

Qwest Corporation
1600 7th Avenue, Room 3206
Seattle, Washington 98191
(206) 345-1568
Facsimile (206) 343-4040

Mark S. Reynolds
Senior Director – Regulatory
Policy and Law

RECEIVED
RECORDS MANAGEMENT
07 JAN 31 AM 11:28

STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION



January 30, 2007

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, UT- 030704

Dear Ms. Washburn:

Enclosed are the December 2006 service quality performance reports required of Qwest Corporation in accordance with Docket Nos. UT-921192, UT-950200, UT-991358, UT- 030704 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) Dial Tone Summary Report
- 9) Customer Service Guarantee Report

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

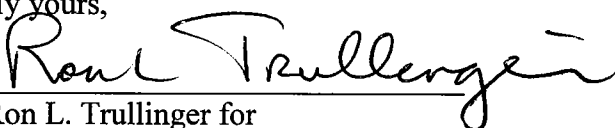
Enclosed is the Pending Order Report as of December 31, 2006 based on data generated for OP-15A diagnostic measure, as ordered by the Commission in Docket UT-030704.

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)
 December 2006

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
|-------------------|-----|-----------|-------------------------------------|---------------------------------|------------------------|---------------------------|-------------------------|--|-------------------------------------|--|
| EXCHANGES | WC | AREA CODE | 11/06 TOTAL ORDERS SOT= NTC R,SB,LB | 11/06 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 | 1154 | 1144 | 3 | 20 | 23 | 98.26% | 99.74% | 98.01% |
| AUBURN | 833 | 253 | 2364 | 2347 | 9 | 30 | 39 | 98.73% | 99.61% | 98.35% |
| BAINBRIDGE ISLAND | 842 | 206 | 765 | 762 | 4 | 19 | 23 | 97.50% | 99.46% | 96.99% |
| BATTLEGROUND | 687 | 360 | 871 | 871 | 7 | 16 | 23 | 98.15% | 99.18% | 97.36% |
| BELFAIR | 275 | 360 | 567 | 567 | 9 | 10 | 19 | 98.21% | 98.38% | 96.65% |
| BELLEVUE | | | 2754 | 2724 | 19 | 69 | 88 | 97.49% | 99.31% | 96.80% |
| GLENCOURT | 453 | 425 | 878 | 861 | 4 | 18 | 22 | 97.94% | 99.53% | 97.45% |
| SHERWOOD | 641 | 425 | 1876 | 1863 | 15 | 51 | 66 | 97.26% | 99.18% | 96.48% |
| BELLINGHAM | | | 2406 | 2380 | 10 | 39 | 49 | 98.38% | 99.58% | 97.96% |
| LUMMI | 758 | 360 | 180 | 179 | 0 | 3 | 3 | 98.33% | 100.00% | 98.33% |
| REGENT | 671 | 360 | 2226 | 2201 | 10 | 36 | 46 | 98.38% | 99.54% | 97.93% |
| BLACK DIAMOND | 886 | 360 | 232 | 229 | 7 | 3 | 10 | 98.67% | 96.94% | 97.69% |
| BREMERTON | | | 2923 | 2217 | 27 | 27 | 54 | 98.84% | 98.84% | 97.68% |
| CROSBY | 373 | 360 | 232 | 232 | 1 | 13 | 14 | 94.37% | 99.54% | 93.97% |
| BREM ESSEX | 830 | 360 | 2027 | 1922 | 26 | 14 | 40 | 99.30% | 98.71% | 98.03% |
| SUNNYSLOPE | 674 | 360 | 64 | 63 | 0 | 0 | 0 | 100.00% | 100.00% | 100.00% |
| BUCKLEY | 829 | 360 | 205 | 204 | 1 | 2 | 3 | 99.02% | 99.51% | 98.54% |
| CASTLE ROCK | 274 | 360 | 366 | 366 | 1 | 6 | 7 | 98.36% | 99.72% | 98.09% |
| CENTRALIA | 736 | 360 | 773 | 764 | 3 | 12 | 15 | 98.44% | 99.61% | 98.06% |
| CHEHALIS | | | 838 | 826 | 7 | 17 | 24 | 97.97% | 99.16% | 97.14% |
| CHEHALIS | 748 | 360 | 557 | 547 | 3 | 8 | 11 | 98.56% | 99.45% | 98.03% |
| NAPAVINE | 262 | 360 | 281 | 279 | 4 | 9 | 13 | 96.75% | 98.53% | 95.37% |
| CLE-ELUM | 674 | 509 | 208 | 208 | 0 | 7 | 7 | 96.63% | 100.00% | 96.63% |
| COLFAX | 397 | 509 | 129 | 127 | 0 | 1 | 1 | 99.22% | 100.00% | 99.22% |
| COLVILLE | 684 | 509 | 459 | 439 | 0 | 6 | 6 | 98.69% | 100.00% | 98.69% |
| COPALIS | | | | | | | | | | |
| (OCEAN SHORES) | 289 | 360 | 214 | 212 | 2 | 2 | 4 | 99.06% | 99.06% | 98.13% |
| COOLEE DAM | 633 | 509 | 135 | 133 | 0 | 3 | 3 | 97.78% | 100.00% | 97.78% |
| CRYSTAL MTN. | 663 | 360 | 45 | 43 | 0 | 2 | 2 | 95.56% | 100.00% | 95.56% |
| DAYTON | 382 | 509 | 113 | 113 | 0 | 0 | 0 | 100.00% | 100.00% | 100.00% |
| DEER PARK | 276 | 509 | 472 | 470 | 1 | 11 | 12 | 97.66% | 99.78% | 97.46% |
| DES MOINES | | | 2965 | 2953 | 10 | 28 | 38 | 99.06% | 99.66% | 98.72% |
| DES MOINES | 824 | 206 | 1133 | 1128 | 5 | 13 | 18 | 98.85% | 99.55% | 98.41% |
| FEDERAL WAY | 839 | 253 | 1832 | 1825 | 5 | 15 | 20 | 99.18% | 99.72% | 98.91% |
| EASTON | 656 | 509 | 35 | 35 | 0 | 1 | 1 | 97.14% | 100.00% | 97.14% |
| ELK | 292 | 509 | 232 | 232 | 0 | 6 | 6 | 97.41% | 100.00% | 97.41% |
| ENUMCLAW | 825 | 360 | 537 | 526 | 4 | 13 | 17 | 97.56% | 99.24% | 96.83% |
| EPHRATA | 754 | 509 | 212 | 209 | 0 | 3 | 3 | 98.58% | 100.00% | 98.58% |
| GRAHAM | 847 | 253 | 1695 | 1686 | 12 | 20 | 32 | 98.81% | 99.28% | 98.11% |
| GREEN BLUFF | 238 | 509 | 144 | 144 | 2 | 4 | 6 | 97.18% | 98.57% | 95.83% |
| HOODSPORT | 877 | 360 | 146 | 146 | 0 | 2 | 2 | 98.63% | 100.00% | 98.63% |
| ISSAQUAH | 392 | 425 | 1049 | 1043 | 12 | 35 | 47 | 96.62% | 98.82% | 95.52% |
| KENT | | | 3848 | 3806 | 14 | 41 | 55 | 98.93% | 99.64% | 98.57% |
| MERIDIAN | 253 | 360 | 1379 | 1373 | 7 | 10 | 17 | 99.27% | 99.49% | 98.77% |
| OBRIEN | 251 | 206 | 201 | 187 | 2 | 7 | 9 | 96.48% | 98.97% | 95.52% |
| ULRICH | 852 | 253 | 2268 | 2246 | 5 | 24 | 29 | 98.94% | 99.78% | 98.72% |
| LIBERTY LAKE | 255 | 509 | 80 | 79 | 0 | 0 | 0 | 100.00% | 100.00% | 100.00% |
| LONGVIEW-KELSO | 423 | 360 | 3118 | 3106 | 18 | 39 | 57 | 98.74% | 99.42% | 98.17% |

