

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

Qwest 
Spirit of Service™

January 27, 2009

David Danner, Secretary & Executive Director
Washington Utilities and Transportation Commission
1300 S. Evergreen Park Dr. SW
Olympia, Washington 98504-7250

RECEIVED
REGULATORY DIVISION
2009 JAN 28 AM 10:28
STATE OF WASH
UTIL. AND TRANSP.
COMMISSION

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

Dear Mr. Danner:

Enclosed are the December 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 - DECEMBER 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	108	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	9768	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
% of 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 - DECEMBER 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
% of Switches Delivering Dial Tone Within 3 seconds		Met Standards			Met Standards			Met Standards	

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Washington Service Quality Summary Report - DECEMBER 2008

METRIC DESCRIPTION	JULY 2008			AUGUST 2008			SEPTEMBER 2008		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	9330	10064	98.67%	10386	10517	98.75%	8561	8659	98.87%
OOS Tickets Not Cleared Within 48 Hrs	134	1	134	131	1	131	98	1	98
Number of OOS Exemptions	160	1	160	186	1	186	174	1	174
All Other Repairs Cleared LT < 72 Hrs	2978	3010	98.94%	2756	2789	98.82%	2454	2468	99.43%
All Other Troubles Cleared GTR > 72 Hrs	32	1	32	33	1	33	14	1	14
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	4	1	4	2	1	2	2	1	2
Physically Obstructed All Other Troubles Cleared > 72 Hrs	34	1	34	19	1	19	38	1	38
Repair Force Majeure Exclusions	86	1	86	63	1	63	46	1	46
Repair Physically Obstructed Exclusions	74	1	74	75	1	75	86	1	86
Installation Appointments Met	9208	9986	92.21%	9185	10062	91.28%	10048	10850	92.61%
Repair Appointments Met	5651	6755	83.66%	5956	7268	81.95%	5121	6183	82.82%
Provisioning Missed for Company Reasons	281	1	281	253	1	253	266	1	266
Provisioning Missed for Customer Reasons	1224	1	1224	1233	1	1233	1281	1	1281
% of Switches Delivering Dial Tone Within 3 seconds			Met Standards			Met Standards			Met Standards

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Washington Service Quality Summary Report - DECEMBER 2008

METRIC DESCRIPTION	OCTOBER 2008			NOVEMBER 2008			DECEMBER 2008		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	8502	8566	99.25%	9954	10206	97.53%	8813	9555	92.23%
OOS Tickets Not Cleared Within 48 Hrs	64	1	64	252	1	252	742	1	742
Number of OOS Exemptions	143	1	143	192	1	192	234	1	234
All Other Repairs Cleared LT < 72 Hrs	2517	2528	99.56%	2817	2839	99.23%	2305	2411	95.60%
All Other Troubles Cleared GTR > 72 Hrs	11	1	11	22	1	22	106	1	106
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	2	1	2	1	1	1	11	1	11
Physically Obstructed All Other Troubles Cleared > 72 Hrs	21	1	21	30	1	30	21	1	21
Repair Force Majeure Exclusions	41	1	41	80	1	80	38	1	38
Repair Physically Obstructed Exclusions	72	1	72	78	1	78	72	1	72
Installation Appointments Met	10386	11020	94.25%	7386	7825	94.39%	7180	7713	93.09%
Repair Appointments Met	5674	6650	85.32%	5506	6625	83.11%	3919	4733	82.80%
Provisioning Missed for Company Reasons	235	1	235	181	1	181	257	1	257
Provisioning Missed for Customer Reasons	1375	1	1375	1012	1	1012	1169	1	1169
% of Switches Delivering Dial Tone Within 3 seconds			Met Standards			Met Standards			Met Standards

