

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



November 29, 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 October 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:

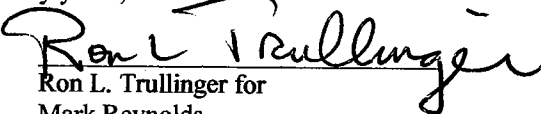
- 1) Service Order Interval Missed Commitments Column Notes and Report,
- 2) Installation Appointments Met Report,
- 3) Repair Appointments Met Report,
- 4) Repair Exclusion Report,
- 5) Trouble Report,
- 6) Out of Service Report – 48 hours/Cleared Greater than 72 hours,
- 7) Trunk Blocking Reports,
- 8) Customer Service Guarantee Report

The Service Order Interval Missed Commitment Report enclosed includes all orders completed in October 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.

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

cc: Lisa Anderl

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)
 October 2006

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	10/06 TOTAL ORDERS SOT= NTC R,SB,LB	10/06 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
ABERDEEN-HOQUIAM	532	360	1138	1126	2	14	16	98.77%	99.82%	98.59%
AUBURN	833	253	2589	2577	5	17	22	99.34%	99.81%	99.15%
BAINBRIDGE ISLAND	842	206	913	910	2	18	20	98.02%	99.78%	97.81%
BATTLEGROUND	687	360	997	995	14	15	29	98.47%	98.57%	97.09%
BELFAIR	275	360	546	544	4	10	14	98.15%	99.25%	97.44%
BELLEVUE			3069	3031	14	56	70	98.18%	99.54%	97.72%
GLENCOURT	453	425	1047	1027	6	22	28	97.89%	99.41%	97.33%
SHERWOOD	641	425	2022	2004	8	34	42	98.31%	99.60%	97.92%
BELLINGHAM			2773	2749	11	47	58	98.31%	99.60%	97.91%
LUMMI	758	360	203	200	0	5	5	97.54%	100.00%	97.54%
REGENT	671	360	2570	2549	11	42	53	98.36%	99.56%	97.94%
BLACK DIAMOND	886	360	263	262	9	3	12	98.82%	96.54%	95.44%
BREMERTON			2808	2587	9	31	40	98.90%	99.68%	98.58%
CROSBY	373	360	302	302	2	1	3	99.67%	99.34%	99.01%
BREM ESSEX	830	360	2453	2232	7	30	37	98.77%	99.71%	98.49%
SUNNYSLOPE	674	360	53	53	0	0	0	100.00%	100.00%	100.00%
BUCKLEY	829	360	233	232	2	5	7	97.84%	99.12%	97.00%
CASTLE ROCK	274	360	404	404	3	6	9	98.50%	99.25%	97.77%
CENTRALIA	736	360	873	867	1	14	15	98.39%	99.88%	98.28%
CHEHALIS			769	765	2	12	14	98.44%	99.74%	98.18%
CHEHALIS	748	360	590	587	1	8	9	98.64%	99.83%	98.47%
NAPAVINE	262	360	179	178	1	4	5	97.75%	99.43%	97.21%
CLE-ELUM	674	509	190	187	0	3	3	98.42%	100.00%	98.42%
COLFAX	397	509	129	128	1	0	1	100.00%	99.22%	99.22%
COLVILLE	684	509	562	554	3	22	25	96.06%	99.44%	95.55%
COPALIS										
(OCEAN SHORES)	289	360	284	284	1	1	2	99.65%	99.65%	99.30%
COULEE DAM	633	509	175	174	1	1	2	99.43%	99.43%	98.86%
CRYSTAL MTN.	663	360	38	38	0	1	1	97.37%	100.00%	97.37%
DAYTON	382	509	139	139	0	6	6	95.68%	100.00%	95.68%
DEER PARK	276	509	509	508	2	13	15	97.44%	99.60%	97.05%
DES MOINES			3376	3364	10	23	33	99.32%	99.70%	99.02%
DES MOINES	824	206	1314	1311	2	12	14	99.09%	99.85%	98.93%
FEDERAL WAY	839	253	2062	2053	8	11	19	99.46%	99.61%	99.08%
EASTON	656	509	31	31	0	3	3	90.32%	100.00%	90.32%
ELK	292	509	197	197	0	7	7	96.45%	100.00%	96.45%
ENUMCLAW	825	360	587	584	10	8	18	98.61%	98.27%	96.93%
EPHRATA	754	509	245	241	1	2	3	99.18%	99.59%	98.78%
GRAHAM	847	253	1868	1864	28	20	48	98.91%	98.48%	97.43%
GREEN BLUFF	238	509	143	143	1	4	5	97.18%	100.00%	96.50%
HOODSPORT	877	360	182	182	0	1	1	99.45%	100.00%	99.45%
ISSAGUAH	392	425	1220	1213	5	24	29	98.02%	99.58%	97.62%
KENT			4369	4340	16	62	78	98.58%	99.63%	98.21%
MERIDIAN	253	360	1497	1488	8	16	24	98.93%	99.46%	98.40%
OBRIEN	251	206	256	248	3	17	20	93.28%	98.74%	92.19%
ULRICH	852	253	2616	2604	5	29	34	98.89%	99.81%	98.70%
LIBERTY LAKE	255	509	114	114	0	1	1	99.12%	100.00%	99.12%
LONGVIEW-KELSO	423	360	3275	3259	37	47	84	98.55%	98.85%	97.44%