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

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
|-----------------------|-----|-----------|-------------------------------------|---------------------------------|------------------------|---------------------------|-------------------------|--|-------------------------------------|--|
| EXCHANGES | WC | AREA CODE | 11/06 TOTAL ORDERS SOT= NTC R,SB,LB | 11/06 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 |
| LOON LAKE | 233 | 509 | 85 | 84 | 1 | 1 | 2 | 98.81% | 98.81% | 97.65% |
| MAPLE VALLEY | 432 | 425 | 722 | 720 | 2 | 7 | 9 | 99.03% | 99.72% | 98.75% |
| MOSES LAKE | | | 1214 | 1205 | 8 | 12 | 20 | 99.01% | 99.34% | 98.35% |
| MOSES LAKE (AFB) | 762 | 509 | 288 | 288 | 0 | 1 | 1 | 99.65% | 100.00% | 99.65% |
| MOSES LAKE | 765 | 509 | 926 | 917 | 8 | 11 | 19 | 98.80% | 99.13% | 97.95% |
| NEWMAN LAKE | 226 | 509 | 137 | 137 | 0 | 2 | 2 | 98.54% | 100.00% | 98.54% |
| NORTHPORT | 732 | 509 | 65 | 65 | 0 | 1 | 1 | 98.46% | 100.00% | 98.46% |
| OLYMPIA | | | 5378 | 4959 | 29 | 81 | 110 | 98.49% | 99.46% | 97.95% |
| EVERGREEN | 866 | 360 | 336 | 335 | 0 | 3 | 3 | 99.11% | 100.00% | 99.11% |
| LACEY | 456 | 360 | 2537 | 2496 | 16 | 46 | 62 | 98.18% | 99.36% | 97.56% |
| WHITEHALL | 352 | 360 | 2505 | 2128 | 13 | 32 | 45 | 98.72% | 99.47% | 98.20% |
| OMAK-OKANOGAN | 826 | 509 | 591 | 591 | 1 | 5 | 6 | 99.15% | 99.83% | 98.98% |
| OROVILLE | 476 | 509 | 138 | 137 | 0 | 3 | 3 | 97.83% | 100.00% | 97.83% |
| OTHELLO | 488 | 509 | 439 | 437 | 3 | 3 | 6 | 99.31% | 99.31% | 98.63% |
| PASCO | 545 | 509 | 2000 | 1992 | 6 | 16 | 22 | 99.20% | 99.70% | 98.90% |
| PATEROS | 923 | 509 | 44 | 44 | 0 | 4 | 4 | 90.91% | 100.00% | 90.91% |
| POMEROY | 843 | 509 | 75 | 74 | 1 | 2 | 3 | 97.30% | 98.63% | 96.00% |
| PT. ANGELES | | | 1243 | 1236 | 9 | 26 | 35 | 97.91% | 99.28% | 97.18% |
| JOYCE | 928 | 360 | 79 | 79 | 3 | 2 | 5 | 97.37% | 96.10% | 93.67% |
| PT. ANGELES | 452 | 360 | 1164 | 1157 | 6 | 24 | 30 | 97.93% | 99.47% | 97.42% |
| PT. LUDLOW | 437 | 360 | 176 | 175 | 2 | 6 | 8 | 96.55% | 98.82% | 95.45% |
| PT. ORCHARD | | | 1504 | 1489 | 13 | 23 | 36 | 98.47% | 99.14% | 97.61% |
| COLBY | 871 | 360 | 540 | 533 | 2 | 7 | 9 | 98.70% | 99.62% | 98.33% |
| PT. ORCHARD | 876 | 360 | 964 | 956 | 11 | 16 | 27 | 98.32% | 98.84% | 97.20% |
| PT. TOWNSEND | 385 | 360 | 833 | 831 | 12 | 20 | 32 | 97.56% | 98.52% | 96.16% |
| PUYALLAP | 841 | 253 | 2530 | 2514 | 8 | 38 | 46 | 98.49% | 99.68% | 98.18% |
| RENTON | 226 | 425 | 4009 | 3997 | 13 | 50 | 63 | 98.75% | 99.67% | 98.43% |
| RIDGEFIELD | 887 | 360 | 269 | 269 | 3 | 5 | 8 | 98.12% | 98.86% | 97.03% |
| ROCHESTER | 273 | 360 | 563 | 554 | 2 | 8 | 10 | 98.57% | 99.64% | 98.22% |
| ROY | 842 | 253 | 194 | 194 | 3 | 4 | 7 | 97.91% | 98.42% | 96.39% |
| SEATTLE | | | 20705 | 20327 | 77 | 394 | 471 | 98.10% | 99.63% | 97.73% |
| ATWATER | 281 | 206 | 1318 | 1303 | 6 | 21 | 27 | 98.40% | 99.54% | 97.95% |
| CAMPUS | 543 | 206 | 751 | 746 | 6 | 11 | 17 | 98.52% | 99.19% | 97.74% |
| CHERRY | 241 | 206 | 3188 | 3151 | 14 | 58 | 72 | 98.17% | 99.55% | 97.74% |
| DUWAMISH | 762 | 206 | 1173 | 1171 | 2 | 15 | 17 | 98.72% | 99.83% | 98.55% |
| EAST | 322 | 206 | 2757 | 2739 | 12 | 55 | 67 | 98.00% | 99.56% | 97.57% |
| ELLIOT | 441 | 206 | 474 | 467 | 2 | 13 | 15 | 97.25% | 99.57% | 98.84% |
| EMERSON | 361 | 206 | 2168 | 2153 | 9 | 31 | 40 | 98.56% | 99.58% | 98.15% |
| LAKEVIEW | 522 | 206 | 1613 | 1605 | 1 | 32 | 33 | 98.01% | 99.94% | 97.95% |
| MAIN | 223 | 206 | 1456 | 1219 | 4 | 46 | 50 | 96.83% | 99.72% | 96.57% |
| MERCER ISLAND (Adams) | 232 | 206 | 458 | 448 | 4 | 12 | 16 | 97.36% | 99.10% | 96.51% |
| PARKWAY | 721 | 206 | 2247 | 2244 | 5 | 35 | 40 | 98.44% | 99.77% | 98.22% |
| SUNSET | 782 | 206 | 1545 | 1533 | 4 | 33 | 37 | 97.86% | 99.74% | 97.61% |
| WEST | 932 | 206 | 1557 | 1548 | 8 | 32 | 40 | 97.93% | 99.48% | 97.43% |
| SEQUIM | 663 | 360 | 970 | 963 | 14 | 33 | 47 | 96.55% | 98.51% | 95.15% |
| SHELTON | 426 | 360 | 1262 | 1258 | 4 | 24 | 28 | 98.09% | 99.68% | 97.78% |
| SILVERDALE | 692 | 360 | 1079 | 1069 | 9 | 25 | 34 | 97.66% | 99.15% | 96.85% |
| SPOKANE | | | 11194 | 11116 | 41 | 116 | 157 | 98.96% | 99.63% | 98.60% |

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

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
|--|-----|-----------|-------------------------------------|---------------------------------|------------------------|---------------------------|-------------------------|--|-------------------------------------|--|
| EXCHANGES | WC | AREA CODE | 11/06 TOTAL ORDERS SOT= NTC R,SB,LB | 11/06 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 | 272 | 271 | 1 | 3 | 4 | 98.89% | 99.63% | 98.53% |
| FAIRFAX | 325 | 509 | 1863 | 1856 | 2 | 14 | 16 | 99.25% | 99.89% | 99.14% |
| HUDSON | 482 | 509 | 1682 | 1687 | 4 | 8 | 12 | 99.53% | 99.76% | 99.29% |
| KEYSTONE | 534 | 509 | 1110 | 1107 | 2 | 13 | 15 | 98.83% | 99.82% | 98.65% |
| MORAN | 441 | 509 | NUMBERS ADDED TO RIVERSIDE | | | | | | | |
| RIVERSIDE | 455 | 509 | 1947 | 1904 | 6 | 30 | 36 | 98.46% | 99.69% | 98.15% |
| WALNUT | 922 | 509 | 2913 | 2901 | 12 | 24 | 36 | 99.17% | 99.58% | 98.76% |
| WHITWORTH | 466 | 509 | 1397 | 1390 | 14 | 24 | 38 | 98.26% | 98.98% | 97.28% |
| SPRINGDALE | 258 | 509 | 158 | 158 | 0 | 6 | 6 | 96.20% | 100.00% | 96.20% |
| SUMNER (BonneyLake) | 863 | 253 | 1356 | 1347 | 9 | 17 | 26 | 98.74% | 99.33% | 98.08% |
| TACOMA | | | 14981 | 1472 | 46 | 183 | 229 | 98.78% | 99.69% | 98.47% |
| FORT LEWIS | 964 | 253 | 541 | 526 | 6 | 4 | 10 | 99.25% | 98.88% | 98.15% |
| GREENFIELD | 472 | 253 | 2421 | 2409 | 9 | 40 | 49 | 98.34% | 99.62% | 97.98% |
| JUNIPER | 582 | 253 | 2458 | 2448 | 8 | 20 | 28 | 99.18% | 99.67% | 98.86% |
| LENNOX | 531 | 253 | 2995 | 2989 | 7 | 30 | 37 | 99.00% | 99.76% | 98.76% |
| LOGAN | 564 | 253 | 1059 | 1057 | 4 | 12 | 16 | 98.86% | 99.62% | 98.49% |
| MARKET (Fawcett) | 272 | 253 | 1628 | 1611 | 5 | 23 | 28 | 98.58% | 99.69% | 98.28% |
| SKYLINE | 752 | 253 | 990 | 985 | 1 | 15 | 16 | 98.48% | 99.90% | 98.38% |
| WAVERLY-2 | 922 | 253 | 553 | 546 | 0 | 10 | 10 | 98.19% | 100.00% | 98.19% |
| WAVERLY-7 | 927 | 253 | 2336 | 2201 | 6 | 29 | 35 | 98.76% | 99.74% | 98.50% |
| TOUCHET | 394 | 509 | NUMBERS ADDED TO WALLA WALLA | | | | | | | |
| VANCOUVER | | | 8436 | 8372 | 40 | 100 | 140 | 98.81% | 99.53% | 98.34% |
| ORCHARDS | 253 | 360 | 4194 | 4175 | 26 | 47 | 73 | 98.87% | 99.37% | 98.26% |
| OXFORD | 693 | 360 | 2653 | 2610 | 11 | 30 | 41 | 98.86% | 99.58% | 98.45% |
| SALMON CREEK (VANCOUVER NO) | 573 | 360 | 1589 | 1587 | 3 | 23 | 26 | 98.55% | 99.81% | 98.36% |
| WAITSBURG | 337 | 509 | 33 | 33 | 0 | 1 | 1 | 96.97% | 100.00% | 96.97% |
| WALLA WALLA | 522 | 509 | 1252 | 1208 | 5 | 8 | 13 | 99.36% | 99.60% | 98.96% |
| WARDEN | 349 | 509 | 141 | 141 | 0 | 2 | 2 | 98.58% | 100.00% | 98.58% |
| WINLOCK | 785 | 360 | 203 | 203 | 3 | 1 | 4 | 99.50% | 98.51% | 98.03% |
| YAKIMA | | | 4416 | 4389 | 11 | 42 | 53 | 99.05% | 99.75% | 98.80% |
| CHESTNUT | 244 | 509 | 3280 | 3257 | 4 | 30 | 34 | 99.08% | 99.88% | 98.96% |
| WEST | 965 | 509 | 1136 | 1132 | 7 | 12 | 19 | 98.94% | 99.38% | 98.33% |
| Washington Customers Served by Exchanges in Neighboring States | | | | | | | | | | |
| Clarkston | 751 | 509 | 530 | 527 | 1 | 6 | 7 | 98.87% | 99.81% | 98.68% |
| WC TOTAL | | | 120380 | 118698 | 558 | 1769 | 2327 | 98.53% | 99.54% | 98.07% |

