

Qwest Corporation  
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Facsimile (206) 343-4040

Mark S. Reynolds  
Senior Director – Regulatory  
Policy and Law



November 30, 2009

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

RECEIVED  
FINANCIAL MANAGEMENT  
2009 DEC -1 AM 10:45  
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 October 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  
Ron L. Trullinger for  
Mark Reynolds

Enclosures

cc: Lisa Anderl

Washington Service Quality Summary Report - OCTOBER 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 Service Quality Summary Report - OCTOBER 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 Standard			Met Standard			Met Standard

Washington Service Quality Summary Report - OCTOBER 2009

METRIC DESCRIPTION	JULY 2009			AUGUST 2009			SEPTEMBER 2009		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	8266	8351	98.98%	8606	8725	98.64%	7274	7380	98.56%
OOS Tickets Not Cleared Within 48 Hrs	85	1	85	119	1	119	106	1	106
Number of OOS Exemptions	118	1	118	184	1	184	118	1	118
All Other Repairs Cleared LT < 72 Hrs	2497	2509	99.52%	2491	2503	99.52%	2175	2188	99.41%
All Other Troubles Cleared GTR > 72 Hrs	12	1	12	12	1	12	13	1	13
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	1	1	1	2	1	2	1	1	1
Physically Obstructed All Other Troubles Cleared > 72 Hrs	9	1	9	23	1	23	17	1	17
Repair Force Majeure Exclusions	44	1	44	75	1	75	52	1	52
Repair Physically Obstructed Exclusions	37	1	37	40	1	40	42	1	42
Installation Appointments Met	8556	9140	93.61%	7743	8241	93.96%	8477	8998	94.21%
Repair Appointments Met	5264	6400	82.25%	5240	6483	80.83%	4693	5713	82.15%
Provisioning Missed for Company Reasons	191	1	191	219	1	219	204	1	204
Provisioning Missed for Customer Reasons	1050	1	1050	963	1	963	1068	1	1068
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard			Met Standard			Met Standard

