



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

January 28, 2011

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

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

Dear Mr. Danner:

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

The following reports are enclosed:

- 1) Summary Report,
- 2) Orders Summary,
- 3) Trouble Report,
- 4) Trunk Blocking Report,
- 5) Customer Service Guarantee Program Report

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

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

Very truly yours,

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

Enclosures

cc: Lisa Anderl

2011 JAN 31 11:10:00

Washington Service Quality Summary Report - DECEMBER 2010

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

Washington Service Quality Summary Report - DECEMBER 2010

METRIC DESCRIPTION	APRIL 2010			MAY 2010			JUNE 2010		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	6280	6357	98.79%	7149	7256	98.53%	7339	7499	97.87%
OOS Tickets Not Cleared Within 48 Hrs	77	1	77	107	1	107	160	1	160
Number of OOS Exemptions	100	1	100	96	1	96	145	1	145
All Other Repairs Cleared LT < 72 Hrs	2239	2257	99.20%	2108	2117	99.57%	2314	2335	99.10%
All Other Troubles Cleared GTR > 72 Hrs	18	1	18	9	1	9	21	1	21
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	0	1	0	0	1	0	5	1	5
Physically Obstructed All Other Troubles Cleared > 72 Hrs	16	1	16	7	1	7	19	1	19
Repair Force Majeure Exclusions	24	1	24	40	1	40	49	1	49
Repair Physically Obstructed Exclusions	40	1	40	41	1	41	38	1	38
Installation Appointments Met	7346	7695	95.46%	6553	6911	94.82%	7172	7719	92.91%
Repair Appointments Met	2813	3218	87.41%	2880	3238	88.94%	3115	3706	84.05%
Provisioning Missed for Company Reasons	120	1	120	133	1	133	167	1	167
Provisioning Missed for Customer Reasons	907	1	907	880	1	880	962	1	962
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard			Met Standard			Met Standard

Washington Service Quality Summary Report - DECEMBER 2010

METRIC DESCRIPTION	JULY 2010			AUGUST 2010			SEPTEMBER 2010		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	6681	6860	97.39%	6209	6482	95.79%	6797	7096	95.79%
OOS Tickets Not Cleared Within 48 Hrs	179	1	179	273	1	273	299	1	299
Number of OOS Exemptions	131	1	131	156	1	156	177	1	177
All Other Repairs Cleared LT < 72 Hrs	2005	2039	98.33%	2025	2072	97.73%	2046	2093	97.75%
All Other Troubles Cleared GTR > 72 Hrs	34	1	34	47	1	47	47	1	47
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	2	1	2	2	1	2	5	1	5
Physically Obstructed All Other Troubles Cleared > 72 Hrs	17	1	17	30	1	30	21	1	21
Repair Force Majeure Exclusions	21	1	21	19	1	19	20	1	20
Repair Physically Obstructed Exclusions	29	1	29	22	1	22	31	1	31
Installation Appointments Met	6554	7022	93.34%	6604	7070	93.41%	6399	6858	93.31%
Repair Appointments Met	2954	3522	83.87%	2934	3467	84.63%	3607	4356	82.81%
Provisioning Missed for Company Reasons	161	1	161	144	1	144	198	1	198
Provisioning Missed for Customer Reasons	979	1	979	904	1	904	905	1	905
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard			Met Standard			Met Standard

Washington Service Quality Summary Report - DECEMBER 2010

METRIC DESCRIPTION	OCTOBER 2010			NOVEMBER 2010			DECEMBER 2010		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	6376	6839	93.23%	7377	8389	87.94%	7940	9490	83.67%
OOS Tickets Not Cleared Within 48 Hrs	463	1	463	1012	1	1012	1550	1	1550
Number of OOS Exemptions	212	1	212	279	1	279	328	1	328
All Other Repairs Cleared LT < 72 Hrs	1917	1967	97.46%	2227	2322	95.91%	2595	2757	94.12%
All Other Troubles Cleared GTR > 72 Hrs	50	1	50	95	1	95	162	1	162
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	6	1	6	6	1	6	11	1	11
Physically Obstructed All Other Troubles Cleared > 72 Hrs	23	1	23	32	1	32	43	1	43
Repair Force Majeure Exclusions	16	1	16	59	1	59	100	1	100
Repair Physically Obstructed Exclusions	25	1	25	40	1	40	45	1	45
Installation Appointments Met	5945	6304	94.31%	5529	5883	93.98%	5669	6026	94.08%
Repair Appointments Met	3798	4510	84.21%	3464	4199	82.50%	3734	4571	81.69%
Provisioning Missed for Company Reasons	140	1	140	144	1	144	185	1	185
Provisioning Missed for Customer Reasons	897	1	897	903	1	903	857	1	857
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard			Met Standard			Met Standard

