

Washington State PUC Report
Customer Network Trouble Per 100 Switched Access Lines

| | | Nov-09 | Nov-09 | Nov-09 |
|--------------------------|---------|--------|--------|--------|
| | | Sw | Total | Trb// |
| Central Office | CO Code | Lns | Rpts | 100 |
| ACME | NW1ACME | | | |
| ALGER | NW1ALGR | | | |
| ANACORTES | NW1ANCR | | | |
| ARLINGTON | NW1ARTN | | | |
| BENTON CITY | NW1BNCY | | | |
| BIG LAKE | NW1BGLK | | | |
| BIRCH BAY | NW1BRBA | | | |
| BLAINE | NW1BLAN | | | |
| BOTHELL | NW1BOTH | | | |
| BREWSTER | NW1BRWS | | | |
| BRIDGEPORT | NW1BRPT | | | |
| BURLINGTON | NW1BURL | | | |
| CAMANO ISLAND | NW1CMIS | | | |
| CAMAS | NW1CAMS | | | |
| CASHMERE | NW1CSHR | | | |
| CHELAN | NW1CHLN | | | |
| CLEARVIEW | NW1CLVW | | | |
| CONCRETE | NW1CNCR | | | |
| CONWAY | NW1CNWY | | | |
| COUPEVILLE | NW1CPVL | | | |
| CURLEW | NW1CRLW | | | |
| CUSTER | NW1CSTR | | | |
| DARRINGTON | NW1DRTN | | | |
| DEMING | NW1DMNG | | | |
| DUVALL | NW1DULL | | | |
| EAST WENATCHEE | NW1EWNC | | | |
| EDISON | NW1EDSN | | | |
| ENTIAT | NW1ENTT | | | |
| EVERETT CASINO | NW1CSNO | | | |
| EVERETT MAIN | NW1EVRT | | | |
| EVERSON | NW1EVSN | | | |
| FAIRFIELD | NW1FRFD | | | |
| FARMINGTON | NW1FRTN | | | |
| FERNDALE | NW1FNDL | | | |
| GARFIELD | NW1GRFD | | | |
| GEORGE | NW1GERG | | | |
| GRANITE FALLS | NW1GRFL | | | |
| GRAYLAND | NW1GRLD | | | |
| HALLS LAKE | NW1HLLK | | | |
| JUANITA | NW1JUNT | | | |
| KENNEWICK MAIN | NW1KNWC | | | |
| KENNEWICK MEADOW SPRINGS | NW1MSPG | | | |
| KENNEWICK HIGHLAND | NW1HIGH | | | |
| KIRKLAND | NW1KRLD | | | |
| LA CONNER | NW1LACN | | | |
| LAKE GOODWIN | NW1LKGW | | | |
| LAKE STEVENS | NW1LKST | | | |
| LAKE WENATCHEE | NW1LKWN | | | |
| LATAH | NW1LATH | | | |
| LAUREL | NW1LARL | | | |
| LEAVENWORTH | NW1LVWO | | | |
| LOOMIS | NW1LOMS | | | |