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

| 1 | 2 | 3 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 |
|-------------------|-----|-----------|------------------------------|-----------------------------|---------------------|---------------------------|---|---|---------|----------|----------------------|------------------------|
| EXCHANGES | WC | AREA CODE | 11/06 SOT=NTC INWARD R,S,LBL | 11/06 SOT=NTC INWARD R,S,SB | NOT COMPL W/ 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/ 90 DAYS | 90 DAYS (GRTR THAN 1%) |
| ABERDEEN-HOQUIAM | 532 | 360 | 220 | 216 | 1 | 0.45% | 23 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| AUBURN | 833 | 253 | 420 | 418 | 6 | 1.43% | 57 | 1 | 98.25% | 1.75% | 0 | 0.00% |
| BAINBRIDGE ISLAND | 842 | 206 | 117 | 116 | 2 | 1.71% | 34 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| BATTLEGROUND | 687 | 360 | 143 | 142 | 3 | 2.10% | 23 | 1 | 95.65% | 4.35% | 0 | 0.00% |
| BELFAIR | 275 | 360 | 79 | 79 | 1 | 1.27% | 15 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| BELLEVUE | | | 571 | 564 | 11 | 1.93% | 82 | 1 | 98.78% | 1.22% | 0 | 0.00% |
| GLENOCOURT | 453 | 425 | 201 | 196 | 4 | 1.99% | 34 | 1 | 97.06% | 2.94% | 0 | 0.00% |
| SHERWOOD | 641 | 425 | 370 | 368 | 7 | 1.89% | 48 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| BELLINGHAM | | | 525 | 519 | 6 | 1.14% | 76 | 1 | 98.68% | 1.32% | 0 | 0.00% |
| LUMMI | 758 | 360 | 23 | 22 | 0 | 0.00% | 2 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| REGENT | 671 | 360 | 502 | 497 | 6 | 1.20% | 74 | 1 | 98.65% | 1.35% | 0 | 0.00% |
| BLACK DIAMOND | 886 | 360 | 22 | 21 | 3 | 13.64% | 5 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| BREMERTON | | | 444 | 401 | 26 | 5.86% | 54 | 2 | 96.30% | 3.70% | 0 | 0.00% |
| CROSBY | 373 | 360 | 31 | 31 | 1 | 3.23% | 10 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| BREM ESSEX | 830 | 360 | 401 | 358 | 25 | 6.23% | 42 | 2 | 95.24% | 4.76% | 0 | 0.00% |
| SUNNYSLOPE | 674 | 360 | 12 | 12 | 0 | 0.00% | 2 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| BUCKLEY | 829 | 360 | 14 | 14 | 1 | 7.14% | 2 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| CASTLE ROCK | 274 | 360 | 57 | 57 | 1 | 1.75% | 4 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| CENTRALIA | 736 | 360 | 133 | 131 | 3 | 2.26% | 13 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| CHEHALIS | | | 149 | 145 | 7 | 4.70% | 26 | 5 | 80.77% | 19.23% | 0 | 0.00% |
| CHEHALIS | 748 | 360 | 101 | 97 | 3 | 2.97% | 12 | 2 | 83.33% | 16.67% | 0 | 0.00% |
| NAPAVINE | 262 | 360 | 48 | 48 | 4 | 8.33% | 14 | 3 | 78.57% | 21.43% | 0 | 0.00% |
| CLE-ELUM | 674 | 509 | 35 | 35 | 0 | 0.00% | 3 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| COLFAX | 397 | 509 | 26 | 26 | 0 | 0.00% | 4 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| COLVILLE | 684 | 509 | 89 | 88 | 0 | 0.00% | 10 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| COPALIS | | | | | | | | | | | | |
| (OCEAN SHORES) | 289 | 360 | 42 | 41 | 2 | 4.76% | 5 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| COULEE DAM | 633 | 509 | 38 | 37 | 0 | 0.00% | 4 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| CRYSTAL MTN. | 663 | 360 | 8 | 7 | 0 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0 | 0.00% |
| DAYTON | 382 | 509 | 17 | 17 | 0 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0 | 0.00% |
| DEER PARK | 276 | 509 | 76 | 76 | 1 | 1.32% | 9 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| DES MOINES | | | 506 | 501 | 10 | 1.98% | 56 | 2 | 96.43% | 3.57% | 0 | 0.00% |
| DES MOINES | 824 | 206 | 200 | 198 | 5 | 2.50% | 17 | 2 | 88.24% | 11.76% | 0 | 0.00% |
| FEDERAL WAY | 839 | 253 | 306 | 303 | 5 | 1.63% | 39 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| EASTON | 656 | 509 | 8 | 8 | 0 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0 | 0.00% |
| ELK | 292 | 509 | 37 | 37 | 0 | 0.00% | 6 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| ENUMCLAW | 825 | 360 | 103 | 98 | 3 | 2.91% | 24 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| EPHRATA | 754 | 509 | 48 | 48 | 0 | 0.00% | 3 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| GRAHAM | 847 | 253 | 259 | 253 | 6 | 2.32% | 35 | 1 | 97.14% | 2.86% | 0 | 0.00% |
| GREEN BLUFF | 238 | 509 | 20 | 20 | 1 | 5.00% | 3 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| HOODSPORT | 877 | 360 | 22 | 22 | 0 | 0.00% | 2 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| ISSAQUAH | 392 | 425 | 245 | 242 | 11 | 4.49% | 66 | 4 | 93.94% | 6.06% | 0 | 0.00% |
| KENT | | | 709 | 699 | 5 | 0.71% | 98 | 1 | 98.98% | 1.02% | 0 | 0.00% |
| MERIDIAN | 253 | 360 | 192 | 192 | 1 | 0.52% | 30 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| OBRIEN | 251 | 206 | 62 | 59 | 1 | 1.61% | 13 | 1 | 92.31% | 7.69% | 0 | 0.00% |
| ULRICH | 852 | 253 | 455 | 448 | 3 | 0.66% | 55 | 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)
 December 2006

| 1 | 2 | 3 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 |
|------------------|-----|------|------------------------------|---------------------------|---------------------|---------------------------|--|--|---------|----------|----------------------|------------------------|
| EXCHANGES | WC | AREA | 11/06 SOT=NTC INWARD R,SB,LB | 11/06 SOT=NTC INWARD R,SB | NOT COMPL W/ 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/ 90 DAYS | 90 DAYS (GRTR THAN 1%) |
| LIBERTY LAKE | 255 | 509 | 12 | 12 | 0 | 0.00% | 3 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| LONGVIEW-KELSO | 423 | 360 | 549 | 543 | 11 | 2.00% | 55 | 2 | 96.36% | 3.64% | 0 | 0.00% |
| LOON LAKE | 233 | 509 | 18 | 17 | 1 | 5.56% | 1 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| MAPLE VALLEY | 432 | 425 | 105 | 104 | 2 | 1.90% | 14 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| MOSES LAKE | | | 227 | 226 | 4 | 1.76% | 22 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| MOSES LAKE (AFB) | 762 | 509 | 50 | 50 | 0 | 0.00% | 1 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| MOSES LAKE | 765 | 509 | 177 | 176 | 4 | 2.26% | 21 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| NEWMAN LAKE | 226 | 509 | 19 | 19 | 0 | 0.00% | 4 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| NORTHPORT | 732 | 509 | 6 | 6 | 0 | 0.00% | 0 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| OLYMPIA | | | 984 | 954 | 22 | 2.24% | 157 | 4 | 97.45% | 2.55% | 0 | 0.00% |
| EVERGREEN | 866 | 360 | 64 | 64 | 0 | 0.00% | 11 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| LACEY | 456 | 360 | 492 | 479 | 15 | 3.05% | 85 | 3 | 96.47% | 3.53% | 0 | 0.00% |
| WHITEHALL | 352 | 360 | 428 | 411 | 7 | 1.64% | 61 | 1 | 98.36% | 1.64% | 0 | 0.00% |
| OMAK-OKANOGAN | 826 | 509 | 123 | 123 | 0 | 0.00% | 11 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| OROVILLE | 476 | 509 | 24 | 23 | 0 | 0.00% | 3 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| OTHELLO | 488 | 509 | 79 | 79 | 3 | 3.80% | 5 | 1 | 80.00% | 20.00% | 0 | 0.00% |
| PASCO | 545 | 509 | 368 | 366 | 5 | 1.36% | 30 | 1 | 96.67% | 3.33% | 0 | 0.00% |
| PATEROS | 923 | 509 | 7 | 7 | 0 | 0.00% | 2 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| POMEROY | 843 | 509 | 14 | 13 | 1 | 7.14% | 3 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| PT. ANGELES | | | 230 | 227 | 7 | 3.04% | 27 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| JOYCE | 928 | 360 | 12 | 12 | 1 | 8.33% | 1 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| PT. ANGELES | 452 | 360 | 218 | 215 | 6 | 2.75% | 26 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| PT. LUDLOW | 437 | 360 | 21 | 21 | 1 | 4.76% | 4 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| PT. ORCHARD | | | 219 | 216 | 4 | 1.83% | 27 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| COLBY | 871 | 360 | 69 | 69 | 1 | 1.45% | 8 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| PT. ORCHARD | 876 | 360 | 150 | 147 | 3 | 2.00% | 19 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| PT. TOWNSEND | 385 | 360 | 169 | 168 | 8 | 4.73% | 33 | 2 | 93.94% | 6.06% | 0 | 0.00% |
| PUYALLAP | 841 | 253 | 419 | 418 | 8 | 1.91% | 62 | 1 | 98.39% | 1.61% | 0 | 0.00% |
| RENTON | 226 | 425 | 745 | 737 | 9 | 1.21% | 102 | 1 | 99.02% | 0.98% | 0 | 0.00% |
| RIDGEFIELD | 887 | 360 | 32 | 32 | 2 | 6.25% | 8 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| ROCHESTER | 273 | 360 | 84 | 84 | 0 | 0.00% | 7 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| ROY | 842 | 253 | 35 | 35 | 3 | 8.57% | 5 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| SEATTLE | | | 4018 | 3922 | 57 | 1.42% | 542 | 7 | 98.71% | 1.29% | 0 | 0.00% |
| ATWATER | 281 | 206 | 262 | 257 | 2 | 0.76% | 40 | 1 | 97.50% | 2.50% | 0 | 0.00% |
| CAMPUS | 543 | 206 | 145 | 145 | 5 | 3.45% | 17 | 1 | 94.12% | 5.88% | 0 | 0.00% |
| CHERRY | 241 | 206 | 614 | 603 | 12 | 1.95% | 48 | 2 | 95.83% | 4.17% | 0 | 0.00% |
| DUWAMISH | 762 | 206 | 203 | 203 | 1 | 0.49% | 17 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| EAST | 322 | 206 | 566 | 566 | 9 | 1.59% | 76 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| ELLIOT | 441 | 206 | 147 | 143 | 2 | 1.36% | 20 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| EMERSON | 361 | 206 | 417 | 411 | 7 | 1.68% | 70 | 1 | 98.57% | 1.43% | 0 | 0.00% |
| LAKEVIEW | 522 | 206 | 282 | 278 | 0 | 0.00% | 46 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| MAIN | 223 | 206 | 376 | 332 | 3 | 0.80% | 60 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| MERCER ISLAND | | | | | | | | | | | | |
| (Adams) | 232 | 206 | 82 | 80 | 4 | 4.88% | 22 | 1 | 95.45% | 4.55% | 0 | 0.00% |
| PARKWAY | 721 | 206 | 355 | 354 | 4 | 1.13% | 39 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| SUNSET | 782 | 206 | 282 | 279 | 2 | 0.71% | 48 | 0 | 100.00% | 0.00% | 0 | 0.00% |