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - DECEMBER 2010  
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD						90.00%		99.00%	
ABERDEEN-HOQUIAM		105	4	38.00	1	99.05%	0	100.00%	
AUBURN		194	3	65.00	3	98.45%	0	100.00%	
BAINBRIDGE ISLAND		53	2	64.00	1	98.11%	0	100.00%	
BATTLEGROUND		76	1	23.00	0	100.00%	0	100.00%	
BELFAIR		58	0		1	98.28%	0	100.00%	
BELLEVUE		228	2	29.50	2	99.12%	0	100.00%	
	BELLEVUE GLENCOURT	99	0		0	100.00%	0	100.00%	
	BELLEVUE-SHERWOOD	129	2	29.50	2	98.45%	0	100.00%	
BELLINGHAM		218	5	40.20	4	98.17%	0	100.00%	
	BELLINGHAM LUMMI	16	1	58.00	0	100.00%	0	100.00%	
	BELLINGHAM REGENT	202	4	35.75	4	98.02%	0	100.00%	
BLACK DIAMOND		14	2	32.50	1	92.86%	0	100.00%	
BREMERTON		267	1	45.00	3	98.88%	0	100.00%	
	BREMERTON CROSBY	27	0		1	96.30%	0	100.00%	
	BREMERTON ESSEX	236	0		2	99.15%	0	100.00%	
	BREMERTON SUNNYSLOPE	4	1	45.00	0	100.00%	0	100.00%	
BUCKLEY		19	0		0	100.00%	0	100.00%	
CASTLE ROCK		27	0		0	100.00%	0	100.00%	
CENTRALIA		90	1	54.00	2	97.78%	0	100.00%	
CHEHALIS		69	1	7.00	0	100.00%	0	100.00%	
	CHEHALIS	51	1	7.00	0	100.00%	0	100.00%	
	CHEHALIS NAPAVINE	18	0		0	100.00%	0	100.00%	
CLE-ELUM		15	2	49.50	0	100.00%	0	100.00%	
COLFAX		13	0		0	100.00%	0	100.00%	
COLVILLE		56	1	47.00	1	98.21%	0	100.00%	
COPALIS(OCEAN SHORES)		21	0		0	100.00%	0	100.00%	

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

Washington Orders Summary - DECEMBER 2010  
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD						90.00%		99.00%	
COULEE DAM		25	0		2	92.00%	0	100.00%	
CRYSTAL MTN.		6	0		1	83.33%	0	100.00%	
DAYTON		13	0		1	92.31%	0	100.00%	
DEER PARK		36	1	89.00	1	97.22%	0	100.00%	
DES MOINES		255	0		0	100.00%	0	100.00%	
	DES MOINES	100	0		0	100.00%	0	100.00%	
	DES MOINES FEDERAL WAY	155	0		0	100.00%	0	100.00%	
EASTON		1	0		0	100.00%	0	100.00%	
ELK		17	1	33.00	2	88.24%	0	100.00%	
ENUMCLAW		43	1	42.00	2	95.35%	0	100.00%	
EPHRATA		27	1	45.00	0	100.00%	0	100.00%	
GRAHAM		99	5	48.20	3	96.97%	0	100.00%	
GREEN BLUFF		12	0		0	100.00%	0	100.00%	
HOODSPORT		8	1	63.00	1	87.50%	0	100.00%	
ISSAQUAH		100	1	10.00	2	98.00%	0	100.00%	
KENT		322	9	29.67	3	99.07%	0	100.00%	
	KENT MERIDIAN	69	3	28.67	0	100.00%	0	100.00%	
	KENT O BRIEN	44	0		0	100.00%	0	100.00%	
	KENT ULRICH	209	6	30.17	3	98.56%	0	100.00%	
LIBERTY LAKE		6	0		0	100.00%	0	100.00%	
LONGVIEW-KELSO		253	3	38.33	0	100.00%	0	100.00%	
LOON LAKE		4	0		0	100.00%	0	100.00%	
MAPLE VALLEY		57	1	19.00	1	98.25%	0	100.00%	
MOSES LAKE		117	3	12.00	0	100.00%	0	100.00%	
	MOSES LAKE AFB	29	0		0	100.00%	0	100.00%	
	MOSES LAKE ALDER	88	3	12.00	0	100.00%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders  
180 day data from OP15A pending orders  
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Washington Orders Summary - DECEMBER 2010  
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD						90.00%		99.00%	
NEWMAN LAKE		13	0		0	100.00%	0	100.00%	
NORTHPORT		9	0		0	100.00%	0	100.00%	
OLYMPIA		442	6	48.33	3	99.32%	0	100.00%	1
	OLYMPIA EVERGREEN	23	0		0	100.00%	0	100.00%	
	OLYMPIA LACEY	216	4	53.50	1	99.54%	0	100.00%	1
	OLYMPIA WHITEHALL	203	2	38.00	2	99.01%	0	100.00%	
OMAK-OKANOGAN		71	2	43.00	1	98.59%	0	100.00%	
OROVILLE		19	1	0.00	1	94.74%	0	100.00%	
OTHELLO		59	7	129.57	2	96.61%	0	100.00%	3
PASCO		213	4	51.50	0	100.00%	0	100.00%	
PATEROS		4	0		0	100.00%	0	100.00%	
POMEROY		6	0		1	83.33%	0	100.00%	
PT. ANGELES		86	4	50.00	0	100.00%	0	100.00%	
	PT ANGELES JOYCE	10	1	37.00	0	100.00%	0	100.00%	
	PT. ANGELES	76	3	54.33	0	100.00%	0	100.00%	
PT. LUDLOW		17	1	35.00	1	94.12%	0	100.00%	
PT. ORCHARD		155	2	55.50	7	95.48%	0	100.00%	
	PORT ORCHARD COLBY	57	2	55.50	2	96.49%	0	100.00%	
	PT. ORCHARD	98	0		5	94.90%	0	100.00%	
PT. TOWNSEND		87	2	51.00	1	98.85%	0	100.00%	
PUYALLAP		197	9	6.78	5	97.46%	0	100.00%	
RENTON		331	1	6.00	3	99.09%	0	100.00%	
RIDGEFIELD		15	2	88.50	0	100.00%	0	100.00%	1
ROCHESTER		47	1	7.00	0	100.00%	0	100.00%	
ROY		20	1	78.00	0	100.00%	0	100.00%	
SEATTLE		1800	34	36.06	32	98.22%	0	100.00%	1

