

Qwest Corporation  
1600 7<sup>th</sup> Avenue, Room 3206  
Seattle, Washington 98191  
(206) 345-1588  
Facsimile (206) 343-4040

Mark S. Reynolds  
Senior Director - Regulatory  
Policy and Law



January 29, 2008

Simon J. ffitc  
Assistant Attorney General  
Public Counsel Section  
900 Fourth Avenue, No. 2000  
Seattle, WA 98164-1012

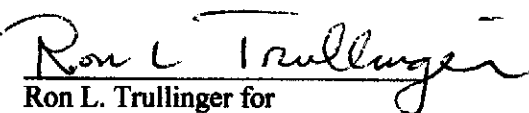
Attention: Mary Kimball  
Steven Johnson  
RE: Qwest Monthly Service Quality Reports  
Docket Nos. UT-921192, UT-950200, UT-991358, UT-030704, UT-061625

Dear Mr. ffitc:

Enclosed are the December 2007 service quality performance reports filed with the Washington Utilities and Transportation Commission (WUTC) in accordance with Docket Nos. UT-921192, UT-950200, UT-991358, UT-030704, UT-061625 and WAC 480-120-438 – WAC 480-120-440.

This information is considered CONFIDENTIAL by Qwest and is being provided to you under the protective order in Docket No. UT-970766.

Very truly yours,

By   
Ron L. Trullinger for  
Mark Reynolds

Enclosures

cc: Lisa Anderl

Qwest Corporation  
1600 7<sup>th</sup> Avenue, Room 3206  
Seattle, Washington 98191  
(206) 345-1668  
Facsimile (206) 343-4040

Mark S. Reynolds  
Senior Director - Regulatory  
Policy and Law



January 29, 2008

Carole Washburn, Secretary  
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 Ms. Washburn:

Enclosed are the December 2007 service quality performance reports required of Qwest Corporation in accordance with Docket Nos. UT-921192, UT-950200, UT-991358, UT-030704, UT-061625 and WAC 480-120-438 – 480-120-440.

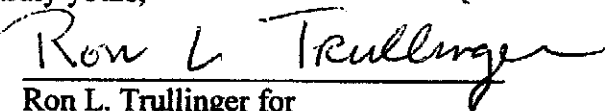
The following reports are enclosed:

- 1) Summary Report,
- 2) Orders Summary,
- 3) Trouble Report,
- 4) Trunk Blocking Report,
- 5) Customer Service Guarantee Report

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 Report - DECEMBER 2007

METRIC DESCRIPTION	JANUARY 2007			FEBRUARY 2007			MARCH 2007		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	13868	15379	90.17%	11290	11347	99.50%	10427	10475	99.54%
OOS Tickets Not Cleared Within 48 Hrs	1511	1	1511	57	1	57	48	1	48
Number of OOS Exemptions	417	1	417	199	1	199	127	1	127
All Other Repairs Cleared LT < 72 Hrs	4626	4873	94.93%	3452	3463	99.68%	3420	3435	99.56%
All Other Troubles Cleared GTR > 72 Hrs	247	1	247	11	1	11	15	1	15
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	38	1	38	4	1	4	2	1	2
Physically Obstructed All Other Troubles Cleared > 72 Hrs	53	1	53	29	1	29	30	1	30
Repair Force Majeure Exclusions	169	1	169	173	1	173	84	1	84
Repair Physically Obstructed Exclusions	143	1	143	123	1	123	79	1	79
Installation Appointments Met	14316	15390	93.02%	12091	12653	95.56%	13106	13642	96.07%
Repair Appointments Met	6973	8743	79.76%	6426	7165	89.69%	6522	7093	91.95%
Provisioning Missed for Company Reasons	409	1	409	231	1	231	238	1	238
Provisioning Missed for Customer Reasons	1681	1	1681	1303	1	1303	1476	1	1476
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard			Met Standard			Met Standard
<b>Please note: December 2007 Installation Appointment Met and Repair Appointments Met is missing data for the last five business days of December. Qwest is in the process of trying to retrieve this data.</b>									

Washington Service Quality Summary Report - DECEMBER 2007

METRIC DESCRIPTION	APRIL 2007			MAY 2007			JUNE 2007		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	9688	9732	99.55%	10610	10656	99.57%	10940	10999	99.46%
OOS Tickets Not Cleared Within 48 Hrs	44	1	44	46	1	46	59	1	59
Number of OOS Exemptions	111	1	111	90	1	90	107	1	107
All Other Repairs Cleared LT < 72 Hrs	3479	3487	99.77%	3135	3140	99.84%	3252	3263	99.66%
All Other Troubles Cleared GTR > 72 Hrs	8	1	8	5	1	5	11	1	11
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	1	1	1	3	1	3	3	1	3
Physically Obstructed All Other Troubles Cleared > 72 Hrs	22	1	22	23	1	23	17	1	17
Repair Force Majeure Exclusions	89	1	89	91	1	91	120	1	120
Repair Physically Obstructed Exclusions	79	1	79	75	1	75	71	1	71
Installation Appointments Met	11968	12534	95.48%	12404	12987	95.51%	12418	13139	94.51%
Repair Appointments Met	5552	6106	90.93%	5684	6196	91.74%	5497	6206	88.58%
Provisioning Missed for Company Reasons	247	1	247	274	1	274	296	1	296
Provisioning Missed for Customer Reasons	1471	1	1471	1443	1	1443	1538	1	1538
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard			Met Standard			Met Standard
<b>Please note: December 2007 Installation Appointment Met and Repair Appointments Met is missing data for the last five business days of December. Qwest is in the process of trying to retrieve this data.</b>									

