



CenturyLink™

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September 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 August 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 Scott Collins for
Scott Collins for
Mark Reynolds

Enclosures
cc: Lisa Anderl

RECEIVED
REGULATORY MANAGEMENT
2011 SEP 30 AM 11:13
STATE OF WASHINGTON
UTILITY AND TRANSPORTATION
COMMISSION

Washington Service Quality Summary Report - AUGUST 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

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - AUGUST 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

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - AUGUST 2011

METRIC DESCRIPTION	JULY 2011			AUGUST 2011		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	5096	5195	98.09%	5328	5461	97.56%
OOS Tickets Not Cleared Within 48 Hrs	99	1	99	133	1	133
Number of OOS Exemptions	94	1	94	123	1	123
All Other Repairs Cleared LT < 72 Hrs	2238	2251	99.42%	2596	2614	99.31%
All Other Troubles Cleared GTR > 72 Hrs	13	1	13	18	1	18
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	1	1	1	2	1	2
Physically Obstructed All Other Troubles Cleared > 72 Hrs	18	1	18	27	1	27
Repair Force Majeure Exclusions	20	1	20	34	1	34
Repair Physically Obstructed Exclusions	30	1	30	37	1	37
Installation Appointments Met	4435	4678	94.81%	5148	5407	95.21%
Repair Appointments Met	2673	3132	85.34%	2547	3021	84.31%
Provisioning Missed for Company Reasons	198	1	198	161	1	161
Provisioning Missed for Customer Reasons	752	1	752	831	1	831
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard			Met Standard

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Washington Orders Summary - AUGUST 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		77	0			90.00%		99.00%	
ABERDEEN-HOQUIAM					1	98.70%	0	100.00%	
AUBURN		224	2	20.50	4	98.21%	0	100.00%	
BAINBRIDGE ISLAND		77	1	7.00	0	100.00%	0	100.00%	
BATTLEGROUND		69	0		0	100.00%	0	100.00%	
BELFAIR		43	2	69.00	0	100.00%	0	100.00%	
BELLEVUE		238	2	59.00	6	97.48%	0	100.00%	
	BELLEVUE GLENLCOURT	95	1	1.00	0	100.00%	0	100.00%	
	BELLEVUE-SHERWOOD	143	1	117.00	6	95.80%	0	100.00%	
BELLINGHAM		237	1	7.00	3	98.73%	0	100.00%	
	BELLINGHAM LUMMI	19	0		2	89.47%	0	100.00%	
	BELLINGHAM REGENT	218	1	7.00	1	99.54%	0	100.00%	
BLACK DIAMOND		17	3	24.67	1	94.12%	0	100.00%	
BREMERTON		219	2	9.50	21	90.41%	0	100.00%	
	BREMERTON CROSBY	26	0		1	96.15%	0	100.00%	
	BREMERTON ESSEX	187	2	9.50	19	89.84%	0	100.00%	
	BREMERTON SUNNYSLOPE	6	0		1	83.33%	0	100.00%	
BUCKLEY		16	0		1	93.75%	0	100.00%	
CASTLE ROCK		23	1	134.00	0	100.00%	0	100.00%	
CENTRALIA		94	2	3.50	0	100.00%	0	100.00%	
CHEHALIS		75	0		1	98.67%	0	100.00%	
	CHEHALIS	58	0		1	98.28%	0	100.00%	
	CHEHALIS NAPAVINE	17	0		0	100.00%	0	100.00%	
CLE-ELUM		22	0		0	100.00%	0	100.00%	
COLFAX		10	0		0	100.00%	0	100.00%	
COLVILLE		67	0		2	97.01%	0	100.00%	
COPALIS(OCEAN SHORES)		15	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 - AUGUST 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		17	1	15.00	0	90.00%	0	99.00%	
COULEE DAM		2	1	9.00	0	100.00%	0	100.00%	
CRYSTAL MTN.		17	0		1	94.12%	0	100.00%	
DAYTON		50	3	19.00	2	96.00%	0	100.00%	
DEER PARK		231	6	44.33	1	99.57%	0	100.00%	
DES MOINES		95	3	52.67	0	100.00%	0	100.00%	
DES MOINES	FEDERAL WAY	136	3	36.00	1	99.26%	0	100.00%	
EASTON		3	0		0	100.00%	0	100.00%	
ELK		17	1	17.00	0	100.00%	0	100.00%	
ELK									
ELK	ELK-WA01	17	1	17.00	0	100.00%	0	100.00%	
ENUMCLAW		32	0		0	100.00%	0	100.00%	
EPHRATA		23	2	120.50	0	100.00%	0	100.00%	
GRAHAM		118	7	61.71	3	97.46%	0	100.00%	1
GREEN BLUFF		8	0		0	100.00%	0	100.00%	
HOODSPORT		11	0		0	100.00%	0	100.00%	
ISSAQUAH		90	3	3.33	0	100.00%	0	100.00%	
KENT		340	10	44.30	4	98.82%	0	100.00%	2
KENT	MERIDIAN	67	0		1	98.51%	0	100.00%	
KENT	O BRIEN	34	0		0	100.00%	0	100.00%	
KENT	ULRICH	239	10	44.30	3	98.74%	0	100.00%	2
LIBERTY LAKE		5	0		0	100.00%	0	100.00%	
LONGVIEW-KELSO		215	4	57.00	0	100.00%	0	100.00%	1
LOON LAKE		5	0		1	80.00%	0	100.00%	
MAPLE VALLEY		52	2	17.50	2	96.15%	0	100.00%	
MOSES LAKE		108	3	49.00	1	99.07%	0	100.00%	

