

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



October 26, 2009

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

RECORDED
RECORDS MANAGEMENT
2009 OCT 27 AM 8:56
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 September 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 - SEPTEMBER 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

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - SEPTEMBER 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

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - SEPTEMBER 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

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - SEPTEMBER 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		152	4	15.75	1	99.34%	0	100.00%	
AUBURN		280	3	61.67	3	98.93%	0	100.00%	
BAINBRIDGE ISLAND		86	0		3	96.51%	0	100.00%	
BATTLEGROUND		107	0		1	99.07%	0	100.00%	
BELFAIR		76	2	16.00	1	98.68%	0	100.00%	
BELLEVUE		384	5	34.00	8	97.92%	0	100.00%	
	BELLEVUE GLENCOURT	151	4	31.75	3	98.01%	0	100.00%	
	BELLEVUE-SHERWOOD	233	1	43.00	5	97.85%	0	100.00%	
BELLINGHAM		353	2	22.00	4	98.87%	0	100.00%	
	BELLINGHAM LUMMI	25	0		0	100.00%	0	100.00%	
	BELLINGHAM REGENT	328	2	22.00	4	98.78%	0	100.00%	
BLACK DIAMOND		27	1	37.00	0	100.00%	0	100.00%	
BREMERTON		332	1	39.00	2	99.40%	0	100.00%	
	BREMERTON CROSBY	35	0		0	100.00%	0	100.00%	
	BREMERTON ESSEX	294	1	39.00	2	99.32%	0	100.00%	
	BREMERTON SUNNYSLOPE	3	0		0	100.00%	0	100.00%	
BUCKLEY		23	1	9.00	0	100.00%	0	100.00%	
CASTLE ROCK		44	0		1	97.73%	0	100.00%	
CENTRALIA		117	1	31.00	1	99.15%	0	100.00%	
CHEHALIS		117	6	46.83	2	98.29%	0	100.00%	
	CHEHALIS	84	4	61.00	2	97.62%	0	100.00%	
	CHEHALIS NAPAVINE	33	2	18.50	0	100.00%	0	100.00%	
CLE-ELUM		29	0		0	100.00%	0	100.00%	
COLFAX		23	0		2	91.30%	0	100.00%	
COLVILLE		80	2	20.50	1	98.75%	0	100.00%	
COPALIS(OCEAN SHORES)		37	0		1	97.30%	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 - SEPTEMBER 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						99.00%		99.00%	
COULEE DAM		31	0		0	100.00%	0	100.00%	
CRYSTAL MTN.		3	0		1	66.67%	0	100.00%	
DAYTON		16	0		0	100.00%	0	100.00%	
DEER PARK		70	1	63.00	0	100.00%	0	100.00%	
DES MOINES		361	2	53.50	3	99.17%	0	100.00%	
	DES MOINES	132	0		1	99.24%	0	100.00%	
	DES MOINES FEDERAL WAY	229	2	53.50	2	99.13%	0	100.00%	
EASTON		8	0		1	87.50%	0	100.00%	
ELK		33	0		0	100.00%	0	100.00%	
ENJUMCLAW		77	2	25.50	2	97.40%	0	100.00%	
EPHRATA		45	1	14.00	0	100.00%	0	100.00%	
GRAHAM		160	2	88.00	1	99.38%	0	100.00%	
GREEN BLUFF		24	0		0	100.00%	0	100.00%	
HOODSPORT		27	0		0	100.00%	0	100.00%	
ISSAQUAH		163	3	64.33	3	98.16%	0	100.00%	
KENT		589	7	67.57	7	98.81%	0	100.00%	1
	KENT MERIDIAN	144	1	1.00	3	97.92%	0	100.00%	
	KENT O BRIEN	46	0		0	100.00%	0	100.00%	
	KENT ULRICH	399	6	78.67	4	99.00%	0	100.00%	1
LIBERTY LAKE		7	0		0	100.00%	0	100.00%	
LONGVIEW-KELSO		371	4	62.00	2	99.46%	0	100.00%	
LOON LAKE		13	1	2.00	0	100.00%	0	100.00%	
MAPLE VALLEY		83	0		0	100.00%	0	100.00%	