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

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	10/06 TOTAL ORDERS SOT= NTC R,SB,LB	10/06 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	116	116	2	1	3	99.12%	98.26%	97.41%
MAPLE VALLEY	432	425	784	776	3	11	14	98.59%	99.61%	98.21%
MOSES LAKE			1352	1350	5	13	18	99.04%	99.63%	98.67%
MOSES LAKE (AFB)	762	509	303	302	2	3	5	99.00%	99.33%	98.35%
MOSES LAKE	765	509	1049	1048	3	10	13	99.04%	99.71%	98.76%
NEWMAN LAKE	226	509	144	142	1	4	5	97.20%	99.29%	96.53%
NORTHPORT	732	509	109	109	2	6	8	94.35%	98.06%	92.66%
OLYMPIA			5989	5489	28	78	106	98.70%	99.83%	98.23%
EVERGREEN	866	360	438	437	2	9	11	97.94%	99.53%	97.49%
LACEY	456	360	2804	2742	12	30	42	98.93%	99.57%	98.50%
WHITEHALL	352	360	2747	2310	14	39	53	98.57%	99.48%	98.07%
OMAK-OKANOGAN	826	509	550	545	4	12	16	97.80%	99.26%	97.09%
OROVILLE	476	509	158	158	4	2	6	98.70%	97.44%	96.20%
OTHELLO	488	509	390	389	5	1	6	99.74%	98.71%	98.46%
PASCO	545	509	2170	2154	5	12	17	99.45%	99.77%	99.22%
PATEROS	923	509	42	42	0	0	0	100.00%	100.00%	100.00%
POMEROY	843	509	82	82	0	2	2	97.56%	100.00%	97.56%
PT. ANGELES			1265	1257	5	15	20	98.81%	99.60%	98.42%
JOYCE	928	360	70	70	0	1	1	98.57%	100.00%	98.57%
PT. ANGELES	452	360	1195	1187	5	14	19	98.82%	99.58%	98.41%
PT. LUDLOW	437	360	180	180	0	3	3	98.33%	100.00%	98.33%
PT. ORCHARD			1764	1759	7	17	24	99.04%	99.60%	98.64%
COLBY	871	360	652	649	0	5	5	99.23%	100.00%	99.23%
PT. ORCHARD	876	360	1112	1110	7	12	19	98.91%	99.36%	98.29%
PT. TOWNSEND	385	360	898	889	6	20	26	97.76%	99.32%	97.10%
PUYALLAP	841	253	3038	3013	12	33	45	98.91%	99.60%	98.52%
RENTON	226	425	4226	4201	15	55	70	98.69%	99.64%	98.34%
RIDGEFIELD	887	360	289	284	5	8	13	97.18%	98.22%	95.50%
ROCHESTER	273	360	446	445	4	6	10	98.64%	99.09%	97.76%
ROY	842	253	259	258	1	3	4	98.84%	99.61%	98.46%
SEATTLE			23733	23221	59	396	455	98.33%	99.75%	98.08%
ATWATER	281	206	1656	1644	3	20	23	98.79%	99.82%	98.61%
CAMPUS	543	206	829	824	0	13	13	98.43%	100.00%	98.43%
CHERRY	241	206	3534	3502	10	50	60	98.58%	99.71%	98.30%
DUWAMISH	762	206	1383	1372	2	17	19	98.77%	99.85%	98.63%
EAST	322	206	3067	3046	6	52	58	98.30%	99.80%	98.11%
ELLIOT	441	206	582	569	4	16	20	97.23%	99.29%	96.56%
EMERSON	361	206	2592	2573	5	40	45	98.45%	99.80%	98.26%
LAKEVIEW	522	206	1940	1932	8	35	43	98.19%	99.58%	97.78%
MAIN	223	206	1730	1379	14	46	60	97.32%	99.17%	96.53%
MERCER ISLAND (Adams)	232	206	517	514	1	9	10	98.26%	99.80%	98.07%
PARKWAY	721	206	2337	2328	2	39	41	98.33%	99.91%	98.25%
SUNSET	782	206	1850	1830	0	36	36	98.05%	100.00%	98.05%
WEST	932	206	1716	1708	4	23	27	98.66%	99.76%	98.43%
SEQUIM	683	360	1002	999	4	17	21	98.30%	99.59%	97.90%
SHELTON	426	360	1293	1288	5	23	28	98.21%	99.61%	97.83%
SILVERDALE	692	360	1165	1155	1	16	17	98.63%	99.91%	98.54%
SPOKANE			12823	12704	29	177	206	98.62%	99.77%	98.39%

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

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	10/06 TOTAL ORDERS SOT= NTC R,SB,LB	10/06 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
CHESTNUT	244	509	299	297	2	6	8	97.96%	99.32%	97.32%
FAIRFAX	325	509	2029	2016	1	25	26	98.77%	99.95%	98.72%
HUDSON	482	509	2023	2007	2	21	23	98.96%	99.90%	98.86%
KEYSTONE	534	509	1317	1311	3	17	20	98.71%	99.77%	98.48%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE							
RIVERSIDE	455	509	2174	2136	7	34	41	98.44%	99.68%	98.11%
WALNUT	922	509	3295	3258	7	51	58	98.45%	99.78%	98.24%
WHITWORTH	466	509	1686	1679	7	23	30	98.63%	99.58%	98.22%
SPRINGDALE	258	509	163	159	2	3	5	98.14%	98.75%	96.93%
SUMNER (BonneyLake)	863	253	1585	1578	9	27	36	98.29%	99.42%	97.73%
TACOMA			16501	16375	53	189	242	98.85%	99.68%	98.53%
FORT LEWIS	964	253	583	572	1	8	9	98.63%	99.83%	98.46%
GREENFIELD	472	253	2685	2675	14	27	41	98.99%	99.47%	98.47%
JUNIPER	582	253	2642	2622	4	26	30	99.01%	99.85%	98.86%
LENNOX	531	253	3181	3166	10	24	34	99.24%	99.68%	98.93%
LOGAN	564	253	1297	1287	3	14	17	98.92%	99.77%	98.69%
MARKET (Fawcett)	272	253	1940	1906	3	40	43	97.93%	99.84%	97.78%
SKYLINE	752	253	1095	1094	1	14	15	98.72%	99.91%	98.63%
WAVERLY-2	922	253	610	605	5	8	13	98.68%	99.17%	97.87%
WAVERLY-7	927	253	2468	2448	12	28	40	98.86%	99.51%	98.38%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA							
VANCOUVER			9095	9042	39	131	170	98.56%	99.57%	98.13%
ORCHARDS	253	360	4506	4483	22	63	85	98.60%	99.50%	98.11%
OXFORD	693	360	2946	2926	7	47	54	98.40%	99.76%	98.17%
SALMON CREEK (VANCVR NO)	573	360	1643	1633	10	21	31	98.71%	99.38%	98.11%
WATTSBURG	337	509	35	34	0	0	0	100.00%	100.00%	100.00%
WALLA WALLA	522	509	1404	1392	12	15	27	98.92%	99.14%	98.08%
WARDEN	349	509	159	159	2	1	3	99.36%	98.73%	98.11%
WINLOCK	785	360	216	216	2	0	2	100.00%	99.07%	99.07%
YAKIMA			4878	4822	17	60	77	98.77%	99.65%	98.42%
CHESTNUT	244	509	3548	3496	8	48	56	98.64%	99.77%	98.42%
WEST	965	509	1330	1326	9	12	21	99.09%	99.32%	98.42%
Washington Customers Served by Exchanges in Neighboring States										
Clarkston	751	509	535	531	6	6	12	98.87%	98.87%	97.76%
WC TOTAL			133846	131906	548	1860	2408	98.61%	99.59%	98.20%

