERSON	361	206	589479	0	0.00%
SEATTLE LAKEVIEW	522	206	409971	200	0.05%
SEATTLE MAIN	223	206	1122496	57	0.01%
SEATTLE MERCER ISLAND (A	232	206	260107	3	0.00%
SEATTLE PARKWAY	721	206	552805	69	0.01%
SEATTLE SUNSET	782	206	347768	22	0.01%
SEATTLE WEST	965	509	440488	0	0.00%
SEQUIM	683	360	178039	3	0.00%
SHELTON	426	360	328950	57	0.02%
HOODSPORT	REMOTE OF SHELTON				
SILVERDALE	692	360	267677	12	0.00%
SPOKANE FAIRFAX	325	509	457530	29	0.01%
CHESTNUT	REMOTE OF FAIRFAX				
SPOKANE HUDSON	482	509	380256	0	0.00%
SPOKANE KEYSTONE	534	509	425020	0	0.00%
SPOKANE WALNUT	922	509	720143	1	0.00%
SPOKANE WHITWORTH	466	509	372997	13	0.00%
SPRINGDALE	258	509	42678	0	0.00%
SUMNER (BONNEYLAKE)	863	253	387320	3	0.00%
BONNEY LAKE	REMOTE OF SUMNER				
TACOMA FORT LEWIS	964	253	79834	3	0.00%
TACOMA GREENFIELD	472	253	553436	5	0.00%
TACOMA JUNIPER	582	253	453558	26	0.01%
TACOMA LENNOX	531	253	626394	11	0.00%
TACOMA LOGAN	564	253	277418	4	0.00%
TACOMA MARKET (FAWCETT	272	253	512412	14	0.00%
TACOMA SKYLINE	752	253	260623	0	0.00%
TACOMA WAVERLY-2	922	253	221225	3	0.00%
TACOMA WAVERLY-7	927	253	488553	5	0.00%
VANCOUVER ORCHARDS	253	360	820874	8	0.00%
VANCOUVER OXFORD	693	360	621479	17	0.00%
VANCOUVER SALMON CRK(N	573	360	306933	8	0.00%
WAITSBURG	337	509	14045	0	0.00%
WALLA WALLA (INCL TOUCHE	522	509	586499	49	0.01%
TOUCHET	REMOTE OF WALLA WALLA				
WARDEN	349	509	31767	0	0.00%
WINLOCK	785	360	43410	0	0.00%
YAKIMA CHESTNUT	244	509	745597	3	0.00%
YAKIMA WEST	965	509	390900	3	0.00%
TOTAL			32148117	989	0.00%

Washington Commission Complaint Report  
August 2006

Date Complaint Opened	Date of Violation	Violation Cited*	# of Occurrences	Commission Complaint Number	Type of Complaint	Disputes/Comments
<i>Nothing to report</i>						
<b>Total for month</b>						
0						
<b>Baseline:</b> Provide a complete and detailed response to the Commission Consumer Affairs staff						
in accordance with the WAC 480-120-166, within two business days of receipt of a commission inquiry for service affecting complaints and within						
five business days for non-service affecting complaints.						
Note: This report only reflects Washington customer complaints for the period reported, where						
the WUTC assessed a violation in 2004 based on non-compliance with WAC 480-120-166 or the merger agreement commitment						
(UT-991358) to provide a complete and detailed response within two business days for service affecting complaints and within five business days for						
non-service affecting complaints. Qwest can only report violations by the WUTC staff, which are forwarded to Qwest, as the complaint						
is being worked or once the complaint is closed by the WUTC.						

Washington Customer Service Guarantee Program Credits  
August 2006

Missed Appointments/Commitments - Install Residence (New Connect/Reconnect orders)						
Measurement Period	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched orders)	Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	Number Exclusions
January, 2006						
February, 2006						
March, 2006						
April, 2006						
May, 2006						
June, 2006						
July, 2006						
August, 2006						
September, 2006						
October, 2006						
November, 2006						
December, 2006						
YTD Total	111883	2786	7265	924850	718	4019
						11284
Missed Appointments/Commitments - Install Business (New Connect/Reconnect orders)						
Measurement Period	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched orders)	Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	Number Exclusions
January, 2006						
February, 2006						
March, 2006						
April, 2006						
May, 2006						
June, 2006						
July, 2006						
August, 2006						
September, 2006						
October, 2006						
November, 2006						
December, 2006						
YTD Total	31359	1274	3495	86084	174	1066
						4561

Washington Customer Service Guarantee Program Credits  
August 2006

Missed Appointments/Commitments - Repair Residence		Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.		Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.		Number of Scheduled Commitments (non-dispatched tickets)		Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons		Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons		Number Exclusions	
Measurement Period	Number of Scheduled Appointments (dispatched tickets)	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets)	Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	Number Exclusions						
January, 2006													
February, 2006													
March, 2006													
April, 2006													
May, 2006													
June, 2006													
July, 2006													
August, 2006													
September, 2006													
October, 2006													
November, 2006													
December, 2006													
YTD Total	96790	7400	383	27608	1234	13	1202						
Missed Appointments/Commitments - Repair Business		Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.		Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.		Number of Scheduled Commitments (non-dispatched tickets)		Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons		Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons		Number Exclusions	
Measurement Period	Number of Scheduled Appointments (dispatched tickets)	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets)	Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	Number Exclusions						
January, 2006													
February, 2006													
March, 2006													
April, 2006													
May, 2006													
June, 2006													
July, 2006													
August, 2006													
September, 2006													
October, 2006													
November, 2006													
December, 2006													
YTD Total	12128	1309	135	4055	202	5	265						

