

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

Qwest 
Spirit of Service™

April 29, 2009

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

2009 APR 30 AM 8:59
UTILITY AND TRANSPORTATION
COMMISSION

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

Dear Mr. Danner:

Enclosed are the March 2009 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.

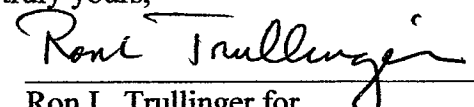
The following reports are enclosed:

- 1) Summary Report,
- 2) Orders Summary,
- 3) Trouble Report,
- 4) Trunk Blocking Report

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 - MARCH 2009

METRIC DESCRIPTION	JANUARY 2009			FEBRUARY 2009			MARCH 2009		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	10285	13016	79.02%	7123	7207	98.83%	7933	8050	98.55%
OOS Tickets Not Cleared Within 48 Hrs	2731	1	2731	84	1	84	117	1	117
Number of OOS Exemptions	593	1	593	116	1	116	136	1	136
All Other Repairs Cleared LT < 72 Hrs	3261	3897	83.68%	2032	2047	99.27%	2266	2299	98.56%
All Other Troubles Cleared GTR > 72 Hrs	636	1	636	15	1	15	33	1	33
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	58	1	58	4	1	4	5	1	5
Physically Obstructed All Other Troubles Cleared > 72 Hrs	74	1	74	21	1	21	22	1	22
Repair Force Majeure Exclusions	129	1	129	51	1	51	57	1	57
Repair Physically Obstructed Exclusions	115	1	115	61	1	61	60	1	60
Installation Appointments Met	8127	8759	92.78%	7537	7902	95.38%	8618	9048	95.25%
Repair Appointments Met	4751	6062	78.37%	4784	5536	86.42%	5395	6274	85.99%
Provisioning Missed for Company Reasons	285	1	285	210	1	210	185	1	185
Provisioning Missed for Customer Reasons	1271	1	1271	953	1	953	1021	1	1021
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard			Met Standard			Met Standard

Washington Orders Summary - MARCH 2009
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		138	1	18.00	0	100.00%	0	100.00%	
AUBURN		327	9	47.11	3	99.08%	0	100.00%	
BAINBRIDGE ISLAND		105	1	0.00	0	100.00%	0	100.00%	
BATTLEGROUND		104	3	49.00	3	97.12%	0	100.00%	
BELFAIR		71	0		2	97.18%	0	100.00%	
BELLEVUE		385	2	44.00	7	98.18%	0	100.00%	