Washington Service Quality Summary Report - OCTOBER 2009

OCTOBER 2009			
METRIC DESCRIPTION	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	8340	8515	97.94%
OOS Tickets Not Cleared Within 48 Hrs	175	1	175
Number of OOS Exemptions	160	1	160
All Other Repairs Cleared LT < 72 Hrs	2474	2493	99.24%
All Other Troubles Cleared GTR > 72 Hrs	19	1	19
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	1	1	1
Physically Obstructed All Other Troubles Cleared > 72 Hrs	17	1	17
Repair Force Majeure Exclusions	65	1	65
Repair Physically Obstructed Exclusions	51	1	51
Installation Appointments Met	8371	8925	93.79%
Repair Appointments Met	4835	5805	83.29%
Provisioning Missed for Company Reasons	212	1	212
Provisioning Missed for Customer Reasons	1148	1	1148
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - OCTOBER 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		147	3	29.67	2	98.64%	0	100.00%	
AUBURN		291	6	28.67	4	98.63%	0	100.00%	
BAINBRIDGE ISLAND		100	2	2.50	1	99.00%	0	100.00%	
BATTLEGROUND		73	0		0	100.00%	0	100.00%	
BELFAIR		65	4	24.00	0	100.00%	0	100.00%	
BELLEVUE		377	3	46.33	5	98.67%	0	100.00%	
	BELLEVUE GLENCOURT	146	1	67.00	1	99.32%	0	100.00%	
	BELLEVUE-SHERWOOD	231	2	36.00	4	98.27%	0	100.00%	
BELLINGHAM		332	3	31.67	1	99.70%	0	100.00%	
	BELLINGHAM LUMMI	17	0		0	100.00%	0	100.00%	
	BELLINGHAM REGENT	315	3	31.67	1	99.68%	0	100.00%	
BLACK DIAMOND		30	1	59.00	0	100.00%	0	100.00%	
BREMERTON		310	1	22.00	8	97.42%	0	100.00%	
	BREMERTON CROSBY	33	0		0	100.00%	0	100.00%	
	BREMERTON ESSEX	273	1	22.00	8	97.07%	0	100.00%	
	BREMERTON SUNNYSLOPE	4	0		0	100.00%	0	100.00%	
BUCKLEY		16	1	31.00	1	93.75%	0	100.00%	
CASTLE ROCK		34	2	2.50	1	97.06%	0	100.00%	
CENTRALIA		109	1	58.00	0	100.00%	0	100.00%	
CHEHALIS		96	4	67.75	4	95.83%	0	100.00%	1
	CHEHALIS	69	2	108.50	3	95.65%	0	100.00%	1
	CHEHALIS NAPAVINE	27	2	27.00	1	96.30%	0	100.00%	
CLE-ELUM		31	0		0	100.00%	0	100.00%	
COLFAX		26	1	22.00	0	100.00%	0	100.00%	
COLVILLE		85	1	63.00	1	98.82%	0	100.00%	
COPALIS(OCEAN SHORES)		48	1	7.00	3	93.75%	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 - OCTOBER 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		23	0		0	100.00%	0	100.00%	
CRYSTAL MTN.		2	0		0	100.00%	0	100.00%	
DAYTON		23	1	23.00	0	100.00%	0	100.00%	
DEER PARK		82	0		2	97.56%	0	100.00%	
DES MOINES		363	3	26.00	3	99.17%	0	100.00%	
	DES MOINES	147	1	7.00	1	99.32%	0	100.00%	
	DES MOINES FEDERAL WAY	216	2	35.50	2	99.07%	0	100.00%	
EASTON		4	0		0	100.00%	0	100.00%	
ELK		26	0		0	100.00%	0	100.00%	
ENUMCLAW		70	2	43.50	0	100.00%	0	100.00%	
