



CenturyLink™

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

**Mark S. Reynolds
Senior Director – Regulatory
Policy and Law**

August 29, 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 July 2011 service quality performance reports required of Qwest d/b/a CenturyLink QC 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

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

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

RECEIVED
RECORDS MANAGEMENT
2011 AUG 31 PM 2:03
STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

Washington Service Quality Summary Report - JULY 2011

METRIC DESCRIPTION	JANUARY 2011			FEBRUARY 2011			MARCH 2011		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	6671	7914	84.29%	5329	5532	96.33%	6614	6832	96.81%
OOS Tickets Not Cleared Within 48 Hrs	1243	1	1243	203	1	203	218	1	218
Number of OOS Exemptions	319	1	319	166	1	166	157	1	157
All Other Repairs Cleared LT < 72 Hrs	2392	2465	97.04%	1788	1810	98.78%	2038	2053	99.27%
All Other Troubles Cleared GTR > 72 Hrs	73	1	73	22	1	22	15	1	15
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	7	1	7	3	1	3	1	1	1
Physically Obstructed All Other Troubles Cleared > 72 Hrs	46	1	46	32	1	32	20	1	20
Repair Force Majeure Exclusions	43	1	43	15	1	15	59	1	59
Repair Physically Obstructed Exclusions	71	1	71	38	1	38	56	1	56
Installation Appointments Met	5283	5596	94.41%	5198	5459	95.22%	5625	5914	95.11%
Repair Appointments Met	3618	4349	83.19%	2969	3474	85.46%	3531	4205	83.97%
Provisioning Missed for Company Reasons	170	1	170	149	1	149	138	1	138
Provisioning Missed for Customer Reasons	723	1	723	766	1	766	767	1	767
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard			Met Standard			Met Standard

Washington Service Quality Summary Report - JULY 2011

METRIC DESCRIPTION	APRIL 2011			MAY 2011			JUNE 2011		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	5354	5502	97.31%	5635	5758	97.86%	5088	5188	98.07%
OOS Tickets Not Cleared Within 48 Hrs	148	1	148	123	1	123	100	1	100
Number of OOS Exemptions	115	1	115	112	1	112	79	1	79
All Other Repairs Cleared LT < 72 Hrs	1775	1791	99.11%	2053	2073	99.04%	2846	2865	99.34%
All Other Troubles Cleared GTR > 72 Hrs	16	1	16	20	1	20	19	1	19
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	1	1	1	1	1	1	1	1	1
Physically Obstructed All Other Troubles Cleared > 72 Hrs	13	1	13	20	1	20	22	1	22
Repair Force Majeure Exclusions	29	1	29	46	1	46	79	1	79
Repair Physically Obstructed Exclusions	33	1	33	60	1	60	53	1	53
Installation Appointments Met	5102	5343	95.49%	4882	5071	96.27%	5297	5551	95.42%
Repair Appointments Met	2701	3148	85.80%	2731	3107	87.90%	2814	3249	86.61%
Provisioning Missed for Company Reasons	107	1	107	108	1	108	131	1	131
Provisioning Missed for Customer Reasons	727	1	727	687	1	687	766	1	766
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard			Met Standard			Met Standard

Washington Service Quality Summary Report - JULY 2011

JULY 2011			
METRIC DESCRIPTION	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	5096	5195	98.09%
OOS Tickets Not Cleared Within 48 Hrs	99	1	99
Number of OOS Exemptions	94	1	94
All Other Repairs Cleared LT < 72 Hrs	2238	2251	99.42%
All Other Troubles Cleared GTR > 72 Hrs	13	1	13
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	1	1	1
Physically Obstructed All Other Troubles Cleared > 72 Hrs	18	1	18
Repair Force Majeure Exclusions	20	1	20
Repair Physically Obstructed Exclusions	30	1	30
Installation Appointments Met	4435	4678	94.81%
Repair Appointments Met	2673	3132	85.34%
Provisioning Missed for Company Reasons	198	1	198
Provisioning Missed for Customer Reasons	752	1	752
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard

