

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

Mark S. Reynolds
Senior Director - Regulatory
Policy and Law

Qwest 
Spirit of Service™

July 30, 2008

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

RECEIVED
2008 JUL 31 AM 10:31
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

Attention: Kristen Russell
Re: Docket Nos. UT-921192, UT-950200, UT-991358, UT-030704, UT-061625

Dear Ms. Washburn:

Enclosed are the June 2008 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.

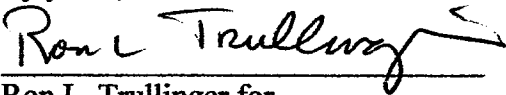
The following reports are enclosed:

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

Pursuant to WAC 480-07-160(3), Qwest requests that the portions of these reports 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 - JUNE 2008

METRIC DESCRIPTION	JANUARY 2008			FEBRUARY 2008			MARCH 2008		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	10151	10259	98.95%	8643	8691	99.45%	9104	9136	99.65%
OOS Tickets Not Cleared Within 48 Hrs	108	1	106	48	1	48	32	1	32
Number of OOS Exemptions	117	1	117	118	1	118	93	1	93
All Other Repairs Cleared LT < 72 Hrs	3593	3605	99.67%	2985	2995	99.67%	2829	2840	99.61%
All Other Troubles Cleared GTR > 72 Hrs	12	1	12	10	1	10	11	1	11
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	2	1	2	0	1	0	0	1	0
Physically Obstructed All Other Troubles Cleared > 72 Hrs	25	1	25	24	1	24	19	1	19
Repair Force Majeure Exclusions	95	1	95	45	1	45	93	1	93
Repair Physically Obstructed Exclusions	89	1	89	64	1	64	46	1	46
Installation Appointments Met	10245	10725	95.52%	9859	10306	95.66%	9388	9788	96.11%
Repair Appointments Met	4767	5322	89.57%	4352	4804	90.59%	4332	4765	90.91%
Provisioning Missed for Company Reasons	236	1	236	182	1	182	224	1	224
Provisioning Missed for Customer Reasons	1215	1	1215	1120	1	1120	1091	1	1091
Switches Delivering Dial Tone Within 3 seconds			Met Standards			Met Standards			Met Standards

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - JUNE 2008

METRIC DESCRIPTION	APRIL 2008			MAY 2008			JUNE 2008		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	8470	8527	99.33%	8650	8750	98.86%	9330	9403	99.22%
OOS Tickets Not Cleared Within 48 Hrs	57	1	57	100	1	100	73	1	73
Number of OOS Exemptions	72	1	72	90	1	90	107	1	107
All Other Repairs Cleared LT < 72 Hrs	2674	2689	99.44%	2667	2680	99.51%	2684	2694	99.63%
All Other Troubles Cleared GTR > 72 Hrs	15	1	15	13	1	13	10	1	10
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	20	1	20	17	1	17	14	1	14
Repair Force Majeure Exclusions	51	1	51	40	1	40	86	1	86
Repair Physically Obstructed Exclusions	61	1	61	69	1	69	58	1	58
Installation Appointments Met	9849	10365	95.02%	8899	9378	94.89%	9068	9590	94.56%
Repair Appointments Met	4165	4699	88.64%	4327	4900	88.31%	4601	5232	87.94%
Provisioning Missed for Company Reasons	250	1	250	226	1	226	239	1	239
Provisioning Missed for Customer Reasons	1222	1	1222	1127	1	1127	1181	1	1181
Switches Delivering Dial Tone Within 3 seconds			Met Standards			Met Standards			Met Standards