MOSES LAKE		206	2	16.00	3	98.54%	0	100.00%	
	MOSES LAKE AFB	36	1	25.00	0	100.00%	0	100.00%	
	MOSES LAKE ALDER	170	1	7.00	3	98.24%	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%	
NEWMAN LAKE		16	0		2	87.50%	0	100.00%	
NORTHPORT		17	0		0	100.00%	0	100.00%	
OLYMPIA		700	7	34.14	9	98.71%	0	100.00%	
	OLYMPIA EVERGREEN	68	0		1	98.53%	0	100.00%	
	OLYMPIA LACEY	281	4	40.50	5	98.22%	0	100.00%	
	OLYMPIA WHITEHALL	351	3	25.67	3	99.15%	0	100.00%	
OMAK-OKANOGAN		123	3	55.33	6	95.12%	0	100.00%	
OROVILLE		40	1	22.00	1	97.50%	0	100.00%	
OTHELLO		56	2	108.50	2	96.43%	0	100.00%	1
PASCO		248	3	79.67	3	98.79%	0	100.00%	
PATEROS		7	1	17.00	1	85.71%	0	100.00%	
POMEROY		16	0		1	93.75%	0	100.00%	
PT. ANGELES		137	4	38.00	2	98.54%	0	100.00%	
	PT ANGELES JOYCE	9	2	64.00	1	88.89%	0	100.00%	
	PT. ANGELES	128	2	12.00	1	99.22%	0	100.00%	
PT. LUDLOW		18	1	140.00	0	100.00%	0	100.00%	
PT. ORCHARD		176	1	49.00	0	100.00%	0	100.00%	
	PORT ORCHARD COLBY	65	0		0	100.00%	0	100.00%	
	PT. ORCHARD	111	1	49.00	0	100.00%	0	100.00%	
PT. TOWNSEND		161	2	10.00	2	98.76%	0	100.00%	
PUYALLAP		294	2	87.50	4	98.64%	0	100.00%	1
RENTON		475	3	47.67	3	99.37%	0	100.00%	
RIDGEFIELD		32	1	10.00	0	100.00%	0	100.00%	
ROCHESTER		61	2	18.50	1	98.36%	0	100.00%	
ROY		18	0		1	94.44%	0	100.00%	
SEATTLE		2932	33	29.55	19	99.35%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders
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Washington Orders Summary - SEPTEMBER 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	SEATTLE ATWATER	182	1	2.00	0	99.00%	0	100.00%	99.00%
	SEATTLE CAMPUS	112	3	57.00	3	97.32%	0	100.00%	100.00%
	SEATTLE CHERRY	459	6	39.00	2	99.56%	0	100.00%	100.00%
	SEATTLE DUWAMISH	192	1	8.00	1	99.48%	0	100.00%	100.00%
	SEATTLE EAST	313	10	25.50	1	99.68%	0	100.00%	100.00%
	SEATTLE ELLIOT	80	0		0	100.00%	0	100.00%	100.00%
	SEATTLE EMERSON	306	2	35.50	3	99.02%	0	100.00%	100.00%
	SEATTLE LAKEVIEW	211	1	7.00	2	99.05%	0	100.00%	100.00%
	SEATTLE MAIN	366	3	27.00	2	99.45%	0	100.00%	100.00%
	SEATTLE MERCER ISLAND (ADAMS)	56	0		0	100.00%	0	100.00%	100.00%
	SEATTLE PARKWAY	275	2	12.00	3	98.91%	0	100.00%	100.00%
	SEATTLE SUNSET	186	2	12.50	1	99.46%	0	100.00%	100.00%
	SEATTLE WEST	194	2	48.50	1	99.48%	0	100.00%	100.00%
SEQUIM		171	2	78.50	0	100.00%	0	100.00%	100.00%
SHELTON		188	2	39.50	2	98.94%	0	100.00%	100.00%
SILVERDALE		113	1	136.00	4	96.46%	0	100.00%	100.00%
SPOKANE		1773	17	41.18	20	98.87%	0	100.00%	100.00%
	SPOKANE CHESTNUT	49	3	87.00	3	93.88%	0	100.00%	100.00%
	SPOKANE FAIRFAX	240	3	39.33	2	99.17%	0	100.00%	100.00%
	SPOKANE HUDSON	297	1	8.00	3	98.99%	0	100.00%	100.00%
	SPOKANE KEYSTONE	218	1	11.00	1	99.54%	0	100.00%	100.00%
	SPOKANE MORAN	73	1	21.00	4	94.52%	0	100.00%	100.00%
	SPOKANE RIVERSIDE	264	3	11.00	3	98.86%	0	100.00%	100.00%
	SPOKANE WALNUT	432	4	37.75	3	99.31%	0	100.00%	100.00%
	SPOKANE WHITWORTH	200	1	97.00	1	99.50%	0	100.00%	100.00%
SPRINGDALE		26	0		3	88.46%	0	100.00%	100.00%