Washington Orders Summary - JULY 2011
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		87	0		0	100.00%	0	100.00%	
AUBURN		161	0		0	100.00%	0	100.00%	
BAINBRIDGE ISLAND		69	0		1	98.55%	0	100.00%	
BATTLEGROUND		66	0		0	100.00%	0	100.00%	
BELFAIR		58	2	42.00	0	100.00%	0	100.00%	
BELLEVUE		227	5	27.20	5	97.80%	0	100.00%	
	BELLEVUE GLENCOURT	108	2	11.00	4	96.30%	0	100.00%	
	BELLEVUE-SHERWOOD	119	3	38.00	1	99.16%	0	100.00%	
BELLINGHAM		213	4	9.00	2	99.06%	0	100.00%	
	BELLINGHAM LUMMI	16	1	4.00	0	100.00%	0	100.00%	
	BELLINGHAM REGENT	197	3	10.67	2	98.98%	0	100.00%	
BLACK DIAMOND		13	3	11.00	0	100.00%	0	100.00%	
BREMERTON		252	6	5.17	2	99.21%	0	100.00%	
	BREMERTON CROSBY	19	1	0.00	0	100.00%	0	100.00%	
	BREMERTON ESSEX	231	4	7.00	2	99.13%	0	100.00%	
	BREMERTON SUNNYSLOPE	2	1	3.00	0	100.00%	0	100.00%	
BUCKLEY		14	0		1	92.86%	0	100.00%	
CASTLE ROCK		22	1	107.00	1	95.45%	0	100.00%	
CENTRALIA		77	0		1	98.70%	0	100.00%	
CHEHALIS		78	1	20.00	3	96.15%	0	100.00%	
	CHEHALIS	57	1	20.00	1	98.25%	0	100.00%	
	CHEHALIS NAPAVINE	21	0		2	90.48%	0	100.00%	
CLE-ELUM		16	0		0	100.00%	0	100.00%	
COLFAX		11	0		0	100.00%	0	100.00%	
COLVILLE		50	1	8.00	0	100.00%	0	100.00%	
COPALIS(OCEAN SHORES)		31	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 - JULY 2011
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		16	1	1.00	0	100.00%	0	100.00%	
CRYSTAL MTN.		4	0		0	100.00%	0	100.00%	
DAYTON		9	0		0	100.00%	0	100.00%	
DEER PARK		50	1	26.00	0	100.00%	0	100.00%	
DES MOINES		236	5	34.40	4	98.31%	0	100.00%	
	DES MOINES	78	2	51.50	0	100.00%	0	100.00%	
	DES MOINES FEDERAL WAY	158	3	23.00	4	97.47%	0	100.00%	
EASTON		1	0		0	100.00%	0	100.00%	
ELK		16	0		0	100.00%	0	100.00%	
	ELK								
	ELK - ELK-WA01	16	0		0	100.00%	0	100.00%	
ENUMCLAW		28	0		1	96.43%	0	100.00%	
EPHRATA		24	4	78.50	0	100.00%	0	100.00%	
GRAHAM		107	7	54.14	2	98.13%	0	100.00%	
GREEN BLUFF		17	0		1	94.12%	0	100.00%	
HOODSPORT		8	0		0	100.00%	0	100.00%	
ISSAQUAH		95	2	25.00	1	98.95%	0	100.00%	
KENT		351	10	37.50	4	98.86%	0	100.00%	
	KENT MERIDIAN	90	1	24.00	3	96.67%	0	100.00%	
	KENT O BRIEN	42	1	42.00	0	100.00%	0	100.00%	
	KENT ULRICH	219	8	38.63	1	99.54%	0	100.00%	
LIBERTY LAKE		2	0		0	100.00%	0	100.00%	
