

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



July 27, 2009

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

RECEIVED
REGULATORY MANAGEMENT
2009 JUL 31 AM 9:11
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 June 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,
- 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
Ron L. Trullinger for
Mark Reynolds

Enclosures

cc: Lisa Anderl

Washington Service Quality Summary Report - JUNE 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 Standards			Met Standards			Met Standards

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - JUNE 2009

METRIC DESCRIPTION	APRIL 2009			MAY 2009			JUNE 2009		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	7973	8074	98.75%	7734	7877	98.18%	8628	8730	98.83%
OOS Tickets Not Cleared Within 48 Hrs	101	1	101	143	1	143	102	1	102
Number of OOS Exemptions	132	1	132	105	1	105	131	1	131
All Other Repairs Cleared LT < 72 Hrs	2254	2280	98.86%	2426	2440	99.43%	2718	2733	99.45%
All Other Troubles Cleared GTR > 72 Hrs	26	1	26	14	1	14	15	1	15
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	0	1	0	2	1	2	1	1	1
Physically Obstructed All Other Troubles Cleared > 72 Hrs	13	1	13	20	1	20	24	1	24
Repair Force Majeure Exclusions	52	1	52	48	1	48	81	1	81
Repair Physically Obstructed Exclusions	62	1	62	41	1	41	33	1	33
Installation Appointments Met	8584	8997	95.41%	7507	7922	94.76%	8554	9093	94.07%
Repair Appointments Met	5504	6306	87.28%	5341	6236	85.65%	5568	6664	83.55%
Provisioning Missed for Company Reasons	207	1	207	209	1	209	213	1	213
Provisioning Missed for Customer Reasons	977	1	977	961	1	961	1018	1	1018
% 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 Orders Summary - JUNE 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-HOQUJAM		145	0		1	99.31%	0	100.00%	
AUBURN		306	4	61.50	1	99.67%	0	100.00%	
BAINBRIDGE ISLAND		86	0		0	100.00%	0	100.00%	
BATTLEGROUND		92	0		3	96.74%	0	100.00%	
BELFAIR		89	1	13.00	3	96.63%	0	100.00%	
BELLEVUE		396	7	19.71	1	99.75%	0	100.00%	
BELLEVUE GLENCOURT		158	3	16.33	0	100.00%	0	100.00%	
BELLEVUE-SHERWOOD		238	4	22.25	1	99.58%	0	100.00%	
BELLINGHAM		371	1	1.00	5	98.65%	0	100.00%	
BELLINGHAM LUMMI		20	0		2	90.00%	0	100.00%	
BELLINGHAM REGENT		351	1	1.00	3	99.15%	0	100.00%	
BLACK DIAMOND		21	0		1	95.24%	0	100.00%	
BREMERTON		327	1	45.00	24	92.66%	0	100.00%	
BREMERTON CROSBY		21	0		0	100.00%	0	100.00%	
BREMERTON ESSEX		299	1	45.00	24	91.97%	0	100.00%	
BREMERTON SUNNYSLOPE		7	0		0	100.00%	0	100.00%	
BUCKLEY		18	0		0	100.00%	0	100.00%	
CASTLE ROCK		27	0		0	100.00%	0	100.00%	
CENTRALIA		118	3	9.67	2	98.31%	0	100.00%	
CHEHALIS		117	2	40.50	2	98.29%	0	100.00%	
CHEHALIS		84	2	40.50	2	97.62%	0	100.00%	
CHEHALIS NAPAVINE		33	0		0	100.00%	0	100.00%	
CLE-ELUM		25	0		0	100.00%	0	100.00%	
COLFAX		23	0		0	100.00%	0	100.00%	
COLVILLE		80	2	16.00	2	97.50%	0	100.00%	
COPALIS(OCEAN SHORES)		56	2	13.50	1	98.21%	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 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		20	0		0	100.00%	0	100.00%	
CRYSTAL MTN.		5	0			100.00%	0	100.00%	
DAYTON		22	1	3.00	1	95.45%	0	100.00%	
DEER PARK		56	1	1.00	2	96.43%	0	100.00%	
DES MOINES		386	3	16.33	3	99.22%	0	100.00%	
	DES MOINES	142	2	21.00	1	99.30%	0	100.00%	
	DES MOINES FEDERAL WAY	244	1	7.00	2	99.18%	0	100.00%	
EASTON		7	0		0	100.00%	0	100.00%	
ELK		24	2	52.00	1	95.83%	0	100.00%	
ENUMCLAW		61	0		0	100.00%	0	100.00%	
EPHRATA		47	0		0	100.00%	0	100.00%	
GRAHAM		167	4	69.00	3	98.20%	0	100.00%	
GREEN BLUFF		15	1	42.00	0	100.00%	0	100.00%	
HOODSPORT		17	0		0	100.00%	0	100.00%	
ISSAQUAH		153	3	52.67	0	100.00%	0	100.00%	
KENT		498	12	53.75	6	98.39%	0	100.00%	
	KENT MERIDIAN	107	3	44.67	3	97.20%	0	100.00%	
	KENT O BRIEN	33	0		1	96.97%	0	100.00%	
	KENT ULRICH	358	9	56.78	4	98.88%	0	100.00%	
LIBERTY LAKE		8	0		0	100.00%	0	100.00%	
LONGVIEW-KELSO		397	2	38.50	2	99.50%	0	100.00%	
LOON LAKE		28	0		0	100.00%	0	100.00%	
MAPLE VALLEY		59	1	13.00	0	100.00%	0	100.00%	
MOSES LAKE		209	3	177.00	1	99.52%	0	100.00%	1
	MOSES LAKE AFB	56	0		0	100.00%	0	100.00%	
	MOSES LAKE ALDER	153	3	177.00	1	99.35%	0	100.00%	1