	BELLEVUE GLENCOURT	145	1	86.00	2	98.62%	0	100.00%	
	BELLEVUE-SHERWOOD	240	1	2.00	5	97.92%	0	100.00%	
BELLINGHAM		376	2	29.50	1	99.73%	0	100.00%	
	BELLINGHAM LUMMI	20	0		0	100.00%	0	100.00%	
	BELLINGHAM REGENT	356	2	29.50	1	99.72%	0	100.00%	
BLACK DIAMOND		21	0		1	95.24%	0	100.00%	
BREMERTON		486	2	5.00	2	99.59%	0	100.00%	
	BREMERTON CROSSBY	28	1	1.00	0	100.00%	0	100.00%	
	BREMERTON ESSEX	451	1	9.00	2	99.56%	0	100.00%	
	BREMERTON SUNNYSLOPE	7	0		0	100.00%	0	100.00%	
BUCKLEY		19	0		1	94.74%	0	100.00%	
CASTLE ROCK		60	1	66.00	2	96.67%	0	100.00%	
CENTRALIA		117	1	13.00	0	100.00%	0	100.00%	
CHEHALIS		116	1	13.00	5	95.69%	0	100.00%	
	CHEHALIS	91	1	13.00	3	96.70%	0	100.00%	
	CHEHALIS NAPAVINE	25	0		2	92.00%	0	100.00%	
CLE-ELUM		35	1	1.00	1	97.14%	0	100.00%	
COLFAX		18	0		0	100.00%	0	100.00%	
COLVILLE		79	0		0	100.00%	0	100.00%	
COPALIS(OCEAN SHORES)		44	0		2	95.45%	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 - MARCH 2009
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		22	0		1	95.45%	0	100.00%	
CRYSTAL MTN.		2	0		0	100.00%	0	100.00%	
DAYTON		18	0		0	100.00%	0	100.00%	
DEER PARK		59	0		0	100.00%	0	100.00%	
DES MOINES		415	2	24.50	1	99.76%	0	100.00%	
	DES MOINES	149	0		0	100.00%	0	100.00%	
	DES MOINES FEDERAL WAY	266	2	24.50	1	99.62%	0	100.00%	
EASTON		2	0		0	100.00%	0	100.00%	
ELK		34	1	23.00	0	100.00%	0	100.00%	
ENUMCLAW		74	0		2	97.30%	0	100.00%	
EPHRATA		46	1	18.00	1	97.83%	0	100.00%	
GRAHAM		174	3	33.00	1	99.43%	0	100.00%	
GREEN BLUFF		14	0		1	92.86%	0	100.00%	
HOODSPORT		22	0		0	100.00%	0	100.00%	
ISSAQUAH		143	4	22.50	3	97.90%	0	100.00%	
KENT		583	9	45.00	10	98.28%	0	100.00%	
	KENT MERIDIAN	142	2	20.50	3	97.89%	0	100.00%	
	KENT O BRIEN	50	1	63.00	2	96.00%	0	100.00%	
	KENT ULRICH	391	6	50.17	5	98.72%	0	100.00%	
LIBERTY LAKE		6	0		0	100.00%	0	100.00%	
LONGVIEW-KELSO		385	2	45.00	2	99.48%	0	100.00%	
LOON LAKE		9	0		0	100.00%	0	100.00%	
MAPLE VALLEY		59	1	3.00	0	100.00%	0	100.00%	
MOSES LAKE		206	4	122.75	0	100.00%	0	100.00%	1
	MOSES LAKE AFB	48	0		0	100.00%	0	100.00%	
	MOSES LAKE ALDER	158	4	122.75	0	100.00%	0	100.00%	1