Washington Service Quality Summary Report - DECEMBER 2007

METRIC DESCRIPTION	JULY 2007			AUGUST 2007			SEPTEMBER 2007		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	11497	11564	99.42%	10928	10971	99.61%	9828	9869	99.58%
OOS Tickets Not Cleared Within 48 Hrs	67	1	67	43	1	43	41	1	41
Number of OOS Exemptions	147	1	147	147	1	147	115	1	115
All Other Repairs Cleared LT < 72 Hrs	3602	3614	99.67%	3332	3344	99.64%	2875	2886	99.62%
All Other Troubles Cleared GTR > 72 Hrs	12	1	12	12	1	12	11	1	11
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	25	1	25	23	1	23	21	1	21
Repair Force Majeure Exclusions	67	1	67	64	1	64	71	1	71
Repair Physically Obstructed Exclusions	99	1	99	101	1	101	57	1	57
Installation Appointments Met	12581	13513	93.10%	13935	14730	94.60%	12492	13158	94.94%
Repair Appointments Met	6183	7212	85.73%	6073	6883	88.23%	4998	5622	88.90%
Provisioning Missed for Company Reasons	322	1	322	326	1	326	238	1	238
Provisioning Missed for Customer Reasons	1586	1	1586	1703	1	1703	1344	1	1344
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard			Met Standard			Met Standard
<b>Please note: December 2007 Installation Appointment Met and Repair Appointments Met is missing data for the last five business days of December. Qwest is in the process of trying to retrieve this data.</b>									

Washington Service Quality Summary Report - DECEMBER 2007

METRIC DESCRIPTION	OCTOBER 2007			NOVEMBER 2007			DECEMBER 2007		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	11525	11594	99.40%	9410	9459	99.48%	12395	12928	95.88%
OOS Tickets Not Cleared Within 48 Hrs	69	1	69	49	1	49	533	1	533
Number of OOS Exemptions	166	1	166	84	1	84	1273	1	1273
All Other Repairs Cleared LT < 72 Hrs	3568	3582	99.61%	3004	3014	99.67%	3528	3573	98.74%
All Other Troubles Cleared GTR > 72 Hrs	14	1	14	10	1	10	45	1	45
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	4	1	4	1	1	1	45	1	45
Physically Obstructed All Other Troubles Cleared > 72 Hrs	36	1	36	22	1	22	26	1	26
Repair Force Majeure Exclusions	115	1	115	53	1	53	485	1	485
Repair Physically Obstructed Exclusions	115	1	115	63	1	63	109	1	109
Installation Appointments Met	12986	13625	95.31%	11344	11825	95.93%	7646	8054	94.93%
Repair Appointments Met	5640	6306	89.44%	4603	5097	90.31%	3753	4305	87.18%
Provisioning Missed for Company Reasons	271	1	271	212	1	212	223	1	223
Provisioning Missed for Customer Reasons	1559	1	1559	1325	1	1325	1117	1	1117
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard			Met Standard			Met Standard
<b>Please note: December 2007 Installation Appointment Met and Repair Appointments Met is missing data for the last five business days of December. Qwest is in the process of trying to retrieve this data.</b>									