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Washington Orders Summary - DECEMBER 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%	
ABERDEEN-HOQUJAM		142	4	23.75	1	99.30%	0	100.00%	
AUBURN		301	3	58.33	3	99.00%	0	100.00%	
BAINBRIDGE ISLAND		69	6	15.83	0	100.00%	0	100.00%	
BATTLEGROUND		88	2	14.50	1	98.86%	0	100.00%	
BELFAIR		60	2	3.50	2	96.67%	0	100.00%	
BELLEVUE		340	12	37.42	6	98.24%	0	100.00%	
BELLEVUE GLENCOURT		135	7	37.14	2	98.52%	0	100.00%	
BELLEVUE-SHERWOOD		205	5	37.80	4	98.05%	0	100.00%	
BELLINGHAM		376	8	101.75	2	99.47%	0	100.00%	4
BELLINGHAM LUMMI		21	1	198.00	0	100.00%	0	100.00%	1
BELLINGHAM REGENT		355	7	88.00	2	99.44%	0	100.00%	3
BLACK DIAMOND		13	2	17.00	0	100.00%	0	100.00%	
BREMERTON		276	11	38.55	5	98.19%	0	100.00%	
BREMERTON CROSBY		24	0		0	100.00%	0	100.00%	
BREMERTON ESSEX		246	9	39.67	5	97.97%	0	100.00%	
BREMERTON SUNNYSLOPE		6	2	33.50	0	100.00%	0	100.00%	
BUCKLEY		15	0		1	93.33%	0	100.00%	
CASTLE ROCK		35	4	34.00	0	100.00%	0	100.00%	
CENTRALIA		110	2	1.50	1	99.09%	0	100.00%	
CHEHALIS		99	7	9.57	3	96.97%	0	100.00%	
CHEHALIS	CHEHALIS	72	3	10.33	1	98.61%	0	100.00%	
CHEHALIS NAPAVINE	CHEHALIS NAPAVINE	27	4	9.00	2	92.59%	0	100.00%	
CLE-ELUM		35	3	53.00	0	100.00%	0	100.00%	
COLFAX		22	1	47.00	0	100.00%	0	100.00%	
COLVILLE		66	3	67.00	0	100.00%	0	100.00%	
COPALIS(OCEAN SHORES)		51	2	16.00	1	98.04%	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 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									
COULEE DAM		25	3	0.33	2	92.00%	0	100.00%	
CRYSTAL MTN.		6	0		0	100.00%	0	100.00%	
DAYTON		14	1	13.00	0	100.00%	0	100.00%	
DEER PARK		47	4	3.00	1	97.87%	0	100.00%	
DES MOINES		360	8	51.63	4	98.89%	0	100.00%	
	DES MOINES	144	3	78.00	4	97.22%	0	100.00%	
	DES MOINES FEDERAL WAY	216	5	35.80	0	100.00%	0	100.00%	
EASTON		5	0		0	100.00%	0	100.00%	
ELK		21	3	3.00	0	100.00%	0	100.00%	
ENUMCLAW		76	2	22.50	1	98.68%	0	100.00%	
EPHRATA		49	1	50.00	1	97.96%	0	100.00%	
GRAHAM		166	1	12.00	3	98.19%	0	100.00%	
GREEN BLUFF		14	0		1	92.86%	0	100.00%	
HOODSPORT		15	0		0	100.00%	0	100.00%	
ISSAQUAH		151	5	3.60	2	98.68%	0	100.00%	
KENT		518	21	38.81	6	98.84%	0	100.00%	
	KENT MERIDIAN	128	9	28.44	3	97.66%	0	100.00%	
	KENT O BRIEN	41	0		1	97.56%	0	100.00%	
	KENT ULRICH	349	12	46.58	2	99.43%	0	100.00%	
LIBERTY LAKE		7	0		1	85.71%	0	100.00%	
LONGVIEW-KELSO		300	10	35.70	6	98.00%	0	100.00%	
LOON LAKE		15	0		0	100.00%	0	100.00%	
MAPLE VALLEY		62	0		0	100.00%	0	100.00%	
MOSES LAKE		196	4	84.00	2	98.98%	0	100.00%	1
	MOSES LAKE AFB	29	0		0	100.00%	0	100.00%	
	MOSES LAKE ALDER	167	4	84.00	2	98.80%	0	100.00%	1

