



Qwest Corporation
1600 7th Avenue, Room 3206
Seattle, Washington 98191
(206) 345-1568
Facsimile (206) 343-4040

Mark S. Reynolds
Senior Director – Regulatory
Policy and Law

2010 JUN 22 AM 9:01
STATE OF UTAH
COMMUNICATIONS
DIVISION

June 21, 2010

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

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

Dear Mr. Danner:

Enclosed are the May 2010 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 - MAY 2010

METRIC DESCRIPTION	JANUARY 2010			FEBRUARY 2010			MARCH 2010		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	8486	9311	91.14%	6655	6756	98.51%	6859	6918	99.15%
OOS Tickets Not Cleared Within 48 Hrs	825	1	825	101	1	101	59	1	59
Number of OOS Exemptions	218	1	218	99	1	99	99	1	99
All Other Repairs Cleared LT < 72 Hrs	2971	3120	95.22%	2372	2386	99.41%	2368	2376	99.66%
All Other Troubles Cleared GTR > 72 Hrs	149	1	149	14	1	14	8	1	8
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	3	1	3	0	1	0	1	1	1
Physically Obstructed All Other Troubles Cleared > 72 Hrs	38	1	38	16	1	16	16	1	16
Repair Force Majeure Exclusions	53	1	53	24	1	24	46	1	46
Repair Physically Obstructed Exclusions	46	1	46	45	1	45	34	1	34
Installation Appointments Met	7039	7542	93.33%	6811	7191	94.72%	7586	7976	95.11%
Repair Appointments Met	3196	3796	84.19%	3029	3456	87.64%	3102	3492	88.83%
Provisioning Missed for Company Reasons	187	1	187	131	1	131	146	1	146
Provisioning Missed for Customer Reasons	908	1	908	817	1	817	1006	1	1006
% 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 - MAY 2010

METRIC DESCRIPTION	APRIL 2010			MAY 2010		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	6280	6357	98.79%	7149	7256	98.53%
OOS Tickets Not Cleared Within 48 Hrs	77	1	77	107	1	107
Number of OOS Exemptions	100	1	100	96	1	96
All Other Repairs Cleared LT < 72 Hrs	2239	2257	99.20%	2108	2117	99.57%
All Other Troubles Cleared GTR > 72 Hrs	18	1	18	9	1	9
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	0	1	0	0	1	0
Physically Obstructed All Other Troubles Cleared > 72 Hrs	16	1	16	7	1	7
Repair Force Majeure Exclusions	24	1	24	40	1	40
Repair Physically Obstructed Exclusions	40	1	40	41	1	41
Installation Appointments Met	7346	7695	95.46%	6553	6911	94.82%
Repair Appointments Met	2813	3218	87.41%	2880	3238	88.94%
Provisioning Missed for Company Reasons	120	1	120	133	1	133
Provisioning Missed for Customer Reasons	907	1	907	880	1	880
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard			Met Standard