Washington Orders Summary - DECEMBER 2007  
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		154	0		1	99.35%	0	100.00%	
AUBURN		324	3	62.33	3	99.07%	0	100.00%	
BAINBRIDGE ISLAND		80	2	10.50	1	98.75%	0	100.00%	
BATTLEGROUND		114	2	40.00	2	98.25%	0	100.00%	
BELFAIR		75	3	12.33	1	98.67%	0	100.00%	
BELLEVUE		341	4	40.50	5	98.53%	0	100.00%	
	BELLEVUE GLENCOURT	136	1	15.00	1	99.26%	0	100.00%	
	BELLEVUE-SHERWOOD	205	3	49.00	4	98.05%	0	100.00%	
BELLINGHAM		381	4	52.75	3	99.21%	0	100.00%	
	BELLINGHAM LUMMI	19	0		0	100.00%	0	100.00%	
	BELLINGHAM REGENT	362	4	52.75	3	99.17%	0	100.00%	
BLACK DIAMOND		34	1	67.00	2	94.12%	0	100.00%	
BREMERTON		422	9	31.22	4	99.05%	0	100.00%	
	BREMERTON CROSBY	34	1	8.00	1	97.06%	0	100.00%	
	BREMERTON ESSEX	382	8	34.13	2	99.48%	0	100.00%	
	BREMERTON SUNNYSLOPE	6	0		1	83.33%	0	100.00%	
BUCKLEY		22	0		1	95.45%	0	100.00%	
CASTLE ROCK		40	3	22.00	2	95.00%	0	100.00%	
CENTRALIA		171	7	40.00	4	97.66%	0	100.00%	
CHEHALIS		121	5	43.20	1	99.17%	0	100.00%	
	CHEHALIS	92	4	53.50	0	100.00%	0	100.00%	
	CHEHALIS NAPAVINE	29	1	2.00	1	96.55%	0	100.00%	
CLE-ELUM		41	0		0	100.00%	0	100.00%	
COLFAX		16	0		0	100.00%	0	100.00%	
COLVILLE		77	1	69.00	0	100.00%	0	100.00%	
COPALIS(OCEAN SHORES)		43	1	0.00	2	95.35%	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 - DECEMBER 2007  
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD						90.00%		99.00%	
COULEE DAM		20	1	3.00	0	100.00%	0	100.00%	
CRYSTAL MTN.		12	0		1	91.67%	0	100.00%	
DAYTON		21	1	50.00	2	90.48%	0	100.00%	
DEER PARK		75	4	21.75	2	97.33%	0	100.00%	
DES MOINES		426	5	78.40	3	99.30%	0	100.00%	
	DES MOINES	168	0		0	100.00%	0	100.00%	
	DES MOINES FEDERAL WAY	258	5	78.40	3	98.84%	0	100.00%	* 1
EASTON		6	1	55.00	0	100.00%	0	100.00%	
ELK		31	3	66.00	0	100.00%	0	100.00%	
ENUMCLAW		57	2	34.00	0	100.00%	0	100.00%	
EPHRATA		38	1	69.00	0	100.00%	0	100.00%	
GRAHAM		173	3	90.00	2	98.84%	0	100.00%	
GREEN BLUFF		25	1	7.00	0	100.00%	0	100.00%	
HOODSPORT		21	3	35.00	1	95.24%	0	100.00%	
ISSAQUAH		158	3	23.00	4	97.47%	0	100.00%	
KENT		579	14	39.07	15	97.41%	0	100.00%	
	KENT MERIDIAN	155	7	40.86	6	96.13%	0	100.00%	* 1
	KENT O BRIEN	37	1	17.00	2	94.59%	0	100.00%	
	KENT ULRICH	387	6	40.67	7	98.19%	0	100.00%	
LIBERTY LAKE		10	0		0	100.00%	0	100.00%	
LONGVIEW-KELSO		353	7	49.43	8	97.73%	0	100.00%	* 1
LOON LAKE		7	1	64.00	1	85.71%	0	100.00%	
MAPLE VALLEY		72	0		3	95.83%	0	100.00%	
MOSES LAKE		202	3	46.33	3	98.51%	0	100.00%	
	MOSES LAKE AFB	37	1	75.00	0	100.00%	0	100.00%	
	MOSES LAKE ALDER	165	2	32.00	3	98.18%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders  
180 day data from OP15A pending orders  
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Washington Orders Summary - DECEMBER 2007  
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%	
NEWMAN LAKE		13	0		0	100.00%	0	100.00%	
NORTHPORT		13	0		0	100.00%	0	100.00%	
OLYMPIA		727	13	30.31	5	99.31%	0	100.00%	
	OLYMPIA EVERGREEN	41	1	70.00	0	100.00%	0	100.00%	
	OLYMPIA LACEY	365	11	28.64	2	99.45%	0	100.00%	
	OLYMPIA WHITEHALL	321	1	9.00	3	99.07%	0	100.00%	
OMAK-OKANOGAN		97	1	99.00	1	98.97%	0	100.00%	
OROVILLE		18	0		0	100.00%	0	100.00%	
OTHELLO		90	1	11.00	2	97.78%	0	100.00%	
PASCO		316	8	53.38	3	99.05%	0	100.00%	
PATEROS		4	0		0	100.00%	0	100.00%	
POMEROY		10	0		0	100.00%	0	100.00%	
PT. ANGELES		157	3	40.67	3	98.09%	0	100.00%	
	PT ANGELES JOYCE	11	1	99.00	0	100.00%	0	100.00%	
	PT. ANGELES	146	2	11.50	3	97.95%	0	100.00%	
PT. LUDLOW		17	0		0	100.00%	0	100.00%	
PT. ORCHARD		199	5	53.60	2	98.99%	0	100.00%	
	PORT ORCHARD COLBY	64	0		1	98.44%	0	100.00%	
	PT. ORCHARD	135	5	53.60	1	99.26%	0	100.00%	
PT. TOWNSEND		124	3	24.00	0	100.00%	0	100.00%	
PUYALLAP		308	8	44.38	3	99.03%	0	100.00%	
RENTON		534	5	57.40	0	100.00%	0	100.00%	
RIDGEFIELD		33	0		2	93.94%	0	100.00%	
ROCHESTER		67	3	34.33	4	94.03%	0	100.00%	
ROY		34	1	168.00	2	94.12%	0	100.00%	* 1
SEATTLE		3114	60	40.52	23	99.26%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders  
180 day data from OP15A pending orders  
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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%	
	SEATTLE ATWATER	205	1	37.00	4	98.05%	0	100.00%	
	SEATTLE CAMPUS	118	2	81.00	0	100.00%	0	100.00%	
	SEATTLE CHERRY	522	5	23.60	1	99.81%	0	100.00%	
	SEATTLE DUWAMISH	172	1	4.00	1	99.42%	0	100.00%	
	SEATTLE EAST	398	14	58.00	2	99.50%	0	100.00%	
	SEATTLE ELLIOT	114	3	54.33	1	99.12%	0	100.00%	
	SEATTLE EMERSON	316	5	20.40	7	97.78%	0	100.00%	
	SEATTLE LAKEVIEW	212	2	28.00	0	100.00%	0	100.00%	
	SEATTLE MAIN	284	16	39.44	2	99.30%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	64	0		1	98.44%	0	100.00%	
	SEATTLE PARKWAY	298	7	29.14	3	98.99%	0	100.00%	
	SEATTLE SUNSET	208	0		0	100.00%	0	100.00%	
	SEATTLE WEST	203	4	35.50	1	99.51%	0	100.00%	
SEQUIM		142	1	52.00	1	99.30%	0	100.00%	
SHELTON		188	1	29.00	3	98.40%	0	100.00%	
SILVERDALE		142	0		3	97.89%	0	100.00%	
SPOKANE		1584	19	35.74	8	99.49%	0	100.00%	
	SPOKANE CHESTNUT	41	3	46.00	0	100.00%	0	100.00%	
	SPOKANE FAIRFAX	227	2	26.00	0	100.00%	0	100.00%	
	SPOKANE HUDSON	241	1	12.00	1	99.59%	0	100.00%	
	SPOKANE KEYSTONE	167	1	93.00	4	97.60%	0	100.00%	
	SPOKANE MORAN	90	0		1	98.89%	0	100.00%	
	SPOKANE RIVERSIDE	247	3	17.33	1	99.60%	0	100.00%	
	SPOKANE WALNUT	403	6	36.50	1	99.75%	0	100.00%	
	SPOKANE WHITWORTH	168	3	37.67	0	100.00%	0	100.00%	
SPRINGDALE		30	4	27.75	1	96.67%	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.