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STANDARD						90.00%		99.00%	
NEWMAN LAKE		5	1	34.00	1	80.00%	0	100.00%	
NORTHPORT		9	0		0	100.00%	0	100.00%	
OLYMPIA		622	8	25.13	4	99.36%	0	100.00%	
	OLYMPIA EVERGREEN	34	0		0	100.00%	0	100.00%	
	OLYMPIA LACEY	284	4	22.00	4	98.59%	0	100.00%	
	OLYMPIA WHITEHALL	304	4	28.25	0	100.00%	0	100.00%	
OMAK-OKANOGAN		89	1	64.00	0	100.00%	0	100.00%	
OROVILLE		29	0		0	100.00%	0	100.00%	
OTHELLO		77	4	44.50	1	98.70%	0	100.00%	
PASCO		366	3	28.33	2	99.45%	0	100.00%	
PATEROS		7	0		0	100.00%	0	100.00%	
POMEROY		12	0		0	100.00%	0	100.00%	
PT. ANGELES		151	1	82.00	1	99.34%	0	100.00%	
	PT ANGELES JOYCE	6	0		0	100.00%	0	100.00%	
	PT. ANGELES	145	1	82.00	1	99.31%	0	100.00%	
PT. LUDLOW		22	0		2	90.91%	0	100.00%	
PT. ORCHARD		199	5	25.20	1	99.50%	0	100.00%	
	PORT ORCHARD COLBY	63	1	45.00	0	100.00%	0	100.00%	
	PT. ORCHARD	136	4	20.25	1	99.26%	0	100.00%	
PT. TOWNSEND		114	0		1	99.12%	0	100.00%	
PUYALLAP		335	5	17.80	2	99.40%	0	100.00%	
RENTON		560	7	21.00	3	99.46%	0	100.00%	
RIDGEFIELD		37	1	46.00	0	100.00%	0	100.00%	
ROCHESTER		54	0		2	96.30%	0	100.00%	
ROY		28	1	11.00	1	96.43%	0	100.00%	
SEATTLE		2783	15	24.80	11	99.60%	0	100.00%	