LONGVIEW-KELSO		209	3	49.33	0	100.00%	0	100.00%	
LOON LAKE		11	0		1	90.91%	0	100.00%	
MAPLE VALLEY		45	3	7.67	0	100.00%	0	100.00%	
MOSES LAKE		112	1	111.00	4	96.43%	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 - JULY 2011
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%	
	MOSES LAKE AFB	22	0		0	100.00%	0	100.00%	
	MOSES LAKE ALDER	90	1	111.00	4	95.56%	0	100.00%	
NEWMAN LAKE		9	0		0	100.00%	0	100.00%	
NORTHPORT		17	0		0	100.00%	0	100.00%	
OLYMPIA		366	3	12.67	2	99.45%	0	100.00%	
	OLYMPIA EVERGREEN	26	0		0	100.00%	0	100.00%	
	OLYMPIA LACEY	171	1	5.00	2	98.83%	0	100.00%	
	OLYMPIA WHITEHALL	169	2	16.50	0	100.00%	0	100.00%	
OMAK-OKANOGAN		56	3	45.67	2	96.43%	0	100.00%	
OROVILLE		20	3	33.33	2	90.00%	0	100.00%	
OTHELLO		54	1	10.00	2	96.30%	0	100.00%	
PASCO		160	7	44.00	2	98.75%	0	100.00%	
PATEROS		6	2	3.00	0	100.00%	0	100.00%	
POMEROY		9	0		0	100.00%	0	100.00%	
PT. ANGELES		88	2	47.00	1	98.86%	0	100.00%	
	PT ANGELES JOYCE	11	0		1	90.91%	0	100.00%	
	PT. ANGELES	77	2	47.00	0	100.00%	0	100.00%	
PT. LUDLOW		20	0		0	100.00%	0	100.00%	
PT. ORCHARD		102	2	18.50	1	99.02%	0	100.00%	
	PORT ORCHARD COLBY	38	2	18.50	1	97.37%	0	100.00%	
	PT. ORCHARD	64	0		0	100.00%	0	100.00%	
PT. TOWNSEND		88	0		1	98.86%	0	100.00%	
PUYALLAP		229	4	2.50	2	99.13%	0	100.00%	
RENTON		297	2	62.50	6	97.98%	0	100.00%	
RIDGEFIELD		26	0		0	100.00%	0	100.00%	
ROCHESTER		39	0		1	97.44%	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 - JULY 2011
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 ROY		13	0		0	90.00% 100.00%	0	99.00% 100.00%	
	ROY								
	ROY - ROY-WA01	13	0		0	100.00%	0	100.00%	
SEATTLE		1595	31	43.94	15	99.06%	0	100.00%	
	SEATTLE ATWATER	79	1	2.00	0	100.00%	0	100.00%	
	SEATTLE CAMPUS	54	0		1	98.15%	0	100.00%	
	SEATTLE CHERRY	285	9	28.67	2	99.30%	0	100.00%	
	SEATTLE DUWAMISH	102	1	5.00	2	98.04%	0	100.00%	
	SEATTLE EAST	190	2	94.50	2	98.95%	0	100.00%	
	SEATTLE ELLIOT	57	1	101.00	0	100.00%	0	100.00%	
	SEATTLE EMERSON	152	2	5.00	0	100.00%	0	100.00%	
	SEATTLE LAKEVIEW	106	3	28.33	1	99.06%	0	100.00%	
	SEATTLE MAIN	185	8	78.63	3	98.38%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	29	1	2.00	0	100.00%	0	100.00%	
	SEATTLE PARKWAY	166	1	31.00	3	98.19%	0	100.00%	