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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%	
SUMNER (BONNEYLAKE)		128	2	5.00	3	97.66%	0	100.00%	
TACOMA		2091	25	64.32	23	98.90%	0	100.00%	
	TACOMA FORT LEWIS	78	2	39.00	1	98.72%	0	100.00%	
	TACOMA GREENFIELD	385	5	37.60	9	97.66%	0	100.00%	
	TACOMA JUNIPER	309	1	30.00	0	100.00%	0	100.00%	
	TACOMA LENNOX	362	3	56.33	2	99.45%	0	100.00%	
	TACOMA LOGAN	156	0		0	100.00%	0	100.00%	
	TACOMA MARKET (FAWCETT)	302	8	60.75	3	99.01%	0	100.00%	* 1
	TACOMA SKYLINE	132	1	102.00	1	99.24%	0	100.00%	
	TACOMA WAVERLY-2	81	0		5	93.83%	0	100.00%	
	TACOMA WAVERLY-7	286	5	111.00	2	99.30%	0	100.00%	* 1
VANCOUVER		1035	27	46.63	14	98.65%	0	100.00%	
	VANCOUVER ORCHARDS	517	5	37.60	6	98.84%	0	100.00%	
	VANCOUVER OXFORD	335	16	55.94	5	98.51%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	183	6	29.33	3	98.36%	0	100.00%	
WAITSBURG		5	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		194	0		3	98.45%	0	100.00%	
WARDEN		24	0		0	100.00%	0	100.00%	
WINLOCK		25	1	38.00	1	96.00%	0	100.00%	
YAKIMA		683	10	83.30	8	98.83%	0	100.00%	
	YAKIMA CHESTNUT	523	8	81.25	6	98.85%	0	100.00%	* 1
	YAKIMA WEST	160	2	91.50	2	98.75%	0	100.00%	
Exchanges in Neighboring States									
CLARKSTON		85	0		3	96.47%	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 - DECEMBER 2007  
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%	
TOTALS		16973	299	45.16	198	98.83%	0	100.00%	* 7
* All 7 >180 day orders are orders that should have been canceled									

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 - DECEMBER 2007

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE DEC-07	RATE NOV-07	RATE OCT-07	RATE SEP-07	RATE AUG-07	RATE JUL-07	RATE JUN-07	RATE MAY-07	RATE APR-07	RATE MAR-07	RATE FEB-07	RATE JAN-07		
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	13409	324	2.42	1.21	0.92	0.84	0.82	0.80	0.67	0.76	0.84	0.94	1.06	1.62		
AUBURN	0	27277	242	0.89	0.91	1.23	0.76	1.06	0.77	0.86	0.74	0.82	0.79	0.92	1.52		
BAINBRIDGE ISLAND	0	12331	123	1.00	0.90	1.17	0.70	1.16	1.27	0.80	0.72	0.75	0.74	0.75	1.25		
BATTLEGROUND	0	10623	117	1.10	0.92	1.43	0.89	1.40	1.07	0.84	0.85	1.18	0.89	0.86	1.30		
BELFAIR	0	7551	187	2.48	0.67	1.45	1.84	2.44	1.64	1.65	1.05	1.14	1.34	1.25	2.41		
BELLEVUE	0	55536	373	0.67	0.47	0.59	0.58	0.65	0.62	0.58	0.53	0.52	0.62	0.59	1.09		
		BELLEVUE GLENCOURT	0	22081	99	0.45	0.42	0.50	0.46	0.54	0.47	0.44	0.50	0.46	0.50	0.38	0.77
		BELLEVUE-SHERWOOD	0	33455	274	0.82	0.50	0.65	0.66	0.73	0.73	0.67	0.56	0.57	0.69	0.72	1.29
BELLINGHAM	0	36376	212	0.58	0.54	0.46	0.52	0.53	0.55	0.50	0.47	0.48	0.53	0.46	0.69		
		BELLINGHAM LUMMI	0	1403	16	1.14	1.40	0.42	0.91	0.70	1.04	0.97	1.24	0.83	0.21	0.83	0.90
		BELLINGHAM REGENT	0	34973	196	0.56	0.51	0.46	0.50	0.52	0.53	0.48	0.44	0.46	0.54	0.45	0.68
BLACK DIAMOND	0	3094	40	1.29	1.15	0.99	1.30	1.11	1.19	3.42	1.66	1.27	1.14	1.54	1.47		
BREMERTON	0	35632	294	0.83	0.58	0.77	0.57	0.59	0.82	0.76	0.60	0.84	0.71	0.50	0.98		
		BREMERTON CROSBY	0	3283	94	2.86	1.04	1.40	1.69	1.54	2.11	1.41	1.31	2.97	1.06	1.12	3.67
		BREMERTON ESSEX	0	31620	195	0.62	0.53	0.71	0.44	0.47	0.65	0.60	0.53	0.61	0.64	0.43	0.70
		BREMERTON SUNNYSLOPE	0	729	5	0.69	0.95	0.54	1.07	1.21	2.12	4.87	0.39	1.04	1.94	0.91	1.03
BUCKLEY	0	2735	40	1.46	1.46	1.74	1.14	1.25	1.84	1.51	1.09	1.29	1.22	1.25	1.74		
CASTLE ROCK	0	4609	90	1.95	1.27	1.76	1.27	1.72	1.56	1.13	1.48	1.46	1.12	1.41	1.66		
CENTRALIA	0	8793	141	1.60	1.38	1.20	1.24	1.23	1.31	0.89	1.11	0.85	0.84	1.04	1.60		
CHEHALIS	0	9948	285	2.86	1.40	0.98	1.04	1.63	2.22	1.43	1.21	0.96	1.44	2.85	1.41		
		CHEHALIS	0	7328	251	3.43	1.10	0.97	1.01	1.19	2.14	1.10	0.87	0.76	0.88	1.10	1.27
		CHEHALIS NAPAVINE	0	2620	34	1.30	2.25	0.99	1.10	2.90	2.47	2.36	2.19	1.55	3.06	7.82	1.80
CLE-ELUM	0	3273	28	0.86	0.91	1.88	0.97	1.51	1.39	1.11	1.11	1.05	0.87	1.07	1.04		
COLFAX	0	2400	23	0.96	1.45	0.94	0.87	0.86	1.85	1.73	0.74	0.61	0.94	1.02	1.56		
COLVILLE	0	7095	54	0.76	0.63	1.32	0.73	1.29	0.89	1.55	0.74	0.82	0.67	0.88	0.85		
COPALIS(OCEAN SHORES)	0	3903	135	3.46	0.97	2.68	1.08	0.82	1.09	1.02	1.21	0.94	1.21	1.06	1.36		
COULEE DAM	0	2221	28	1.26	1.43	0.98	0.67	1.36	0.68	1.34	0.80	1.38	0.98	0.67	1.61		
CRYSTAL MTN.	0	669	26	3.89	1.50	1.20	1.34	1.05	1.19	1.64	1.93	0.45	1.33	1.32	2.77		
DAYTON	0	1829	33	1.80	1.58	2.14	1.82	1.10	1.69	1.42	1.04	1.09	0.81	0.49	1.56		
DEER PARK	0	6501	51	0.78	1.07	2.48	1.68	1.66	1.49	1.40	0.99	0.81	0.93	0.81	1.57		
DES MOINES	0	27999	198	0.71	0.75	0.99	0.64	0.78	0.82	0.74	1.05	1.01	0.92	0.90	1.47		
		DES MOINES	0	10926	86	0.79	0.83	1.07	0.70	0.80	0.82	0.77	1.08	1.30	0.94	0.77	1.50
		DES MOINES FEDERAL WAY	0	17073	112	0.66	0.70	0.94	0.61	0.77	0.81	0.73	1.02	0.82	0.90	0.98	1.45
EASTON	0	676	2	0.30	0.44	1.31	0.59	1.17	0.72	2.01	1.58	0.14	0.29	0.14	0.42		