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| Central Office | CO Code | Nov-09 | Nov-09 | Nov-09 |
|--------------------------|----------|-----------|---------------|--------------|
| | | Sw Lns | Total Rpts | Trbl/ 100 |
| LYMAN | NW1HMTN | | | |
| LYNDEN | NW1LYND | | | |
| MALDEN | NW1MLDN | | | |
| MANOR WAY | NW1MRWY | | | |
| MANSFIELD | NW1MNFD | | | |
| MANSON | NW1MNSN | | | |
| MAPLE FALLS | NW1MPFL | | | |
| MARBLEMOUNT | NW1MRBL | | | |
| MARYSVILLE | NW1MYVI | | | |
| MOLSON-CHESAW | NW1MLSN | | | |
| MONROE | NW1MONR | | | |
| MOSCOW | NW1MSCW | | | |
| MOUNT VERNON | NW1MTVR | | | |
| NACHES | NW1NCHS | | | |
| NEWPORT | NW1NWPT | | | |
| NILE | NW1NILE | | | |
| NORTH RICHLAND | NW1NTRD | | | |
| OAK HARBOR | NW1OKHR | | | |
| OAKESDALE | NW1OKDL | | | |
| PALOUSE | NW1PALS | | | |
| PULLMAN | NW1PLMN | | | |
| QUINCY | NW1QNCY | | | |
| REDMOND | NW1RDMD | | | |
| REPUBLIC | NW1RPBL | | | |
| RICHLAND | NW1RCLD | | | |
| RICHMOND BEACH | NW1RCBH | | | |
| ROCKFORD | NW1RCFR | | | |
| ROSALIA | NW1ROSL | | | |
| SAMMAMISH | NW1SM SH | | | |
| SEDRO WOOLLEY | NW1SWLY | | | |
| SILVER LAKE | NW1SLLK | | | |
| SKYKOMISH | NW1SKYK | | | |
| SNOHOMISH | NW1SNHS | | | |
| SOAP LAKE | NW1SOLK | | | |
| STANWOOD | NW1STWD | | | |
| STEVENS PASS | NW1STPS | | | |
| SULTAN | NW1SULT | | | |
| SUMAS | NW1SUMS | | | |
| TEKOA | NW1TEKO | | | |
| THORNTON | NW1HTN | | | |
| TONASKET | NW1TNSK | | | |
| WASHOUGAL | NW1WSHG | | | |
| WASHOUGAL RIVER | NW1WSHR | | | |
| WATERVILLE | NW1WTVL | | | |
| WENATCHEE | NW1WNTC | | | |
| WEST RICHLAND | NW1WRLD | | | |
| WESTPORT | NW1WSPT | | | |
| WOODLAND | NW1WDLD | | | |
| Washington State: | | | | |

WASHINGTON STATE SWITCHED ACCESS LINES

Central Office Dec-08 Jan-09 Feb-09 Mar-09 Apr-09 May-09 Jun-09 Jul-09 Aug-09 Sep-09 Oct-09 Nov-09

ACME
 ALGER
 ANACORTES
 ARLINGTON
 BENTON CITY
 BIG LAKE
 BIRCH BAY
 BLAINE
 BOTHELL
 BREWSTER
 BRIDGEPORT
 BURLINGTON
 CAMANO
 CAMAS
 CASHMERE
 CHELAN
 CLEARVIEW
 CONCRETE
 CONWAY
 COUPEVILLE
 CURLEW
 CUSTER
 DARRINGTON
 DEMING
 DUVAL 1
 EAST WENATCHEE
 EDISON
 ENTIAT
 EVERETT CASINO
 EVERETT MAIN
 EVERSON
 FAIRFIELD
 FARMINGTON
 FERNDALE
 GARFIELD
 GEORGE
 GRANITE FALLS
 GRAYLAND
 HALLS LAKE
 JUANITA
 KENNEWICK MAIN
 KENNEWICK MEADOWS
 KENNEWICK-HIGHLAND
 KIRKLAND
 LA CONNER
 LAKE GOODWIN
 LAKE STEVENS
 LAKE WENATCHEE
 LATAH
 LAUREL
 LEAVENWORTH
 LOOMIS
 LYMAN
 LYNDEN
 MALDEN
 MANOR WAY
 MANSFIELD
 MANSON
 MAPLE FALLS
 MARBLEMOUNT
 MARYSVILLE
 MOLSON-CHESAW
 MONROE
 MOSCOW
 MOUNT VERNON
 NACHES

