

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



May 30, 2007

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

RECEIVED
RECORDS MANAGEMENT
07 MAY 31 AM 11:10
STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

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

Dear Ms. Washburn:

Enclosed are the April 2007 service quality performance reports required of Qwest Corporation in accordance with Docket Nos. UT-921192, UT-950200, UT-991358, and WAC 480-120-438 – 480-120-440. Please note some report formatting changes. The changes have been agreed to by Commission Staff.

The following reports are enclosed:

- 1) Summary Page
- 2) Service Order Interval Missed Commitments Column Notes and Report
- 3) Trouble Report,
- 4) Trunk Blocking Reports,
- 5) Customer Service Guarantee Report

The Service Order Interval Missed Commitment Report enclosed includes all orders completed in April 2007. Information is provided for each exchange and includes orders for primary service, orders held beyond five business days and orders not completed within 90 days. The order count used for this report includes primary and additional line orders. This report includes large business orders and excludes orders where the customer requested a due date greater than five business days, orders where Qwest was ready to install service but the customer was not ready, all orders for company official services and orders for service that were for five or more lines 5 Day Greater than 10% and 90 Day Greater than 1% column.

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

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

Very truly yours,

By



Ron L. Trullinger for
Mark Reynolds

Enclosures

cc: Lisa Anderl

WASHINGTON SERVICE QUALITY SUMMARY
APRIL 2007

METRIC DESCRIPTION	JANUARY 2007			FEBRUARY 2007			MARCH 2007			APRIL 2007		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	13868	15379	90.17%	11290	11347	98.50%	10427	10475	98.54%	9688	9732	99.55%
OOS Tickets Not Cleared Within 48 Hrs	1511			57			48			44		
Number of OOS Exemptions	417			199			127			111		
All Other Repairs Cleared LT < 72 Hrs	4626	4873	94.93%	3452	3463	99.68%	3420	3435	99.56%	3479	3487	99.77%
All Other Troubles Cleared GTR > 72 Hrs	247			11			15			8		
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	38			4			2			1		
Physically Obstructed All Other Troubles Cleared > 72 Hrs	53			29			30			22		
Repair Force Majeure Exclusions	169			173			84			89		
Repair Physically Obstructed Exclusions	143			123			79			79		
Installation Appointments Met	14316	15390	93.02%	12091	12653	95.56%	13108	13642	96.07%	11968	12534	95.48%
Repair Appointments Met	6873	8743	79.76%	6426	7165	89.69%	6522	7093	91.95%	5552	6106	90.93%
Percent Dial Tone Delivered within 3 Seconds			Standard Met			Standard Met			Standard Met			Standard Met

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
 (Report 1, Completed Orders)
 April 2007

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	4/07 TOTAL ORDERS SOT= NTC,R,SB,LB	4/07 TOTAL ORDERS SOT=NTC,R,SB	Company Misses R,SB,LB	Subscriber Misses R,SB,LB	Combined Misses R,SB,LB	COMMITTS MET Subscriber Missed R,SB,LB	COMMITTS MET Company Missed R,SB,LB	COMMITTS MET (Combined Missed) R,SB,LB
ABERDEEN-HOQUIAM	532	360	1018	1035	17	15	32	98.55%	98.36%	98.86%
AUBURN	833	253	2121	2147	26	24	50	98.88%	98.79%	97.64%
BAINBRIDGE ISLAND	842	206	682	695	13	13	26	98.13%	98.13%	96.19%
BATTLEGROUND	687	360	777	789	12	9	21	98.86%	98.48%	97.30%
BEFAIR	275	360	514	529	15	15	30	97.16%	97.16%	94.16%
BELLEVUE			2324	2380	56	49	105	97.94%	97.65%	95.48%
GLENCOURT	453	425	674	702	28	26	54	96.30%	96.01%	91.99%
SHERWOOD	641	425	1650	1678	28	23	51	98.63%	98.33%	96.91%
BELLINGHAM			2296	2318	22	19	41	99.18%	99.05%	98.21%
LUMMI	758	360	165	166	1	1	2	99.40%	99.40%	98.79%
REGENT	671	360	2131	2152	21	18	39	99.16%	99.02%	98.17%
BLACK DIAMOND	886	360	256	262	6	2	8	99.24%	97.71%	96.88%
BREMERTON			2167	2189	22	17	39	99.22%	99.00%	98.20%
CROSBY	373	360	234	237	3	3	6	98.73%	98.73%	97.44%
BREM ESSEX	830	360	1896	1914	18	13	31	99.32%	99.06%	98.36%
SUNNYSLOPE	674	360	37	38	1	1	2	97.37%	97.37%	94.59%
BUCKLEY	829	360	210	213	3	3	6	98.59%	98.59%	97.14%
CASTLE ROCK	274	360	270	278	8	7	15	97.48%	97.12%	94.44%
CENTRALIA	736	360	820	830	10	10	20	98.80%	98.80%	97.56%
CHEHALIS			630	638	8	8	16	98.75%	98.75%	97.46%
CHEHALIS	748	360	428	433	5	5	10	98.85%	98.85%	97.66%
NAPAVINE	262	360	202	205	3	3	6	98.54%	98.54%	97.03%
CLE-ELUM	674	509	216	222	6	4	10	97.30%	97.30%	95.37%
COLFAX	397	509	135	135	0	0	0	100.00%	100.00%	100.00%
COLVILLE	684	509	397	403	6	5	11	98.76%	98.51%	97.23%
COPALIS										
(OCEAN SHORES)	289	360	256	263	7	5	12	98.10%	97.34%	95.31%
COULLEE DAM	633	509	152	155	3	2	5	98.71%	98.06%	96.71%
CRYSTAL MTN.	663	360	19	19	0	0	0	100.00%	100.00%	100.00%
DAYTON	382	509	109	119	10	9	19	92.44%	91.60%	82.57%
DEER PARK	276	509	478	489	11	10	21	97.96%	97.75%	95.61%
DES MOINES			2851	2889	38	33	71	98.86%	98.68%	97.51%
DES MOINES	824	206	1135	1160	25	22	47	97.84%	97.84%	95.86%
FEDERAL WAY	839	253	1716	1729	13	11	24	99.36%	99.25%	98.60%
EASTON	656	509	32	32	0	0	0	100.00%	100.00%	100.00%
ELK	292	509	229	232	3	3	6	98.71%	98.71%	97.38%
ENUMCLAW	825	360	576	581	5	5	10	99.14%	99.14%	98.26%
EPHRATA	754	509	244	246	2	2	4	99.19%	99.19%	98.36%
GRAHAM	847	253	1554	1582	28	22	50	98.61%	98.23%	96.78%
GREEN BLUFF	238	509	144	146	2	2	4	98.63%	98.63%	97.22%
HOODSPORT	877	360	149	158	9	8	17	94.94%	94.30%	88.59%
ISSAQUAH	392	425	1033	1048	15	14	29	98.66%	98.57%	97.19%
KENT			3599	3659	60	48	108	98.69%	98.36%	97.00%
MERIDIAN	253	360	1167	1188	21	16	37	98.65%	98.23%	96.83%
OBRIEN	251	206	231	249	18	14	32	94.38%	92.77%	86.15%
ULRICH	852	253	2201	2222	21	18	39	99.19%	99.05%	98.23%
LIBERTY LAKE	255	509	74	75	1	1	2	98.67%	98.67%	97.30%
LONGVIEW-KELSO	423	360	2766	2801	35	29	64	98.96%	98.75%	97.69%
LOON LAKE	233	509	111	114	3	2	5	98.25%	97.37%	95.50%
MAPLE VALLEY	432	425	643	650	7	6	13	99.08%	98.92%	97.98%
MOSES LAKE			1280	1288	18	12	30	99.08%	98.61%	97.66%
MOSES LAKE(AFB)	762	509	290	293	3	3	6	100.00%	98.98%	98.97%
MOSES LAKE	765	509	990	1005	15	12	27	98.81%	98.51%	97.27%