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STANDARD	MOSES LAKE AFB	21	1	7.00	1	90.00%	0	99.00%	0
	MOSES LAKE ALDER	87	2	70.00	0	100.00%	0	100.00%	0
NEWMAN LAKE		10	0		1	90.00%	0	100.00%	0
NORTHPORT		14	0		0	100.00%	0	100.00%	0
OLYMPIA		465	3	19.33	6	98.71%	0	100.00%	0
	OLYMPIA EVERGREEN	23	1	20.00	1	95.65%	0	100.00%	0
	OLYMPIA LACEY	198	2	19.00	2	98.99%	0	100.00%	0
	OLYMPIA WHITEHALL	244	0		3	98.77%	0	100.00%	0
OMAK-OKANOGAN		62	1	2.00	0	100.00%	0	100.00%	0
OROVILLE		29	1	120.00	0	100.00%	0	100.00%	0
OTHELLO		42	1	2.00	0	100.00%	0	100.00%	0
PASCO		177	3	71.67	2	98.87%	0	100.00%	0
PATEROS		6	4	20.00	0	100.00%	0	100.00%	0
POMEROY		12	1	5.00	0	100.00%	0	100.00%	0
PT. ANGELES		98	3	41.33	1	98.98%	0	100.00%	0
	PT ANGELES JOYCE	6	0		0	100.00%	0	100.00%	0
	PT. ANGELES	92	3	41.33	1	98.91%	0	100.00%	0
PT. LUDLOW		21	1	2.00	1	95.24%	0	100.00%	0
PT. ORCHARD		115	4	30.75	0	100.00%	0	100.00%	0
	PORT ORCHARD COLBY	34	3	37.00	0	100.00%	0	100.00%	0
	PT. ORCHARD	81	1	12.00	0	100.00%	0	100.00%	0
PT. TOWNSEND		95	2	15.50	0	100.00%	0	100.00%	0
PUYALLAP		252	2	21.00	4	98.41%	0	100.00%	0
RENTON		318	5	40.20	5	98.43%	0	100.00%	0
RIDGEFIELD		23	0		0	100.00%	0	100.00%	0
ROCHESTER		40	2	12.00	0	100.00%	0	100.00%	0