EPHRATA		36	2	16.50	1	97.22%	0	100.00%	
GRAHAM		153	3	79.33	0	100.00%	0	100.00%	1
GREEN BLUFF		20	1	2.00	0	100.00%	0	100.00%	
HOODSPORT		31	0		0	100.00%	0	100.00%	
ISSAQUAH		154	3	77.33	4	97.40%	0	100.00%	
KENT		546	6	35.33	10	98.17%	0	100.00%	
	KENT MERIDIAN	142	3	2.33	5	96.48%	0	100.00%	
	KENT O BRIEN	45	1	14.00	0	100.00%	0	100.00%	
	KENT ULRICH	359	2	95.50	5	98.61%	0	100.00%	
LIBERTY LAKE		9	0		0	100.00%	0	100.00%	
LONGVIEW-KELSO		334	2	51.50	1	99.70%	0	100.00%	
LOON LAKE		12	0		1	91.67%	0	100.00%	
MAPLE VALLEY		71	1	1.00	1	98.59%	0	100.00%	
MOSES LAKE		177	2	27.50	3	98.31%	0	100.00%	
	MOSES LAKE AFB	37	1	21.00	0	100.00%	0	100.00%	
	MOSES LAKE ALDER	140	1	34.00	3	97.86%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders  
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STANDARD						90.00%		99.00%	
NEWMAN LAKE		13	1	1.00	0	100.00%	0	100.00%	
NORTHPORT		20	0		0	100.00%	0	100.00%	
OLYMPIA		612	8	26.25	5	99.18%	0	100.00%	
	OLYMPIA EVERGREEN	55	1	8.00	2	96.36%	0	100.00%	
	OLYMPIA LACEY	292	4	42.00	1	99.66%	0	100.00%	
	OLYMPIA WHITEHALL	265	3	11.33	2	99.25%	0	100.00%	
OMAK-OKANOGAN		89	2	103.00	1	98.88%	0	100.00%	
OROVILLE		34	0		0	100.00%	0	100.00%	
OTHELLO		60	6	7.33	2	96.67%	0	100.00%	
PASCO		297	5	54.60	4	98.65%	0	100.00%	1
PATEROS		12	0		1	91.67%	0	100.00%	
POMEROY		11	0		0	100.00%	0	100.00%	
PT. ANGELES		136	4	23.00	2	98.53%	0	100.00%	
	PT ANGELES JOYCE	12	1	8.00	1	91.67%	0	100.00%	
	PT. ANGELES	124	3	28.00	1	99.19%	0	100.00%	
PT. LUDLOW		23	2	86.00	0	100.00%	0	100.00%	1
PT. ORCHARD		188	2	3.50	2	98.94%	0	100.00%	
	PORT ORCHARD COLBY	72	1	3.00	2	97.22%	0	100.00%	
	PT. ORCHARD	116	1	4.00	0	100.00%	0	100.00%	
PT. TOWNSEND		130	0		3	97.69%	0	100.00%	
PUYALLAP		265	1	1.00	5	98.11%	0	100.00%	
RENTON		496	2	61.50	3	99.40%	0	100.00%	
RIDGEFIELD		21	0		1	95.24%	0	100.00%	
ROCHESTER		56	3	32.67	1	98.21%	0	100.00%	
ROY		26	0		2	92.31%	0	100.00%	
SEATTLE		2825	26	41.46	27	99.04%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders  
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STANDARD						90.00%		99.00%	
	SEATTLE ATWATER	188	2	17.00	1	99.47%	0	100.00%	
	SEATTLE CAMPUS	101	1	69.00	1	99.01%	0	100.00%	
	SEATTLE CHERRY	461	5	45.40	4	99.13%	0	100.00%	
	SEATTLE DUWAMISH	166	0		2	98.80%	0	100.00%	
	SEATTLE EAST	349	6	59.67	7	97.99%	0	100.00%	
	SEATTLE ELLIOT	96	1	1.00	1	98.96%	0	100.00%	
	SEATTLE EMERSON	225	1	32.00	2	99.11%	0	100.00%	
	SEATTLE LAKEVIEW	204	1	20.00	2	99.02%	0	100.00%	
	SEATTLE MAIN	366	4	19.75	1	99.73%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	61	0		3	95.08%	0	100.00%	