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STANDARD						99.00%		99.00%	
NEWMAN LAKE		11	0		0	100.00%	0	100.00%	
NORTHPORT		17	0		0	100.00%	0	100.00%	
OLYMPIA		638	7	45.57	3	99.53%	0	100.00%	
	OLYMPIA EVERGREEN	43	1	6.00	0	100.00%	0	100.00%	
	OLYMPIA LACEY	269	4	67.50	0	100.00%	0	100.00%	
	OLYMPIA WHITEHALL	326	2	21.50	3	99.08%	0	100.00%	
OMAK-OKANOGAN		81	2	7.00	0	100.00%	0	100.00%	
OROVILLE		27	0		3	88.89%	0	100.00%	
OTHELLO		67	6	62.50	0	100.00%	0	100.00%	
PASCO		261	6	28.33	1	99.62%	0	100.00%	
PATEROS		7	1	6.00	1	85.71%	0	100.00%	
POMEROY		14	1	0.00	0	100.00%	0	100.00%	
PT. ANGELES		136	4	51.00	0	100.00%	0	100.00%	1
	PT. ANGELES JOYCE	17	1	33.00	0	100.00%	0	100.00%	
	PT. ANGELES	119	3	57.00	0	100.00%	0	100.00%	1
PT. LUDLOW		27	1	64.00	2	92.59%	0	100.00%	
PT. ORCHARD		230	3	77.00	5	97.83%	0	100.00%	
	PORT ORCHARD COLBY	78	0		3	96.15%	0	100.00%	
	PT. ORCHARD	152	3	77.00	2	98.68%	0	100.00%	
PT. TOWNSEND		117	0		2	98.29%	0	100.00%	
PUYALLAP		267	4	61.75	5	98.13%	0	100.00%	
RENTON		488	11	43.36	1	99.80%	0	100.00%	
RIDGEFIELD		32	1	123.00	0	100.00%	0	100.00%	
ROCHESTER		60	3	19.00	2	96.67%	0	100.00%	
ROY		25	0		3	88.00%	0	100.00%	
SEATTLE		2872	32	36.09	28	99.03%	0	100.00%	

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STANDARD	SEATTLE ATWATER	182	0			99.00%		99.00%	
	SEATTLE CAMPUS	85	3	1.00	2	98.90%	0	100.00%	
	SEATTLE CHERRY	440	6	31.33	1	98.82%	0	100.00%	
	SEATTLE DUWAMISH	178	3	53.67	2	99.55%	0	100.00%	
	SEATTLE EAST	376	7	49.71	0	100.00%	0	100.00%	
	SEATTLE ELLIOT	116	0		8	97.87%	0	100.00%	
	SEATTLE EMERSON	268	2	38.50	1	99.14%	0	100.00%	
	SEATTLE LAKEVIEW	209	1	5.00	1	99.63%	0	100.00%	
	SEATTLE MAIN	358	7	36.57	3	98.56%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	62	0		4	98.88%	0	100.00%	
	SEATTLE PARKWAY	261	1	87.00	0	100.00%	0	100.00%	
	SEATTLE SUNSET	182	0		4	98.47%	0	100.00%	
	SEATTLE WEST	155	2	15.00	2	98.90%	0	100.00%	
SEQUIM		140	1	83.00	0	100.00%	0	100.00%	
SHELTON		161	4	3.25	2	98.57%	0	100.00%	
SILVERDALE		140	2	34.00	3	98.14%	0	100.00%	
SPOKANE		1624	29	32.00	3	97.86%	0	100.00%	
	SPOKANE CHESTNUT	46	3	57.33	16	99.01%	0	100.00%	
	SPOKANE FAIRFAX	240	3	37.67	1	97.83%	0	100.00%	
	SPOKANE HUDSON	267	1	1.00	2	99.17%	0	100.00%	
	SPOKANE KEYSTONE	196	2	26.50	1	99.63%	0	100.00%	
	SPOKANE MORAN	63	0		1	99.49%	0	100.00%	
	SPOKANE RIVERSIDE	243	8	31.88	1	98.41%	0	100.00%	
	SPOKANE WALNUT	381	6	24.17	1	99.59%	0	100.00%	
	SPOKANE WHITWORTH	188	6	31.50	4	98.95%	0	100.00%	
SPRINGDALE		24	1	3.00	5	97.34%	0	100.00%	

