



CenturyLink™

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August 31, 2012

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 2012 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
- 5) CSGP 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 (206) 345-1568 if you have questions or need additional information.

Very truly yours,

*Scott Collins* for  
Mark Reynolds

Enclosures

cc: Lisa Anderl

RECEIVED  
PROGRAMS MANAGEMENT  
2012 SEP -4 PM 12:14  
STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

Washington Service Quality Summary Report - JULY 2012

METRIC DESCRIPTION	JANUARY 2012			FEBRUARY 2012			MARCH 2012		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	3,443	3,963	86.88%	2,287	2,498	91.55%	2,372	2,452	96.74%
OOS Tickets Not Cleared Within 48 Hrs	520	1	520	211	1	211	80	1	80
Number of OOS Exemptions	447	1	447	121	1	121	58	1	58
All Other Repairs Cleared LT < 72 Hrs	7,421	7,687	96.54%	6,041	6,152	98.20%	5,319	5,345	99.51%
All Other Troubles Cleared GTR > 72 Hrs	266	1	266	111	1	111	26	1	26
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	323	1	323	96	1	96	2	1	2
Physically Obstructed All Other Troubles Cleared > 72 Hrs	28	1	28	31	1	31	41	1	41
Repair Force Majeure Exclusions	256	1	256	115	1	115	29	1	29
Repair Physically Obstructed Exclusions	31	1	31	28	1	28	28	1	28
Installation Appointments Met	3,150	3,347	94.11%	3,053	3,251	93.91%	2,884	3,006	95.94%
Repair Appointments Met	2,347	2,810	83.52%	2,654	3,170	83.72%	2,580	2,954	87.34%
Provisioning Missed for Company Reasons	121	1	121	178	1	178	156	1	156
Provisioning Missed for Customer Reasons	695	1	695	638	1	638	652	1	652
% of Switches Delivering Dial Tone Within 3 seconds	5,792	5,792	100.00%	5,395	5,395	100.00%	5,606	5,606	100.00%

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - JULY 2012

METRIC DESCRIPTION	APRIL 2012			MAY 2012			JUNE 2012		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	2,044	2,108	96.96%	2,431	2,466	98.58%	2,407	2,459	97.89%
OOS Tickets Not Cleared Within 48 Hrs	64	1	64	35	1	35	52	1	52
Number of OOS Exemptions	50	1	50	26	1	26	56	1	56
All Other Repairs Cleared LT < 72 Hrs	4,702	4,725	99.51%	4,757	4,771	99.71%	4,601	4,615	99.70%
All Other Troubles Cleared GTR > 72 Hrs	23	1	23	14	1	14	14	1	14
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	1	1	1	4	1	4	5	1	5
Physically Obstructed All Other Troubles Cleared > 72 Hrs	21	1	21	12	1	12	24	1	24
Repair Force Majeure Exclusions	23	1	23	36	1	36	49	1	49
Repair Physically Obstructed Exclusions	24	1	24	34	1	34	33	1	33
Installation Appointments Met	2,456	2,562	95.86%	2,552	2,696	94.66%	2,616	2,752	95.06%
Repair Appointments Met	2,082	2,400	86.75%	2,165	2,482	87.23%	2,097	2,444	85.80%
Provisioning Missed for Company Reasons	174	1	174	148	1	148	140	1	140
Provisioning Missed for Customer Reasons	523	1	523	601	1	601	556	1	556
% of Switches Delivering Dial Tone Within 3 seconds	5,617	5,617	100.00%	5,818	5,818	100.00%	5,375	5,376	99.98%

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Washington Service Quality Summary Report - JULY 2012

METRIC DESCRIPTION	JULY 2012		
	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	2,403	2,541	94.57%
OOS Tickets Not Cleared Within 48 Hrs	138	1	138
Number of OOS Exemptions	84	1	84
All Other Repairs Cleared LT < 72 Hrs	4,956	4,998	99.16%
All Other Troubles Cleared GTR > 72 Hrs	42	1	42
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	2	1	2
Physically Obstructed All Other Troubles Cleared > 72 Hrs	31	1	31
Repair Force Majeure Exclusions	41	1	41
Repair Physically Obstructed Exclusions	48	1	48
Installation Appointments Met	2,516	2,714	92.70%
Repair Appointments Met	2,476	2,926	84.62%
Provisioning Missed for Company Reasons	173	1	173
Provisioning Missed for Customer Reasons	668	1	668
% of Switches Delivering Dial Tone Within 3 seconds	5,793	5,794	99.98%

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Washington Orders Summary - JULY 2012  
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		55	2	118.00	0	99.00%	0	99.00%	1
ABERDEEN-HOQUIAM		122	2	14.00	4	100.00%	0	100.00%	
AUBURN		46	2	13.50	1	96.72%	0	100.00%	
BAINBRIDGE ISLAND		39	1	6.00	1	97.83%	0	100.00%	
BATTLEGROUND		23	0		0	97.44%	0	100.00%	
BELFAIR		166	4	139.75	1	100.00%	0	100.00%	
BELLEVUE	BELLEVUE GLENCOURT	75	2	36.00	1	99.40%	0	100.00%	1
	BELLEVUE-SHERWOOD	91	2	243.50	0	98.67%	0	100.00%	1
BELLINGHAM		140	3	6.67	0	100.00%	0	100.00%	1
	BELLINGHAM LUMMI	9	0		0	100.00%	0	100.00%	
	BELLINGHAM REGENT	131	3	6.67	0	100.00%	0	100.00%	
BLACK DIAMOND		8	1	192.00	1	87.50%	0	100.00%	1
BREMERTON		116	5	18.60	6	94.83%	0	100.00%	
	BREMERTON CROSBY	12	0		1	91.67%	0	100.00%	
	BREMERTON ESSEX	103	5	18.60	5	95.15%	0	100.00%	
	BREMERTON SUNNYSLOPE	1	0		0	100.00%	0	100.00%	
BUCKLEY		5	0		1	80.00%	0	100.00%	
CASTLE ROCK		15	0		0	100.00%	0	100.00%	
CENTRALIA		41	1	0.00	0	100.00%	0	100.00%	
CHEHALIS		54	2	89.00	2	96.30%	0	100.00%	1
	CHEHALIS	42	2	89.00	2	95.24%	0	100.00%	1
	CHEHALIS NAPAVINE	12	0		0	100.00%	0	100.00%	
CLE-ELUM		5	2	51.00	0	100.00%	0	100.00%	
COLFAX		8	0		0	100.00%	0	100.00%	
COLVILLE		36	1	7.00	1	97.22%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders  
180 day data from OP15A pending orders  
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STANDARD									
COPALIS(OCEAN SHORES)		13	0		0	90.00%	0	99.00%	
COULEE DAM		14	0		0	100.00%	0	100.00%	
CRYSTAL MTN.		5	0		1	80.00%	0	100.00%	
DAYTON		11	0		1	90.91%	0	100.00%	
DEER PARK		33	0		2	93.94%	0	100.00%	
DES MOINES		169	7	23.71	1	99.41%	0	100.00%	
		48	2	32.00	1	97.92%	0	100.00%	
		121	5	20.40	0	100.00%	0	100.00%	
EASTON		3	0		0	100.00%	0	100.00%	
ELK		19	0		1	94.74%	0	100.00%	
ENUMCLAW		24	0		1	95.83%	0	100.00%	
EPHRATA		15	0		0	100.00%	0	100.00%	
GRAHAM		74	4	48.50	3	95.95%	0	100.00%	
GREEN BLUFF		8	0		0	100.00%	0	100.00%	
HOODSPORT		6	0		0	100.00%	0	100.00%	
ISSAQUAH		60	2	30.00	1	98.33%	0	100.00%	
KENT		228	9	27.56	6	97.37%	0	100.00%	
		61	3	46.67	3	95.08%	0	100.00%	
KENT MERIDIAN		24	1	18.00	1	95.83%	0	100.00%	
KENT O BRIEN		143	5	18.00	2	98.60%	0	100.00%	
KENT ULRICH		4	0		0	100.00%	0	100.00%	
LIBERTY LAKE		117	1	1.00	0	100.00%	0	100.00%	
LONGVIEW-KELSO		4	0		0	100.00%	0	100.00%	
LOON LAKE		29	1	34.00	4	86.21%	0	100.00%	
MAPLE VALLEY		60	2	30.50	1	98.33%	0	100.00%	
MOSES LAKE									

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STANDARD									
	MOSES LAKE AFB	10	1	3.00	0	90.00%	0	99.00%	0
	MOSES LAKE ALDER	50	1	58.00	1	98.00%	0	100.00%	0
NEWMAN LAKE		5	0		0	100.00%	0	100.00%	0
NORTHPORT		11	0		0	100.00%	0	100.00%	0
OLYMPIA		297	10	19.20	6	97.98%	0	100.00%	0
	OLYMPIA EVERGREEN	27	1	4.00	1	96.30%	0	100.00%	0
	OLYMPIA LACEY	125	5	20.00	3	97.60%	0	100.00%	0
	OLYMPIA WHITEHALL	145	4	22.00	2	98.62%	0	100.00%	0
		43	4	17.50	1	97.67%	0	100.00%	0
OMAK-OKANOGAN		18	1	83.00	3	83.33%	0	100.00%	0
OROVILLE		19	1	3.00	2	89.47%	0	100.00%	0
OTHELLO		131	3	18.00	2	98.47%	0	100.00%	0
PASCO		3	0		0	100.00%	0	100.00%	0
PATEROS		6	3	12.33	0	100.00%	0	100.00%	0
POMEROY		50	2	4.00	2	96.00%	0	100.00%	0
PT. ANGELES		4	1	7.00	0	100.00%	0	100.00%	0
	PT. ANGELES JOYCE	46	1	1.00	2	95.65%	0	100.00%	0
	PT. ANGELES	13	0		0	100.00%	0	100.00%	0
PT. LUDLOW		75	3	9.00	4	94.67%	0	100.00%	0
PT. ORCHARD		24	0		3	87.50%	0	100.00%	0
	PORT ORCHARD COLBY	51	3	9.00	1	98.04%	0	100.00%	0
	PT. ORCHARD	56	6	6.50	1	98.21%	0	100.00%	0
PT. TOWNSEND		140	4	4.75	2	98.57%	0	100.00%	0
PUYALLAP		233	12	27.50	6	97.42%	0	100.00%	0
RENTON		14	1	44.00	0	100.00%	0	100.00%	0
RIDGEFIELD									