	SEATTLE PARKWAY	251	1	39.00	1	99.60%	0	100.00%	
	SEATTLE SUNSET	159	1	48.00	2	98.74%	0	100.00%	
	SEATTLE WEST	198	3	57.00	0	100.00%	0	100.00%	
SEQUIM		130	3	59.33	0	100.00%	0	100.00%	1
SHELTON		182	2	19.50	1	99.45%	0	100.00%	
SILVERDALE		130	0		1	99.23%	0	100.00%	
SPOKANE		1786	25	26.84	19	98.94%	0	100.00%	
	SPOKANE CHESTNUT	39	2	71.50	1	97.44%	0	100.00%	
	SPOKANE FAIRFAX	276	3	64.67	1	99.64%	0	100.00%	
	SPOKANE HUDSON	279	2	2.50	6	97.85%	0	100.00%	
	SPOKANE KEYSTONE	194	3	11.33	1	99.48%	0	100.00%	
	SPOKANE MORAN	69	1	48.00	1	98.55%	0	100.00%	
	SPOKANE RIVERSIDE	299	4	13.25	2	99.33%	0	100.00%	
	SPOKANE WALNUT	444	2	9.00	4	99.10%	0	100.00%	
	SPOKANE WHITWORTH	186	8	22.00	3	98.39%	0	100.00%	
SPRINGDALE		25	1	5.00	1	96.00%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders  
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STANDARD						90.00%		99.00%	
SUMNER (BONNEYLAKE)		116	1	1.00	1	99.14%	0	100.00%	
TACOMA		1843	24	37.38	21	98.86%	0	100.00%	
	TACOMA FORT LEWIS	47	1	17.00	0	100.00%	0	100.00%	
	TACOMA GREENFIELD	317	6	36.17	3	99.05%	0	100.00%	
	TACOMA JUNIPER	288	2	20.50	4	98.61%	0	100.00%	
	TACOMA LENNOX	354	1	89.00	7	98.02%	0	100.00%	
	TACOMA LOGAN	149	2	33.50	1	99.33%	0	100.00%	
	TACOMA MARKET (FAWCETT)	263	6	39.50	2	99.24%	0	100.00%	
	TACOMA SKYLINE	120	1	69.00	0	100.00%	0	100.00%	
	TACOMA WAVERLY-2	86	1	22.00	0	100.00%	0	100.00%	
	TACOMA WAVERLY-7	219	4	34.50	4	98.17%	0	100.00%	
VANCOUVER		981	7	29.71	5	99.49%	0	100.00%	
	VANCOUVER ORCHARDS	471	2	50.00	2	99.58%	0	100.00%	
	VANCOUVER OXFORD	331	4	16.25	2	99.40%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	179	1	43.00	1	99.44%	0	100.00%	
WAITSBURG		2	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		219	4	29.50	4	98.17%	0	100.00%	
WARDEN		19	0		1	94.74%	0	100.00%	
WINLOCK		21	0		0	100.00%	0	100.00%	
YAKIMA		799	7	46.00	4	99.50%	0	100.00%	
	YAKIMA CHESTNUT	619	3	54.67	4	99.35%	0	100.00%	
	YAKIMA WEST	180	4	39.50	0	100.00%	0	100.00%	
Exchanges in Neighboring States									
CLARKSTON		58	0		2	96.55%	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						90.00%		99.00%	
TOTALS		15931	196	35.42	176	98.90%	0	100.00%	5
<b>Chehalis and Pt. Ludlow orders not completed in 180 days due to orders in systems should have been cancelled.</b>									
<b>Graham and Sequim orders not completed in 180 days due to customer reasons.</b>									
<b>Pasco order not completed in 180 days due to a system error. Currently working with engineering and customer to find current status.</b>									