REDACTED

WASHINGTON STATE SWITCHED ACCESS LINES

| Central Office | Dec-08 | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| NEWPORT | | | | | | | | | | | | |
| NILE | | | | | | | | | | | | |
| NORTH RICHLAND | | | | | | | | | | | | |
| OAK HARBOR | | | | | | | | | | | | |
| OAKSDALE | | | | | | | | | | | | |
| PALOUSE | | | | | | | | | | | | |
| PULLMAN | | | | | | | | | | | | |
| QUINCY | | | | | | | | | | | | |
| REDMOND | | | | | | | | | | | | |
| REPUBLIC | | | | | | | | | | | | |
| RICHLAND | | | | | | | | | | | | |
| RICHMOND BEACH | | | | | | | | | | | | |
| ROCKFORD | | | | | | | | | | | | |
| ROSALIA | | | | | | | | | | | | |
| SAMMAMISH | | | | | | | | | | | | |
| SEDRO WOOLLEY | | | | | | | | | | | | |
| SILVER LAKE | | | | | | | | | | | | |
| SKYKOMISH | | | | | | | | | | | | |
| SNOHOMISH | | | | | | | | | | | | |
| SOAP LAKE | | | | | | | | | | | | |
| STANWOOD | | | | | | | | | | | | |
| STEVENS PASS | | | | | | | | | | | | |
| SULTAN | | | | | | | | | | | | |
| SUMAS | | | | | | | | | | | | |
| TEKOA | | | | | | | | | | | | |
| THORNTON | | | | | | | | | | | | |
| TONASKET | | | | | | | | | | | | |
| WASHOUGAL | | | | | | | | | | | | |
| WASHOUGAL RIVER | | | | | | | | | | | | |
| WATERVILLE | | | | | | | | | | | | |
| WENATCHEE | | | | | | | | | | | | |
| WEST RICHLAND | | | | | | | | | | | | |
| WESTPORT | | | | | | | | | | | | |
| WOODLAND | | | | | | | | | | | | |
| Total Lines | | | | | | | | | | | | |

REDACTED

VzNw Trbl 12mo

WASHINGTON STATE PUC REPORT

Customer Network Trouble Per 100 Switched Access Lines

| Threshold is less than = 4 | * With Allowed Trouble codes Excluded | | | | | | | | | | | |
|----------------------------|---------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| CENTRAL OFF. LOCATION | Dec-08 | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 |
| ACME | | | | | | | | | | | | |
| ALGER | | | | | | | | | | | | |
| ANACORTES | | | | | | | | | | | | |
| ARLINGTON | | | | | | | | | | | | |
| BENTON CITY | | | | | | | | | | | | |
| BIG LAKE | | | | | | | | | | | | |
| BIRCH BAY | | | | | | | | | | | | |
| BLAINE | | | | | | | | | | | | |
| BOTHELL | | | | | | | | | | | | |
| BREWSTER | | | | | | | | | | | | |
| BRIDGEPORT | | | | | | | | | | | | |
| BURLINGTON | | | | | | | | | | | | |
| CAMANO ISLAND | | | | | | | | | | | | |
| CAMAS | | | | | | | | | | | | |
| CASHMERE | | | | | | | | | | | | |
| CHELAN | | | | | | | | | | | | |
| CLEARVIEW | | | | | | | | | | | | |
| CONCRETE | | | | | | | | | | | | |
| CONWAY | | | | | | | | | | | | |
| COUPEVILLE | | | | | | | | | | | | |
| CURLEW | | | | | | | | | | | | |
| CUSTER | | | | | | | | | | | | |
| DARRINGTON | | | | | | | | | | | | |
| DEMING | | | | | | | | | | | | |
| DUVALL | | | | | | | | | | | | |
| EAST WENATCHEE | | | | | | | | | | | | |
| EDISON | | | | | | | | | | | | |
| ENTIAT | | | | | | | | | | | | |
| EVERETT CASINO | | | | | | | | | | | | |
| EVERETT MAIN | | | | | | | | | | | | |
| EVERSON | | | | | | | | | | | | |
| FAIRFIELD | | | | | | | | | | | | |
| FARMINGTON | | | | | | | | | | | | |
| FERNDALE | | | | | | | | | | | | |
| GARFIELD | | | | | | | | | | | | |
| GEORGE | | | | | | | | | | | | |
| GRANITE FALLS | | | | | | | | | | | | |
| GRAYLAND | | | | | | | | | | | | |
| HALLS LAKE | | | | | | | | | | | | |
| JUANITA | | | | | | | | | | | | |
| KENNEWICK MAIN | | | | | | | | | | | | |
| KENNEWICK MEADOW SPRINGS | | | | | | | | | | | | |
| KENNEWICK HIGHLAND | | | | | | | | | | | | |
| KIRKLAND | | | | | | | | | | | | |
| LA CONNER | | | | | | | | | | | | |
| LAKE GOODWIN | | | | | | | | | | | | |
| LAKE STEVENS | | | | | | | | | | | | |
| LAKE WENATCHEE | | | | | | | | | | | | |
| LATAH | | | | | | | | | | | | |
| LAUREL | | | | | | | | | | | | |
| LEAVENWORTH | | | | | | | | | | | | |
| LOOMIS | | | | | | | | | | | | |
| LYMAN | | | | | | | | | | | | |
| LYNDEN | | | | | | | | | | | | |
| MALDEN | | | | | | | | | | | | |
| MANOR WAY | | | | | | | | | | | | |
| MANSFIELD | | | | | | | | | | | | |
| MANSON | | | | | | | | | | | | |
| MAPLE FALLS | | | | | | | | | | | | |
| MARBLEMOUNT | | | | | | | | | | | | |