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - MAY 2010
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		115	2	41.00	0	100.00%	0	100.00%	
AUBURN		198	1	7.00	2	98.99%	0	100.00%	
BAINBRIDGE ISLAND		73	1	82.00	1	98.63%	0	100.00%	
BATTLEGROUND		67	0		1	98.51%	0	100.00%	
BELFAIR		63	0		1	98.41%	0	100.00%	
BELLEVUE		289	5	29.60	7	97.58%	0	100.00%	
	BELLEVUE GLENCOURT	118	2	36.00	2	98.31%	0	100.00%	
	BELLEVUE-SHERWOOD	171	3	25.33	5	97.08%	0	100.00%	
BELLINGHAM		253	2	104.50	0	100.00%	0	100.00%	1
	BELLINGHAM LUMMI	20	1	70.00	0	100.00%	0	100.00%	
	BELLINGHAM REGENT	233	1	139.00	0	100.00%	0	100.00%	1
BLACK DIAMOND		17	2	5.50	0	100.00%	0	100.00%	
BREMERTON		251	3	101.33	3	98.80%	0	100.00%	1
	BREMERTON CROSBY	13	0		0	100.00%	0	100.00%	
	BREMERTON ESSEX	234	3	101.33	3	98.72%	0	100.00%	1
	BREMERTON SUNNYSLOPE	4	0		0	100.00%	0	100.00%	
BUCKLEY		12	0		0	100.00%	0	100.00%	
CASTLE ROCK		39	0		1	97.44%	0	100.00%	
CENTRALIA		77	1	28.00	1	98.70%	0	100.00%	
CHEHALIS		72	0		1	98.61%	0	100.00%	
	CHEHALIS	53	0		1	98.11%	0	100.00%	
	CHEHALIS NAPAVINE	19	0		0	100.00%	0	100.00%	
CLE-ELUM		25	0		0	100.00%	0	100.00%	
COLFAX		18	1	38.00	0	100.00%	0	100.00%	
COLVILLE		85	0		0	100.00%	0	100.00%	
COPALIS(OCEAN SHORES)		27	1	2.00	0	100.00%	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 - MAY 2010
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		32	3	97.67	0	100.00%	0	100.00%	1
CRYSTAL MTN.		8	0		0	100.00%	0	100.00%	
DAYTON		14	1	149.00	0	100.00%	0	100.00%	
DEER PARK		48	1	31.00	1	97.92%	0	100.00%	
DES MOINES		281	4	26.00	0	100.00%	0	100.00%	
	DES MOINES	115	1	31.00	0	100.00%	0	100.00%	
	DES MOINES FEDERAL WAY	166	3	24.33	0	100.00%	0	100.00%	
EASTON		2	0		0	100.00%	0	100.00%	
ELK		17	4	36.25	0	100.00%	0	100.00%	
ENUMCLAW		48	0		0	100.00%	0	100.00%	
EPHRATA		28	0		0	100.00%	0	100.00%	
GRAHAM		96	0		1	98.96%	0	100.00%	
GREEN BLUFF		19	0		0	100.00%	0	100.00%	
HOODSPORT		20	1	7.00	0	100.00%	0	100.00%	
ISSAQUAH		110	0		1	99.09%	0	100.00%	
KENT		411	6	36.00	5	98.78%	0	100.00%	
	KENT MERIDIAN	93	3	18.67	2	97.85%	0	100.00%	
	KENT O BRIEN	44	1	58.00	1	97.73%	0	100.00%	
	KENT ULRICH	274	2	51.00	2	99.27%	0	100.00%	
LIBERTY LAKE		11	0		0	100.00%	0	100.00%	
LONGVIEW-KELSO		257	4	46.00	1	99.61%	0	100.00%	
LOON LAKE		13	0		0	100.00%	0	100.00%	
MAPLE VALLEY		39	0		0	100.00%	0	100.00%	
MOSES LAKE		176	2	99.50	2	98.86%	0	100.00%	1
	MOSES LAKE AFB	33	1	26.00	1	96.97%	0	100.00%	
	MOSES LAKE ALDER	143	1	173.00	1	99.30%	0	100.00%	1

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STANDARD						90.00%		99.00%	
NEWMAN LAKE		15	0		0	100.00%	0	100.00%	
NORTHPORT		16	0		0	100.00%	0	100.00%	
OLYMPIA		435	6	20.17	3	99.31%	0	100.00%	
	OLYMPIA EVERGREEN	32	1	15.00	0	100.00%	0	100.00%	
	OLYMPIA LACEY	211	2	17.50	1	99.53%	0	100.00%	
	OLYMPIA WHITEHALL	192	3	23.67	2	98.96%	0	100.00%	
OMAK-OKANOGAN		63	2	46.00	0	100.00%	0	100.00%	
OROVILLE		19	1	144.00	1	94.74%	0	100.00%	
OTHELLO		69	7	36.00	1	98.55%	0	100.00%	
PASCO		200	5	41.40	3	98.50%	0	100.00%	
PATEROS		7	0		0	100.00%	0	100.00%	
POMEROY		16	4	6.75	0	100.00%	0	100.00%	
PT. ANGELES		104	3	9.33	0	100.00%	0	100.00%	
	PT ANGELES JOYCE	11	2	14.00	0	100.00%	0	100.00%	
	PT. ANGELES	93	1	0.00	0	100.00%	0	100.00%	
PT. LUDLOW		20	0		0	100.00%	0	100.00%	
PT. ORCHARD		145	2	40.50	1	99.31%	0	100.00%	
	PORT ORCHARD COLBY	42	0		1	97.62%	0	100.00%	
	PT. ORCHARD	103	2	40.50	0	100.00%	0	100.00%	
PT. TOWNSEND		110	0		2	98.18%	0	100.00%	
PUYALLAP		200	3	32.33	2	99.00%	0	100.00%	
RENTON		372	3	34.67	3	99.19%	0	100.00%	
RIDGEFIELD		17	0		0	100.00%	0	100.00%	
ROCHESTER		50	0		0	100.00%	0	100.00%	
ROY		20	0		1	95.00%	0	100.00%	
SEATTLE		2216	33	30.15	15	99.32%	0	100.00%	1