Washington Service Order Interval Missed Commitment Report
 (Report 1, Completed Orders)
 April 2007

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA	4/07 TOTAL	4/07 TOTAL	Company	Subscriber	Combined	COMMITTS MET	COMMITTS MET	COMMITTS MET
		CODE	NTC R,SB,LB	ORDERS	Misses	Misses	Misses	Subscriber	Company	(Combined
			SOT=NTC R,SB	R,SB,LB	R,SB,LB	R,SB,LB	R,SB,LB	Missed R,SB,LB	Missed	Missed) R,SB,LB
NEWMAN LAKE	226	509	141	145	4	2	6	98.62%	97.24%	95.74%
NORTHPORT	732	509	61	62	1	1	2	98.39%	98.39%	96.72%
OLYMPIA			4764	4841	77	71	148	98.53%	98.41%	96.89%
EVERGREEN	866	360	339	344	5	5	10	98.55%	98.55%	97.05%
LACEY	456	360	2219	2256	37	33	70	98.54%	98.36%	96.85%
WHITEHALL	352	360	2206	2241	35	33	68	98.53%	98.44%	96.92%
OMAK-OKANOGAN	826	509	572	584	12	10	22	98.29%	97.95%	96.15%
OROVILLE	476	509	163	168	5	5	10	97.02%	97.02%	93.87%
OTHELLO	488	509	348	353	5	5	10	98.58%	98.58%	97.13%
PASCO	545	509	1844	1869	25	21	46	98.88%	98.66%	97.51%
PATEROS	923	509	46	48	2	2	4	95.83%	95.83%	91.30%
POMEROY	843	509	86	88	2	2	4	97.73%	97.73%	95.35%
PT. ANGELES			984	1011	17	13	30	98.71%	98.32%	96.98%
			46	48	2	2	4	95.83%	95.83%	91.30%
JOYCE	928	360	948	963	15	11	26	98.86%	98.44%	97.26%
PT. ANGELES	452	360	149	152	3	1	4	99.34%	98.03%	97.32%
PT. LUDLOW	437	360	1511	1533	22	14	36	99.09%	98.56%	97.62%
PT. ORCHARD			561	569	8	6	14	98.95%	98.59%	97.50%
COLBY	871	360	950	964	14	8	22	99.17%	98.55%	97.68%
PT. ORCHARD	876	360	681	699	18	15	33	97.85%	97.42%	95.15%
PT. TOWNSEND	385	360	2400	2433	33	26	59	98.93%	98.64%	97.54%
PUYALLAP			3680	3715	35	29	64	99.22%	99.06%	98.26%
RENTON	226	425	369	380	11	10	21	97.37%	97.11%	94.31%
RIDGEFIELD	887	360	436	444	8	6	14	98.65%	98.20%	96.79%
ROCHESTER	273	360	165	167	2	1	3	99.40%	98.80%	98.18%
ROY	842	253	19708	20082	374	320	694	98.41%	98.14%	96.48%
SEATTLE			1309	1333	24	21	45	98.42%	98.20%	96.56%
ATWATER	281	206	648	663	15	14	29	97.89%	97.74%	95.52%
CAMPUS	543	206	3130	3172	42	35	77	98.90%	98.68%	97.54%
CHERRY	241	206	1137	1153	16	14	30	98.79%	98.61%	97.36%
DUWAMISH	762	206	2899	2752	53	47	100	98.29%	98.07%	96.29%
EAST	322	206	524	536	12	12	24	97.76%	97.76%	95.42%
ELLIOT	441	206	2138	2169	31	30	61	98.62%	98.57%	97.15%
EMERSON	361	206	1445	1470	25	22	47	98.50%	98.30%	96.75%
LAKEVIEW	522	206	1425	1492	67	51	118	96.58%	95.51%	91.72%
MAIN	223	206	429	440	11	11	22	97.50%	97.50%	94.87%
MERCER ISLAND (Adams)	232	206	1960	1992	32	21	53	98.95%	98.39%	97.30%
PARKWAY	721	206	1354	1386	32	29	61	97.91%	97.69%	95.49%
SUNSET	782	206	1510	1524	14	13	27	99.15%	99.08%	98.21%
WEST	932	206	848	860	12	6	18	99.30%	98.60%	97.88%
SEQUIM	683	360	1076	1097	21	17	38	98.45%	98.09%	96.47%
SHELTON	426	360	929	952	23	22	45	97.69%	97.58%	95.16%
SILVERDALE	692	360	10339	10467	128	116	244	98.89%	98.78%	97.64%
SPOKANE			261	265	4	3	7	98.87%	98.49%	97.32%
CHESTNUT	244	509	1623	1638	15	13	28	99.21%	99.08%	98.27%
FAIRFAX	325	509	1563	1577	14	13	27	99.11%	99.11%	98.27%
HUDSON	482	509	1158	1170	12	12	24	98.97%	98.97%	97.93%
KEYSTONE	534	509	NUMBERS ADDED TO RIVERSIDE							
MORAN	441	509	1831	1865	34	28	74	98.50%	98.18%	95.96%
RIVERSIDE	455	509	2806	2637	31	29	60	98.90%	98.82%	97.70%
WALNUT	922	509	1297	1315	18	18	36	98.63%	98.63%	97.22%
WHITWORTH	466	509	147	151	4	3	7	98.01%	97.35%	95.24%
SPRINGDALE	258	509	1148	1167	19	18	37	98.46%	98.37%	96.78%
SUMNER (BonneyLake)	863	253								

Washington Service Order Interval Missed Commitment Report
 (Report 1, Completed Orders)
 April 2007

1	2	3	4	5	6	7	8	9	10	11	
EXCHANGES	WC	AREA CODE	4/07 TOTAL ORDERS NTC R,SB,LB	4/07 TOTAL ORDERS SOT= NTC R,SB,LB	4/07 TOTAL ORDERS SOT=NTC R,SB,LB	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
TACOMA			14319	14319	14506	187	152	339	98.95%	98.71%	97.63%
	FORT LEWIS	964	472	472	480	8	8	16	98.33%	98.33%	96.61%
	GREENFIELD	472	2299	2299	2331	32	26	58	98.88%	98.63%	97.48%
	JUNIPER	582	2244	2244	2266	22	21	43	99.07%	99.03%	98.08%
	LENNOX	531	2787	2787	2816	29	26	55	99.08%	99.97%	98.03%
	LOGAN	564	1054	1054	1063	9	4	13	99.62%	99.15%	98.77%
	MARKET (Fawcett)	272	1782	1782	1814	32	25	57	98.62%	98.24%	96.80%
	SKYLINE	752	982	982	998	16	14	30	98.60%	98.40%	96.95%
	WAVERLY-2	922	487	487	479	12	9	21	98.12%	97.49%	95.50%
	WAVERLY-7	927	2232	2232	2259	27	19	46	99.16%	98.80%	97.94%
TOUCHET	394	509			NUMBERS ADDED TO WALLA WALLA						
VANCOUVER			7007	7007	7124	117	104	221	98.54%	98.36%	96.85%
	ORCHARDS	253	3694	3694	3749	55	49	104	98.69%	98.53%	97.18%
	OXFORD	693	2059	2059	2096	37	34	71	98.38%	98.23%	96.55%
	SALMON CREEK (VANCOUVER NO)	573	1254	1254	1279	25	21	46	98.36%	98.05%	96.33%
	WAITSBURG	337	31	31	33	2	2	4	93.94%	93.94%	87.10%
	WALLA WALLA	522	1195	1195	1206	11	10	21	99.17%	99.09%	98.24%
	WARDEN	349	123	123	123	0	0	0	100.00%	100.00%	100.00%
	WINLOCK	785	190	190	196	6	6	12	96.94%	96.94%	93.68%
	YAKIMA		3982	3982	4029	47	43	90	98.93%	98.83%	97.74%
	CHESTNUT WEST	244	3010	3010	3045	35	33	68	98.92%	98.85%	97.74%
		965	972	972	984	12	10	22	98.98%	98.78%	97.74%
Washington Customers Served by Exchanges in Neighboring States											
Clarkston	751	509	488	488	496	8	4	12	99.19%	98.39%	97.54%
WC TOTAL			107759	107759	109425	1666	1415	3081	98.70%	98.48%	97.14%