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

1	2	3	12	13	14	15	16	17	18	19	20	21
		AREA CODE	10/06 SOT=NTC INWARD R,SB,LB	10/06 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%)
	WC											
EXCHANGES												
ABERDEEN-HOQUIAM	532	360	236	230	2	0.85%	19	1	94.74%	5.26%	0	0.00%
AUBURN	833	253	603	598	6	1.00%	86	0	100.00%	0.00%	0	0.00%
BAINBRIDGE ISLAND	842	206	159	158	2	1.26%	39	0	100.00%	0.00%	0	0.00%
BATTLEGROUND	687	360	141	140	4	2.84%	26	1	96.15%	3.85%	0	0.00%
BELFAIR	275	360	96	95	1	1.04%	12	0	100.00%	0.00%	0	0.00%
BELLEVUE			670	658	7	1.04%	140	4	97.14%	2.86%	0	0.00%
GLENCOURT	453	425	254	247	4	1.57%	62	1	98.39%	1.61%	0	0.00%
SHERWOOD	641	425	416	411	3	0.72%	78	3	96.15%	3.85%	0	0.00%
BELLINGHAM			704	694	7	0.99%	101	2	98.02%	1.98%	0	0.00%
LUMMI	758	360	47	47	0	0.00%	3	0	100.00%	0.00%	0	0.00%
REGENT	671	360	657	647	7	1.07%	98	2	97.96%	2.04%	0	0.00%
BLACK DIAMOND	886	360	50	50	4	8.00%	13	3	76.92%	23.08%	0	0.00%
BREMERTON			653	573	4	0.61%	106	0	100.00%	0.00%	0	0.00%
CROSBY	373	360	31	31	0	0.00%	3	0	100.00%	0.00%	0	0.00%
BREM ESSEX	830	360	616	536	4	0.65%	102	0	100.00%	0.00%	0	0.00%
SUNNYSLOPE	674	360	6	6	0	0.00%	1	0	100.00%	0.00%	0	0.00%
BUCKLEY	829	360	38	37	2	5.26%	4	0	100.00%	0.00%	0	0.00%
CASTLE ROCK	274	360	70	70	3	4.29%	10	1	90.00%	10.00%	0	0.00%
CENTRALIA	736	360	180	180	1	0.56%	24	0	100.00%	0.00%	0	0.00%
CHEHALIS			173	171	1	0.58%	26	0	100.00%	0.00%	0	0.00%
CHEHALIS	748	360	130	129	0	0.00%	17	0	100.00%	0.00%	0	0.00%
NAPAVINE	262	360	43	42	1	2.33%	9	0	100.00%	0.00%	0	0.00%
CLE-ELUM	674	509	50	49	0	0.00%	7	0	100.00%	0.00%	0	0.00%
COLFAX	397	509	44	44	1	2.27%	8	1	87.50%	12.50%	0	0.00%
COLVILLE	684	509	149	146	3	2.01%	16	0	100.00%	0.00%	0	0.00%
COPALIS												
(OCEAN SHORES)	289	360	64	64	1	1.56%	9	0	100.00%	0.00%	0	0.00%
COULLEE DAM	633	509	45	45	1	2.22%	3	0	100.00%	0.00%	0	0.00%
CRYSTAL MTN.	663	360	8	8	0	0.00%	1	0	100.00%	0.00%	0	0.00%
DAYTON	382	509	41	41	0	0.00%	9	0	100.00%	0.00%	0	0.00%
DEER PARK	276	509	114	113	2	1.75%	25	0	100.00%	0.00%	0	0.00%
DES MOINES			718	715	6	0.84%	106	0	100.00%	0.00%	0	0.00%
DES MOINES	824	206	294	294	0	0.00%	48	0	100.00%	0.00%	0	0.00%
FEDERAL WAY	839	253	424	421	6	1.42%	58	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	46	46	0	0.00%	6	0	100.00%	0.00%	0	0.00%
ENUMCLAW	825	360	117	116	3	2.56%	19	1	94.74%	5.26%	0	0.00%
EPHRATA	754	509	71	70	1	1.41%	4	0	100.00%	0.00%	0	0.00%
GRAHAM	847	253	306	302	9	2.94%	34	1	97.06%	2.94%	0	0.00%
GREEN BLUFF	238	509	38	38	1	2.63%	8	0	100.00%	0.00%	0	0.00%
HOODSPORT	877	360	35	35	0	0.00%	4	0	100.00%	0.00%	0	0.00%
ISSAQUAH	392	425	287	287	3	1.03%	77	1	98.70%	1.30%	0	0.00%
KENT			979	967	8	0.82%	150	0	100.00%	0.00%	0	0.00%
MERIDIAN	253	360	269	266	2	0.74%	46	0	100.00%	0.00%	0	0.00%
OBRIEN	251	206	82	77	2	2.44%	12	0	100.00%	0.00%	0	0.00%
ULRICH	852	253	628	624	4	0.64%	92	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)
 October 2006

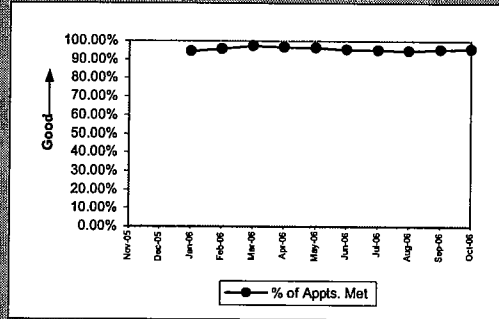
1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC	AREA CODE	10/06 SOT=NTC INWARD R,SB,LB	10/06 SOT=NTC INWARD R,SB	NOT COMPL W/I 5 DAYS	5 DAYS (Greater than 10%)	SUM OF ORDERS W/DD > 5 days; Customer Reasons	SUM OF ORDERS W/DD > 5 Days; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	NOT COMPL W/I 90 DAYS	90 DAYS (GRTR THAN 1%)
LIBERTY LAKE	255	509	14	14	0	0.00%	3	0	100.00%	0.00%	0	0.00%
LONGVIEW-KELSO	423	360	676	669	11	1.63%	56	1	98.21%	1.79%	0	0.00%
LOON LAKE	233	509	12	12	1	8.33%	0	0	0.00%	0.00%	0	0.00%
MAPLE VALLEY	432	425	141	140	0	0.00%	46	0	100.00%	0.00%	0	0.00%
MOSES LAKE			341	340	5	1.47%	36	0	100.00%	0.00%	0	0.00%
MOSES LAKE(AFB)	762	509	79	79	2	2.53%	5	0	100.00%	0.00%	0	0.00%
MOSES LAKE	765	509	262	261	3	1.15%	31	0	100.00%	0.00%	0	0.00%
NEWMAN LAKE	226	509	24	24	1	4.17%	3	0	100.00%	0.00%	0	0.00%
NORTHPORT	732	509	21	21	2	9.52%	4	0	100.00%	0.00%	0	0.00%
OLYMPIA			1319	1286	21	1.59%	231	6	97.40%	2.60%	0	0.00%
EVERGREEN	866	360	109	109	2	1.83%	12	0	100.00%	0.00%	0	0.00%
LACEY	456	360	633	623	10	1.58%	119	1	99.16%	0.84%	0	0.00%
WHITEHALL	352	360	577	554	9	1.56%	100	5	95.00%	5.00%	0	0.00%
OMAK-OKANOGAN	826	509	144	142	4	2.78%	12	2	83.33%	16.67%	1	0.77%
OROVILLE	476	509	44	44	4	9.09%	4	1	75.00%	25.00%	0	0.00%
OTHELLO	488	509	87	86	4	4.60%	3	0	100.00%	0.00%	0	0.00%
PASCO	545	509	459	454	3	0.65%	43	0	100.00%	0.00%	0	0.00%
PATEROS	923	509	12	12	0	0.00%	0	0	0.00%	0.00%	0	0.00%
POMEROY	843	509	14	14	0	0.00%	1	0	100.00%	0.00%	0	0.00%
PT. ANGELES			299	295	2	0.67%	41	0	100.00%	0.00%	0	0.00%
JOYCE	928	360	17	17	0	0.00%	2	0	100.00%	0.00%	0	0.00%
PT. ANGELES	452	360	282	278	2	0.71%	39	0	100.00%	0.00%	0	0.00%
PT. LUDLOW	437	360	34	34	0	0.00%	4	0	100.00%	0.00%	0	0.00%
PT. ORCHARD			309	305	6	1.94%	51	2	95.08%	3.92%	0	0.00%
COLBY	871	360	101	99	0	0.00%	19	0	100.00%	0.00%	0	0.00%
PT. ORCHARD	876	360	208	206	6	2.88%	32	2	93.75%	6.25%	0	0.00%
PT. TOWNSEND	385	360	173	169	4	2.31%	27	0	100.00%	0.00%	0	0.00%
PUYALLAP	841	253	643	630	10	1.56%	112	4	96.43%	3.57%	0	0.00%
RENTON	226	425	916	906	8	0.87%	135	1	99.26%	0.74%	0	0.00%
RIDGEFIELD	887	360	64	61	1	1.56%	13	0	100.00%	0.00%	0	0.00%
ROCHESTER	273	360	89	88	4	4.49%	14	0	100.00%	0.00%	0	0.00%
ROY	842	253	43	42	1	2.33%	3	0	100.00%	0.00%	0	0.00%
SEATTLE			587	5463	37	0.66%	872	13	98.51%	1.49%	1	0.02%
ATWATER	281	206	411	405	3	0.73%	71	2	97.18%	2.82%	0	0.00%
CAMPUS	543	206	229	226	0	0.00%	28	0	100.00%	0.00%	0	0.00%
CHERRY	241	206	828	818	5	0.60%	112	2	98.21%	1.79%	0	0.00%
DUWAMISH	762	206	343	336	1	0.29%	52	1	98.08%	1.92%	1	0.37%
EAST	322	206	755	749	6	0.79%	103	1	99.03%	0.97%	0	0.00%
ELLIOT	441	206	177	172	2	1.13%	26	1	96.15%	3.85%	0	0.00%
EMERSON	361	206	594	589	4	0.67%	94	2	97.87%	2.13%	0	0.00%
LAKEVIEW	522	206	390	388	6	1.54%	61	1	98.36%	1.64%	0	0.00%
MAIN	223	206	488	421	5	1.02%	82	3	96.34%	3.66%	0	0.00%
MERCER ISLAND												
(Adams)	232	206	113	111	1	0.88%	37	0	100.00%	0.00%	0	0.00%
PARKWAY	721	206	523	519	3	0.57%	70	0	100.00%	0.00%	0	0.00%
SUNSET	782	206	378	373	0	0.00%	75	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)
 October 2006