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WASHINGTON TROUBLE REPORT RATE - OCTOBER 2009

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE OCT-09	RATE SEP-09	RATE AUG-09	RATE JUL-09	RATE JUN-09	RATE MAY-09	RATE APR-09	RATE MAR-09	RATE FEB-09	RATE JAN-09	RATE DEC-08	RATE NOV-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	10669	122	1.14	0.85	0.69	0.73	0.92	1.15	0.86	0.65	0.78	1.71	1.36	1.01		
AUBURN	0	19849	181	0.91	0.77	1.06	0.72	1.06	0.73	0.74	0.79	0.81	1.49	1.03	1.18		
BAINBRIDGE ISLAND	0	10242	98	0.96	0.56	0.92	0.79	0.75	1.30	0.63	0.56	0.48	0.89	0.63	0.88		
BATTLEGROUND	0	9077	58	0.64	0.86	0.74	0.98	0.87	0.60	0.72	0.85	0.56	1.61	2.85	1.10		
BELFAIR	0	6469	75	1.16	1.22	1.27	1.87	1.38	1.09	1.29	0.81	0.57	1.42	1.12	1.25		
BELLEVUE	0	40810	337	0.83	0.64	0.64	0.67	0.53	0.57	0.56	0.56	0.59	1.20	0.71	0.82		
		BELLEVUE GLENCOURT	0	16680	119	0.71	0.48	0.41	0.42	0.49	0.39	0.48	0.57	0.46	0.80	0.47	0.53
		BELLEVUE-SHERWOOD	0	24130	218	0.90	0.75	0.79	0.84	0.55	0.69	0.61	0.55	0.67	1.46	0.87	1.01
BELLINGHAM	0	27807	131	0.47	0.39	0.40	0.46	0.44	0.38	0.49	0.42	0.37	0.82	0.51	0.46		
		BELLINGHAM LUMMI	0	1285	6	0.47	0.69	0.70	0.69	0.45	0.76	0.97	0.68	0.53	1.88	0.53	0.90
		BELLINGHAM REGENT	0	26522	125	0.47	0.37	0.38	0.44	0.44	0.36	0.47	0.41	0.36	0.56	0.51	0.45
BLACK DIAMOND	0	2487	52	2.09	1.20	1.23	0.90	1.08	0.77	0.80	1.46	1.33	2.31	2.14	1.54		
BREMERTON	0	30984	189	0.61	0.50	0.65	0.54	0.49	0.52	0.53	0.46	0.47	0.67	0.63	0.65		
		BREMERTON CROSBY	0	2994	36	1.20	1.27	1.80	0.83	1.19	1.48	0.95	0.91	0.84	1.32	1.19	1.38
		BREMERTON ESSEX	0	27338	148	0.54	0.42	0.51	0.48	0.40	0.41	0.48	0.41	0.42	0.59	0.55	0.57
		BREMERTON SUNNYSLOPE	0	652	5	0.77	0.30	1.35	1.80	1.19	0.74	0.60	0.74	0.74	1.47	1.45	0.72
BUCKLEY	0	2125	32	1.51	2.06	1.35	1.51	1.40	1.16	1.71	1.57	1.04	2.79	1.30	1.61		
CASTLE ROCK	1	3690	67	1.82	1.07	1.19	1.50	1.42	0.93	1.43	1.76	1.03	4.66	1.68	2.00		
CENTRALIA	0	7186	99	1.38	1.03	0.79	0.90	0.99	0.97	0.95	1.32	0.66	2.46	0.97	1.03		
CHEHALIS	0	8822	95	1.08	1.82	0.73	1.05	1.46	1.04	0.84	1.06	1.38	2.78	1.61	1.12		
		CHEHALIS	0	6399	73	1.14	1.95	0.65	1.10	1.78	0.88	0.78	1.07	1.13	1.93	1.45	0.95
		CHEHALIS NAPAIVINE	0	2423	22	0.91	1.47	0.94	0.93	0.60	1.48	1.00	1.04	2.05	5.05	2.03	1.57
CLE-ELUM	0	2779	16	0.58	0.86	0.85	0.78	1.61	0.69	0.71	0.91	0.47	2.12	0.75	0.84		
COLFAX	0	2217	33	1.49	0.76	2.01	1.34	1.42	0.31	1.19	1.14	0.48	2.78	1.43	0.95		
COLVILLE	0	6568	54	0.82	0.80	0.98	1.52	1.56	0.70	0.92	0.68	0.68	1.31	1.40	1.16		
COPALIS(OCEAN SHORES)	0	3411	69	2.02	0.96	1.99	1.49	1.62	0.94	0.74	1.42	1.24	1.95	1.98	1.58		
COULEE DAM	0	2026	42	2.07	1.02	0.88	1.11	1.10	1.01	2.33	1.56	0.89	1.77	1.12	0.74		
CRYSTAL MTN.	1	599	10	1.67	2.16	0.16	0.33	1.98	0.83	1.32	1.13	1.28	4.47	0.64	0.64		
DAYTON	0	1747	22	1.26	2.06	2.23	0.75	0.46	0.97	1.93	1.14	0.79	1.97	1.24	0.56		
DEER PARK	0	5925	52	0.88	0.96	2.99	1.60	1.09	1.02	2.31	1.03	0.93	2.07	1.34	0.77		
DES MOINES	0	20156	195	0.97	0.72	0.83	0.67	0.97	0.80	0.81	0.89	0.68	1.27	0.93	0.95		
		DES MOINES	0	7835	68	0.87	0.68	1.01	0.78	1.07	0.94	1.00	0.73	0.70	1.25	0.97	1.12
		DES MOINES FEDERAL WAY	0	12321	127	1.03	0.74	0.72	0.60	0.91	0.72	0.69	1.00	0.67	1.28	0.91	0.84