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STANDARD									
SUMNER (BONNEYLAKE)		129	3	81.67	2	98.45%	0	100.00%	
TACOMA		1888	12	35.50	10	99.47%	0	100.00%	
	TACOMA FORT LEWIS	77	2	34.50	0	100.00%	0	100.00%	
	TACOMA GREENFIELD	304	0		4	98.68%	0	100.00%	
	TACOMA JUNIPER	288	0		1	99.61%	0	100.00%	
	TACOMA LENNOX	324	1	18.00	1	99.69%	0	100.00%	
	TACOMA LOGAN	152	0		0	100.00%	0	100.00%	
	TACOMA MARKET (FAWCETT)	285	4	49.50	1	99.65%	0	100.00%	
	TACOMA SKYLINE	126	2	39.50	1	99.21%	0	100.00%	
	TACOMA WAVERLY-2	60	0		0	100.00%	0	100.00%	
	TACOMA WAVERLY-7	302	3	20.67	2	99.34%	0	100.00%	
VANCOUVER		1037	18	44.06	5	99.52%	0	100.00%	
	VANCOUVER ORCHARDS	456	8	42.00	1	99.78%	0	100.00%	
	VANCOUVER OXFORD	411	3	51.00	3	99.27%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	170	7	43.43	1	99.41%	0	100.00%	
WAITSBURG		3	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		183	3	30.67	1	99.45%	0	100.00%	
WARDEN		18	1	1.00	0	100.00%	0	100.00%	
WINLOCK		25	0		0	100.00%	0	100.00%	
YAKIMA		707	10	22.60	9	98.73%	0	100.00%	
	YAKIMA CHESTNUT	532	9	23.56	5	99.06%	0	100.00%	
	YAKIMA WEST	175	1	14.00	4	97.71%	0	100.00%	
Exchanges in Neighboring States									
CLARKSTON		77	1	6.00	1	98.70%	0	100.00%	

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STANDARD		16009	223	39.63	177	90.00%	0	99.00%	2
TOTALS						98.89%		100.00%	
Pateros percent completed in 5 days was below standard due to low volume									
Moses Lake order not completed > 180 days was due to customer reasons									
Pt. Angeles order not completed > 180 days was due to customer issues. No good call back number. Order has now been cancelled.									

Source: 5 and 90 day data from RSOR completed orders
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WASHINGTON TROUBLE REPORT RATE - JUNE 2009

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JUN-09	RATE MAY-09	RATE APR-09	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
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	11341	104	0.92	1.15	0.86	0.65	0.78	1.71	1.36	1.01	0.76	0.81	1.19	0.55
AUBURN	0	21205	224	1.06	0.73	0.74	0.79	0.81	1.49	1.03	1.18	1.05	0.97	1.23	0.86
BAINBRIDGE ISLAND	0	10615	80	0.75	1.30	0.63	0.56	0.48	0.89	0.63	0.88	0.77	0.65	1.01	0.98
BATTLEGROUND	0	9396	82	0.87	0.60	0.72	0.85	0.56	1.61	2.85	1.10	0.74	0.89	0.93	1.55
BELFAIR	0	6646	92	1.38	1.09	1.29	0.81	0.57	1.42	1.12	1.25	0.99	0.84	1.22	3.77
BELLEVUE	0	43670	230	0.53	0.57	0.56	0.56	0.59	1.20	0.71	0.82	0.70	0.75	0.69	0.71
	0	17609	86	0.49	0.39	0.48	0.57	0.46	0.80	0.47	0.53	0.51	0.48	0.51	0.47
	0	26061	144	0.55	0.69	0.61	0.55	0.67	1.46	0.87	1.01	0.84	0.93	0.80	0.88
BELLINGHAM	0	29483	130	0.44	0.38	0.49	0.42	0.37	0.62	0.51	0.46	0.42	0.40	0.42	0.43
	0	1323	6	0.45	0.76	0.97	0.68	0.53	1.88	0.53	0.90	0.83	0.37	0.65	1.01
	0	28160	124	0.44	0.36	0.47	0.41	0.36	0.56	0.51	0.45	0.40	0.40	0.41	0.40
BLACK DIAMOND	0	2581	28	1.08	0.77	0.80	1.46	1.33	2.31	2.14	1.54	1.24	1.19	1.70	1.44
BREMERTON	0	32045	157	0.49	0.52	0.53	0.46	0.47	0.67	0.63	0.65	0.69	0.67	0.63	0.68
	0	3024	36	1.19	1.48	0.95	0.91	0.84	1.32	1.19	1.38	1.73	1.71	2.03	1.86
	0	28349	113	0.40	0.41	0.48	0.41	0.42	0.59	0.55	0.57	0.58	0.56	0.48	0.56
	0	672	8	1.19	0.74	0.60	0.74	0.74	1.47	1.45	0.72	0.73	0.72	0.71	0.56
BUCKLEY	0	2215	31	1.40	1.16	1.71	1.57	1.04	2.79	1.30	1.61	1.32	1.86	1.81	1.35
CASTLE ROCK	1	3886	55	1.42	0.93	1.43	1.76	1.03	4.66	1.68	2.00	1.85	1.83	2.75	2.49
CENTRALIA	0	7510	74	0.99	0.97	0.95	1.32	0.66	2.46	0.97	1.03	0.70	1.10	1.74	0.80
CHEHALIS	0	9134	133	1.46	1.04	0.84	1.06	1.38	2.78	1.61	1.12	1.32	0.86	1.30	1.30
	0	6642	118	1.78	0.88	0.78	1.07	1.13	1.93	1.45	0.95	1.33	0.76	1.24	1.15
	0	2492	15	0.60	1.48	1.00	1.04	2.05	5.05	2.03	1.57	1.32	1.16	1.46	1.73
CHEHALIS NAPAVINE	0	2866	46	1.61	0.69	0.71	0.91	0.47	2.12	0.75	0.84	1.03	0.67	1.53	0.79
CLE-ELUM	0	2256	32	1.42	0.31	1.19	1.14	0.48	2.78	1.43	0.95	0.90	1.08	1.98	1.59
COLFAX	0	6666	104	1.56	0.70	0.92	0.68	0.68	1.31	1.40	1.16	0.63	0.91	0.78	1.10
COLVILLE	0	3512	57	1.62	0.94	0.74	1.42	1.24	1.95	1.98	1.58	1.47	1.98	2.61	1.33
COPALIS(OCEAN SHORES)	0	2082	23	1.10	1.01	2.33	1.56	0.89	1.77	1.12	0.74	0.60	0.73	1.37	1.55
COULÉE DAM	1	606	12	1.98	0.83	1.32	1.13	1.28	4.47	0.64	0.64	0.81	1.13	0.48	2.24
CRYSTAL MTN.	0	1748	8	0.46	0.97	1.93	1.14	0.79	1.97	1.24	0.56	1.13	1.58	1.07	1.61
DAYTON	0	6071	66	1.09	1.02	2.31	1.03	0.93	2.07	1.34	0.77	0.72	0.80	0.93	1.24
DEER PARK	0	21490	209	0.97	0.80	0.81	0.89	0.68	1.27	0.93	0.95	0.92	0.78	0.82	0.75
DES MOINES	0	8323	89	1.07	0.94	1.00	0.73	0.70	1.25	0.97	1.12	1.07	0.79	0.88	0.77
	0	13167	120	0.91	0.72	0.69	1.00	0.67	1.28	0.91	0.84	0.82	0.77	0.78	0.74
DES MOINES FEDERAL WAY															