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STANDARD														
ROCHESTER		29	0		1		90.00%		0		99.00%			
ROY		12	0		2		96.55%		0		100.00%			
SEATTLE		1,263	23	20.65	23		83.33%		0		100.00%			
	SEATTLE ATWATER	68	1	9.00	2		98.18%		0		100.00%			
	SEATTLE CAMPUS	42	0		2		97.06%		0		100.00%			
	SEATTLE CHERRY	211	5	20.80	7		95.24%		0		100.00%			
	SEATTLE DUWAMISH	75	3	11.00	2		96.68%		0		100.00%			
	SEATTLE EAST	125	3	49.67	2		97.33%		0		100.00%			
	SEATTLE ELLIOT	33	1	22.00	0		98.40%		0		100.00%			
	SEATTLE EMERSON	131	2	16.50	1		100.00%		0		100.00%			
	SEATTLE LAKEVIEW	105	2	13.00	0		99.24%		0		100.00%			
	SEATTLE MAIN	159	3	15.33	5		100.00%		0		100.00%			
	SEATTLE MERCER ISLAND (ADAMS)	20	1	41.00	0		96.86%		0		100.00%			
	SEATTLE PARKWAY	124	1	10.00	1		100.00%		0		100.00%			
	SEATTLE SUNSET	82	1	2.00	0		99.19%		0		100.00%			
	SEATTLE WEST	88	0		1		100.00%		0		100.00%			
SEQUIM														
SHELTON		69	1	26.00	1		98.86%		0		100.00%			
SILVERDALE		52	2	2.00	0		98.55%		0		100.00%			
SPOKANE		48	2	1.50	2		100.00%		0		100.00%			
		704	13	55.69	9		95.83%		0		100.00%			
	SPOKANE CHESTNUT	22	0		0		98.72%		0		100.00%		1	
	SPOKANE FAIRFAX	111	1	27.00	1		100.00%		0		100.00%			
	SPOKANE HUDSON	108	0		3		99.10%		0		100.00%			
	SPOKANE KEYSTONE	65	0		0		97.22%		0		100.00%			
	SPOKANE MORAN	49	1	47.00	0		100.00%		0		100.00%			

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STANDARD	SPOKANE RIVERSIDE	106	2	67.00	3	97.17%	0	100.00%	0
	SPOKANE WALNUT	164	4	42.50	2	98.78%	0	100.00%	0
	SPOKANE WHITWORTH	79	5	69.20	0	100.00%	0	100.00%	1
SPRINGDALE		12	1	13.00	0	100.00%	0	100.00%	0
SUMNER (BONNEYLAKE)		43	1	28.00	2	95.35%	0	100.00%	0
TACOMA		799	17	15.29	8	99.00%	0	100.00%	0
	TACOMA FORT LEWIS	32	1	19.00	0	100.00%	0	100.00%	0
	TACOMA GREENFIELD	133	2	18.00	2	98.50%	0	100.00%	0
	TACOMA JUNIPER	130	4	13.25	0	100.00%	0	100.00%	0
	TACOMA LENNOX	139	6	17.33	3	97.84%	0	100.00%	0
	TACOMA LOGAN	62	1	1.00	0	100.00%	0	100.00%	0
	TACOMA MARKET (FAWCETT)	88	1	9.00	1	98.86%	0	100.00%	0
	TACOMA SKYLINE	62	2	19.00	1	98.39%	0	100.00%	0
	TACOMA WAVERLY-2	23	0		0	100.00%	0	100.00%	0
	TACOMA WAVERLY-7	130	0		1	99.23%	0	100.00%	0
VANCOUVER		491	18	26.44	10	97.96%	0	100.00%	0
	VANCOUVER ORCHARDS	246	9	31.67	4	98.37%	0	100.00%	0
	VANCOUVER OXFORD	161	6	17.67	3	98.14%	0	100.00%	0
	VANCOUVER SALMON CRK(NORTH)	84	3	28.33	3	96.43%	0	100.00%	0
		3	0		0	100.00%	0	100.00%	0
WAITSBURG		57	2	136.50	0	100.00%	0	100.00%	1
WALLA WALLA (INCL TOUCHET)		9	1	214.00	0	100.00%	0	100.00%	1
WARDEN		15	0		0	100.00%	0	100.00%	0
WINLOCK		261	7	42.86	4	98.47%	0	100.00%	0
YAKIMA	YAKIMA CHESTNUT	201	6	49.17	1	99.50%	0	100.00%	0

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STANDARD									
Exchanges in Neighboring States									
CLARKSTON	YAKIMA WEST	60	1	5.00	3	90.00%	0	99.00%	
		23	1	0.00	0	100.00%	0	100.00%	
TOTALS		6,779	191	30.96	131	98.07%	0	100.00%	7

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WASHINGTON TROUBLE REPORT RATE - JULY 2012

WIRECENTER		STD	EXD	LINES	RPTS	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
		CNT				JUL-12	JUN-12	MAY-12	APR-12	MAR-12	FEB-12	JAN-12	DEC-11	NOV-11	OCT-11	SEP-11	AUG-11	
STANDARD		0	7,736	82	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-HOOUIAM		0	13,131	106	0.81	0.94	0.93	0.76	1.05	1.03	1.44	1.28	1.13	1.11	0.94	0.74	0.92	0.92
AUBURN		0	7,228	68	0.94	1.04	1.03	0.71	0.93	0.90	1.30	1.90	1.09	0.86	0.95	0.94	0.83	0.83
BAINBRIDGE ISLAND		0	7,033	44	0.63	0.99	0.85	0.73	1.10	0.94	0.94	1.07	1.15	1.07	0.88	1.27	1.13	1.13
BATTLEGROUND		0	5,029	103	2.05	1.34	1.39	0.70	0.85	0.86	1.11	1.20	1.34	1.05	0.91	1.26	1.08	1.08
BELFAIR		0	28,190	167	0.59	0.62	0.57	0.63	0.57	0.71	0.71	0.70	0.71	0.94	1.05	0.79	0.92	0.92
BELLEVUE		0	11,892	56	0.47	0.48	0.54	0.69	0.51	0.54	0.52	0.52	0.49	0.58	0.64	0.48	0.54	0.54
BELLEVUE GLENACOURT		0	16,298	111	0.68	0.73	0.58	0.59	0.62	0.84	0.82	0.82	0.87	0.69	0.77	0.82	0.69	0.69
BELLEVUE-SHERWOOD		0	18,837	136	0.72	0.29	0.38	0.38	0.56	0.41	0.52	0.52	0.41	0.47	0.42	0.46	0.46	0.46
BELLINGHAM		0	1,083	5	0.46	0.27	0.64	0.09	0.72	0.81	0.81	0.54	0.44	0.53	0.87	0.61	0.86	0.86
BELLINGHAM LUMMI		0	17,754	131	0.74	0.30	0.37	0.40	0.55	0.39	0.39	0.52	0.41	0.47	0.40	0.45	0.44	0.44
BELLINGHAM REGENT		0	1,771	28	1.58	1.39	1.15	1.09	1.67	2.56	2.56	3.33	1.36	1.71	2.68	1.33	1.11	1.11
BLACK DIAMOND		0	23,806	94	0.39	0.39	0.41	0.40	0.45	0.38	0.38	0.65	0.59	0.73	0.57	0.57	0.59	0.59
BREMERTON		0	2,454	28	1.14	1.22	1.08	1.20	1.07	0.59	0.59	1.10	1.10	1.09	1.74	1.31	2.02	2.02
BREMERTON CROSBY		0	20,831	62	0.30	0.27	0.32	0.32	0.39	0.35	0.61	0.61	0.53	0.70	0.44	0.49	0.42	0.42
BREMERTON ESSEX		0	521	4	0.77	1.34	0.96	0.19	0.19	0.74	0.74	0.00	0.73	0.18	0.36	0.18	0.52	0.52
BREMERTON SUNNYSLOPE		0	1,506	22	1.46	1.97	1.62	0.77	3.44	1.83	1.32	1.32	1.76	1.55	1.41	2.07	3.41	3.41
BUCKLEY		0	2,818	67	2.38	2.01	2.05	1.72	1.33	1.38	2.02	2.02	1.83	2.04	1.03	1.59	1.11	1.11
CASTLE ROCK		0	5,020	48	0.96	0.93	1.55	0.94	1.36	0.83	1.44	1.44	0.87	0.83	1.17	1.35	1.39	1.39
CENTRALIA		0	7,118	58	0.81	1.09	1.39	1.15	1.21	1.00	1.00	1.51	1.23	1.53	1.24	1.09	1.04	1.04
CHEHALIS		0	5,095	41	0.80	1.15	1.36	1.27	1.30	1.05	1.05	1.55	1.13	1.36	1.09	1.25	1.15	1.15
CHEHALIS NAPAVINE		0	2,023	17	0.84	0.94	1.47	0.83	0.98	0.88	1.41	1.41	1.50	1.97	1.62	0.67	0.75	0.75
CLE-ELUM		0	2,247	19	0.85	0.49	0.48	0.83	0.69	1.03	1.03	0.85	0.55	0.50	0.33	0.66	1.72	1.72
COLFAX		0	1,833	27	1.47	1.09	0.75	0.48	1.22	1.16	1.16	0.89	0.89	1.13	1.69	1.02	1.16	1.16
COLVILLE		0	5,748	107	1.86	1.13	0.69	0.99	0.53	0.94	0.94	0.53	0.46	0.58	0.90	0.86	1.20	1.20
COPALIS(OCEAN SHORES)		0	2,567	33	1.29	1.28	0.92	1.57	1.31	1.52	1.11	1.11	1.31	1.40	1.82	1.41	1.19	1.19
COULÉE DAM		0	1,732	55	3.18	1.54	0.86	0.86	1.88	1.52	1.52	0.56	1.39	1.27	0.99	0.81	1.23	1.23
CRYSTAL MTN.		0	549	3	0.55	1.10	0.92	0.92	0.73	1.28	1.28	2.00	2.18	1.28	0.73	0.18	0.73	0.73
DAYTON		0	1,493	13	0.87	0.53	0.79	1.89	1.62	1.87	1.87	1.60	0.57	0.70	1.20	0.69	1.12	1.12
DEER PARK		0	4,719	77	1.63	2.25	2.51	1.86	1.16	0.69	0.69	0.95	1.37	1.50	1.93	1.54	1.45	1.45
DES MOINES		0	13,258	92	0.69	0.74	0.62	0.77	0.66	1.04	1.04	1.04	0.94	0.89	0.86	0.65	0.75	0.75
DES MOINES FEDERAL WAY		0	5,206	27	0.52	0.87	0.70	0.80	0.75	1.11	1.11	1.14	0.78	1.03	0.86	0.73	0.81	0.81
		0	8,052	65	0.81	0.66	0.57	0.76	0.60	1.00	1.00	0.97	1.05	0.80	0.86	0.60	0.71	0.71