1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC	AREA CODE	10/06 SOT=NTC INWARD R,SB,LB	10/06 SOT=NTC INWARD R,SB	NOT COMPL W/I 5 DAYS	5 DAYS (Greater than 10%)	SUM OF ORDERS W/IDD > 5 days; Customer Reasons	SUM OF ORDERS W/IDD >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	358	356	1	0.28%	61	0	100.00%	0.00%	0	0.00%
SEQUIM	683	360	208	206	2	0.96%	41	0	100.00%	0.00%	0	0.00%
SHELTON	426	360	285	284	5	1.75%	44	0	100.00%	0.00%	0	0.00%
SILVERDALE	692	360	228	227	1	0.44%	34	0	100.00%	0.00%	0	0.00%
SPOKANE			2976	2933	22	0.74%	633	8	98.74%	1.26%	0	0.00%
CHESTNUT	244	509	82	82	3	3.66%	23	1	95.65%	4.35%	0	0.00%
FAIRFAX	325	509	455	448	1	0.22%	93	0	100.00%	0.00%	0	0.00%
HUDSON	482	509	483	476	2	0.41%	88	0	100.00%	0.00%	0	0.00%
KEYSTONE	534	509	304	303	0	0.00%	59	0	100.00%	0.00%	0	0.00%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE									
RIVERSIDE	455	509	526	516	5	0.95%	128	3	97.66%	2.34%	0	0.00%
WALNUT	922	509	770	754	7	0.91%	162	1	99.38%	0.62%	0	0.00%
WHITWORTH	466	509	356	354	4	1.12%	80	3	96.25%	3.75%	0	0.00%
SPRINGDALE	258	509	37	34	2	5.41%	1	0	100.00%	0.00%	0	0.00%
SUMNER (BonneyLake)	863	253	282	279	4	1.42%	41	0	100.00%	0.00%	0	0.00%
TACOMA			4162	4124	40	0.96%	597	8	98.66%	1.34%	0	0.00%
FORT LEWIS	964	253	170	166	0	0.00%	31	0	100.00%	0.00%	0	0.00%
GREENFIELD	472	253	693	689	10	1.44%	91	1	98.90%	1.10%	0	0.00%
JUNIPER	582	253	745	740	4	0.54%	90	0	100.00%	0.00%	0	0.00%
LENNOX	531	253	671	667	6	0.89%	82	3	96.34%	3.66%	0	0.00%
LOGAN	564	253	318	313	2	0.63%	61	0	100.00%	0.00%	0	0.00%
MARKET (Fawcett)	272	253	608	597	4	0.66%	102	1	99.02%	0.98%	0	0.00%
SKYLINE	752	253	250	250	0	0.00%	40	0	100.00%	0.00%	0	0.00%
WAVERLY-2	922	253	173	173	5	2.89%	27	1	96.30%	3.70%	0	0.00%
WAVERLY-7	927	253	534	529	9	1.69%	73	2	97.26%	2.74%	0	0.00%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA									
VANCOUVER			1927	1901	16	0.83%	289	4	98.62%	1.38%	0	0.00%
ORCHARDS	253	360	904	891	4	0.44%	133	1	99.25%	0.75%	0	0.00%
OXFORD	693	360	680	674	5	0.74%	93	1	98.92%	1.08%	0	0.00%
SALMON CREEK (VANCVR NO)	573	360	343	336	7	2.04%	63	2	96.83%	3.17%	0	0.00%
WAITSBURG	337	509	7	6	0	0.00%	1	0	100.00%	0.00%	0	0.00%
WALLA WALLA	522	509	322	320	5	1.55%	54	0	100.00%	0.00%	0	0.00%
WARDEN	349	509	38	38	0	0.00%	2	0	100.00%	0.00%	0	0.00%
WINLOCK	785	360	38	38	2	5.26%	4	1	75.00%	25.00%	0	0.00%
YAKIMA			1051	1032	8	0.76%	110	0	100.00%	0.00%	0	0.00%
CHESTNUT	244	509	806	789	6	0.74%	72	0	100.00%	0.00%	0	0.00%
WEST	965	509	245	243	2	0.82%	38	0	100.00%	0.00%	0	0.00%
Washington Customers Served by Exchanges in Neighboring States												
Clarkston	751	509	111	111	5	0.045	13	1	0.9231	0.0769	0	0
WC TOTAL			30,031	29,530	324	1.08%	4670	68	98.54%	1.46%	2	0.01%

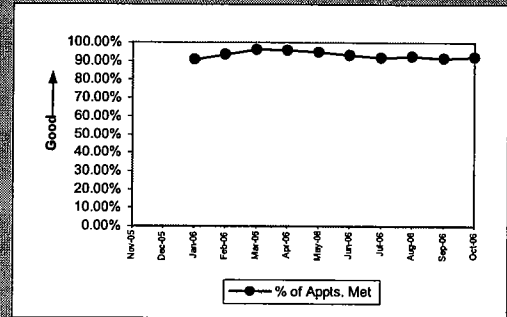
Installation Appointments Met

Installation Appointments Met			
Date	# of Appts. Met	# of Appts.	% of Appts. Met
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%
Sep-06	16692	17479	95.50%
Oct-06	16791	17533	95.77%



Repair Appointments Met

Date	Repair Appointments Met		
	# of Appls. Met	# of Appls.	% of Appls. Met
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%
Sep-06	5171	5652	91.49%
Oct-06	5513	5979	92.21%



WASHINGTON REPAIR EXCLUSIONS
OCTOBER 2006

Measurement Period 2006	Force Majeure Exclusions	Physically Obstructed Exclusions
January	501	193
February	110	85
March	25	48
April	32	46
May	54	37
June	46	39
July	79	50
August	84	38
September	54	45
October	53	54
November		
December		
YTD Total	1,038	635