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STANDARD						90.00%		99.00%	
	SEATTLE ATWATER	137	0		0	100.00%	0	100.00%	
	SEATTLE CAMPUS	61	1	3.00	0	100.00%	0	100.00%	
	SEATTLE CHERRY	334	6	50.00	1	99.70%	0	100.00%	1
	SEATTLE DUWAMISH	121	3	27.67	2	98.35%	0	100.00%	
	SEATTLE EAST	263	4	19.75	1	99.62%	0	100.00%	
	SEATTLE ELLIOT	93	0		0	100.00%	0	100.00%	
	SEATTLE EMERSON	230	4	20.25	3	98.70%	0	100.00%	
	SEATTLE LAKEVIEW	140	4	15.25	2	98.57%	0	100.00%	
	SEATTLE MAIN	318	2	21.00	3	99.06%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	52	1	25.00	1	98.08%	0	100.00%	
	SEATTLE PARKWAY	198	5	40.60	0	100.00%	0	100.00%	
	SEATTLE SUNSET	118	1	62.00	0	100.00%	0	100.00%	
	SEATTLE WEST	151	2	28.00	2	98.68%	0	100.00%	
SEQUIM		120	1	184.00	0	100.00%	0	100.00%	1
SHELTON		143	4	29.25	0	100.00%	0	100.00%	
SILVERDALE		82	1	2.00	1	98.78%	0	100.00%	
SPOKANE		1158	16	11.25	13	98.88%	0	100.00%	
	SPOKANE CHESTNUT	28	0		0	100.00%	0	100.00%	
	SPOKANE FAIRFAX	158	2	17.50	4	97.47%	0	100.00%	
	SPOKANE HUDSON	189	1	1.00	2	98.94%	0	100.00%	
	SPOKANE KEYSTONE	106	2	8.00	1	99.06%	0	100.00%	
	SPOKANE MORAN	47	1	29.00	1	97.87%	0	100.00%	
	SPOKANE RIVERSIDE	174	4	13.00	2	98.85%	0	100.00%	
	SPOKANE WALNUT	321	5	9.40	2	99.38%	0	100.00%	
	SPOKANE WHITWORTH	135	1	0.00	1	99.26%	0	100.00%	
SPRINGDALE		28	2	38.50	2	92.86%	0	100.00%	

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STANDARD						90.00%		99.00%	
SUMNER (BONNEYLAKE)		82	4	18.00	0	100.00%	0	100.00%	
TACOMA		1321	14	44.50	8	99.39%	0	100.00%	1
	TACOMA FORT LEWIS	28	0		0	100.00%	0	100.00%	
	TACOMA GREENFIELD	216	5	35.00	1	99.54%	0	100.00%	
	TACOMA JUNIPER	211	0		1	99.53%	0	100.00%	
	TACOMA LENNOX	233	2	59.50	1	99.57%	0	100.00%	
	TACOMA LOGAN	103	3	29.33	1	99.03%	0	100.00%	
	TACOMA MARKET (FAWCETT)	201	3	4.00	2	99.00%	0	100.00%	
	TACOMA SKYLINE	91	0		0	100.00%	0	100.00%	
	TACOMA WAVERLY-2	49	0		1	97.96%	0	100.00%	
	TACOMA WAVERLY-7	189	1	229.00	1	99.47%	0	100.00%	1
VANCOUVER		794	9	38.33	3	99.62%	0	100.00%	
	VANCOUVER ORCHARDS	372	2	41.00	1	99.73%	0	100.00%	
	VANCOUVER OXFORD	291	7	37.57	2	99.31%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	131	0		0	100.00%	0	100.00%	
WAITSBURG		10	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		143	3	45.33	3	97.90%	0	100.00%	
WARDEN		23	0		0	100.00%	0	100.00%	
WINLOCK		11	0		0	100.00%	0	100.00%	
YAKIMA		497	6	44.83	2	99.60%	0	100.00%	
	YAKIMA CHESTNUT	382	5	53.60	0	100.00%	0	100.00%	
	YAKIMA WEST	115	1	1.00	2	98.26%	0	100.00%	
Exchanges in Neighboring States									
CLARKSTON		40	1	0.00	1	97.50%	0	100.00%	