WASHINGTON TROUBLE REPORT RATE - OCTOBER 2009

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE OCT-09	RATE SEP-09	RATE AUG-09	RATE JUL-09	RATE JUN-09	RATE MAY-09	RATE APR-09	RATE MAR-09	RATE FEB-09	RATE JAN-09	RATE DEC-08	RATE NOV-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	580	20	3.45	1.54	1.36	1.35	1.00	0.99	0.32	0.00	0.79	0.95	0.47	0.31		
ELK	0	2507	38	1.52	1.07	2.53	1.85	2.66	1.56	1.24	1.30	1.41	3.26	1.31	1.31		
ENUMCLAW	0	6376	63	0.99	1.53	1.19	0.92	1.44	0.88	1.10	1.12	1.27	2.16	1.13	1.42		
EPHRATA	0	2920	29	0.99	0.98	0.88	0.67	0.91	0.33	0.56	0.56	0.36	0.29	0.58	1.10		
GRAHAM	0	11665	135	1.16	1.26	0.78	1.13	1.08	0.67	0.74	1.19	0.63	1.02	1.01	0.99		
GREEN BLUFF	0	2461	17	0.69	1.05	1.53	1.23	0.90	0.71	0.86	1.00	1.87	1.06	0.97	0.89		
HOODSPORT	0	2037	19	0.93	0.78	1.50	2.29	0.95	0.94	1.55	1.40	0.51	1.19	1.40	1.56		
ISSAQUAH	0	16919	147	0.87	0.68	0.60	0.55	0.81	0.85	0.62	0.54	0.58	1.45	0.52	0.74		
KENT	0	37304	313	0.84	0.61	0.70	0.69	0.69	0.62	0.59	0.70	0.63	0.95	0.82	0.72		
		KENT MERIDIAN	0	12752	146	1.14	0.76	0.85	0.93	0.84	0.87	0.79	1.01	0.77	1.43	1.22	0.91
		KENT O BRIEN	0	7873	23	0.29	0.17	0.21	0.33	0.34	0.25	0.16	0.35	0.30	0.15	0.20	0.26
		KENT ULRICH	0	16679	144	0.86	0.71	0.81	0.67	0.75	0.59	0.64	0.63	0.68	0.94	0.79	0.76
LIBERTY LAKE	0	952	1	0.11	0.21	0.61	1.10	0.56	0.36	1.36	0.09	0.35	0.86	0.74	0.66		
LONGVIEW-KELSO	0	22019	225	1.02	1.14	1.29	1.13	1.03	0.90	1.04	0.82	0.87	2.29	1.33	1.31		
LOON LAKE	0	1173	8	0.68	0.58	0.66	1.14	1.71	1.07	0.91	1.15	0.74	1.14	0.80	0.80		
MAPLE VALLEY	0	8191	70	0.85	0.72	0.85	0.63	0.71	0.62	0.84	0.81	0.60	1.27	0.86	0.73		
MOSES LAKE	0	12067	143	1.19	1.01	1.15	0.94	0.98	0.80	1.02	0.97	0.82	1.03	0.82	1.19		
		MOSES LAKE AFB	0	1966	18	0.92	1.05	1.49	0.89	0.83	0.93	0.73	1.12	0.29	0.92	0.39	0.53
		MOSES LAKE ALDER	0	10101	125	1.24	1.00	1.08	0.95	1.01	0.77	1.08	0.94	0.92	1.06	0.91	1.32
NEWMAN LAKE	0	1588	16	1.01	1.06	0.99	0.98	1.09	1.25	0.65	1.75	1.26	1.47	1.01	1.22		
NORTHPORT	0	1020	9	0.88	1.46	1.45	1.66	2.33	1.56	1.37	0.49	0.78	1.55	2.22	1.34		
OLYMPIA	0	56845	389	0.68	0.60	0.76	0.71	0.58	0.66	0.58	0.56	0.52	0.91	0.80	0.71		
		OLYMPIA EVERGREEN	0	4414	40	0.91	0.65	2.57	1.31	0.96	0.88	0.89	0.55	0.64	0.82	1.01	1.02
		OLYMPIA LACEY	0	25014	142	0.57	0.56	0.73	0.70	0.59	0.55	0.65	0.53	0.52	0.80	0.80	0.60
		OLYMPIA WHITEHALL	0	27417	207	0.76	0.63	0.50	0.62	0.52	0.71	0.46	0.58	0.50	1.01	0.77	0.75
OMAK-OKANOGAN	0	6916	103	1.49	1.33	2.12	1.97	1.77	1.18	0.91	1.07	1.03	0.96	0.93	3.14		
OROVILLE	0	1749	37	2.12	1.93	2.44	1.75	1.91	2.23	1.46	1.18	0.95	1.67	0.61	1.28		
OTHELLO	0	4111	70	1.70	2.32	2.31	1.76	1.36	1.91	1.11	1.20	1.04	1.66	1.79	1.73		
PASCO	0	15648	127	0.81	0.60	0.80	0.95	0.95	0.91	1.24	0.84	0.76	1.32	0.94	0.91		
PATEROS	0	748	12	1.60	1.20	0.53	2.11	1.58	1.84	1.45	2.10	0.52	1.68	0.77	1.15		
POMEROY	0	1257	21	1.67	0.94	1.57	1.72	1.24	1.16	3.34	1.27	2.85	3.64	2.37	1.74		
PT. ANGELES	0	14863	140	0.94	0.67	0.74	1.20	1.16	0.58	0.61	0.68	0.57	0.96	0.92	1.13		
		PT ANGELES JOYCE	0	1088	20	1.84	1.92	1.45	1.45	6.21	1.89	0.81	2.06	0.89	2.82	2.92	2.65