WASHINGTON TROUBLE REPORT RATE - DECEMBER 2007

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE DEC-07	RATE NOV-07	RATE OCT-07	RATE SEP-07	RATE AUG-07	RATE JUL-07	RATE JUN-07	RATE MAY-07	RATE APR-07	RATE MAR-07	RATE FEB-07	RATE JAN-07		
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	2811	25	0.89	0.92	0.99	1.02	0.63	1.50	1.18	1.01	0.90	0.59	0.94	1.53		
ENUMCLAW	0	7919	110	1.39	1.22	1.10	1.08	1.09	1.48	1.22	0.76	1.11	1.15	0.81	1.69		
EPHRATA	0	3345	28	0.84	1.25	0.86	0.91	1.15	0.91	0.87	1.25	3.56	0.98	0.69	1.30		
GRAHAM	0	15911	191	1.20	0.85	1.09	1.13	0.85	1.14	0.74	0.88	1.02	1.00	1.14	1.62		
GREEN BLUFF	0	2881	25	0.87	0.66	1.39	0.41	0.86	1.09	1.26	0.75	0.68	0.68	0.88	1.11		
HOODSPORT	0	2394	91	3.80	0.71	0.95	0.90	0.57	0.65	0.76	1.21	0.61	1.61	1.17	1.24		
ISSAQUAH	0	22092	131	0.59	0.56	0.61	0.53	0.70	0.62	0.53	0.55	0.73	0.55	0.47	0.92		
KENT	0	50336	410	0.81	0.78	0.86	0.68	0.72	0.89	0.69	0.77	0.69	0.74	0.85	1.15		
		KENT MERIDIAN	0	18216	202	1.11	1.06	1.19	0.89	0.90	1.04	0.89	1.04	0.99	1.12	1.31	1.51
		KENT O BRIEN	0	9431	25	0.27	0.18	0.39	0.29	0.37	0.24	0.27	0.44	0.43	0.31	0.36	0.35
		KENT ULRICH	0	22689	183	0.81	0.81	0.79	0.67	0.72	1.04	0.70	0.68	0.56	0.61	0.68	1.17
LIBERTY LAKE	0	1434	23	1.60	2.15	1.66	1.03	1.10	0.48	0.82	0.48	0.75	0.34	0.40	0.67		
LONGVIEW-KELSO	0	27970	460	1.64	1.08	1.17	0.91	1.03	1.20	1.09	1.12	1.14	1.09	1.81	1.74		
LOON LAKE	0	1336	9	0.67	1.34	1.19	1.38	1.00	1.29	0.92	0.92	0.93	1.15	0.86	1.72		
MAPLE VALLEY	0	11017	118	1.07	0.60	0.88	1.00	1.08	0.92	1.07	0.57	0.47	0.80	0.62	1.17		
MOSES LAKE	0	13692	176	1.29	1.11	1.15	1.10	1.18	1.36	2.00	1.30	1.38	1.44	1.51	1.59		
		MOSES LAKE AFB	0	2258	17	0.75	0.71	0.70	0.61	1.14	1.01	1.84	1.27	1.91	0.86	1.24	1.18
		MOSES LAKE ALDER	0	11434	159	1.39	1.20	1.24	1.19	1.19	1.43	2.03	1.30	1.27	1.55	1.56	1.67
NEWMAN LAKE	0	2074	18	0.87	1.14	0.66	0.70	0.78	1.09	1.09	0.95	1.66	0.63	0.75	1.27		
NORTHPORT	0	1098	14	1.28	0.91	1.74	1.28	1.36	1.20	1.57	1.48	0.56	0.84	0.65	2.31		
OLYMPIA	0	76731	605	0.79	0.68	0.80	0.76	0.94	0.96	0.71	0.68	0.68	0.80	0.71	1.07		
		OLYMPIA EVERGREEN	0	5914	62	1.05	1.02	1.06	0.85	0.83	1.09	0.96	0.85	1.89	0.87	0.66	1.19
		OLYMPIA LACEY	0	33823	251	0.74	0.63	0.68	0.75	1.22	0.99	0.74	0.66	0.56	0.73	0.71	0.95
		OLYMPIA WHITEHALL	0	36994	292	0.79	0.67	0.87	0.75	0.69	0.92	0.63	0.68	0.60	0.85	0.72	1.17
OMAK-OKANOGAN	0	7372	108	1.47	1.06	1.19	1.10	1.22	1.34	1.33	0.92	1.05	0.55	0.71	1.25		
OROVILLE	0	1853	12	0.65	0.91	1.56	0.65	1.92	3.58	1.66	1.49	0.85	0.81	0.70	1.13		
OTHELLO	0	4351	67	1.54	1.53	1.23	0.77	2.63	1.93	1.26	1.03	1.58	1.86	1.42	2.07		
PASCO	0	18278	171	0.94	1.15	0.94	0.95	1.14	1.40	1.07	1.04	0.86	0.73	0.94	1.04		
PATEROS	0	805	7	0.87	0.87	0.37	0.12	0.25	1.34	0.97	1.47	0.61	0.86	0.98	0.73		
POMEROY	0	1305	16	1.23	2.14	3.28	2.04	0.91	2.80	2.26	2.13	2.51	1.44	1.97	2.11		
PT. ANGELES	0	17275	209	1.21	0.84	0.97	1.03	0.77	0.90	0.73	0.99	1.31	0.78	0.91	1.45		
		PT ANGELES JOYCE	0	1180	30	2.54	1.26	1.18	1.00	1.58	1.09	1.50	1.90	1.82	1.31	1.95	2.90
		PT. ANGELES	0	16095	179	1.11	0.81	0.96	1.03	0.71	0.88	0.68	0.92	1.27	0.74	0.84	1.35
PT. LUDLOW	0	2797	20	0.72	0.53	0.49	0.49	0.63	0.95	0.85	1.51	0.88	0.56	0.70	1.46		