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STANDARD						90.00%		99.00%	
	SEATTLE ATWATER	179	0		0	100.00%	0	100.00%	
	SEATTLE CAMPUS	91	0		0	100.00%	0	100.00%	
	SEATTLE CHERRY	504	3	24.67	2	99.60%	0	100.00%	
	SEATTLE DUWAMISH	169	1	48.00	1	99.41%	0	100.00%	
	SEATTLE EAST	347	5	15.80	1	99.71%	0	100.00%	
	SEATTLE ELLIOT	92	0		2	97.83%	0	100.00%	
	SEATTLE EMERSON	260	0		1	99.62%	0	100.00%	
	SEATTLE LAKEVIEW	168	0		1	99.40%	0	100.00%	
	SEATTLE MAIN	303	4	35.75	0	100.00%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	55	1	18.00	1	98.18%	0	100.00%	
	SEATTLE PARKWAY	288	1	10.00	2	99.31%	0	100.00%	
	SEATTLE SUNSET	155	0		0	100.00%	0	100.00%	
	SEATTLE WEST	172	0		0	100.00%	0	100.00%	
SEQUIM		118	1	19.00	0	100.00%	0	100.00%	
SHELTON		169	5	66.60	4	97.63%	0	100.00%	
SILVERDALE		128	1	4.00	2	98.44%	0	100.00%	
SPOKANE		1560	15	26.40	15	99.04%	0	100.00%	1
	SPOKANE CHESTNUT	43	2	9.50	0	100.00%	0	100.00%	
	SPOKANE FAIRFAX	242	2	44.00	1	99.59%	0	100.00%	
	SPOKANE HUDSON	245	0		1	99.59%	0	100.00%	
	SPOKANE KEYSTONE	181	1	4.00	1	99.45%	0	100.00%	
	SPOKANE MORAN	58	0		0	100.00%	0	100.00%	
	SPOKANE RIVERSIDE	242	3	17.67	3	98.76%	0	100.00%	
	SPOKANE WALNUT	386	4	44.00	5	98.70%	0	100.00%	1
	SPOKANE WHITWORTH	163	3	18.67	4	97.55%	0	100.00%	
SPRINGDALE		21	1	32.00	0	100.00%	0	100.00%	

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STANDARD						90.00%		99.00%	
SUMNER (BONNEYLAKE)		128	1	59.00	0	100.00%	0	100.00%	
TACOMA		1979	22	30.91	21	98.94%	0	100.00%	
	TACOMA FORT LEWIS	56	0		0	100.00%	0	100.00%	
	TACOMA GREENFIELD	355	1	34.00	3	99.15%	0	100.00%	
	TACOMA JUNIPER	302	3	4.00	4	98.68%	0	100.00%	
	TACOMA LENNOX	343	4	46.00	6	98.25%	0	100.00%	
	TACOMA LOGAN	140	4	39.50	2	98.57%	0	100.00%	
	TACOMA MARKET (FAWCETT)	295	6	41.67	2	99.32%	0	100.00%	
	TACOMA SKYLINE	117	0		0	100.00%	0	100.00%	
	TACOMA WAVERLY-2	75	0		0	100.00%	0	100.00%	
	TACOMA WAVERLY-7	296	4	10.50	4	98.65%	0	100.00%	
VANCOUVER		1122	13	23.62	7	99.38%	0	100.00%	
	VANCOUVER ORCHARDS	533	5	17.80	3	99.44%	0	100.00%	
	VANCOUVER OXFORD	395	6	30.83	4	98.99%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	194	2	16.50	0	100.00%	0	100.00%	
WAITSBURG		9	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		197	2	14.50	1	99.49%	0	100.00%	
WARDEN		22	1	9.00	0	100.00%	0	100.00%	
WINLOCK		33	2	9.50	2	93.94%	0	100.00%	
YAKIMA		714	13	41.00	3	99.58%	0	100.00%	
	YAKIMA CHESTNUT	548	11	47.91	2	99.64%	0	100.00%	
	YAKIMA WEST	166	2	3.00	1	99.40%	0	100.00%	
Exchanges in Neighboring States									
CLARKSTON		67	0		1	98.51%	0	100.00%	

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STANDARD						90.00%		99.00%	
TOTALS		16540	180	33.12	140	99.15%	0	100.00%	2
Newman Lake percent completed in 5 days was below standard due to low volume									
Moses Lake Alder order not completed > 180 days due to customer reasons									
Spokane Walnut order not completed > 180 days due to customer reasons									

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WASHINGTON TROUBLE REPORT RATE - MARCH 2009