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



Washington Orders Summary - DECEMBER 2010  
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD						90.00%		99.00%	
	SEATTLE ATWATER	95	0		1	98.95%	0	100.00%	
	SEATTLE CAMPUS	58	0		1	98.28%	0	100.00%	
	SEATTLE CHERRY	291	6	33.33	3	98.97%	0	100.00%	
	SEATTLE DUWAMISH	102	1	0.00	3	97.06%	0	100.00%	
	SEATTLE EAST	217	2	123.50	4	98.16%	0	100.00%	1
	SEATTLE ELLIOT	63	0		1	98.41%	0	100.00%	
	SEATTLE EMERSON	180	5	24.20	3	98.33%	0	100.00%	
	SEATTLE LAKEVIEW	128	4	27.75	3	97.66%	0	100.00%	
	SEATTLE MAIN	196	7	41.71	4	97.96%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	38	0		1	97.37%	0	100.00%	
	SEATTLE PARKWAY	213	5	18.40	5	97.65%	0	100.00%	
	SEATTLE SUNSET	93	0		0	100.00%	0	100.00%	
	SEATTLE WEST	126	4	40.75	3	97.62%	0	100.00%	
SEQUIM		99	2	84.00	2	97.98%	0	100.00%	
SHELTON		117	1	14.00	0	100.00%	0	100.00%	
SILVERDALE		90	0		1	98.89%	0	100.00%	
SPOKANE		1105	18	27.33	14	98.73%	0	100.00%	
	SPOKANE CHESTNUT	22	1	0.00	0	100.00%	0	100.00%	
	SPOKANE FAIRFAX	168	2	67.00	2	98.81%	0	100.00%	
	SPOKANE HUDSON	179	0		2	98.88%	0	100.00%	
	SPOKANE KEYSTONE	116	1	0.00	1	99.14%	0	100.00%	
	SPOKANE MORAN	41	1	0.00	0	100.00%	0	100.00%	
	SPOKANE RIVERSIDE	177	7	42.57	2	98.87%	0	100.00%	
	SPOKANE WALNUT	288	4	10.00	4	98.61%	0	100.00%	
	SPOKANE WHITWORTH	114	2	10.00	3	97.37%	0	100.00%	
SPRINGDALE		14	0		1	92.86%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders  
180 day data from OP15A pending orders  
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Washington Orders Summary - DECEMBER 2010  
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD						90.00%		99.00%	
SUMNER (BONNEYLAKE)		74	1	11.00	0	100.00%	0	100.00%	
TACOMA		1238	26	42.50	11	99.11%	0	100.00%	
	TACOMA FORT LEWIS	42	4	67.25	1	97.62%	0	100.00%	
	TACOMA GREENFIELD	219	2	12.50	1	99.54%	0	100.00%	
	TACOMA JUNIPER	211	8	36.00	2	99.05%	0	100.00%	
	TACOMA LENNOX	193	2	27.50	1	99.48%	0	100.00%	
	TACOMA LOGAN	93	0		0	100.00%	0	100.00%	
	TACOMA MARKET (FAWCETT)	193	2	41.00	1	99.48%	0	100.00%	
	TACOMA SKYLINE	79	1	43.00	2	97.47%	0	100.00%	
	TACOMA WAVERLY-2	45	0		0	100.00%	0	100.00%	
	TACOMA WAVERLY-7	163	7	49.00	3	98.16%	0	100.00%	
VANCOUVER		683	10	7.60	2	99.71%	0	100.00%	
	VANCOUVER ORCHARDS	312	3	15.33	0	100.00%	0	100.00%	
	VANCOUVER OXFORD	251	5	2.80	1	99.60%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	120	2	8.00	1	99.17%	0	100.00%	
WAITSBURG		5	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		144	3	19.33	2	98.61%	0	100.00%	
WARDEN		18	1	122.00	1	94.44%	0	100.00%	
WINLOCK		13	1	104.00	0	100.00%	0	100.00%	
YAKIMA		425	12	48.33	2	99.53%	0	100.00%	
	YAKIMA CHESTNUT	339	11	51.27	1	99.71%	0	100.00%	
	YAKIMA WEST	86	1	16.00	1	98.84%	0	100.00%	
Exchanges in Neighboring States									
CLARKSTON		47	0		0	100.00%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders  
180 day data from OP15A pending orders  
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Washington Orders Summary - DECEMBER 2010  
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD						90.00%		99.00%	
TOTALS		10587	204	40.48	131	98.76%	0	100.00%	6
<b>Crystal Mtn % Inward Orders Completed Within 5 Days Due to Low Volumes 1/6 or 83.33%</b>									
<b>Elk % Inward Orders Completed Within 5 Days Due to Low Volumes 2/17 or 88.24%</b>									
<b>Hoodsport % Inward Orders Completed Within 5 Days Due to Low Volumes 1/8 or 87.5%</b>									
<b>Pomeroy % Inward Orders Completed Within 5 Days Due to Low Volumes 1/6 or 83.33%</b>									
<b>Olympia Lacey, Othello (2), Ridgefield, Seattle East held orders over 180 days are being held for customer reasons</b>									

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180 day data from OP15A pending orders  
Blanks in the report indicate no activity for the measure.