WASHINGTON TROUBLE REPORT RATE - JULY 2012

WIRECENTER		STD	RATE											
EXD	LINES	RPTS	JUL-12	JUN-12	MAY-12	APR-12	MAR-12	FEB-12	JAN-12	DEC-11	NOV-11	OCT-11	SEP-11	AUG-11
CNT			RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
0	486	7	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
			1.44	1.22	2.06	0.21	0.41	1.41	0.81	1.60	0.39	1.95	0.58	1.16
0	4,316	66	1.53	1.27	1.27	1.28	1.69	3.08	1.74	1.90	1.19	1.69	1.17	2.13
0	2,256	44	1.95	0.66	0.70	0.82	0.47	0.30	0.55	0.34	0.58	0.57	0.65	0.56
0	8,103	76	0.94	0.87	1.16	0.80	1.71	1.84	1.63	1.22	1.39	1.52	1.09	1.69
0	1,997	21	1.05	1.19	1.33	1.27	0.63	1.11	1.20	1.42	0.85	1.26	1.58	1.37
0	1,529	14	0.92	0.65	0.71	0.63	1.01	0.56	0.31	0.49	0.66	0.71	0.64	1.15
0	11,519	79	0.69	0.53	0.71	0.57	0.83	0.92	1.01	0.83	0.58	0.77	0.47	0.64
0	25,726	180	0.70	0.79	0.80	0.76	0.75	1.16	1.40	0.80	0.97	0.87	0.64	0.73
0	8,580	74	0.86	0.86	0.95	0.76	0.91	1.49	1.71	1.14	1.33	0.97	0.74	0.92
0	5,731	12	0.21	0.23	0.19	0.24	0.34	0.33	0.46	0.11	0.27	0.35	0.22	0.27
0	11,415	94	0.82	1.01	0.99	1.02	0.83	1.32	1.64	0.89	1.04	1.04	0.77	0.82
0	647	9	1.39	0.46	0.76	0.31	0.15	0.45	0.15	0.59	0.14	0.57	0.43	0.42
0	15,619	156	1.00	1.04	1.11	1.17	1.40	1.29	1.94	1.10	1.57	1.61	1.43	1.00
0	930	8	0.86	2.67	1.39	1.07	0.53	0.74	0.84	0.83	0.93	0.91	1.30	0.98
0	5,475	54	0.99	0.92	1.17	0.90	1.18	1.29	1.09	1.23	1.32	1.13	1.04	1.11
0	9,221	117	1.27	1.12	0.83	0.83	0.78	1.07	0.72	0.85	0.72	0.82	0.67	0.93
0	1,510	17	1.13	1.56	0.51	0.89	0.76	0.45	0.94	0.74	0.31	0.61	0.67	1.02
0	7,711	100	1.30	1.04	0.89	0.81	0.78	1.20	0.67	0.88	0.80	0.86	0.67	0.92
0	1,154	14	1.21	1.21	0.60	0.93	1.34	0.41	0.91	0.57	2.04	1.54	0.88	1.02
1	931	43	4.62	1.40	1.40	0.54	0.32	0.32	0.32	0.64	1.17	0.84	0.84	1.35
0	38,852	300	0.77	0.68	0.90	0.66	0.70	1.03	1.46	0.84	0.80	0.85	0.65	0.63
0	2,909	37	1.27	1.13	1.62	0.86	0.93	1.40	1.92	1.02	1.01	1.18	0.99	1.00
0	17,365	141	0.81	0.89	0.90	0.66	0.67	1.11	1.06	0.80	0.74	0.69	0.65	0.63
0	18,578	122	0.66	0.61	0.78	0.62	0.69	0.89	1.75	0.84	0.82	0.95	0.60	0.57
0	5,840	136	2.33	1.14	0.95	1.60	0.92	1.02	1.17	0.96	0.94	1.18	1.38	1.39
0	1,565	36	2.30	1.84	1.39	1.13	1.07	0.81	0.93	1.06	0.86	0.73	0.92	1.27
0	3,358	49	1.46	2.01	1.26	1.36	1.07	1.35	1.10	1.18	1.43	1.22	0.96	2.13
0	11,098	91	0.82	0.80	0.83	1.00	0.90	0.95	0.74	0.60	0.80	0.89	0.68	0.89
0	637	13	2.04	0.78	0.78	1.24	1.39	1.22	1.36	1.05	0.59	1.89	1.02	1.17
0	1,125	36	3.20	3.35	1.85	2.11	3.15	2.27	3.12	1.46	2.39	1.79	2.80	3.12
0	11,254	92	0.82	0.54	0.62	0.55	0.70	0.91	1.10	0.75	0.85	0.77	0.82	0.80
0	905	16	1.77	0.44	0.88	0.66	1.76	1.97	2.50	2.27	3.01	2.66	2.64	1.15

WASHINGTON TROUBLE REPORT RATE - JULY 2012

WIRECENTER	STD EXD CNT	LINES	RPTS	JUL-12 RATE	MAY-12 RATE	APR-12 RATE	MAR-12 RATE	FEB-12 RATE	JAN-12 RATE	DEC-11 RATE	NOV-11 RATE	OCT-11 RATE	SEP-11 RATE	AUG-11 RATE
STANDARD				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	10,349	76	0.73	0.55	0.59	0.54	0.61	0.82	0.98	0.67	0.61	0.67	0.78
PT. LUDLOW	0	1,977	19	0.96	0.81	1.31	0.40	0.80	0.54	0.64	0.58	0.53	0.76	1.18
PT. ORCHARD	0	11,776	121	1.03	1.32	1.03	1.23	1.08	1.03	1.19	1.02	0.86	1.12	1.00
PORT ORCHARD COLBY	0	4,359	42	0.96	1.74	1.19	0.84	1.20	1.34	1.37	1.22	0.89	0.90	0.85
PT. ORCHARD	0	7,417	79	1.07	1.07	0.94	1.46	1.01	0.84	1.09	0.90	0.85	1.25	1.09
PT. TOWNSEND	0	8,791	70	0.80	0.78	0.90	0.57	0.85	0.74	0.74	0.72	0.61	0.94	1.15
PUYALLAP	0	14,669	123	0.84	0.91	1.07	0.69	0.82	1.25	1.88	1.04	0.97	0.79	0.75
RENTON	0	23,567	176	0.75	0.91	0.75	0.77	1.04	1.18	1.20	0.93	0.86	0.83	0.72
RIDGEFIELD	0	2,356	53	2.25	0.88	2.09	0.67	1.28	1.44	1.95	1.14	1.37	0.78	2.00
ROCHESTER	0	3,340	64	1.92	0.59	0.70	1.13	1.90	1.60	1.65	1.28	1.15	1.03	1.56
ROY														
SEATTLE	0	175,684	924	0.53	0.52	0.52	0.53	0.66	0.61	0.67	0.67	0.60	0.55	0.69
SEATTLE ATWATER	0	12,133	53	0.44	0.29	0.37	0.38	0.36	0.39	0.35	0.46	0.43	0.41	0.52
SEATTLE CAMPUS	0	6,090	18	0.30	0.37	0.47	0.30	0.42	0.34	0.49	0.26	0.49	0.48	0.49
SEATTLE CHERRY	0	19,857	180	0.91	0.91	0.86	0.77	1.21	1.35	1.48	1.11	0.99	0.85	0.89
SEATTLE DUWAMISH	0	8,540	34	0.40	0.49	0.46	0.68	0.78	0.78	0.79	0.70	0.68	0.56	0.73
SEATTLE EAST	0	19,025	105	0.55	0.47	0.46	0.49	0.67	0.43	0.55	0.70	0.66	0.44	0.47
SEATTLE ELLIOT	0	5,083	10	0.20	0.26	0.12	0.14	0.23	0.21	0.17	0.18	0.22	0.22	0.23
SEATTLE EMERSON	0	18,198	101	0.56	0.47	0.55	0.54	0.57	0.48	0.69	0.77	0.51	0.65	0.69
SEATTLE LAKEVIEW	0	16,079	85	0.53	0.57	0.60	0.60	0.85	0.79	1.03	0.86	0.81	0.68	0.61
SEATTLE MAIN	0	26,302	43	0.16	0.13	0.19	0.17	0.16	0.14	0.14	0.16	0.19	0.14	0.16
SEATTLE MERCER ISLAND (ADAMS)	0	5,818	49	0.84	0.84	0.59	0.33	0.79	0.70	0.58	0.99	0.63	0.76	0.59
SEATTLE PARKWAY	0	12,318	87	0.71	0.84	0.77	0.96	1.13	1.09	0.85	0.84	0.79	0.83	0.57
SEATTLE SUNSET	0	13,507	90	0.67	0.61	0.45	0.69	0.54	0.43	0.59	0.55	0.67	0.67	0.46
SEATTLE WEST	0	12,734	69	0.54	0.66	0.75	0.67	0.87	0.67	0.61	0.80	0.59	0.63	0.57
SEQUIM	0	9,833	78	0.79	0.77	0.68	0.43	0.56	0.64	0.93	0.54	0.58	0.61	0.84
SHELTON	0	9,576	81	0.85	0.87	0.93	1.00	1.08	1.27	1.77	0.98	0.98	0.81	0.78
SILVERDALE	0	8,258	43	0.52	0.44	0.59	0.70	0.70	0.71	1.01	1.07	0.56	0.62	0.42
SPOKANE	0	74,384	748	1.01	0.97	0.74	0.82	1.01	0.82	0.84	0.86	0.88	0.88	0.99
SPOKANE CHESTNUT	0	1,770	20	1.13	2.18	0.61	1.16	0.77	1.08	2.15	1.00	1.25	1.35	1.07
SPOKANE FAIRFAX	0	10,257	116	1.13	1.18	0.82	0.95	1.18	1.02	0.89	1.04	0.94	0.98	0.90
SPOKANE HUDSON	0	8,161	74	0.91	1.21	0.97	1.11	1.44	0.96	0.92	0.89	0.83	0.90	0.88
SPOKANE KEYSTONE	0	7,057	60	0.85	0.83	0.55	0.63	1.23	0.78	0.82	0.98	1.02	0.50	0.64