WASHINGTON TROUBLE REPORT RATE - OCTOBER 2006

WIRECENTER	STANDARD EXCEEDED COUNT	LINES	REPORTS	RATE OCT-06	RATE SEP-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
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	14948	112	0.75	0.62	0.69	0.65	0.66	0.79	0.90	1.30	2.19	1.80	1.22	1.07
AUBURN	0	30588	337	1.10	0.72	1.06	0.78	0.93	0.89	0.69	0.75	0.88	1.31	1.15	0.96
BAINBRIDGE ISLAND	0	13218	116	0.88	0.74	0.88	1.46	1.07	0.88	0.90	1.06	1.10	1.55	1.10	0.98
BATTLEGROUND	0	11209	126	1.12	1.42	1.25	1.21	1.16	1.21	1.16	1.36	1.69	2.21	1.37	1.49
BELFAIR	0	7923	134	1.69	1.30	1.62	1.60	1.94	1.62	1.41	1.02	1.58	4.27	1.77	1.54
BELLEVUE	0	62341	417	0.67	0.63	0.63	0.62	0.72	0.61	0.60	0.64	0.68	0.82	0.73	0.83
BELLEVUE GLENCOURT	0	24641	132	0.54	0.50	0.62	0.51	0.65	0.57	0.41	0.46	0.52	0.79	0.65	0.56
BELLEVUE-SHERWOOD	0	37700	285	0.76	0.71	0.84	0.89	0.76	0.64	0.72	0.75	0.78	0.84	0.78	1.01
BELLINGHAM	0	39659	230	0.58	0.54	0.68	0.57	0.63	0.55	0.44	0.46	0.66	0.57	0.74	0.53
BELLINGHAM LUMMI	0	1462	23	1.57	0.82	1.44	1.10	0.88	1.15	0.60	0.60	0.60	2.20	0.93	1.56
BELLINGHAM REGENT	0	38197	207	0.54	0.53	0.65	0.55	0.62	0.53	0.44	0.45	0.66	0.51	0.73	0.49
BLACK DIAMOND	0	3320	44	1.33	1.47	1.54	1.04	1.09	0.99	0.99	1.33	1.35	1.90	1.66	1.72
BREMERTON	0	37584	224	0.60	0.53	0.59	0.54	0.59	0.75	0.60	0.63	0.86	0.88	0.83	0.74
BREMERTON CROSBY	0	3401	36	1.06	0.99	1.68	1.33	1.01	1.43	1.17	1.06	2.31	1.42	1.57	1.43
BREMERTON ESSEX	0	33401	179	0.54	0.48	0.47	0.44	0.53	0.68	0.53	0.58	0.69	0.81	0.76	0.67
BREMERTON SUNNYSLOPE	0	782	9	1.15	0.63	1.01	1.11	1.23	0.85	1.07	0.96	1.81	1.46	0.86	0.49
BUCKLEY	0	2979	45	1.51	1.98	1.62	1.67	1.46	1.31	1.24	1.17	1.03	1.37	1.55	1.23
CASTLE ROCK	0	4944	81	1.64	1.77	1.65	1.87	1.89	1.96	1.74	1.82	1.95	2.89	2.36	2.68
CENTRALIA	0	9488	85	0.90	1.01	1.17	0.98	1.12	1.20	0.82	0.98	0.92	1.86	1.25	1.72
CHEHALIS	0	10364	110	1.06	0.83	0.81	1.25	1.25	0.92	0.88	0.92	1.07	1.77	1.39	1.27
CHEHALIS	0	7680	82	1.07	0.90	0.79	1.05	0.93	0.77	0.92	0.96	1.07	1.87	1.25	1.33
CHEHALIS NAPAVINE	0	2684	28	1.04	0.64	0.86	1.84	2.19	1.36	0.75	0.79	1.08	1.45	1.79	1.09
GLE-ELUM	0	3387	44	1.30	1.53	1.15	1.14	0.56	0.83	0.53	0.53	0.83	1.19	1.04	0.92
COLFAX	0	2443	31	1.27	1.11	1.27	1.23	1.56	1.31	1.10	1.22	0.69	3.11	1.70	3.07
COLVILLE	0	7165	70	0.98	1.22	1.48	1.14	1.02	1.49	1.28	0.94	1.17	1.69	1.23	1.26
COPALIS(OCEAN SHORES)	0	4083	49	1.20	1.07	1.29	1.22	0.97	1.21	0.70	1.26	3.30	2.19	1.86	1.28
COULLEE DAM	0	2239	34	1.52	0.90	1.20	1.15	1.20	1.28	0.62	0.62	0.92	1.80	2.32	0.83
CRYSTAL MTN.	0	677	6	0.89	1.32	2.20	1.17	1.17	2.19	0.59	1.30	2.02	1.59	1.02	2.77
DAYTON	0	1862	21	1.13	1.30	1.24	1.12	1.65	2.22	1.85	1.28	1.06	1.28	1.16	1.41
DEER PARK	0	6500	76	1.17	2.06	1.57	1.63	1.73	2.15	1.23	0.92	0.82	1.43	0.98	0.84
DIES MOINES	0	31441	248	0.79	0.70	0.73	0.86	0.82	1.24	0.71	0.91	0.79	1.19	0.86	0.91
DIES MOINES	0	12275	107	0.87	0.57	0.80	0.75	0.84	0.92	0.70	0.75	0.77	1.14	0.99	0.88
DIES MOINES FEDERAL WAY	0	19166	141	0.74	0.79	0.69	0.93	0.80	1.44	0.72	1.02	0.81	1.22	0.78	0.93
EASTON	0	726	2	0.28	0.41	1.09	1.22	1.23	1.23	1.64	0.41	0.89	0.83	1.36	0.54
ELK	0	2869	32	1.12	1.04	0.73	1.32	1.35	1.66	1.03	0.65	0.82	2.09	0.79	1.47
ENUMCLAW	0	8744	109	1.25	1.79	1.05	1.06	1.55	1.51	1.06	1.12	1.30	1.35	1.55	1.16
EPHRATA	0	3460	28	0.81	0.87	0.72	0.95	1.13	1.52	0.63	0.86	1.51	4.99	0.85	1.13
GRAHAM	0	18094	187	1.03	0.85	0.91	0.91	1.28	1.08	0.93	1.16	1.01	1.46	1.44	1.16