Washington Orders Summary - DECEMBER 2010  
 from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD						90.00%		99.00%	
<b>One other Othello order held over 180 days being held due to a system issue. Order should have been cancelled.</b>									

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

WASHINGTON TROUBLE REPORT RATE - DECEMBER 2010

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE DEC-10	RATE NOV-10	RATE OCT-10	RATE SEP-10	RATE AUG-10	RATE JUL-10	RATE JUN-10	RATE MAY-10	RATE APR-10	RATE MAR-10	RATE FEB-10	RATE JAN-10
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	9409	158	1.68	1.18	1.12	0.94	0.96	0.62	0.76	0.61	0.63	0.80	0.84	1.24
AUBURN		0	16317	172	1.05	0.97	0.79	0.90	0.77	0.80	0.97	0.81	0.58	0.79	0.82	1.18
BAINBRIDGE ISLAND		0	8847	102	1.15	1.19	1.05	0.75	0.98	1.09	0.98	0.95	0.83	1.04	0.88	1.32
BATTLEGROUND		0	8108	101	1.25	1.16	0.69	0.91	0.59	0.75	1.03	0.88	0.65	0.60	0.76	0.96
BELFAIR		0	5830	87	1.49	1.28	0.95	1.33	0.71	1.21	1.09	0.73	0.76	1.06	0.62	1.16
BELLEVUE		0	34041	278	0.82	0.80	0.65	0.82	0.73	0.66	0.69	0.59	0.65	0.68	0.57	0.64
	BELLEVUE GLENCOURT	0	14386	87	0.60	0.62	0.49	0.84	0.59	0.63	0.57	0.43	0.56	0.53	0.54	0.49
	BELLEVUE-SHERWOOD	0	19655	191	0.97	0.93	0.77	0.80	0.83	0.69	0.78	0.70	0.72	0.78	0.59	0.75
BELLINGHAM		0	23470	121	0.52	0.56	0.45	0.54	0.41	0.48	0.46	0.41	0.44	0.48	0.35	0.44
	BELLINGHAM LUMMI	0	1216	12	0.99	1.39	0.81	0.96	0.56	0.49	0.96	0.88	0.72	0.48	0.48	0.39
	BELLINGHAM REGENT	0	22254	109	0.49	0.52	0.43	0.52	0.40	0.48	0.43	0.38	0.43	0.48	0.34	0.44
BLACK DIAMOND		0	2141	53	2.48	2.59	2.25	1.17	1.50	0.83	1.68	1.55	0.98	1.30	1.59	1.74
BREMERTON		0	26247	184	0.70	0.71	0.53	0.52	0.52	0.74	0.42	0.45	0.46	0.52	0.67	0.73
	BREMERTON CROSBY	0	2773	32	1.15	1.60	0.85	1.20	1.43	1.11	0.97	1.07	1.06	1.19	2.24	2.10
	BREMERTON ESSEX	0	22859	136	0.59	0.60	0.47	0.43	0.41	0.67	0.35	0.38	0.39	0.45	0.47	0.58
	BREMERTON SUNNYSLOPE	0	615	16	2.60	0.81	1.43	1.12	0.64	1.60	0.79	0.47	0.31	0.46	1.39	0.46
BUCKLEY		0	1811	40	2.21	1.52	2.05	3.38	2.24	3.27	1.41	1.04	1.02	1.16	1.51	2.00
CASTLE ROCK		0	3250	81	2.49	1.85	1.45	1.88	1.47	0.67	1.59	1.09	1.09	1.33	3.88	3.09
CENTRALIA		0	6069	82	1.35	1.24	1.16	1.06	0.67	1.16	0.76	0.60	0.84	0.77	1.01	1.30
CHEHALIS		0	8022	135	1.68	1.54	1.00	1.38	1.18	0.92	1.27	1.42	1.21	1.07	1.18	1.60
	CHEHALIS	0	5781	84	1.45	1.34	0.94	1.25	1.13	0.81	1.26	1.12	1.32	0.98	1.21	1.18
	CHEHALIS NAPAVINE	0	2241	51	2.28	2.09	1.15	1.71	1.30	1.21	1.29	2.18	0.94	1.31	1.09	2.71
CLE-ELUM		0	2560	12	0.47	0.90	0.43	0.50	0.88	0.54	0.76	0.41	0.53	0.67	0.48	0.85
COLFAX		0	2081	38	1.83	1.90	0.95	1.47	2.83	1.31	0.89	1.03	2.09	0.83	1.15	1.05
COLVILLE		0	6306	62	0.98	0.82	0.80	0.91	0.86	0.88	1.11	1.14	2.71	0.65	0.78	1.03
COPALIS(OCEAN SHORES)		0	3035	50	1.65	2.02	1.43	1.67	1.08	1.01	2.49	0.96	0.77	1.03	1.21	1.38
COULEE DAM		1	1931	32	1.66	0.87	2.56	1.07	1.16	2.22	2.57	1.10	0.95	4.99	1.35	2.19
CRYSTAL MTN.		0	572	9	1.57	2.46	0.53	0.53	0.00	0.35	1.05	0.87	0.86	0.51	0.34	1.00
DAYTON		0	1677	19	1.13	0.95	0.41	0.89	1.00	1.35	0.75	0.93	1.50	0.69	1.10	0.69
DEER PARK		0	5418	59	1.09	1.52	1.15	1.50	1.77	1.10	1.95	1.17	1.10	0.98	0.74	0.68
DES MOINES		0	16749	225	1.34	1.14	1.05	1.06	0.81	0.76	0.83	0.83	0.77	0.94	0.93	0.98
	DES MOINES	0	6568	80	1.22	1.22	1.13	1.28	0.90	0.79	0.89	1.05	0.83	0.76	0.78	0.86
	DES MOINES FEDERAL WAY	0	10181	145	1.42	1.08	1.00	0.91	0.75	0.74	0.79	0.70	0.73	1.06	1.03	1.06