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 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%	
NEWMAN LAKE		8	1	42.00	0	100.00%	0	100.00%	
NORTHPORT		19	1	2.00	0	100.00%	0	100.00%	
OLYMPIA		574	23	29.43	9	98.43%	0	100.00%	
	OLYMPIA EVERGREEN	26	0		0	100.00%	0	100.00%	
	OLYMPIA LACEY	277	10	32.00	5	98.19%	0	100.00%	
	OLYMPIA WHITEHALL	271	13	27.46	4	98.52%	0	100.00%	
OMAK-OKANOGAN		82	3	44.67	0	100.00%	0	100.00%	
OROVILLE		27	0		0	100.00%	0	100.00%	
OTHELLO		75	0		0	100.00%	0	100.00%	
PASCO		319	7	35.86	5	98.43%	0	100.00%	
PATEROS		7	2	75.00	0	100.00%	0	100.00%	
POMEROY		14	0		0	100.00%	0	100.00%	
PT. ANGELES		139	6	28.17	0	100.00%	0	100.00%	
	PT ANGELES JOYCE	8	2	0.50	0	100.00%	0	100.00%	
	PT. ANGELES	131	4	42.00	0	100.00%	0	100.00%	
PT. LUDLOW		25	1	172.00	0	100.00%	0	100.00%	1
PT. ORCHARD		146	12	23.75	3	97.95%	0	100.00%	
	PORT ORCHARD COLBY	47	2	30.00	2	95.74%	0	100.00%	
	PT. ORCHARD	99	10	22.50	1	98.99%	0	100.00%	
PT. TOWNSEND		105	4	16.25	0	100.00%	0	100.00%	
PUYALLAP		284	9	18.11	3	98.94%	0	100.00%	
RENTON		446	10	25.00	13	97.09%	0	100.00%	
RIDGEFIELD		35	3	34.00	1	97.14%	0	100.00%	
ROCHESTER		43	1	47.00	1	97.67%	0	100.00%	
ROY		23	0		2	91.30%	0	100.00%	
SEATTLE		2575	51	35.25	29	98.87%	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 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	151	2	20.00	1	99.34%	0	100.00%	
	SEATTLE CAMPUS	80	0		1	98.75%	0	100.00%	
	SEATTLE CHERRY	431	6	28.83	5	98.84%	0	100.00%	
	SEATTLE DUWAMISH	173	4	44.25	0	100.00%	0	100.00%	
	SEATTLE EAST	345	9	29.22	4	98.84%	0	100.00%	
	SEATTLE ELLIOT	86	1	49.00	1	98.84%	0	100.00%	
	SEATTLE EMERSON	248	1	33.00	2	99.19%	0	100.00%	
	SEATTLE LAKEVIEW	160	3	51.33	3	98.13%	0	100.00%	
	SEATTLE MAIN	289	10	32.40	3	98.96%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	47	0		1	97.87%	0	100.00%	
	SEATTLE PARKWAY	237	9	32.56	7	97.05%	0	100.00%	
	SEATTLE SUNSET	178	0		1	99.44%	0	100.00%	
	SEATTLE WEST	150	6	48.67	0	100.00%	0	100.00%	
SEQUIM		103	2	4.50	1	99.03%	0	100.00%	
SHELTON		136	9	23.33	2	98.53%	0	100.00%	
SILVERDALE		107	3	5.33	5	95.33%	0	100.00%	
SPOKANE		1320	78	20.92	19	98.56%	0	100.00%	1
	SPOKANE CHESTNUT	37	2	6.00	0	100.00%	0	100.00%	
	SPOKANE FAIRFAX	202	9	33.56	2	99.01%	0	100.00%	
	SPOKANE HUDSON	232	8	41.00	2	99.14%	0	100.00%	1
	SPOKANE KEYSTONE	140	4	8.25	3	97.86%	0	100.00%	
	SPOKANE MORAN	49	5	7.20	1	97.96%	0	100.00%	
	SPOKANE RIVERSIDE	185	16	19.63	2	98.92%	0	100.00%	
	SPOKANE WALNUT	328	22	23.95	7	97.87%	0	100.00%	
	SPOKANE WHITWORTH	147	12	6.67	2	98.64%	0	100.00%	
SPRINGDALE		21	1	57.00	2	90.48%	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									
SUMNER (BONNEYLAKE)		114	0		0	99.00%		99.00%	
TACOMA		1810	35	37.26	19	98.95%	0	100.00%	
	TACOMA FORT LEWIS	59	1	122.00	0	100.00%	0	100.00%	
	TACOMA GREENFIELD	331	5	41.40	4	98.79%	0	100.00%	
	TACOMA JUNIPER	307	4	15.50	2	99.35%	0	100.00%	
	TACOMA LENNOX	302	5	69.40	2	99.34%	0	100.00%	
	TACOMA LOGAN	131	0		1	99.24%	0	100.00%	
	TACOMA MARKET (FAWCETT)	256	4	5.75	6	97.66%	0	100.00%	
	TACOMA SKYLINE	101	0		0	100.00%	0	100.00%	
	TACOMA WAVERLY-2	66	3	8.67	0	100.00%	0	100.00%	
	TACOMA WAVERLY-7	257	13	39.77	4	98.44%	0	100.00%	
VANCOUVER		967	11	33.27	15	98.45%	0	100.00%	
	VANCOUVER ORCHARDS	447	7	35.57	8	98.21%	0	100.00%	
	VANCOUVER OXFORD	345	3	27.33	6	98.26%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	175	1	35.00	1	99.43%	0	100.00%	
WAITSBURG		3	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		181	9	14.67	4	97.79%	0	100.00%	
WARDEN		18	0		0	100.00%	0	100.00%	
WINLOCK		18	0		0	100.00%	0	100.00%	
YAKIMA		625	16	45.81	5	99.20%	0	100.00%	
	YAKIMA CHESTNUT	507	12	46.33	4	99.21%	0	100.00%	
	YAKIMA WEST	118	4	44.25	1	99.15%	0	100.00%	
Exchanges in Neighboring States									
CLARKSTON		53	0		1	98.11%	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		14567	433	31.44	195	90.00%	0	99.00%	7
TOTALS						98.66%		100.00%	
Bellingham Lummi order not completed > 180 days due to customer reasons	One pending inward order at the end of December with one > 180 days = 100%								
Bellingham Regent- two orders not completed > 180 days due to a internal system error (orders were completed prior to 180 days but not completed in system) and one order not completed due to customer reasons	Three pending inward orders at the end of December with seven > 180 days = 43%								
Mosses Lake Alder order not completed > 180 days due to customer reasons	One pending inward order at the end of December with four > 180 days = 25%								
Pt. Ludlow order not completed > 180 days due to customer wanting to cancel the order	One pending inward order at the end of December with one > 180 days = 100%								
Spokane Hudson order not completed > 180 days due to customer wanting to cancel	One pending inward order at the end of December with eight > 180 days = 12.5%								
Liberty Lake % inward orders not completed within 5 days = 85.71 due to low volume- 1 missed out of 7 inward orders									