WASHINGTON TROUBLE REPORT RATE - DECEMBER 2007

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE DEC-07	RATE NOV-07	RATE OCT-07	RATE SEP-07	RATE AUG-07	RATE JUL-07	RATE JUN-07	RATE MAY-07	RATE APR-07	RATE MAR-07	RATE FEB-07	RATE JAN-07
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. ORCHARD		0	20577	283	1.38	0.86	1.18	0.80	0.81	1.11	0.81	0.81	0.81	1.03	0.91	1.34
	PORT ORCHARD COLBY	0	7740	142	1.83	0.78	1.39	0.67	0.88	0.98	0.86	0.69	0.81	1.06	0.94	1.35
	PT. ORCHARD	0	12837	141	1.10	0.91	1.05	0.88	0.77	1.19	0.79	0.88	0.81	1.00	0.89	1.33
PT. TOWNSEND		0	11546	87	0.75	0.83	0.79	0.69	0.77	0.89	0.60	1.05	0.77	0.86	0.72	0.94
PUYALLAP		0	30740	218	0.71	0.70	0.85	0.69	0.94	0.79	0.70	1.44	0.68	0.68	0.83	1.04
RENTON		0	46693	354	0.76	0.68	0.83	0.68	0.89	0.83	0.82	0.64	0.70	1.01	0.96	1.16
RIDGEFIELD		1	3703	83	2.24	2.03	2.79	1.97	1.83	2.08	1.89	1.85	1.51	1.64	5.65	3.91
ROCHESTER		0	5445	135	2.48	1.15	1.07	1.36	1.04	1.03	1.16	1.48	1.03	1.62	1.47	3.24
ROY		0	2542	58	2.28	1.96	2.22	0.92	2.19	2.22	3.20	1.74	1.17	1.05	1.97	2.38
SEATTLE		0	323171	2580	0.80	0.54	0.66	0.54	0.62	0.62	0.56	0.54	0.54	0.64	0.63	0.97
	SEATTLE ATWATER	0	24314	118	0.49	0.44	0.45	0.38	0.89	0.56	0.41	0.44	0.44	0.40	0.43	0.64
	SEATTLE CAMPUS	0	11689	50	0.43	0.28	0.39	0.40	0.38	0.36	0.38	0.33	0.36	0.50	0.45	0.54
	SEATTLE CHERRY	0	36784	340	0.92	0.74	1.03	1.09	0.76	0.92	0.86	0.74	0.73	0.91	1.02	1.37
	SEATTLE DUWAMISH	0	14665	135	0.92	0.68	0.79	0.54	0.75	0.67	0.61	0.69	0.49	0.75	0.68	1.11
	SEATTLE EAST	0	34462	286	0.83	0.80	0.71	0.59	0.66	0.78	0.66	0.68	0.67	0.68	0.71	0.91
	SEATTLE ELLIOT	0	9099	23	0.25	0.18	0.28	0.17	0.42	0.26	0.27	0.26	0.24	0.28	0.26	0.23
	SEATTLE EMERSON	0	35219	376	1.07	0.62	0.77	0.59	0.63	0.60	0.54	0.63	0.62	0.70	0.61	1.26
	SEATTLE LAKEVIEW	0	30024	244	0.81	0.62	0.78	0.59	0.76	0.59	0.65	0.56	0.73	0.58	0.75	0.88
	SEATTLE MAIN	0	45758	89	0.19	0.14	0.18	0.19	0.23	0.27	0.16	0.19	0.21	0.22	0.22	0.20
	SEATTLE MERCER ISLAND (ADAMS)	0	10407	109	1.05	0.59	0.97	0.54	0.85	0.84	0.85	0.83	0.72	0.79	0.85	2.52
	SEATTLE PARKWAY	0	21084	360	1.71	0.77	1.00	0.74	0.79	0.91	0.90	0.72	0.74	1.33	0.95	1.64
	SEATTLE SUNSET	0	25894	253	0.98	0.39	0.57	0.42	0.48	0.60	0.56	0.49	0.43	0.52	0.42	0.69
	SEATTLE WEST	0	23772	197	0.83	0.62	0.73	0.46	0.67	0.68	0.53	0.52	0.47	0.76	0.84	1.40
SEQUIM		0	14160	150	1.06	1.32	1.08	0.73	0.98	0.98	1.01	0.83	1.00	0.96	1.07	1.32
SHELTON		0	15348	282	1.84	0.80	1.30	1.07	1.03	1.61	1.17	3.08	1.03	0.96	0.87	1.28
SILVERDALE		0	14887	196	1.32	0.64	1.16	0.94	0.85	0.67	0.61	0.61	0.53	0.66	0.64	1.00
SPOKANE		0	146496	1498	1.02	0.74	0.81	0.91	0.86	0.95	0.87	0.81	0.74	0.73	0.74	0.79
	SPOKANE CHESTNUT	0	2929	26	0.89	0.95	0.74	0.61	1.31	0.63	0.73	1.07	0.55	0.96	1.91	0.79
	SPOKANE FAIRFAX	0	20896	226	1.08	0.89	0.87	0.73	0.94	0.98	1.07	0.72	0.51	0.85	0.80	0.76
	SPOKANE HUDSON	0	15911	173	1.09	0.93	0.73	0.95	0.90	1.13	0.70	0.91	0.65	0.71	0.84	0.92
	SPOKANE KEYSTONE	0	14547	160	1.10	0.71	0.81	0.78	0.89	1.05	0.73	0.81	0.68	0.71	0.71	0.90
	SPOKANE MORAN	0	9179	134	1.46	0.50	0.87	0.69	0.94	0.92	0.99	0.91	0.56	0.76	0.68	0.91
	SPOKANE RIVERSIDE	0	20726	215	1.04	0.69	0.80	0.71	0.76	0.87	0.68	0.81	0.70	0.59	0.77	0.61
	SPOKANE WALNUT	0	40389	362	0.90	0.70	0.69	1.01	0.78	0.90	0.83	0.66	0.58	0.53	0.68	0.78