	SEATTLE SUNSET	79	1	4.00	1	98.73%	0	100.00%	
	SEATTLE WEST	111	1	46.00	0	100.00%	0	100.00%	
SEQUIM		86	2	3.50	0	100.00%	0	100.00%	
SHELTON		101	2	65.50	0	100.00%	0	100.00%	
SILVERDALE		63	3	19.00	0	100.00%	0	100.00%	
SPOKANE		945	5	16.60	10	98.94%	0	100.00%	
	SPOKANE CHESTNUT	18	0		0	100.00%	0	100.00%	
	SPOKANE FAIRFAX	132	1	13.00	1	99.24%	0	100.00%	
	SPOKANE HUDSON	125	0		1	99.20%	0	100.00%	
	SPOKANE KEYSTONE	96	0		1	98.96%	0	100.00%	
	SPOKANE MORAN	62	1	5.00	2	96.77%	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 - JULY 2011
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%	
	SPOKANE RIVERSIDE	148	1	1.00	3	97.97%	0	100.00%	
	SPOKANE WALNUT	240	1	63.00	1	99.58%	0	100.00%	
	SPOKANE WHITWORTH	124	1	1.00	1	99.19%	0	100.00%	
SPRINGDALE		17	1	28.00	1	94.12%	0	100.00%	
SUMNER (BONNEYLAKE)		80	1	5.00	2	97.50%	0	100.00%	
TACOMA		1052	21	29.24	10	99.05%	0	100.00%	
	TACOMA FORT LEWIS	39	2	5.00	0	100.00%	0	100.00%	
	TACOMA GREENFIELD	175	8	41.88	1	99.43%	0	100.00%	
	TACOMA JUNIPER	159	1	8.00	0	100.00%	0	100.00%	
	TACOMA LENNOX	161	4	47.50	2	98.76%	0	100.00%	
	TACOMA LOGAN	94	0		0	100.00%	0	100.00%	
	TACOMA MARKET (FAWCETT)	129	2	21.00	1	99.22%	0	100.00%	
	TACOMA SKYLINE	75	1	1.00	2	97.33%	0	100.00%	
	TACOMA WAVERLY-2	47	2	12.50	0	100.00%	0	100.00%	
	TACOMA WAVERLY-7	173	1	3.00	4	97.69%	0	100.00%	
VANCOUVER		599	10	32.60	5	99.17%	0	100.00%	
	VANCOUVER ORCHARDS	270	4	20.00	3	98.89%	0	100.00%	
	VANCOUVER OXFORD	217	4	55.75	0	100.00%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	112	2	11.50	2	98.21%	0	100.00%	
WAITSBURG		3	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		115	3	64.33	0	100.00%	0	100.00%	
WARDEN		13	1	97.00	0	100.00%	0	100.00%	
WINLOCK		19	0		0	100.00%	0	100.00%	
YAKIMA		340	12	40.25	1	99.71%	0	100.00%	
	YAKIMA CHESTNUT	270	9	42.33	0	100.00%	0	100.00%	
	YAKIMA WEST	70	3	34.00	1	98.57%	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 - JULY 2011
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%	
Exchanges in Neighboring States									
CLARKSTON		47	1	104.00	1	97.87%	0	100.00%	
TOTALS		9460	182	35.21	101	98.93%	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 TROUBLE REPORT RATE - JULY 2011