WASHINGTON TROUBLE REPORT RATE - JUNE 2009

WIRECENTER	STD EXD CNT	LINES	RPTS	JUN-09 RATE	MAY-09 RATE	APR-09 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
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	601	6	1.00	0.99	0.32	0.00	0.79	0.95	0.47	0.31	0.93	0.47	2.30	0.76
ELK	0	2552	68	2.66	1.56	1.24	1.30	1.41	3.26	1.31	1.31	0.82	1.30	1.18	2.06
ENJUMCLAW	0	6888	95	1.44	0.88	1.10	1.12	1.27	2.16	1.13	1.42	1.20	0.70	1.13	1.59
EPHRATA	0	2979	27	0.91	0.33	0.56	0.56	0.36	0.29	0.58	1.10	0.68	0.44	0.63	0.62
GRAHAM	0	12359	134	1.08	0.67	0.74	1.19	0.63	1.02	1.01	0.99	1.12	0.97	0.84	0.89
GREEN BLUFF	0	2544	23	0.90	0.71	0.86	1.00	1.87	1.06	0.97	0.89	1.08	1.13	1.13	0.95
HOODSPORT	0	2099	20	0.95	0.94	1.55	1.40	0.51	1.19	1.40	1.56	1.37	0.74	0.95	1.85
ISSAQUAH	0	18068	147	0.81	0.85	0.62	0.54	0.58	1.45	0.52	0.74	0.67	0.58	0.53	0.77
KENT	0	40048	278	0.69	0.62	0.59	0.70	0.63	0.95	0.82	0.72	0.75	0.68	0.74	0.89
	0	13864	116	0.84	0.87	0.79	1.01	0.77	1.43	1.22	0.91	0.88	0.74	1.05	1.01
KENT MERIDIAN															
KENT O BRIEN															
KENT ULRICH															
LIBERTY LAKE	0	1072	6	0.56	0.36	1.36	0.09	0.35	0.86	0.74	0.66	0.36	0.72	0.50	1.14
LONGVIEW-KELSO	0	23330	241	1.03	0.90	1.04	0.82	0.87	2.29	1.33	1.31	0.88	1.07	1.25	0.94
LOON LAKE	1	1229	21	1.71	1.07	0.91	1.15	0.74	1.14	0.80	0.80	1.03	1.01	2.51	4.45
MAPLE VALLEY	0	8734	62	0.71	0.62	0.84	0.81	0.60	1.27	0.86	0.73	0.51	0.82	1.62	0.96
MOSES LAKE	0	12518	123	0.98	0.80	1.02	0.97	0.82	1.03	0.82	1.19	0.86	1.02	1.23	1.12
	0	2039	17	0.83	0.93	0.73	1.12	0.29	0.92	0.39	0.53	0.90	1.56	0.99	0.84
MOSES LAKE AFB															
MOSES LAKE ALDER															
NEWMAN LAKE	1	1658	18	1.09	1.25	0.65	1.75	1.26	1.47	1.01	1.32	0.86	0.92	1.27	1.18
NORTHPORT	0	1031	24	2.33	1.56	1.37	0.49	0.78	1.55	2.22	1.34	3.13	1.50	0.94	2.24
OLYMPIA	0	60468	353	0.58	0.66	0.58	0.56	0.52	0.91	0.80	0.71	0.67	0.64	0.76	0.67
	0	4665	45	0.96	0.88	0.89	0.55	0.64	0.82	1.01	1.02	0.95	0.77	1.11	0.70
OLYMPIA EVERGREEN															
OLYMPIA LACEY	0	26580	156	0.59	0.55	0.65	0.53	0.52	0.80	0.80	0.60	0.69	0.57	0.66	0.64
OLYMPIA WHITEHALL	0	29223	152	0.52	0.71	0.46	0.58	0.50	1.01	0.77	0.75	0.61	0.69	0.79	0.70
OMAK-OKANOGAN	0	7016	124	1.77	1.18	0.91	1.07	1.03	0.96	0.93	3.14	0.98	0.92	1.70	3.05
OROVILLE	0	1781	34	1.91	2.23	1.46	1.18	0.95	1.67	0.61	1.28	1.77	0.76	1.09	2.23
OTHELLO	0	4200	57	1.36	1.91	1.11	1.20	1.04	1.66	1.79	1.73	0.72	1.06	1.17	1.70
PASCO	0	16223	154	0.95	0.91	1.24	0.84	0.76	1.32	0.94	0.91	0.67	0.79	1.25	0.98
PATEROS	0	761	12	1.58	1.84	1.45	2.10	0.52	1.68	0.77	1.15	1.02	0.88	1.76	2.53
POMEROY	0	1289	16	1.24	1.16	3.34	1.27	2.85	3.64	2.37	1.74	1.41	2.57	2.10	1.56
PT. ANGELES	0	15244	177	1.16	0.58	0.61	0.68	0.57	0.96	0.92	1.13	0.65	0.98	0.82	0.66
PT ANGELES JOYCE	0	1112	69	6.21	1.89	0.81	2.06	0.89	2.82	2.92	2.65	2.03	2.87	1.89	1.29