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STANDARD									
ROY	ROY	20	0		2	90.00%	0	99.00%	
	ROY - ROY-WA01	20	0		2	90.00%	0	100.00%	
SEATTLE		1765	36	48.14	23	98.70%	0	100.00%	1
	SEATTLE ATWATER	107	1	0.00	0	100.00%	0	100.00%	
	SEATTLE CAMPUS	56	0		0	100.00%	0	100.00%	
	SEATTLE CHERRY	273	14	37.29	3	98.90%	0	100.00%	
	SEATTLE DUWAMISH	108	5	12.20	3	97.22%	0	100.00%	
	SEATTLE EAST	196	2	45.00	2	98.98%	0	100.00%	
	SEATTLE ELLIOT	56	1	128.00	0	100.00%	0	100.00%	
	SEATTLE EMERSON	193	1	34.00	3	98.45%	0	100.00%	
	SEATTLE LAKEVIEW	129	1	54.00	0	100.00%	0	100.00%	
	SEATTLE MAIN	186	5	146.40	3	98.39%	0	100.00%	1
	SEATTLE MERCER ISLAND (ADAMS)	46	0		1	97.83%	0	100.00%	
	SEATTLE PARKWAY	192	2	13.00	3	98.44%	0	100.00%	
	SEATTLE SUNSET	90	1	10.00	2	97.78%	0	100.00%	
	SEATTLE WEST	133	3	25.33	3	97.74%	0	100.00%	
SEQUIM		80	1	12.00	1	98.75%	0	100.00%	
SHELTON		78	1	120.00	0	100.00%	0	100.00%	
SILVERDALE		74	1	69.00	1	98.65%	0	100.00%	
SPOKANE		1131	10	18.60	9	99.20%	0	100.00%	
	SPOKANE CHESTNUT	24	0		0	100.00%	0	100.00%	
	SPOKANE FAIRFAX	177	3	23.33	1	99.44%	0	100.00%	
	SPOKANE HUDSON	176	1	4.00	3	98.30%	0	100.00%	
	SPOKANE KEYSTONE	105	0		0	100.00%	0	100.00%	
	SPOKANE MORAN	61	1	2.00	0	100.00%	0	100.00%	

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STANDARD	SPOKANE RIVERSIDE	167	3	5.00	2	98.80%	0	100.00%	99.00%
	SPOKANE WALNUT	294	1	90.00	3	98.98%	0	100.00%	100.00%
	SPOKANE WHITWORTH	127	1	5.00	0	100.00%	0	100.00%	100.00%
SPRINGDALE		27	1	20.00	1	96.30%	0	100.00%	100.00%
SUMNER (BONNEYLAKE)		72	1	8.00	1	98.61%	0	100.00%	100.00%
TACOMA	TACOMA FORT LEWIS	1244	19	41.00	13	98.95%	0	100.00%	100.00%
	TACOMA GREENFIELD	50	1	20.00	1	98.00%	0	100.00%	100.00%
	TACOMA JUNIPER	214	6	66.50	3	98.60%	0	100.00%	100.00%
	TACOMA LENNOX	205	1	4.00	3	98.54%	0	100.00%	100.00%
	TACOMA LOGAN	209	4	64.50	1	99.52%	0	100.00%	100.00%
	TACOMA MARKET (FAWCETT)	99	1	7.00	0	100.00%	0	100.00%	100.00%
	TACOMA SKYLINE	134	0		1	99.25%	0	100.00%	100.00%
	TACOMA WAVERLY-2	99	1	4.00	1	98.99%	0	100.00%	100.00%
	TACOMA WAVERLY-7	39	3	26.00	1	97.44%	0	100.00%	100.00%
VANCOUVER	VANCOUVER ORCHARDS	195	2	4.50	2	98.97%	0	100.00%	100.00%
	VANCOUVER OXFORD	734	12	36.00	8	98.91%	0	100.00%	100.00%
	VANCOUVER SALMON CRK(NORTH)	351	4	13.50	3	99.15%	0	100.00%	100.00%
	WAITSBURG	261	6	56.33	3	98.85%	0	100.00%	100.00%
	WALLA WALLA (INCL TOUCHET)	122	2	20.00	2	98.36%	0	100.00%	100.00%
	WARDEN	4	0		0	100.00%	0	100.00%	100.00%
	WINLOCK	114	3	74.00	1	99.12%	0	100.00%	100.00%
	YAKIMA	6	1	124.00	0	100.00%	0	100.00%	100.00%
	YAKIMA CHESTNUT	21	0		0	100.00%	0	100.00%	100.00%
	YAKIMA WEST	378	14	52.43	1	99.74%	0	100.00%	100.00%
		284	10	59.90	0	100.00%	0	100.00%	100.00%
		94	4	33.75	1	98.94%	0	100.00%	100.00%

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STANDARD						90.00%		99.00%	
Exchanges in Neighboring States									
CLARKSTON		45	1	127.00	0	100.00%	0	100.00%	1
TOTALS		10439	193	41.66	136	98.70%	0	100.00%	8
All eight orders not completed > 180 days should have been cancelled previously. They were not missed.									
Low order volume									

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WASHINGTON TROUBLE REPORT RATE - AUGUST 2011