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 2008

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE DEC-08	RATE NOV-08	RATE OCT-08	RATE SEP-08	RATE AUG-08	RATE JUL-08	RATE JUN-08	RATE MAY-08	RATE APR-08	RATE MAR-08	RATE FEB-08	RATE JAN-08
STANDARD				4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
ABERDEEN-HOQUIAM	0	12114	165	1.36	1.01	0.76	0.81	1.19	0.55	0.61	0.69	0.65	0.72	1.09	1.22
AUBURN	0	23217	239	1.03	1.18	1.05	0.97	1.23	0.86	0.98	1.53	0.69	0.78	0.67	0.79
BAINBRIDGE ISLAND	0	11180	70	0.63	0.88	0.77	0.65	1.01	0.98	0.76	0.67	0.72	0.80	0.80	0.81
BATTLEGROUND	0	9836	280	2.85	1.10	0.74	0.88	0.93	1.55	1.37	0.56	0.91	0.73	0.85	1.29
BELFAIR	0	6964	78	1.12	1.25	0.99	0.84	1.22	3.77	1.40	1.15	1.15	0.87	0.83	1.73
BELLEVUE	0	47927	341	0.71	0.82	0.70	0.75	0.69	0.71	0.58	0.56	0.52	0.49	0.47	0.57
BELLEVUE GLENCOURT	0	19243	91	0.47	0.53	0.51	0.48	0.51	0.47	0.44	0.41	0.42	0.39	0.38	0.41
BELLEVUE-SHERWOOD	0	28684	250	0.87	1.01	0.84	0.93	0.80	0.88	0.68	0.67	0.60	0.56	0.53	0.67
BELLINGHAM	0	32007	163	0.51	0.46	0.42	0.40	0.42	0.43	0.50	0.44	0.29	0.47	0.42	0.46
BELLINGHAM LUMMI	0	1328	7	0.53	0.90	0.83	0.37	0.65	1.01	3.02	0.72	0.73	0.58	0.36	0.57
BELLINGHAM REGENT	0	30679	156	0.51	0.45	0.40	0.40	0.41	0.40	0.40	0.42	0.27	0.47	0.42	0.45
BLACK DIAMOND	0	2762	59	2.14	1.54	1.24	1.19	1.70	1.44	1.09	0.81	1.03	1.23	0.92	1.30
BREMERTON	0	33425	211	0.63	0.65	0.69	0.67	0.63	0.68	0.56	0.51	0.40	0.51	0.63	0.73
BREMERTON CROSBY	0	3114	37	1.19	1.38	1.73	1.71	2.03	1.86	1.81	1.28	0.56	1.10	1.41	1.56
BREMERTON ESSEX	0	29620	164	0.55	0.57	0.58	0.56	0.48	0.56	0.42	0.42	0.39	0.43	0.56	0.65
BREMERTON SUNNYSLOPE	0	691	10	1.45	0.72	0.73	0.72	0.71	0.56	0.84	0.56	0.42	0.97	0.41	0.41
BUCKLEY	0	2463	32	1.30	1.61	1.32	1.66	1.81	1.35	1.31	1.15	0.91	0.75	0.97	0.89
CASTLE ROCK	0	4167	70	1.68	2.00	1.85	1.83	2.75	2.49	1.26	3.56	1.22	3.34	1.75	1.89
CENTRALIA	0	8068	78	0.97	1.03	0.70	1.10	1.74	0.80	0.69	0.69	0.78	1.60	1.40	2.14
CHEHALIS	0	9455	152	1.61	1.12	1.32	0.86	1.30	1.30	1.46	0.98	1.40	1.30	1.42	1.90
CHEHALIS	0	6889	100	1.45	0.95	1.33	0.76	1.24	1.15	1.66	0.86	1.74	1.29	1.28	1.94
CHEHALIS NAPAVINE	0	2566	52	2.03	1.57	1.32	1.16	1.46	1.73	0.92	1.34	0.50	1.34	1.80	1.80
CLE-ELUM	0	3059	23	0.75	0.84	1.03	0.67	1.53	0.79	1.50	0.84	0.62	0.77	0.65	0.99
COLFAX	0	2304	33	1.43	0.95	0.90	1.08	1.98	1.59	0.64	1.10	0.93	0.38	0.88	1.33
COLVILLE	0	6808	95	1.40	1.16	0.63	0.91	0.78	1.10	1.02	0.93	0.74	0.71	0.88	0.86
COPALIS(OCEAN SHORES)	0	3639	72	1.98	1.58	1.47	1.98	2.61	1.33	1.08	1.29	1.12	1.35	1.43	1.63
COULEE DAM	0	2152	24	1.12	0.74	0.60	0.73	1.37	1.55	0.86	1.22	1.08	0.81	0.40	0.36
CRYSTAL MTN.	0	626	4	0.64	0.64	0.81	1.13	0.48	2.24	0.64	1.43	1.27	0.93	2.94	2.30
DAYTON	0	1768	22	1.24	0.56	1.13	1.58	1.07	1.61	2.17	1.16	0.55	0.78	1.50	1.60
DEER PARK	0	6212	83	1.34	0.77	0.72	0.80	0.93	1.24	0.94	1.14	0.72	1.01	1.82	2.40
DES MOINES	0	23929	223	0.93	0.95	0.92	0.78	0.82	0.75	0.59	0.73	0.71	0.74	0.83	0.79
DES MOINES	0	9418	91	0.97	1.12	1.07	0.79	0.88	0.77	0.61	0.79	0.79	0.81	0.92	0.75
DES MOINES FEDERAL WAY	0	14511	132	0.91	0.84	0.82	0.77	0.78	0.74	0.57	0.69	0.67	0.69	0.77	0.81