WASHINGTON TROUBLE REPORT RATE - JUNE 2009

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JUN-09	RATE MAY-09	RATE APR-09	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
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	14132	108	0.76	0.48	0.59	0.57	0.54	0.82	0.77	1.01	0.55	0.84	0.74	0.82
PT. LUDLOW	0	2506	28	1.12	1.03	0.78	0.43	0.35	0.92	0.53	0.57	0.79	1.05	0.80	0.64
PT. ORCHARD	0	17569	176	1.00	0.78	0.63	0.97	0.72	1.30	1.17	1.22	1.26	1.00	0.80	0.86
PORT ORCHARD COLBY	0	6536	64	0.98	0.80	0.45	0.58	0.69	1.38	1.07	1.08	0.82	0.77	0.83	0.99
PT. ORCHARD	0	11033	112	1.02	0.76	0.74	1.19	0.74	1.25	1.24	1.30	1.52	1.14	0.78	0.79
PT. TOWNSEND	0	10751	101	0.94	0.74	0.78	0.64	0.48	0.83	0.81	0.80	0.92	0.74	0.68	0.85
PUYALLAP	0	23083	229	0.99	0.68	0.82	0.72	0.69	1.27	0.70	0.90	0.72	0.85	0.96	0.98
RENTON	0	36952	287	0.78	0.91	0.88	0.75	1.08	1.37	0.99	1.18	1.05	1.04	1.09	0.70
RIDGEFIELD	0	3222	55	1.71	1.95	1.53	0.91	1.27	2.06	1.57	1.30	1.55	0.84	1.12	2.53
ROCHESTER	0	4860	55	1.18	1.09	1.50	0.92	0.56	2.20	1.46	0.77	0.99	0.88	1.30	1.89
ROY	0	2249	26	1.16	0.75	0.80	0.75	0.79	1.77	1.84	1.16	1.87	1.30	1.16	1.85
SEATTLE	0	261604	1508	0.58	0.65	0.62	0.59	0.47	0.86	0.54	0.67	0.52	0.59	0.62	0.55
SEATTLE ATWATER	0	19230	67	0.35	0.47	0.65	0.34	0.30	0.56	0.31	0.81	0.44	0.37	0.35	0.41
SEATTLE CAMPUS	0	9763	58	0.59	0.58	0.42	0.48	0.41	0.58	0.28	0.56	0.47	1.08	0.50	0.48
SEATTLE CHERRY	0	30190	211	0.70	0.87	0.99	0.97	0.73	1.40	0.86	1.02	0.86	0.71	1.08	0.84
SEATTLE DUWAMISH	0	12370	80	0.65	0.79	0.62	0.54	0.61	0.95	0.59	0.67	0.50	0.59	0.73	0.82
SEATTLE EAST	0	28201	182	0.65	0.70	0.55	0.54	0.63	0.92	0.75	0.82	0.70	0.92	0.66	0.55
SEATTLE ELLIOT	0	7523	16	0.21	0.22	0.30	0.16	0.32	0.24	0.35	0.23	0.22	0.27	0.38	0.34
SEATTLE EMERSON	0	27721	213	0.77	0.84	0.60	0.53	0.54	0.96	0.67	0.67	0.52	0.60	0.52	0.52
SEATTLE LAKEVIEW	0	24157	166	0.69	0.61	0.59	0.77	0.49	0.85	0.56	0.70	0.48	0.67	0.68	0.54
SEATTLE MAIN	0	36650	86	0.24	0.19	0.13	0.20	0.14	0.21	0.13	0.16	0.14	0.17	0.23	0.22
SEATTLE MERCER ISLAND (ADAMS)	0	8641	62	0.72	0.49	0.79	0.69	0.39	1.17	0.76	1.00	0.55	0.71	0.72	0.84
SEATTLE PARKWAY	0	17653	171	0.97	0.84	1.05	1.22	0.69	1.18	0.66	0.84	0.86	0.78	0.96	0.99
SEATTLE SUNSET	0	20467	97	0.47	0.71	0.59	0.53	0.38	0.74	0.56	0.64	0.45	0.41	0.53	0.60
SEATTLE WEST	0	19138	99	0.52	0.98	0.85	0.56	0.50	1.40	0.55	0.72	0.53	0.63	0.72	0.42
SEQUIM	0	12945	105	0.81	0.76	0.71	1.03	0.57	0.95	0.89	0.76	0.76	0.88	0.87	0.79
SHELTON	0	13428	120	0.89	0.80	0.83	0.73	0.87	1.44	1.20	1.10	0.79	0.86	1.14	0.89
SILVERDALE	0	12615	82	0.65	1.00	0.72	0.69	0.42	0.70	0.66	0.93	0.64	0.73	0.53	0.54
SPOKANE	0	116634	1125	0.96	0.83	0.85	0.95	0.86	1.32	0.81	1.03	0.82	0.86	1.07	1.02
SPOKANE CHESTNUT	0	2511	31	1.23	1.06	0.86	1.21	0.86	1.73	1.22	1.48	0.49	1.26	1.50	1.18
SPOKANE FAIRFAX	0	16368	196	1.20	1.58	1.12	1.19	1.68	1.51	1.00	1.52	0.76	0.79	1.24	0.94
SPOKANE HUDSON	0	12952	124	0.96	0.75	0.78	0.89	0.69	1.56	0.73	1.25	1.12	0.76	1.06	1.20
SPOKANE KEYSTONE	0	11513	109	0.95	0.79	0.81	1.63	0.93	1.11	0.74	1.04	0.87	0.76	0.70	0.85