Washington Service Order Interval Missed Commitment Report
 (Report 2, Missed Commitments)
 April 2007

1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC	AREA CODE	4/07 SOT=NTC INWARD R,SB,LB	4/07 SOT=NTC INWARD R,SB	NOT COMPL W/1 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/1 90 DAYS	90 DAYS (GRTR THAN 1%)
ABERDEEN-HOQUIAM	532	360	179	179	2	1.12%	21	2	90.48%	9.52%	0	0.00%
AUBURN	833	253	408	408	3	0.74%	54	3	94.44%	5.56%	0	0.00%
BAINBRIDGE ISLAND	842	206	133	133	0	0.00%	33	0	100.00%	0.00%	0	0.00%
BATTLEGROUND	687	360	127	127	3	2.36%	19	3	84.21%	15.79%	0	0.00%
BELFAIR	275	360	102	102	0	0.00%	23	0	100.00%	0.00%	0	0.00%
BELLEVUE	504	425	504	504	10	1.98%	115	10	91.30%	8.70%	0	0.00%
GLENCOURT	453	425	188	188	4	2.13%	50	4	92.00%	8.00%	0	0.00%
SHERWOOD	641	425	316	316	6	1.90%	65	6	90.77%	9.23%	0	0.00%
BELLINGHAM	497	360	497	497	2	0.40%	97	2	97.94%	2.06%	0	0.00%
LJMMI	758	360	23	23	0	0.00%	3	0	100.00%	0.00%	0	0.00%
REGENT	671	360	474	474	2	0.42%	94	2	97.87%	2.13%	0	0.00%
BLACK DIAMOND	886	360	39	39	3	7.69%	7	3	57.14%	42.86%	0	0.00%
BREMERTON	446	360	446	446	5	1.12%	57	5	91.23%	8.77%	0	0.00%
CROSBY	373	360	31	31	0	0.00%	5	0	100.00%	0.00%	0	0.00%
BREM ESSEX	830	360	410	410	5	1.22%	51	5	90.20%	9.80%	0	0.00%
SUNNYSLOPE	674	360	5	5	0	0.00%	1	0	100.00%	0.00%	0	0.00%
BUCKLEY	829	360	32	32	0	0.00%	10	0	100.00%	0.00%	0	0.00%
CASTLE ROCK	274	360	67	67	1	1.49%	6	1	83.33%	16.67%	0	0.00%
CENTRALIA	736	360	172	172	0	0.00%	22	0	100.00%	0.00%	0	0.00%
CHEHALIS	139	360	139	139	0	0.00%	20	0	100.00%	0.00%	0	0.00%
CHEHALIS	748	360	104	104	0	0.00%	15	0	100.00%	0.00%	0	0.00%
NAPAVINE	262	360	35	35	0	0.00%	5	0	100.00%	0.00%	0	0.00%
CLE-ELUM	674	509	54	54	2	3.70%	7	2	71.43%	28.57%	0	0.00%
COLFAX	397	509	33	33	0	0.00%	5	0	100.00%	0.00%	0	0.00%
COLVILLE	684	509	107	107	1	0.93%	14	1	92.86%	7.14%	0	0.00%
COPALIS												
(OCEAN SHORES)	289	360	61	61	2	3.28%	12	2	83.33%	16.67%	0	0.00%
COULEE DAM	633	509	35	35	1	2.86%	3	1	66.67%	33.33%	0	0.00%
CRYSTAL MTN.	663	360	4	4	0	0.00%	1	0	100.00%	0.00%	0	0.00%
DAYTON	382	509	22	22	0	0.00%	1	0	100.00%	0.00%	0	0.00%
DEER PARK	276	509	96	96	1	1.04%	13	1	92.31%	7.69%	0	0.00%
DES MOINES	570	509	570	570	5	0.88%	65	5	92.31%	7.69%	0	0.00%
DES MOINES	824	206	239	239	3	1.26%	28	3	89.29%	10.71%	0	0.00%
FEDERAL WAY	839	253	331	331	2	0.60%	37	2	94.59%	5.41%	0	0.00%
EASTON	656	509	7	7	0	0.00%	0	0	100.00%	0.00%	0	0.00%
ELK	292	509	34	34	0	0.00%	5	0	100.00%	0.00%	0	0.00%
ENJUMCLAW	825	360	96	96	0	0.00%	18	0	100.00%	0.00%	0	0.00%
EPHIRATA	754	509	58	58	0	0.00%	6	0	100.00%	0.00%	0	0.00%
GRAHAM	847	253	229	229	6	2.62%	38	6	84.21%	15.79%	0	0.00%
GREEN BLUFF	238	509	24	24	1	4.17%	4	1	75.00%	25.00%	0	0.00%
HOODSPORT	877	360	43	43	1	2.33%	6	1	83.33%	16.67%	0	0.00%
ISSAQUAH	392	425	262	262	1	0.38%	65	1	98.46%	1.54%	0	0.00%
KENT	760	360	760	760	11	1.45%	101	11	89.11%	10.89%	0	0.00%
MERIDIAN	253	360	192	192	4	2.08%	32	4	87.50%	12.50%	0	0.00%
OBRIEN	251	206	68	68	3	4.41%	15	3	80.00%	20.00%	0	0.00%
ULRICH	852	253	500	500	4	0.80%	54	4	92.59%	7.41%	0	0.00%
LIBERTY LAKE	255	509	15	15	0	0.00%	2	0	100.00%	0.00%	0	0.00%
LONGVIEW-KELSO	423	360	537	537	1	0.19%	47	1	97.87%	2.13%	0	0.00%
LOON LAKE	233	509	34	34	0	0.00%	5	0	100.00%	0.00%	0	0.00%

Washington Service Order Interval Missed Commitment Report
 (Report 2, Missed Commitments)
 April 2007