WASHINGTON TROUBLE REPORT RATE - OCTOBER 2006

WIRECENTER	STANDARD EXCEEDED COUNT	LINES	REPORTS	RATE OCT-06	RATE SEP-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-06	RATE NOV-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
GREEN BLUFF	0	2961	39	1.32	0.81	2.35	1.34	1.51	1.70	0.97	0.70	0.93	1.89	0.86	0.96
HOODSPORT	0	2515	17	0.68	0.71	0.71	2.40	1.18	1.50	0.87	0.87	1.65	1.37	1.48	0.93
ISSAQUAH	0	24077	180	0.75	0.61	0.69	0.66	0.73	0.99	0.63	0.54	0.69	1.00	0.77	0.72
KENT	0	55651	432	0.78	0.79	0.74	0.66	0.94	0.77	0.79	0.97	1.01	1.61	0.86	0.80
KENT MERIDIAN	0	20272	202	1.00	1.14	1.10	1.23	1.37	1.11	1.35	1.78	1.70	2.95	1.16	1.01
KENT O BRIEN	0	9773	22	0.23	0.24	0.37	0.25	0.35	0.26	0.19	0.40	0.25	0.32	0.30	0.26
KENT ULRICH	0	25606	208	0.81	0.71	0.61	0.81	0.83	0.70	0.56	0.54	0.75	1.03	0.83	0.85
LIBERTY LAKE	0	1492	16	1.07	1.13	0.92	0.40	2.62	0.91	0.33	0.52	0.45	1.15	0.51	0.63
LONGVIEW-KELSO	0	31206	433	1.39	1.27	1.29	1.21	1.39	1.32	1.21	1.57	1.82	2.20	1.60	1.74
LOON LAKE	0	1418	12	0.85	1.10	1.75	1.35	1.01	1.23	1.17	0.63	0.77	1.61	0.91	1.11
MAPLE VALLEY	0	12307	88	0.72	0.65	0.72	0.97	0.81	0.74	0.90	0.74	2.46	1.26	0.89	0.99
MOSES LAKE	0	14020	225	1.60	1.48	1.55	1.44	1.96	1.51	1.38	1.30	1.16	3.70	1.74	1.65
MOSES LAKE AFB	0	2352	24	1.02	1.07	1.02	1.50	1.38	1.08	1.28	0.81	0.47	2.82	0.93	0.89
MOSES LAKE ALDER	0	11688	201	1.72	1.56	1.65	1.43	2.08	1.60	1.40	1.40	1.29	3.88	1.90	1.81
NEWMAN LAKE	0	2341	16	0.68	0.38	1.13	1.68	1.41	0.53	0.61	1.30	1.48	1.99	0.84	1.46
NORTHPORT	0	1086	19	1.75	1.37	1.47	1.01	1.48	2.05	1.70	0.76	1.43	1.99	3.23	1.05
OMAK-OKANOGAN	0	7396	90	1.22	0.76	1.46	1.50	1.95	2.10	1.77	1.15	1.28	2.45	1.77	1.06
OROVILLE	0	1864	34	1.82	3.33	1.13	1.19	1.41	1.31	2.16	1.03	1.13	1.78	1.30	0.76
OTHELLO	0	4485	63	1.40	1.39	2.92	3.00	2.67	2.86	1.75	1.79	1.82	4.77	1.98	2.03
OLYMPIA	0	85133	603	0.71	0.67	0.87	0.82	0.86	0.74	0.65	0.84	0.83	1.24	1.03	0.88
OLYMPIA EVERGREEN	0	6761	52	0.77	1.32	1.18	1.45	1.09	1.26	0.66	0.68	0.97	2.00	0.85	1.33
OLYMPIA LACEY	0	37702	253	0.67	0.69	0.97	0.80	0.82	0.67	0.66	0.89	0.92	0.99	1.09	0.81
OLYMPIA WHITEHALL	0	40670	298	0.73	0.55	0.72	0.73	0.86	0.71	0.63	0.81	0.73	1.35	0.99	0.88
PASCO	0	20032	225	1.12	1.04	1.10	1.90	1.40	1.47	1.00	1.42	0.81	1.65	1.41	1.14
PATEROS	0	817	11	1.35	0.86	0.85	1.57	0.85	0.97	0.73	1.33	1.43	1.79	0.85	1.32
POMEROY	0	1311	29	2.21	2.80	2.48	1.72	1.64	2.17	1.50	2.24	1.80	2.65	3.71	2.07
PT. ANGELES	0	18347	153	0.83	0.95	0.93	0.77	0.88	0.84	0.68	0.74	0.96	1.42	0.96	1.04
PT ANGELES JOYCE	0	1253	23	1.84	1.75	2.15	1.75	1.52	1.27	0.80	1.51	3.03	4.00	1.60	2.17
PT. ANGELES	0	17084	130	0.76	0.89	0.85	0.70	0.84	0.81	0.68	0.68	0.81	1.24	0.91	0.96
PT. LUDLOW	0	2678	23	0.80	0.83	0.55	1.00	0.76	0.62	0.58	0.82	1.30	1.23	1.09	1.00
PT. ORCHARD	0	22168	158	0.71	0.88	0.85	0.88	1.15	1.18	0.70	0.86	1.34	1.78	1.25	1.23
PORT ORCHARD COLBY	0	8510	75	0.88	0.81	1.01	0.87	1.24	1.56	0.77	0.93	1.19	1.76	1.06	1.02
PT. ORCHARD	0	13658	83	0.61	0.92	0.74	0.89	1.09	0.95	0.66	0.81	1.44	1.79	1.36	1.36
PT. TOWNSEND	0	11797	99	0.84	0.96	1.00	0.93	1.16	2.13	1.44	0.84	0.93	1.04	1.08	1.10
PUYALLAP	0	35320	232	0.66	0.65	0.77	0.79	0.92	0.99	0.76	1.02	1.18	1.15	1.15	0.98
RENTON	0	51912	322	0.62	0.75	0.79	0.77	0.84	0.78	0.57	0.76	0.98	1.11	0.83	0.84
RIDGEFIELD	0	3887	58	1.49	1.67	1.23	3.05	1.89	1.22	1.96	1.50	2.08	2.80	1.26	1.86
ROCHESTER	0	5684	71	1.21	2.19	0.74	1.07	1.23	1.56	1.11	0.75	1.59	1.91	1.31	1.25

WASHINGTON TROUBLE REPORT RATE - OCTOBER 2006

WIRECENTER	STANDARD EXCEEDED COUNT	LINES	REPORTS	RATE OCT-06	RATE SEP-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-06	RATE NOV-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
ROY	0	2712	24	0.88	1.21	1.06	1.57	1.43	1.23	0.90	1.66	1.22	2.10	1.94	1.72
SEATTLE	0	361651	2132	0.59	0.55	0.55	0.62	0.65	0.63	0.52	0.67	0.71	0.89	0.83	0.68
	0	27802	121	0.44	0.46	0.49	0.50	0.54	0.51	0.45	0.55	0.62	0.68	0.56	0.49
	0	13007	58	0.45	0.50	0.38	0.43	0.48	0.36	0.44	0.47	0.41	0.47	0.39	0.69
	0	40385	279	0.69	0.61	0.74	0.76	0.98	0.84	0.71	0.81	1.03	1.33	0.90	1.05
	0	15929	93	0.58	0.64	0.70	0.68	0.78	0.74	0.57	0.60	0.68	1.06	0.89	0.59
	0	38714	380	0.98	0.72	0.60	0.90	0.84	0.69	0.62	0.73	0.66	0.98	0.78	0.81
	0	10148	26	0.26	0.31	0.16	0.34	0.23	0.23	0.23	0.36	0.24	0.27	0.30	0.43
	0	39419	214	0.54	0.56	0.48	0.82	0.85	0.74	0.55	0.70	0.77	0.92	0.77	0.66
	0	33454	242	0.72	0.67	0.68	0.63	0.68	0.68	0.72	0.49	0.90	1.25	0.65	0.62
	0	52624	92	0.17	0.22	0.33	0.18	0.20	0.16	0.12	0.24	0.17	0.21	0.16	0.16
	0	11524	104	0.90	0.84	0.92	0.99	0.92	0.85	0.91	1.20	1.15	1.30	0.91	1.03
	0	22790	212	0.93	0.87	0.75	0.94	1.12	1.29	0.93	1.06	1.31	1.57	1.08	1.15
	0	29476	157	0.53	0.48	0.45	0.45	0.53	0.47	0.45	0.52	0.99	0.73	0.51	0.63
	0	26379	154	0.58	0.51	0.55	0.60	0.62	0.77	0.59	0.94	0.93	1.06	0.84	0.94
SEQUIM	0	14641	124	0.85	0.87	1.02	1.09	1.09	1.05	0.78	1.03	1.01	1.17	0.85	1.14
SHELTON	0	16302	125	0.77	0.71	0.81	0.78	1.19	0.72	0.89	1.15	1.35	1.66	1.04	1.19
SILVERDALE	0	16434	81	0.49	0.73	0.68	0.59	0.74	0.80	0.52	0.53	0.76	0.85	0.89	0.68
SPOKANE	0	162663	1547	0.95	0.75	1.00	1.27	1.17	0.96	0.67	0.76	0.65	1.36	0.87	0.75
	0	3206	24	0.75	0.93	1.97	1.16	1.58	1.09	0.88	1.44	1.86	1.66	1.32	0.96
	0	23669	226	0.96	0.86	0.81	1.27	1.13	0.93	0.52	0.82	0.78	1.49	0.84	0.83
	0	17667	141	0.79	0.79	0.99	1.19	1.18	1.13	0.93	0.82	0.81	0.65	1.32	0.57
	0	16175	113	0.70	0.61	0.82	0.93	1.12	1.33	0.58	0.80	0.51	1.66	0.87	0.81
	0	10019	76	0.76	0.75	1.04	1.06	1.37	0.73	0.77	0.83	0.64	1.45	0.81	1.01
	0	22893	225	0.98	0.65	0.78	2.28	1.10	0.86	0.61	0.63	0.68	1.80	0.88	0.80
	0	44497	480	1.08	0.66	0.77	1.01	1.06	0.88	0.77	0.67	0.52	1.14	1.01	0.71
	0	24437	262	1.07	0.96	1.80	1.15	1.34	0.94	0.67	0.82	0.67	1.19	0.75	0.62
SPRINGDALE	0	1782	26	1.46	1.87	3.25	1.71	2.11	1.55	1.03	0.68	1.77	1.89	1.09	0.98
SUMNER (BONNEYLAKE)	0	21038	181	0.86	0.90	0.95	0.99	1.00	0.88	0.91	0.77	1.18	1.45	1.32	1.18
TACOMA	0	174473	1514	0.87	0.76	0.78	0.82	0.77	0.81	0.79	0.81	1.06	1.38	1.10	0.99
	0	5800	32	0.55	0.67	0.37	0.94	0.83	0.56	0.64	0.40	1.05	0.67	0.70	0.58
	0	23120	220	0.95	0.99	1.01	0.87	0.85	1.02	0.88	1.12	1.07	1.47	1.33	1.10
	0	24607	184	0.75	0.84	0.88	0.87	0.82	0.80	0.69	0.82	1.66	1.51	1.12	1.14
	0	28956	273	0.93	1.01	1.15	1.10	0.99	1.39	1.32	0.97	1.59	2.46	1.69	1.37
	0	16748	146	0.87	0.59	0.58	0.69	0.67	0.67	0.59	0.95	0.81	1.36	1.09	0.79
	0	19189	113	0.59	0.41	0.47	0.60	0.50	0.59	0.68	0.61	0.72	0.87	0.53	0.68
	0	15963	126	0.79	0.95	0.65	0.76	0.69	0.64	0.53	0.61	0.60	0.95	0.88	0.78
	0	8051	203	2.52	0.62	0.72	0.87	0.77	0.52	0.96	0.80	0.87	1.49	1.44	0.94