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JUL-11	RATE JUN-11	RATE MAY-11	RATE APR-11	RATE MAR-11	RATE FEB-11	RATE JAN-11	RATE DEC-10	RATE NOV-10	RATE OCT-10	RATE SEP-10	RATE AUG-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	8749	117	1.34	0.84	0.78	0.91	1.24	1.06	1.20	1.68	1.18	1.12	0.94	0.96		
AUBURN	0	14780	111	0.75	0.82	0.72	0.67	0.79	0.84	1.09	1.05	0.97	0.79	0.90	0.77		
BAINBRIDGE ISLAND	0	8144	78	0.96	1.18	0.77	0.92	1.01	0.70	0.92	1.15	1.19	1.05	0.75	0.98		
BATTLEGROUND	0	7656	54	0.71	0.82	0.80	0.83	0.83	0.63	1.53	1.25	1.16	0.69	0.91	0.59		
BELFAIR	0	5561	37	0.67	0.91	0.80	0.71	0.93	0.56	1.42	1.49	1.28	0.95	1.33	0.71		
BELLEVUE	0	31648	157	0.50	0.63	0.54	0.59	0.62	0.60	0.72	0.82	0.80	0.65	0.82	0.73		
		BELLEVUE GLENCOURT	0	13350	60	0.45	0.34	0.41	0.46	0.33	0.50	0.44	0.60	0.62	0.49	0.84	0.59
		BELLEVUE-SHERWOOD	0	18298	97	0.53	0.83	0.64	0.69	0.83	0.68	0.92	0.97	0.93	0.77	0.80	0.83
BELLINGHAM	0	21600	105	0.49	0.32	0.45	0.37	0.45	0.47	0.51	0.52	0.56	0.45	0.54	0.41		
		BELLINGHAM LUMMI	0	1163	7	0.60	0.68	1.01	0.84	0.58	1.08	0.83	0.99	1.39	0.81	0.96	0.56
		BELLINGHAM REGENT	0	20437	98	0.48	0.29	0.42	0.35	0.44	0.44	0.50	0.49	0.52	0.43	0.52	0.40
BLACK DIAMOND	0	1993	24	1.20	1.19	1.22	1.02	1.43	1.61	1.47	2.48	2.59	2.25	1.17	1.50		
BREMERTON	0	25243	140	0.55	0.64	0.57	0.47	0.61	0.52	0.76	0.70	0.71	0.53	0.52	0.52		
		BREMERTON CROSBY	0	2652	38	1.43	2.13	1.12	0.74	1.18	1.32	1.59	1.15	1.60	0.85	1.20	1.43
		BREMERTON ESSEX	0	22013	99	0.45	0.46	0.50	0.44	0.54	0.43	0.63	0.59	0.60	0.47	0.43	0.41
		BREMERTON SUNNYSLOPE	0	578	3	0.52	0.52	1.02	0.34	0.67	0.33	1.81	2.60	0.81	1.43	1.12	0.64
BUCKLEY	0	1686	45	2.67	1.88	0.98	0.98	1.14	1.24	2.36	2.21	1.52	2.05	3.38	2.24		
CASTLE ROCK	0	3066	62	2.02	2.30	2.14	1.59	1.63	2.21	3.06	2.49	1.85	1.45	1.88	1.47		
CENTRALIA	0	5721	117	2.05	0.74	0.82	0.78	1.16	0.84	0.86	1.35	1.24	1.16	1.06	0.67		
CHEHALIS	0	7640	59	0.77	0.88	0.87	0.70	1.26	0.93	1.38	1.68	1.54	1.00	1.38	1.18		
		CHEHALIS	0	5510	36	0.65	1.03	0.88	0.60	1.16	0.84	1.22	1.45	1.34	0.94	1.25	1.13
		CHEHALIS NAPA VINE	0	2130	23	1.08	0.51	0.87	0.95	1.49	1.17	1.79	2.28	2.09	1.15	1.71	1.30
CLE-ELUM	0	2457	87	3.54	1.17	0.64	0.40	0.79	1.45	0.82	0.47	0.90	0.43	0.50	0.88		
COLFAX	0	2009	25	1.24	0.79	0.93	1.17	0.87	0.92	1.64	1.83	1.90	0.95	1.47	2.83		
COLVILLE	0	6124	52	0.85	0.80	0.97	0.89	0.99	0.37	1.50	0.98	0.82	0.80	0.91	0.86		
COPALIS(OCEAN SHORES)	0	2889	25	0.87	1.17	1.70	0.95	1.04	1.86	1.99	1.65	2.02	1.43	1.67	1.08		
COULEE DAM	0	1877	22	1.17	0.58	1.11	1.38	1.00	0.78	1.67	1.66	0.87	2.56	1.07	1.16		
CRYSTAL MTN.	0	551	5	0.91	0.72	0.54	0.89	2.64	1.05	0.70	1.57	2.46	0.53	0.53	0.00		
DAYTON	0	1605	8	0.50	0.86	0.68	0.67	0.49	0.42	0.60	1.13	0.95	0.41	0.89	1.00		
DEER PARK	0	5199	64	1.23	1.67	3.62	1.32	1.08	0.97	1.43	1.09	1.52	1.15	1.50	1.77		
DES MOINES	0	15464	121	0.78	0.70	0.80	0.72	0.96	0.75	1.28	1.34	1.14	1.05	1.06	0.81		
		DES MOINES	0	6075	49	0.81	0.75	0.77	0.70	0.98	0.69	1.30	1.22	1.22	1.13	1.28	0.90
		DES MOINES FEDERAL WAY	0	9389	72	0.77	0.67	0.81	0.72	0.95	0.79	1.26	1.42	1.08	1.00	0.91	0.75