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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
EASTON	0	636	3	0.47	0.31	0.93	0.47	2.30	0.76	1.35	2.10	0.00	0.44	1.34	0.45
ELK	0	2666	35	1.31	1.31	0.82	1.30	1.18	2.06	1.43	2.13	1.70	0.95	1.97	1.86
ENUMCLAW	0	7179	81	1.13	1.42	1.20	0.70	1.13	1.59	1.11	1.09	1.19	0.81	1.00	1.35
EPHRATA	0	3100	18	0.58	1.10	0.68	0.44	0.63	0.62	0.93	0.83	0.74	0.73	0.57	0.57
GRAHAM	0	13603	138	1.01	0.99	1.12	0.97	0.84	0.89	1.01	0.87	0.91	1.02	0.88	0.91
GREEN BLUFF	0	2672	26	0.97	0.89	1.08	1.13	1.13	0.95	1.62	1.57	0.71	0.92	2.11	1.09
HOODSPORT	0	2214	31	1.40	1.56	1.37	0.74	0.95	1.85	0.94	0.98	1.10	0.89	1.68	0.72
ISSAQUAH	0	19631	101	0.52	0.74	0.67	0.58	0.53	0.77	0.57	1.15	0.59	0.53	0.47	0.49
KENT	0	44375	365	0.82	0.72	0.75	0.68	0.74	0.89	0.71	0.61	0.77	0.65	0.57	0.85
	0	15624	190	1.22	0.91	0.88	0.74	1.05	1.01	0.84	0.76	1.00	0.91	0.72	1.14
KENT MERIDIAN	0	8870	18	0.20	0.26	0.32	0.25	0.22	0.25	0.18	0.35	0.31	0.32	0.26	0.23
KENT O BRIEN	0	19881	157	0.79	0.76	0.82	0.82	0.73	1.08	0.84	0.59	0.78	0.57	0.58	0.88
KENT ULRICH	0	1223	9	0.74	0.66	0.36	0.72	0.50	1.14	0.36	0.57	0.92	0.28	1.05	0.56
LIBERTY LAKE	0	25127	335	1.33	1.31	0.88	1.07	1.25	0.94	0.91	0.78	1.50	1.13	2.10	2.16
LONGVIEW-KELSO	1	1244	10	0.80	0.80	1.03	1.01	2.51	4.45	1.20	0.99	0.99	1.51	1.36	0.38
LOON LAKE	0	9704	83	0.86	0.73	0.51	0.82	1.62	0.96	0.65	0.58	0.39	0.38	0.69	1.00
MAPLE VALLEY	0	12864	106	0.82	1.19	0.86	1.02	1.23	1.12	0.84	1.20	0.75	0.69	0.85	1.00
MOSES LAKE	0	2076	8	0.39	0.53	0.90	1.56	0.99	0.84	0.97	0.96	0.45	0.77	0.63	1.03
MOSES LAKE AFB	0	10788	98	0.91	1.32	0.86	0.92	1.27	1.18	0.81	1.25	0.81	0.68	0.90	0.99
MOSES LAKE ALDER	1	1778	18	1.01	1.22	0.99	1.58	4.40	1.03	1.43	1.63	0.85	0.70	0.69	1.17
NEWMAN LAKE	0	1038	23	2.22	1.34	3.13	1.50	0.94	2.24	1.02	0.65	1.20	3.88	0.64	1.01
NORTHPORT	0	66608	536	0.80	0.71	0.67	0.64	0.76	0.67	0.60	0.65	0.65	0.66	0.77	0.94
OLYMPIA	0	5132	52	1.01	1.02	0.95	0.77	1.11	0.70	0.82	0.60	1.05	1.30	0.67	0.91
	0	29210	235	0.80	0.60	0.69	0.57	0.66	0.64	0.55	0.68	0.69	0.59	0.61	1.03
OLYMPIA EVERGREEN	0	32266	249	0.77	0.75	0.61	0.69	0.79	0.70	0.61	0.62	0.55	0.62	0.92	0.86
OLYMPIA LACEY	0	7109	66	0.93	3.14	0.98	0.92	1.70	3.05	1.75	1.31	0.72	0.69	1.29	1.18
OLYMPIA WHITEHALL	0	1798	11	0.61	1.28	1.77	0.76	1.09	2.23	1.24	0.75	1.45	0.54	0.32	1.13
	0	4254	76	1.79	1.73	0.72	1.06	1.17	1.70	1.19	1.06	1.13	0.71	1.04	1.13
PASCO	0	17078	161	0.94	0.91	0.67	0.79	1.25	0.98	0.95	0.87	0.64	0.72	0.84	0.75
PATEROS	0	781	6	0.77	1.15	1.02	0.88	1.76	2.53	3.89	1.52	0.89	0.50	1.00	0.87
POMEROY	0	1267	30	2.37	1.74	1.41	2.57	2.10	1.56	1.54	3.31	1.46	1.78	1.85	1.00
PT. ANGELES	0	15912	147	0.92	1.13	0.65	0.98	0.82	0.66	0.64	0.72	0.69	0.81	0.50	0.89
	0	1130	33	2.92	2.65	2.03	2.87	1.89	1.29	1.86	1.53	0.93	1.69	0.59	1.25
PT ANGELES JOYCE															