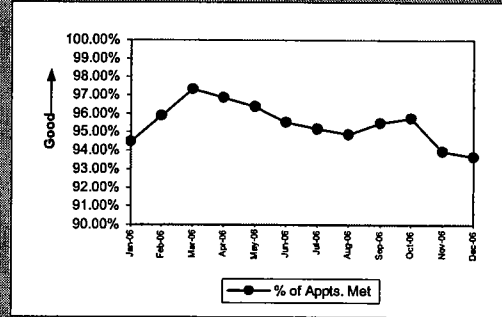
Washington Service Order Interval Missed Commitment Report
 Based on 2003 and 2004 Orders (Report 2. Missed Commitments)
 December 2006

| 1 | 2 | 3 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 |
|--|------|-----------|------------------------------|---------------------------|---------------------|---------------------------|---|---|---------|----------|----------------------|------------------------|
| EXCHANGES | WC | AREA CODE | 11/06 SOT=NTC INWARD R,SB,LB | 11/06 SOT=NTC INWARD R,SB | NOT COMPL W/ 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/ 90 DAYS | 90 DAYS (GRTR THAN 1%) |
| WEST | 932 | 206 | 287 | 281 | 6 | 2.09% | 39 | 1 | 97.44% | 2.56% | 0 | 0.00% |
| SEQUIM | 683 | 360 | 201 | 198 | 11 | 5.47% | 45 | 6 | 86.67% | 13.33% | 0 | 0.00% |
| SHELTON | 426 | 360 | 195 | 195 | 3 | 1.54% | 35 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| SILVERDALE | 692 | 360 | 174 | 173 | 5 | 2.87% | 32 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| SPOKANE | 244 | 509 | 58 | 2115 | 24 | 1.12% | 287 | 4 | 98.61% | 1.39% | 1 | 0.05% |
| CHESTNUT | 325 | 509 | 302 | 297 | 2 | 0.66% | 30 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| FAIRFAX | 482 | 509 | 349 | 346 | 3 | 0.86% | 29 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| HUDSON | 534 | 509 | 212 | 209 | 0 | 0.00% | 21 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| KEYSTONE | 441 | 509 | NUMBERS ADDED TO RIVERSIDE | | | | | | | | | |
| MORAN | 455 | 509 | 414 | 404 | 3 | 0.72% | 76 | 1 | 98.68% | 1.32% | 0 | 0.00% |
| RIVERSIDE | 922 | 509 | 550 | 545 | 9 | 1.64% | 82 | 2 | 97.56% | 2.44% | 0 | 0.00% |
| WALNUT | 466 | 509 | 260 | 257 | 6 | 2.31% | 44 | 1 | 97.73% | 2.27% | 0 | 0.00% |
| WHITWORTH | 258 | 509 | 22 | 22 | 0 | 0.00% | 2 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| SPRINGDALE | 863 | 253 | 206 | 202 | 8 | 3.88% | 29 | 1 | 96.55% | 3.45% | 0 | 0.00% |
| SUMNER (BonneyLake) | 2758 | | 2727 | 2727 | 30 | 1.09% | 356 | 8 | 97.73% | 2.25% | 2 | 0.07% |
| TACOMA | 964 | 253 | 128 | 122 | 5 | 3.91% | 14 | 2 | 85.71% | 14.29% | 0 | 0.00% |
| FORT LEWIS | 472 | 253 | 463 | 454 | 6 | 1.30% | 53 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| GREENFIELD | 582 | 253 | 429 | 427 | 5 | 1.17% | 55 | 2 | 96.36% | 3.64% | 0 | 0.00% |
| JUNIPER | 531 | 253 | 518 | 514 | 3 | 0.58% | 53 | 1 | 98.11% | 1.89% | 1 | 0.17% |
| LENNOX | 564 | 253 | 214 | 214 | 3 | 1.40% | 39 | 1 | 97.44% | 2.56% | 0 | 0.00% |
| LOGAN | 272 | 253 | 361 | 358 | 4 | 1.11% | 53 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| MARKET (Fawcett) | 752 | 253 | 178 | 177 | 1 | 0.56% | 31 | 1 | 96.77% | 3.23% | 0 | 0.00% |
| SKYLINE | 922 | 253 | 90 | 88 | 0 | 0.00% | 9 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| WAVERLY-2 | 927 | 253 | 377 | 373 | 3 | 0.80% | 49 | 1 | 97.96% | 2.04% | 1 | 0.19% |
| WAVERLY-7 | 394 | 509 | NUMBERS ADDED TO WALLA WALLA | | | | | | | | | |
| TOUCHET | 1588 | | 1571 | 1571 | 21 | 1.32% | 224 | 3 | 98.66% | 1.34% | 0 | 0.00% |
| VANCOUVER | 763 | 360 | 763 | 755 | 11 | 1.44% | 105 | 2 | 98.10% | 1.90% | 0 | 0.00% |
| ORCHARDS | 693 | 360 | 551 | 543 | 7 | 1.27% | 68 | 1 | 98.53% | 1.47% | 0 | 0.00% |
| OXFORD | 573 | 360 | 274 | 273 | 3 | 1.09% | 51 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| SALMON CREEK (VANCVR NO) | 337 | 509 | 6 | 6 | 0 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0 | 0.00% |
| WAITSBURG | 522 | 509 | 252 | 250 | 6 | 2.38% | 31 | 3 | 90.32% | 9.68% | 0 | 0.00% |
| WALLA WALLA | 349 | 509 | 21 | 21 | 0 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0 | 0.00% |
| WARDEN | 785 | 360 | 25 | 25 | 3 | 12.00% | 6 | 2 | 66.67% | 33.33% | 0 | 0.00% |
| WINLOCK | 842 | | 832 | 832 | 3 | 0.36% | 81 | 1 | 98.77% | 1.23% | 0 | 0.00% |
| YAKIMA | 244 | 509 | 660 | 650 | 3 | 0.45% | 52 | 1 | 98.08% | 1.92% | 0 | 0.00% |
| CHESTNUT | 965 | 509 | 182 | 182 | 0 | 0.00% | 29 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| WEST | | | | | | | | | | | | |
| Washington Customers Served by Exchanges in Neighboring States | | | | | | | | | | | | |
| Clarkston | 751 | 509 | 108 | 108 | 1 | 0.93% | 23 | 0 | 100.00% | 0.00% | 0 | 0.00% |
| WC TOTAL | | | 22,232 | 21,875 | 373 | 1.68% | 3020 | 66 | 97.81% | 2.19% | 3 | 0.01% |

Please note: Black Diamond and Winlock exceeded the 5 day provisioning standard due to the wind and rain storms. These storms took down power which delayed our provisioning until the power company did their restoral. These are low volume wire centers. Storms caused us to prioritize repair before installation.

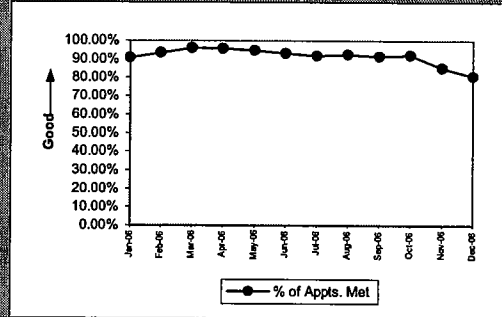
Installation Appointments Met

| Installation Appointments Met | | | | |
|-------------------------------|-----------------|-------------|-----------------|--|
| Date | # of Appts. Met | # of Appls. | % of Appls. Met | |
| 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% | |
| Nov-06 | 12085 | 12862 | 93.96% | |
| Dec-06 | 12766 | 13627 | 93.68% | |



Repair Appointments Met

| Repair Appointments Met | | | | |
|-------------------------|-----------------|-------------|-----------------|--|
| Date | # of Appis. Met | # of Appis. | % of Appis. Met | |
| 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% | |
| Nov-06 | 6571 | 7707 | 85.28% | |
| Dec-06 | 6127 | 7575 | 80.88% | |



WASHINGTON REPAIR EXCLUSIONS
DECEMBER 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 | 535 | 142 |
| December | 4,202 | 535 |
| YTD Total | 5,775 | 1,312 |

WASHINGTON TROUBLE REPORT RATE - DECEMBER 2006

| WIRECENTER | STANDARD EXCEEDED COUNT | LINES | REPORTS | RATE DEC-06 | RATE NOV-06 | 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 |
|-----------------------|-------------------------|-------|---------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 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 | 266 | 1.82 | 2.27 | 0.75 | 0.62 | 0.69 | 0.65 | 0.66 | 0.79 | 0.90 | 1.30 | 2.19 | 1.80 |
| AUBURN | 0 | 30251 | 408 | 1.35 | 1.15 | 1.10 | 0.72 | 1.06 | 0.78 | 0.93 | 0.89 | 0.69 | 0.75 | 0.88 | 1.31 |
| BAINBRIDGE ISLAND | 0 | 13066 | 214 | 1.64 | 1.63 | 0.88 | 0.74 | 0.88 | 1.46 | 1.07 | 0.88 | 0.90 | 1.06 | 1.10 | 1.55 |
| BATTLEGROUND | 0 | 11147 | 192 | 1.72 | 1.56 | 1.12 | 1.42 | 1.25 | 1.21 | 1.16 | 1.21 | 1.16 | 1.36 | 1.69 | 2.21 |
| BELFAIR | 0 | 7868 | 139 | 1.77 | 1.59 | 1.69 | 1.30 | 1.62 | 1.60 | 1.94 | 1.62 | 1.41 | 1.02 | 1.58 | 4.27 |
| BELLEVUE | 0 | 61188 | 675 | 1.10 | 0.86 | 0.67 | 0.63 | 0.63 | 0.62 | 0.72 | 0.61 | 0.60 | 0.64 | 0.68 | 0.82 |
| BELLEVUE GLENCOURT | 0 | 24127 | 203 | 0.84 | 0.66 | 0.54 | 0.50 | 0.62 | 0.51 | 0.65 | 0.57 | 0.41 | 0.46 | 0.52 | 0.79 |
| BELLEVUE-SHERWOOD | 0 | 37061 | 472 | 1.27 | 1.00 | 0.76 | 0.71 | 0.64 | 0.69 | 0.76 | 0.64 | 0.72 | 0.75 | 0.78 | 0.84 |
| BELLINGHAM | 0 | 39149 | 256 | 0.65 | 0.91 | 0.58 | 0.54 | 0.68 | 0.57 | 0.63 | 0.55 | 0.44 | 0.46 | 0.66 | 0.57 |
| BELLINGHAM LUMMI | 0 | 1460 | 16 | 1.10 | 1.36 | 1.57 | 0.82 | 1.44 | 1.10 | 0.88 | 1.15 | 0.60 | 0.60 | 0.60 | 2.20 |
| BELLINGHAM REGENT | 0 | 37689 | 240 | 0.64 | 0.90 | 0.54 | 0.53 | 0.65 | 0.55 | 0.62 | 0.53 | 0.44 | 0.45 | 0.66 | 0.51 |
| BLACK DIAMOND | 0 | 3275 | 83 | 2.53 | 1.30 | 1.33 | 1.47 | 1.54 | 1.04 | 1.09 | 0.99 | 0.99 | 1.33 | 1.35 | 1.90 |
| BREMERTON | 0 | 37355 | 426 | 1.14 | 0.98 | 0.60 | 0.53 | 0.59 | 0.54 | 0.59 | 0.75 | 0.60 | 0.63 | 0.66 | 0.88 |
| BREMERTON CROSBY | 0 | 3372 | 72 | 2.14 | 1.92 | 1.06 | 0.99 | 1.68 | 1.33 | 1.01 | 1.43 | 1.17 | 1.06 | 2.31 | 1.42 |
| BREMERTON ESSEX | 0 | 33211 | 348 | 1.05 | 0.87 | 0.54 | 0.48 | 0.47 | 0.44 | 0.53 | 0.68 | 0.53 | 0.58 | 0.69 | 0.81 |
| BREMERTON SUNNYSLOPE | 0 | 772 | 6 | 0.78 | 1.42 | 1.15 | 0.63 | 1.01 | 1.11 | 1.23 | 0.85 | 1.07 | 0.96 | 1.81 | 1.46 |
| BUCKLEY | 0 | 2957 | 37 | 1.25 | 2.72 | 1.51 | 1.98 | 1.62 | 1.67 | 1.46 | 1.31 | 1.24 | 1.17 | 1.03 | 1.37 |
| CASTLE ROCK | 0 | 4946 | 130 | 2.63 | 3.74 | 1.64 | 1.77 | 1.65 | 1.87 | 1.89 | 1.96 | 1.74 | 1.82 | 1.95 | 2.89 |
| CENTRALIA | 0 | 9381 | 175 | 1.87 | 1.99 | 0.90 | 1.01 | 1.17 | 0.98 | 1.12 | 1.20 | 0.82 | 0.98 | 0.92 | 1.86 |
| CHEHALIS | 0 | 10306 | 122 | 1.18 | 1.75 | 1.06 | 0.83 | 0.81 | 1.25 | 1.25 | 0.92 | 0.88 | 0.92 | 1.07 | 1.77 |
| CHEHALIS | 0 | 7636 | 81 | 1.06 | 1.82 | 1.07 | 0.90 | 0.79 | 1.05 | 0.93 | 0.77 | 0.92 | 0.96 | 1.07 | 1.87 |
| CHEHALIS NAPAVINE | 0 | 2670 | 41 | 1.54 | 1.57 | 1.04 | 0.64 | 0.66 | 1.84 | 2.19 | 1.36 | 0.75 | 0.79 | 1.08 | 1.45 |
| CLE-ELUM | 0 | 3366 | 49 | 1.46 | 1.92 | 1.30 | 1.53 | 1.15 | 1.14 | 0.56 | 0.83 | 0.53 | 0.53 | 0.83 | 1.19 |
| COLFAX | 0 | 2438 | 21 | 0.86 | 1.15 | 1.27 | 1.11 | 1.27 | 1.23 | 1.56 | 1.31 | 1.10 | 1.22 | 0.69 | 3.11 |
| COLVILLE | 0 | 7184 | 56 | 0.78 | 1.02 | 0.98 | 1.22 | 1.48 | 1.14 | 1.02 | 1.49 | 1.28 | 0.94 | 1.17 | 1.69 |
| COPALIS(OCEAN SHORES) | 0 | 4060 | 46 | 1.13 | 2.21 | 1.20 | 1.07 | 1.29 | 1.22 | 0.97 | 1.21 | 0.70 | 1.26 | 3.30 | 2.19 |
| COULEE DAM | 0 | 2237 | 26 | 1.16 | 0.81 | 1.52 | 0.90 | 1.20 | 1.15 | 1.20 | 1.28 | 0.62 | 0.62 | 0.92 | 1.80 |
| CRYSTAL MTN. | 0 | 683 | 23 | 3.37 | 3.10 | 0.89 | 1.32 | 2.20 | 1.17 | 1.17 | 2.19 | 0.59 | 1.30 | 2.02 | 1.59 |
| DAYTON | 0 | 1851 | 24 | 1.30 | 0.87 | 1.13 | 1.30 | 1.24 | 1.12 | 1.65 | 2.22 | 1.85 | 1.28 | 1.06 | 1.28 |
| DEER PARK | 0 | 6527 | 44 | 0.67 | 1.57 | 1.17 | 2.06 | 1.57 | 1.63 | 1.73 | 2.15 | 1.23 | 0.92 | 0.62 | 1.43 |
| DES MOINES | 0 | 31007 | 568 | 1.83 | 1.18 | 0.79 | 0.70 | 0.73 | 0.86 | 0.82 | 1.24 | 0.71 | 0.91 | 0.79 | 1.19 |
| DES MOINES | 0 | 12101 | 278 | 2.30 | 1.10 | 0.87 | 0.57 | 0.80 | 0.75 | 0.84 | 0.92 | 0.70 | 0.75 | 0.77 | 1.14 |