1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC	AREA	4/07	4/07	NOT COMPL	5 DAYS	SUM OF	SUM OF	% MET	% Missed	NOT	90 DAYS
MAPLE VALLEY	432	425	SOT=NTC	INWARD	R,S,B	INWARD	R,S,B	INWARD	R,S,B	INWARD	R,S,B	INWARD
MOSES LAKE	762	509	INWARD	INWARD	INWARD	INWARD	INWARD	INWARD	INWARD	INWARD	INWARD	INWARD
MOSES LAKE(AFB)	765	509	R,S,B	R,S,B	R,S,B	R,S,B	R,S,B	R,S,B	R,S,B	R,S,B	R,S,B	R,S,B
MOSES LAKE	226	509	215	215	215	215	215	215	215	215	215	215
NEWMAN LAKE	732	509	28	28	28	28	28	28	28	28	28	28
NORTHPORT	732	509	17	17	17	17	17	17	17	17	17	17
OLYMPIA	866	360	949	949	949	949	949	949	949	949	949	949
EVERGREEN	456	360	72	72	72	72	72	72	72	72	72	72
LACEY	432	360	432	432	432	432	432	432	432	432	432	432
WHITEHALL	826	509	445	445	445	445	445	445	445	445	445	445
OMAK-OKANOGAN	476	509	129	129	129	129	129	129	129	129	129	129
OROVILLE	488	509	48	48	48	48	48	48	48	48	48	48
OTHELLO	488	509	97	97	97	97	97	97	97	97	97	97
PASCO	923	509	16	16	16	16	16	16	16	16	16	16
PATEROS	843	509	27	27	27	27	27	27	27	27	27	27
POMEROY	928	360	230	230	230	230	230	230	230	230	230	230
PT. ANGELES	437	360	11	11	11	11	11	11	11	11	11	11
JOYCE	452	360	219	219	219	219	219	219	219	219	219	219
PT. ANGELES	437	360	28	28	28	28	28	28	28	28	28	28
PT. LUDLOW	297	360	297	297	297	297	297	297	297	297	297	297
PT. ORCHARD	871	360	100	100	100	100	100	100	100	100	100	100
COLBY	876	360	197	197	197	197	197	197	197	197	197	197
PT. ORCHARD	385	360	165	165	165	165	165	165	165	165	165	165
PT. TOWNSEND	841	253	438	438	438	438	438	438	438	438	438	438
PUYALLAP	226	425	654	654	654	654	654	654	654	654	654	654
RENTON	887	360	54	54	54	54	54	54	54	54	54	54
RIDGEFIELD	273	360	87	87	87	87	87	87	87	87	87	87
ROCHESTER	842	253	28	28	28	28	28	28	28	28	28	28
ROY	4008	360	4008	4008	4008	4008	4008	4008	4008	4008	4008	4008
SEATTLE	281	206	302	302	302	302	302	302	302	302	302	302
ATWATER	543	206	156	156	156	156	156	156	156	156	156	156
CAMPUS	241	206	591	591	591	591	591	591	591	591	591	591
CHERRY	762	206	208	208	208	208	208	208	208	208	208	208
DUVAMISH	322	206	552	552	552	552	552	552	552	552	552	552
EAST	441	206	148	148	148	148	148	148	148	148	148	148
ELLIOT	361	206	376	376	376	376	376	376	376	376	376	376
EMERSON	522	206	278	278	278	278	278	278	278	278	278	278
LAKEVIEW	223	206	434	434	434	434	434	434	434	434	434	434
MAIN	232	206	83	83	83	83	83	83	83	83	83	83
MERCER ISLAND	721	206	337	337	337	337	337	337	337	337	337	337
(Adams)	782	206	265	265	265	265	265	265	265	265	265	265
PARKWAY	932	206	278	278	278	278	278	278	278	278	278	278
SUNSET	683	360	203	203	203	203	203	203	203	203	203	203
WEST	426	360	238	238	238	238	238	238	238	238	238	238
SEQUIM	692	360	246	246	246	246	246	246	246	246	246	246
SHELTON	2284	360	57	57	57	57	57	57	57	57	57	57
SILVERDALE	244	509	57	57	57	57	57	57	57	57	57	57
SPOKANE	244	509	57	57	57	57	57	57	57	57	57	57
CHESTNUT	244	509	57	57	57	57	57	57	57	57	57	57

Washington Service Order Interval Missed Commitment Report
 (Report 2, Missed Commitments)
 April 2007

1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC CODE	AREA CODE	4/07 SOT=NTC INWARD R,SB,LB	4/07 SOT=NTC INWARD R,SB	NOT COMPL W/ 5 DAYS	5 DAYS (Greater than 10%)	SUM OF ORDERS W/IDD > 5 days; Customer Reasons	SUM OF ORDERS W/IDD > 5 DAYS; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	NOT COMPL W/ 90 DAYS	90 DAYS THAN 1%)
FAIRFAX	325	509	320	320	2	0.63%	38	2	94.74%	5.26%	0	0.00%
HUDSON	482	509	342	342	1	0.29%	33	1	96.97%	3.03%	0	0.00%
KEYSTONE	534	509	238	238	0	0.00%	29	0	100.00%	0.00%	0	0.00%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE									
RIVERSIDE	455	509	454	454	5	1.10%	88	5	94.32%	5.68%	0	0.00%
WALNUT	922	509	607	607	2	0.33%	105	2	98.10%	1.90%	0	0.00%
WHITWORTH	466	509	266	266	0	0.00%	49	0	100.00%	0.00%	0	0.00%
SPRINGDALE	258	509	34	34	1	2.94%	1	1	0.00%	100.00%	0	0.00%
SUMNER (BonneyLake)	863	253	184	184	0	0.00%	34	0	100.00%	0.00%	0	0.00%
TACOMA			2727	2727	32	1.17%	364	32	91.21%	8.79%	0	0.00%
FORT LEWIS	964	253	103	103	0	0.00%	20	0	100.00%	0.00%	0	0.00%
GREENFIELD	472	253	434	434	6	1.38%	35	6	82.86%	17.14%	0	0.00%
JUNIPER	582	253	441	441	1	0.23%	50	1	98.00%	2.00%	0	0.00%
LENNOX	531	253	453	453	3	0.66%	56	3	94.64%	5.36%	0	0.00%
LOGAN	564	253	218	218	4	1.83%	32	4	87.50%	12.50%	0	0.00%
MARKET (Fawcett)	272	253	404	404	5	1.24%	77	5	93.51%	6.49%	0	0.00%
SKYLINE	752	253	196	196	2	1.02%	41	2	95.12%	4.88%	0	0.00%
WAVERLY-2	922	253	101	101	3	2.97%	17	3	82.35%	17.65%	0	0.00%
WAVERLY-7	927	253	377	377	8	2.12%	36	8	77.78%	22.22%	0	0.00%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA									
VANCOUVER			1357	1357	10	0.74%	209	10	95.22%	4.78%	0	0.00%
ORCHARDS	253	360	658	658	4	0.61%	100	4	96.00%	4.00%	0	0.00%
OXFORD	693	360	455	455	3	0.66%	57	3	94.74%	5.26%	0	0.00%
SALMON CREEK (VANCVR NO)	573	360	244	244	3	1.23%	52	3	94.23%	5.77%	0	0.00%
WAITSBURG	337	509	10	10	0	0.00%	0	0	0.00%	0.00%	0	0.00%
WALLA WALLA	522	509	238	238	1	0.42%	41	1	97.56%	2.44%	0	0.00%
WARDEN	349	509	17	17	0	0.00%	0	0	0.00%	0.00%	0	0.00%
WINLOCK	785	360	23	23	0	0.00%	2	0	100.00%	0.00%	0	0.00%
YAKIMA			888	888	3	0.34%	95	3	96.84%	3.16%	0	0.00%
CHESTNUT	244	509	690	690	2	0.29%	60	2	96.67%	3.33%	0	0.00%
WEST	965	509	198	198	1	0.51%	35	1	97.14%	2.86%	0	0.00%
Washington Customers Served by Exchanges in Neighboring States												
Clarkston	751	509	147	147	4	2.72%	27	4	85.19%	14.81%	0	0.00%
WC TOTAL			21,863	21,863	211	0.97%	3,413	211	93.82%	6.18%	0	0.00%