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STANDARD	0	14782	114	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	2621	14	0.53	0.57	0.55	0.84	0.74	0.62	0.55	0.65	0.67	0.74	0.49	0.86
PT. LUDLOW	0	18580	218	1.17	1.22	1.26	1.00	0.80	0.86	0.82	0.66	0.61	0.94	1.01	1.12
PT. ORCHARD	0	6947	74	1.07	1.08	0.82	0.77	0.83	0.99	0.83	0.70	0.57	0.70	0.93	0.90
PORT ORCHARD COLBY	0	11633	144	1.24	1.30	1.52	1.14	0.78	0.79	0.81	0.64	0.63	0.67	0.75	1.17
PT. ORCHARD	0	11049	89	0.81	0.80	0.92	0.74	0.68	0.85	0.89	0.74	0.72	0.77	0.74	0.95
PT. TOWNSEND	0	25720	180	0.70	0.90	0.72	0.85	0.96	0.98	0.76	0.62	1.03	0.76	0.80	0.77
PUYALLAP	0	40553	402	0.99	1.18	1.05	1.04	1.09	0.70	0.75	0.66	0.60	1.04	0.63	0.64
RENTON	0	3378	53	1.57	1.30	1.55	0.84	1.12	2.53	0.93	1.04	1.47	1.16	1.60	2.01
RIDGEFIELD	0	4915	72	1.46	0.77	0.99	0.88	1.30	1.69	0.81	0.96	0.93	0.84	1.34	2.00
ROCHESTER	0	2332	43	1.84	1.16	1.87	1.30	1.16	1.85	1.17	1.81	0.96	1.18	1.46	1.42
ROY	0	285456	1550	0.54	0.67	0.52	0.59	0.62	0.55	0.51	0.53	0.50	0.53	0.47	0.56
SEATTLE	0	21130	66	0.31	0.81	0.44	0.37	0.35	0.41	0.44	0.44	0.35	0.57	0.39	0.48
SEATTLE ATWATER	0	10596	30	0.28	0.56	0.47	1.08	0.50	0.48	0.39	0.28	0.37	0.21	0.21	0.33
SEATTLE CAMPUS	0	32846	282	0.86	1.02	0.86	0.71	1.08	0.84	0.77	0.72	0.86	0.83	0.72	0.81
SEATTLE CHERRY	0	13441	79	0.59	0.67	0.50	0.59	0.73	0.62	0.48	0.47	0.50	0.77	0.68	0.68
SEATTLE DUWAMISH	0	30459	228	0.75	0.82	0.70	0.92	0.66	0.55	0.57	1.15	0.55	0.52	0.49	0.61
SEATTLE EAST	0	8106	28	0.35	0.23	0.22	0.27	0.38	0.34	0.17	0.25	0.11	0.24	0.16	0.27
SEATTLE ELLIOT	0	30080	201	0.67	0.67	0.52	0.60	0.52	0.52	0.54	0.47	0.50	0.44	0.59	0.69
SEATTLE EMERSON	0	26125	145	0.56	0.70	0.48	0.67	0.68	0.54	0.59	0.62	0.69	0.65	0.45	0.55
SEATTLE LAKEVIEW	0	41065	55	0.13	0.16	0.14	0.17	0.23	0.22	0.22	0.16	0.21	0.20	0.17	0.18
SEATTLE MAIN	0	9242	70	0.76	1.00	0.55	0.71	0.72	0.84	0.76	0.54	0.47	0.65	0.58	0.68
SEATTLE MERCER ISLAND (ADAMS)	0	18981	125	0.68	0.84	0.86	0.78	0.96	0.99	0.88	0.72	0.65	0.75	0.74	0.95
SEATTLE PARKWAY	0	22474	126	0.56	0.64	0.45	0.41	0.53	0.60	0.36	0.41	0.42	0.51	0.40	0.46
SEATTLE SUNSET	0	20912	115	0.55	0.72	0.53	0.63	0.72	0.42	0.42	0.39	0.45	0.57	0.51	0.60
SEATTLE WEST	0	13346	119	0.89	0.76	0.76	0.88	0.87	0.79	0.59	0.80	0.57	0.64	0.86	0.69
SEQUIM	0	14109	170	1.20	1.10	0.79	0.86	1.14	0.89	0.78	0.68	0.82	1.08	0.94	1.21
SHELTON	0	13326	88	0.66	0.93	0.64	0.73	0.53	0.54	0.41	0.49	0.48	0.46	0.63	0.91
SILVERDALE	0	126476	1026	0.81	1.03	0.82	0.86	1.07	1.02	0.98	0.81	0.87	0.92	0.86	0.87
SPOKANE	0	2633	32	1.22	1.48	0.49	1.26	1.50	1.16	0.84	1.28	0.83	0.82	1.26	1.12
SPOKANE CHESTNUT	0	17879	179	1.00	1.52	0.76	0.79	1.24	0.94	1.01	0.97	0.82	0.81	0.87	0.98
SPOKANE FAIRFAX	0	14028	102	0.73	1.25	1.12	0.76	1.06	1.20	1.04	0.73	0.91	0.87	0.95	0.79
SPOKANE HUDSON	0	12411	92	0.74	1.04	0.87	0.76	0.70	0.85	1.09	0.68	0.73	0.77	0.87	0.88
SPOKANE KEYSTONE	0														

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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 MORAN	0	7820	45	0.58	0.77	0.78	1.21	1.02	1.00	0.97	0.69	1.71	0.68	1.11	1.19
SPOKANE RIVERSIDE	0	17908	145	0.81	1.10	0.67	0.58	0.61	0.70	0.80	0.86	1.00	2.23	0.73	0.97
SPOKANE WALNUT	0	34802	237	0.68	0.76	0.78	0.91	1.14	1.18	0.96	0.80	0.79	0.57	0.78	0.80
SPOKANE WHITWORTH	0	18995	194	1.02	0.88	0.89	1.02	1.41	1.03	1.04	0.76	0.68	0.70	0.90	0.65
SPRINGDALE	0	17511	30	1.71	2.79	1.71	3.41	2.10	2.99	1.46	1.47	1.25	1.58	1.75	1.65
SUMNER (BONNEYLAKE)	0	15719	149	0.95	0.81	0.66	0.98	0.83	0.75	0.68	0.73	0.68	0.77	0.72	0.77
TACOMA	0	137219	1017	0.74	1.05	0.81	0.63	0.74	0.73	0.68	0.74	0.71	0.74	0.72	0.83
TACOMA FORT LEWIS	0	3068	14	0.46	0.42	0.58	0.63	0.53	0.46	0.51	1.04	0.53	0.67	0.49	0.45
TACOMA GREENFIELD	0	18750	166	0.89	1.15	0.87	0.82	0.89	0.84	0.67	0.81	0.91	1.04	0.92	1.14
TACOMA JUNIPER	0	19089	143	0.75	0.93	0.90	0.70	0.69	0.68	0.79	0.63	0.80	0.62	0.76	0.93
TACOMA LENNOX	0	22588	183	0.81	1.00	1.06	0.70	1.07	1.01	0.78	1.25	0.88	0.82	1.22	1.01
TACOMA LOGAN	0	13347	115	0.86	1.56	0.72	0.51	0.60	0.65	0.67	0.74	0.58	0.76	0.66	0.72
TACOMA MARKET (FAWCETT)	0	16265	81	0.50	0.90	0.53	0.44	0.55	0.59	0.48	0.39	0.89	0.55	0.38	0.53
TACOMA SKYLINE	0	13087	86	0.66	0.80	0.88	0.62	0.61	0.70	0.53	0.52	0.43	0.63	0.46	0.79
TACOMA WAVERLY-2	0	6276	50	0.80	1.28	0.80	0.60	0.71	0.64	1.00	0.73	0.68	0.87	0.59	0.72
TACOMA WAVERLY-7	0	24749	179	0.72	1.08	0.72	0.54	0.68	0.62	0.65	0.59	0.49	0.68	0.50	0.72
VANCOUVER	0	78214	719	0.92	0.88	0.93	0.77	0.92	0.86	1.04	0.80	0.87	0.66	0.76	1.06
VANCOUVER ORCHARDS	0	39253	385	0.98	0.75	0.85	0.64	0.98	0.76	1.35	0.88	0.84	0.80	0.65	0.89
VANCOUVER OXFORD	0	22382	186	0.83	0.96	1.03	0.96	1.05	1.01	0.77	0.82	1.00	0.96	0.88	1.31
VANCOUVER SALMON CRK(NORTH)	0	16579	148	0.89	1.09	1.00	0.81	0.63	0.91	0.65	0.56	0.76	0.87	0.87	1.24
WAITSBURG	0	563	12	2.13	1.23	1.06	0.52	1.23	1.89	1.70	2.70	0.83	0.66	0.98	1.47
WALLA WALLA (INCL TOUCHET)	0	15669	202	1.29	0.97	0.86	0.70	1.09	1.41	0.95	0.83	0.76	0.92	0.83	1.70
WARDEN	0	1235	21	1.70	1.46	1.46	1.12	2.63	1.51	3.82	1.35	1.50	1.56	1.27	1.60
WINLOCK	0	2146	19	0.89	0.70	1.86	0.55	1.15	0.59	0.91	1.13	0.90	0.86	1.35	1.67
YAKIMA	0	42566	201	0.47	0.67	0.67	0.67	0.85	0.93	0.60	0.77	0.66	0.63	0.49	0.54
YAKIMA CHESTNUT	0	28608	131	0.46	0.71	0.75	0.63	0.94	0.85	0.62	0.72	0.62	0.51	0.52	0.69
YAKIMA WEST	0	13958	70	0.50	0.58	0.50	0.75	0.65	1.09	0.55	0.88	0.73	0.88	0.42	0.45
Exchanges in Neighboring States															
CLARKSTON	0	6738	60	0.89	1.05	1.07	1.01	1.43	1.28	0.87	0.80	0.96	1.10	1.04	0.70
TOTALS	0	1381524	11386	0.82	0.90	0.77	0.76	0.88	0.85	0.75	0.74	0.70	0.74	0.73	0.86