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - JUNE 2008
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-HOQUJAM		152	1	119.00	1	99.34%	0	100.00%	
AUBURN		359	2	13.50	4	98.89%	0	100.00%	
BAINBRIDGE ISLAND		90	3	42.00	0	100.00%	0	100.00%	
BATTLEGROUND		119	3	36.33	0	100.00%	0	100.00%	
BELFAIR		70	3	31.33	5	92.86%	0	100.00%	
BELLEVUE		448	9	12.33	2	99.55%	0	100.00%	
BELLEVUE GLENCOURT		208	4	21.50	1	99.52%	0	100.00%	
BELLEVUE-SHERWOOD		240	5	5.00	1	99.58%	0	100.00%	
BELLINGHAM		480	9	40.22	10	97.83%	0	100.00%	
BELLINGHAM LUMMI		41	2	48.00	1	97.56%	0	100.00%	
BELLINGHAM REGENT		419	7	38.00	9	97.85%	0	100.00%	
BLACK DIAMOND		21	4	16.00	0	100.00%	0	100.00%	
BREMERTON		425	2	18.00	11	97.41%	0	100.00%	
BREMERTON CROSBY		31	1	2.00	1	96.77%	0	100.00%	
BREMERTON ESSEX		385	1	34.00	10	97.40%	0	100.00%	
BREMERTON SUNNYSLOPE		9	0		0	100.00%	0	100.00%	
BUCKLEY		31	2	58.50	0	100.00%	0	100.00%	
CASTLE ROCK		41	0		2	95.12%	0	100.00%	
CENTRALIA		130	1	0.00	1	99.23%	0	100.00%	
CHEHALIS		139	4	37.50	5	96.40%	0	100.00%	
CHEHALIS	CHEHALIS	108	2	71.50	4	96.30%	0	100.00%	
CHEHALIS NAPA VINE	CHEHALIS NAPA VINE	31	2	3.50	1	96.77%	0	100.00%	
CLE-ELUM		35	2	30.50	1	97.14%	0	100.00%	
COLFAX		20	0		0	100.00%	0	100.00%	
COLVILLE		96	1	62.00	0	100.00%	0	100.00%	
COPALIS(OCEAN SHORES)		57	1	0.00	2	96.49%	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 - JUNE 2008
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%	
COULEE DAM		34	1	106.00	0	100.00%	0	100.00%	
CRYSTAL MTN.		7	0		0	100.00%	0	100.00%	
DAYTON		22	1	34.00	0	100.00%	0	100.00%	
DEER PARK		92	1	9.00	1	98.91%	0	100.00%	
DES MOINES		411	5	44.80	2	99.51%	0	100.00%	
	DES MOINES	168	4	22.75	1	99.40%	0	100.00%	
	DES MOINES FEDERAL WAY	243	1	133.00	1	99.59%	0	100.00%	
EASTON		13	0		0	100.00%	0	100.00%	
ELK		21	3	46.33	0	100.00%	0	100.00%	
ENUMCLAW		63	1	15.00	0	100.00%	0	100.00%	
EPHRATA		37	0		0	100.00%	0	100.00%	
GRAHAM		166	2	10.00	5	96.99%	0	100.00%	
GREEN BLUFF		16	1	119.00	0	100.00%	0	100.00%	
HOODSPORT		35	1	14.00	0	100.00%	0	100.00%	
ISSAQUAH		202	3	36.67	5	97.52%	0	100.00%	
KENT		566	10	38.30	7	98.76%	0	100.00%	
	KENT MERIDIAN	165	0		1	99.39%	0	100.00%	
	KENT O BRIEN	59	3	47.33	2	96.61%	0	100.00%	
	KENT ULRICH	342	7	34.43	4	98.83%	0	100.00%	
LIBERTY LAKE		16	0		0	100.00%	0	100.00%	
LONGVIEW-KELSO		414	3	44.67	2	99.52%	0	100.00%	
LOON LAKE		29	1	8.00	0	100.00%	0	100.00%	
MAPLE VALLEY		83	1	20.00	2	97.59%	0	100.00%	
MOSES LAKE		233	7	44.57	1	99.57%	0	100.00%	
	MOSES LAKE AFB	44	1	6.00	0	100.00%	0	100.00%	
	MOSES LAKE ALDER	189	6	51.00	1	99.47%	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 - JUNE 2008
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%	
NEWMAN LAKE		9	0		0	100.00%	0	100.00%	
NORTHPORT		21	0		0	100.00%	0	100.00%	
OLYMPIA		743	6	82.83	8	98.92%	0	100.00%	1
	OLYMPIA EVERGREEN	52	0		0	100.00%	0	100.00%	
	OLYMPIA LACEY	339	4	101.25	4	98.82%	0	100.00%	1
	OLYMPIA WHITEHALL	352	2	46.00	4	98.86%	0	100.00%	
OMAK-OKANOGAN		107	3	27.00	1	99.07%	0	100.00%	
OROVILLE		26	1	23.00	0	100.00%	0	100.00%	
OTHELLO		62	0		1	98.39%	0	100.00%	
PASCO		366	8	37.63	5	98.63%	0	100.00%	
PATEROS		16	0		1	93.75%	0	100.00%	
POMEROY		9	0		0	100.00%	0	100.00%	
PT. ANGELES		182	3	23.67	1	99.45%	0	100.00%	
	PT. ANGELES JOYCE	12	1	19.00	0	100.00%	0	100.00%	
	PT. ANGELES	170	2	26.00	1	99.41%	0	100.00%	
PT. LUDLOW		16	1	18.00	0	100.00%	0	100.00%	