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE MAR-09	RATE FEB-09	RATE JAN-09	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		
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	11730	76	0.65	0.78	1.71	1.36	1.01	0.76	0.81	1.19	0.55	0.61	0.69	0.65		
AUBURN	0	22176	175	0.79	0.81	1.49	1.03	1.18	1.05	0.97	1.23	0.86	0.98	1.53	0.69		
BAINBRIDGE ISLAND	0	10854	61	0.56	0.48	0.89	0.63	0.88	0.77	0.65	1.01	0.98	0.76	0.67	0.72		
BATTLEGROUND	0	9616	82	0.85	0.56	1.61	2.85	1.10	0.74	0.89	0.93	1.55	1.37	0.56	0.91		
BELFAIR	0	6772	55	0.81	0.57	1.42	1.12	1.25	0.99	0.84	1.22	3.77	1.40	1.15	1.15		
BELLEVUE	0	45624	256	0.56	0.59	1.20	0.71	0.82	0.70	0.75	0.69	0.71	0.58	0.56	0.52		
		BELLEVUE GLENCOURT	0	18296	105	0.57	0.46	0.80	0.47	0.53	0.51	0.48	0.51	0.47	0.44	0.41	0.42
		BELLEVUE-SHERWOOD	0	27328	151	0.55	0.67	1.46	0.87	1.01	0.84	0.93	0.80	0.88	0.68	0.67	0.60
BELLINGHAM	0	30508	128	0.42	0.37	0.62	0.51	0.46	0.42	0.40	0.42	0.43	0.50	0.44	0.29		
		BELLINGHAM LUMMI	0	1329	9	0.68	0.53	1.88	0.53	0.90	0.83	0.37	0.65	1.01	3.02	0.72	0.73
		BELLINGHAM REGENT	0	29179	119	0.41	0.36	0.56	0.51	0.45	0.40	0.40	0.40	0.40	0.40	0.42	0.27
BLACK DIAMOND	0	2669	39	1.46	1.33	2.31	2.14	1.54	1.24	1.19	1.70	1.44	1.09	0.81	1.03		
BREMERTON	0	32996	153	0.46	0.47	0.67	0.63	0.65	0.69	0.67	0.63	0.68	0.56	0.51	0.40		
		BREMERTON CROSSBY	0	3074	28	0.91	0.84	1.32	1.19	1.38	1.73	1.71	2.03	1.86	1.81	1.28	0.56
		BREMERTON ESSEX	0	29247	120	0.41	0.42	0.59	0.55	0.57	0.58	0.56	0.48	0.56	0.42	0.42	0.39
		BREMERTON SUNNYSLOPE	0	675	5	0.74	0.74	1.47	1.45	0.72	0.73	0.72	0.71	0.56	0.84	0.56	0.42
BUCKLEY	0	2299	36	1.57	1.04	2.79	1.30	1.61	1.32	1.86	1.81	1.35	1.31	1.15	0.91		
CASTLE ROCK	1	4044	71	1.76	1.03	4.66	1.68	2.00	1.85	1.83	2.75	2.49	1.26	3.56	1.22		
CENTRALIA	0	7799	103	1.32	0.66	2.46	0.97	1.03	0.70	1.10	1.74	0.80	0.69	0.69	0.78		
CHEHALIS	0	9241	98	1.06	1.38	2.78	1.61	1.12	1.32	0.86	1.30	1.30	1.46	0.98	1.40		
		CHEHALIS	0	6731	72	1.07	1.13	1.93	1.45	0.95	1.33	0.76	1.24	1.15	1.66	0.86	1.74
		CHEHALIS NAPAVINE	0	2510	26	1.04	2.05	5.05	2.03	1.57	1.32	1.16	1.46	1.73	0.92	1.34	0.50
CLE-ELUM	0	2982	27	0.91	0.47	2.12	0.75	0.84	1.03	0.67	1.53	0.79	1.50	0.84	0.62		
COLFAX	0	2282	26	1.14	0.48	2.78	1.43	0.95	0.90	1.08	1.98	1.59	0.64	1.10	0.93		
COLVILLE	0	6754	46	0.68	0.68	1.31	1.40	1.16	0.63	0.91	0.78	1.10	1.02	0.93	0.74		
COPALIS(OCEAN SHORES)	0	3523	50	1.42	1.24	1.95	1.98	1.58	1.47	1.98	2.61	1.33	1.08	1.29	1.12		
COULEE DAM	0	2112	33	1.56	0.89	1.77	1.12	0.74	0.60	0.73	1.37	1.55	0.86	1.22	1.08		
CRYSTAL MTN.	1	620	7	1.13	1.28	4.47	0.64	0.64	0.81	1.13	0.48	2.24	0.64	1.43	1.27		
DAYTON	0	1762	20	1.14	0.79	1.97	1.24	0.56	1.13	1.58	1.07	1.61	2.17	1.16	0.55		
DEER PARK	0	6140	63	1.03	0.93	2.07	1.34	0.77	0.72	0.80	0.93	1.24	0.94	1.14	0.72		
DES MOINES	0	22820	204	0.89	0.68	1.27	0.93	0.95	0.92	0.78	0.82	0.75	0.59	0.73	0.71		
		DES MOINES	0	8999	66	0.73	0.70	1.25	0.97	1.12	1.07	0.79	0.88	0.77	0.61	0.79	0.79
		DES MOINES FEDERAL WAY	0	13821	138	1.00	0.67	1.28	0.91	0.84	0.82	0.77	0.78	0.74	0.57	0.69	0.67