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STANDARD		116	2	32.00	1	99.14%	0	100.00%	
SUMNER (BONNEYLAKE)		1960	30	33.70	12	99.39%	0	100.00%	
TACOMA		80	2	110.50	1	98.75%	0	100.00%	
	TACOMA FORT LEWIS	344	7	24.14	1	99.71%	0	100.00%	
	TACOMA GREENFIELD	312	1	13.00	0	100.00%	0	100.00%	
	TACOMA JUNIPER	316	7	40.71	1	99.68%	0	100.00%	
	TACOMA LENNOX	150	3	30.67	2	98.67%	0	100.00%	
	TACOMA LOGAN	269	4	29.75	2	99.26%	0	100.00%	
	TACOMA MARKET (FAWCETT)	126	1	42.00	2	98.41%	0	100.00%	
	TACOMA SKYLINE	71	0		0	100.00%	0	100.00%	
	TACOMA WAVERLY-2	292	5	14.00	3	98.97%	0	100.00%	
	TACOMA WAVERLY-7	1037	6	48.67	11	98.94%	0	100.00%	1
VANCOUVER		491	2	27.00	6	98.78%	0	100.00%	
	VANCOUVER ORCHARDS	386	1	27.00	1	99.74%	0	100.00%	
	VANCOUVER OXFORD	160	3	70.33	4	97.50%	0	100.00%	1
	VANCOUVER SALMON CRK(NORTH)	2	0		0	100.00%	0	100.00%	
WAITSBURG		201	4	21.00	2	99.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		18	1	13.00	0	100.00%	0	100.00%	
WARDEN		25	0		0	100.00%	0	100.00%	
WINLOCK		684	7	45.14	5	99.27%	0	100.00%	
YAKIMA		532	5	50.20	4	99.25%	0	100.00%	
	YAKIMA CHESTNUT	152	2	32.50	1	99.34%	0	100.00%	
	YAKIMA WEST								
Exchanges in Neighboring States									
CLARKSTON		79	1	2.00	2	97.47%	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		16474	192	40.34	173	90.00%	0	99.00%	6
TOTALS						98.95%		100.00%	
Easton, Pateros and Pt. Angeles-Joyce percent completed in 5 days were below standards due to low volumes									
All six orders not completed in 180 days due to customer reasons									

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180 day data from OP15A pending orders
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WASHINGTON TROUBLE REPORT RATE - SEPTEMBER 2009