WASHINGTON TROUBLE REPORT RATE - APRIL 2007

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE APR-07	RATE MAY-07	RATE JUN-07	RATE JUL-07	RATE AUG-07	RATE SEP-07	RATE OCT-07	RATE NOV-07	RATE DEC-07	RATE JAN-08	RATE FEB-08	RATE MAR-08	RATE APR-08	RATE MAY-08
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	4.00	4.00
ABERDEEN-HOQUIAM	0	14128	118	0.84	0.94	1.06	1.62	1.82	2.27	0.75	0.62	0.69	0.65	0.66	0.66	0.79	0.79
AUBURN	0	29217	241	0.82	0.79	0.92	1.52	1.35	1.15	1.10	0.72	1.06	0.78	0.93	0.89	0.89	0.89
BAINBRIDGE ISLAND	0	12849	96	0.75	0.74	0.75	1.25	1.64	1.63	0.88	0.74	0.88	1.46	1.07	0.88	0.88	0.88
BATTLEGROUND	0	10990	130	1.18	0.89	0.86	1.30	1.72	1.56	1.12	1.42	1.25	1.21	1.16	1.21	1.21	1.21
BELFAIR	0	7804	89	1.14	1.34	1.25	2.41	1.77	1.59	1.69	1.30	1.62	1.60	1.94	1.62	1.62	1.62
BELLEVUE	0	59258	311	0.52	0.62	0.59	1.09	1.10	0.86	0.67	0.63	0.63	0.62	0.72	0.61	0.61	0.61
BELLEVUE GLENCOURT	0	23385	107	0.46	0.50	0.38	0.77	0.84	0.66	0.54	0.50	0.62	0.51	0.65	0.57	0.57	0.57
BELLEVUE-SHERWOOD	0	35873	204	0.57	0.69	0.72	1.29	1.27	1.00	0.76	0.71	0.64	0.69	0.76	0.64	0.64	0.64
BELLINGHAM	0	38263	182	0.48	0.53	0.46	0.69	0.65	0.91	0.58	0.54	0.68	0.57	0.63	0.55	0.55	0.55
BELLINGHAM LUMMI	0	1445	12	0.83	0.21	0.83	0.90	1.10	1.36	1.57	0.82	1.44	1.10	0.88	1.15	1.15	1.15
BELLINGHAM REGENT	0	36818	170	0.46	0.54	0.45	0.68	0.64	0.90	0.54	0.53	0.65	0.55	0.62	0.53	0.53	0.53
BLACK DIAMOND	0	3225	41	1.27	1.14	1.54	1.47	2.53	1.30	1.33	1.47	1.54	1.04	1.09	0.99	0.99	0.99
BREMERTON	0	36543	307	0.84	0.71	0.50	0.98	1.14	0.98	0.60	0.53	0.59	0.54	0.59	0.75	0.75	0.75
BREMERTON CROSBY	0	3365	100	2.97	1.06	1.12	3.67	2.14	1.92	1.06	0.99	1.68	1.33	1.01	1.43	1.43	1.43
BREMERTON ESSEX	0	32410	199	0.61	0.64	0.43	0.70	1.05	0.87	0.54	0.48	0.47	0.44	0.53	0.68	0.68	0.68
BREMERTON SUNNYSLOPE	0	788	8	1.04	1.94	0.91	1.03	0.78	1.42	1.15	0.63	1.01	1.11	1.23	0.85	0.85	0.85
BUCKLEY	0	2863	37	1.29	1.22	1.25	1.74	1.25	2.72	1.51	1.98	1.62	1.67	1.46	1.31	1.31	1.31
CASTLE ROCK	0	4938	72	1.46	1.12	1.41	1.66	2.63	3.74	1.64	1.77	1.65	1.87	1.89	1.96	1.96	1.96
CENTRALIA	0	9262	79	0.85	0.84	1.04	1.60	1.87	1.99	0.90	1.01	1.17	0.98	1.12	1.20	1.20	1.20
CHEHALIS	0	10167	98	0.96	1.44	2.85	1.41	1.18	1.75	1.06	0.83	0.81	1.25	1.25	0.92	0.92	0.92
CHEHALIS	0	7523	57	0.76	0.88	1.10	1.27	1.06	1.82	1.07	0.90	0.79	1.05	0.93	0.77	0.77	0.77
CHEHALIS NAPAVALINE	1	2644	41	1.55	3.06	7.82	1.80	1.54	1.57	1.04	0.64	0.86	1.84	2.19	1.36	1.36	1.36
CLE-ELUM	0	3347	35	1.05	0.87	1.07	1.04	1.46	1.92	1.30	1.53	1.15	1.14	0.56	0.83	0.83	0.83
COLFAX	0	2445	15	0.61	0.94	1.02	1.56	0.86	1.15	1.27	1.11	1.27	1.23	1.56	1.31	1.31	1.31
COLVILLE	0	7182	59	0.82	0.67	0.88	0.85	0.78	1.02	0.98	1.22	1.48	1.14	1.02	1.49	1.49	1.49
COPALIS(OCEAN SHORES)	0	4051	38	0.94	1.21	1.06	1.36	1.13	2.21	1.20	1.07	1.29	1.22	0.97	1.21	1.21	1.21
COULEE DAM	0	2251	31	1.38	0.98	0.67	1.61	1.16	0.81	1.52	0.90	1.20	1.15	1.20	1.28	1.28	1.28
CRYSTAL MTN.	0	674	3	0.45	1.33	1.32	2.77	3.37	3.10	0.89	1.32	2.20	1.17	1.17	2.19	2.19	2.19
DAYTON	0	1835	20	1.09	0.81	0.49	1.56	1.30	0.87	1.13	1.30	1.24	1.12	1.65	2.22	2.22	2.22
DEER PARK	0	6570	53	0.81	0.93	0.81	1.57	0.67	1.57	1.17	2.06	1.57	1.63	1.73	2.15	2.15	2.15
DES MOINES	0	30092	303	1.01	0.92	0.90	1.47	1.83	1.18	0.79	0.70	0.73	0.86	0.82	1.24	1.24	1.24
DES MOINES	0	11801	153	1.30	0.94	0.77	1.50	2.30	1.10	0.87	0.57	0.80	0.75	0.84	0.92	0.92	0.92
DES MOINES FEDERAL WAY	0	18291	150	0.82	0.90	0.98	1.45	1.53	1.23	0.74	0.79	0.69	0.93	0.80	1.44	1.44	1.44