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STANDARD TOTALS		11857	175	36.53	94	90.00% 99.21%	0	99.00% 100.00%	7
Bremerton Essex, Coulee Dam, and Bellingham Regent orders held orver 180 days should have been cancelled. No customer impact									
Sequim order held over 180 days due to a new required construction jonb and ground too wet to install (swamp area). New Due Date 6/30									
Moses Lake Alder held over 180 days due to customer reasons.									
Omak-Okanogan order held over 180 days held due to customer reasons.									
Seattle Cherry held over 180 days due to company reasons. No servcie terminal requiring city permits.									

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180 day data from OP15A pending orders
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WASHINGTON TROUBLE REPORT RATE - MAY 2010

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE MAY-10	RATE APR-10	RATE MAR-10	RATE FEB-10	RATE JAN-10	RATE DEC-09	RATE NOV-09	RATE OCT-09	RATE SEP-09	RATE AUG-09	RATE JUL-09	RATE JUN-09		
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	10141	62	0.61	0.63	0.80	0.84	1.24	1.12	1.94	1.14	0.85	0.69	0.73	0.92		
AUBURN	0	17852	145	0.81	0.58	0.79	0.82	1.18	0.94	0.99	0.91	0.77	1.06	0.72	1.06		
BAINBRIDGE ISLAND	0	9591	91	0.95	0.83	1.04	0.88	1.32	1.07	1.30	0.96	0.56	0.92	0.79	0.75		
BATTLEGROUND	0	8594	76	0.88	0.65	0.60	0.76	0.96	0.76	1.26	0.64	0.86	0.74	0.98	0.87		
BELFAIR	0	6175	45	0.73	0.76	1.06	0.62	1.16	1.72	1.00	1.16	1.22	1.27	1.87	1.38		
BELLEVUE	0	37140	218	0.59	0.65	0.68	0.57	0.64	0.67	0.74	0.83	0.64	0.64	0.67	0.53		
		BELLEVUE GLENCOURT	0	15496	66	0.43	0.56	0.53	0.54	0.49	0.48	0.69	0.71	0.48	0.41	0.42	0.49
		BELLEVUE-SHERWOOD	0	21644	152	0.70	0.72	0.78	0.59	0.75	0.81	0.78	0.90	0.75	0.79	0.84	0.55
BELLINGHAM	0	25709	105	0.41	0.44	0.48	0.35	0.44	0.49	0.66	0.47	0.39	0.40	0.46	0.44		
		BELLINGHAM LUMMI	0	1244	11	0.88	0.72	0.48	0.48	0.39	1.18	1.34	0.47	0.69	0.70	0.69	0.45