WASHINGTON TROUBLE REPORT RATE - DECEMBER 2006

| WIRECENTER | STANDARD EXCEEDED COUNT | LINES | REPORTS | RATE DEC-06 | RATE NOV-06 | 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 |
|------------------------|-------------------------|-------|---------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| STANDARD | 0 | 18906 | | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 |
| DES MOINES FEDERAL WAY | 0 | 18906 | 290 | 1.53 | 1.23 | 0.74 | 0.79 | 0.69 | 0.93 | 0.80 | 1.44 | 0.72 | 1.02 | 0.81 | 1.22 |
| EASTON | 0 | 711 | 11 | 1.55 | 0.70 | 0.28 | 0.41 | 1.09 | 1.22 | 1.23 | 1.23 | 1.64 | 0.41 | 0.69 | 0.83 |
| ELK | 0 | 2887 | 33 | 1.14 | 1.36 | 1.12 | 1.04 | 0.73 | 1.32 | 1.35 | 1.66 | 1.03 | 0.65 | 0.82 | 2.09 |
| ENUMCLAW | 0 | 8652 | 130 | 1.50 | 2.36 | 1.25 | 1.79 | 1.05 | 1.06 | 1.55 | 1.51 | 1.06 | 1.12 | 1.30 | 1.35 |
| EPHRATA | 0 | 3453 | 35 | 1.01 | 0.84 | 0.81 | 0.87 | 0.72 | 0.95 | 1.13 | 1.52 | 0.63 | 0.86 | 1.51 | 4.99 |
| GRAHAM | 0 | 17792 | 234 | 1.32 | 1.51 | 1.03 | 0.85 | 0.91 | 0.91 | 1.28 | 1.08 | 0.93 | 1.16 | 1.01 | 1.46 |
| GREEN BLUFF | 0 | 2962 | 29 | 0.98 | 1.18 | 1.32 | 0.81 | 2.35 | 1.34 | 1.51 | 1.70 | 0.97 | 0.70 | 0.93 | 1.89 |
| HOODSPORT | 0 | 2502 | 40 | 1.60 | 1.04 | 0.68 | 0.71 | 0.71 | 2.40 | 1.18 | 1.50 | 0.87 | 0.87 | 1.65 | 1.37 |
| ISSAQUAH | 0 | 23769 | 278 | 1.17 | 0.92 | 0.75 | 0.61 | 0.69 | 0.66 | 0.73 | 0.99 | 0.63 | 0.54 | 0.69 | 1.00 |
| KENT | 0 | 55037 | 467 | 0.85 | 1.16 | 0.78 | 0.79 | 0.74 | 0.86 | 0.94 | 0.77 | 0.79 | 0.97 | 1.01 | 1.61 |
| KENT MERIDIAN | 0 | 20028 | 210 | 1.05 | 1.57 | 1.00 | 1.14 | 1.10 | 1.23 | 1.37 | 1.11 | 1.35 | 1.78 | 1.70 | 2.95 |
| KENT O BRIEN | 0 | 9697 | 43 | 0.44 | 0.25 | 0.23 | 0.24 | 0.37 | 0.25 | 0.35 | 0.26 | 0.19 | 0.40 | 0.25 | 0.32 |
| KENT ULRICH | 0 | 25312 | 214 | 0.85 | 1.20 | 0.81 | 0.71 | 0.61 | 0.81 | 0.83 | 0.70 | 0.56 | 0.54 | 0.75 | 1.03 |
| LIBERTY LAKE | 0 | 1479 | 17 | 1.15 | 1.01 | 1.07 | 1.13 | 0.92 | 0.40 | 2.62 | 0.91 | 0.33 | 0.52 | 0.45 | 1.15 |
| LONGVIEW-KELSO | 0 | 31100 | 491 | 1.58 | 2.54 | 1.39 | 1.27 | 1.29 | 1.21 | 1.39 | 1.32 | 1.21 | 1.57 | 1.82 | 2.20 |
| LOON LAKE | 0 | 1407 | 15 | 1.07 | 0.85 | 0.85 | 1.10 | 1.75 | 1.35 | 1.01 | 1.23 | 1.17 | 0.63 | 0.77 | 1.61 |
| MAPLE VALLEY | 0 | 12161 | 100 | 0.82 | 1.08 | 0.72 | 0.65 | 0.72 | 0.97 | 0.81 | 0.74 | 0.90 | 0.74 | 2.46 | 1.26 |
| MOSES LAKE | 0 | 14063 | 214 | 1.52 | 1.36 | 1.60 | 1.48 | 1.55 | 1.44 | 1.96 | 1.51 | 1.38 | 1.30 | 1.16 | 3.70 |
| MOSES LAKE AFB | 0 | 2369 | 35 | 1.48 | 1.40 | 1.02 | 1.07 | 1.02 | 1.50 | 1.38 | 1.08 | 1.28 | 0.81 | 0.47 | 2.82 |
| MOSES LAKE ALDER | 0 | 11694 | 179 | 1.53 | 1.35 | 1.72 | 1.56 | 1.65 | 1.43 | 2.08 | 1.60 | 1.40 | 1.40 | 1.29 | 3.88 |
| NEWMAN LAKE | 0 | 2297 | 15 | 0.65 | 1.12 | 0.68 | 0.38 | 1.13 | 1.68 | 1.41 | 0.53 | 0.61 | 1.30 | 1.48 | 1.99 |
| NORTHPORT | 0 | 1081 | 11 | 1.02 | 1.75 | 1.75 | 1.37 | 1.47 | 1.01 | 1.48 | 2.05 | 1.70 | 0.76 | 1.43 | 1.99 |
| OMAK-OKANOGAN | 0 | 7452 | 87 | 1.17 | 1.59 | 1.22 | 0.76 | 1.46 | 1.50 | 1.95 | 2.10 | 1.77 | 1.15 | 1.28 | 2.45 |
| OROVILLE | 0 | 1864 | 19 | 1.02 | 1.39 | 1.82 | 3.33 | 1.13 | 1.19 | 1.41 | 1.31 | 2.16 | 1.03 | 1.13 | 1.78 |
| OTHELLO | 0 | 4454 | 88 | 1.98 | 1.72 | 1.40 | 1.39 | 2.92 | 3.00 | 2.67 | 2.86 | 1.75 | 1.79 | 1.82 | 4.77 |
| OLYMPIA | 0 | 83951 | 1885 | 2.25 | 1.17 | 0.71 | 0.67 | 0.87 | 0.82 | 0.86 | 0.74 | 0.65 | 0.84 | 0.83 | 1.24 |
| OLYMPIA EVERGREEN | 0 | 6636 | 219 | 3.30 | 1.45 | 0.77 | 1.32 | 1.18 | 1.45 | 1.09 | 1.26 | 0.66 | 0.68 | 0.97 | 2.00 |
| OLYMPIA LACEY | 0 | 37229 | 811 | 2.18 | 1.06 | 0.67 | 0.69 | 0.97 | 0.80 | 0.82 | 0.67 | 0.66 | 0.89 | 0.92 | 0.99 |
| OLYMPIA WHITEHALL | 0 | 40086 | 855 | 2.13 | 1.24 | 0.73 | 0.55 | 0.72 | 0.73 | 0.86 | 0.71 | 0.63 | 0.81 | 0.73 | 1.35 |
| PASCO | 0 | 19847 | 192 | 0.97 | 1.25 | 1.12 | 1.04 | 1.10 | 1.90 | 1.40 | 1.47 | 1.00 | 1.42 | 0.81 | 1.65 |
| PATEROS | 0 | 817 | 8 | 0.98 | 1.59 | 1.35 | 0.86 | 0.85 | 1.57 | 0.85 | 0.97 | 0.73 | 1.33 | 1.43 | 1.79 |
| POMEROY | 0 | 1315 | 32 | 2.43 | 2.58 | 2.21 | 2.80 | 2.48 | 1.72 | 1.64 | 2.17 | 1.50 | 2.24 | 1.80 | 2.65 |
| PT. ANGELES | 0 | 18279 | 338 | 1.85 | 1.79 | 0.63 | 0.95 | 0.93 | 0.77 | 0.88 | 0.84 | 0.68 | 0.74 | 0.96 | 1.42 |