WIRECENTER	STD EXD CNT	LINES	RPTS	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	RATE OCT-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	10800	92	0.85	0.69	0.73	0.92	1.15	0.86	0.65	0.78	1.71	1.36	1.01	0.76
AUBURN	0	20190	155	0.77	1.06	0.72	1.06	0.73	0.74	0.79	0.81	1.49	1.03	1.18	1.05
BAINBRIDGE ISLAND	0	10369	58	0.56	0.92	0.79	0.75	1.30	0.63	0.56	0.48	0.89	0.63	0.88	0.77
BATTLEGROUND	0	9181	79	0.86	0.74	0.98	0.87	0.60	0.72	0.85	0.56	1.61	2.85	1.10	0.74
BELFAIR	0	6532	80	1.22	1.27	1.87	1.38	1.09	1.29	0.81	0.57	1.42	1.12	1.25	0.99
BELLEVUE	0	41489	265	0.64	0.64	0.67	0.53	0.57	0.56	0.56	0.59	1.20	0.71	0.82	0.70
BELLEVUE GLENCOURT	0	16983	82	0.48	0.41	0.42	0.49	0.39	0.48	0.57	0.46	0.80	0.47	0.53	0.51
BELLEVUE-SHERWOOD	0	24506	183	0.75	0.79	0.84	0.55	0.69	0.61	0.55	0.67	1.46	0.87	1.01	0.84
BELLINGHAM	0	28260	109	0.39	0.40	0.46	0.44	0.38	0.49	0.42	0.37	0.62	0.51	0.46	0.42
BELLINGHAM LUMMI	0	1295	9	0.69	0.70	0.69	0.45	0.76	0.97	0.68	0.53	1.88	0.53	0.90	0.83
BELLINGHAM REGENT	0	26965	100	0.37	0.38	0.44	0.44	0.36	0.47	0.41	0.36	0.56	0.51	0.45	0.40
BLACK DIAMOND	0	2499	30	1.20	1.23	0.90	1.08	0.77	0.80	1.46	1.33	2.31	2.14	1.54	1.24
BREMERTON	0	31358	157	0.50	0.65	0.54	0.49	0.52	0.53	0.46	0.47	0.67	0.63	0.65	0.69
BREMERTON CROSBY	0	2993	38	1.27	1.80	0.83	1.19	1.48	0.95	0.91	0.84	1.32	1.19	1.38	1.73
BREMERTON ESSEX	0	27708	117	0.42	0.51	0.48	0.40	0.41	0.48	0.41	0.42	0.59	0.55	0.57	0.58
BREMERTON SUNNYSLOPE	0	657	2	0.30	1.35	1.80	1.19	0.74	0.60	0.74	0.74	1.47	1.45	0.72	0.73
BUCKLEY	0	2138	44	2.06	1.35	1.51	1.40	1.16	1.71	1.57	1.04	2.79	1.30	1.61	1.32
CASTLE ROCK	1	3731	40	1.07	1.19	1.50	1.42	0.93	1.43	1.76	1.03	4.66	1.68	2.00	1.85
CENTRALIA	0	7248	75	1.03	0.79	0.90	0.99	0.97	0.95	1.32	0.66	2.46	0.97	1.03	0.70
CHEHALIS	0	8899	162	1.82	0.73	1.05	1.46	1.04	0.84	1.06	1.38	2.78	1.61	1.12	1.32
CHEHALIS	0	6458	128	1.95	0.65	1.10	1.78	0.88	0.78	1.07	1.13	1.93	1.45	0.95	1.33
CHEHALIS NAPAVINE	0	2441	36	1.47	0.94	0.93	0.60	1.48	1.00	1.04	2.05	5.05	2.03	1.57	1.32
CLE-ELUM	0	2800	24	0.86	0.85	0.78	1.61	0.69	0.71	0.91	0.47	2.12	0.75	0.84	1.03
COLFAX	0	2235	17	0.76	2.01	1.34	1.42	0.31	1.19	1.14	0.48	2.78	1.43	0.95	0.90
COLVILLE	0	6589	53	0.80	0.98	1.52	1.56	0.70	0.92	0.68	0.68	1.31	1.40	1.16	0.63
COPALIS(OCEAN SHORES)	0	3432	33	0.96	1.99	1.49	1.62	0.94	0.74	1.42	1.24	1.95	1.98	1.58	1.47
COULEE DAM	0	2057	21	1.02	0.88	1.11	1.10	1.01	2.33	1.56	0.89	1.77	1.12	0.74	0.60
CRYSTAL MTN.	1	601	13	2.16	0.16	0.33	1.98	0.83	1.32	1.13	1.28	4.47	0.64	0.64	0.81
DAYTON	0	1747	36	2.06	2.23	0.75	0.46	0.97	1.93	1.14	0.79	1.97	1.24	0.56	1.13
DEER PARK	0	5964	57	0.96	2.99	1.60	1.09	1.02	2.31	1.03	0.93	2.07	1.34	0.77	0.72
DES MOINES	0	20393	146	0.72	0.83	0.67	0.97	0.80	0.81	0.89	0.68	1.27	0.93	0.95	0.92
DES MOINES	0	7933	54	0.68	1.01	0.78	1.07	0.94	1.00	0.73	0.70	1.25	0.97	1.12	1.07
DES MOINES FEDERAL WAY	0	12460	92	0.74	0.72	0.60	0.91	0.72	0.69	1.00	0.67	1.28	0.91	0.84	0.82