WASHINGTON TROUBLE REPORT RATE - MARCH 2009

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE MAR-09	RATE FEB-09	RATE JAN-09	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		
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	622	0	0.00	0.79	0.95	0.47	0.31	0.93	0.47	2.30	0.76	1.35	2.10	0.00		
ELK	0	2607	34	1.30	1.41	3.26	1.31	1.31	0.82	1.30	1.18	2.06	1.43	2.13	1.70		
ENUMCLAW	0	6939	78	1.12	1.27	2.16	1.13	1.42	1.20	0.70	1.13	1.59	1.11	1.09	1.19		
EPHRATA	0	3055	17	0.56	0.36	0.29	0.58	1.10	0.68	0.44	0.63	0.62	0.93	0.83	0.74		
GRAHAM	0	12944	154	1.19	0.63	1.02	1.01	0.99	1.12	0.97	0.84	0.89	1.01	0.87	0.91		
GREEN BLUFF	0	2599	26	1.00	1.87	1.06	0.97	0.89	1.08	1.13	1.13	0.95	1.62	1.57	0.71		
HOODSPORT	0	2136	30	1.40	0.51	1.19	1.40	1.56	1.37	0.74	0.95	1.85	0.94	0.98	1.10		
ISSAQUAH	0	18759	101	0.54	0.58	1.45	0.52	0.74	0.67	0.58	0.53	0.77	0.57	1.15	0.59		
KENT	0	41885	295	0.70	0.63	0.95	0.82	0.72	0.75	0.68	0.74	0.89	0.71	0.61	0.77		
		KENT MERIDIAN	0	14544	147	1.01	0.77	1.43	1.22	0.91	0.88	0.74	1.05	1.01	0.84	1.00	
		KENT O BRIEN	0	8606	30	0.35	0.30	0.15	0.20	0.26	0.32	0.25	0.22	0.25	0.18	0.35	0.31
		KENT ULRICH	0	18735	118	0.63	0.68	0.94	0.79	0.76	0.82	0.82	0.73	1.08	0.84	0.59	0.78
LIBERTY LAKE	0	1123	1	0.09	0.35	0.86	0.74	0.66	0.36	0.72	0.50	1.14	0.36	0.57	0.92		
LONGVIEW-KELSO	0	24174	198	0.82	0.87	2.29	1.33	1.31	0.88	1.07	1.25	0.94	0.91	0.78	1.50		
LOON LAKE	1	1214	14	1.15	0.74	1.14	0.80	0.80	1.03	1.01	2.51	4.45	1.20	0.99	0.99		
MAPLE VALLEY	0	9120	74	0.81	0.60	1.27	0.86	0.73	0.51	0.82	1.62	0.96	0.65	0.58	0.39		
MOSES LAKE	0	12661	123	0.97	0.82	1.03	0.82	1.19	0.86	1.02	1.23	1.12	0.84	1.20	0.75		
		MOSES LAKE AFB	0	2062	23	1.12	0.29	0.92	0.39	0.53	0.90	1.56	0.99	0.84	0.97	0.96	0.45
		MOSES LAKE ALDER	0	10599	100	0.94	0.92	1.06	0.91	1.32	0.86	0.92	1.27	1.18	0.81	1.25	0.81
NEWMAN LAKE	1	1712	30	1.75	1.26	1.47	1.01	1.22	0.99	1.58	4.40	1.03	1.43	1.63	0.85		
NORTHPORT	0	1026	5	0.49	0.78	1.55	2.22	1.34	3.13	1.50	0.94	2.24	1.02	0.65	1.20		
OLYMPIA	0	63822	357	0.56	0.52	0.91	0.80	0.71	0.67	0.64	0.76	0.67	0.60	0.65	0.65		
		OLYMPIA EVERGREEN	0	4912	27	0.55	0.64	0.82	1.01	1.02	0.95	0.77	1.11	0.70	0.82	1.05	
		OLYMPIA LACEY	0	28140	150	0.53	0.52	0.80	0.80	0.60	0.69	0.57	0.66	0.64	0.55	0.68	0.69
		OLYMPIA WHITEHALL	0	30770	180	0.58	0.50	1.01	0.77	0.75	0.61	0.69	0.79	0.70	0.61	0.62	0.55
OMAK-OKANOGAN	0	7076	76	1.07	1.03	0.96	0.93	3.14	0.98	0.92	1.70	3.05	1.75	1.31	0.72		
OROVILLE	0	1775	21	1.18	0.95	1.67	0.61	1.28	1.77	0.76	1.09	2.23	1.24	0.75	1.45		
OTHELLO	0	4239	51	1.20	1.04	1.66	1.79	1.73	0.72	1.06	1.17	1.70	1.19	1.06	1.13		
PASCO	0	16659	140	0.84	0.76	1.32	0.94	0.91	0.67	0.79	1.25	0.98	0.95	0.87	0.64		
PATEROS	0	761	16	2.10	0.52	1.68	0.77	1.15	1.02	0.88	1.76	2.53	3.89	1.52	0.89		
POMEROY	0	1256	16	1.27	2.85	3.64	2.37	1.74	1.41	2.57	2.10	1.56	1.54	3.31	1.46		
PT. ANGELES	0	15545	105	0.68	0.57	0.96	0.92	1.13	0.65	0.98	0.82	0.66	0.64	0.72	0.69		
		PT ANGELES JOYCE	0	1116	23	2.06	0.89	2.82	2.92	2.65	2.03	2.87	1.89	1.29	1.86	1.53	0.93