WASHINGTON TROUBLE REPORT RATE - APRIL 2007

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE APR-07	RATE MAY-07	RATE JUN-07	RATE JUL-07	RATE AUG-07	RATE SEP-07	RATE OCT-07	RATE NOV-07	RATE DEC-07	RATE JAN-08	RATE FEB-08	RATE MAR-08	RATE APR-08	RATE MAY-08
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	4.00	4.00
EASTON	0	695	1	0.14	0.29	0.14	0.42	1.55	0.70	0.28	0.41	1.09	1.22	1.23	1.23	1.23	1.23
ELK	0	2873	26	0.90	0.59	0.94	1.53	1.14	1.36	1.12	1.04	0.73	1.32	1.35	1.35	1.66	1.66
ENUMCLAW	0	8403	93	1.11	1.15	0.81	1.69	1.50	2.36	1.25	1.79	1.05	1.06	1.55	1.51	1.51	1.51
EPHRATA	0	3455	123	3.56	0.98	0.69	1.30	1.01	0.84	0.81	0.87	0.72	0.95	1.13	1.13	1.52	1.52
GRAHAM	0	17183	175	1.02	1.00	1.14	1.62	1.32	1.51	1.03	0.85	0.91	0.91	1.28	1.08	1.08	1.08
GREEN BLUFF	0	2942	20	0.68	0.68	0.88	1.11	0.98	1.18	1.32	0.81	2.35	1.34	1.51	1.70	1.70	1.70
HOODSPORT	0	2477	15	0.61	1.61	1.17	1.24	1.60	1.04	0.68	0.71	0.71	2.40	1.18	1.50	1.50	1.50
ISSAQUAH	0	23166	168	0.73	0.55	0.47	0.92	1.17	0.92	0.75	0.61	0.69	0.66	0.73	0.99	0.99	0.99
KENT	0	53525	371	0.69	0.74	0.85	1.15	0.85	1.16	0.78	0.79	0.74	0.86	0.94	0.77	0.77	0.77
	0	19428	192	0.99	1.12	1.31	1.51	1.05	1.57	1.00	1.14	1.10	1.23	1.37	1.11	1.11	1.11
KENT MERIDIAN																	
KENT O BRIEN	0	9631	41	0.43	0.31	0.36	0.35	0.44	0.25	0.23	0.24	0.37	0.25	0.35	0.26	0.26	0.26
KENT ULRICH	0	24466	138	0.56	0.61	0.68	1.17	0.65	1.20	0.81	0.71	0.61	0.81	0.83	0.70	0.70	0.70
LIBERTY LAKE	0	1471	11	0.75	0.34	0.40	0.67	1.15	1.01	1.07	1.13	0.92	0.40	2.62	0.91	0.91	0.91
LONGVIEW-KELSO	0	30734	351	1.14	1.09	1.81	1.74	1.58	2.54	1.39	1.27	1.29	1.21	1.39	1.32	1.32	1.32
LOON LAKE	0	1404	13	0.93	1.15	0.86	1.72	1.07	0.85	0.85	1.10	1.75	1.35	1.01	1.23	1.23	1.23
MAPLE VALLEY	0	11827	55	0.47	0.80	0.62	1.17	0.82	1.08	0.72	0.65	0.72	0.97	0.81	0.74	0.74	0.74
MOSES LAKE	0	13888	191	1.38	1.44	1.51	1.59	1.52	1.36	1.60	1.48	1.55	1.44	1.96	1.51	1.51	1.51
	0	2303	44	1.91	0.86	1.24	1.18	1.48	1.40	1.02	1.07	1.02	1.50	1.38	1.08	1.08	1.08
MOSES LAKE AFB																	
MOSES LAKE ALDER	0	11585	147	1.27	1.55	1.56	1.67	1.53	1.35	1.72	1.56	1.65	1.43	2.08	1.60	1.60	1.60
	0	2223	37	1.66	0.63	0.75	1.27	0.65	1.12	0.68	0.38	1.13	1.68	1.41	0.53	0.53	0.53
NEWMAN LAKE																	
NORTHPORT	0	1075	6	0.56	0.84	0.65	2.31	1.02	1.75	1.75	1.37	1.47	1.01	1.48	2.05	2.05	2.05
OLYMPIA	0	81499	554	0.68	0.60	0.71	1.07	2.25	1.17	0.71	0.67	0.87	0.82	0.86	0.74	0.74	0.74
	0	6407	121	1.89	0.87	0.66	1.19	3.30	1.45	0.77	1.32	1.18	1.45	1.09	1.26	1.26	1.26
OLYMPIA EVERGREEN																	
OLYMPIA LACEY	0	36011	200	0.56	0.73	0.71	0.95	2.18	1.06	0.67	0.69	0.97	0.80	0.82	0.67	0.67	0.67
OLYMPIA WHITEHALL	0	39081	233	0.60	0.85	0.72	1.17	2.13	1.24	0.73	0.55	0.72	0.73	0.86	0.71	0.71	0.71
	0	7424	78	1.05	0.55	0.71	1.25	1.17	1.59	1.22	0.76	1.46	1.50	1.95	2.10	2.10	2.10
OMAK-OKANOGAN																	
OROVILLE	0	1873	16	0.85	0.81	0.70	1.13	1.02	1.39	1.82	3.33	1.13	1.19	1.41	1.31	1.31	1.31
OTHELLO	0	4480	71	1.58	1.86	1.42	2.07	1.98	1.72	1.40	1.39	2.92	3.00	2.67	2.86	2.86	2.86
PASCO	0	19280	165	0.86	0.73	0.94	1.04	0.97	1.25	1.12	1.04	1.10	1.90	1.40	1.47	1.47	1.47
PATEROS	0	823	5	0.61	0.86	0.98	0.73	0.98	1.59	1.35	0.86	0.85	1.57	0.85	0.97	0.97	0.97
POMEROY	0	1316	33	2.51	1.44	1.97	2.11	2.43	2.58	2.21	2.80	2.48	1.72	1.64	2.17	2.17	2.17
PT. ANGELES	0	17989	235	1.31	0.78	0.91	1.45	1.85	1.79	0.83	0.95	0.93	0.77	0.88	0.84	0.84	0.84
	1	1209	22	1.82	1.31	1.95	2.90	3.20	4.30	1.84	1.75	2.15	1.75	1.52	1.27	1.27	1.27
PT ANGELES JOYCE																	