WIRECENTER	STD EXD CNT	LINES	RPTS	AUG-11	JUL-11	JUN-11	MAY-11	APR-11	MAR-11	FEB-11	JAN-11	DEC-10	NOV-10	OCT-10	SEP-10
				RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
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	8632	79	0.92	1.34	0.84	0.78	0.91	1.24	1.06	1.20	1.68	1.18	1.12	0.94
AUBURN	0	14655	122	0.83	0.75	0.82	0.72	0.67	0.79	0.84	1.09	1.05	0.97	0.79	0.90
BAINBRIDGE ISLAND	0	8073	91	1.13	0.96	1.18	0.77	0.92	1.01	0.70	0.92	1.15	1.19	1.05	0.75
BATTLEGROUND	0	7595	82	1.08	0.71	0.82	0.80	0.83	0.83	0.63	1.53	1.25	1.16	0.69	0.91
BELFAIR	0	5534	51	0.92	0.67	0.91	0.80	0.71	0.93	0.56	1.42	1.49	1.28	0.95	1.33
BELLEVUE	0	31333	196	0.63	0.50	0.63	0.54	0.59	0.62	0.60	0.72	0.82	0.80	0.65	0.82
	0	13266	72	0.54	0.45	0.34	0.41	0.46	0.33	0.50	0.44	0.60	0.62	0.49	0.84
BELLEVUE GLENCOURT	0	18067	124	0.69	0.53	0.83	0.64	0.69	0.83	0.68	0.92	0.97	0.93	0.77	0.80
BELLEVUE-SHERWOOD	0	21345	99	0.46	0.49	0.32	0.45	0.37	0.45	0.47	0.51	0.52	0.56	0.45	0.54
BELLINGHAM	0	1164	10	0.86	0.60	0.68	1.01	0.84	0.58	1.08	0.83	0.99	1.39	0.81	0.96
BELLINGHAM LUMMI	0	20181	89	0.44	0.48	0.29	0.42	0.35	0.44	0.44	0.50	0.49	0.52	0.43	0.52
BELLINGHAM REGENT	0	1979	22	1.11	1.20	1.19	1.22	1.02	1.43	1.61	1.47	2.48	2.59	2.25	1.17
BLACK DIAMOND	0	25085	148	0.59	0.55	0.64	0.57	0.47	0.61	0.52	0.76	0.70	0.71	0.53	0.52
BREMERTON	0	2627	53	2.02	1.43	2.13	1.12	0.74	1.18	1.32	1.59	1.15	1.60	0.85	1.20
BREMERTON CROSBY	0	21880	92	0.42	0.45	0.46	0.50	0.44	0.54	0.43	0.63	0.59	0.60	0.47	0.43
BREMERTON ESSEX	0	578	3	0.52	0.52	0.52	1.02	0.34	0.67	0.33	1.81	2.60	0.81	1.43	1.12
BREMERTON SUNNYSLOPE	0	1671	57	3.41	2.67	1.88	0.98	0.98	1.14	1.24	2.36	2.21	1.52	2.05	3.38
BUCKLEY	0	3051	34	1.11	2.02	2.30	2.14	1.59	1.63	2.21	3.06	2.49	1.85	1.45	1.88
CASTLE ROCK	0	5670	79	1.39	2.05	0.74	0.82	0.78	1.16	0.84	0.86	1.35	1.24	1.16	1.06
CENTRALIA	0	7597	79	1.04	0.77	0.88	0.87	0.70	1.26	0.93	1.38	1.68	1.54	1.00	1.38
CHEHALIS	0	5476	63	1.15	0.65	1.03	0.88	0.60	1.16	0.84	1.22	1.45	1.34	0.94	1.25
	0	2121	16	0.75	1.08	0.51	0.87	0.95	1.49	1.17	1.79	2.28	2.09	1.15	1.71
CHEHALIS NAPAVINE	0	2447	42	1.72	3.54	1.17	0.64	0.40	0.79	1.45	0.82	0.47	0.90	0.43	0.50
CLE-ELUM	0	1990	23	1.16	1.24	0.79	0.93	1.17	0.87	0.92	1.64	1.83	1.90	0.95	1.47
COLFAX	0	6097	73	1.20	0.85	0.60	0.97	0.89	0.99	0.37	1.50	0.98	0.82	0.80	0.91
COLVILLE	0	2858	34	1.19	0.87	1.17	1.70	0.95	1.04	1.86	1.99	1.65	2.02	1.43	1.67
COPALIS(OCEAN SHORES)	0	1869	23	1.23	1.17	0.58	1.11	1.38	1.00	0.78	1.67	1.66	0.87	2.56	1.07
COULEE DAM	0	548	4	0.73	0.91	0.72	0.54	0.89	2.64	1.05	0.70	1.57	2.46	0.53	0.53
CRYSTAL MTN.	0	1604	18	1.12	0.50	0.86	0.68	0.67	0.49	0.42	0.60	1.13	0.95	0.41	0.89
DAYTON	0	5120	74	1.45	1.23	1.67	3.62	1.32	1.08	0.97	1.43	1.09	1.52	1.15	1.50
DEER PARK	0	15181	114	0.75	0.78	0.70	0.80	0.72	0.96	0.75	1.28	1.34	1.14	1.05	1.06
DES MOINES	0	5941	48	0.81	0.81	0.75	0.77	0.70	0.98	0.69	1.30	1.22	1.22	1.13	1.28
DES MOINES FEDERAL WAY	0	9240	66	0.71	0.77	0.67	0.81	0.72	0.95	0.79	1.26	1.42	1.08	1.00	0.91
EASTON	0	519	6	1.16	1.13	0.75	0.75	0.74	0.93	0.93	1.30	1.66	1.28	0.18	1.09