WASHINGTON TROUBLE REPORT RATE - DECEMBER 2010

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE DEC-10	RATE NOV-10	RATE OCT-10	RATE SEP-10	RATE AUG-10	RATE JUL-10	RATE JUN-10	RATE MAY-10	RATE APR-10	RATE MAR-10	RATE FEB-10	RATE JAN-10	
STANDARD				4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	
EASTON	0	541	9	1.66	1.28	0.18	1.09	0.90	0.54	1.07	0.36	0.18	0.18	1.06	1.06	
ELK	0	2241	32	1.43	1.50	1.58	1.04	1.25	3.01	1.52	1.17	1.16	1.59	1.14	1.29	
ENUMCLAW	0	5418	125	2.31	1.38	1.67	1.84	0.96	1.71	1.59	1.10	0.87	1.09	0.82	1.17	
EPHRATA	0	2626	28	1.07	1.10	0.75	0.85	0.66	0.69	1.36	2.18	0.49	1.65	1.01	1.17	
GRAHAM	0	9766	125	1.28	1.26	0.74	1.02	0.92	0.69	0.93	0.82	0.56	1.02	1.12	1.58	
GREEN BLUFF	0	2283	48	2.10	1.35	1.17	0.86	1.23	1.48	0.67	0.54	0.75	0.50	0.46	0.87	
HOODSPORT	0	1831	16	0.87	0.97	0.58	0.84	0.72	1.03	1.03	1.28	1.48	0.56	0.71	1.55	
ISSAQUAH	0	14155	113	0.80	0.67	0.66	0.64	0.60	0.61	0.77	0.53	0.62	0.57	0.43	1.15	
KENT	0	31063	293	0.94	0.88	0.84	0.83	0.83	0.92	0.73	0.79	0.60	0.64	0.66	0.87	
		KENT MERIDIAN	0	10526	151	1.43	1.26	1.29	1.26	1.11	1.31	0.90	0.97	0.65	0.79	1.09
		KENT O BRIEN	0	6866	17	0.25	0.26	0.30	0.24	0.23	0.34	0.32	0.29	0.35	0.27	0.28
		KENT ULRICH	0	13671	125	0.91	0.89	0.75	0.80	0.90	0.90	0.79	0.89	0.68	0.69	0.97
LIBERTY LAKE	0	783	6	0.77	0.13	1.87	0.73	0.47	0.70	0.46	0.57	0.34	0.34	0.34	0.33	
LONGVIEW-KELSO	0	18687	286	1.53	1.39	1.24	1.43	1.05	1.09	1.16	1.00	1.21	0.98	1.05	1.67	
LOON LAKE	0	1062	13	1.22	0.84	0.74	0.55	1.06	1.23	1.22	1.14	0.79	0.70	0.44	0.69	
MAPLE VALLEY	0	6919	96	1.39	0.81	0.75	0.64	0.77	0.99	0.71	0.64	0.60	0.49	0.62	0.76	
MOSES LAKE	0	10758	144	1.34	0.87	0.68	1.05	1.15	0.97	1.21	1.23	0.95	1.22	0.75	1.25	
		MOSES LAKE AFB	0	1736	16	0.92	1.25	1.07	2.00	0.82	0.76	0.80	1.59	0.74	0.98	
		MOSES LAKE ALDER	0	9022	128	1.42	0.80	0.61	0.86	1.22	1.01	1.29	1.16	0.99	1.30	
NEWMAN LAKE	0	1376	16	1.16	1.16	0.36	0.64	1.40	0.42	0.74	1.00	0.86	0.26	0.39	0.45	
NORTHPORT	0	978	9	0.92	0.82	0.81	0.60	0.99	1.09	1.50	0.80	0.80	0.80	0.80	1.60	
OLYMPIA	0	48178	536	1.11	0.92	0.74	0.74	0.76	0.78	0.64	0.48	0.65	0.56	0.59	0.96	
		OLYMPIA EVERGREEN	0	3791	68	1.79	1.35	1.39	1.33	0.95	1.94	0.96	0.90	1.40	1.31	
		OLYMPIA LACEY	0	21156	224	1.06	0.90	0.71	0.67	0.69	0.52	0.56	0.40	0.49	0.87	
		OLYMPIA WHITEHALL	0	23231	244	1.05	0.86	0.67	0.70	0.80	0.82	0.66	0.49	0.67	0.99	
OMAK-OKANOGAN	0	6405	94	1.47	1.42	1.15	1.56	2.33	1.73	1.49	1.39	1.34	1.51	1.71	2.46	
OROVILLE	0	1669	16	0.96	1.54	1.49	1.60	1.71	1.46	1.58	1.58	1.68	0.75	1.44	2.41	
OTHELLO	0	3790	94	2.48	2.07	1.27	2.08	1.53	1.50	1.98	1.96	1.59	2.13	2.60	2.17	
PASCO	0	13840	168	1.21	0.84	0.85	1.01	0.92	1.06	0.96	0.92	0.89	0.79	0.93	1.33	
PATEROS	0	698	6	0.86	1.85	1.55	1.54	1.52	0.83	1.93	1.24	0.95	0.41	1.24	1.23	
POMEROY	1	1205	49	4.07	3.71	1.48	2.21	2.05	2.44	2.60	2.76	0.97	2.02	0.97	2.48	
PT. ANGELES	0	13440	145	1.08	0.85	0.95	0.81	0.79	0.65	0.85	0.74	0.97	0.80	0.68	1.20	
		PT ANGELES JOYCE	0	1012	32	3.16	1.88	1.47	1.27	1.92	1.24	0.95	1.32	1.98	1.03	0.93