WASHINGTON TROUBLE REPORT RATE - OCTOBER 2009

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE OCT-09	RATE SEP-09	RATE AUG-09	RATE JUL-09	RATE JUN-09	RATE MAY-09	RATE APR-09	RATE MAR-09	RATE FEB-09	RATE JAN-09	RATE DEC-08	RATE NOV-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	13775	120	0.87	0.57	0.69	1.18	0.76	0.48	0.59	0.57	0.54	0.82	0.77	1.01
PT. LUDLOW		0	2433	9	0.37	0.65	0.89	0.56	1.12	1.03	0.78	0.43	0.35	0.92	0.53	0.57
PT. ORCHARD		0	17018	179	1.05	0.93	0.94	1.02	1.00	0.78	0.63	0.97	0.72	1.30	1.17	1.22
	PORT ORCHARD COLBY	0	6343	66	1.04	1.14	0.95	0.95	0.98	0.80	0.45	0.58	0.69	1.38	1.07	1.08
	PT. ORCHARD	0	10675	113	1.06	0.80	0.93	1.07	1.02	0.76	0.74	1.19	0.74	1.25	1.24	1.30
PT. TOWNSEND		0	10493	89	0.85	0.63	0.76	0.88	0.94	0.74	0.78	0.64	0.48	0.83	0.81	0.80
PUYALLAP		0	21424	206	0.96	0.57	0.82	0.75	0.99	0.68	0.82	0.72	0.69	1.27	0.70	0.90
RENTON		0	34274	318	0.93	0.78	0.95	0.97	0.78	0.91	0.88	0.75	1.08	1.37	0.99	1.18
RIDGEFIELD		0	3104	32	1.03	0.80	2.03	1.10	1.71	1.95	1.53	0.91	1.27	2.06	1.57	1.30
ROCHESTER		0	4430	59	1.33	1.35	0.82	1.69	1.18	1.09	1.50	0.92	0.56	2.20	1.46	0.77
ROY		0	2186	31	1.42	0.73	1.80	1.03	1.16	0.75	0.80	0.75	0.79	1.77	1.84	1.16
SEATTLE		0	247854	1650	0.67	0.52	0.58	0.54	0.58	0.65	0.62	0.59	0.47	0.86	0.54	0.67
	SEATTLE ATWATER	0	18113	107	0.59	0.30	0.40	0.41	0.35	0.47	0.65	0.34	0.30	0.56	0.31	0.81
	SEATTLE CAMPUS	0	9352	42	0.45	0.33	0.45	0.42	0.59	0.58	0.42	0.48	0.41	0.58	0.28	0.56
	SEATTLE CHERRY	0	28360	254	0.90	0.69	0.84	0.75	0.70	0.87	0.99	0.97	0.73	1.40	0.86	1.02
	SEATTLE DUWAMISH	0	11803	99	0.84	0.56	0.64	0.57	0.65	0.79	0.62	0.54	0.61	0.95	0.59	0.67
	SEATTLE EAST	0	26693	195	0.73	0.72	0.64	0.61	0.65	0.70	0.55	0.54	0.63	0.92	0.75	0.82
	SEATTLE ELLIOT	0	7165	19	0.27	0.21	0.19	0.20	0.21	0.22	0.30	0.16	0.32	0.24	0.35	0.23
	SEATTLE EMERSON	0	26023	199	0.76	0.57	0.69	0.57	0.77	0.84	0.60	0.53	0.54	0.96	0.67	0.67
	SEATTLE LAKEVIEW	0	22719	204	0.90	0.60	0.73	0.83	0.69	0.61	0.59	0.77	0.49	0.85	0.56	0.70