WASHINGTON TROUBLE REPORT RATE - AUGUST 2011

WIRECENTER	STD EXD CNT	LINES	RPTS	AUG-11	JUL-11	JUN-11	MAY-11	APR-11	MAR-11	FEB-11	JAN-11	DEC-10	NOV-10	OCT-10	SEP-10
				RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
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
ELK	0	2110	45	2.13	1.28	0.70	2.00	0.88	1.14	1.32	1.30	1.43	1.50	1.58	1.04
ENUMCLAW	0	4850	56	1.15	1.51	1.37	1.05	1.28	1.43	1.33	1.76	2.31	1.38	1.67	1.84
EPHRATA	0	2498	14	0.56	0.76	1.27	0.51	0.82	1.04	0.58	0.80	1.07	1.10	0.75	0.85
GRAHAM	0	9042	153	1.69	1.40	1.25	1.18	0.84	0.78	0.81	1.14	1.28	1.26	0.74	1.02
GREEN BLUFF	0	2188	30	1.37	1.00	1.31	1.35	0.63	1.25	0.67	0.97	2.10	1.35	1.17	0.86
HOODSPORT	0	1741	20	1.15	0.51	1.24	0.56	0.90	0.45	0.66	1.10	0.87	0.97	0.58	0.84
ISSAQUAH	0	12915	83	0.64	0.63	0.65	0.60	0.64	0.55	0.73	0.87	0.80	0.67	0.66	0.64
KENT	0	28464	209	0.73	0.66	0.85	0.61	0.67	0.72	0.68	0.80	0.94	0.88	0.84	0.83
KENT MERIDIAN	0	9628	89	0.92	0.89	1.19	0.72	0.56	0.96	0.78	1.17	1.43	1.26	1.29	1.26
KENT O BRIEN	0	6346	17	0.27	0.20	0.39	0.15	0.44	0.24	0.37	0.21	0.25	0.26	0.30	0.24
KENT ULRICH	0	12490	103	0.82	0.72	0.82	0.76	0.88	0.76	0.75	0.82	0.91	0.89	0.75	0.80
LIBERTY LAKE	0	713	3	0.42	0.56	0.54	0.13	1.33	0.40	0.13	0.26	0.77	0.13	1.87	0.73
LONGVIEW-KELSO	0	17338	174	1.00	1.19	1.09	1.12	1.31	1.28	1.15	1.69	1.53	1.39	1.24	1.43
LOON LAKE	0	1022	10	0.98	1.07	1.06	0.77	0.68	0.48	0.57	1.14	1.22	0.84	0.74	0.55
MAPLE VALLEY	0	6232	69	1.11	0.89	0.61	0.78	0.49	0.50	0.60	1.38	1.39	0.81	0.75	0.64
MOSES LAKE	0	10170	95	0.93	0.89	0.94	0.91	0.93	1.01	0.68	0.93	1.34	0.87	0.68	1.05
MOSES LAKE AFB	0	1666	17	1.02	1.13	0.83	0.70	0.52	0.46	0.63	1.15	0.92	1.25	1.07	2.00
MOSES LAKE ALDER	0	8504	78	0.92	0.84	0.97	0.95	1.01	1.12	0.68	0.89	1.42	0.80	0.61	0.86
NEWMAN LAKE	0	1274	13	1.02	0.78	1.38	0.30	0.90	1.11	0.44	0.73	1.16	1.16	0.36	0.64
NORTHPORT	1	960	13	1.35	4.15	2.38	0.62	0.72	3.82	0.82	0.93	0.92	0.82	0.81	0.60
OLYMPIA	0	43494	273	0.63	0.62	0.58	0.58	0.62	0.70	0.67	0.87	1.11	0.92	0.74	0.74
OLYMPIA EVERGREEN	0	3313	33	1.00	1.20	1.11	0.81	1.01	0.86	0.96	1.67	1.79	1.35	1.39	1.33
OLYMPIA LACEY	0	19280	121	0.63	0.54	0.49	0.51	0.71	0.65	0.73	0.71	1.06	0.90	0.71	0.67
OLYMPIA WHITEHALL	0	20901	119	0.57	0.61	0.57	0.61	0.48	0.73	0.56	0.88	1.05	0.86	0.67	0.70
OMAK-OKANOGAN	0	6204	86	1.39	1.09	1.48	1.99	1.05	1.27	0.89	0.88	1.47	1.42	1.15	1.56
OROVILLE	0	1649	21	1.27	1.51	0.96	1.25	0.96	0.84	0.66	0.66	0.96	1.54	1.49	1.60
OTHELLO	0	3668	78	2.13	0.92	1.10	1.34	0.88	1.03	1.59	1.74	2.48	2.07	1.27	2.08
PASCO	0	12746	113	0.89	0.75	0.87	1.47	0.90	0.71	0.65	1.03	1.21	0.84	0.85	1.01
PATEROS	0	683	8	1.17	0.29	0.58	1.02	1.45	1.16	0.58	0.86	0.86	1.85	1.55	1.54
POMEROY	2	1186	37	3.12	0.93	3.87	1.70	4.16	3.22	3.62	3.85	4.07	3.71	1.48	2.21
PT. ANGELES	0	12432	100	0.80	0.73	0.69	0.76	0.55	0.79	0.65	1.00	1.08	0.85	0.95	0.81
PT. ANGELES JOYCE	0	956	11	1.15	1.98	0.84	0.73	0.83	1.84	1.41	1.90	3.16	1.88	1.47	1.27
PT. ANGELES	0	11476	89	0.78	0.63	0.68	0.77	0.53	0.70	0.59	0.93	0.91	0.77	0.90	0.77
PT. LUDLOW	0	2119	25	1.18	0.66	0.33	0.46	0.46	0.60	0.69	0.73	0.72	0.72	0.62	0.35