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WIRECENTER		STD EXD CNT	LINES	RPTS	RATE DEC-10	RATE NOV-10	RATE OCT-10	RATE SEP-10	RATE AUG-10	RATE JUL-10	RATE JUN-10	RATE MAY-10	RATE APR-10	RATE MAR-10	RATE FEB-10	RATE JAN-10
STANDARD					4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
	PT. ANGELES	0	12428	113	0.91	0.77	0.90	0.77	0.70	0.60	0.84	0.69	0.89	0.78	0.61	1.22
PT. LUDLOW		0	2215	16	0.72	0.72	0.62	0.35	0.91	0.69	1.07	0.38	0.59	0.59	0.50	1.25
PT. ORCHARD		0	14712	251	1.71	1.24	1.06	1.08	0.85	0.75	0.95	0.89	0.63	0.92	0.84	1.26
	PORT ORCHARD COLBY	0	5486	102	1.86	1.07	1.09	0.92	1.01	0.91	1.33	0.62	0.58	0.82	0.86	1.14
	PT. ORCHARD	0	9226	149	1.62	1.34	1.04	1.18	0.75	0.66	0.72	1.05	0.67	0.98	0.83	1.33
PT. TOWNSEND		0	9937	99	1.00	0.78	0.71	0.87	0.81	0.61	0.89	0.66	0.98	0.74	0.96	0.72
PUYALLAP		0	17782	196	1.10	1.31	0.96	0.90	0.74	0.56	0.90	0.80	0.61	0.73	0.91	1.19
RENTON		0	28615	355	1.24	0.86	0.73	0.95	0.72	0.58	0.75	0.66	0.69	0.83	0.70	0.95
RIDGEFIELD		0	2744	37	1.35	1.54	0.85	1.23	1.12	0.87	0.62	1.23	0.81	0.54	0.96	1.79
ROCHESTER		0	3946	85	2.15	1.59	1.65	1.61	1.32	1.31	0.91	1.27	0.74	0.94	1.49	1.79
ROY		0	1990	40	2.01	1.55	1.48	0.69	0.73	0.92	1.48	0.90	2.03	2.43	1.07	2.00
SEATTLE		0	210137	1831	0.87	0.61	0.60	0.57	0.52	0.54	0.57	0.59	0.56	0.59	0.53	0.72
	SEATTLE ATWATER	0	15023	82	0.55	0.44	0.46	0.39	0.40	0.36	0.46	0.43	0.46	0.53	0.43	0.71
	SEATTLE CAMPUS	0	7781	38	0.49	0.37	0.33	0.24	0.44	0.27	0.44	0.42	0.50	0.67	0.43	0.67
	SEATTLE CHERRY	0	23719	300	1.26	0.85	0.83	0.88	0.67	0.82	0.67	0.68	0.70	0.69	0.82	0.95
	SEATTLE DUWAMISH	0	10031	93	0.93	0.77	0.91	0.55	0.54	0.93	1.07	0.95	0.74	0.81	0.85	0.93
	SEATTLE EAST	0	22583	169	0.75	0.65	0.55	0.50	0.66	0.54	0.57	0.62	0.56	0.62	0.52	0.72
	SEATTLE ELLIOT	0	5990	15	0.25	0.25	0.26	0.26	0.21	0.17	0.11	0.25	0.17	0.20	0.31	0.28
	SEATTLE EMERSON	0	22148	216	0.98	0.70	0.54	0.76	0.83	0.69	0.98	0.78	0.58	0.54	0.57	0.68
	SEATTLE LAKEVIEW	0	19233	217	1.13	0.63	0.80	0.61	0.55	0.60	0.50	0.56	0.63	0.53	0.47	0.79
	SEATTLE MAIN	0	30720	57	0.19	0.16	0.16	0.13	0.13	0.15	0.15	0.18	0.16	0.17	0.16	0.17
	SEATTLE MERCER ISLAND (ADAMS)	0	7046	98	1.39	1.02	0.91	0.73	0.79	0.68	0.84	0.53	0.62	0.76	0.68	0.95
	SEATTLE PARKWAY	0	14474	223	1.54	0.91	0.97	0.76	0.65	0.81	0.73	0.96	0.93	1.27	1.16	1.33
	SEATTLE SUNSET	0	16047	115	0.72	0.65	0.71	0.80	0.40	0.49	0.44	0.52	0.51	0.61	0.40	0.79
	SEATTLE WEST	0	15342	208	1.36	0.75	0.58	0.67	0.49	0.60	0.61	0.85	0.80	0.61	0.41	0.76
SEQUIM		0	11522	111	0.96	0.77	0.74	0.81	1.21	0.85	0.68	0.55	0.64	0.78	0.76	0.93
SHELTON		0	11495	176	1.53	1.08	1.10	1.01	0.85	1.10	1.13	1.12	1.04	0.86	1.01	1.38
SILVERDALE		0	10347	117	1.13	0.89	0.69	0.57	0.88	0.62	0.71	0.61	0.58	0.71	0.82	0.91
SPOKANE		0	93204	1355	1.45	0.98	0.91	0.81	0.85	0.95	0.99	0.87	0.82	0.75	0.87	1.06
	SPOKANE CHESTNUT	0	2083	60	2.88	2.05	1.46	0.88	0.82	0.85	1.16	1.09	1.29	1.53	1.35	2.43
	SPOKANE FAIRFAX	0	13085	301	2.30	1.12	1.02	0.72	0.92	0.73	1.23	1.29	1.01	0.84	1.29	1.53
	SPOKANE HUDSON	0	10298	173	1.68	1.33	1.19	0.88	1.02	1.01	0.96	0.71	0.91	1.06	1.20	1.20
	SPOKANE KEYSTONE	0	9211	91	0.99	1.01	0.76	0.71	0.62	0.69	1.20	0.83	0.91	0.57	0.78	0.95