WASHINGTON TROUBLE REPORT RATE - MARCH 2009

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE MAR-09	RATE FEB-09	RATE JAN-09	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
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	14429	82	0.57	0.54	0.82	0.77	1.01	0.55	0.84	0.74	0.62	0.55	0.65	0.67
PT. LUDLOW		0	2578	11	0.43	0.35	0.92	0.53	0.57	0.57	0.79	1.05	0.64	0.74	0.81	1.25
PT. ORCHARD		0	18025	174	0.97	0.72	1.30	1.17	1.22	1.26	1.00	0.80	0.86	0.82	0.66	0.61
	PORT ORCHARD COLBY	0	6698	39	0.58	0.69	1.38	1.07	1.08	0.82	0.77	0.83	0.99	0.83	0.70	0.57
	PT. ORCHARD	0	11327	135	1.19	0.74	1.25	1.24	1.30	1.52	1.14	0.78	0.79	0.81	0.64	0.63
PT. TOWNSEND		0	10887	70	0.64	0.48	0.83	0.81	0.80	0.92	0.74	0.68	0.85	0.89	0.74	0.72
PUYALLAP		0	24435	177	0.72	0.69	1.27	0.70	0.90	0.72	0.85	0.96	0.98	0.76	0.62	1.03
RENTON		0	39090	293	0.75	1.08	1.37	0.99	1.18	1.05	1.04	1.09	0.70	0.75	0.66	0.60
RIDGEFIELD		0	3298	30	0.91	1.27	2.06	1.57	1.30	1.55	0.84	1.12	2.53	0.93	1.04	1.47
ROCHESTER		0	4781	44	0.92	0.56	2.20	1.46	0.77	0.99	0.88	1.30	1.69	0.81	0.96	0.93
ROY		0	2274	17	0.75	0.79	1.77	1.84	1.16	1.87	1.30	1.16	1.85	1.17	1.81	0.96
SEATTLE		0	272349	1599	0.59	0.47	0.86	0.54	0.67	0.52	0.59	0.62	0.55	0.51	0.53	0.50
	SEATTLE ATWATER	0	20311	70	0.34	0.30	0.56	0.31	0.81	0.44	0.37	0.35	0.41	0.44	0.44	0.35
	SEATTLE CAMPUS	0	10116	49	0.48	0.41	0.58	0.28	0.56	0.47	1.08	0.50	0.48	0.39	0.28	0.37
	SEATTLE CHERRY	0	31621	307	0.97	0.73	1.40	0.86	1.02	0.86	0.71	1.08	0.84	0.77	0.72	0.86
	SEATTLE DUWAMISH	0	12915	70	0.54	0.61	0.95	0.59	0.67	0.50	0.59	0.73	0.62	0.48	0.47	0.50
	SEATTLE EAST	0	29455	159	0.54	0.63	0.92	0.75	0.82	0.70	0.92	0.66	0.55	0.57	1.15	0.55
	SEATTLE ELLIOT	0	7730	12	0.16	0.32	0.24	0.35	0.23	0.22	0.27	0.38	0.34	0.17	0.25	0.11
	SEATTLE EMERSON	0	29017	154	0.53	0.54	0.96	0.67	0.67	0.52	0.60	0.52	0.52	0.54	0.47	0.50
	SEATTLE LAKEVIEW	0	25059	193	0.77	0.49	0.85	0.56	0.70	0.48	0.67	0.68	0.54	0.59	0.62	0.69
	SEATTLE MAIN	0	37397	74	0.20	0.14	0.21	0.13	0.16	0.14	0.17	0.23	0.22	0.22	0.16	0.21
	SEATTLE MERCER ISLAND (ADAMS)	0	8994	62	0.69	0.39	1.17	0.76	1.00	0.55	0.71	0.72	0.84	0.76	0.54	0.47
	SEATTLE PARKWAY	0	18421	224	1.22	0.69	1.18	0.66	0.84	0.86	0.78	0.96	0.99	0.88	0.72	0.65
	SEATTLE SUNSET	0	21267	112	0.53	0.38	0.74	0.56	0.64	0.45	0.41	0.53	0.60	0.36	0.41	0.42
	SEATTLE WEST	0	20046	113	0.56	0.50	1.40	0.55	0.72	0.53	0.63	0.72	0.42	0.42	0.39	0.45
SEQUIM		0	13116	135	1.03	0.57	0.95	0.89	0.76	0.76	0.88	0.87	0.79	0.59	0.80	0.57
SHELTON		0	13791	100	0.73	0.87	1.44	1.20	1.10	0.79	0.86	1.14	0.89	0.78	0.68	0.82
SILVERDALE		0	12924	89	0.69	0.42	0.70	0.66	0.93	0.64	0.73	0.53	0.54	0.41	0.49	0.48
SPOKANE		0	122034	1163	0.95	0.86	1.32	0.81	1.03	0.82	0.86	1.07	1.02	0.98	0.81	0.87
	SPOKANE CHESTNUT	0	2572	31	1.21	0.86	1.73	1.22	1.48	0.49	1.26	1.50	1.18	0.84	1.28	0.83
	SPOKANE FAIRFAX	0	17157	205	1.19	1.68	1.51	1.00	1.52	0.76	0.79	1.24	0.94	1.01	0.97	0.82
	SPOKANE HUDSON	0	13589	121	0.89	0.69	1.56	0.73	1.25	1.12	0.76	1.06	1.20	1.04	0.73	0.91
	SPOKANE KEYSTONE	0	12049	197	1.63	0.93	1.11	0.74	1.04	0.87	0.76	0.70	0.85	1.09	0.68	0.73