		BELLINGHAM REGENT	0	24465	94	0.38	0.43	0.48	0.34	0.44	0.46	0.62	0.47	0.37	0.38	0.44	0.44
BLACK DIAMOND	0	2330	36	1.55	0.98	1.30	1.59	1.74	0.98	1.86	2.09	1.20	1.23	0.90	1.08		
BREMERTON	0	29489	133	0.45	0.46	0.52	0.67	0.73	0.65	0.74	0.61	0.50	0.65	0.54	0.49		
		BREMERTON CROSBY	0	2902	31	1.07	1.06	1.19	2.24	2.10	1.68	1.31	1.20	1.27	1.80	0.83	1.19
		BREMERTON ESSEX	0	25950	99	0.38	0.39	0.45	0.47	0.58	0.52	0.67	0.54	0.42	0.51	0.48	0.40
		BREMERTON SUNNYSLOPE	0	637	3	0.47	0.31	0.46	1.39	0.46	1.23	1.24	0.77	0.30	1.35	1.80	1.19
BUCKLEY	0	1920	20	1.04	1.02	1.16	1.51	2.00	1.38	2.00	1.51	2.06	1.35	1.51	1.40		
CASTLE ROCK	0	3482	38	1.09	1.09	1.33	3.88	3.09	1.87	2.89	1.82	1.07	1.19	1.50	1.42		
CENTRALIA	0	6521	39	0.60	0.84	0.77	1.01	1.30	1.13	1.11	1.38	1.03	0.79	0.90	0.99		
CHEHALIS	0	8382	119	1.42	1.21	1.07	1.18	1.60	1.38	1.21	1.08	1.82	0.73	1.05	1.46		
		CHEHALIS	0	6046	68	1.12	1.32	0.98	1.21	1.18	0.92	1.18	1.14	1.95	0.65	1.10	1.78
		CHEHALIS NAPAVINE	0	2336	51	2.18	0.94	1.31	1.09	2.71	2.57	1.29	0.91	1.47	0.94	0.93	0.60
CLE-ELUM	0	2655	11	0.41	0.53	0.67	0.48	0.85	0.70	1.02	0.58	0.86	0.85	0.78	1.61		
COLFAX	0	2145	22	1.03	2.09	0.83	1.15	1.05	1.18	1.54	1.49	0.76	2.01	1.34	1.42		
COLVILLE	0	6493	74	1.14	2.71	0.65	0.78	1.03	0.69	0.52	0.82	0.80	0.98	1.52	1.56		
COPALIS(OCEAN SHORES)	0	3240	31	0.96	0.77	1.03	1.21	1.38	1.79	3.08	2.02	0.96	1.99	1.49	1.62		
COULEE DAM	1	1997	22	1.10	0.95	4.99	1.35	2.19	1.24	1.63	2.07	1.02	0.88	1.11	1.10		
CRYSTAL MTN.	0	577	5	0.87	0.86	0.51	0.34	1.00	1.66	0.50	1.67	2.16	0.16	0.33	1.98		
DAYTON	0	1725	16	0.93	1.50	0.69	1.10	0.69	1.26	1.37	1.26	2.06	2.23	0.75	0.46		
DEER PARK	0	5716	67	1.17	1.10	0.98	0.74	0.68	1.02	0.64	0.88	0.96	2.99	1.60	1.09		
DES MOINES	0	18564	155	0.83	0.77	0.94	0.93	0.98	0.86	1.08	0.97	0.72	0.83	0.67	0.97		
		DES MOINES	0	7231	76	1.05	0.83	0.76	0.78	0.86	0.96	1.15	0.87	0.68	1.01	0.78	1.07
		DES MOINES FEDERAL WAY	0	11333	79	0.70	0.73	1.06	1.03	1.06	0.80	1.04	1.03	0.74	0.72	0.60	0.91