WASHINGTON TROUBLE REPORT RATE - OCTOBER 2006

WIRECENTER	STANDARD EXCEEDED COUNT	LINES	REPORTS	RATE OCT-06	RATE SEP-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-06	RATE NOV-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
TACOMA WAVERLY-7	0	31639	217	0.69	0.56	0.61	0.67	0.70	0.54	0.58	0.65	0.71	0.86	0.80	0.93
VANCOUVER	0	101144	976	0.96	1.00	1.19	1.11	1.10	0.97	0.90	0.94	1.01	1.47	1.10	1.07
VANCOUVER ORCHARDS	0	51439	481	0.94	1.13	1.42	1.10	1.07	0.98	0.91	0.97	1.02	1.42	1.03	1.04
VANCOUVER OXFORD	0	28475	267	0.94	0.90	0.87	1.03	1.19	0.99	0.83	0.92	1.07	1.52	1.25	1.14
VANCOUVER SALMON CRK(NORTH)	0	21230	228	1.07	0.82	1.06	1.24	1.06	0.92	0.97	0.87	0.88	1.52	1.07	1.04
WAITSBURG	0	727	9	1.24	1.22	2.47	0.81	2.31	2.82	0.93	1.06	1.57	1.05	0.91	1.05
WALLA WALLA (INCL TOUCHET)	0	20380	144	0.71	0.94	0.88	0.83	0.92	1.06	0.76	0.86	0.88	1.00	0.81	0.84
WARDEN	0	1328	29	2.18	1.82	0.91	1.43	1.07	1.13	1.13	1.27	1.80	6.76	3.04	3.17
WINLOCK	0	2280	33	1.45	1.10	2.23	2.36	1.44	2.99	1.03	1.11	0.81	1.59	1.64	1.99
YAKIMA	0	50473	341	0.68	0.67	1.01	0.78	0.87	0.86	0.86	0.68	0.65	1.65	0.93	0.89
YAKIMA CHESTNUT	0	34138	229	0.67	0.68	0.93	0.81	0.83	0.85	0.93	0.74	0.70	1.74	0.97	0.96
YAKIMA WEST	0	16335	112	0.69	0.64	1.17	0.71	0.96	0.88	0.70	0.56	0.53	1.48	0.85	0.73
Washington Customers Served by Exchanges in Neighboring States															
CLARKSTON	0	7911	83	1.05	1.53	1.43	1.06	1.40	2.79	1.36	0.89	0.95	1.95	1.85	0.84
TOTALS	0	1720499	14015	0.81	0.78	0.85	0.90	0.93	0.90	0.74	0.83	0.93	1.33	0.97	0.92

WASHINGTON OUT OF SERVICE SUMMARY
OCTOBER 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	10,553	10,479	99.30%	74	95				
October	11,133	11,078	99.51%	55	123				
November									
December									
	128,056	125,829	98.26%	2,227	1,589				
Baseline(WAC 480-120-439(9)/480-120-440(1)): 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	3,611	3,597	14	99.61%	2	14			
October	3,620	3,609	11	99.70%	1	11			
November									
December									
YTD TOTAL	41,259	40,773	486	98.82%	61	246			
Baseline: (WAC 480-120-439 (9)/480-120-440(2)): 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 - OCTOBER 2006