WASHINGTON TROUBLE REPORT RATE - JULY 2011

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JUL-11	RATE JUN-11	RATE MAY-11	RATE APR-11	RATE MAR-11	RATE FEB-11	RATE JAN-11	RATE DEC-10	RATE NOV-10	RATE OCT-10	RATE SEP-10	RATE AUG-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	529	6	1.13	0.75	0.75	0.74	0.93	0.93	1.30	1.66	1.28	0.18	1.09	0.90		
ELK	0	2115	27	1.28	0.70	2.00	0.88	1.14	1.32	1.30	1.43	1.50	1.58	1.04	1.25		
ENUMCLAW	0	4914	74	1.51	1.37	1.05	1.28	1.43	1.33	1.76	2.31	1.38	1.67	1.84	0.96		
EPHRATA	0	2504	19	0.76	1.27	0.51	0.82	1.04	0.58	0.80	1.07	1.10	0.75	0.85	0.66		
GRAHAM	0	9102	127	1.40	1.25	1.18	0.84	0.78	0.81	1.14	1.28	1.26	0.74	1.02	0.92		
GREEN BLUFF	0	2202	22	1.00	1.31	1.35	0.63	1.25	0.67	0.97	2.10	1.35	1.17	0.86	1.23		
HOODSPORT	0	1755	9	0.51	1.24	0.56	0.90	0.45	0.66	1.10	0.87	0.97	0.58	0.84	0.72		
ISSAQUAH	0	13071	83	0.63	0.65	0.60	0.64	0.55	0.73	0.87	0.80	0.67	0.66	0.64	0.60		
KENT	0	28757	191	0.66	0.85	0.61	0.67	0.72	0.68	0.80	0.94	0.88	0.84	0.83	0.83		
		KENT MERIDIAN	0	9786	87	0.89	1.19	0.72	0.56	0.96	0.78	1.17	1.43	1.26	1.29	1.26	1.11
		KENT O BRIEN	0	6354	13	0.20	0.39	0.15	0.44	0.24	0.37	0.21	0.25	0.26	0.30	0.24	0.23
		KENT ULRICH	0	12617	91	0.72	0.82	0.76	0.88	0.76	0.75	0.82	0.91	0.89	0.75	0.80	0.90
LIBERTY LAKE	0	719	4	0.56	0.54	0.13	1.33	0.40	0.13	0.26	0.77	0.13	1.87	0.73	0.47		
LONGVIEW-KELSO	0	17500	209	1.19	1.09	1.12	1.31	1.28	1.15	1.69	1.53	1.39	1.24	1.43	1.05		
LOON LAKE	0	1030	11	1.07	1.06	0.77	0.68	0.48	0.57	1.14	1.22	0.84	0.74	0.55	1.06		
MAPLE VALLEY	0	6307	56	0.89	0.61	0.78	0.49	0.50	0.60	1.38	1.39	0.81	0.75	0.64	0.77		
MOSES LAKE	0	10258	91	0.89	0.94	0.91	0.93	1.01	0.68	0.93	1.34	0.87	0.68	1.05	1.15		
		MOSES LAKE AFB	0	1677	19	1.13	0.83	0.70	0.52	0.46	0.63	1.15	0.92	1.25	1.07	2.00	0.82
		MOSES LAKE ALDER	0	8581	72	0.84	0.97	0.95	1.01	1.12	0.68	0.89	1.42	0.80	0.61	0.86	1.22
NEWMAN LAKE	0	1283	10	0.78	1.38	0.30	0.90	1.11	0.44	0.73	1.16	1.16	0.36	0.64	1.40		
NORTHPORT	1	965	40	4.15	2.38	0.62	0.72	3.82	0.82	0.93	0.92	0.82	0.81	0.60	0.99		
OLYMPIA	0	44048	275	0.62	0.58	0.58	0.62	0.70	0.67	0.87	1.11	0.92	0.74	0.74	0.76		
		OLYMPIA EVERGREEN	0	3347	40	1.20	1.11	0.81	1.01	0.86	0.96	1.67	1.79	1.35	1.39	1.33	0.95
		OLYMPIA LACEY	0	19504	105	0.54	0.49	0.51	0.71	0.65	0.73	0.71	1.06	0.90	0.71	0.67	0.69
		OLYMPIA WHITEHALL	0	21197	130	0.61	0.57	0.61	0.48	0.73	0.56	0.88	1.05	0.86	0.67	0.70	0.80
OMAK-OKANOGAN	0	6234	68	1.09	1.48	1.99	1.05	1.27	0.89	0.88	1.47	1.42	1.15	1.56	2.33		
OROVILLE	0	1654	25	1.51	0.96	1.25	0.96	0.84	0.66	0.66	0.96	1.54	1.49	1.60	1.71		
OTHELLO	0	3684	34	0.92	1.10	1.34	0.88	1.03	1.59	1.74	2.48	2.07	1.27	2.08	1.53		
PASCO	0	12836	96	0.75	0.87	1.47	0.90	0.71	0.65	1.03	1.21	0.84	0.85	1.01	0.92		
PATEROS	0	685	2	0.29	0.58	1.02	1.45	1.16	0.58	0.86	0.86	1.85	1.55	1.54	1.52		
POMEROY	2	1185	11	0.93	3.87	1.70	4.16	3.22	3.62	3.85	4.07	3.71	1.48	2.21	2.05		
PT. ANGELES	0	12563	92	0.73	0.69	0.76	0.55	0.79	0.65	1.00	1.08	0.85	0.95	0.81	0.79		
		PT ANGELES JOYCE	0	959	19	1.98	0.84	0.73	0.83	1.84	1.41	1.90	3.16	1.88	1.47	1.27	1.92