Washington Customer Service Guarantee Program Credits  
August 2006

Missed Appointments/Commitment Credits Paid - Install Residence/Business (New Connect/Reconnect)		Residence		Business		
Measurement Period	Number of RESIDENCE customers receiving credits for company missed appointments/com mitments-Install	Total amount of missed appointments credits paid	Month Credit Paid Upon Credit Issued/Bill Date	Number of BUSINESS customers receiving credits for company missed appointments/com mitments-Install	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date
January, 2006						
February, 2006						
March, 2006						
April, 2006						
May, 2006						
June, 2006						
July, 2006						
August, 2006						
September, 2006						
October, 2006						
November, 2006						
December, 2006						
YTD Total	3371	\$93,976		1563	\$62,289	
<b>Missed Appointments/Commitment Credits Paid - Repair</b>						
Measurement Period	Number of RESIDENCE customers receiving credits for company missed appointments/com mitments-Repair	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date	Number of BUSINESS customers receiving credits for company missed appointments/com mitments-Repair	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date
January, 2006						
February, 2006						
March, 2006						
April, 2006						
May, 2006						
June, 2006						
July, 2006						
August, 2006						
September, 2006						
October, 2006						
November, 2006						
December, 2006						
YTD Total	9052	\$226,300		1189	\$59,450	

Baseline: VN U-40 2.2.B.1.b. / VN U-40 2.2.B.1.c a \$50 credit will be offered if the company fails to keep a guaranteed appointment or commitment. Effective 10/30/05 the amount of the credit changed from \$50.00 to \$25.00



Washington Customer Service Guarantee Program Credits  
August 2006

Delayed Primary Exchange Alternative	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD # of credits paid
<b>Residence</b>													
# of completed orders for installation of primary service													211388
# of completed orders for primary service installed w/ 5 bus. days													209145
# of credits-First Month's Charge(HO Recurring)													57
Amount of credit-First Month's Charge(HO Recur)													\$705
<b>Eff 10/30/05 the Held Order Recurring Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.</b>													
# of credits-Installation (HO NonRecur)													1304
Amount of credits-Installation (Ho NonRecur)													\$39,713
# of \$100 Bill Credits													53
Amount of \$100 Bill Credits													\$5,700
<b>Eff 10/30/05 the \$100 Bill Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.</b>													
# of Voice Mail Recurring Credits													0
Amount of Voice Mail Recurring Credits													\$0
# of Voice Mail Nonrecurring Credits													0
Amount of Voice Mail Nonrecurring Credits													\$0
#Cell Loaners													0
Amount of cell vouchers*													\$83
<b>*Note: Cellular vouchers are paid to Verizon, for Qwest customers located in Washington using Verizon wireless loaner telephones.</b>													
<b>Eff 10/30/05 the Cellular Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.</b>													
# of Remote Call Fwding-Recurring													13
Amount of Remote Call Fwding-Recurring													\$208
# of Remote Call Fwding-Non-Recurring													0
Amount of Remote Call Fwding-Non-Recurring													\$0
YTD Total Number of Credits Paid													1427
YTD Total Amount of Credits Paid	\$13,222	\$6,815	\$4,952	\$4,199	\$4,230	\$3,888	\$4,916	\$4,187	\$0	\$0	\$0	\$0	\$46,409

Washington Customer Service Guarantee Program Credits  
August 2006

Delayed Primary Exchange Alternative	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD # of credits paid
Business													
# of completed orders for installation of primary service													30455
# of completed orders for primary service installed w/ 5 bus. days													29451
# of credits-First Month's Charge(HO Recurring)													15
Amount of credit-First Month's Charge(HO Recur)													\$772
Eff 10/30/05 the Held Order Recurring Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.													
# of credits-Installation (HO NonRecur)													528
Amount of credits-Installation (Ho NonRecur)													\$42,000
# of \$100 Bill Credits													13
Amount of \$100 Bill Credits													\$1,450
Eff 10/30/05 the \$100 Bill Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.													
# of Voice Mail Recurring Credits													0
Amount of Voice Mail Recurring Credits													\$0
# of Voice Mail Nonrecurring Credits													0
Amount of Voice Mail Nonrecurring Credits													\$0
#Cell Loaners													0
Amount of cell vouchers*													\$86
*Note: Cellular vouchers are paid to Verizon, for Qwest customers located in Washington using Verizon wireless loaner telephones.													
Eff 10/30/05 the Cellular Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.													
# of Remote Call Fwrding-Recurring													1
Amount of Remote Call Fwrding-Recurring													\$16
# of Remote Call Fwrding-Non-Recurring													0
Amount of Remote Call Fwrding-Non-Recurring													\$0
YTD Total Number of Credits Paid									0	0	0	0	557
YTD Total Amount of Credits Paid	\$8,729	\$6,730	\$5,526	\$4,621	\$4,157	\$5,103	\$4,657	\$4,801	\$0	\$0	\$0	\$0	\$44,324