WASHINGTON TROUBLE REPORT RATE - APRIL 2007

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE APR-07	RATE MAY-07	RATE JUN-07	RATE JUL-07	RATE AUG-07	RATE SEP-07	RATE OCT-07	RATE NOV-07	RATE DEC-07	RATE JAN-08	RATE FEB-08	RATE MAR-08	RATE APR-08	RATE MAY-08
STANDARD	0	16790	213	4.00	4.00	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	2841	25	0.88	0.70	0.84	1.35	1.46	0.89	0.76	0.85	0.89	0.83	0.88	0.81	0.88	0.81
PT. LUDLOW	0	21486	174	0.81	1.03	0.91	1.34	1.86	0.88	0.71	0.85	0.88	0.81	0.88	0.81	0.88	0.81
PT. ORCHARD	0	8137	66	0.81	1.06	0.94	1.35	1.88	0.81	0.68	0.81	0.81	0.81	0.81	0.81	0.81	0.81
PORT ORCHARD COLBY	0	13349	108	0.81	1.00	0.89	1.33	1.84	0.81	0.61	0.81	0.81	0.81	0.81	0.81	0.81	0.81
PT. ORCHARD	0	11756	90	0.77	0.86	0.72	0.94	1.04	0.96	0.84	0.96	0.96	0.96	0.96	0.96	0.96	0.96
PT. TOWNSEND	0	33407	227	0.68	0.68	0.83	1.04	1.03	0.66	0.66	0.77	0.77	0.77	0.77	0.77	0.77	0.77
PUYALLAP	0	49802	351	0.70	1.01	0.96	1.16	1.28	0.75	0.62	0.75	0.79	0.79	0.79	0.79	0.79	0.79
RENTON	0	3829	58	1.51	1.64	5.65	3.91	1.53	2.02	1.49	1.67	1.23	3.05	1.89	1.89	1.89	1.22
RIDGEFIELD	0	5714	59	1.03	1.62	1.47	3.24	1.99	1.74	1.21	2.19	0.74	1.07	1.23	1.23	1.23	1.56
ROCHESTER	0	2654	31	1.17	1.05	1.97	2.38	1.27	1.74	0.88	1.21	1.06	1.57	1.43	1.43	1.43	1.23
ROY	0	344828	1845	0.54	0.64	0.63	0.97	1.02	0.59	0.59	0.55	0.55	0.62	0.65	0.65	0.65	0.63
SEATTLE	0	26275	115	0.44	0.40	0.43	0.64	0.76	0.83	0.44	0.46	0.49	0.50	0.50	0.50	0.50	0.51
SEATTLE ATWATER	0	12390	45	0.36	0.50	0.45	0.54	0.50	0.54	0.45	0.50	0.38	0.43	0.48	0.48	0.48	0.36
SEATTLE CAMPUS	0	39071	284	0.73	0.91	1.02	1.37	1.55	1.72	0.69	0.61	0.74	0.76	0.98	0.98	0.98	0.84
SEATTLE CHERRY	0	15287	75	0.49	0.75	0.68	1.11	0.73	1.03	0.58	0.64	0.70	0.68	0.78	0.78	0.78	0.74
SEATTLE DUWAMISH	0	37023	248	0.67	0.68	0.71	0.91	1.05	1.21	0.98	0.72	0.60	0.90	0.84	0.84	0.84	0.69
SEATTLE EAST	0	9746	23	0.24	0.28	0.26	0.23	0.20	0.23	0.26	0.31	0.16	0.34	0.23	0.23	0.23	0.23
SEATTLE ELLIOT	0	37618	232	0.62	0.70	0.61	1.26	0.86	1.13	0.54	0.56	0.49	0.82	0.65	0.65	0.65	0.74
SEATTLE EMERSON	0	32100	235	0.73	0.58	0.75	0.88	1.12	1.33	0.72	0.67	0.68	0.63	0.68	0.68	0.68	0.72
SEATTLE LAKEVIEW	0	48681	103	0.21	0.22	0.22	0.20	0.25	0.30	0.17	0.22	0.33	0.18	0.20	0.20	0.20	0.18
SEATTLE MAIN	0	11079	80	0.72	0.79	0.85	2.52	1.75	1.26	0.90	0.84	0.92	0.99	0.92	0.92	0.92	0.85
SEATTLE MERCER ISLAND (ADAMS)	0	22254	164	0.74	1.33	0.95	1.64	2.16	1.82	0.93	0.87	0.75	0.94	1.12	1.12	1.12	1.29
SEATTLE PARKWAY	0	27947	121	0.43	0.52	0.42	0.69	1.00	1.10	0.53	0.48	0.45	0.45	0.53	0.53	0.53	0.47
SEATTLE SUNSET	0	25357	120	0.47	0.76	0.84	1.40	1.48	1.28	0.58	0.51	0.55	0.60	0.62	0.62	0.62	0.77
SEATTLE WEST	0	14461	145	1.00	0.96	1.07	1.32	1.15	1.29	0.85	0.87	1.02	1.09	1.09	1.09	1.09	1.05
SEQUIM	0	15881	163	1.03	0.96	0.87	1.28	1.53	0.98	0.77	0.71	0.81	0.78	1.19	1.19	1.19	0.72
SHELTON	0	15746	84	0.53	0.66	0.64	1.00	0.88	0.97	0.49	0.73	0.68	0.59	0.74	0.74	0.74	0.80
SILVERDALE	0	157005	1166	0.74	0.73	0.74	0.79	1.02	0.96	0.95	0.75	1.00	1.27	1.17	1.17	1.17	0.96
SPOKANE	0	3111	17	0.55	0.96	1.91	0.79	1.26	1.03	0.75	0.93	1.97	1.16	1.58	1.58	1.58	1.09
SPOKANE CHESTNUT	0	22699	116	0.51	0.85	0.80	0.76	0.95	0.92	0.96	0.86	0.81	1.27	1.13	1.13	1.13	0.93
SPOKANE FAIRFAX	0	17181	111	0.65	0.71	0.84	0.92	0.79	0.93	0.79	0.79	0.99	1.19	1.18	1.18	1.18	1.17
SPOKANE HUDSON	0	15612	106	0.68	0.71	0.71	0.90	1.09	1.03	0.70	0.61	0.82	0.93	1.12	1.12	1.12	1.33
SPOKANE KEYSTONE	0																

WASHINGTON TROUBLE REPORT RATE - APRIL 2007

WIRECENTER	STD EXD CNT	LINES	RPTS	APR-07	MAR-07	FEB-07	JAN-07	DEC-06	NOV-06	OCT-06	SEP-06	AUG-06	JUL-06	JUN-06	MAY-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
SPOKANE MORAN	0	9634	54	0.56	0.76	0.68	0.91	1.07	0.96	0.76	0.75	1.04	1.06	1.37	0.73
SPOKANE RIVERSIDE	0	22262	155	0.70	0.59	0.77	0.61	0.66	1.09	0.98	0.65	0.78	2.28	1.10	0.86
SPOKANE WALNUT	0	43025	248	0.53	0.53	0.68	0.78	1.49	1.00	1.08	0.66	0.77	1.01	1.06	0.88
SPOKANE WHITWORTH	0	23481	359	1.53	1.09	0.57	0.78	0.67	0.75	1.07	0.96	1.80	1.15	1.34	0.94
SPRINGDALE	0	1765	31	1.76	1.47	1.24	1.34	1.39	2.01	1.46	1.87	3.25	1.71	2.11	1.55
SUMNER (BONNEYLAKE)	0	20048	143	0.71	1.01	0.93	1.36	1.74	1.62	0.86	0.90	0.95	0.99	1.00	0.88
TACOMA	0	168230	1158	0.69	0.78	0.87	1.33	1.27	1.43	0.87	0.76	0.78	0.82	0.77	0.81
TACOMA FORT LEWIS	0	5455	19	0.35	0.47	0.29	0.71	0.76	0.37	0.55	0.67	0.37	0.94	0.83	0.56
TACOMA GREENFIELD	0	22474	194	0.86	1.01	1.14	1.66	2.09	2.11	0.95	0.99	1.01	0.87	0.85	1.02
TACOMA JUNIPER	0	23485	183	0.78	0.89	0.89	1.22	1.18	1.21	0.75	0.84	0.88	0.87	0.82	0.80
TACOMA LENNOX	0	28142	242	0.86	0.90	1.14	1.73	1.47	1.63	0.93	1.01	1.15	1.10	0.99	1.39
TACOMA LOGAN	0	16194	113	0.70	0.82	0.91	1.28	1.02	1.79	0.87	0.59	0.58	0.69	0.67	0.67
TACOMA MARKET (FAWCETT)	0	18820	116	0.62	0.50	0.52	0.97	1.10	1.01	0.59	0.41	0.47	0.60	0.50	0.59
TACOMA SKYLINE	0	15414	90	0.58	0.90	0.81	1.39	1.13	1.71	0.79	0.95	0.65	0.76	0.69	0.64
TACOMA WAVERLY-2	0	7775	44	0.57	0.69	0.85	1.12	1.03	1.56	2.52	0.62	0.72	0.87	0.77	0.52
TACOMA WAVERLY-7	0	30471	157	0.52	0.60	0.75	1.18	1.02	1.01	0.69	0.56	0.61	0.67	0.70	0.54
VANCOUVER	0	96011	781	0.81	1.06	0.92	0.99	1.21	1.47	0.96	1.00	1.19	1.11	1.10	0.97
VANCOUVER ORCHARDS	0	48700	375	0.77	0.95	0.94	1.00	1.02	1.25	0.94	1.13	1.42	1.10	1.07	0.98
VANCOUVER OXFORD	0	26994	216	0.80	0.88	0.91	0.96	1.31	1.93	0.94	0.90	0.87	1.03	1.19	0.99
VANCOUVER SALMON CRK(NORTH)	0	20317	190	0.94	1.55	0.87	1.02	1.56	1.41	1.07	0.82	1.06	1.24	1.06	0.92
WAITSBURG	0	663	10	1.51	1.06	1.19	1.03	1.61	0.87	1.24	1.22	2.47	0.81	2.31	2.82
WALLA WALLA (INCL TOUCHET)	0	19216	159	0.83	0.76	0.78	0.82	0.91	0.78	0.71	0.94	0.88	0.83	0.92	1.06
WARDEN	0	1296	22	1.70	1.15	2.14	0.68	1.06	1.73	2.18	1.82	0.91	1.43	1.07	1.13
WINLOCK	0	2264	12	0.53	1.19	0.88	2.08	1.58	1.93	1.45	1.10	2.23	2.36	1.44	2.99
YAKIMA	0	48415	345	0.71	0.67	0.58	0.68	0.93	0.59	0.68	0.67	1.01	0.78	0.87	0.86
YAKIMA CHESTNUT	0	32793	232	0.71	0.61	0.55	0.68	1.02	0.59	0.67	0.68	0.93	0.81	0.83	0.85
YAKIMA WEST	0	15622	113	0.72	0.81	0.66	0.67	0.73	0.59	0.69	0.64	1.17	0.71	0.96	0.88
Exchanges in Neighboring States															
CLARKSTON	0	7812	87	1.11	0.79	2.87	1.15	1.15	1.53	1.05	1.53	1.43	1.06	1.40	2.79
TOTALS	0	1655119	12337	0.75	0.80	0.83	1.13	1.23	1.23	0.81	0.78	0.85	0.90	0.93	0.90