PT. ORCHARD		214	2	57.50	3	98.60%	0	100.00%	
	PORT ORCHARD COLBY	74	0		0	100.00%	0	100.00%	
	PT. ORCHARD	140	2	57.50	3	97.86%	0	100.00%	
PT. TOWNSEND		131	5	10.20	3	97.71%	0	100.00%	
PUYALLAP		311	8	21.50	6	98.07%	0	100.00%	
RENTON		531	12	31.92	7	98.68%	0	100.00%	
RIDGEFIELD		28	2	2.50	2	92.86%	0	100.00%	
ROCHESTER		72	6	27.67	1	98.61%	0	100.00%	
ROY		27	0		1	96.30%	0	100.00%	
SEATTLE		3196	62	34.18	37	98.84%	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 - JUNE 2008
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	SEATTLE ATWATER	225	1	29.00	3	99.00%	0	99.00%	
	SEATTLE CAMPUS	118	0	19.26	20	98.67%	0	100.00%	
	SEATTLE CHERRY	523	19	6.00	2	96.18%	0	100.00%	
	SEATTLE DUWAMISH	197	1	41.40	2	98.98%	0	100.00%	
	SEATTLE EAST	401	15	41.50	2	99.50%	0	100.00%	
	SEATTLE ELLIOT	128	2	31.50	1	99.22%	0	100.00%	
	SEATTLE EMERSON	303	2	75.33	2	99.34%	0	100.00%	
	SEATTLE LAKEVIEW	212	3	17.50	2	99.06%	0	100.00%	
	SEATTLE MAIN	345	4	2.00	3	99.13%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	87	1	51.50	1	98.85%	0	100.00%	
	SEATTLE PARKWAY	246	10	34.50	0	100.00%	0	100.00%	
	SEATTLE SUNSET	214	4	45.00	0	100.00%	0	100.00%	
	SEATTLE WEST	197	0	8.00	1	99.49%	0	100.00%	
SEQUIM		166	1	4.67	1	99.40%	0	100.00%	
SHELTON		210	1	35.08	1	99.52%	0	100.00%	
SILVERDALE		153	3	19.50	2	98.69%	0	100.00%	
SPOKANE		1760	25	15.33	19	98.92%	0	100.00%	
	SPOKANE CHESTNUT	51	0	26.67	0	100.00%	0	100.00%	
	SPOKANE FAIRFAX	248	2	48.20	5	97.98%	0	100.00%	
	SPOKANE HUDSON	279	3	51.14	2	99.28%	0	100.00%	
	SPOKANE KEYSTONE	204	0	22.60	1	99.51%	0	100.00%	
	SPOKANE MORAN	95	3	66.00	1	98.95%	0	100.00%	
	SPOKANE RIVERSIDE	269	5		4	98.51%	0	100.00%	
	SPOKANE WALNUT	414	7		4	99.03%	0	100.00%	
	SPOKANE WHITWORTH	200	5		2	99.00%	0	100.00%	
SPRINGDALE		27	3		1	96.30%	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 - JUNE 2008
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		146	2	13.50	0	100.00%	0	100.00%	
SUMNER (BONNEYLAKE)		2064	40	34.90	14	99.32%	0	100.00%	
TACOMA	TACOMA FORT LEWIS	85	2	12.00	0	100.00%	0	100.00%	
	TACOMA GREENFIELD	375	8	30.63	3	99.20%	0	100.00%	
	TACOMA JUNIPER	321	6	32.67	3	99.07%	0	100.00%	
	TACOMA LENNOX	332	9	34.78	3	99.10%	0	100.00%	
	TACOMA LOGAN	165	4	47.75	0	100.00%	0	100.00%	
	TACOMA MARKET (FAWCETT)	266	7	41.57	1	99.62%	0	100.00%	
	TACOMA SKYLINE	137	3	28.33	0	100.00%	0	100.00%	
	TACOMA WAVERLY-2	84	0		2	97.62%	0	100.00%	
	TACOMA WAVERLY-7	289	1	51.00	2	99.33%	0	100.00%	
VANCOUVER		1124	21	37.00	10	99.11%	0	100.00%	
	VANCOUVER ORCHARDS	537	9	32.44	6	98.88%	0	100.00%	
	VANCOUVER OXFORD	408	10	46.20	3	99.26%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	179	2	11.50	1	99.44%	0	100.00%	
WAITSBURG		3	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		232	5	33.40	2	99.14%	0	100.00%	
WARDEN		20	0		0	100.00%	0	100.00%	
WINLOCK		31	0		0	100.00%	0	100.00%	
YAKIMA		757	10	41.80	3	99.60%	0	100.00%	
	YAKIMA CHESTNUT	589	8	38.88	1	99.83%	0	100.00%	
	YAKIMA WEST	168	2	53.50	2	98.81%	0	100.00%	
Exchanges in Neighboring States									
CLARKSTON		90	0		2	97.78%	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 - JUNE 2008
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		18003	318	34.64	201	90.00% 98.88%	0	99.00% 100.00%	1
TOTALS									
Olympia Lacey Order Not Completed > 180 Days Due to Customer Reasons	Olympia Lacey = 4 pending inward orders at the end of June with one > 180 days = 25%								