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|----------------------------|---------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | CENTRAL OFF. LOCATION | Dec-08 | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 |
| MARYSVILLE | | | | | | | | | | | | | |
| MOLSON-CHESAW | | | | | | | | | | | | | |
| MONROE | | | | | | | | | | | | | |
| MOSCOW | | | | | | | | | | | | | |
| MOUNT VERNON | | | | | | | | | | | | | |
| NACHES | | | | | | | | | | | | | |
| NEWPORT | | | | | | | | | | | | | |
| NILE | | | | | | | | | | | | | |
| NORTH RICHLAND | | | | | | | | | | | | | |
| OAK HARBOR | | | | | | | | | | | | | |
| OAKESDALE | | | | | | | | | | | | | |
| PALOUSE | | | | | | | | | | | | | |
| PULLMAN | | | | | | | | | | | | | |
| QUINCY | | | | | | | | | | | | | |
| REDMOND | | | | | | | | | | | | | |
| REPUBLIC | | | | | | | | | | | | | |
| RICHLAND | | | | | | | | | | | | | |
| RICHMOND BEACH | | | | | | | | | | | | | |
| ROCKFORD | | | | | | | | | | | | | |
| ROSALIA | | | | | | | | | | | | | |
| SAMMAMISH | | | | | | | | | | | | | |
| SEDRO WOOLLEY | | | | | | | | | | | | | |
| SILVER LAKE | | | | | | | | | | | | | |
| SKYKOMISH | | | | | | | | | | | | | |
| SNOHOMISH | | | | | | | | | | | | | |
| SOAP LAKE | | | | | | | | | | | | | |
| STANWOOD | | | | | | | | | | | | | |
| STEVENS PASS | | | | | | | | | | | | | |
| SULTAN | | | | | | | | | | | | | |
| SUMAS | | | | | | | | | | | | | |
| TEKOA | | | | | | | | | | | | | |
| THORNTON | | | | | | | | | | | | | |
| TONASKET | | | | | | | | | | | | | |
| WASHOUGAL | | | | | | | | | | | | | |
| WASHOUGAL RIVER | | | | | | | | | | | | | |
| WATERVILLE | | | | | | | | | | | | | |
| WENATCHEE | | | | | | | | | | | | | |
| WEST RICHLAND | | | | | | | | | | | | | |
| WESTPORT | | | | | | | | | | | | | |
| WOODLAND | | | | | | | | | | | | | |
| WASHINGTON | | | | | | | | | | | | | |
| 4 | | | | | | | | | | | | | |

Each CO is not to exceed 4 tpls per 100 lns per mth for 2 consecutive mths nor should they exceed this for 4 months in any 12 mth period.