WASHINGTON TRUNK BLOCKING - APRIL 2007

		APR-07							
TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% NOT BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE		
AP072416	264			TOLL	TWO_WAY	99.29%	TOLL - Percent of Trunk Groups Meeting Standard = 99.22%. Total Number of Trunk Groups = 385. Total Number of Trunk Groups Out of Compliance for the Month = 3 Blocked 4/9/2007 @0900 Service Advisory Issued		
AP081504	24			TOLL	ONE_WAY	98.62%	Blocked 4/19/2007 @1300 Service Advisory Issued		
AP081958	264			TOLL	TWO_WAY	99.04%	Blocked 4/11/2007 @0900 Service Advisory Issued		
							E911 - Percent of Trunk Groups Meeting Standard = 100%. Total Number of Trunk Groups = 124. Total Number of Trunk Groups Out of Compliance for the Month = 0		
							LOCAL - Percent of Trunk Groups Meeting Standard = 100%. Total Number of Trunk Groups = 351. Total Number of Trunk Groups Out of Compliance for the Month = 0		

Missed Appointments/Commitments - Install Residence (New Connect/Reconnect orders)									
Measurement Period	Number of Scheduled Appointments (dispatched orders)	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, 2007									
February, 2007									
March, 2007									
April, 2007									
May, 2007									
June, 2007									
July, 2007									
August, 2007									
September, 2007									
October, 2007									
November, 2007									
December, 2007									
YTD Total	31941	571	2805	394340	134	1267	4072		
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, 2007									
February, 2007									
March, 2007									
April, 2007									
May, 2007									
June, 2007									
July, 2007									
August, 2007									
September, 2007									
October, 2007									
November, 2007									
December, 2007									
YTD Total	9580	345	1500	30630	85	359	1859		

Missed Appointments/Commitments - Repair Residence		Missed Appointments/Commitments - Repair Business					
Measurement Period	Number of Scheduled Appointments (dispatched tickets)	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets)	Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons.	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons.	Number Exclusions
January, 2007							
February, 2007							
March, 2007							
April, 2007							
May, 2007							
June, 2007							
July, 2007							
August, 2007							
September, 2007							
October, 2007							
November, 2007							
December, 2007							
YTD Total	43380	3801	223	11363	627	4	645
Missed Appointments/Commitments - Repair Business		Missed Appointments/Commitments - Repair Business					
Measurement Period	Number of Scheduled Appointments (dispatched tickets)	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets)	Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons.	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons.	Number Exclusions
January, 2007							
February, 2007							
March, 2007							
April, 2007							
May, 2007							
June, 2007							
July, 2007							
August, 2007							
September, 2007							
October, 2007							
November, 2007							
December, 2007							
YTD Total	6064	995	191	1478	92	6	294

Missed Appointments/Commitment Credits Paid - Install		Residence/Business (New Connect/Reconnect)																	
Measurement Period	Number of RESIDENCE customers receiving credits for company missed appointments/com mntments-Install	Total amount of missed appointments credits paid	Month Credit Paid Upon Credit Issued/Bill Date	Number of BUSINESS customers receiving credits for company missed appointments/com mntments-Install	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date													
January, 2007																			
February, 2007																			
March, 2007																			
April, 2007																			
May, 2007			May07/June07			May07/June07													
June, 2007			June07/July07			June07/July07													
July, 2007			July07/Aug07			July07/Aug07													
August, 2007			Aug07/Sep07			Aug07/Sep07													
September, 2007			Sep07/Oct07			Sep07/Oct07													
October, 2007			Oct07/Nov07			Oct07/Nov07													
November, 2007			Nov07/Dec07			Nov07/Dec07													
December, 2007			Dec07/Jan07			Dec07/Jan07													
YTD Total	1350	\$33,975		1585	\$56,613														
Missed Appointments/Commitment Credits Paid - Repair																			
Measurement Period	Number of RESIDENCE customers receiving credits for company missed appointments/com mntments-Repair	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date	Number of BUSINESS customers receiving credits for company missed appointments/com mntments-Repair	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date													
January, 2007																			
February, 2007																			
March, 2007																			
April, 2007																			
May, 2007			May07/June07			May07/June07													
June, 2007			June07/July07			June07/July07													
July, 2007			July07/Aug07			July07/Aug07													
August, 2007			Aug07/Sep07			Aug07/Sep07													
September, 2007			Sep07/Oct07			Sep07/Oct07													
October, 2007			Oct07/Nov07			Oct07/Nov07													
November, 2007			Nov07/Dec07			Nov07/Dec07													
December, 2007			Dec07/Jan07			Dec07/Jan07													
YTD Total	5590	\$10,296		466	\$23,000														

Baseline: WN U-40 2.2.2.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													79937
# of completed orders for installation of primary service													
# of completed orders for primary service installed w/ 5 bus. days													79282
# of credits-First Month's Charge(HO Recurring)													0
Amount of credit-First Month's Charge(HO Recur)													\$0
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)													466
Amount of credits-Installation (Ho NonRecur)													\$0
# of \$100 Bill Credits													0
Amount of \$100 Bill Credits													\$0
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*													\$0
*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 Fwding-Recurring													2
Amount of Remote Call Fwding-Recurring													\$32
# of Remote Call Fwding-Non-Recurring													0
Amount of Remote Call Fwding-Non-Recurring													\$0
YTD Total Number of Credits Paid													468
YTD Total Amount of Credits Paid	\$4,340	\$4,340	\$2,511	\$3,287									\$14,478

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													12556
# of completed orders for primary service installed w/ 5 bus. days													12231
# of credits-First Month's Charge(HO Recurring)													0
Amount of credit-First Month's Charge(HO Recur)													\$0
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)													243
Amount of credits-Installation (HO NonRecur)													\$19,028
# of \$100 Bill Credits													0
Amount of \$100 Bill Credits													\$0
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*													\$0
*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 Fwrdng-Recurring													0
Amount of Remote Call Fwrdng-Recurring													\$0
# of Remote Call Fwrdng-Non-Recurring													0
Amount of Remote Call Fwrdng-Non-Recurring													\$0
YTD Total Number of Credits Paid													243
YTD Total Amount of Credits Paid	\$5,136	\$6,140	\$3,576	\$4,176									\$19,028