TRUNK GROUP ID	Number of Trunks in Trunk Group	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCKED	Explanation of Actions Taken
E911						OCT-06	E911 Percent of Trunk Groups Meeting Standards =99.25% , Total Number of Trunk Groups= 134, Number of Trunk Groups Out of Compliance for the month = 1
AP089478	3			E911	ONE_WAY	98.89%	BLOCKED HOURS 14,20 WEEK OF 10/16/06 CAP ISSUED 10/19/06
			TOLL				TOLL Percent of Trunk Groups Meeting Standards = 92.54% , Total Number of Trunk Groups= 402, Number of Trunk Groups Out of Compliance for the month = 30
AP072402	312			TOLL	TWO_WAY	99.25%	BLOCKED HOURS 17-19 WEEK OF 10/30/06 SA ISSUED 10/24/06 MASS CALLINGS IN STTLWA0303T
AP072404	216			TOLL	TWO_WAY	96.94%	BLOCKED HOURS 14,17,19 WEEK OF 10/30/06 SA ISSUED 10/30/06 MASS CALLINGS IN STTLWA0303T
AP072408	336			TOLL	TWO_WAY	98.35%	BLOCKED HOURS 9,13-16,18-19 WEEK OF 10/30/06 SA ISSUED 11/3/06 MASS CALLING EVENTS IN STTLWA0303T
AP072410	312			TOLL	TWO_WAY	97.31%	BLOCKED HOURS 12,14,16,18 WEEK OF 10/30/06 SA ISSUED 10/24/06 MASS CALLING EVENTS IN STTLWA0303T
AP072414	144			TOLL	TWO_WAY	94.14%	BLOCKED HOURS 12-14,16,18 WEEK OF 10/30/06 SA ISSUED 10/24/06 MASS CALLING EVENTS IN STTLWA0303T
AP072424	192			TOLL	TWO_WAY	98.95%	BLOCKED HOURS 14,17-19 WEEK OF 10/30/06 SA ISSUED 10/13/06 MASS CALLING EVENTS IN STTLWA0303T
AP072425	312			TOLL	TWO_WAY	99.34%	BLOCKED HOUR 11 WEEK OF 10/23/06 SA ISSUED 11/3/06 MASS CALLING EVENTS IN STTLWA0303T
AP072426	144			TOLL	TWO_WAY	98.61%	BLOCKED HOURS 11,19 WEEK OF 10/23/06 SA ISSUED 11/6/06 MASS CALLING EVENTS IN STTLWA0303T
AP072427	360			TOLL	TWO_WAY	99.48%	BLOCKED HOUR 11 WEEK OF 10/23/06 SA ISSUED 10/13/06 MASS CALLING EVENTS IN STTLWA0303T
AP072428	336			TOLL	TWO_WAY	96.62%	BLOCKED HOURS 18-19 WEEK OF 10/30/06 SA ISSUED 11/15/06 MASS CALLING EVENTS IN STTLWA0303T
AP072430	240			TOLL	TWO_WAY	95.56%	BLOCKED HOURS 15,19 WEEK OF 10/30/06 SA ISSUED 10/24/06 MASS CALLING EVENTS IN STTLWA0303T
AP074015	264			TOLL	TWO_WAY	97.92%	BLOCKED HOURS 10-11,13 WEEK OF 10/23/06 SA ISSUED 10/16/06 MASS CALLING EVENTS IN STTLWA0303T
AP077382	188			TOLL	TWO_WAY	97.05%	BLOCKED HOUR 12 WEEK OF 10/16/06 SA ISSUED 10/24/06 MASS CALLING EVENTS
AP077405	132			TOLL	TWO_WAY	98.84%	BLOCKED HOURS 17-19 WEEK OF 10/23/06 SA ISSUED 11/6/06
AP077412	72			TOLL	TWO_WAY	99.19%	BLOCKED HOUR 8 WEEK OF 10/23/06 SA ISSUED 10/30/06

WASHINGTON TRUNK BLOCKING - OCTOBER 2006

AP079934	312		TOLL	TWO_WAY	98.91%	BLOCKED HOURS 9-10,16-17 WEEK OF 10/30/06 SA ISSUED 10/16/06 MASS CALLING EVENTS
AP080835	924		TOLL	TWO_WAY	98.44%	BLOCKED HOURS 16-21 WEEK OF 10/9/06 SA ISSUED 11/14/06 MASS CALLING EVENTS
AP081340	288		TOLL	TWO_WAY	96.14%	BLOCKED HOURS 16-19 WEEK OF 10/23/06 SA ISSUED 11/3/06 MASS CALLING EVENTS
AP081345	144		TOLL	TWO_WAY	95.47%	BLOCKED HOURS 17-19 WEEK OF 10/23/06 SA ISSUED 11/3/06 MASS CALLING EVENTS
AP081353	456		TOLL	TWO_WAY	99.04%	BLOCKED HOUR 18 WEEK OF 10/23/06 SA ISSUED 11/3/06 MASS CALLING EVENTS
AP081401	216		TOLL	TWO_WAY	96.13%	BLOCKED HOURS 17-18 WEEK OF 10/23/06 SA ISSUED 11/3/06 MASS CALLING EVENTS
AP081496	216		TOLL	TWO_WAY	94.96%	BLOCKED HOURS 16,19-20 WEEK OF 10/16/06 SA ISSUED 10/16/06
AP081503	264		TOLL	TWO_WAY	98.21%	BLOCKED HOUR 19 WEEK OF 10/30/06 SA ISSUED 10/31/06
AP081687	168		TOLL	TWO_WAY	97.14%	BLOCKED HOURS 12-13 WEEK OF 10/30/06 SA ISSUED 10/24/06
AP081877	480		TOLL	TWO_WAY	98.62%	BLOCKED HOUR 12 WEEK OF 10/23/06 SA ISSUED 11/6/06 MASS CALLING EVENTS
AP081878	24		TOLL	ONE_WAY	98.40%	BLOCKED HOUR 20 WEEK OF 10/30/06 SA ISSUED 11/6/06 MASS CALLING EVENTS
AP081884	216		TOLL	TWO_WAY	97.98%	BLOCKED HOURS 9,12-13,18 WEEK OF 10/30/06 SA ISSUED 11/6/06 MASS CALLING EVENTS
AP081887	288		TOLL	TWO_WAY	98.94%	BLOCKED HOUR 18 WEEK OF 10/30/06 SA ISSUED 11/6/06 MASS CALLING EVENTS
AP081935	408		TOLL	TWO_WAY	97.61%	BLOCKED HOURS 17-18 WEEK OF 10/30/06 SA ISSUED 10/31/06 MASS CALLING EVENTS
AP081940	216		TOLL	TWO_WAY	98.17%	BLOCKED HOURS 9-10 WEEK OF 10/20/06 SA ISSUED 10/16/06 MASS CALLING EVENTS
			LOCAL			LOCAL Percent of Trunk Groups Meeting Standards = 100%, Total Number of Trunk Groups= 354, Number of Trunk Groups Out of Compliance for the month = 0

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	141080	3351	9058	1133565	844	4871
						13929
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	39567	1532	4375	105765	235	1255
						5630

Washington Customer Service Guarantee Program Credits
October 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) 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) missed due to Company reasons.	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons.	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	117118	8418	459	32627	1414	14	1363				
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) 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) missed due to Company reasons.	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons.	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	14934	1568	157	4882	219	5	310				

Washington Customer Service Guarantee Program Credits
October 2006

Missed Appointments/Commitment Credits Paid - Install Residence/Business (New Connect/Reconnect)		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	
Measurement Period													
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		3964		\$108,814				1895		\$73,564			
Missed Appointments/Commitment Credits Paid - Repair													
Measurement Period													
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		10062		\$251,550				1333		\$66,650			

Baseline: WN U-40 2.2.B.1.b. / WN 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
October 2006

Delayed Primary Exchange Alternative	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD # of credits paid
Residence													263080
# of completed orders for installation of primary service													
# of completed orders for primary service installed w/ 15 bus. days													260400
# of credits-First Month's Charge(HO Recurring)													57
Amount of credit-First Month's Charge(HO Recur)													\$705
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)													1554
Amount of credits-Installation (Ho NonRecur)													\$47,370
# of \$100 Bill Credits													53
Amount of \$100 Bill Credits													\$5,700
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*													\$84
*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													17
Amount of Remote Call Fwrding-Recurring													\$272
# of Remote Call Fwrding-Non-Recurring													0
Amount of Remote Call Fwrding-Non-Recurring													\$0
YTD Total Number of Credits Paid													1681
YTD Total Amount of Credits Paid	\$13,222	\$6,815	\$4,952	\$4,199	\$4,230	\$3,888	\$4,916	\$4,187	\$3,939	\$3,783	\$0	\$0	\$54,131

Washington Customer Service Guarantee Program Credits
October 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													38079
# of completed orders for primary service installed w/ 15 bus. days													36875
# of credits-First Month's Charge(HO Recurring)													15
Amount of credit-First Month's Charge(HO Recur)	\$772	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0			\$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)													638
Amount of credits-Installation (Ho NonRecur)													\$50,592
# 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*													\$87
*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	\$8,729	\$6,730	\$5,526	\$4,621	\$4,157	\$5,103	\$4,657	\$4,801	\$3,361	\$5,232	\$0	\$0	667
YTD Total Amount of Credits Paid													\$52,917