WASHINGTON TROUBLE REPORT RATE - JULY 2012

WIRECENTER	STD EXD CNT	LINES	RPTS	JUL-12	RATE	MAY-12	RATE	APR-12	RATE	MAR-12	RATE	FEB-12	RATE	JAN-12	RATE	DEC-11	RATE	OCT-11	RATE	SEP-11	RATE	AUG-11
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	4.00	4.00	4.00	4.00	4.00
SPOKANE MORAN	0	4,908	49	1.00	0.99	0.54	0.87	0.71	1.02	0.70	0.79	0.73	0.75	0.89	0.59	1.20	0.93	1.20	0.93	1.01	0.66	0.90
SPOKANE RIVERSIDE	0	10,757	93	0.86	0.84	0.54	0.71	1.02	0.86	0.78	0.82	0.58	0.58	0.89	0.90	0.89	0.59	0.89	0.59	0.66	0.95	1.31
SPOKANE WALNUT	0	20,267	202	1.00	0.85	0.72	0.83	0.86	0.78	0.78	0.82	0.58	0.58	0.89	0.90	0.89	0.59	0.89	0.59	0.66	0.95	1.31
SPOKANE WHITWORTH	0	11,207	134	1.20	0.82	0.93	0.64	0.85	0.70	0.70	0.58	0.58	0.58	0.74	0.96	0.74	0.96	0.74	0.96	0.95	0.95	0.95
SPRINGDALE	0	1,488	37	2.49	3.05	2.11	3.81	0.85	1.11	1.11	1.05	1.05	0.78	1.68	1.08	1.68	1.08	1.10	1.08	1.27	1.83	1.83
SUMNER (BONNEYLAKE)	0	8,554	119	1.39	0.98	1.09	0.79	1.05	1.81	1.81	1.57	1.28	0.97	1.28	1.10	1.28	1.10	1.10	0.84	0.84	0.91	0.91
TACOMA	0	82,770	608	0.73	0.66	0.79	0.69	0.82	0.99	0.99	1.13	0.97	0.97	0.98	1.02	0.97	0.98	1.02	0.76	0.76	0.75	0.75
TACOMA FORT LEWIS	0	1,705	6	0.35	0.88	0.64	0.41	0.40	0.34	0.34	0.51	0.34	0.34	0.44	0.33	0.44	0.33	0.33	0.16	0.16	0.43	0.43
TACOMA GREENFIELD	0	11,113	94	0.85	0.64	1.16	0.93	1.01	0.99	1.36	1.36	1.22	1.35	1.29	1.29	1.35	1.29	1.29	0.74	0.74	0.75	0.75
TACOMA JUNIPER	0	11,514	130	1.13	0.69	0.78	0.70	0.89	1.09	1.26	1.26	0.86	0.92	1.13	1.13	0.92	1.13	1.13	1.00	1.00	0.77	0.77
TACOMA LENNOX	0	13,461	105	0.78	0.70	1.03	0.99	1.05	1.50	1.73	1.73	1.24	0.99	1.47	1.47	0.99	1.47	1.47	1.05	1.05	1.14	1.14
TACOMA LOGAN	0	8,345	48	0.58	0.59	0.43	0.57	0.63	0.79	1.11	1.11	0.93	0.98	0.91	0.91	0.98	0.91	0.91	0.61	0.61	0.64	0.64
TACOMA MARKET (FAWCETT)	0	10,003	50	0.50	0.51	0.47	0.41	0.44	0.72	0.57	0.57	0.46	0.71	0.52	0.52	0.71	0.52	0.52	0.78	0.78	0.32	0.32
TACOMA SKYLINE	0	8,407	60	0.71	0.75	0.85	0.69	0.91	0.97	1.12	1.12	0.99	1.31	0.95	0.95	1.31	0.95	0.95	0.60	0.60	0.81	0.81
TACOMA WAVERLY-2	0	3,498	25	0.71	0.56	0.97	0.41	0.87	1.02	0.80	0.80	1.38	0.55	0.78	0.78	0.55	0.78	0.78	0.69	0.69	0.68	0.68
TACOMA WAVERLY-7	0	14,724	90	0.61	0.72	0.68	0.60	0.75	0.85	0.86	0.86	0.95	0.91	0.88	0.88	0.95	0.91	0.88	0.60	0.60	0.76	0.76
VANCOUVER	0	47,699	299	0.63	0.73	0.90	0.75	0.91	0.78	1.21	1.21	1.05	1.11	1.08	1.08	1.11	1.08	1.08	0.73	0.73	0.78	0.78
VANCOUVER ORCHARDS	0	24,154	137	0.57	0.73	0.80	0.66	0.76	0.61	1.05	1.05	0.95	0.91	1.05	1.05	0.91	1.05	1.05	0.73	0.73	0.66	0.66
VANCOUVER OXFORD	0	13,770	90	0.65	0.83	1.07	0.95	1.03	0.81	1.24	1.24	1.03	1.55	1.12	1.12	1.55	1.12	1.12	0.71	0.71	0.81	0.81
VANCOUVER SALMON CRK(NORTH)	0	9,775	72	0.74	0.58	0.94	0.69	1.10	1.15	1.59	1.59	1.32	0.96	1.09	1.09	1.32	0.96	1.09	0.75	0.75	1.04	1.04
WAITSBURG	0	410	4	0.98	2.91	1.21	2.64	1.91	2.35	1.87	1.87	3.23	2.07	2.07	2.07	3.23	2.07	2.07	1.82	1.82	1.79	1.79
WALLA WALLA (INCL TOUCHET)	0	10,411	71	0.68	1.04	0.94	1.01	0.92	0.67	0.69	0.69	0.70	0.82	1.12	1.12	0.82	1.12	1.12	0.67	0.67	0.99	0.99
WARDEN	0	857	9	1.05	0.80	1.60	1.35	1.12	0.99	0.87	0.87	0.54	1.29	1.18	1.18	1.29	1.18	1.18	0.43	0.43	0.94	0.94
WINLOCK	1	1,725	10	0.58	0.98	1.37	0.91	1.71	0.86	1.58	1.58	1.07	0.90	1.62	1.62	0.90	1.62	1.62	0.94	0.94	7.68	7.68
YAKIMA	0	28,484	340	1.19	0.69	1.10	0.88	0.65	0.63	0.46	0.46	0.52	0.58	0.67	0.67	0.58	0.67	0.67	0.55	0.55	0.61	0.61
YAKIMA CHESTNUT	0	18,749	193	1.03	0.65	1.14	0.98	0.63	0.67	0.46	0.46	0.54	0.57	0.64	0.64	0.57	0.64	0.64	0.48	0.48	0.65	0.65
YAKIMA WEST	0	9,735	147	1.51	0.77	1.01	0.70	0.68	0.56	0.48	0.48	0.47	0.61	0.74	0.74	0.61	0.74	0.74	0.69	0.69	0.52	0.52
Exchanges in Neighboring States																						
CLARKSTON	0	4,121	45	1.09	1.21	1.24	0.96	1.20	0.86	1.35	1.35	0.82	1.08	1.88	1.88	1.08	1.88	1.88	1.02	1.02	0.85	0.85
TOTALS	0	857,737	7,177	0.84	0.79	0.80	0.75	0.85	0.90	1.03	1.03	0.85	0.88	0.88	0.88	0.85	0.88	0.88	0.76	0.76	0.81	0.81

Washington Service Quality Summary Report - JULY 2012

METRIC DESCRIPTION	JANUARY 2012			FEBRUARY 2012			MARCH 2012		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
	OOS Tickets Cleared Within 48 Hrs	3,443	3,963	86.88%	2,287	2,498	91.55%	2,372	2,452
OOS Tickets Not Cleared Within 48 Hrs	520	1	520	211	1	211	80	1	80
Number of OOS Exemptions	447	1	447	121	1	121	58	1	58
All Other Repairs Cleared LT < 72 Hrs	7,421	7,687	96.54%	6,041	6,152	98.20%	5,319	5,345	99.51%
All Other Troubles Cleared GTR > 72 Hrs	266	1	266	111	1	111	26	1	26
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	323	1	323	96	1	96	2	1	2
Physically Obstructed All Other Troubles Cleared > 72 Hrs	28	1	28	31	1	31	41	1	41
Repair Force Majeure Exclusions	256	1	256	115	1	115	29	1	29
Repair Physically Obstructed Exclusions	31	1	31	28	1	28	28	1	28
Installation Appointments Met	3,150	3,347	94.11%	3,053	3,251	93.91%	2,884	3,006	95.94%
Repair Appointments Met	2,347	2,810	83.52%	2,654	3,170	83.72%	2,580	2,954	87.34%
Provisioning Missed for Company Reasons	121	1	121	178	1	178	156	1	156
Provisioning Missed for Customer Reasons	695	1	695	638	1	638	652	1	652
% of Switches Delivering Dial Tone Within 3 seconds	5,792	5,792	100.00%	5,395	5,395	100.00%	5,606	5,606	100.00%

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - JULY 2012

METRIC DESCRIPTION	APRIL 2012			MAY 2012			JUNE 2012		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	2,044	2,108	96.96%	2,431	2,466	98.58%	2,407	2,459	97.89%
OOS Tickets Not Cleared Within 48 Hrs	64	1	64	35	1	35	52	1	52
Number of OOS Exemptions	50	1	50	26	1	26	56	1	56
All Other Repairs Cleared LT < 72 Hrs	4,702	4,725	99.51%	4,757	4,771	99.71%	4,601	4,615	99.70%
All Other Troubles Cleared GTR > 72 Hrs	23	1	23	14	1	14	14	1	14
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	1	1	1	4	1	4	5	1	5
Physically Obstructed All Other Troubles Cleared > 72 Hrs	21	1	21	12	1	12	24	1	24
Repair Force Majeure Exclusions	23	1	23	36	1	36	49	1	49
Repair Physically Obstructed Exclusions	24	1	24	34	1	34	33	1	33
Installation Appointments Met	2,456	2,562	95.86%	2,552	2,696	94.66%	2,616	2,752	95.06%
Repair Appointments Met	2,082	2,400	86.75%	2,165	2,482	87.23%	2,097	2,444	85.80%
Provisioning Missed for Company Reasons	174	1	174	148	1	148	140	1	140
Provisioning Missed for Customer Reasons	523	1	523	601	1	601	556	1	556
% of Switches Delivering Dial Tone Within 3 seconds	5,617	5,617	100.00%	5,818	5,818	100.00%	5,375	5,376	99.98%

Blanks in the report indicate no activity for the measure.