WASHINGTON TROUBLE REPORT RATE - JUNE 2009

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JUN-09	RATE MAY-09	RATE APR-09	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
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	7276	61	0.84	0.57	0.63	0.55	0.54	1.33	0.58	0.77	0.78	1.21	1.02	1.00
SPOKANE RIVERSIDE	0	16576	121	0.73	0.66	0.74	0.81	0.60	1.80	0.81	1.10	0.67	0.58	0.61	0.70
SPOKANE WALNUT	0	31879	288	0.90	0.70	0.81	0.82	0.72	1.11	0.68	0.76	0.78	0.91	1.14	1.18
SPOKANE WHITWORTH	0	17559	195	1.11	0.69	0.95	0.83	0.80	1.01	1.02	0.88	0.89	1.02	1.41	1.03
SPRINGDALE	0	1743	40	2.29	1.55	0.69	1.21	1.21	1.77	1.71	2.79	1.71	3.41	2.10	2.99
SUMNER (BONNEYLAKE)	0	13995	134	0.96	0.74	0.94	0.74	0.73	1.33	0.95	0.81	0.66	0.98	0.83	0.75
TACOMA	0	126181	911	0.72	0.72	0.68	0.75	0.60	1.35	0.74	1.05	0.81	0.63	0.74	0.73
TACOMA FORT LEWIS	0	2758	10	0.36	0.53	0.55	0.54	0.37	0.70	0.46	0.42	0.58	0.63	0.53	0.46
TACOMA GREENFIELD	0	17232	111	0.64	0.73	0.74	1.00	0.68	1.76	0.89	1.15	0.87	0.82	0.89	0.84
TACOMA JUNIPER	0	17505	138	0.79	0.68	0.69	0.88	0.79	1.16	0.75	0.93	0.90	0.70	0.69	0.68
TACOMA LENNOX	0	20912	200	0.96	0.94	0.82	0.79	0.73	1.64	0.81	1.00	1.05	0.70	1.07	1.01
TACOMA LOGAN	0	12269	89	0.73	1.04	0.78	0.71	0.66	1.41	0.86	1.56	0.72	0.51	0.60	0.65
TACOMA MARKET (FAWCETT)	0	14935	88	0.59	0.52	0.53	0.72	0.48	1.05	0.50	0.90	0.53	0.44	0.55	0.59
TACOMA SKYLINE	0	12075	79	0.65	0.79	0.62	0.53	0.51	1.54	0.66	0.80	0.88	0.62	0.61	0.70
TACOMA WAVERLY-2	0	5671	37	0.65	0.59	0.77	0.72	0.64	1.29	0.80	1.28	0.80	0.60	0.71	0.64
TACOMA WAVERLY-7	0	22824	159	0.70	0.54	0.59	0.61	0.40	1.05	0.72	1.08	0.72	0.54	0.68	0.62
VANCOUVER	0	71750	847	1.18	0.85	0.84	0.83	0.76	1.27	0.92	0.88	0.93	0.77	0.92	0.86
VANCOUVER ORCHARDS	0	35917	451	1.26	0.72	0.72	0.78	0.73	1.21	0.98	0.75	0.85	0.64	0.98	0.76
VANCOUVER OXFORD	0	20691	232	1.12	0.90	1.00	0.85	0.81	1.32	0.83	0.96	1.03	0.96	1.05	1.01
VANCOUVER SALMON CRK(NORTH)	0	15142	164	1.08	1.08	0.91	0.91	0.75	1.35	0.89	1.09	1.00	0.81	0.63	0.91
WAITSBURG	0	555	9	1.62	1.62	3.40	1.42	1.43	1.07	2.13	1.23	1.06	0.52	1.23	1.89
WALLA WALLA (INCL TOUCHET)	0	14874	106	0.71	0.89	0.58	0.85	0.59	1.74	1.29	0.97	0.86	0.70	1.09	1.41
WARDEN	0	1190	20	1.68	1.00	1.24	1.07	0.49	2.30	1.70	1.46	1.46	1.12	2.63	1.51
WINLOCK	0	2070	17	0.82	0.96	1.20	1.24	1.34	1.36	0.89	0.70	1.86	0.55	1.15	0.59
YAKIMA	0	40740	289	0.71	0.67	0.62	0.65	0.55	0.75	0.47	0.67	0.67	0.67	0.85	0.93
YAKIMA CHESTNUT	0	27382	220	0.80	0.67	0.61	0.70	0.61	0.86	0.46	0.71	0.75	0.63	0.94	0.85
YAKIMA WEST	0	13358	69	0.52	0.66	0.65	0.55	0.42	0.54	0.50	0.58	0.50	0.75	0.65	1.09
Exchanges in Neighboring States															
CLARKSTON	0	6400	78	1.22	0.99	0.91	1.02	0.74	1.32	0.89	1.05	1.07	1.01	1.43	1.28
TOTALS	0	1279132	10545	0.82	0.75	0.75	0.75	0.66	1.20	0.82	0.90	0.77	0.76	0.88	0.85