WASHINGTON TROUBLE REPORT RATE - MAY 2010

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE MAY-10	RATE APR-10	RATE MAR-10	RATE FEB-10	RATE JAN-10	RATE DEC-09	RATE NOV-09	RATE OCT-09	RATE SEP-09	RATE AUG-09	RATE JUL-09	RATE JUN-09		
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	563	2	0.36	0.18	0.18	1.06	1.06	1.22	0.52	3.45	1.54	1.36	1.35	1.00		
ELK	0	2402	28	1.17	1.16	1.59	1.14	1.29	1.68	1.44	1.52	1.07	2.53	1.85	2.66		
ENUMCLAW	0	5929	65	1.10	0.87	1.09	0.82	1.17	1.14	1.29	0.99	1.53	1.19	0.92	1.44		
EPHRATA	0	2798	61	2.18	0.49	1.65	1.01	1.17	0.69	0.99	0.99	0.98	0.88	0.67	0.91		
GRAHAM	0	10797	88	0.82	0.56	1.02	1.12	1.58	1.21	0.85	1.16	1.26	0.78	1.13	1.08		
GREEN BLUFF	0	2388	13	0.54	0.75	0.50	0.46	0.87	0.66	0.74	0.69	1.05	1.53	1.23	0.90		
HOODSPORT	0	1950	25	1.28	1.48	0.56	0.71	1.55	0.90	0.99	0.93	0.78	1.50	2.29	0.95		
ISSAQUAH	0	15588	83	0.53	0.62	0.57	0.43	1.15	0.62	0.75	0.87	0.68	0.60	0.55	0.81		
KENT	0	33980	269	0.79	0.60	0.64	0.66	0.87	0.75	0.75	0.84	0.61	0.70	0.69	0.69		
		KENT MERIDIAN	0	11685	113	0.97	0.65	0.79	0.78	1.09	0.91	0.88	1.14	0.76	0.85	0.93	0.84
		KENT O BRIEN	0	7178	21	0.29	0.35	0.27	0.22	0.28	0.38	0.23	0.29	0.17	0.21	0.33	0.34
		KENT ULRICH	0	15117	135	0.89	0.68	0.69	0.79	0.97	0.80	0.90	0.86	0.71	0.81	0.67	0.75
LIBERTY LAKE	0	874	5	0.57	0.34	0.34	0.34	0.33	0.44	0.42	0.11	0.21	0.61	1.10	0.56		
LONGVIEW-KELSO	0	20612	207	1.00	1.21	0.98	1.05	1.67	1.18	1.22	1.02	1.14	1.29	1.13	1.03		
LOON LAKE	0	1141	13	1.14	0.79	0.70	0.44	0.69	1.47	0.43	0.68	0.58	0.66	1.14	1.71		
MAPLE VALLEY	0	7533	48	0.64	0.60	0.49	0.62	0.76	0.89	0.88	0.85	0.72	0.85	0.63	0.71		
MOSES LAKE	0	11546	142	1.23	0.95	1.22	0.75	1.25	0.96	0.93	1.19	1.01	1.15	0.94	0.98		
		MOSES LAKE AFB	0	1886	30	1.59	0.74	1.04	0.57	0.98	0.87	0.82	0.92	1.05	1.49	0.89	0.83
		MOSES LAKE ALDER	0	9660	112	1.16	0.99	1.26	0.78	1.30	0.97	0.95	1.24	1.00	1.08	0.95	1.01
NEWMAN LAKE	0	1502	15	1.00	0.86	0.26	0.39	0.45	0.95	0.32	1.01	1.06	0.99	0.98	1.09		
NORTHPORT	0	998	8	0.80	0.80	0.80	0.80	1.60	0.89	3.16	0.88	1.46	1.45	1.66	2.33		
OLYMPIA	0	52800	255	0.48	0.65	0.56	0.59	0.96	0.71	0.76	0.68	0.60	0.76	0.71	0.58		
		OLYMPIA EVERGREEN	0	4131	37	0.90	1.40	0.90	1.01	1.31	1.11	1.19	0.91	0.65	2.57	1.31	0.96
		OLYMPIA LACEY	0	23089	92	0.40	0.49	0.50	0.57	0.87	0.66	0.68	0.57	0.56	0.73	0.70	0.59
		OLYMPIA WHITEHALL	0	25580	126	0.49	0.67	0.55	0.54	0.99	0.69	0.77	0.76	0.63	0.50	0.62	0.52
OMAK-OKANOGAN	0	6710	93	1.39	1.34	1.51	1.71	2.46	1.05	1.05	1.49	1.33	2.12	1.97	1.77		
OROVILLE	0	1710	27	1.58	1.68	0.75	1.44	2.41	1.78	2.62	2.12	1.93	2.44	1.75	1.91		
OTHELLO	0	4024	79	1.96	1.59	2.13	2.60	2.17	1.47	1.24	1.70	2.32	2.31	1.76	1.36		
PASCO	0	14814	136	0.92	0.89	0.79	0.93	1.33	0.77	0.57	0.81	0.60	0.80	0.95	0.95		
PATEROS	0	728	9	1.24	0.95	0.41	1.24	1.23	1.92	1.36	1.60	1.20	0.53	2.11	1.58		
POMEROY	0	1230	34	2.76	0.97	2.02	0.97	2.48	1.44	2.07	1.67	0.94	1.57	1.72	1.24		
PT. ANGELES	0	14233	105	0.74	0.97	0.80	0.68	1.20	1.13	1.29	0.94	0.67	0.74	1.20	1.16		
		PT ANGELES JOYCE	0	1058	14	1.32	1.98	1.03	1.50	0.93	1.94	3.04	1.84	1.92	1.45	1.45	6.21