WASHINGTON TROUBLE REPORT RATE - MARCH 2009

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE MAR-09	RATE FEB-09	RATE JAN-09	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
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
	0	7601	42	0.55	0.54	1.33	0.58	0.77	0.78	1.21	1.02	1.00	0.97	0.69	1.71
	0	17230	140	0.81	0.60	1.80	0.81	1.10	0.67	0.58	0.61	0.70	0.80	0.86	1.00
	0	33482	274	0.82	0.72	1.11	0.68	0.76	0.78	0.91	1.14	1.18	0.96	0.80	0.79
	0	18354	153	0.83	0.80	1.01	1.02	0.88	0.89	1.02	1.41	1.03	1.04	0.76	0.68
SPRINGDALE	0	1731	21	1.21	1.21	1.77	1.71	2.79	1.71	3.41	2.10	2.99	1.46	1.47	1.25
SUMNER (BONNEYLAKE)	0	14710	109	0.74	0.73	1.33	0.95	0.81	0.66	0.98	0.83	0.75	0.68	0.73	0.68
TACOMA	0	131999	989	0.75	0.60	1.35	0.74	1.05	0.81	0.63	0.74	0.73	0.68	0.74	0.71
	0	2964	16	0.54	0.37	0.70	0.46	0.42	0.58	0.63	0.53	0.46	0.51	1.04	0.53
	0	17983	180	1.00	0.68	1.76	0.89	1.15	0.87	0.82	0.89	0.84	0.67	0.81	0.91
	0	18417	162	0.88	0.79	1.16	0.75	0.93	0.90	0.70	0.69	0.68	0.79	0.63	0.80
	0	21835	173	0.79	0.73	1.64	0.81	1.00	1.05	0.70	1.07	1.01	0.78	1.25	0.88
	0	12804	91	0.71	0.66	1.41	0.86	1.56	0.72	0.51	0.60	0.65	0.67	0.74	0.58
	0	15616	113	0.72	0.48	1.05	0.50	0.90	0.53	0.44	0.55	0.59	0.48	0.39	0.89
	0	12650	67	0.53	0.51	1.54	0.66	0.80	0.88	0.62	0.61	0.70	0.53	0.52	0.43
	0	5995	43	0.72	0.64	1.29	0.80	1.28	0.80	0.60	0.71	0.64	1.00	0.73	0.68
	0	23735	144	0.61	0.40	1.05	0.72	1.08	0.72	0.54	0.68	0.62	0.65	0.59	0.49
VANCOUVER	0	74861	619	0.83	0.76	1.27	0.92	0.88	0.93	0.77	0.92	0.86	1.04	0.80	0.87
	0	37568	293	0.78	0.73	1.21	0.98	0.75	0.85	0.64	0.98	0.76	1.35	0.88	0.84
	0	21436	182	0.85	0.81	1.32	0.83	0.96	1.03	0.96	1.05	1.01	0.77	0.82	1.00
	0	15857	144	0.91	0.75	1.35	0.89	1.09	1.00	0.81	0.63	0.91	0.65	0.56	0.76
WAITSBURG	0	563	8	1.42	1.43	1.07	2.13	1.23	1.06	0.52	1.23	1.89	1.70	2.70	0.83
WALLA WALLA (INCL TOUCHET)	0	15218	129	0.85	0.59	1.74	1.29	0.97	0.86	0.70	1.09	1.41	0.95	0.83	0.76
WARDEN	0	1219	13	1.07	0.49	2.30	1.70	1.46	1.46	1.12	2.63	1.51	3.82	1.35	1.50
WINLOCK	0	2104	26	1.24	1.34	1.36	0.89	0.70	1.86	0.55	1.15	0.59	0.91	1.13	0.90
YAKIMA	0	41722	273	0.65	0.55	0.75	0.47	0.67	0.67	0.67	0.85	0.93	0.60	0.77	0.66
	0	28090	198	0.70	0.61	0.86	0.46	0.71	0.75	0.63	0.94	0.85	0.62	0.72	0.62
	0	13632	75	0.55	0.42	0.54	0.50	0.58	0.50	0.75	0.65	1.09	0.55	0.88	0.73
Exchanges in Neighboring States															
CLARKSTON	0	6552	67	1.02	0.74	1.32	0.89	1.05	1.07	1.01	1.43	1.28	0.87	0.80	0.96
TOTALS	0	1329293	9927	0.75	0.66	1.20	0.82	0.90	0.77	0.76	0.88	0.85	0.75	0.74	0.70

WASHINGTON TRUNK BLOCKING SUMMARY - MARCH 2009

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	120	0	0.00%
LOCAL	362	1	0.28%
TOLL	375	6	1.60%

WASHINGTON TRUNK BLOCKING - MARCH 2009

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP067275	48			LOCAL	TWO_WAY	1.24%	Blocked hour 9 week of 3/9/09 due to spikes in pc sa issued 4/6/09
AP072427	288			TOLL	TWO_WAY	0.55%	Blocked hour 20 week of 3/23/09 due to spikes in pc sa issued 4/3/09
AP074015	168			TOLL	TWO_WAY	2.75%	Blocked hour 20 week of 3/23/09 due to spikes in pc sa issued 4/3/09
AP081363	24			TOLL	ONE_WAY	4.92%	Blocked hour 18 week of 3/23/09 due to spikes in pc sa issued 4/2/09
AP081505	168			TOLL	TWO_WAY	5.04%	Blocked hour 13 week of 3/23/09 due to spikes in pc sa issued 3/31/09
AP081907	24			TOLL	ONE_WAY	4.05%	Blocked hour 19 week of 3/16/09 due to spikes in pc sa issued 4/20/09
AP081936	24			TOLL	ONE_WAY	5.19%	Blocked hour 18 week of 3/23/09 due to spikes in pc sa issued 4/2/09