WASHINGTON TROUBLE REPORT RATE - SEPTEMBER 2009

WIRECENTER	STD EXD CNT	LINES	RPTS	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	RATE OCT-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	585	9	1.54	1.36	1.35	1.00	0.99	0.32	0.00	0.79	0.95	0.47	0.31	0.93
ELK	0	2534	27	1.07	2.53	1.85	2.66	1.56	1.24	1.30	1.41	3.26	1.31	1.31	0.82
ENUMCLAW	0	6400	98	1.53	1.19	0.92	1.44	0.88	1.10	1.10	1.12	2.16	1.13	1.42	1.20
EPHRATA	0	2947	29	0.98	0.88	0.67	0.91	0.33	0.56	0.56	0.36	0.29	0.58	1.10	0.68
GRAHAM	0	11810	149	1.26	0.78	1.13	1.08	0.67	0.74	1.19	0.63	1.02	1.01	0.99	1.12
GREEN BLUFF	0	2481	26	1.05	1.53	1.23	0.90	0.71	0.86	1.00	1.87	1.06	0.97	0.89	1.08
HOODSPORT	0	2059	16	0.78	1.50	2.29	0.95	0.94	1.55	1.40	0.51	1.19	1.40	1.56	1.37
ISSAQUAH	0	17175	117	0.68	0.60	0.55	0.81	0.85	0.62	0.54	0.58	1.45	0.52	0.74	0.67
KENT	0	38059	234	0.61	0.70	0.69	0.69	0.62	0.59	0.70	0.63	0.95	0.82	0.72	0.75
KENT MERIDIAN	0	13101	99	0.76	0.85	0.93	0.84	0.87	0.79	1.01	0.77	1.43	1.22	0.91	0.88
KENT O BRIEN	0	8030	14	0.17	0.21	0.33	0.34	0.25	0.16	0.35	0.30	0.15	0.20	0.26	0.32
KENT ULRICH	0	16928	121	0.71	0.81	0.67	0.75	0.59	0.64	0.63	0.68	0.94	0.79	0.76	0.82
LIBERTY LAKE	0	971	2	0.21	0.61	1.10	0.56	0.36	1.36	0.09	0.35	0.86	0.74	0.66	0.36
LONGVIEW-KELSO	0	22257	263	1.14	1.29	1.13	1.03	0.90	1.04	0.82	0.87	2.29	1.33	1.31	0.88
LOON LAKE	0	1203	7	0.58	0.66	1.14	1.71	1.07	0.91	1.15	0.74	1.14	0.80	0.80	1.03
MAPLE VALLEY	0	8314	60	0.72	0.85	0.63	0.71	0.62	0.84	0.81	0.60	1.27	0.86	0.73	0.51
MOSES LAKE	0	12185	123	1.01	1.15	0.94	0.98	0.80	1.02	0.97	0.82	1.03	0.82	1.19	0.86
MOSES LAKE AFB	0	2005	21	1.05	1.49	0.89	0.93	0.93	0.73	1.12	0.29	0.92	0.39	0.53	0.90
MOSES LAKE ALDER	0	10180	102	1.00	1.08	0.95	1.01	0.77	1.08	0.94	0.92	1.06	0.91	1.32	0.86
NEWMAN LAKE	0	1602	17	1.06	0.99	0.98	1.09	1.25	0.65	1.75	1.26	1.47	1.01	1.22	0.99
NORTHPORT	0	1029	15	1.46	1.45	1.66	2.33	1.56	1.37	0.49	0.78	1.55	2.22	1.34	3.13
OLYMPIA	0	57616	346	0.60	0.76	0.71	0.58	0.66	0.58	0.56	0.52	0.91	0.80	0.71	0.67
OLYMPIA EVERGREEN	0	4474	29	0.65	2.57	1.31	0.96	0.88	0.99	0.55	0.64	0.82	1.01	1.02	0.95
OLYMPIA LACEY	0	25321	143	0.56	0.73	0.70	0.59	0.55	0.65	0.53	0.52	0.80	0.80	0.60	0.69
OLYMPIA WHITEHALL	0	27821	174	0.63	0.50	0.62	0.52	0.71	0.46	0.58	0.50	1.01	0.77	0.75	0.61
OMAK-OKANOGAN	0	6923	92	1.33	2.12	1.97	1.77	1.18	0.91	1.07	1.03	0.96	0.93	3.14	0.98
OROVILLE	0	1766	34	1.93	2.44	1.75	1.91	2.23	1.46	1.18	0.95	1.67	0.61	1.28	1.77
OTHELLO	0	4137	96	2.32	2.31	1.76	1.36	1.91	1.11	1.20	1.04	1.66	1.79	1.73	0.72
PASCO	0	15778	95	0.60	0.80	0.95	0.95	0.91	1.24	0.84	0.76	1.32	0.94	0.91	0.67
PATEROS	0	750	9	1.20	0.53	2.11	1.58	1.84	1.45	2.10	0.52	1.68	0.77	1.15	1.02
POMEROY	0	1274	12	0.94	1.57	1.72	1.24	1.16	3.34	1.27	2.85	3.64	2.37	1.74	1.41
PT. ANGELES	0	14969	100	0.67	0.74	1.20	1.16	0.58	0.61	0.68	0.57	0.96	0.92	1.13	0.65
PT ANGELES JOYCE	0	1095	21	1.92	1.45	1.45	6.21	1.89	0.81	2.06	0.89	2.82	2.92	2.65	2.03