WASHINGTON TRUNK BLOCKING SUMMARY - JUNE 2009

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	120	0	0.00%
LOCAL	362	0	0.00%
TOLL	375	11	2.93%

WASHINGTON TRUNK BLOCKING - JUNE 2009

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072418	216			TOLL	TWO_WAY	9.16%	Blocked hour 20 week of 6/22/09 due to spikes in pc sa issued
AP072427	288			TOLL	TWO_WAY	4.21%	Blocked hour 19 week of 6/15/09 due to spikes in pc sa issued
AP072428	264			TOLL	TWO_WAY	5.11%	Blocked hour 14 week of 6/22/09 due to spikes in pc sa issued
AP072430	144			TOLL	TWO_WAY	3.14%	Blocked hour 14 week of 6/1/09 due to spikes in pc sa issued
AP073995	144			TOLL	TWO_WAY	5.04%	Blocked hour 20 week of 6/22/09 due to spikes in pc sa issued
AP081363	24			TOLL	ONE_WAY	8.54%	Blocked hour 17 week of 6/1/09 due to spikes in pc sa issued
AP081423	24			TOLL	ONE_WAY	2.99%	Blocked hour 17 week of 6/8/09 due to spikes in pc sa issued
AP081497	24			TOLL	ONE_WAY	1.88%	Blocked hour 17 week of 6/15/09 due to spikes in pc sa issued
AP081505	168			TOLL	TWO_WAY	2.91%	Blocked hour 18 week of 6/1/09 due to spikes in pc sa issue
AP081878	24			TOLL	ONE_WAY	2.91%	Blocked hour 17 week of 6/8/09 due to spikes in pc sa issued
AP081958	216			TOLL	TWO_WAY	7.04%	Blocked hour 18 week of 6/22/09 due to spikes in pc sa issue

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JUNE 2009

MEASURE	MARKET UNIT	JAN-09	FEB-09	MAR-09	APR-09	MAY-09	JUN-09	YTD
Number of Scheduled Appointments (dispatched orders)	RES							36070
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	RES							601
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	RES							2699
Number of Scheduled Commitments (non-dispatched orders)	RES							537340
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	RES							154
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	RES							1394
Number Exclusions	RES							4093
Number of Scheduled Appointments (dispatched orders)	BUS							10223
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	BUS							404
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	BUS							1416
Number of Scheduled Commitments (non-dispatched orders)	BUS							50447
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	BUS							151
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	BUS							693
Number Exclusions	BUS							2109
Number of Scheduled Appointments (dispatched tickets)	RES							49092
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons	RES							2984
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons	RES							223
Number of Scheduled Commitments (non-dispatched tickets)	RES							10459
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	RES							401
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	RES							1
Number Exclusions	RES							527