WASHINGTON TRUNK BLOCKING SUMMARY - DECEMBER 2008

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	132	0	0.00%
LOCAL	362	0	0.00%
TOLL	374	14	3.74%

WASHINGTON TRUNK BLOCKING - DECEMBER 2008

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072406	216			TOLL	TWO_WAY	3.95%	BLOCKED HOUR 19 WEEK OF 12/15/08 DUE TO SPIKES IN PC IN STTLWA0303T SA ISSUED 1/6/09
AP072410	264			TOLL	TWO_WAY	1.41%	BLOCKED HOUR 10 WEEK OF 12/22/08 DUE TO SPIKES IN PC IN STTLWA0303T SA ISSUED 1/12/09
AP072416	216			TOLL	TWO_WAY	2.50%	BLOCKED HOUR 10 WEEK OF 12/22/08 DUE TO SPIKES IN PC IN STTLWA0303T SA ISSUED 1/6/09
AP072427	288			TOLL	TWO_WAY	2.62%	BLOCKED HOUR 19 WEEK OF 12/1/08 DUE TO SPIKES IN PC IN STTLWA0303T SA ISSUED 12/8/08
AP072428	264			TOLL	TWO_WAY	2.91%	BLOCKED HOUR 18 WEEK OF 12/15/08 DUE TO SPIKES IN PC IN STTLWA0303T SA ISSUED 1/6/09
AP074015	168			TOLL	TWO_WAY	2.91%	BLOCKED HOUR 19 WEEK OF 12/8/08 DUE TO SPIKES IN PCIN STTLWA0303T SA ISSUED 12/12/08
AP077380	144			TOLL	TWO_WAY	0.79%	BLOCKED HOUR 18 WEEK OF 12/15/08 DUE TO SPIKES IN PC SA ISSUED 1/6/09
AP081363	24			TOLL	ONE_WAY	6.65%	BLOCKED HOUR 18 WEEK OF 12/15/08 DUE TO SPIKES IN PC SA ISSUED 1/5/09
AP081423	24			TOLL	ONE_WAY	6.90%	BLOCKED HOUR 17 WEEK OF 12/15/08 DUE TO SPIKES IN PC SA ISSUED 1/6/09
AP081500	144			TOLL	TWO_WAY	0.85%	BLOCKED HOUR 18 WEEK OF 12/22/08 DUE TO SPIKES IN PC SA ISSUED 1/12/09
AP081878	24			TOLL	ONE_WAY	6.18%	BLOCKED HOUR 17 WEEK OF 12/15/08 DUE TO SPIKES IN PC SA ISSUED 1/6/09
AP081907	24			TOLL	ONE_WAY	1.50%	BLOCKED HOUR 17 WEEK OF 12/15/08 DUE TO SPIKES IN PC SA ISSUED 1/6/09
AP081940	192			TOLL	TWO_WAY	2.75%	BLOCKED HOUR 13 WEEK OF 12/8/08 DUE TO SPIKES IN PC SA ISSUED 1/6/09

Redacted Copy
Blanks in the report indicate no activity for the measure.