WASHINGTON TROUBLE REPORT RATE - AUGUST 2011

WIRECENTER	STD EXD CNT	LINES	RPTS	AUG-11	JUL-11	JUN-11	MAY-11	APR-11	MAR-11	FEB-11	JAN-11	DEC-10	NOV-10	OCT-10	SEP-10
				RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
STANDARD	0	13292	133	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. ORCHARD	0	4956	42	1.00	0.77	0.78	0.71	0.73	1.03	0.96	1.20	1.71	1.24	1.06	1.08
PT. ORCHARD COLBY	0	8336	91	0.85	0.88	0.75	0.68	0.90	1.34	1.12	1.39	1.86	1.07	1.09	0.92
PT. ORCHARD	0	8336	91	1.09	0.71	0.79	0.68	0.62	0.84	0.86	1.08	1.62	1.34	1.04	1.18
PT. TOWNSEND	0	9462	109	1.15	1.17	0.75	0.64	0.61	0.84	0.78	0.73	1.00	0.78	0.71	0.87
PUYALLAP	0	16271	122	0.75	0.88	0.74	0.72	0.84	0.84	0.77	1.10	1.10	1.31	0.96	0.90
RENTON	0	26152	189	0.72	0.64	0.82	0.67	0.98	1.04	0.69	1.14	1.24	0.86	0.73	0.95
RIDGEFIELD	0	2601	52	2.00	1.30	1.18	1.18	0.91	1.83	1.04	1.25	1.35	1.54	0.85	1.23
ROCHESTER	0	3711	58	1.56	1.20	0.87	0.84	0.55	0.98	1.05	1.22	2.15	1.59	1.65	1.61
ROY	0	1877	13	0.69	1.32	1.46	1.25	1.81	1.07	1.02	1.57	2.01	1.55	1.48	0.69
SEATTLE	0	193859	1015	0.52	0.48	0.58	0.54	0.57	0.78	0.56	0.69	0.87	0.61	0.60	0.57
SEATTLE ATWATER	0	13655	67	0.49	0.25	0.41	0.38	0.42	0.50	0.46	0.55	0.55	0.44	0.46	0.39
SEATTLE CAMPUS	0	6853	19	0.28	0.22	0.40	0.31	0.37	0.38	0.44	0.40	0.49	0.37	0.33	0.24
SEATTLE CHERRY	0	21902	194	0.89	0.79	1.15	0.94	0.96	1.01	0.76	1.16	1.26	0.85	0.83	0.88
SEATTLE DUWAMISH	0	9345	68	0.73	0.50	0.57	0.57	0.70	1.49	0.71	0.79	0.93	0.77	0.91	0.55
SEATTLE EAST	0	20950	98	0.47	0.46	0.55	0.47	0.68	1.33	0.55	0.72	0.75	0.65	0.55	0.50
SEATTLE ELLIOT	0	5645	13	0.23	0.25	0.30	0.29	0.09	0.22	0.22	0.27	0.25	0.25	0.26	0.26