WASHINGTON TROUBLE REPORT RATE - DECEMBER 2006

| WIRECENTER | STANDARD EXCEEDED COUNT | LINES | REPORTS | RATE DEC-06 | RATE NOV-06 | 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 |
|-------------------------------|-------------------------|--------|---------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 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 JOYCE | 1 | 1249 | 40 | 3.20 | 4.30 | 1.84 | 1.75 | 2.15 | 1.75 | 1.52 | 1.27 | 0.80 | 1.51 | 3.03 | 4.00 |
| PT. ANGELES | 0 | 17030 | 298 | 1.75 | 1.60 | 0.76 | 0.89 | 0.85 | 0.70 | 0.84 | 0.81 | 0.68 | 0.68 | 0.81 | 1.24 |
| PT. LUDLOW | 0 | 2871 | 67 | 2.33 | 0.69 | 0.80 | 0.83 | 0.55 | 1.00 | 0.76 | 0.62 | 0.58 | 0.82 | 1.30 | 1.23 |
| PT. ORCHARD | 0 | 21861 | 406 | 1.86 | 1.57 | 0.71 | 0.88 | 0.85 | 0.88 | 1.15 | 1.18 | 0.70 | 0.86 | 1.34 | 1.78 |
| PORT ORCHARD COLBY | 0 | 8330 | 157 | 1.88 | 1.66 | 0.88 | 0.81 | 1.01 | 0.87 | 1.24 | 1.56 | 0.77 | 0.93 | 1.19 | 1.76 |
| PT. ORCHARD | 0 | 13531 | 249 | 1.84 | 1.51 | 0.61 | 0.92 | 0.74 | 0.89 | 1.09 | 0.95 | 0.66 | 0.81 | 1.44 | 1.79 |
| PT. TOWNSEND | 0 | 11786 | 122 | 1.04 | 1.49 | 0.84 | 0.96 | 1.00 | 0.93 | 1.16 | 2.13 | 1.44 | 0.84 | 0.93 | 1.04 |
| PUYALLAP | 0 | 34723 | 359 | 1.03 | 1.09 | 0.66 | 0.65 | 0.77 | 0.79 | 0.92 | 0.99 | 0.76 | 1.02 | 1.18 | 1.40 |
| RENTON | 0 | 51257 | 654 | 1.28 | 1.16 | 0.62 | 0.75 | 0.79 | 0.77 | 0.84 | 0.78 | 0.57 | 0.78 | 0.96 | 1.11 |
| RIDGEFIELD | 0 | 3654 | 59 | 1.53 | 2.02 | 1.49 | 1.67 | 1.23 | 3.05 | 1.89 | 1.22 | 1.96 | 1.50 | 2.08 | 2.80 |
| ROCHESTER | 0 | 5838 | 116 | 1.99 | 1.74 | 1.21 | 2.19 | 0.74 | 1.07 | 1.23 | 1.56 | 1.11 | 0.75 | 1.59 | 1.91 |
| ROY | 0 | 2680 | 34 | 1.27 | 1.74 | 0.88 | 1.21 | 1.06 | 1.57 | 1.43 | 1.23 | 0.90 | 1.66 | 1.22 | 2.10 |
| SEATTLE | 0 | 356197 | 3624 | 1.02 | 1.09 | 0.59 | 0.55 | 0.55 | 0.62 | 0.65 | 0.63 | 0.52 | 0.67 | 0.71 | 0.89 |
| SEATTLE ATWATER | 0 | 27277 | 206 | 0.76 | 0.83 | 0.44 | 0.46 | 0.49 | 0.50 | 0.54 | 0.51 | 0.45 | 0.55 | 0.62 | 0.68 |
| SEATTLE CAMPUS | 0 | 12774 | 64 | 0.50 | 0.54 | 0.45 | 0.50 | 0.38 | 0.43 | 0.48 | 0.36 | 0.44 | 0.47 | 0.41 | 0.47 |
| SEATTLE CHERRY | 0 | 40079 | 621 | 1.55 | 1.72 | 0.69 | 0.61 | 0.74 | 0.76 | 0.98 | 0.84 | 0.71 | 0.81 | 1.03 | 1.33 |
| SEATTLE DUWAMISH | 0 | 15751 | 115 | 0.73 | 1.03 | 0.58 | 0.64 | 0.70 | 0.68 | 0.78 | 0.74 | 0.57 | 0.60 | 0.68 | 1.06 |
| SEATTLE EAST | 0 | 38230 | 403 | 1.05 | 1.21 | 0.98 | 0.72 | 0.60 | 0.90 | 0.84 | 0.69 | 0.62 | 0.73 | 0.66 | 0.98 |
| SEATTLE ELLIOT | 0 | 10004 | 20 | 0.20 | 0.23 | 0.26 | 0.31 | 0.16 | 0.34 | 0.23 | 0.23 | 0.23 | 0.36 | 0.24 | 0.27 |
| SEATTLE EMERSON | 0 | 38765 | 332 | 0.86 | 1.13 | 0.54 | 0.56 | 0.49 | 0.82 | 0.65 | 0.74 | 0.55 | 0.70 | 0.77 | 0.92 |
| SEATTLE LAKEVIEW | 0 | 33049 | 371 | 1.12 | 1.33 | 0.72 | 0.67 | 0.68 | 0.63 | 0.68 | 0.72 | 0.49 | 0.90 | 0.64 | 1.25 |
| SEATTLE MAIN | 0 | 51183 | 126 | 0.25 | 0.30 | 0.17 | 0.22 | 0.33 | 0.18 | 0.20 | 0.18 | 0.12 | 0.24 | 0.17 | 0.21 |
| SEATTLE MERCER ISLAND (ADAMS) | 0 | 11352 | 199 | 1.75 | 1.26 | 0.90 | 0.84 | 0.92 | 0.99 | 0.92 | 0.85 | 0.91 | 1.20 | 1.15 | 1.30 |
| SEATTLE PARKWAY | 0 | 22698 | 491 | 2.16 | 1.82 | 0.93 | 0.87 | 0.75 | 0.94 | 1.12 | 1.29 | 0.93 | 1.06 | 1.31 | 1.57 |
| SEATTLE SUNSET | 0 | 28968 | 290 | 1.00 | 1.10 | 0.53 | 0.48 | 0.45 | 0.45 | 0.53 | 0.47 | 0.45 | 0.52 | 0.99 | 0.73 |
| SEATTLE WEST | 0 | 26067 | 386 | 1.48 | 1.28 | 0.58 | 0.51 | 0.55 | 0.60 | 0.62 | 0.77 | 0.59 | 0.94 | 0.93 | 1.06 |
| SEQUIM | 0 | 14582 | 167 | 1.15 | 1.29 | 0.85 | 0.67 | 1.02 | 1.09 | 1.09 | 1.05 | 0.78 | 1.03 | 1.01 | 1.17 |
| SHELTON | 0 | 16167 | 248 | 1.53 | 0.98 | 0.77 | 0.71 | 0.81 | 0.78 | 1.19 | 0.72 | 0.89 | 1.15 | 1.35 | 1.66 |
| SILVERDALE | 0 | 16177 | 142 | 0.88 | 0.97 | 0.49 | 0.73 | 0.68 | 0.59 | 0.74 | 0.80 | 0.52 | 0.53 | 0.76 | 0.85 |
| SPOKANE | 0 | 160855 | 1646 | 1.02 | 0.96 | 0.95 | 0.75 | 1.00 | 1.27 | 1.17 | 0.96 | 0.67 | 0.76 | 0.65 | 1.36 |
| SPOKANE CHESTNUT | 0 | 3171 | 40 | 1.26 | 1.03 | 0.75 | 0.93 | 1.97 | 1.16 | 1.58 | 1.09 | 0.88 | 1.44 | 1.86 | 1.66 |
| SPOKANE FAIRFAX | 0 | 23246 | 220 | 0.95 | 0.92 | 0.96 | 0.86 | 0.81 | 1.27 | 1.13 | 0.93 | 0.52 | 0.82 | 0.78 | 1.49 |
| SPOKANE HUDSON | 0 | 17693 | 140 | 0.79 | 0.93 | 0.79 | 0.79 | 0.99 | 1.19 | 1.18 | 1.17 | 0.70 | 0.81 | 0.65 | 1.32 |