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 - JUNE 2008

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JUN-08	RATE MAY-08	RATE APR-08	RATE MAR-08	RATE FEB-08	RATE JAN-08	RATE DEC-07	RATE NOV-07	RATE OCT-07	RATE SEP-07	RATE AUG-07	RATE JUL-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	12919	79	0.61	0.69	0.65	0.72	1.09	1.22	2.42	1.21	0.92	0.84	0.82	0.80
AUBURN	0	25357	248	0.98	1.53	0.69	0.78	0.67	0.79	0.89	0.91	1.23	0.78	1.06	0.77
BAINBRIDGE ISLAND	0	11908	91	0.76	0.67	0.72	0.80	0.80	0.81	1.00	0.90	1.17	0.70	1.16	1.27
BATTLEGROUND	0	10270	141	1.37	0.56	0.91	0.73	0.85	1.29	1.10	0.92	1.43	0.89	1.40	1.07
BELFAIR	0	7303	102	1.40	1.15	1.15	0.87	0.83	1.73	2.48	0.67	1.45	1.84	2.44	1.64
BELLEVUE	0	52180	305	0.58	0.56	0.52	0.49	0.47	0.57	0.67	0.47	0.59	0.58	0.65	0.62
BELLEVUE GLENCOURT	0	20957	92	0.44	0.41	0.42	0.39	0.38	0.41	0.45	0.42	0.50	0.46	0.54	0.47
BELLEVUE-SHERWOOD	0	31223	213	0.68	0.67	0.60	0.56	0.53	0.67	0.82	0.50	0.65	0.66	0.73	0.73
BELLINGHAM	0	34163	172	0.50	0.44	0.29	0.47	0.42	0.46	0.58	0.54	0.46	0.52	0.53	0.55
BELLINGHAM LUMMI	0	1392	42	3.02	0.72	0.73	0.58	0.36	0.57	1.14	1.40	0.42	0.91	0.70	1.04
BELLINGHAM REGENT	0	32771	130	0.40	0.42	0.27	0.47	0.42	0.45	0.56	0.51	0.46	0.50	0.52	0.53
BLACK DIAMOND	0	2947	32	1.09	0.81	1.03	1.23	0.92	1.30	1.29	1.15	0.99	1.30	1.11	1.19
BREMERTON	0	34497	192	0.56	0.51	0.40	0.51	0.63	0.73	0.83	0.58	0.77	0.57	0.59	0.82
BREMERTON CROSBY	0	3203	58	1.81	1.28	0.56	1.10	1.41	1.56	2.86	1.04	1.40	1.69	1.54	2.11
BREMERTON ESSEX	0	30580	128	0.42	0.42	0.39	0.43	0.56	0.65	0.62	0.53	0.71	0.44	0.47	0.65
BREMERTON SUNNYSLOPE	0	714	6	0.84	0.56	0.42	0.97	0.41	0.41	0.69	0.95	0.54	1.07	1.21	2.12
BUCKLEY	0	2589	34	1.31	1.15	0.91	0.75	0.97	0.89	1.46	1.46	1.74	1.14	1.25	1.84
CASTLE ROCK	0	4357	55	1.26	3.56	1.22	3.34	1.75	1.89	1.95	1.27	1.76	1.27	1.72	1.56
CENTRALIA	0	8501	59	0.69	0.69	0.78	1.60	1.40	2.14	1.60	1.38	1.20	1.24	1.23	1.31
CHEHALIS	0	9786	143	1.46	0.98	1.40	1.30	1.42	1.90	2.86	1.40	0.98	1.04	1.63	2.22
CHEHALIS	0	7175	119	1.66	0.86	1.74	1.29	1.28	1.94	3.43	1.10	0.97	1.01	1.19	2.14
CHEHALIS NAPA VINE	0	2611	24	0.92	1.34	0.50	1.34	1.80	1.80	1.30	2.25	0.99	1.10	2.90	2.47
CLE-ELUM	0	3190	48	1.50	0.84	0.62	0.77	0.65	0.99	0.86	0.91	1.88	0.97	1.51	1.39
COLFAX	0	2345	15	0.64	1.10	0.93	0.38	0.88	1.33	0.96	1.45	0.94	0.87	0.86	1.85
COLVILLE	0	6974	71	1.02	0.93	0.74	0.71	0.88	0.86	0.76	0.63	1.32	0.73	1.29	0.89
COPALIS(OCEAN SHORES)	0	3783	41	1.08	1.29	1.12	1.35	1.43	1.63	3.46	0.97	2.68	1.08	0.82	1.09
COULEE DAM	0	2204	19	0.86	1.22	1.08	0.81	0.40	0.36	1.26	1.43	0.98	0.67	1.36	0.68
CRYSTAL MTN.	0	628	4	0.64	1.43	1.27	0.93	2.94	2.30	3.89	1.50	1.20	1.34	1.05	1.19
DAYTON	0	1799	39	2.17	1.16	0.55	0.78	1.50	1.60	1.80	1.58	2.14	1.82	1.10	1.69
DEER PARK	0	6396	60	0.94	1.14	0.72	1.01	1.82	2.40	0.78	1.07	2.48	1.68	1.66	1.49
DES MOINES	0	25948	152	0.59	0.73	0.71	0.74	0.83	0.79	0.71	0.75	0.99	0.64	0.78	0.82
DES MOINES	0	10153	62	0.61	0.79	0.79	0.81	0.92	0.75	0.79	0.83	1.07	0.70	0.80	0.82
DES MOINES FEDERAL WAY	0	15795	90	0.57	0.69	0.67	0.69	0.77	0.81	0.66	0.70	0.94	0.61	0.77	0.81