SEATTLE EMERSON	0	20312	140	0.69	0.56	0.55	0.55	0.68	0.82	0.66	0.65	0.98	0.70	0.54	0.76
SEATTLE LAKEVIEW	0	17878	109	0.61	0.53	0.67	0.85	0.55	0.71	0.56	0.60	1.13	0.63	0.80	0.61
SEATTLE MAIN	0	28328	44	0.16	0.20	0.17	0.17	0.17	0.22	0.14	0.15	0.19	0.16	0.16	0.13
SEATTLE MERCER ISLAND (ADAMS)	0	6480	38	0.59	0.66	0.69	0.52	0.55	1.02	0.65	1.01	1.39	1.02	0.91	0.73
SEATTLE PARKWAY	0	13512	77	0.57	0.73	0.63	0.79	0.89	0.89	0.86	1.13	1.54	0.91	0.97	0.76
SEATTLE SUNSET	0	14863	68	0.46	0.52	0.67	0.58	0.46	0.77	0.80	0.82	0.72	0.65	0.71	0.80
SEATTLE WEST	0	14136	80	0.57	0.41	0.64	0.50	0.60	0.78	0.60	0.85	1.36	0.75	0.58	0.67
SEQUIM	0	10814	91	0.84	0.78	0.55	0.70	0.60	0.67	0.56	0.94	0.96	0.77	0.74	0.81
SHELTON	0	10619	83	0.78	0.73	0.73	0.65	0.93	0.83	0.56	1.99	1.53	1.08	1.10	1.01
SILVERDALE	0	9384	39	0.42	0.56	0.54	0.57	0.50	1.12	0.51	1.00	1.13	0.89	0.69	0.57
SPOKANE	0	83905	834	0.99	0.95	0.92	0.93	0.73	0.90	0.78	1.32	1.45	0.98	0.91	0.81
SPOKANE CHESTNUT	0	1966	21	1.07	1.11	1.56	1.59	1.03	2.09	0.83	1.73	2.88	2.05	1.46	0.88
SPOKANE FAIRFAX	0	11669	105	0.90	0.90	1.16	1.07	0.83	1.11	0.82	1.73	2.30	1.12	1.02	0.72
SPOKANE HUDSON	0	9069	80	0.88	0.83	1.15	0.94	1.16	1.52	0.91	1.56	1.68	1.33	1.19	0.88
SPOKANE KEYSTONE	0	8155	52	0.64	0.57	0.99	0.80	0.65	0.89	0.54	1.43	0.99	1.01	0.76	0.71
SPOKANE MORAN	0	5383	47	0.87	0.64	0.83	0.55	0.39	0.49	0.65	0.75	1.26	0.97	0.86	0.67
SPOKANE RIVERSIDE	0	12146	109	0.90	1.19	0.84	0.81	0.69	0.84	0.98	1.48	1.67	0.92	1.01	1.25
SPOKANE WALNUT	0	22948	300	1.31	1.04	0.71	1.10	0.72	0.72	0.85	1.14	1.17	0.82	0.84	0.72