WASHINGTON TROUBLE REPORT RATE - DECEMBER 2006

| WIRECENTER | STANDARD EXCEEDED COUNT | LINES | REPORTS | RATE DEC-06 | RATE NOV-06 | 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 |
|---|-------------------------|--------|---------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| STANDARD | | | | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 |
| | 0 | 16029 | 174 | 1.09 | 1.03 | 0.70 | 0.61 | 0.82 | 0.93 | 1.12 | 1.33 | 0.58 | 0.80 | 0.51 | 1.66 |
| SPOKANE KEYSTONE | 0 | 9887 | 106 | 1.07 | 0.96 | 0.76 | 0.75 | 1.04 | 1.06 | 1.37 | 0.73 | 0.77 | 0.83 | 0.64 | 1.45 |
| SPOKANE MORAN | 0 | 22708 | 150 | 0.66 | 1.09 | 0.98 | 0.65 | 0.78 | 2.28 | 1.10 | 0.86 | 0.61 | 0.63 | 0.68 | 1.60 |
| SPOKANE RIVERSIDE | 0 | 44020 | 655 | 1.49 | 1.00 | 1.08 | 0.66 | 0.77 | 1.01 | 1.06 | 0.88 | 0.77 | 0.67 | 0.52 | 1.14 |
| SPOKANE WALNUT | 0 | 24101 | 161 | 0.67 | 0.75 | 1.07 | 0.96 | 1.80 | 1.15 | 1.34 | 0.94 | 0.67 | 0.82 | 0.67 | 1.19 |
| SPOKANE WHITWORTH | 0 | 1800 | 25 | 1.39 | 2.01 | 1.46 | 1.87 | 3.25 | 1.71 | 2.11 | 1.55 | 1.03 | 0.68 | 1.77 | 1.89 |
| SPRINGDALE | 0 | 20688 | 360 | 1.74 | 1.62 | 0.86 | 0.90 | 0.95 | 0.99 | 1.00 | 0.88 | 0.91 | 0.77 | 1.18 | 1.45 |
| SUMNER (BONNEYLAKE) | 0 | 172639 | 2195 | 1.27 | 1.43 | 0.87 | 0.76 | 0.78 | 0.82 | 0.77 | 0.81 | 0.79 | 0.81 | 1.06 | 1.38 |
| TACOMA | 0 | 5690 | 43 | 0.76 | 0.37 | 0.55 | 0.67 | 0.37 | 0.94 | 0.83 | 0.56 | 0.64 | 0.40 | 1.05 | 0.67 |
| TACOMA FORT LEWIS | 0 | 23047 | 481 | 2.09 | 2.11 | 0.95 | 0.99 | 1.01 | 0.87 | 0.85 | 1.02 | 0.88 | 1.12 | 1.07 | 1.47 |
| TACOMA GREENFIELD | 0 | 24227 | 285 | 1.18 | 1.21 | 0.75 | 0.84 | 0.88 | 0.87 | 0.82 | 0.80 | 0.69 | 0.82 | 1.66 | 1.51 |
| TACOMA JUNIPER | 0 | 29030 | 428 | 1.47 | 1.63 | 0.93 | 1.01 | 1.15 | 1.10 | 0.99 | 1.39 | 1.32 | 0.97 | 1.59 | 2.46 |
| TACOMA LENNOX | 0 | 16538 | 168 | 1.02 | 1.79 | 0.87 | 0.59 | 0.53 | 0.69 | 0.67 | 0.67 | 0.59 | 0.95 | 0.81 | 1.36 |
| TACOMA LOGAN | 0 | 19102 | 210 | 1.10 | 1.01 | 0.59 | 0.41 | 0.47 | 0.60 | 0.50 | 0.59 | 0.68 | 0.61 | 0.72 | 0.87 |
| TACOMA MARKET (FAWGETT) | 0 | 15790 | 179 | 1.13 | 1.71 | 0.79 | 0.95 | 0.65 | 0.76 | 0.68 | 0.64 | 0.53 | 0.61 | 0.60 | 0.95 |
| TACOMA SKYLINE | 0 | 7950 | 82 | 1.03 | 1.56 | 2.52 | 0.62 | 0.72 | 0.87 | 0.77 | 0.52 | 0.96 | 0.80 | 0.87 | 1.49 |
| TACOMA WAVERLY-2 | 0 | 31265 | 319 | 1.02 | 1.01 | 0.69 | 0.56 | 0.61 | 0.67 | 0.70 | 0.54 | 0.58 | 0.65 | 0.71 | 0.86 |
| TACOMA WAVERLY-7 | 0 | 99408 | 1206 | 1.21 | 1.47 | 0.96 | 1.00 | 1.19 | 1.11 | 1.10 | 0.97 | 0.90 | 0.94 | 1.01 | 1.47 |
| VANCOUVER | 0 | 50502 | 514 | 1.02 | 1.25 | 0.94 | 1.13 | 1.42 | 1.10 | 1.07 | 0.98 | 0.91 | 0.97 | 1.02 | 1.42 |
| VANCOUVER ORCHARDS | 0 | 28004 | 366 | 1.31 | 1.93 | 0.94 | 0.90 | 0.87 | 1.03 | 1.19 | 0.99 | 0.83 | 0.92 | 1.07 | 1.52 |
| VANCOUVER OXFORD | 0 | 20902 | 326 | 1.56 | 1.41 | 1.07 | 0.82 | 1.06 | 1.24 | 1.06 | 0.92 | 0.97 | 0.87 | 0.88 | 1.52 |
| VANCOUVER SALMON CRK(NORTH) | 0 | 683 | 11 | 1.61 | 0.87 | 1.24 | 1.22 | 2.47 | 0.81 | 2.31 | 2.82 | 0.93 | 1.06 | 1.57 | 1.05 |
| WAITSBURG | 0 | 19873 | 181 | 0.91 | 0.78 | 0.71 | 0.94 | 0.88 | 0.83 | 0.92 | 1.06 | 0.76 | 0.86 | 0.88 | 1.00 |
| WALLA WALLA (INCL TOUCHET) | 0 | 1324 | 14 | 1.06 | 1.73 | 2.18 | 1.82 | 0.91 | 1.43 | 1.07 | 1.13 | 1.13 | 1.27 | 1.80 | 6.76 |
| WARDEN | 0 | 2272 | 36 | 1.56 | 1.93 | 1.45 | 1.10 | 2.23 | 2.36 | 1.44 | 2.99 | 1.03 | 1.11 | 0.81 | 1.59 |
| WINLOCK | 0 | 49965 | 464 | 0.93 | 0.59 | 0.68 | 0.67 | 1.01 | 0.78 | 0.87 | 0.86 | 0.86 | 0.68 | 0.65 | 1.65 |
| YAKIMA | 0 | 33877 | 346 | 1.02 | 0.59 | 0.67 | 0.68 | 0.93 | 0.81 | 0.83 | 0.85 | 0.93 | 0.74 | 0.70 | 1.74 |
| YAKIMA CHESTNUT | 0 | 16088 | 118 | 0.73 | 0.59 | 0.69 | 0.64 | 1.17 | 0.71 | 0.96 | 0.88 | 0.70 | 0.56 | 0.53 | 1.48 |
| YAKIMA WEST | 0 | | | | | | | | | | | | | | |
| Washington Customers Served by Exchanges in CLARKSTON | 0 | 7898 | 91 | 1.15 | 1.53 | 1.05 | 1.53 | 1.43 | 1.06 | 1.40 | 2.79 | 1.36 | 0.89 | 0.95 | 1.95 |

WASHINGTON TROUBLE REPORT RATE - DECEMBER 2006

| WIRECENTER | STANDARD EXCEEDED COUNT | LINES | REPORTS | RATE DEC-06 | RATE NOV-06 | 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 |
|------------|-------------------------|---------|---------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 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 |
| TOTALS | 0 | 1699620 | 20976 | 1.23 | 1.23 | 0.81 | 0.78 | 0.85 | 0.90 | 0.93 | 0.90 | 0.74 | 0.83 | 0.93 | 1.33 |

WASHINGTON OUT OF SERVICE SUMMARY
DECEMBER 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 | 17,492 | 17,012 | 97.26% | 480 | 493 | | | | |
| December | 21,687 | 19,354 | 89.24% | 2,333 | 4,073 | | | | |
| YTD TOTAL | 167,235 | 162,195 | 96.99% | 5,040 | 6,155 | | | | |
| 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 | 4,988 | 4,948 | 40 | 99.20% | 2 | 40 | | | |
| December | 4,585 | 4,779 | 194 | 95.94% | 61 | 194 | | | |
| YTD TOTAL | 50,832 | 50,500 | 720 | 99.35% | 124 | 480 | | | |
| 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 - DECEMBER 2006

| TRUNK GROUP ID | # Trunks in Group | A LOCATION | Z LOCATION | TYPE OF CALLS CARRIED | DIRECTION | % NOT BLOCK | DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE |
|----------------|-------------------|--|------------|-----------------------|-----------|-------------|---|
| | | Toll Trunk Groups All Meeting Standards | | | | | Toll- Percent of Trunk Groups Meeting Standards = 100%, Total Number of Trunk Groups = 390, Number of Trunk Groups Out of Compliance for the month = 0 |
| | | E911 Trunk Groups All Meeting Standards | | | | | E911- Percent of Trunk Groups Meeting Standards = 100%, Total Number of Trunk Groups = 390, Number of Trunk Groups Out of Compliance for the month = 0 |
| | | Local Trunk Groups All Meeting Standards | | | | | Local- Percent of Trunk Groups Meeting Standards = 100%, Total Number of Trunk Groups = 349, Number of Trunk Groups Out of Compliance for the month = 0 |

***Dial Tone Summary Report
December 2006***

Qwest has meet the standard for the month on December 2006

| Missed Appointments/Commitments - Install Residence (New Connect/Reconnect orders) | | | | | | | | | |
|--|--|--|---|---|---|--|--|--|--|
| Measurement Period | Number of Scheduled Appointments (dispatched orders) | 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 of Scheduled Commitments (non-dispatched orders) missed due to 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 | 164971 | 4055 | 10850 | 1338141 | 958 | 5686 | 16536 | | |
| Missed Appointments/Commitments - Install Business (New Connect/Reconnect orders) | | | | | | | | | |
| Measurement Period | Number of Scheduled Appointments (dispatched orders) | 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 of Scheduled Commitments (non-dispatched orders) missed due to 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 | 45378 | 1787 | 5141 | 124160 | 284 | 1424 | 6565 | | |

| 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 | | | | | | | | | | | | | |
| 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 | | 149447 | 12645 | 631 | 43976 | 2819 | 23 | 6069 | | | | | |
| 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 | | | | | | | | | | | | | |
| 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 | | 18702 | 2260 | 251 | 6071 | 310 | 8 | 620 | | | | | |

| Missed Appointments/Commitment Credits Paid - Install Residence/Business (New Connect/Reconnect) | | Number of RESIDENCE customers receiving credits for company missed appointments/co mmitments-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-co mmitments-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 | | 4663 | | \$126,402 | | | | 2227 | | \$89,839 | | | |
| 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 | | 14869 | | \$371,725 | | | | 1773 | | \$88,650 | | | |

Baseline: WN U-40 2.2.B.1.b. / WN U-40 2.2.2.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

| Delayed Primary Exchange Alternative | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | YTD # of credits paid |
|---|----------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-----------------------|
| Residence | | | | | | | | | | | | | 307029 |
| # of completed orders for installation of primary service | | | | | | | | | | | | | |
| # of completed orders for primary service installed w/ 15 bus. days | | | | | | | | | | | | | 303835 |
| # 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) | | | | | | | | | | | | | 1820 |
| Amount of credits-Installation (Ho NonRecur) | | | | | | | | | | | | | \$55,647 |
| # 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 | | | | | | | | | | | | | 19 |
| Amount of Remote Call Fwrding-Recurring | | | | | | | | | | | | | \$304 |
| # of Remote Call Fwrding-Non-Recurring | | | | | | | | | | | | | 0 |
| Amount of Remote Call Fwrding-Non-Recurring | | | | | | | | | | | | | \$0 |
| YTD Total Number of Credits Paid | \$13,222 | \$6,815 | \$4,952 | \$4,199 | \$4,230 | \$3,888 | \$4,916 | \$4,187 | \$3,939 | \$3,783 | \$3,767 | \$4,542 | 1949 |
| YTD Total Amount of Credits Paid | | | | | | | | | | | | | \$62,440 |

| 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 | | | | | | | | | | | | | 44301 |
| # of completed orders for primary service installed w/ 5 bus. days | | | | | | | | | | | | | 42854 |
| # of credits-First Month's Charge(HO Recur) | | | | | | | | | | | | | 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) | | | | | | | | | | | | | 771 |
| Amount of credits-Installation (Ho NonRecur) | | | | | | | | | | | | | \$60,624 |
| # 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-Recuring | | | | | | | | | | | | | 1 |
| Amount of Remote Call Fwrding-Recuring | | | | | | | | | | | | | \$16 |
| # of Remote Call Fwrding-Non-Recuring | | | | | | | | | | | | | 0 |
| Amount of Remote Call Fwrding-Non-Recuring | | | | | | | | | | | | | \$0 |
| YTD Total Number of Credits Paid | | | | | | | | | | | | | 800 |
| YTD Total Amount of Credits Paid | \$8,729 | \$6,730 | \$5,526 | \$4,621 | \$4,157 | \$5,103 | \$4,657 | \$4,801 | \$3,361 | \$5,232 | \$5,232 | \$4,800 | \$62,949 |