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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	21919	202	0.92	0.67	1.05	1.27	0.89	0.96	1.10	1.01	1.53	1.09	0.57	0.78
SPRINGDALE		0	1769	31	1.75	2.34	3.11	1.64	2.10	1.70	1.03	2.00	1.76	1.47	1.24	1.34
SUMNER (BONNEYLAKE)		0	18472	161	0.87	1.28	1.20	0.76	0.81	0.83	0.92	0.74	0.71	1.01	0.93	1.36
TACOMA		0	157643	1347	0.85	0.70	0.95	0.79	0.81	0.90	0.70	0.75	0.69	0.78	0.87	1.33
	TACOMA FORT LEWIS	0	5085	18	0.35	0.31	0.50	0.50	0.48	0.53	0.32	0.28	0.35	0.47	0.29	0.71
	TACOMA GREENFIELD	0	21101	268	1.27	0.95	1.31	1.01	1.03	1.52	0.85	0.82	0.86	1.01	1.14	1.66
	TACOMA JUNIPER	0	21766	180	0.83	0.87	0.86	0.71	0.75	0.88	0.68	0.67	0.78	0.89	0.89	1.22
	TACOMA LENNOX	0	26117	249	0.95	0.81	1.35	0.88	1.14	1.14	0.99	1.11	0.86	0.90	1.14	1.73
	TACOMA LOGAN	0	15248	134	0.88	0.52	0.76	0.64	0.64	0.74	0.61	0.88	0.70	0.82	0.91	1.28
	TACOMA MARKET (FAWCETT)	0	17769	95	0.53	0.46	0.75	0.50	0.55	0.59	0.54	0.58	0.62	0.50	0.52	0.97
	TACOMA SKYLINE	0	14803	121	0.82	0.68	0.82	0.97	0.64	0.76	0.65	0.57	0.58	0.90	0.81	1.39
	TACOMA WAVERLY-2	0	7336	61	0.83	1.02	0.78	0.76	0.84	0.77	0.78	0.55	0.57	0.69	0.85	1.12
	TACOMA WAVERLY-7	0	28418	221	0.78	0.51	0.82	0.80	0.79	0.70	0.55	0.70	0.52	0.60	0.75	1.18
VANCOUVER		0	89776	1000	1.11	0.97	1.16	1.02	0.87	0.96	0.80	0.83	0.81	1.06	0.92	0.99
	VANCOUVER ORCHARDS	0	45332	408	0.90	0.98	1.13	1.07	0.88	1.05	0.77	0.70	0.77	0.95	0.94	1.00
	VANCOUVER OXFORD	0	25514	378	1.48	1.01	1.18	0.88	0.77	0.89	0.91	0.94	0.80	0.88	0.91	0.96
	VANCOUVER SALMON CRK(NORTH)	0	18930	214	1.13	0.92	1.18	1.09	0.97	0.86	0.72	0.99	0.94	1.55	0.87	1.02
WAITSBURG		0	619	8	1.29	2.07	2.06	0.32	2.05	1.55	2.78	0.91	1.51	1.06	1.19	1.03
WALLA WALLA (INCL TOUCHET)		0	18303	146	0.80	1.14	0.97	0.88	0.92	1.17	1.12	0.80	0.83	0.76	0.78	0.82
WARDEN		0	1259	18	1.43	1.49	1.57	0.39	0.86	0.55	0.94	1.72	1.70	1.15	2.14	0.68
WINLOCK		0	2214	28	1.26	1.25	1.75	1.07	1.24	1.42	1.15	1.10	0.53	1.19	0.88	2.08
YAKIMA		0	45846	334	0.73	0.70	0.63	0.67	0.91	0.84	0.90	0.68	0.71	0.67	0.58	0.68
	YAKIMA CHESTNUT	0	30995	227	0.73	0.76	0.59	0.70	0.93	0.77	0.90	0.65	0.71	0.61	0.55	0.68
	YAKIMA WEST	0	14851	107	0.72	0.59	0.72	0.61	0.86	0.97	0.92	0.73	0.72	0.81	0.66	0.67
Exchanges in Neighboring States																
CLARKSTON		0	7357	62	0.84	1.04	1.10	1.15	1.29	1.18	0.87	0.89	1.11	0.79	2.87	1.15
TOTALS		0	1560123	15149	0.97	0.76	0.90	0.77	0.85	0.90	0.79	0.78	0.75	0.80	0.83	1.13



WASHINGTON TRUNK BLOCKING SUMMARY - DECEMBER 2007

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED	
E911	144	0	0.00%	
LOCAL	368	0	0.00%	
TOLL	387	1	0.26%	

WASHINGTON TRUNK BLOCKING - DECEMBER 2007

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072428	264			TOLL	TWO_WAY	1.19%	AP072428 BLOCKED HOUR 18 WEEK OF 12/17/07 DUE TO SPIKES IN PC IN STTLWA0303T, A SA TGSR WAS ISSUED 1/4/08

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2007

MEASURE	MARKET UNIT	JAN-07	FEB-07	MAR-07	APR-07	MAY-07	JUN-07	JUL-07	AUG-07
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								
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								