WASHINGTON TROUBLE REPORT RATE - AUGUST 2011

WIRECENTER	STD EXD CNT	LINES	RPTS	AUG-11 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
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 WHITWORTH	0	12569	120	0.95	1.00	0.87	0.78	0.57	0.62	0.52	1.03	0.97	0.77	0.69	0.67
SPRINGDALE	0	1582	29	1.83	1.14	1.76	2.31	1.13	1.81	1.62	3.79	3.16	2.83	3.75	2.70
SUMNER (BONNEYLAKE)	0	9635	88	0.91	0.69	0.87	0.65	0.86	0.78	0.68	1.04	1.11	0.96	1.02	0.84
TACOMA	0	92258	694	0.75	0.72	0.73	0.70	0.68	0.87	0.78	1.01	1.14	1.05	0.85	0.79
TACOMA FORT LEWIS	0	1879	8	0.43	0.52	0.66	0.20	0.53	0.57	0.85	0.94	0.82	0.89	0.66	0.60
TACOMA GREENFIELD	0	12523	94	0.75	0.85	0.77	0.69	0.81	1.14	1.00	1.08	1.44	1.23	1.00	0.97
TACOMA JUNIPER	0	12699	98	0.77	0.65	0.70	0.66	0.63	0.91	0.64	1.02	1.24	1.33	0.97	0.81
TACOMA LENNOX	0	14956	171	1.14	1.07	1.05	1.16	0.87	0.95	1.00	1.51	1.23	1.09	0.81	0.91
TACOMA LOGAN	0	9375	60	0.64	0.80	0.76	0.66	0.65	0.89	0.71	0.94	1.08	0.81	0.77	0.77
TACOMA MARKET (FAWCETT)	0	11112	36	0.32	0.43	0.38	0.43	0.48	0.57	0.55	0.56	0.74	0.62	0.75	0.56
TACOMA SKYLINE	0	9349	76	0.81	0.55	0.54	0.77	0.80	0.89	0.87	1.00	1.12	1.31	0.86	0.79
TACOMA WAVERLY-2	0	3957	27	0.68	0.47	0.93	0.63	0.55	1.22	0.64	1.18	1.43	1.33	0.68	0.60
TACOMA WAVERLY-7	0	16408	124	0.76	0.71	0.74	0.54	0.58	0.69	0.66	0.81	1.05	0.89	0.82	0.73
VANCOUVER	0	52508	410	0.78	0.76	0.87	0.76	0.76	0.96	0.87	1.17	1.09	1.10	0.93	0.93
VANCOUVER ORCHARDS	0	26558	175	0.66	0.68	0.91	0.78	0.70	0.75	0.79	1.11	0.92	1.03	1.00	1.01
VANCOUVER OXFORD	0	15170	123	0.81	0.88	0.83	0.73	0.89	1.22	0.92	1.19	1.38	1.12	0.90	0.91
VANCOUVER SALMON CRK(NORTH)	0	10780	112	1.04	0.76	0.80	0.76	0.69	1.09	0.99	1.29	1.08	1.23	0.79	0.75
WAITSBURG	0	446	8	1.79	1.57	2.15	1.70	2.12	2.31	1.26	3.51	1.23	1.23	0.82	1.43
WALLA WALLA (INCL TOUCHET)	0	11804	117	0.99	0.88	0.88	0.82	0.97	0.52	0.65	0.86	1.32	0.83	0.76	0.69
WARDEN	0	960	9	0.94	0.92	0.51	1.20	0.90	1.09	1.39	1.87	1.66	1.16	1.74	1.06
WINLOCK	1	1811	139	7.68	0.44	0.93	1.58	1.35	1.89	1.45	2.93	1.76	1.84	1.04	1.09
YAKIMA	0	32074	195	0.61	0.61	0.78	1.02	0.67	0.70	0.45	0.67	0.98	0.73	0.68	0.78
YAKIMA CHESTNUT	0	21284	139	0.65	0.61	0.76	1.08	0.70	0.67	0.48	0.88	1.09	0.70	0.65	0.83
YAKIMA WEST	0	10790	56	0.52	0.60	0.84	0.89	0.63	0.76	0.40	0.65	0.78	0.78	0.74	0.67
Exchanges in Neighboring States															
CLARKSTON	0	4711	40	0.85	0.99	1.04	1.78	0.87	0.92	1.01	1.13	1.48	1.21	1.07	1.10
TOTALS	0	955887	7745	0.81	0.75	0.77	0.77	0.72	0.85	0.72	1.01	1.14	0.94	0.82	0.83

WASHINGTON TRUNK BLOCKING SUMMARY - AUGUST 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	3	0.79%

WASHINGTON TRUNK BLOCKING SUMMARY - AUGUST 2011

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP077398	168			TOLL	TWO_WAY	0.85%	
AP081624	72			TOLL	TWO_WAY	1.74%	
AP081632	72			TOLL	TWO_WAY	6.68%	