WASHINGTON TRUNK BLOCKING - DECEMBER 2008

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP081958	216			TOLL	TWO_WAY	2.83%	BLOCKED HOUR 9 WEEK OF 12/22/08 DUE TO SPIKES IN PC SA ISSUED 1/6/09

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2008

MEASURE	MARKET UNIT	JUL-08	AUG-08	SEP-08	OCT-08	NOV-08	DEC-08	YTD
Number of Scheduled Appointments (dispatched orders)	RES							76817
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	RES							1233
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	RES							5999
Number of Scheduled Commitments (non-dispatched orders)	RES							1146969
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	RES							309
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	RES							3091
Number Exclusions	RES							9090
Number of Scheduled Appointments (dispatched orders)	BUS							24330
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	BUS							962
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	BUS							3853
Number of Scheduled Commitments (non-dispatched orders)	BUS							94605
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	BUS							336
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	BUS							1316
Number Exclusions	BUS							5169
Number of Scheduled Appointments (dispatched tickets)	RES							102896
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	RES							6544
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	RES							422
Number of Scheduled Commitments (non-dispatched tickets)	RES							22959
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	RES							828
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	RES							3

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2008

MEASURE	MARKET UNIT	JUL-08	AUG-08	SEP-08	OCT-08	NOV-08	DEC-08	YTD
Number of Scheduled Appointments (dispatched orders)	RES							76817
Number Exclusions	RES							967
Number of Scheduled Appointments (dispatched tickets)	BUS							15974
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	BUS							2213
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	BUS							404
Number of Scheduled Commitments (non-dispatched tickets)	BUS							4439
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	BUS							252
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	BUS							15
Number Exclusions	BUS							641
Total amount of missed appointments credits paid	RES							\$53,925.00
Number of customers receiving credits for company missed appointments/commitments-Install	RES							2148
Total amount of missed appointments credits paid	BUS							\$75,660.00
Number of customers receiving credits for company missed appointments/commitments-Install	BUS							1405
Total amount of missed appointments credits paid	RES							\$138,875.00
Number of customers receiving credits for company missed appointments/commitments-Repair	RES							5540
Total amount of missed appointments credits paid	BUS							\$45,375.00
Number of customers receiving credits for company missed appointments/commitments-Repair	BUS							913
Count of All Orders	RES							184268

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2008

MEASURE	MARKET UNIT	JUL-08	AUG-08	SEP-08	OCT-08	NOV-08	DEC-08	YTD
Number of Scheduled Appointments (dispatched orders)	RES							76817
WA Completed Orders for Primary Service installed within 5 business days	RES							182851
Number of credits-First Month's Charge(HO Recurring)	RES							926
Amount of credit-First Month's Charge(HO Recur)	RES							\$12,494.25
Number of credits-Installation (HO NonRecur)	RES							933
Amount of credits-Installation (Ho NonRecur)	RES							\$28,907.50
Number of Remote Call Frwding-Recurring	RES							1
Amount of Remote Call Frwding-Recurring	RES							\$16.00
Count of All Orders	BUS							34239
WA Completed Orders for Primary Service installed within 5 business days	BUS							33260
Number of credits-First Month's Charge(HO Recurring)	BUS							689
Amount of credit-First Month's Charge(HO Recur)	BUS							\$30,802.51
Number of credits-Installation (HO NonRecur)	BUS							692
Amount of credits-Installation (Ho NonRecur)	BUS							\$55,272.00
Number of Voice Mail Nonrecurring Credits	BUS							25
Amount of Voice Mail Nonrecurring Credits	BUS							\$0.00
Number of out of service repair reports cleared within two working days	RES							95815
Percentage of out of service repair reports cleared within two working days	RES							98.57%
Number of out of service repair reports not cleared within two working days minus exceptions.	RES							1393
Percentage of out of service repair reports not cleared within two working days minus exceptions.	RES							1.43%

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2008

MEASURE	MARKET UNIT	JUL-08	AUG-08	SEP-08	OCT-08	NOV-08	DEC-08	YTD
Number of Scheduled Appointments (dispatched orders)	RES							76817
Total amount of two day out of service condition credits	RES							\$3,724,02
Total amount of two day out of service condition credit exceptions	RES							525
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES							42
Number of two day out of service condition credit exceptions for Weather Related Events	RES							47
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	RES							35
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	RES							401
Number of out of service repair reports cleared within two working days	BUS							16000
Percentage of out of service repair reports cleared within two working days	BUS							98.70%
Number of out of service repair reports not cleared within two working days minus exceptions.	BUS							211
Percentage of out of service repair reports not cleared within two working days minus exceptions.	BUS							1.30%
Total amount of two day out of service condition credits	BUS							\$600.00
Total amount of two day out of service condition credit exceptions	BUS							75
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	BUS							4
Number of two day out of service condition credit exceptions for Weather Related Events	BUS							3
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	BUS							2
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	BUS							66
Number of out of service repair reports cleared within seven calendar days	RES							97612
Percentage of out of service repair reports cleared within seven calendar days	RES							99.90%
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	RES							93

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2008

MEASURE	MARKET UNIT	JUL-08	AUG-08	SEP-08	OCT-08	NOV-08	DEC-08	YTD
Number of Scheduled Appointments (dispatched orders)	RES							76817
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	RES							0.10%
Total amount of seven day out of service condition credits	RES							\$827.49
Total amount of seven day out of service condition credit exceptions	RES							28
No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES							3
Number of seven day out of service condition credit exceptions for Weather Related Events	RES							1
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							24
Number of out of service repair reports cleared within seven calendar days	BUS							16270
Percentage of out of service repair reports cleared within seven calendar days	BUS							99.92%
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS							13
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS							0.08%
Total amount of seven day out of service condition credits	BUS							\$150.57
Total amount of seven day out of service condition credit exceptions	BUS							3
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							2