WASHINGTON TROUBLE REPORT RATE - SEPTEMBER 2009

WIRECENTER	STD EXD CNT	LINES	RPTS	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	RATE OCT-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	13874	79	0.57	0.69	1.18	0.76	0.48	0.59	0.57	0.54	0.82	0.77	1.01	0.55
PT. LUDLOW	0	2449	16	0.65	0.89	0.56	1.12	1.03	0.78	0.43	0.35	0.92	0.53	0.57	0.57
PT. ORCHARD	0	17158	159	0.93	0.94	1.02	1.00	0.78	0.63	0.97	0.72	1.30	1.17	1.22	1.26
PORT ORCHARD COLBY	0	6387	73	1.14	0.95	0.95	0.98	0.80	0.45	0.58	0.69	1.38	1.07	1.08	0.82
PT. ORCHARD	0	10771	86	0.80	0.93	1.07	1.02	0.76	0.74	1.19	0.74	1.25	1.24	1.30	1.52
PT. TOWNSEND	0	10554	67	0.63	0.76	0.88	0.94	0.74	0.78	0.64	0.48	0.83	0.81	0.80	0.92
PUYALLAP	0	21892	124	0.57	0.82	0.75	0.99	0.68	0.82	0.72	0.69	1.27	0.70	0.90	0.72
RENTON	0	35187	273	0.78	0.95	0.97	0.78	0.91	0.88	0.75	1.08	1.37	0.99	1.18	1.05
RIDGEFIELD	0	3134	25	0.80	2.03	1.10	1.71	1.95	1.53	0.91	1.27	2.06	1.57	1.30	1.55
ROCHESTER	0	4503	61	1.35	0.82	1.69	1.18	1.09	1.50	0.92	0.56	2.20	1.46	0.77	0.99
ROY	0	2205	16	0.73	1.80	1.03	1.16	0.75	0.80	0.75	0.79	1.77	1.84	1.16	1.87
SEATTLE	0	251011	1307	0.52	0.58	0.54	0.58	0.65	0.62	0.59	0.47	0.86	0.54	0.67	0.52
SEATTLE ATWATER	0	18475	55	0.30	0.40	0.41	0.35	0.47	0.65	0.34	0.30	0.56	0.31	0.81	0.44
SEATTLE CAMPUS	0	9469	31	0.33	0.45	0.42	0.59	0.58	0.42	0.48	0.41	0.58	0.28	0.56	0.47
SEATTLE CHERRY	0	28603	198	0.69	0.84	0.75	0.70	0.87	0.99	0.97	0.73	1.40	0.86	1.02	0.86
SEATTLE DUWAMISH	0	11919	67	0.56	0.64	0.57	0.65	0.79	0.62	0.54	0.61	0.95	0.59	0.67	0.50
SEATTLE EAST	0	27125	195	0.72	0.64	0.61	0.65	0.70	0.55	0.54	0.63	0.92	0.75	0.82	0.70
SEATTLE ELLIOT	0	7253	15	0.21	0.19	0.20	0.21	0.22	0.30	0.16	0.32	0.24	0.35	0.23	0.22
SEATTLE EMERSON	0	26443	152	0.57	0.69	0.57	0.77	0.84	0.60	0.53	0.54	0.96	0.67	0.67	0.52
SEATTLE LAKEVIEW	0	23010	139	0.60	0.73	0.83	0.69	0.61	0.59	0.77	0.49	0.85	0.56	0.70	0.48
SEATTLE MAIN	0	35474	56	0.16	0.15	0.16	0.24	0.19	0.13	0.20	0.14	0.21	0.13	0.16	0.14
SEATTLE MERCER ISLAND (ADAMS)	0	8346	56	0.67	0.73	0.49	0.72	0.49	0.79	0.69	0.39	1.17	0.76	1.00	0.55
SEATTLE PARKWAY	0	17034	143	0.84	0.85	0.76	0.97	0.84	1.05	1.22	0.69	1.18	0.66	0.84	0.86
SEATTLE SUNSET	0	19431	96	0.49	0.51	0.49	0.47	0.71	0.59	0.53	0.38	0.74	0.56	0.64	0.45
SEATTLE WEST	0	18429	104	0.56	0.68	0.58	0.52	0.98	0.85	0.56	0.50	1.40	0.55	0.72	0.53
SEQUIM	0	12766	97	0.76	0.61	0.85	0.81	0.76	0.71	1.03	0.57	0.95	0.89	0.76	0.76
SHELTON	0	13002	141	1.08	0.96	0.96	0.89	0.80	0.83	0.73	0.87	1.44	1.20	1.10	0.79
SILVERDALE	0	12189	68	0.56	0.62	0.69	0.65	1.00	0.72	0.69	0.42	0.70	0.66	0.93	0.64
SPOKANE	0	111657	860	0.77	0.89	0.93	0.96	0.83	0.85	0.95	0.86	1.32	0.81	1.03	0.82
SPOKANE CHESTNUT	0	2476	28	1.13	1.53	1.00	1.23	1.06	0.86	1.21	0.86	1.73	1.22	1.48	0.49
SPOKANE FAIRFAX	0	15721	141	0.90	0.87	1.05	1.20	1.58	1.12	1.19	1.68	1.51	1.00	1.52	0.76
SPOKANE HUDSON	0	12274	101	0.82	0.93	0.77	0.96	0.75	0.78	0.89	0.69	1.56	0.73	1.25	1.12
SPOKANE KEYSTONE	0	11002	81	0.74	0.85	0.89	0.95	0.79	0.81	1.63	0.93	1.11	0.74	1.04	0.87