Washington Service Quality Summary Report - JULY 2012

METRIC DESCRIPTION	JULY 2012		
	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	2,403	2,541	94.57%
OOS Tickets Not Cleared Within 48 Hrs	138	1	138
Number of OOS Exemptions	84	1	84
All Other Repairs Cleared LT < 72 Hrs	4,956	4,998	99.16%
All Other Troubles Cleared GTR > 72 Hrs	42	1	42
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	2	1	2
Physically Obstructed All Other Troubles Cleared > 72 Hrs	31	1	31
Repair Force Majeure Exclusions	41	1	41
Repair Physically Obstructed Exclusions	48	1	48
Installation Appointments Met	2,516	2,714	92.70%
Repair Appointments Met	2,476	2,926	84.62%
Provisioning Missed for Company Reasons	173	1	173
Provisioning Missed for Customer Reasons	668	1	668
% of Switches Delivering Dial Tone Within 3 seconds	5,793	5,794	99.98%

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - JULY 2012  
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		55	2	118.00	0	100.00%	0	100.00%	1
AUBURN		122	2	14.00	4	96.72%	0	100.00%	
BAINBRIDGE ISLAND		46	2	13.50	1	97.83%	0	100.00%	
BATTLEGROUND		39	1	6.00	1	97.44%	0	100.00%	
BELFAIR		23	0		0	100.00%	0	100.00%	
BELLEVUE		166	4	139.75	1	99.40%	0	100.00%	1
	BELLEVUE GLENCOURT	75	2	36.00	1	98.67%	0	100.00%	
	BELLEVUE-SHERWOOD	91	2	243.50	0	100.00%	0	100.00%	1
BELLINGHAM		140	3	6.67	0	100.00%	0	100.00%	
	BELLINGHAM LUMMI	9	0		0	100.00%	0	100.00%	
	BELLINGHAM REGENT	131	3	6.67	0	100.00%	0	100.00%	
		8	1	192.00	1	87.50%	0	100.00%	1
BLACK DIAMOND		116	5	18.60	6	94.83%	0	100.00%	
BREMERTON		12	0		1	91.67%	0	100.00%	
	BREMERTON CROSBY								
	BREMERTON ESSEX	103	5	18.60	5	95.15%	0	100.00%	
	BREMERTON SUNNYSLOPE	1	0		0	100.00%	0	100.00%	
BUCKLEY		5	0		1	80.00%	0	100.00%	
CASTLE ROCK		15	0		0	100.00%	0	100.00%	
CENTRALIA		41	1	0.00	0	100.00%	0	100.00%	
CHEHALIS		54	2	89.00	2	96.30%	0	100.00%	1
	CHEHALIS	42	2	89.00	2	95.24%	0	100.00%	1
	CHEHALIS NAPAVALINE	12	0		0	100.00%	0	100.00%	
CLE-ELUM		5	2	51.00	0	100.00%	0	100.00%	
COLFAX		8	0		0	100.00%	0	100.00%	
COLVILLE		36	1	7.00	1	97.22%	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 2012  
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						99.00%		99.00%	
COPALIS(OCEAN SHORES)		13	0		0	100.00%	0	100.00%	
COULEE DAM		14	0		0	100.00%	0	100.00%	
CRYSTAL MTN.		5	0		1	80.00%	0	100.00%	
DAYTON		11	0		1	90.91%	0	100.00%	
DEER PARK		33	0		2	93.94%	0	100.00%	
DES MOINES		169	7	23.71	1	99.41%	0	100.00%	
	DES MOINES	48	2	32.00	1	97.92%	0	100.00%	
	DES MOINES FEDERAL WAY	121	5	20.40	0	100.00%	0	100.00%	
EASTON		3	0		0	100.00%	0	100.00%	
ELK		19	0		1	94.74%	0	100.00%	
ENUMCLAW		24	0		1	95.83%	0	100.00%	
EPHRATA		15	0		0	100.00%	0	100.00%	
GRAHAM		74	4	48.50	3	95.95%	0	100.00%	
GREEN BLUFF		8	0		0	100.00%	0	100.00%	
HOODSPORT		6	0		0	100.00%	0	100.00%	
ISSAQUAH		60	2	30.00	1	98.33%	0	100.00%	
KENT		228	9	27.56	6	97.37%	0	100.00%	
	KENT MERIDIAN	61	3	46.67	3	95.08%	0	100.00%	
	KENT O BRIEN	24	1	18.00	1	95.83%	0	100.00%	
	KENT ULRICH	143	5	18.00	2	98.60%	0	100.00%	
LIBERTY LAKE		4	0		0	100.00%	0	100.00%	
LONGVIEW-KELSO		117	1	1.00	0	100.00%	0	100.00%	
LOON LAKE		4	0		0	100.00%	0	100.00%	
MAPLE VALLEY		29	1	34.00	4	86.21%	0	100.00%	
MOSES LAKE		60	2	30.50	1	98.33%	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 2012  
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	10	1	3.00	0	100.00%	0	100.00%	
	MOSES LAKE ALDER	50	1	58.00	1	98.00%	0	100.00%	
NEWMAN LAKE		5	0		0	100.00%	0	100.00%	
NORTHPORT		11	0		0	100.00%	0	100.00%	
OLYMPIA		297	10	19.20	6	97.98%	0	100.00%	
	OLYMPIA EVERGREEN	27	1	4.00	1	96.30%	0	100.00%	
	OLYMPIA LACEY	125	5	20.00	3	97.60%	0	100.00%	
	OLYMPIA WHITEHALL	145	4	22.00	2	98.62%	0	100.00%	
OMAK-OKANOGAN		43	4	17.50	1	97.67%	0	100.00%	
OROVILLE		18	1	83.00	3	83.33%	0	100.00%	
OTHELLO		19	1	3.00	2	89.47%	0	100.00%	
PASCO		131	3	18.00	2	98.47%	0	100.00%	
PATEROS		3	0		0	100.00%	0	100.00%	
POMEROY		6	3	12.33	0	100.00%	0	100.00%	
PT. ANGELES		50	2	4.00	2	96.00%	0	100.00%	
	PT ANGELES JOYCE	4	1	7.00	0	100.00%	0	100.00%	
	PT. ANGELES	46	1	1.00	2	95.65%	0	100.00%	
PT. LUDLOW		13	0		0	100.00%	0	100.00%	
PT. ORCHARD		75	3	9.00	4	94.67%	0	100.00%	
	PORT ORCHARD COLBY	24	0		3	87.50%	0	100.00%	
	PT. ORCHARD	51	3	9.00	1	98.04%	0	100.00%	
PT. TOWNSEND		56	6	6.50	1	98.21%	0	100.00%	
PUYALLAP		140	4	4.75	2	98.57%	0	100.00%	
RENTON		233	12	27.50	6	97.42%	0	100.00%	
RIDGEFIELD		14	1	44.00	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 2012  
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%	
ROCHESTER		29	0		1	96.55%	0	100.00%	
ROY		12	0		2	83.33%	0	100.00%	
SEATTLE		1,263	23	20.65	23	98.18%	0	100.00%	
	SEATTLE ATWATER	68	1	9.00	2	97.06%	0	100.00%	
	SEATTLE CAMPUS	42	0		2	95.24%	0	100.00%	
	SEATTLE CHERRY	211	5	20.80	7	96.68%	0	100.00%	
	SEATTLE DUWAMISH	75	3	11.00	2	97.33%	0	100.00%	
	SEATTLE EAST	125	3	49.67	2	98.40%	0	100.00%	
	SEATTLE ELLIOT	33	1	22.00	0	100.00%	0	100.00%	
	SEATTLE EMERSON	131	2	16.50	1	99.24%	0	100.00%	
	SEATTLE LAKEVIEW	105	2	13.00	0	100.00%	0	100.00%	
	SEATTLE MAIN	159	3	15.33	5	96.86%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	20	1	41.00	0	100.00%	0	100.00%	
	SEATTLE PARKWAY	124	1	10.00	1	99.19%	0	100.00%	
	SEATTLE SUNSET	82	1	2.00	0	100.00%	0	100.00%	
	SEATTLE WEST	88	0		1	98.86%	0	100.00%	
SEQUIM		69	1	26.00	1	98.55%	0	100.00%	
SHELTON		52	2	2.00	0	100.00%	0	100.00%	
SILVERDALE		48	2	1.50	2	95.83%	0	100.00%	
SPOKANE		704	13	55.69	9	98.72%	0	100.00%	1
	SPOKANE CHESTNUT	22	0		0	100.00%	0	100.00%	
	SPOKANE FAIRFAX	111	1	27.00	1	99.10%	0	100.00%	
	SPOKANE HUDSON	108	0		3	97.22%	0	100.00%	
	SPOKANE KEYSTONE	65	0		0	100.00%	0	100.00%	
	SPOKANE MORAN	49	1	47.00	0	100.00%	0	100.00%	

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

Washington Orders Summary - JULY 2012  
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									
	SPOKANE RIVERSIDE	106	2	67.00	3	97.17%	0	100.00%	
	SPOKANE WALNUT	164	4	42.50	2	98.78%	0	100.00%	
	SPOKANE WHITWORTH	79	5	69.20	0	100.00%	0	100.00%	1
SPRINGDALE		12	1	13.00	0	100.00%	0	100.00%	
SUMNER (BONNEYLAKE)		43	1	28.00	2	95.35%	0	100.00%	
TACOMA		799	17	15.29	8	99.00%	0	100.00%	
	TACOMA FORT LEWIS	32	1	19.00	0	100.00%	0	100.00%	
	TACOMA GREENFIELD	133	2	18.00	2	98.50%	0	100.00%	
	TACOMA JUNIPER	130	4	13.25	0	100.00%	0	100.00%	
	TACOMA LENNOX	139	6	17.33	3	97.84%	0	100.00%	
	TACOMA LOGAN	62	1	1.00	0	100.00%	0	100.00%	
	TACOMA MARKET (FAWCETT)	88	1	9.00	1	98.86%	0	100.00%	
	TACOMA SKYLINE	62	2	19.00	1	98.39%	0	100.00%	
	TACOMA WAVERLY-2	23	0		0	100.00%	0	100.00%	
	TACOMA WAVERLY-7	130	0		1	99.23%	0	100.00%	
VANCOUVER		491	18	26.44	10	97.96%	0	100.00%	
	VANCOUVER ORCHARDS	246	9	31.67	4	98.37%	0	100.00%	
	VANCOUVER OXFORD	161	6	17.67	3	98.14%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	84	3	28.33	3	96.43%	0	100.00%	
WATSBURG		3	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		57	2	136.50	0	100.00%	0	100.00%	1
WARDEN		9	1	214.00	0	100.00%	0	100.00%	1
WINLOCK		15	0		0	100.00%	0	100.00%	
YAKIMA		261	7	42.86	4	98.47%	0	100.00%	
	YAKIMA CHESTNUT	201	6	49.17	1	99.50%	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 2012  
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	YAKIMA WEST	60	1	5.00	3	90.00%	0	99.00%	
Exchanges in Neighboring States									
CLARKSTON		23	1	0.00	0	100.00%	0	100.00%	
TOTALS		6,779	191	30.96	131	98.07%	0	100.00%	7