WASHINGTON TROUBLE REPORT RATE - JUNE 2008

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JUN-08	RATE MAY-08	RATE APR-08	RATE MAR-08	RATE FEB-08	RATE JAN-08	RATE DEC-07	RATE NOV-07	RATE OCT-07	RATE SEP-07	RATE AUG-07	RATE JUL-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
EASTON	0	666	9	1.35	2.10	0.00	0.44	1.34	0.45	0.30	0.44	1.31	0.59	1.17	0.72
ELK	0	2735	39	1.43	2.13	1.70	0.96	1.97	1.86	0.89	0.92	0.99	1.02	0.63	1.50
ENUMCLAW	0	7537	84	1.11	1.09	1.19	0.81	1.00	1.35	1.39	1.22	1.10	1.08	1.09	1.48
EPHRATA	0	3226	30	0.93	0.83	0.74	0.73	0.57	0.57	0.84	1.25	0.86	0.91	1.15	0.91
GRAHAM	0	14802	149	1.01	0.87	0.91	1.02	0.88	0.91	1.20	0.85	1.09	1.13	0.85	1.14
GREEN BLUFF	0	2772	45	1.62	1.57	0.71	0.92	2.11	1.09	0.87	0.66	1.39	0.41	0.86	1.09
HOODSPORT	0	2332	22	0.94	0.98	1.10	0.89	1.68	0.72	3.80	0.71	0.95	0.90	0.57	0.65
ISSAQUAH	0	20981	120	0.57	1.15	0.59	0.53	0.47	0.49	0.59	0.56	0.61	0.53	0.70	0.62
KENT	0	47356	338	0.71	0.61	0.77	0.65	0.57	0.85	0.81	0.78	0.86	0.68	0.72	0.89
KENT MERIDIAN	0	16992	143	0.84	0.76	1.00	0.91	0.72	1.14	1.11	1.06	1.19	0.89	0.90	1.04
KENT O BRIEN	0	9141	16	0.18	0.35	0.31	0.32	0.26	0.23	0.27	0.18	0.39	0.29	0.37	0.24
KENT ULRICH	0	21223	179	0.84	0.59	0.78	0.57	0.58	0.88	0.81	0.81	0.79	0.67	0.72	1.04
LIBERTY LAKE	0	1402	5	0.36	0.57	0.92	0.28	1.05	0.56	1.60	2.15	1.66	1.03	1.10	0.48
LONGVIEW-KELSO	0	26525	241	0.91	0.78	1.50	1.13	2.10	2.16	1.64	1.08	1.17	0.91	1.03	1.20
LOON LAKE	0	1332	16	1.20	0.99	0.99	1.51	1.36	0.38	0.67	1.34	1.19	1.38	1.00	1.29
MAPLE VALLEY	0	10365	67	0.65	0.58	0.39	0.38	0.69	1.00	1.07	0.60	0.88	1.00	1.08	0.92
MOSES LAKE	0	13335	112	0.84	1.20	0.75	0.69	0.85	1.00	1.29	1.11	1.15	1.10	1.18	1.36
MOSES LAKE AFB	0	2168	21	0.97	0.96	0.45	0.77	0.63	1.03	0.75	0.71	0.70	0.61	1.14	1.01
MOSES LAKE ALDER	0	11167	91	0.81	1.25	0.81	0.68	0.90	0.99	1.39	1.20	1.24	1.19	1.19	1.43
NEWMAN LAKE	0	1955	28	1.43	1.63	0.85	0.70	0.69	1.17	0.87	1.14	0.66	0.70	0.78	1.09
NORTHFORT	0	1076	11	1.02	0.65	1.20	3.88	0.64	1.01	1.28	0.91	1.74	1.28	1.36	1.20
OLYMPIA	0	71905	429	0.60	0.65	0.65	0.66	0.77	0.94	0.79	0.68	0.80	0.76	0.94	0.96
OLYMPIA EVERGREEN	0	5497	45	0.82	0.60	1.05	1.30	0.67	0.91	1.05	1.02	1.06	0.85	0.83	1.09
OLYMPIA LACEY	0	31685	173	0.55	0.68	0.69	0.59	0.61	1.03	0.74	0.63	0.68	0.75	1.22	0.99
OLYMPIA WHITEHALL	0	34723	211	0.61	0.62	0.55	0.62	0.92	0.86	0.79	0.67	0.87	0.75	0.69	0.92
OMAK-OKANOGAN	0	7323	128	1.75	1.31	0.72	0.69	1.29	1.18	1.47	1.06	1.19	1.10	1.22	1.34
OROVILLE	0	1859	23	1.24	0.75	1.45	0.54	0.32	1.13	0.65	0.91	1.56	0.65	1.92	3.58
OTHELLO	0	4354	52	1.19	1.06	1.13	0.71	1.04	1.13	1.54	1.53	1.23	0.77	2.63	1.93
PASCO	0	17715	168	0.95	0.87	0.64	0.72	0.84	0.75	0.94	1.15	0.94	0.95	1.14	1.40
PATEROS	0	797	31	3.89	1.52	0.89	0.50	1.00	0.87	0.87	0.87	0.37	0.12	0.25	1.34
POMERoy	0	1300	20	1.54	3.31	1.46	1.78	1.85	1.00	1.23	2.14	3.28	2.04	0.91	2.80
PT. ANGELES	0	16702	107	0.64	0.72	0.69	0.81	0.50	0.89	1.21	0.84	0.97	1.03	0.77	0.90
PT ANGELES JOYCE	0	1182	22	1.86	1.53	0.93	1.69	0.59	1.28	2.54	1.26	1.18	1.00	1.58	1.09