WASHINGTON TROUBLE REPORT RATE - SEPTEMBER 2009

WIRECENTER	STD EXD CNT	LINES	RPTS	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	RATE OCT-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	7000	43	0.61	0.79	0.55	0.84	0.57	0.63	0.55	0.54	1.33	0.58	0.77	0.78
SPOKANE MORAN	0	15987	97	0.61	0.76	0.79	0.73	0.66	0.74	0.81	0.60	1.80	0.81	1.10	0.67
SPOKANE RIVERSIDE	0	30501	242	0.79	0.87	1.06	0.90	0.70	0.81	0.82	0.72	1.11	0.68	0.76	0.78
SPOKANE WALNUT	0	16696	127	0.76	1.05	1.02	1.11	0.69	0.95	0.83	0.80	1.01	1.02	0.88	0.89
SPOKANE WHITWORTH	1	1724	35	2.03	1.68	4.15	2.29	1.55	0.69	1.21	1.21	1.77	1.71	2.79	1.71
SPRINGDALE	0	13200	98	0.74	0.84	0.75	0.96	0.74	0.94	0.74	0.73	1.33	0.95	0.81	0.66
SUMNER (BONNEYLAKE)	0	120456	931	0.77	0.83	0.79	0.72	0.72	0.68	0.75	0.60	1.35	0.74	1.05	0.81
TACOMA	0	2670	14	0.52	0.72	1.04	0.36	0.53	0.55	0.54	0.37	0.70	0.46	0.42	0.58
TACOMA FORT LEWIS	0	16466	157	0.95	0.94	0.70	0.64	0.73	0.74	1.00	0.68	1.76	0.89	1.15	0.87
TACOMA GREENFIELD	0	16693	131	0.78	1.03	1.19	0.79	0.68	0.69	0.88	0.79	1.16	0.75	0.93	0.90
TACOMA JUNIPER	0	19951	214	1.07	1.07	0.84	0.96	0.94	0.82	0.79	0.73	1.64	0.81	1.00	1.05
TACOMA LENNOX	0	11828	98	0.83	0.66	0.65	0.73	1.04	0.78	0.71	0.66	1.41	0.86	1.56	0.72
TACOMA LOGAN	0	14094	65	0.46	0.57	0.51	0.59	0.52	0.53	0.72	0.48	1.05	0.50	0.90	0.53
TACOMA MARKET (FAWCETT)	0	11600	73	0.63	0.65	0.78	0.65	0.79	0.62	0.53	0.51	1.54	0.66	0.80	0.88
TACOMA SKYLINE	0	5405	38	0.70	0.79	0.85	0.65	0.59	0.77	0.72	0.64	1.29	0.80	1.28	0.80
TACOMA WAVERLY-2	0	21749	141	0.65	0.74	0.70	0.70	0.54	0.59	0.61	0.40	1.05	0.72	1.08	0.72
TACOMA WAVERLY-7	0	68631	627	0.91	0.87	0.87	1.18	0.85	0.84	0.83	0.76	1.27	0.92	0.88	0.93
VANCOUVER	0	34368	330	0.96	0.82	0.89	1.26	0.72	0.72	0.78	0.73	1.21	0.98	0.75	0.85
VANCOUVER ORCHARDS	0	19831	188	0.95	0.76	0.91	1.12	0.90	1.00	0.85	0.81	1.32	0.83	0.96	1.03
VANCOUVER OXFORD	0	14432	109	0.76	1.16	0.76	1.08	1.08	0.91	0.91	0.75	1.35	0.89	1.09	1.00
VANCOUVER SALMON CRK(NORTH)	0	548	6	1.09	1.08	2.71	1.62	1.62	3.40	1.42	1.43	1.07	2.13	1.23	1.06