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JUNE 2009

MEASURE	MARKET UNIT	JAN-09	FEB-09	MAR-09	APR-09	MAY-09	JUN-09	YTD
Number of Scheduled Appointments (dispatched orders)	RES							36070
Number of Scheduled Appointments (dispatched tickets)	BUS							7668
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	BUS							952
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	BUS							148
Number of Scheduled Commitments (non-dispatched tickets)	BUS							2098
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	BUS							88
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	BUS							0
Number Exclusions	BUS							263
Total amount of missed appointments credits paid	RES							\$25,612.50
Number of customers receiving credits for company missed appointments/commitments-Install	RES							1023
Total amount of missed appointments credits paid	BUS							\$29,700.00
Number of customers receiving credits for company missed appointments/commitments-Install	BUS							544
Total amount of missed appointments credits paid	RES							\$59,125.00
Number of customers receiving credits for company missed appointments/commitments-Repair	RES							2362
Total amount of missed appointments credits paid	BUS							\$19,425.00
Number of customers receiving credits for company missed appointments/commitments-Repair	BUS							389
Count of All Orders	RES							79675
WA Completed Orders for Primary Service installed within 5 business days	RES							79032
Number of credits-First Month's Charge(HO Recurring)	RES							405

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JUNE 2009

MEASURE	MARKET UNIT	JAN-09	FEB-09	MAR-09	APR-09	MAY-09	JUN-09	YTD
Number of Scheduled Appointments (dispatched orders)	RES							36070
Amount of credit-First Month's Charge(HO Recur)	RES							\$5,454.00
Number of credits-Installation (HO NonRecur)	RES							405
Amount of credits-Installation (Ho NonRecur)	RES							\$12,524.00
Number of Remote Call Fwding-Non-Recurring	RES							3
Amount of Remote Call Fwding-Non-Recurring	RES							\$150.00
Count of All Orders	BUS							15374
WA Completed Orders for Primary Service installed within 5 business days	BUS							14956
Number of credits-First Month's Charge(HO Recurring)	BUS							239
Amount of credit-First Month's Charge(HO Recur)	BUS							\$10,675.34
Number of credits-Installation (HO NonRecur)	BUS							239
Amount of credits-Installation (Ho NonRecur)	BUS							\$19,056.00
Number of Voice Mail Nonrecurring Credits	BUS							249
Amount of Voice Mail Nonrecurring Credits	BUS							\$2,744.00
Number of Remote Call Fwding-Non-Recurring	BUS							107
Amount of Remote Call Fwding-Non-Recurring	BUS							\$6,600.00
Number of out of service repair reports cleared within two working days	RES							43500
Percentage of out of service repair reports cleared within two working days	RES							95.02%
Number of out of service repair reports not cleared within two working days minus exceptions.	RES							2281
Percentage of out of service repair reports not cleared within two working days minus exceptions.	RES							4.98%
Total amount of two day out of service condition credits	RES							\$7,870.81

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JUNE 2009

MEASURE	MARKET UNIT	JAN-09	FEB-09	MAR-09	APR-09	MAY-09	JUN-09	YTD
Number of Scheduled Appointments (dispatched orders)	RES							36070
Total amount of two day out of service condition credit exceptions	RES							456
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES							28
Number of two day out of service condition credit exceptions for Weather Related Events	RES							158
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	RES							47
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	RES							223
Number of out of service repair reports cleared within two working days	BUS							7530
Percentage of out of service repair reports cleared within two working days	BUS							95.81%
Number of out of service repair reports not cleared within two working days minus exceptions.	BUS							329
Percentage of out of service repair reports not cleared within two working days minus exceptions.	BUS							4.19%
Total amount of two day out of service condition credits	BUS							\$1,066.40
Total amount of two day out of service condition credit exceptions	BUS							71
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	BUS							3
Number of two day out of service condition credit exceptions for Weather Related Events	BUS							13
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	BUS							4
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	BUS							51
Number of out of service repair reports cleared within seven calendar days	RES							45949
Percentage of out of service repair reports cleared within seven calendar days	RES							99.48%
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	RES							239
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	RES							0.52%
Total amount of seven day out of service condition credits	RES							\$2,206.69

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Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JUNE 2009

MEASURE	MARKET UNIT	JAN-09	FEB-09	MAR-09	APR-09	MAY-09	JUN-09	YTD
Number of Scheduled Appointments (dispatched orders)	RES							36070
Total amount of seven day out of service condition credit exceptions	RES							49
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							26
Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	RES							3
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	RES							19
Number of out of service repair reports cleared within seven calendar days	BUS							7901
Percentage of out of service repair reports cleared within seven calendar days	BUS							99.70%
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS							24
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS							0.30%
Total amount of seven day out of service condition credits	BUS							\$325.54
Total amount of seven day out of service condition credit exceptions	BUS							5
No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	BUS							0
Number of seven day out of service condition credit exceptions for Weather Related Events	BUS							2
Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	BUS							2
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	BUS							1