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 2012

WIRECENTER	STD EXD CNT	LINES	RPTS	JUL-12 RATE	JUN-12 RATE	MAY-12 RATE	APR-12 RATE	MAR-12 RATE	FEB-12 RATE	JAN-12 RATE	DEC-11 RATE	NOV-11 RATE	OCT-11 RATE	SEP-11 RATE	AUG-11 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	7,736	82	1.06	0.89	0.78	0.71	1.03	1.44	1.28	1.13	1.11	0.94	0.74	0.92
AUBURN	0	13,131	106	0.81	0.94	0.93	0.76	1.05	1.30	1.90	1.09	0.86	0.95	0.94	0.83
BAINBRIDGE ISLAND	0	7,228	68	0.94	1.04	1.03	0.71	0.93	0.90	1.07	1.15	1.07	0.88	1.27	1.13
BATTLEGROUND	0	7,033	44	0.63	0.99	0.85	0.73	1.10	0.94	1.20	1.34	1.05	0.91	1.26	1.08
BELFAIR	0	5,029	103	2.05	1.34	1.39	0.70	0.85	0.86	1.11	1.18	0.94	1.05	0.79	0.92
BELLEVUE	0	28,190	167	0.59	0.62	0.57	0.63	0.57	0.71	0.70	0.71	0.65	0.72	0.67	0.63
	0	11,892	56	0.47	0.48	0.54	0.69	0.51	0.54	0.52	0.49	0.58	0.64	0.48	0.54
BELLEVUE GLENCOURT	0	16,298	111	0.68	0.73	0.58	0.59	0.62	0.84	0.82	0.87	0.69	0.77	0.82	0.69
BELLEVUE-SHERWOOD	0	18,837	136	0.72	0.29	0.38	0.38	0.56	0.41	0.52	0.41	0.47	0.42	0.46	0.46
BELLINGHAM	0	1,083	5	0.46	0.27	0.64	0.09	0.72	0.81	0.54	0.44	0.53	0.87	0.61	0.86
	0	17,754	131	0.74	0.30	0.37	0.40	0.55	0.39	0.52	0.41	0.47	0.40	0.45	0.44
BLACK DIAMOND	0	1,771	28	1.58	1.39	1.15	1.09	1.67	2.56	3.33	1.36	1.71	2.68	1.33	1.11
BREMERTON	0	23,806	94	0.39	0.39	0.41	0.40	0.45	0.38	0.65	0.59	0.73	0.57	0.57	0.59
	0	2,454	28	1.14	1.22	1.08	1.20	1.07	0.59	1.10	1.10	1.09	1.74	1.31	2.02
BREMERTON CROSBY	0	20,831	62	0.30	0.27	0.32	0.32	0.39	0.35	0.61	0.53	0.70	0.44	0.49	0.42
BREMERTON ESSEX	0	521	4	0.77	1.34	0.96	0.19	0.19	0.74	0.00	0.73	0.18	0.36	0.18	0.52
BREMERTON SUNNYSLOPE	0	1,506	22	1.46	1.97	1.62	0.77	3.44	1.83	1.32	1.76	1.55	1.41	2.07	3.41
BUCKLEY	0	2,818	67	2.38	2.01	2.05	1.72	1.33	1.38	2.02	1.83	2.04	1.03	1.59	1.11
CASTLE ROCK	0	5,020	48	0.96	0.93	1.55	0.94	1.36	0.83	1.44	0.87	0.83	1.17	1.35	1.39
CENTRALIA	0	7,118	58	0.81	1.09	1.39	1.15	1.21	1.00	1.51	1.23	1.53	1.24	1.09	1.04
CHEHALIS	0	5,095	41	0.80	1.15	1.36	1.27	1.30	1.05	1.55	1.13	1.36	1.09	1.25	1.15
	0	2,023	17	0.84	0.94	1.47	0.83	0.98	0.88	1.41	1.50	1.97	1.62	0.67	0.75
CHEHALIS NAPAVINE	0	2,247	19	0.85	0.49	0.48	0.83	0.69	1.03	0.85	0.55	0.50	0.33	0.66	1.72
CLE-ELUM	0	1,833	27	1.47	1.09	0.75	0.48	1.22	1.16	0.89	0.89	1.13	1.69	1.02	1.16
COLFAX	0	5,748	107	1.86	1.13	0.69	0.99	0.53	0.94	0.53	0.46	0.58	0.90	0.86	1.20
COLVILLE	0	2,567	33	1.29	1.28	0.92	1.57	1.31	1.52	1.11	1.31	1.40	1.82	1.41	1.19
COPALIS(OCEAN SHORES)	0	1,732	55	3.18	1.54	0.86	0.86	1.88	1.52	0.56	1.39	1.27	0.99	0.81	1.23
COULEE DAM	0	549	3	0.55	0.55	1.10	0.92	0.73	1.28	2.00	2.18	1.28	0.73	0.18	0.73
CRYSTAL MTN.	0	1,493	13	0.87	0.53	0.79	1.89	1.62	1.87	1.60	0.57	0.70	1.20	0.69	1.12
DAYTON	0	4,719	77	1.63	2.25	2.51	1.86	1.16	0.69	0.95	1.37	1.50	1.93	1.54	1.45
DEER PARK	0	13,258	92	0.69	0.74	0.62	0.77	0.66	1.04	1.04	0.94	0.89	0.86	0.65	0.75
DES MOINES	0	5,206	27	0.52	0.87	0.70	0.80	0.75	1.11	1.14	0.78	1.03	0.86	0.73	0.81
	0	8,052	65	0.81	0.66	0.57	0.76	0.60	1.00	0.97	1.05	0.80	0.86	0.60	0.71
DES MOINES FEDERAL WAY															



WASHINGTON TROUBLE REPORT RATE - JULY 2012

WIRECENTER		STD EXD CNT	LINES	RPTS	JUL-12	RATE	APR-12	RATE	MAY-12	RATE	MAR-12	RATE	FEB-12	RATE	JAN-12	RATE	DEC-11	RATE	NOV-11	RATE	OCT-11	RATE	SEP-11	RATE	AUG-11
STANDARD		0	486	7	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	4.00	4.00	4.00	4.00	4.00	4.00	4.00
EASTON		0	486	7	1.44	1.22	2.06	0.21	0.41	0.41	0.41	1.41	0.81	1.60	0.39	1.95	0.58	1.16	0.58	1.16	0.58	1.16	0.58	1.16	0.58
ELK		0	4,316	66	1.53	1.27	1.27	1.28	1.69	1.69	1.69	3.08	1.74	1.90	1.19	1.69	1.17	1.15	1.69	1.17	1.15	1.69	1.17	1.15	1.69
ENUMCLAW		0	2,256	44	1.95	0.66	0.70	0.82	0.47	0.47	0.47	0.30	0.55	0.34	0.58	0.57	0.65	0.56	0.57	0.65	0.56	0.57	0.65	0.56	0.57
EPRHATA		0	8,103	76	0.94	0.87	1.16	0.80	1.71	1.84	1.84	1.63	1.22	1.39	1.39	1.52	1.09	1.69	1.52	1.09	1.69	1.52	1.09	1.69	1.52
GRAHAM		0	1,997	21	1.05	1.19	1.33	1.27	0.63	0.63	0.63	1.11	1.20	1.42	0.85	1.26	1.58	1.37	1.26	1.58	1.37	1.26	1.58	1.37	1.26
GREEN BLUFF		0	1,529	14	0.92	0.65	0.71	0.63	1.01	1.01	1.01	0.56	0.31	0.49	0.66	0.71	0.64	1.15	0.66	0.71	0.64	1.15	0.64	1.15	0.64
HOODSPORT		0	11,519	79	0.69	0.53	0.71	0.57	0.83	0.83	0.83	0.92	1.01	0.83	0.58	0.77	0.47	0.64	0.58	0.77	0.47	0.64	0.73	0.64	0.73
ISSAQUAH		0	25,726	180	0.70	0.79	0.80	0.76	0.75	0.75	0.75	1.16	1.40	0.80	0.97	0.87	0.64	0.73	0.97	0.87	0.64	0.73	0.92	0.74	0.92
KENT		0	8,580	74	0.86	0.86	0.95	0.76	0.91	0.91	0.91	1.49	1.71	1.14	1.33	0.97	0.74	0.92	1.33	0.97	0.74	0.92	0.74	0.92	0.74
KENT MERIDIAN		0	5,731	12	0.21	0.23	0.19	0.24	0.34	0.34	0.34	0.33	0.46	0.11	0.27	0.35	0.22	0.27	0.27	0.35	0.22	0.27	0.35	0.22	0.27
KENT O BRIEN		0	11,415	94	0.82	1.01	0.99	1.02	0.83	0.83	0.83	1.32	1.64	0.89	1.04	1.04	0.77	0.82	1.04	1.04	0.77	0.82	1.04	0.77	0.82
KENT ULRICH		0	647	9	1.39	0.46	0.76	0.31	0.15	0.15	0.15	0.45	0.15	0.59	0.14	0.57	0.43	0.42	0.14	0.57	0.43	0.42	0.57	0.43	0.42
LIBERTY LAKE		0	15,619	156	1.00	1.04	1.11	1.17	1.40	1.40	1.40	1.29	1.94	1.10	1.57	1.61	1.43	1.00	1.57	1.61	1.43	1.00	1.61	1.43	1.00
LONGVIEW-KELSO		0	930	8	0.86	2.67	1.39	1.07	0.53	0.53	0.53	0.74	0.84	0.83	0.93	0.91	1.30	0.98	0.93	0.91	1.30	0.91	1.30	0.91	1.30
LOON LAKE		0	5,475	54	0.99	0.92	1.17	0.90	1.18	1.18	1.18	1.29	1.09	1.23	1.32	1.13	1.04	1.11	1.32	1.13	1.04	1.11	1.32	1.13	1.04
MAPLE VALLEY		0	9,221	117	1.27	1.12	0.83	0.83	0.78	0.78	0.78	1.07	0.72	0.85	0.72	0.82	0.67	0.93	0.72	0.82	0.67	0.93	0.82	0.67	0.93
MOSES LAKE		0	1,510	17	1.13	1.56	0.51	0.89	0.76	0.76	0.76	0.45	0.94	0.74	0.31	0.61	0.67	1.02	0.31	0.61	0.67	1.02	0.61	0.67	1.02
MOSES LAKE AFB		0	7,711	100	1.30	1.04	0.89	0.81	0.78	0.78	0.78	1.20	0.67	0.88	0.80	0.86	0.67	0.92	0.80	0.86	0.67	0.92	0.86	0.67	0.92
MOSES LAKE ALDER		0	1,154	14	1.21	1.21	0.60	0.93	1.34	1.34	1.34	0.41	0.91	0.57	2.04	1.54	0.88	1.02	2.04	1.54	0.88	1.02	1.54	0.88	1.02
NEWMAN LAKE		1	931	43	4.62	1.40	1.40	0.54	0.32	0.32	0.32	0.32	0.32	0.64	1.17	0.84	1.35	0.63	1.17	0.84	1.35	0.84	1.35	0.63	0.63
NORTHPORT		0	38,852	300	0.77	0.68	0.90	0.66	0.70	0.70	0.70	1.03	1.46	0.84	0.80	0.85	0.65	0.63	0.80	0.85	0.65	0.63	0.85	0.65	0.63
OLYMPIA		0	2,909	37	1.27	1.13	1.62	0.86	0.93	0.93	1.40	1.40	1.92	1.02	1.01	1.18	0.99	1.00	1.01	1.18	0.99	1.00	1.18	0.99	1.00
OLYMPIA EVERGREEN		0	17,365	141	0.81	0.69	0.90	0.66	0.67	0.67	0.67	1.11	1.06	0.80	0.74	0.69	0.65	0.63	0.74	0.69	0.65	0.63	0.69	0.65	0.63
OLYMPIA LACEY		0	18,578	122	0.66	0.61	0.78	0.62	0.69	0.69	0.69	0.89	1.75	0.84	0.82	0.95	0.60	0.57	0.82	0.95	0.60	0.57	0.95	0.60	0.57
OLYMPIA WHITEHALL		0	5,840	136	2.33	1.14	0.95	1.60	0.92	0.92	0.92	1.02	1.17	0.96	0.94	1.18	1.38	1.39	0.94	1.18	1.38	1.39	1.18	1.38	1.39
OMAK-OKANOGAN		0	1,565	36	2.30	1.84	1.39	1.13	1.07	1.07	1.07	0.81	0.93	1.06	0.86	0.73	0.92	1.27	0.86	0.73	0.92	0.92	0.73	0.92	1.27
OROVILLE		0	3,358	49	1.46	2.01	1.26	1.36	1.07	1.07	1.07	1.35	1.10	1.18	1.43	1.22	0.96	2.13	1.43	1.22	0.96	2.13	1.22	0.96	2.13
OTHELLO		0	11,098	91	0.82	0.80	0.83	1.00	0.90	0.90	0.90	0.95	0.74	0.60	0.80	0.89	0.68	0.89	0.80	0.89	0.68	0.89	0.89	0.68	0.89
PASCO		0	637	13	2.04	0.78	0.78	1.24	1.39	1.39	1.39	1.22	1.36	1.05	0.59	1.89	1.02	1.17	0.59	1.89	1.02	1.17	1.89	1.02	1.17
PATEROS		0	1,125	36	3.20	3.35	1.85	2.11	3.15	3.15	3.15	2.27	3.12	1.46	2.39	1.79	2.80	3.12	2.39	1.79	2.80	3.12	1.79	2.80	3.12
POMEROY		0	11,254	92	0.82	0.54	0.62	0.55	0.70	0.70	0.70	0.91	1.10	0.75	0.85	0.77	0.82	0.80	0.85	0.77	0.82	0.80	0.77	0.82	0.80
PT. ANGELES		0	905	16	1.77	0.44	0.88	0.66	1.76	1.76	1.76	1.97	2.50	2.27	3.01	2.66	2.61	1.15	3.01	2.66	2.61	1.15	2.66	2.61	1.15