WAITSBURG	0	14521	85	0.59	1.14	1.06	0.71	0.89	0.68	0.85	0.59	1.74	1.29	0.97	0.86
WALLA WALLA (INCL TOUCHET)	0	1152	9	0.78	1.12	1.10	1.68	1.00	1.24	1.07	0.49	2.30	1.70	1.46	1.46
WARDEN	0	2038	23	1.13	1.07	1.41	0.82	0.96	1.20	1.24	1.34	1.36	0.89	0.70	1.86
WINLOCK	0	39762	330	0.83	0.78	0.77	0.71	0.67	0.62	0.65	0.55	0.75	0.47	0.67	0.67
YAKIMA	0	26657	219	0.82	0.76	0.65	0.80	0.67	0.61	0.70	0.61	0.86	0.46	0.71	0.75
YAKIMA CHESTNUT	0	13105	111	0.85	0.80	1.01	0.82	0.66	0.65	0.55	0.42	0.54	0.50	0.58	0.50
YAKIMA WEST															
Exchanges in Neighboring States															
CLARKSTON	0	6194	63	1.02	1.20	1.18	1.22	0.99	0.91	1.02	0.74	1.32	0.89	1.05	1.07
TOTALS	0	1229259	9133	0.74	0.83	0.81	0.82	0.75	0.75	0.75	0.66	1.20	0.82	0.90	0.77

WASHINGTON TRUNK BLOCKING SUMMARY - SEPTEMBER 2009

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	120	0	0.00%
LOCAL	363	0	0.00%
TOLL	375	11	2.93%

WASHINGTON TRUNK BLOCKING - SEPTEMBER 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	0.68%	Blocked hour 15 week of 9/28/09 due to spikes in pc sa issued
AP072420	168			TOLL	TWO_WAY	2.97%	Blocked hour 14 week of 9/28/09 due to spikes in pc sa issued
AP073995	144			TOLL	TWO_WAY	2.28%	Blocked hour 16 week of 9/21/09 due to spikes in pc sa issued
AP074015	168			TOLL	TWO_WAY	5.61%	Blocked hour 10 week of 9/7/09 due to spikes in pc sa issued
AP074414	216			TOLL	TWO_WAY	1.71%	Blocked hour 10 week of 9/7/09 due to spikes in pc sa issued
AP077411	96			TOLL	TWO_WAY	0.52%	Blocked hour 18 week of 8/31/09 due to spikes in pc sa issued
AP079934	288			TOLL	TWO_WAY	2.60%	Blocked hour 16 week of 9/21/09 due to spikes in pc sa issued
AP081878	24			TOLL	ONE_WAY	1.03%	Blocked hour 18 week of 8/31/09 due to spikes in pc sa issued
AP081936	24			TOLL	ONE_WAY	5.84%	Blocked hour 18 week of 8/31/09 due to spikes in pc sa issued
AP081953	264			TOLL	TWO_WAY	2.27%	Blocked hour 10 week of 9/21/09 due to spikes in pc sa issued
AP081958	216			TOLL	TWO_WAY	0.82%	Blocked hour 12 week of 9/14/09 due to spikes in pc sa issued