WASHINGTON TROUBLE REPORT RATE - JUNE 2008

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JUN-08	RATE MAY-08	RATE APR-08	RATE MAR-08	RATE FEB-08	RATE JAN-08	RATE DEC-07	RATE NOV-07	RATE OCT-07	RATE SEP-07	RATE AUG-07	RATE JUL-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. ANGELES	0	15520	85	0.55	0.65	0.67	0.74	0.49	0.81	0.86	1.11	0.96	1.03	0.71	0.88
PT. LUDLOW	0	2690	20	0.74	0.81	1.25	0.94	1.01	1.12	0.72	0.72	0.53	0.49	0.63	0.95
PT. ORCHARD	0	19569	160	0.82	0.66	0.61	0.68	0.82	1.07	1.38	0.86	1.18	0.80	0.81	1.11
PORT ORCHARD COLBY	0	7354	61	0.83	0.70	0.57	0.70	0.93	0.90	1.83	0.78	1.39	0.67	0.88	0.98
PT. ORCHARD	0	12215	99	0.81	0.64	0.63	0.67	0.75	1.17	1.10	0.91	1.05	0.88	0.77	1.19
PT. TOWNSEND	0	11414	102	0.89	0.74	0.72	0.77	0.74	0.96	0.75	0.83	0.79	0.69	0.77	0.89
PUYALLAP	0	28193	213	0.76	0.62	1.03	0.76	0.80	0.77	0.71	0.70	0.85	0.69	0.94	0.79
RENTON	0	43566	328	0.75	0.66	0.60	1.04	0.63	0.64	0.76	0.68	0.83	0.68	0.89	0.83
RIDGEFIELD	0	3550	33	0.93	1.04	1.47	1.16	1.60	2.01	2.24	2.03	2.79	1.97	1.83	2.08
ROCHESTER	0	5176	42	0.81	0.96	0.93	0.84	1.34	2.00	2.48	1.15	1.07	1.36	1.04	1.03
ROY	0	2484	29	1.17	1.81	0.96	1.18	1.46	1.42	2.28	1.96	2.22	0.92	2.19	2.22
SEATTLE	0	305132	1553	0.51	0.53	0.50	0.53	0.47	0.56	0.80	0.54	0.66	0.54	0.62	0.62
SEATTLE ATWATER	0	23108	102	0.44	0.44	0.35	0.57	0.39	0.48	0.49	0.44	0.45	0.38	0.89	0.56
SEATTLE CAMPUS	0	11326	44	0.39	0.28	0.37	0.21	0.21	0.33	0.43	0.28	0.39	0.40	0.38	0.36
SEATTLE CHERRY	0	34816	269	0.77	0.72	0.86	0.83	0.72	0.81	0.92	0.74	1.03	1.09	0.76	0.92
SEATTLE DUWAMISH	0	14114	68	0.48	0.47	0.50	0.77	0.68	0.68	0.92	0.68	0.79	0.54	0.75	0.67
SEATTLE EAST	0	32532	186	0.57	1.15	0.55	0.52	0.49	0.61	0.83	0.80	0.71	0.59	0.66	0.78
SEATTLE ELLIOT	0	8612	15	0.17	0.25	0.11	0.24	0.16	0.27	0.25	0.18	0.28	0.17	0.42	0.26
SEATTLE EMERSON	0	32517	174	0.54	0.47	0.50	0.44	0.59	0.69	1.07	0.62	0.77	0.59	0.63	0.60
SEATTLE LAKEVIEW	0	28254	167	0.59	0.62	0.69	0.65	0.45	0.55	0.81	0.62	0.78	0.59	0.76	0.59
SEATTLE MAIN	0	43281	96	0.22	0.16	0.21	0.20	0.17	0.18	0.19	0.14	0.18	0.19	0.23	0.27
SEATTLE MERCER ISLAND (ADAMS)	0	9884	75	0.76	0.64	0.47	0.65	0.58	0.68	1.05	0.69	0.97	0.54	0.85	0.84
SEATTLE PARKWAY	0	20123	177	0.88	0.72	0.65	0.75	0.74	0.95	1.71	0.77	1.00	0.74	0.79	0.91
SEATTLE SUNSET	0	24215	86	0.36	0.41	0.42	0.51	0.40	0.46	0.98	0.39	0.57	0.42	0.48	0.60
SEATTLE WEST	0	22350	94	0.42	0.39	0.45	0.57	0.51	0.60	0.83	0.62	0.73	0.46	0.67	0.68
SEQUIM	0	13832	81	0.59	0.80	0.57	0.64	0.86	0.69	1.06	1.32	1.08	0.73	0.98	0.98
SHELTON	0	14781	116	0.78	0.68	0.82	1.08	0.94	1.21	1.84	0.80	1.30	1.07	1.03	1.61
SILVERDALE	0	14062	58	0.41	0.49	0.48	0.46	0.63	0.91	1.32	0.64	1.16	0.94	0.85	0.67
SPOKANE	0	136805	1338	0.98	0.81	0.87	0.92	0.86	0.87	1.02	0.74	0.81	0.91	0.86	0.95
SPOKANE CHESTNUT	0	2851	24	0.84	1.28	0.83	0.82	1.26	1.12	0.89	0.95	0.74	0.61	1.31	0.63
SPOKANE FAIRFAX	0	19315	196	1.01	0.97	0.82	0.81	0.87	0.98	1.08	0.89	0.87	0.73	0.94	0.98
SPOKANE HUDSON	0	14893	155	1.04	0.73	0.91	0.87	0.96	0.93	1.09	0.93	0.73	0.95	0.90	1.13
SPOKANE KEYSTONE	0	13493	147	1.09	0.68	0.73	0.77	0.87	0.88	1.10	0.71	0.81	0.78	0.89	1.05