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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
	SPOKANE MORAN	0	5932	75	1.26	0.97	0.86	0.67	0.67	0.60	0.59	0.83	0.67	0.58	0.70	1.03
	SPOKANE RIVERSIDE	0	13375	224	1.67	0.92	1.01	1.25	0.77	1.49	1.28	0.76	0.70	0.69	0.94	1.09
	SPOKANE WALNUT	0	25354	296	1.17	0.82	0.84	0.72	0.99	0.88	0.81	0.85	0.75	0.66	0.62	0.71
	SPOKANE WHITWORTH	0	13866	135	0.97	0.77	0.69	0.67	0.75	1.06	0.86	0.74	0.73	0.75	0.66	1.02
SPRINGDALE		2	1613	51	3.16	2.83	3.75	2.70	4.32	3.66	1.56	5.10	1.62	0.78	2.27	3.71
SUMNER (BONNEYLAKE)		0	10627	118	1.11	0.96	1.02	0.84	0.93	0.75	1.17	0.81	0.90	1.39	0.84	1.09
TACOMA		0	100850	1153	1.14	1.05	0.85	0.79	0.67	0.73	0.84	0.86	0.76	0.77	0.72	1.04
	TACOMA FORT LEWIS	0	2190	18	0.82	0.89	0.66	0.60	0.60	0.60	0.45	0.41	0.28	0.67	0.94	0.50
	TACOMA GREENFIELD	0	13641	196	1.44	1.23	1.00	0.97	0.73	1.05	0.93	1.24	1.10	0.93	0.80	1.33
	TACOMA JUNIPER	0	13811	171	1.24	1.33	0.97	0.81	0.79	0.85	0.82	1.13	0.83	0.70	0.88	1.11
	TACOMA LENNOX	0	16441	202	1.23	1.09	0.81	0.91	0.85	0.71	1.16	0.80	0.83	0.99	0.77	1.17
	TACOMA LOGAN	0	10088	109	1.08	0.81	0.77	0.77	0.55	0.60	0.57	0.52	0.61	0.95	0.65	1.05
	TACOMA MARKET (FAWCETT)	0	12089	90	0.74	0.62	0.75	0.56	0.51	0.59	0.48	0.70	0.65	0.57	0.50	0.63
	TACOMA SKYLINE	0	10090	113	1.12	1.31	0.86	0.79	0.62	0.67	0.92	1.15	0.86	0.65	0.69	0.86
	TACOMA WAVERLY-2	0	4472	64	1.43	1.33	0.68	0.60	0.46	0.38	1.32	0.96	0.90	0.71	0.90	1.36
	TACOMA WAVERLY-7	0	18028	190	1.05	0.89	0.82	0.73	0.61	0.70	0.74	0.60	0.51	0.65	0.64	1.02
VANCOUVER		0	57153	622	1.09	1.10	0.93	0.93	0.66	0.83	0.87	0.81	0.81	0.86	0.85	1.09
	VANCOUVER ORCHARDS	0	28666	264	0.92	1.03	1.00	1.01	0.71	0.75	0.87	0.74	0.68	0.81	0.77	0.96
	VANCOUVER OXFORD	0	16685	231	1.38	1.12	0.90	0.91	0.63	1.02	0.97	1.09	1.00	0.92	0.90	1.22
	VANCOUVER SALMON CRK(NORTH)	0	11802	127	1.08	1.23	0.79	0.75	0.56	0.77	0.75	0.57	0.86	0.88	0.95	1.23
WAITSBURG		0	486	6	1.23	1.23	0.82	1.43	1.21	1.39	0.79	0.20	0.19	0.38	1.13	1.13
WALLA WALLA (INCL TOUCHET)		0	12699	167	1.32	0.83	0.76	0.69	0.60	0.78	1.24	0.73	0.63	1.01	0.70	1.26
WARDEN		0	1023	17	1.66	1.16	1.74	1.06	1.04	0.85	1.29	1.56	0.83	1.11	1.66	2.20
WINLOCK		0	1879	33	1.76	1.84	1.04	1.09	0.88	1.74	1.48	2.03	0.81	0.90	1.16	1.80
YAKIMA		0	34447	339	0.98	0.73	0.68	0.78	0.67	0.67	0.70	0.78	0.64	0.68	0.75	1.11
	YAKIMA CHESTNUT	0	22875	249	1.09	0.70	0.65	0.83	0.66	0.67	0.71	0.77	0.62	0.67	0.76	1.19
	YAKIMA WEST	0	11572	90	0.78	0.78	0.74	0.67	0.69	0.66	0.66	0.79	0.69	0.70	0.73	0.95
Exchanges in Neighboring States																
CLARKSTON		0	5218	77	1.48	1.21	1.07	1.10	0.88	1.00	1.53	0.67	0.85	0.77	0.71	1.39
TOTALS		0	1038244	11819	1.14	0.94	0.82	0.83	0.76	0.78	0.83	0.77	0.73	0.76	0.75	1.02



WASHINGTON TRUNK BLOCKING SUMMARY - DECEMBER 2010

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED	
E911	125	1	0.80%	
LOCAL	348	0	0.00%	
TOLL	365	4	1.10%	

WASHINGTON TRUNK BLOCKING - DECEMBER 2010

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP095240	1			E911	ONE_WAY	1.18%	CAP TGSR issued 01/20/2011
AP072406	216			TOLL	TWO_WAY	1.65%	1x blkng 12-30 1300 hr sent TGSR 01/11/11
AP072427	288			TOLL	TWO_WAY	1.76%	Blkd 12/15/10 1800hr blked 12/29/10 1700hr sent SA TGSR 12/28/10
AP072433	288			TOLL	TWO_WAY	0.74%	1x blkng 12/31/10 1300hr sent SA TGSR 01/11/11
AP074015	168			TOLL	TWO_WAY	1.24%	1x blkng 12/29/10 1700hr Sent SA TGSR 01/07/11