	SEATTLE MAIN	0	35229	60	0.17	0.16	0.15	0.16	0.24	0.19	0.13	0.20	0.14	0.21	0.13	0.16
	SEATTLE MERCER ISLAND (ADAMS)	0	8239	61	0.74	0.67	0.73	0.49	0.72	0.49	0.79	0.69	0.39	1.17	0.76	1.00
	SEATTLE PARKWAY	0	16836	164	0.97	0.84	0.85	0.76	0.97	0.84	1.05	1.22	0.69	1.18	0.66	0.84
	SEATTLE SUNSET	0	19129	121	0.63	0.49	0.51	0.49	0.47	0.71	0.59	0.53	0.38	0.74	0.56	0.64
	SEATTLE WEST	0	18193	125	0.69	0.56	0.68	0.58	0.52	0.98	0.85	0.56	0.50	1.40	0.55	0.72
SEQUIM		0	12652	119	0.94	0.76	0.61	0.85	0.81	0.76	0.71	1.03	0.57	0.95	0.89	0.76
SHELTON		0	12869	144	1.12	1.08	0.96	0.96	0.89	0.80	0.83	0.73	0.87	1.44	1.20	1.10
SILVERDALE		0	12089	79	0.65	0.56	0.62	0.69	0.65	1.00	0.72	0.69	0.42	0.70	0.66	0.93
SPOKANE		0	110224	1171	1.06	0.77	0.89	0.93	0.96	0.83	0.85	0.95	0.86	1.32	0.81	1.03
	SPOKANE CHESTNUT	0	2457	22	0.90	1.13	1.53	1.00	1.23	1.06	0.86	1.21	0.86	1.73	1.22	1.48
	SPOKANE FAIRFAX	0	15525	211	1.36	0.90	0.87	1.05	1.20	1.58	1.12	1.19	1.68	1.51	1.00	1.52
	SPOKANE HUDSON	0	12131	127	1.05	0.82	0.93	0.77	0.96	0.75	0.78	0.89	0.69	1.56	0.73	1.25
	SPOKANE KEYSTONE	0	10879	138	1.27	0.74	0.85	0.89	0.95	0.79	0.81	1.63	0.93	1.11	0.74	1.04

WASHINGTON TRUNK BLOCKING - OCTOBER 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	5.10%	Blocked hour 18 week of 10/12/09 due to spikes in pc sa issued
AP072420	168			TOLL	TWO_WAY	3.11%	Blocked hour 12 week of 10/26/09 due to spikes in pc sa issued
AP073995	144			TOLL	TWO_WAY	1.23%	Blocked hour 12 week of 10/26/09 due to spikes in pc sa issued
AP074015	168			TOLL	TWO_WAY	7.73%	Blocked hour 19 week of 10/26/09 due to spikes in pc sa issued
AP079934	288			TOLL	TWO_WAY	2.40%	Blocked hour 12 week of 10/26/09 due to spikes in pc sa issued
AP081884	168			TOLL	TWO_WAY	1.18%	Blocked hour 18 week of 10/19/09 due to spikes in pc sa issued
AP081953	264			TOLL	TWO_WAY	3.36%	Blocked hour 12 week of 10/26/09 due to spikes in pc sa issued
AP081958	216			TOLL	TWO_WAY	2.13%	Blocked hour 18 week of 10/26/09 due to spikes in pc sa issued