Pending Order Report
As of December 31, 2006

WASHINGTON PENDING ORDERS SUMMARY - DECEMBER 2006

| EXCHANGE | TOTAL ORDERS COMPLETED | TOTAL PENDING INWARD ORDERS | PERCENT OF ORDERS PENDING | AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS) | INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE | INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE |
|------------------------|------------------------|-----------------------------|---------------------------|---|---|--|
| STANDARD | | | | | | |
| ABERDEEN-HOQUIAM | 1085 | 0 | 0.00% | | | |
| AUBURN | 2225 | 4 | 0.18% | 7.25 | | |
| BAINBRIDGE ISLAND | 681 | 2 | 0.29% | 20.00 | | |
| BATTLEGROUND | 760 | 2 | 0.26% | 19.50 | | |
| BELFAIR | 541 | 6 | 1.11% | 35.33 | 1 | |
| BELLEVUE GLENCOURT | 776 | 2 | 0.26% | 2.00 | | |
| BELLEVUE-SHERWOOD | 1730 | 4 | 0.23% | 17.50 | | |
| BELLINGHAM LUMMI | 161 | 1 | 0.62% | 1.00 | | |
| BELLINGHAM REGENT | 2081 | 2 | 0.10% | 5.00 | | |
| BLACK DIAMOND | 212 | 1 | 0.47% | 3.00 | | |
| BREMERTON CROSBY | 196 | 1 | 0.51% | 14.00 | | |
| BREMERTON ESSEX | 1942 | 4 | 0.21% | 18.75 | | |
| BREMERTON SUNNYSLOPE | 53 | 0 | 0.00% | | | |
| BUCKLEY | 179 | 0 | 0.00% | | | |
| CASTLE ROCK | 340 | 2 | 0.59% | 18.00 | | |
| CENTRALIA | 733 | 2 | 0.27% | 4.50 | | |
| CHEHALIS | 515 | 1 | 0.19% | 55.00 | | |
| CHEHALIS NAPAVINE | 199 | 0 | 0.00% | | | |
| CLE-ELUM | 183 | 1 | 0.55% | 6.00 | | |
| COLFAX | 120 | 0 | 0.00% | | | |
| COLVILLE | 437 | 0 | 0.00% | | | |
| COPALIS(OCEAN SHORES) | 208 | 7 | 3.37% | 23.57 | | |
| COULEE DAM | 132 | 0 | 0.00% | | | |
| CRYSTAL MTN. | 45 | 0 | 0.00% | | | |
| DAYTON | 94 | 0 | 0.00% | | | |
| DEER PARK | 462 | 3 | 0.65% | 35.33 | | |
| DES MOINES | 1058 | 1 | 0.09% | 53.00 | | |
| DES MOINES FEDERAL WAY | 1731 | 0 | 0.00% | | | |
| EASTON | 35 | 0 | 0.00% | | | |
| ELK | 227 | 0 | 0.00% | | | |
| ENUMCLAW | 514 | 0 | 0.00% | | | |
| EPHRATA | 210 | 1 | 0.48% | 3.00 | | |
| GRAHAM | 1537 | 8 | 0.52% | 32.63 | 1 | |
| GREEN BLUFF | 146 | 0 | 0.00% | | | |
| HOODSPORT | 146 | 1 | 0.68% | 10.00 | | |
| ISSAQUAH | 970 | 2 | 0.21% | 7.00 | | |
| KENT MERIDIAN | 1241 | 3 | 0.24% | 7.67 | | |
| KENT O BRIEN | 158 | 4 | 2.53% | 34.75 | 1 | |
| KENT ULRICH | 2188 | 3 | 0.14% | 19.00 | | |
| LEWISTON | 513 | 1 | 0.19% | 10.00 | | |
| LIBERTY LAKE | 69 | 0 | 0.00% | | | |
| LONGVIEW-KELSO | 2798 | 2 | 0.07% | 15.00 | | |
| LOON LAKE | 64 | 0 | 0.00% | | | |
| MAPLE VALLEY | 680 | 0 | 0.00% | | | |
| MOSES LAKE AFB | 275 | 0 | 0.00% | | | |
| MOSES LAKE ALDER | 888 | 3 | 0.34% | 35.00 | 1 | |
| NEWMAN LAKE | 114 | 0 | 0.00% | | | |
| NORTHPORT | 66 | 0 | 0.00% | | | |
| OLYMPIA EVERGREEN | 327 | 2 | 0.61% | 2.50 | | |
| OLYMPIA LACEY | 2383 | 9 | 0.38% | 23.67 | | |
| OLYMPIA WHITEHALL | 2391 | 9 | 0.38% | 18.67 | | |
| OMAK-OKANOGAN | 559 | 1 | 0.18% | 47.00 | | |
| OROVILLE | 128 | 0 | 0.00% | | | |
| OTHELLO | 419 | 1 | 0.24% | 136.00 | 1 * 1 | |
| PASCO | 1893 | 6 | 0.32% | 36.83 | 1 | |
| PATEROS | 46 | 1 | 2.17% | 14.00 | | |
| POMEROY | 69 | 0 | 0.00% | | | |
| PORT ORCHARD COLBY | 513 | 3 | 0.58% | 8.00 | | |
| PT ANGELES JOYCE | 63 | 0 | 0.00% | | | |
| PT. ANGELES | 1098 | 2 | 0.18% | 9.00 | | |
| PT. LUDLOW | 155 | 0 | 0.00% | | | |

Blanks in the report indicate no activity for the particular measure.

WASHINGTON PENDING ORDERS SUMMARY - DECEMBER 2006

| EXCHANGE | TOTAL ORDERS COMPLETED | TOTAL PENDING INWARD ORDERS | PERCENT OF ORDERS PENDING | AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS) | INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE | INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE |
|---|------------------------|-----------------------------|---------------------------|---|---|--|
| STANDARD | | | | | | |
| PT. ORCHARD | 887 | 5 | 0.56% | 11.60 | | |
| PT. TOWNSEND | 760 | 3 | 0.39% | 33.67 | | |
| PUYALLAP | 2351 | 8 | 0.34% | 17.13 | | |
| RENTON | 3720 | 6 | 0.16% | 37.00 | 1 | |
| RIDGEFIELD | 240 | 3 | 1.25% | 4.00 | | |
| ROCHESTER | 549 | 1 | 0.18% | 28.00 | | |
| ROY | 198 | 0 | 0.00% | | | |
| SEATTLE ATWATER | 1213 | 3 | 0.25% | 14.33 | | |
| SEATTLE CAMPUS | 713 | 4 | 0.56% | 29.50 | | |
| SEATTLE CHERRY | 2942 | 5 | 0.17% | 9.20 | | |
| SEATTLE DUWAMISH | 1118 | 4 | 0.36% | 26.75 | | |
| SEATTLE EAST | 2560 | 5 | 0.20% | 20.80 | | |
| SEATTLE ELLIOT | 488 | 0 | 0.00% | | | |
| SEATTLE EMERSON | 1896 | 0 | 0.00% | | | |
| SEATTLE LAKEVIEW | 1480 | 3 | 0.20% | 35.67 | | |
| SEATTLE MAIN | 1437 | 13 | 0.90% | 12.00 | 1 | |
| SEATTLE MERCER ISLAND (ADAMS) | 399 | 2 | 0.50% | 11.00 | | |
| SEATTLE PARKWAY | 2079 | 5 | 0.24% | 18.60 | | |
| SEATTLE SUNSET | 1386 | 1 | 0.07% | 15.00 | | |
| SEATTLE WEST | 1449 | 1 | 0.07% | 0.00 | | |
| SEQUIM | 893 | 0 | 0.00% | | | |
| SHELTON | 1212 | 1 | 0.08% | 10.00 | | |
| SILVERDALE | 980 | 1 | 0.10% | 49.00 | | |
| SPOKANE CHESTNUT | 249 | 0 | 0.00% | | | |
| SPOKANE FAIRFAX | 1785 | 3 | 0.17% | 2.00 | | |
| SPOKANE HUDSON | 1597 | 1 | 0.06% | 14.00 | | |
| SPOKANE KEYSTONE | 1047 | 0 | 0.00% | | | |
| SPOKANE MORAN | 491 | 0 | 0.00% | | | |
| SPOKANE RIVERSIDE | 1312 | 2 | 0.15% | 2.50 | | |
| SPOKANE WALNUT | 2689 | 2 | 0.07% | 9.00 | | |
| SPOKANE WHITWORTH | 1229 | 1 | 0.08% | 21.00 | | |
| SPRINGDALE | 159 | 1 | 0.63% | 42.00 | | |
| SUMNER (BONNEYLAKE) | 1171 | 6 | 0.51% | 61.00 | 3 | |
| TACOMA FORT LEWIS | 493 | 4 | 0.81% | 3.50 | | |
| TACOMA GREENFIELD | 2253 | 9 | 0.40% | 22.11 | 1 | |
| TACOMA JUNIPER | 2323 | 4 | 0.17% | 27.50 | | |
| TACOMA LENNOX | 2758 | 4 | 0.15% | 43.00 | | |
| TACOMA LOGAN | 1020 | 0 | 0.00% | | | |
| TACOMA MARKET (FAWCETT) | 1693 | 4 | 0.24% | 45.00 | 1 | |
| TACOMA SKYLINE | 903 | 0 | 0.00% | | | |
| TACOMA WAVERLY-2 | 527 | 0 | 0.00% | | | |
| TACOMA WAVERLY-7 | 2067 | 9 | 0.44% | 15.33 | | |
| VANCOUVER ORCHARDS | 3761 | 5 | 0.13% | 9.20 | | |
| VANCOUVER OXFORD | 2483 | 7 | 0.28% | 29.43 | 1 | |
| VANCOUVER SALMON CRK(NORTH) | 1425 | 7 | 0.49% | 35.43 | 1 | |
| WAITSBURG | 34 | 0 | 0.00% | | | |
| WALLA WALLA (INCL TOUCHET) | 1171 | 3 | 0.26% | 6.33 | | |
| WARDEN | 135 | 0 | 0.00% | | | |
| WINLOCK | 182 | 0 | 0.00% | | | |
| YAKIMA CHESTNUT | 3156 | 5 | 0.16% | 18.60 | | |
| YAKIMA WEST | 1006 | 1 | 0.10% | 3.00 | | |
| TOTALS | 111833 | 260 | 0.23% | 22.13 | 15 | 1 |
| *Othello order was being held for customer reasons and has now been cancelled | | | | | | |