WASHINGTON TROUBLE REPORT RATE - MAY 2010

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE MAY-10	RATE APR-10	RATE MAR-10	RATE FEB-10	RATE JAN-10	RATE DEC-09	RATE NOV-09	RATE OCT-09	RATE SEP-09	RATE AUG-09	RATE JUL-09	RATE JUN-09
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	13175	91	0.69	0.89	0.78	0.61	1.22	1.06	1.15	0.87	0.57	0.69	1.18	0.76
PT. LUDLOW		0	2363	9	0.38	0.59	0.59	0.50	1.25	0.87	0.83	0.37	0.65	0.89	0.56	1.12
PT. ORCHARD		0	15974	142	0.89	0.63	0.92	0.84	1.26	1.22	1.16	1.05	0.93	0.94	1.02	1.00
	PORT ORCHARD COLBY	0	5956	37	0.62	0.58	0.82	0.86	1.14	0.97	1.12	1.04	1.14	0.95	0.95	0.98
	PT. ORCHARD	0	10018	105	1.05	0.67	0.98	0.83	1.33	1.37	1.19	1.06	0.80	0.93	1.07	1.02
PT. TOWNSEND		0	10321	68	0.66	0.98	0.74	0.96	0.72	0.86	0.86	0.85	0.63	0.76	0.88	0.94
PUYALLAP		0	19567	156	0.80	0.61	0.73	0.91	1.19	0.93	1.04	0.96	0.57	0.82	0.75	0.99
RENTON		0	31396	207	0.66	0.69	0.83	0.70	0.95	0.86	1.05	0.93	0.78	0.95	0.97	0.78
RIDGEFIELD		0	2921	36	1.23	0.81	0.54	0.96	1.79	1.41	0.88	1.03	0.80	2.03	1.10	1.71
ROCHESTER		0	4186	53	1.27	0.74	0.94	1.49	1.79	1.95	2.67	1.33	1.35	0.82	1.69	1.18
ROY		0	2107	19	0.90	2.03	2.43	1.07	2.00	0.51	1.34	1.42	0.73	1.80	1.03	1.16
SEATTLE		0	229050	1344	0.59	0.56	0.59	0.53	0.72	0.62	0.83	0.67	0.52	0.58	0.54	0.58
	SEATTLE ATWATER	0	16425	71	0.43	0.46	0.53	0.43	0.71	0.59	0.68	0.59	0.30	0.40	0.41	0.35
	SEATTLE CAMPUS	0	8517	36	0.42	0.50	0.67	0.43	0.67	0.35	0.81	0.45	0.33	0.45	0.42	0.59
	SEATTLE CHERRY	0	26049	177	0.68	0.70	0.69	0.82	0.95	1.06	1.03	0.90	0.69	0.84	0.75	0.70
	SEATTLE DUWAMISH	0	10857	103	0.95	0.74	0.81	0.85	0.93	0.88	1.36	0.84	0.56	0.64	0.57	0.65
	SEATTLE EAST	0	24639	152	0.62	0.56	0.62	0.52	0.72	0.63	1.02	0.73	0.72	0.64	0.61	0.65
	SEATTLE ELLIOT	0	6526	16	0.25	0.17	0.20	0.31	0.28	0.28	0.46	0.27	0.21	0.19	0.20	0.21
	SEATTLE EMERSON	0	24107	187	0.78	0.58	0.54	0.57	0.68	0.70	0.84	0.76	0.57	0.69	0.57	0.77
	SEATTLE LAKEVIEW	0	20916	117	0.56	0.63	0.53	0.47	0.79	0.55	0.86	0.90	0.60	0.73	0.83	0.69
	SEATTLE MAIN	0	33230	59	0.18	0.16	0.17	0.16	0.17	0.21	0.16	0.17	0.16	0.15	0.16	0.24
	SEATTLE MERCER ISLAND (ADAMS)	0	7723	41	0.53	0.62	0.76	0.68	0.95	0.68	0.92	0.74	0.67	0.73	0.49	0.72
	SEATTLE PARKWAY	0	15709	151	0.96	0.93	1.27	1.16	1.33	0.95	1.19	0.97	0.84	0.85	0.76	0.97
	SEATTLE SUNSET	0	17520	91	0.52	0.51	0.61	0.40	0.79	0.52	0.99	0.63	0.49	0.51	0.49	0.47
	SEATTLE WEST	0	16832	143	0.85	0.80	0.61	0.41	0.76	0.58	0.85	0.69	0.56	0.68	0.58	0.52
SEQUIM		0	12145	67	0.55	0.64	0.78	0.76	0.93	0.86	0.95	0.94	0.76	0.61	0.85	0.81
SHELTON		0	12316	138	1.12	1.04	0.86	1.01	1.38	1.31	0.84	1.12	1.08	0.96	0.96	0.89
SILVERDALE		0	11153	68	0.61	0.58	0.71	0.82	0.91	0.54	0.74	0.65	0.56	0.62	0.69	0.65
SPOKANE		0	101905	887	0.87	0.82	0.75	0.87	1.06	1.01	0.73	1.06	0.77	0.89	0.93	0.96
	SPOKANE CHESTNUT	0	2301	25	1.09	1.29	1.53	1.35	2.43	3.63	1.03	0.90	1.13	1.53	1.00	1.23
	SPOKANE FAIRFAX	0	14290	185	1.29	1.01	0.84	1.29	1.53	1.13	0.91	1.36	0.90	0.87	1.05	1.20
	SPOKANE HUDSON	0	11263	80	0.71	0.91	1.06	1.20	1.20	1.07	0.85	1.05	0.82	0.93	0.77	0.96
	SPOKANE KEYSTONE	0	10133	84	0.83	0.91	0.57	0.78	0.95	1.18	0.73	1.27	0.74	0.85	0.89	0.95