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2010

MEASURE	MARKET UNIT	JAN-10	FEB-10	MAR-10	APR-10	MAY-10	JUN-10	JUL-10	AUG-10	SEP-10	OCT-10	NOV-10	DEC-10	YTD
Number of Scheduled Appointments (dispatched orders)	RES													103090
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	RES													962
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	RES													5069
Number of Scheduled Commitments (non-dispatched orders)	RES													775831
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	RES													196
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	RES													2159
Number Exclusions	RES													7228
Number of Scheduled Appointments (dispatched orders)	BUS													21495
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	BUS													497
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	BUS													2533
Number of Scheduled Commitments (non-dispatched orders)	BUS													76579
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	BUS													203
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	BUS													1165
Number Exclusions	BUS													3698
Number of Scheduled Appointments (dispatched tickets)	RES													83887
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons	RES													5137
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons	RES													231
Number of Scheduled Commitments (non-dispatched tickets)	RES													18414
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	RES													484
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	RES													1
Number Exclusions	RES													599
Number of Scheduled Appointments (dispatched tickets)	BUS													13309
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons	BUS													1335
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons	BUS													201
Number of Scheduled Commitments (non-dispatched tickets)	BUS													2936
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	BUS													103
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	BUS													3
Number Exclusions	BUS													308
Total amount of missed appointments credits paid	RES													\$47,600.00

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2010

MEASURE	MARKET UNIT	JAN-10	FEB-10	MAR-10	APR-10	MAY-10	JUN-10	JUL-10	AUG-10	SEP-10	OCT-10	NOV-10	DEC-10	YTD
Number of Scheduled Appointments (dispatched orders)	RES													103090
Number of customers receiving credits for company missed appointments/commitments-Install	RES													1902
Total amount of missed appointments credits paid	BUS													\$39,875.00
Number of customers receiving credits for company missed appointments/commitments-Install	BUS													730
Total amount of missed appointments credits paid	RES													\$98,100.00
Number of customers receiving credits for company missed appointments/commitments-Repair	RES													3918
Total amount of missed appointments credits paid	BUS													\$25,475.00
Number of customers receiving credits for company missed appointments/commitments-Repair	BUS													515
Count of All Orders	RES													121527
WA Completed Orders for Primary Service installed within 5 business days	RES													120555
Number of credits-First Month's Charge(HO Recurring)	RES													598
Amount of credit-First Month's Charge(HO Recur)	RES													\$8,088.50
Number of credits-Installation (HO NonRecur)	RES													599
Amount of credits-Installation (Ho NonRecur)	RES													\$18,568.00
Number of Voice Mail Nonrecurring Credits	RES													5
Amount of Voice Mail Nonrecurring Credits	RES													\$28.00
Number of Remote Call Fwding-Non-Recurring	RES													9
Amount of Remote Call Fwding-Non-Recurring	RES													\$450.00
Count of All Orders	BUS													24380
WA Completed Orders for Primary Service installed within 5 business days	BUS													23905
Number of credits-First Month's Charge(HO Recurring)	BUS													256
Amount of credit-First Month's Charge(HO Recur)	BUS													\$11,078.68
Number of credits-Installation (HO NonRecur)	BUS													256
Amount of credits-Installation (Ho NonRecur)	BUS													\$19,776.00
Number of Voice Mail Nonrecurring Credits	BUS													817
Amount of Voice Mail Nonrecurring Credits	BUS													\$18,704.00
Number of Remote Call Fwding-Non-Recurring	BUS													439
Amount of Remote Call Fwding-Non-Recurring	BUS													\$26,075.00
Number of out of service repair reports cleared within two working days	RES													74336

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2010

MEASURE	MARKET UNIT	JAN-10	FEB-10	MAR-10	APR-10	MAY-10	JUN-10	JUL-10	AUG-10	SEP-10	OCT-10	NOV-10	DEC-10	YTD
Number of Scheduled Appointments (dispatched orders)	RES													103090
Percentage of out of service repair reports cleared within two working days	RES													96.23%
Number of out of service repair reports not cleared within two working days minus exceptions.	RES													2916
Percentage of out of service repair reports not cleared within two working days minus exceptions.	RES													3.77%
Total amount of two day out of service condition credits	RES													\$9,483.05
Total amount of two day out of service condition credit exceptions	RES													629
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES													53
Number of two day out of service condition credit exceptions for Weather Related Events	RES													91
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	RES													66
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	RES													418
Number of out of service repair reports cleared within two working days	BUS													12794
Percentage of out of service repair reports cleared within two working days	BUS													96.80%
Number of out of service repair reports not cleared within two working days minus exceptions.	BUS													423
Percentage of out of service repair reports not cleared within two working days minus exceptions.	BUS													3.20%
Total amount of two day out of service condition credits	BUS													\$1,220.00
Total amount of two day out of service condition credit exceptions	BUS													196
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	BUS													9
Number of two day out of service condition credit exceptions for Weather Related Events	BUS													12
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	BUS													8
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	BUS													167
Number of out of service repair reports cleared within seven calendar days	RES													77703
Percentage of out of service repair reports cleared within seven calendar days	RES													99.82%
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	RES													144
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	RES													0.18%
Total amount of seven day out of service condition credits	RES													\$1,479.01
Total amount of seven day out of service condition credit exceptions	RES													33
No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES													1
Number of seven day out of service condition credit exceptions for Weather Related Events	RES													5
Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	RES													2
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	RES													25

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2010

MEASURE	MARKET UNIT	JAN-10	FEB-10	MAR-10	APR-10	MAY-10	JUN-10	JUL-10	AUG-10	SEP-10	OCT-10	NOV-10	DEC-10	YTD
Number of Scheduled Appointments (dispatched orders)	RES													103090
Number of out of service repair reports cleared within seven calendar days	BUS													13381
Percentage of out of service repair reports cleared within seven calendar days	BUS													99.89%
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS													15
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS													0.11%
Total amount of seven day out of service condition credits	BUS													\$182.48
Total amount of seven day out of service condition credit exceptions	BUS													7
No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	BUS													0
Number of seven day out of service condition credit exceptions for Weather Related Events	BUS													0
Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	BUS													0
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	BUS													7