WASHINGTON TROUBLE REPORT RATE - JULY 2012

WIRECENTER	STD EXD CNT	LINES	RPTS	JUL-12 RATE	JUN-12 RATE	MAY-12 RATE	APR-12 RATE	MAR-12 RATE	FEB-12 RATE	JAN-12 RATE	DEC-11 RATE	NOV-11 RATE	OCT-11 RATE	SEP-11 RATE	AUG-11 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
PT. ANGELES	0	10,349	76	0.73	0.55	0.59	0.54	0.61	0.82	0.98	0.62	0.67	0.61	0.67	0.78
PT. LUDLOW	0	1,977	19	0.96	0.81	1.31	0.40	0.80	0.54	0.64	0.73	0.58	0.53	0.76	1.18
PT. ORCHARD	0	11,776	121	1.03	1.32	1.03	1.23	1.08	1.03	1.19	1.37	1.02	0.86	1.12	1.00
PORT ORCHARD COLBY	0	4,359	42	0.96	1.74	1.19	0.84	1.20	1.34	1.37	1.77	1.22	0.89	0.90	0.85
PT. ORCHARD	0	7,417	79	1.07	1.07	0.94	1.46	1.01	0.84	1.09	1.13	0.90	0.85	1.25	1.09
PT. TOWNSEND	0	8,791	70	0.80	0.78	0.90	0.57	0.85	0.74	0.74	0.64	0.72	0.61	0.94	1.15
PUYALLAP	0	14,669	123	0.84	0.91	1.07	0.69	0.82	1.25	1.88	1.04	0.97	0.89	0.79	0.75
RENTON	0	23,567	176	0.75	0.91	0.75	0.77	1.04	1.18	1.20	1.20	0.93	0.86	0.83	0.72
RIDGEFIELD	0	2,356	53	2.25	0.88	2.09	0.67	1.28	1.44	1.95	1.35	1.14	1.37	0.78	2.00
ROCHESTER	0	3,340	64	1.92	0.59	0.70	1.13	1.90	1.60	1.65	1.52	1.28	1.15	1.03	1.56
ROY															0.69
SEATTLE	0	175,684	924	0.53	0.52	0.52	0.53	0.66	0.61	0.67	0.61	0.67	0.60	0.55	0.52
SEATTLE ATWATER	0	12,133	53	0.44	0.29	0.37	0.38	0.36	0.39	0.35	0.35	0.46	0.43	0.41	0.49
SEATTLE CAMPUS	0	6,090	18	0.30	0.37	0.47	0.30	0.42	0.34	0.49	0.41	0.26	0.49	0.48	0.28
SEATTLE CHERRY	0	19,857	180	0.91	0.91	0.86	0.77	1.21	1.35	1.48	1.09	1.11	0.99	0.85	0.89
SEATTLE DUWAMISH	0	8,540	34	0.40	0.49	0.46	0.68	0.78	0.78	0.79	0.73	0.70	0.68	0.56	0.73
SEATTLE EAST	0	19,025	105	0.55	0.47	0.46	0.49	0.67	0.43	0.55	0.57	0.70	0.66	0.44	0.47
SEATTLE ELLIOT	0	5,083	10	0.20	0.26	0.12	0.14	0.23	0.21	0.17	0.20	0.18	0.22	0.22	0.23
SEATTLE EMERSON	0	18,198	101	0.56	0.47	0.55	0.54	0.57	0.48	0.69	0.76	0.77	0.51	0.65	0.69
SEATTLE LAKEVIEW	0	16,079	85	0.53	0.57	0.60	0.60	0.85	0.79	1.03	0.82	0.86	0.81	0.68	0.61
SEATTLE MAIN	0	26,302	43	0.16	0.13	0.19	0.17	0.16	0.14	0.14	0.14	0.16	0.19	0.14	0.16
SEATTLE MERCER ISLAND (ADAMS)	0	5,818	49	0.84	0.84	0.59	0.33	0.79	0.70	0.58	0.63	0.99	0.63	0.76	0.59
SEATTLE PARKWAY	0	12,318	87	0.71	0.84	0.77	0.96	1.13	1.09	0.85	0.85	0.84	0.79	0.83	0.57
SEATTLE SUNSET	0	13,507	90	0.67	0.61	0.45	0.69	0.54	0.43	0.59	0.55	0.70	0.67	0.67	0.46
SEATTLE WEST	0	12,734	69	0.54	0.66	0.75	0.67	0.87	0.67	0.61	0.69	0.80	0.59	0.63	0.57
SEATTLE WEST	0	9,833	78	0.79	0.77	0.68	0.43	0.56	0.64	0.93	0.78	0.54	0.58	0.61	0.84
SEATTLE WEST	0	9,576	81	0.85	0.87	0.93	1.00	1.08	1.27	1.77	0.98	0.93	0.98	0.81	0.78
SHELTON	0	8,258	43	0.52	0.44	0.59	0.70	0.70	0.71	1.01	0.98	1.07	0.56	0.62	0.42
SILVERDALE	0	74,384	748	1.01	0.97	0.74	0.82	1.01	0.82	0.84	0.75	0.86	0.88	0.88	0.99
SPOKANE	0	1,770	20	1.13	2.18	0.61	1.16	0.77	1.08	2.15	1.65	1.00	1.25	1.35	1.07
SPOKANE CHESTNUT	0	10,257	116	1.13	1.18	0.82	0.95	1.18	1.02	0.89	0.90	1.04	0.94	0.98	0.90
SPOKANE FAIRFAX	0	8,161	74	0.91	1.21	0.97	1.11	1.44	0.96	0.92	0.57	0.89	0.83	0.90	0.88
SPOKANE HUDSON	0	7,057	60	0.85	0.83	0.55	0.63	1.23	0.78	0.82	0.68	0.98	1.02	0.50	0.64
SPOKANE KEYSTONE	0	7,057	60	0.85	0.83	0.55	0.63	1.23	0.78	0.82	0.68	0.98	1.02	0.50	0.64