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2007

MEASURE	MARKET UNIT	JAN-07	FEB-07	MAR-07	APR-07	MAY-07	JUN-07	JUL-07	AUG-07
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								
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								

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2007

MEASURE	MARKET UNIT	JAN-07	FEB-07	MAR-07	APR-07	MAY-07	JUN-07	JUL-07	AUG-07
Number of Remote Call Frwding-Recurring	RES								
Amount of Remote Call Frwding-Recurring	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 Remote Call Frwding-Recurring	BUS								
Amount of Remote Call Frwding-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								
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								

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2007

MEASURE	MARKET UNIT	JAN-07	FEB-07	MAR-07	APR-07	MAY-07	JUN-07	JUL-07	AUG-07
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								
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, Foilage, 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								

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2007

MEASURE	MARKET UNIT	JAN-07	FEB-07	MAR-07	APR-07	MAY-07	JUN-07	JUL-07	AUG-07
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								
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								

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2007

MEASURE	MARKET UNIT	SEP-07	OCT-07	NOV-07	DEC-07	YTD
Number of Scheduled Appointments (dispatched orders)	RES					96030
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	RES					1690
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	RES					8283
Number of Scheduled Commitments (non-dispatched orders)	RES					1187010
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	RES					336
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	RES					3820
Number Exclusions	RES					12103
Number of Scheduled Appointments (dispatched orders)	BUS					28106
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	BUS					1046
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	BUS					4474
Number of Scheduled Commitments (non-dispatched orders)	BUS					87066
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	BUS					238
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	BUS					970
Number Exclusions	BUS					5444
Number of Scheduled Appointments (dispatched tickets)	RES					123734
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	RES					9332
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	RES					562
Number of Scheduled Commitments (non-dispatched tickets)	RES					31322
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	RES					1309
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	RES					5
Number Exclusions	RES					1802

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2007

MEASURE	MARKET UNIT	SEP-07	OCT-07	NOV-07	DEC-07	YTD
Number of Scheduled Appointments (dispatched tickets)	BUS					17689
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	BUS					2869
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	BUS					530
Number of Scheduled Commitments (non-dispatched tickets)	BUS					4621
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	BUS					272
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	BUS					17
Number Exclusions	BUS					893
Total amount of missed appointments credits paid	RES					\$80,612.50
Number of customers receiving credits for company missed appointments/commitments-Install	RES					3206
Total amount of missed appointments credits paid	BUS					\$110,012.50
Number of customers receiving credits for company missed appointments/commitments-Install	BUS					2529
Total amount of missed appointments credits paid	RES					\$204,100.00
Number of customers receiving credits for company missed appointments/commitments-Repair	RES					8145
Total amount of missed appointments credits paid	BUS					\$57,025.00
Number of customers receiving credits for company missed appointments/commitments-Repair	BUS					1153
Count of All Orders	RES					235157
WA Completed Orders for Primary Service installed within 5 business days	RES					233191
Number of credits-First Month's Charge(HO Recurring)	RES					17
Amount of credit-First Month's Charge(HO Recur)	RES					\$316.00
Number of credits-Installation (HO NonRecur)	RES					1262
Amount of credits-Installation (Ho NonRecur)	RES					\$39,123.50

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2007

MEASURE	MARKET UNIT	SEP-07	OCT-07	NOV-07	DEC-07	YTD
Number of Remote Call Frwding-Recurring	RES					8
Amount of Remote Call Frwding-Recurring	RES					\$128.00
Count of All Orders	BUS					37350
WA Completed Orders for Primary Service installed within 5 business days	BUS					36308
Number of credits-First Month's Charge(HO Recurring)	BUS					13
Amount of credit-First Month's Charge(HO Recur)	BUS					\$510.91
Number of credits-Installation (HO NonRecur)	BUS					693
Amount of credits-Installation (Ho NonRecur)	BUS					\$55,519.00
Number of Remote Call Frwding-Recurring	BUS					1
Amount of Remote Call Frwding-Recurring	BUS					\$16.00
Number of out of service repair reports cleared within two working days	RES					11248
Percentage of out of service repair reports cleared within two working days	RES					96.56%
Number of out of service repair reports not cleared within two working days minus exceptions.	RES					401
Percentage of out of service repair reports not cleared within two working days minus exceptions.	RES					3.44%
Total amount of two day out of service condition credits	RES					\$1,284.53
Total amount of two day out of service condition credit exceptions	RES					844
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES					445
Number of two day out of service condition credit exceptions for Weather Related Events	RES					381
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foilage, etc.)	RES					2
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	RES					16
Number of out of service repair reports cleared within two working days	BUS					1528

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2007

MEASURE	MARKET UNIT	SEP-07	OCT-07	NOV-07	DEC-07	YTD
Percentage of out of service repair reports cleared within two working days	BUS					96.71%
Number of out of service repair reports not cleared within two working days minus exceptions.	BUS					52
Percentage of out of service repair reports not cleared within two working days minus exceptions.	BUS					3.29%
Total amount of two day out of service condition credits	BUS					\$150
Total amount of two day out of service condition credit exceptions	BUS					128
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	BUS					68
Number of two day out of service condition credit exceptions for Weather Related Events	BUS					53
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					7
Number of out of service repair reports cleared within seven calendar days	RES					12393
Percentage of out of service repair reports cleared within seven calendar days	RES					99.70%
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	RES					37
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	RES					0.30%
Total amount of seven day out of service condition credits	RES					\$393.14
Total amount of seven day out of service condition credit exceptions	RES					63
No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES					32
Number of seven day out of service condition credit exceptions for Weather Related Events	RES					30
Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foilage, etc.)	RES					
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	RES					1
Number of out of service repair reports cleared within seven calendar days	BUS					1701
Percentage of out of service repair reports cleared within seven calendar days	BUS					99.94%
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS					1

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2007

MEASURE	MARKET UNIT	SEP-07	OCT-07	NOV-07	DEC-07	YTD
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS					0.06%
Total amount of seven day out of service condition credit exceptions	BUS					6
No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	BUS					1
Number of seven day out of service condition credit exceptions for Weather Related Events	BUS					5
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					