WASHINGTON TROUBLE REPORT RATE - JUNE 2008

WIRECENTER	STD EXD CNT	LINES	RPTS	JUN-08	MAY-08	APR-08	MAR-08	FEB-08	JAN-08	DEC-07	NOV-07	OCT-07	SEP-07	AUG-07	RATE JUL-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
SPOKANE MORAN	0	8681	84	0.97	0.69	1.71	0.68	1.11	1.19	1.46	0.50	0.87	0.69	0.94	0.92
SPOKANE RIVERSIDE	0	19291	154	0.80	0.86	1.00	2.23	0.73	0.97	1.04	0.69	0.80	0.71	0.76	0.87
SPOKANE WALNUT	0	37762	364	0.96	0.80	0.79	0.57	0.78	0.80	0.90	0.70	0.69	1.01	0.78	0.90
SPOKANE WHITWORTH	0	20529	214	1.04	0.76	0.68	0.70	0.90	0.65	0.92	0.67	1.05	1.27	0.89	0.96
SPRINGDALE	0	1784	26	1.46	1.47	1.25	1.58	1.75	1.65	1.75	2.34	3.11	1.64	2.10	1.70
SUMNER (BONNEYLAKE)	0	17263	117	0.68	0.73	0.68	0.77	0.72	0.77	0.87	1.28	1.20	0.76	0.81	0.83
TACOMA	0	147024	997	0.68	0.74	0.71	0.74	0.72	0.83	0.85	0.70	0.95	0.79	0.81	0.90
TACOMA FORT LEWIS	0	3313	17	0.51	1.04	0.53	0.67	0.49	0.45	0.35	0.31	0.50	0.50	0.48	0.53
TACOMA GREENFIELD	0	19982	134	0.67	0.81	0.91	1.04	0.92	1.14	1.27	0.95	1.31	1.01	1.03	1.52
TACOMA JUNIPER	0	20417	161	0.79	0.63	0.80	0.62	0.76	0.93	0.83	0.87	0.86	0.71	0.75	0.88
TACOMA LENNOX	0	24305	190	0.78	1.25	0.88	0.82	1.22	1.01	0.95	0.81	1.35	0.88	1.14	1.14
TACOMA LOGAN	0	14355	96	0.67	0.74	0.58	0.76	0.66	0.72	0.88	0.52	0.76	0.64	0.64	0.74
TACOMA MARKET (FAWCETT)	0	17142	83	0.48	0.39	0.89	0.55	0.38	0.53	0.53	0.46	0.75	0.50	0.55	0.59
TACOMA SKYLINE	0	14049	75	0.53	0.52	0.43	0.63	0.46	0.79	0.82	0.68	0.82	0.97	0.64	0.76
TACOMA WAVERLY-2	0	6791	68	1.00	0.73	0.68	0.87	0.59	0.72	0.83	1.02	0.78	0.76	0.84	0.77
TACOMA WAVERLY-7	0	26650	173	0.65	0.59	0.49	0.68	0.50	0.72	0.78	0.51	0.82	0.80	0.79	0.70
VANCOUVER	0	83984	870	1.04	0.80	0.87	0.86	0.76	1.08	1.11	0.97	1.16	1.02	0.87	0.96
VANCOUVER ORCHARDS	0	42453	571	1.35	0.88	0.84	0.80	0.65	0.89	0.90	0.98	1.13	1.07	0.88	1.05
VANCOUVER OXFORD	0	23769	184	0.77	0.82	1.00	0.96	0.88	1.31	1.48	1.01	1.18	0.88	0.77	0.89
VANCOUVER SALMON CRK(NORTH)	0	17762	115	0.65	0.56	0.76	0.87	0.87	1.24	1.13	0.92	1.18	1.09	0.97	0.86
WAITSBURG	0	588	10	1.70	2.70	0.83	0.66	0.98	1.47	1.29	2.07	2.06	0.32	2.05	1.55
WALLA WALLA (INCL TOUCHET)	0	16902	160	0.95	0.83	0.76	0.92	0.83	1.70	0.80	1.14	0.97	0.88	0.92	1.17
WARDEN	0	1255	48	3.82	1.35	1.50	1.58	1.27	1.60	1.43	1.49	1.57	0.39	0.86	0.55
WINLOCK	0	2203	20	0.91	1.13	0.90	0.86	1.35	1.67	1.26	1.25	1.75	1.07	1.24	1.42
YAKIMA	0	44392	267	0.60	0.77	0.66	0.63	0.49	0.54	0.73	0.70	0.63	0.67	0.91	0.84
YAKIMA CHESTNUT	0	29968	187	0.62	0.72	0.62	0.51	0.52	0.59	0.73	0.76	0.59	0.70	0.93	0.77
YAKIMA WEST	0	14424	80	0.55	0.88	0.73	0.88	0.42	0.45	0.72	0.59	0.72	0.61	0.86	0.97
Exchanges in Neighboring States															
CLARKSTON	0	7030	61	0.87	0.80	0.96	1.10	1.04	0.70	0.84	1.04	1.10	1.15	1.29	1.18
TOTALS	0	1474075	11025	0.75	0.74	0.70	0.74	0.73	0.86	0.97	0.76	0.90	0.77	0.85	0.90

WASHINGTON TRUNK BLOCKING SUMMARY - JUNE 2008

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	137	0	0.00%
LOCAL	367	0	0.00%
TOLL	384	2	0.52%

WASHINGTON TRUNK BLOCKING - JUNE 2008

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072406	192			TOLL	TWO_WAY	8.52%	BLOCKED HR 17 WEEK OF 6/23/08 DUE TO SPIKES IN STTLWA0303T SA ISSUED 7/11/08
AP072433	264			TOLL	TWO_WAY	5.46%	BLOCKED HR 17 WEEK OF 6/23/08 DUE TO SPIKES IN STTLWA0303T SA ISSUED 7/11/08