WASHINGTON TROUBLE REPORT RATE - JULY 2012

WIRECENTER	STD EXD CNT	LINES	RPTS	JUL-12 RATE	JUN-12 RATE	MAY-12 RATE	APR-12 RATE	MAR-12 RATE	FEB-12 RATE	JAN-12 RATE	DEC-11 RATE	NOV-11 RATE	OCT-11 RATE	SEP-11 RATE	AUG-11 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 MORAN	0	4,908	49	1.00	0.99	0.54	0.87	0.71	0.70	1.05	1.67	1.20	0.93	1.01	0.87
SPOKANE RIVERSIDE	0	10,757	93	0.86	0.84	0.54	0.71	1.02	0.79	0.73	0.75	0.89	0.59	0.66	0.90
SPOKANE WALNUT	0	20,267	202	1.00	0.85	0.72	0.83	0.86	0.78	0.82	0.58	0.68	0.90	0.95	1.31
SPOKANE WHITWORTH	0	11,207	134	1.20	0.82	0.93	0.64	0.85	0.70	0.58	0.58	0.74	0.96	0.95	0.95
SPRINGDALE	0	1,488	37	2.49	3.05	2.11	3.81	0.85	1.11	1.05	0.78	1.68	1.08	1.27	1.83
SUMNER (BONNEYLAKE)	0	8,554	119	1.39	0.98	1.09	0.79	1.05	1.81	1.57	0.97	1.28	1.10	0.84	0.91
TACOMA	0	82,770	608	0.73	0.66	0.79	0.69	0.82	0.99	1.13	0.97	0.98	1.02	0.76	0.75
TACOMA FORT LEWIS	0	1,705	6	0.35	0.88	0.64	0.41	0.40	0.34	0.51	0.34	0.44	0.33	0.16	0.43
TACOMA GREENFIELD	0	11,113	94	0.85	0.64	1.16	0.93	1.01	0.99	1.36	1.22	1.35	1.29	0.74	0.75
TACOMA JUNIPER	0	11,514	130	1.13	0.69	0.78	0.70	0.89	1.09	1.26	0.86	0.92	1.13	1.00	0.77
TACOMA LENNOX	0	13,461	105	0.78	0.70	1.03	0.99	1.05	1.50	1.73	1.24	0.99	1.47	1.05	1.14
TACOMA LOGAN	0	8,345	48	0.58	0.59	0.43	0.57	0.63	0.79	1.11	0.93	0.98	0.91	0.61	0.64
TACOMA MARKET (FAWCETT)	0	10,003	50	0.50	0.51	0.47	0.41	0.44	0.72	0.57	0.46	0.71	0.52	0.78	0.32
TACOMA SKYLINE	0	8,407	60	0.71	0.75	0.85	0.69	0.91	0.97	1.12	0.99	1.31	0.95	0.60	0.81
TACOMA WAVERLY-2	0	3,498	25	0.71	0.56	0.97	0.41	0.87	1.02	0.80	1.38	0.55	0.78	0.69	0.68
TACOMA WAVERLY-7	0	14,724	90	0.61	0.72	0.68	0.60	0.75	0.85	0.86	0.95	0.91	0.88	0.60	0.76
VANCOUVER	0	47,699	299	0.63	0.73	0.90	0.75	0.91	0.78	1.21	1.05	1.11	1.08	0.73	0.78
VANCOUVER ORCHARDS	0	24,154	137	0.57	0.73	0.80	0.66	0.76	0.61	1.05	0.95	0.91	1.05	0.73	0.66
VANCOUVER OXFORD	0	13,770	90	0.65	0.83	1.07	0.95	1.03	0.81	1.24	1.03	1.55	1.12	0.71	0.81
VANCOUVER SALMON CRK(NORTH)	0	9,775	72	0.74	0.58	0.94	0.69	1.10	1.15	1.59	1.32	0.96	1.09	0.75	1.04
WAITSBURG	0	410	4	0.98	2.91	1.21	2.64	1.91	2.35	1.87	3.23	2.07	2.07	1.82	1.79
WALLA WALLA (INCL TOUCHET)	0	10,411	71	0.68	1.04	0.94	1.01	0.92	0.67	0.69	0.70	0.82	1.12	0.67	0.99
WARDEN	0	857	9	1.05	0.80	1.60	1.35	1.12	0.99	0.87	0.54	1.29	1.18	0.43	0.94
WINLOCK	1	1,725	10	0.58	0.98	1.37	0.91	1.71	0.86	1.58	1.07	0.90	1.62	0.94	7.68
YAKIMA	0	28,484	340	1.19	0.69	1.10	0.88	0.65	0.63	0.46	0.52	0.58	0.67	0.55	0.61
YAKIMA CHESTNUT	0	18,749	193	1.03	0.65	1.14	0.98	0.63	0.67	0.46	0.54	0.57	0.64	0.48	0.65
YAKIMA WEST	0	9,735	147	1.51	0.77	1.01	0.70	0.68	0.56	0.48	0.47	0.61	0.74	0.69	0.52
Exchanges in Neighboring States															
CLARKSTON	0	4,121	45	1.09	1.21	1.24	0.96	1.20	0.86	1.35	0.82	1.08	1.88	1.02	0.85
TOTALS	0	857,737	7,177	0.84	0.79	0.80	0.75	0.85	0.90	1.03	0.85	0.88	0.88	0.76	0.81

WASHINGTON TRUNK BLOCKING SUMMARY - JULY 2012

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	127	0	0.00%
LOCAL	351	0	0.00%
TOLL	372	9	2.42%

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WASHINGTON TRUNK BLOCKING - JULY 2012

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072405	96			TOLL	TWO_WAY	2.76%	1xbkng 07/13/012 @ 1600hrs issued sa tgsr to customer
AP072414	96			TOLL	TWO_WAY	4.56%	2xbkng 07/10/12 @ 1800hrs & 07/13/12 @ 1700hrs issued sa tgsr to customer
AP072430	144			TOLL	TWO_WAY	1.90%	2xbkng 07/20/12 @ 1000hrs & 1300hrs issued sa tgsr to cust
AP072432	96			TOLL	TWO_WAY	1.01%	1xbkng 07/20/12 @ 1100hrs issued sa tgsr to customer
AP073982	168			TOLL	TWO_WAY	1.00%	1x blkng 07/26/12 @ 1000hrs issued sa tgsr to customer
AP074966	144			TOLL	TWO_WAY	1.90%	2xbkng 07/25/12 @ 1200& 1800hrs issued sa tgsr to customer
AP077380	144			TOLL	TWO_WAY	1.28%	1xbkng 07/26/12 @ 1800hrs issued sa tgsr to customer
AP080836	240			TOLL	TWO_WAY	1.16%	1xbkng 07/19/12 @ 1200hrs issued sa tgsr to customer
AP081921	192			TOLL	TWO_WAY	0.72%	1xbkng 07/26/12 @ 1200-1800hrs issued sa tgsr to customer

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JULY 2012

MEASURE	MARKET UNIT	JUL-12	AUG-12	SEP-12
Number of Scheduled Appointments (dispatched orders)	RES			
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	RES			
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	RES			
Number of Scheduled Commitments (non-dispatched orders)	RES			
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	RES			
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	RES			
Number Exclusions	RES			
Number of Scheduled Appointments (dispatched orders)	BUS			
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	BUS			
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	BUS			
Number of Scheduled Commitments (non-dispatched orders)	BUS			
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	BUS			
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	BUS			
Number Exclusions	BUS			
Number of Scheduled Appointments (dispatched tickets)	RES			
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	RES			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JULY 2012

MEASURE	MARKET UNIT	JUL-12	AUG-12	SEP-12
Number of Scheduled Appointments (dispatched orders)	RES			
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	RES			
Number of Scheduled Commitments (non-dispatched tickets)	RES			
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	RES			
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	RES			
Number Exclusions	RES			
Number of Scheduled Appointments (dispatched tickets)	BUS			
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	BUS			
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	BUS			
Number of Scheduled Commitments (non-dispatched tickets)	BUS			
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	BUS			
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	BUS			
Number Exclusions	BUS			
Total amount of missed appointments credits paid	RES			
Number of customers receiving credits for company missed appointments/commitments-Install	RES			
Total amount of missed appointments credits paid	BUS			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JULY 2012

MEASURE	MARKET UNIT	JUL-12	AUG-12	SEP-12
Number of Scheduled Appointments (dispatched orders)	RES			
Number of customers receiving credits for company missed appointments/commitments-Install	BUS			
Total amount of missed appointments credits paid	RES			
Number of customers receiving credits for company missed appointments/commitments-Repair	RES			
Total amount of missed appointments credits paid	BUS			
Number of customers receiving credits for company missed appointments/commitments-Repair	BUS			
Count of All Orders	RES			
WA Completed Orders for Primary Service installed within 5 business days	RES			
Number of credits-First Month's Charge(HO Recurring)	RES			
Amount of credit-First Month's Charge(HO Recur)	RES			
Number of credits-Installation (HO NonRecur)	RES			
Amount of credits-Installation (Ho NonRecur)	RES			
Number of Voice Mail Nonrecurring Credits	RES			
Amount of Voice Mail Nonrecurring Credits	RES			
Number of Remote Call Frwdng-Non-Recurring	RES			
Amount of Remote Call Frwdng-Non-Recurring	RES			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JULY 2012

MEASURE	MARKET UNIT	JUL-12	AUG-12	SEP-12
Number of Scheduled Appointments (dispatched orders)	RES			
Count of All Orders	BUS			
WA Completed Orders for Primary Service installed within 5 business days	BUS			
Number of credits-First Month's Charge(HO Recurring)	BUS			
Amount of credit-First Month's Charge(HO Recur)	BUS			
Number of credits-Installation (HO NonRecur)	BUS			
Amount of credits-Installation (Ho NonRecur)	BUS			
Number of Voice Mail Nonrecurring Credits	BUS			
Amount of Voice Mail Nonrecurring Credits	BUS			
Number of Remote Call Fwrding-Non-Recurring	BUS			
Amount of Remote Call Fwrding-Non-Recurring	BUS			
Number of out of service repair reports cleared within two working days	RES			
Percentage of out of service repair reports cleared within two working days	RES			
Number of out of service repair reports not cleared within two working days minus exceptions.	RES			
Percentage of out of service repair reports not cleared within two working days minus exceptions.	RES			
Total amount of two day out of service condition credits	RES			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JULY 2012

MEASURE	MARKET UNIT	JUL-12	AUG-12	SEP-12
Number of Scheduled Appointments (dispatched orders)	RES			
Total amount of two day out of service condition credit exceptions	RES			
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES			
Number of two day out of service condition credit exceptions for Weather Related Events	RES			
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foilage, etc.)	RES			
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	RES			
Number of out of service repair reports cleared within two working days	BUS			
Percentage of out of service repair reports cleared within two working days	BUS			
Number of out of service repair reports not cleared within two working days minus exceptions.	BUS			
Percentage of out of service repair reports not cleared within two working days minus exceptions.	BUS			
Total amount of two day out of service condition credits	BUS			
Total amount of two day out of service condition credit exceptions	BUS			
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	BUS			
Number of two day out of service condition credit exceptions for Weather Related Events	BUS			
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foilage, etc.)	BUS			
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	BUS			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JULY 2012

MEASURE	MARKET UNIT	JUL-12	AUG-12	SEP-12
Number of Scheduled Appointments (dispatched orders)	RES			
Number of out of service repair reports cleared within seven calendar days	RES			
Percentage of out of service repair reports cleared within seven calendar days	RES			
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	RES			
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	RES			
Total amount of seven day out of service condition credits	RES			
Total amount of seven day out of service condition credit exceptions	RES			
No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES			
Number of seven day out of service condition credit exceptions for Weather Related Events	RES			
Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	RES			
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	RES			
Number of out of service repair reports cleared within seven calendar days	BUS			
Percentage of out of service repair reports cleared within seven calendar days	BUS			
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS			
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS			
Total amount of seven day out of service condition credit exceptions	BUS			
No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	BUS			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JULY 2012

MEASURE	MARKET UNIT	JUL-12	AUG-12	SEP-12
Number of Scheduled Appointments (dispatched orders)	RES			
Number of seven day out of service condition credit exceptions for Weather Related Events	BUS			
Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foilage, etc.)	BUS			
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	BUS			

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