WASHINGTON TROUBLE REPORT RATE - JULY 2011

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE JUL-11	RATE JUN-11	RATE MAY-11	RATE APR-11	RATE MAR-11	RATE FEB-11	RATE JAN-11	RATE DEC-10	RATE NOV-10	RATE OCT-10	RATE SEP-10	RATE AUG-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	11604	73	0.63	0.68	0.77	0.53	0.70	0.59	0.93	0.91	0.77	0.90	0.77	0.70
PT. LUDLOW		0	2131	14	0.66	0.33	0.46	0.46	0.60	0.69	0.73	0.72	0.72	0.62	0.35	0.91
PT. ORCHARD		0	13497	104	0.77	0.78	0.71	0.73	1.03	0.96	1.20	1.71	1.24	1.06	1.08	0.85
	PORT ORCHARD COLBY	0	5028	44	0.88	0.75	0.76	0.90	1.34	1.12	1.39	1.86	1.07	1.09	0.92	1.01
	PT. ORCHARD	0	8469	60	0.71	0.79	0.68	0.62	0.84	0.86	1.08	1.62	1.34	1.04	1.18	0.75
PT. TOWNSEND		0	9540	112	1.17	0.75	0.64	0.61	0.84	0.78	0.73	1.00	0.78	0.71	0.87	0.81
PUYALLAP		0	16370	144	0.88	0.74	0.72	0.84	0.84	0.77	1.10	1.10	1.31	0.96	0.90	0.74
RENTON		0	26441	169	0.64	0.82	0.67	0.98	1.04	0.69	1.14	1.24	0.86	0.73	0.95	0.72
RIDGEFIELD		0	2608	34	1.30	1.18	1.18	0.91	1.83	1.04	1.25	1.35	1.54	0.85	1.23	1.12
ROCHESTER		0	3762	45	1.20	0.87	0.84	0.55	0.98	1.05	1.22	2.15	1.59	1.65	1.61	1.32
ROY		0	1896	25	1.32	1.46	1.25	1.81	1.07	1.02	1.57	2.01	1.55	1.48	0.69	0.73
SEATTLE		0	195784	932	0.48	0.58	0.54	0.57	0.78	0.56	0.69	0.87	0.61	0.60	0.57	0.52
	SEATTLE ATWATER	0	13811	35	0.25	0.41	0.38	0.42	0.50	0.46	0.55	0.55	0.44	0.46	0.39	0.40
	SEATTLE CAMPUS	0	6907	15	0.22	0.40	0.31	0.37	0.38	0.44	0.40	0.49	0.37	0.33	0.24	0.44
	SEATTLE CHERRY	0	22146	176	0.79	1.15	0.94	0.96	1.01	0.76	1.16	1.26	0.85	0.83	0.88	0.67
	SEATTLE DUWAMISH	0	9450	47	0.50	0.57	0.57	0.70	1.49	0.71	0.79	0.93	0.77	0.91	0.55	0.54
	SEATTLE EAST	0	21141	98	0.46	0.55	0.47	0.68	1.33	0.55	0.72	0.75	0.65	0.55	0.50	0.66
	SEATTLE ELLIOT	0	5699	14	0.25	0.30	0.29	0.09	0.22	0.22	0.27	0.25	0.25	0.26	0.26	0.21
	SEATTLE EMERSON	0	20532	115	0.56	0.55	0.55	0.68	0.82	0.66	0.65	0.98	0.70	0.54	0.76	0.83
	SEATTLE LAKEVIEW	0	18022	96	0.53	0.67	0.85	0.55	0.71	0.56	0.60	1.13	0.63	0.80	0.61	0.55
	SEATTLE MAIN	0	28581	57	0.20	0.17	0.17	0.17	0.22	0.14	0.15	0.19	0.16	0.16	0.13	0.13
	SEATTLE MERCER ISLAND (ADAMS)	0	6554	43	0.66	0.69	0.52	0.55	1.02	0.65	1.01	1.39	1.02	0.91	0.73	0.79
	SEATTLE PARKWAY	0	13617	99	0.73	0.63	0.79	0.89	0.89	0.86	1.13	1.54	0.91	0.97	0.76	0.65
	SEATTLE SUNSET	0	15008	78	0.52	0.67	0.58	0.46	0.77	0.80	0.82	0.72	0.65	0.71	0.80	0.40
	SEATTLE WEST	0	14316	59	0.41	0.64	0.50	0.60	0.78	0.60	0.85	1.36	0.75	0.58	0.67	0.49
SEQUIM		0	10903	85	0.78	0.55	0.70	0.60	0.67	0.56	0.94	0.96	0.77	0.74	0.81	1.21
SHELTON		0	10731	78	0.73	0.73	0.65	0.93	0.83	0.56	1.99	1.53	1.08	1.10	1.01	0.85
SILVERDALE		0	9504	53	0.56	0.54	0.57	0.50	1.12	0.51	1.00	1.13	0.89	0.69	0.57	0.88
SPOKANE		0	84866	802	0.95	0.92	0.93	0.73	0.90	0.78	1.32	1.45	0.98	0.91	0.81	0.85
	SPOKANE CHESTNUT	0	1975	22	1.11	1.56	1.59	1.03	2.09	0.83	1.73	2.88	2.05	1.46	0.88	0.82
	SPOKANE FAIRFAX	0	11858	107	0.90	1.16	1.07	0.83	1.11	0.82	1.73	2.30	1.12	1.02	0.72	0.92
	SPOKANE HUDSON	0	9190	76	0.83	1.15	0.94	1.16	1.52	0.91	1.56	1.68	1.33	1.19	0.88	1.02
	SPOKANE KEYSTONE	0	8261	47	0.57	0.99	0.80	0.65	0.89	0.54	1.43	0.99	1.01	0.76	0.71	0.62