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JUNE 2008

MEASURE	MARKET UNIT	JAN-08	FEB-08	MAR-08	APR-08	MAY-08	JUN-08	YTD
Number of Scheduled Appointments (dispatched orders)	RES							38290
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	RES							543
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	RES							2874
Number of Scheduled Commitments (non-dispatched orders)	RES							601342
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	RES							149
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	RES							1468
Number Exclusions	RES							4342
Number of Scheduled Appointments (dispatched orders)	BUS							12796
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	BUS							487
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	BUS							1926
Number of Scheduled Commitments (non-dispatched orders)	BUS							47820
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	BUS							185
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	BUS							694
Number Exclusions	BUS							2620
Number of Scheduled Appointments (dispatched tickets)	RES							49935
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons	RES							3131
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons	RES							178
Number of Scheduled Commitments (non-dispatched tickets)	RES							12123
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	RES							428
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	RES							0
Number Exclusions	RES							471

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JUNE 2008

MEASURE	MARKET UNIT	JAN-08	FEB-08	MAR-08	APR-08	MAY-08	JUN-08	YTD
Number of Scheduled Appointments (dispatched orders)	RES							38290
Number of Scheduled Appointments (dispatched tickets)	BUS							7946
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	BUS							1131
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	BUS							198
Number of Scheduled Commitments (non-dispatched tickets)	BUS							2189
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	BUS							128
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	BUS							11
Number Exclusions	BUS							326
Total amount of missed appointments credits paid	RES							\$26,137.50
Number of customers receiving credits for company missed appointments/commitments-Install	RES							1042
Total amount of missed appointments credits paid	BUS							\$33,900.00
Number of customers receiving credits for company missed appointments/commitments-Install	BUS							640
Total amount of missed appointments credits paid	RES							\$66,150.00
Number of customers receiving credits for company missed appointments/commitments-Repair	RES							2642
Total amount of missed appointments credits paid	BUS							\$22,750.00
Number of customers receiving credits for company missed appointments/commitments-Repair	BUS							458
Count of All Orders	RES							95610
WA Completed Orders for Primary Service Installed within 5 business days	RES							94964
Number of credits-First Month's Charge(HO Recurring)	RES							401

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JUNE 2008

MEASURE	MARKET UNIT	JAN-08	FEB-08	MAR-08	APR-08	MAY-08	JUN-08	YTD
Number of Scheduled Appointments (dispatched orders)	RES							36290
Amount of credit-First Month's Charge(HO Recur)	RES							\$5,413.50
Number of credits-Installation (HO NonRecur)	RES							407
Amount of credits-Installation (Ho NonRecur)	RES							\$12,617.00
Count of All Orders	BUS							17840
WA Completed Orders for Primary Service installed within 5 business days	BUS							17358
Number of credits-First Month's Charge(HO Recurring)	BUS							299
Amount of credit-First Month's Charge(HO Recur)	BUS							\$13,310.56
Number of credits-Installation (HO NonRecur)	BUS							302
Amount of credits-Installation (Ho NonRecur)	BUS							\$24,048.00
Number of out of service repair reports cleared within two working days	RES							48864
Percentage of out of service repair reports cleared within two working days	RES							99.21%
Number of out of service repair reports not cleared within two working days minus exceptions.	RES							375
Percentage of out of service repair reports not cleared within two working days minus exceptions.	RES							0.79%
Total amount of two day out of service condition credits	RES							\$810.00
Total amount of two day out of service condition credit exceptions	RES							157
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES							13
Number of two day out of service condition credit exceptions for Weather Related Events	RES							7
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	RES							0
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	RES							137

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JUNE 2008

MEASURE	MARKET UNIT	JAN-08	FEB-08	MAR-08	APR-08	MAY-08	JUN-08	YTD
Number of Scheduled Appointments (dispatched orders)	RES							38290
Number of out of service repair reports cleared within two working days	BUS							7868
Percentage of out of service repair reports cleared within two working days	BUS							99.03%
Number of out of service repair reports not cleared within two working days minus exceptions.	BUS							77
Percentage of out of service repair reports not cleared within two working days minus exceptions.	BUS							0.97%
Total amount of two day out of service condition credits	BUS							\$235.00
Total amount of two day out of service condition credit exceptions	BUS							22
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	BUS							1
Number of two day out of service condition credit exceptions for Weather Related Events	BUS							1
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	BUS							0
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	BUS							20
Number of out of service repair reports cleared within seven calendar days	RES							47355
Percentage of out of service repair reports cleared within seven calendar days	RES							99.94%
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	RES							27
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	RES							0.06%
Total amount of seven day out of service condition credits	RES							\$180.47
Total amount of seven day out of service condition credit exceptions	RES							14
No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES							1
Number of seven day out of service condition credit exceptions for Weather Related Events	RES							0
Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	RES							0
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	RES							13

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JUNE 2008

MEASURE	MARKET UNIT	JAN-08	FEB-08	MAR-08	APR-08	MAY-08	JUN-08	YTD
Number of Scheduled Appointments (dispatched orders)	RES							38290
Number of out of service repair reports cleared within seven calendar days	BUS							7960
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							5
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 credits	BUS							\$53.83
Total amount of seven day out of service condition credit exceptions	BUS							2
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							0
Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	BUS							0
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	BUS							1