WASHINGTON TROUBLE REPORT RATE - JULY 2011

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JUL-11	RATE JUN-11	RATE MAY-11	RATE APR-11	RATE MAR-11	RATE FEB-11	RATE JAN-11	RATE DEC-10	RATE NOV-10	RATE OCT-10	RATE SEP-10	RATE AUG-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
	0	5446	35	0.64	0.83	0.55	0.39	0.49	0.65	0.75	1.26	0.97	0.86	0.67	0.67
	0	12235	146	1.19	0.84	0.81	0.69	0.84	0.98	1.48	1.67	0.92	1.01	1.25	0.77
	0	23173	242	1.04	0.71	1.10	0.72	0.72	0.85	1.14	1.17	0.82	0.84	0.72	0.99
	0	12728	127	1.00	0.87	0.78	0.57	0.62	0.52	1.03	0.97	0.77	0.69	0.67	0.75
SPRINGDALE	1	1576	18	1.14	1.76	2.31	1.13	1.81	1.62	3.79	3.16	2.83	3.75	2.70	4.32
SUMNER (BONNEYLAKE)	0	9789	68	0.69	0.87	0.65	0.86	0.78	0.68	1.04	1.11	0.96	1.02	0.84	0.93
TACOMA	0	93303	676	0.72	0.73	0.70	0.68	0.87	0.78	1.01	1.14	1.05	0.85	0.79	0.67
	0	1916	10	0.52	0.66	0.20	0.53	0.57	0.85	0.94	0.82	0.89	0.66	0.60	0.60
	0	12639	108	0.85	0.77	0.69	0.81	1.14	1.00	1.08	1.44	1.23	1.00	0.97	0.73
	0	12865	84	0.65	0.70	0.66	0.63	0.91	0.64	1.02	1.24	1.33	0.97	0.81	0.79
	0	15119	162	1.07	1.05	1.16	0.87	0.95	1.00	1.51	1.23	1.09	0.81	0.91	0.85
	0	9459	76	0.80	0.76	0.66	0.65	0.89	0.71	0.94	1.08	0.81	0.77	0.77	0.55
	0	11246	48	0.43	0.38	0.43	0.48	0.57	0.55	0.58	0.74	0.62	0.75	0.56	0.51
	0	9459	52	0.55	0.54	0.77	0.80	0.89	0.87	1.00	1.12	1.31	0.86	0.79	0.62
	0	4015	19	0.47	0.93	0.63	0.55	1.22	0.64	1.18	1.43	1.33	0.68	0.60	0.46
	0	16585	117	0.71	0.74	0.54	0.58	0.69	0.66	0.81	1.05	0.89	0.82	0.73	0.61
VANCOUVER	0	53099	401	0.76	0.87	0.76	0.76	0.96	0.87	1.17	1.09	1.10	0.93	0.93	0.66
	0	26840	183	0.68	0.91	0.78	0.70	0.75	0.79	1.11	0.92	1.03	1.00	1.01	0.71
	0	15367	135	0.88	0.83	0.73	0.89	1.22	0.92	1.19	1.38	1.12	0.90	0.91	0.63
	0	10892	83	0.76	0.80	0.76	0.69	1.09	0.99	1.29	1.08	1.23	0.79	0.75	0.56
WAITSBURG	0	446	7	1.57	2.15	1.70	2.12	2.31	1.26	3.51	1.23	1.23	0.82	1.43	1.21
WALLA WALLA (INCL TOUCHET)	0	11916	105	0.88	0.88	0.82	0.97	0.52	0.65	0.86	1.32	0.83	0.76	0.69	0.60
WARDEN	0	975	9	0.92	0.51	1.20	0.90	1.09	1.39	1.87	1.66	1.16	1.74	1.06	1.04
WINLOCK	0	1820	8	0.44	0.93	1.58	1.35	1.89	1.45	2.93	1.76	1.84	1.04	1.09	0.88
YAKIMA	0	32387	197	0.61	0.78	1.02	0.67	0.70	0.45	0.67	0.98	0.73	0.68	0.78	0.67
	0	21520	132	0.61	0.76	1.08	0.70	0.67	0.48	0.68	1.09	0.70	0.65	0.83	0.66
	0	10867	65	0.60	0.84	0.89	0.63	0.76	0.40	0.65	0.78	0.78	0.74	0.67	0.69
Exchanges in Neighboring States															
CLARKSTON	0	4762	47	0.99	1.04	1.78	0.87	0.92	1.01	1.13	1.48	1.21	1.07	1.10	0.88
TOTALS	0	965668	7230	0.75	0.77	0.77	0.72	0.85	0.72	1.01	1.14	0.94	0.82	0.83	0.76

WASHINGTON TRUNK BLOCKING SUMMARY - JULY 2011

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	130	0	0.00%
LOCAL	354	0	0.00%
TOLL	379	2	0.53%

WASHINGTON TRUNK BLOCKING - JULY 2011

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072414	96			TOLL	TWO_WAY	0.56%	
AP081624	72			TOLL	TWO_WAY	1.67%	