WASHINGTON TROUBLE REPORT RATE - MAY 2010

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE MAY-10	RATE APR-10	RATE MAR-10	RATE FEB-10	RATE JAN-10	RATE DEC-09	RATE NOV-09	RATE OCT-09	RATE SEP-09	RATE AUG-09	RATE JUL-09	RATE JUN-09
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	6480	54	0.83	0.67	0.58	0.70	1.03	0.76	0.62	0.62	0.61	0.79	0.55	0.84
	SPOKANE RIVERSIDE	0	14474	110	0.76	0.70	0.69	0.94	1.09	0.92	0.75	1.09	0.61	0.76	0.79	0.73
	SPOKANE WALNUT	0	27866	237	0.85	0.75	0.66	0.62	0.71	0.83	0.60	1.04	0.79	0.87	1.06	0.90
	SPOKANE WHITWORTH	0	15098	112	0.74	0.73	0.75	0.66	1.02	0.84	0.71	0.89	0.76	1.05	1.02	1.11
SPRINGDALE		3	1667	85	5.10	1.62	0.78	2.27	3.71	4.27	1.70	1.93	2.03	1.68	4.15	2.29
SUMNER (BONNEYLAKE)		0	11807	96	0.81	0.90	1.39	0.84	1.09	1.03	0.84	0.92	0.74	0.84	0.75	0.96
TACOMA		0	110124	949	0.86	0.76	0.77	0.72	1.04	0.82	0.95	0.86	0.77	0.83	0.79	0.72
	TACOMA FORT LEWIS	0	2464	10	0.41	0.28	0.67	0.94	0.50	0.53	0.83	0.46	0.52	0.72	1.04	0.36
	TACOMA GREENFIELD	0	15027	186	1.24	1.10	0.93	0.80	1.33	1.04	1.23	0.99	0.95	0.94	0.70	0.64
	TACOMA JUNIPER	0	14995	170	1.13	0.83	0.70	0.88	1.11	0.93	0.89	1.04	0.78	1.03	1.19	0.79
	TACOMA LENNOX	0	18151	145	0.80	0.83	0.99	0.77	1.17	0.79	1.14	1.07	1.07	1.07	0.84	0.96
	TACOMA LOGAN	0	10952	57	0.52	0.61	0.95	0.65	1.05	0.81	0.90	0.80	0.83	0.66	0.65	0.73
	TACOMA MARKET (FAWCETT)	0	13098	92	0.70	0.65	0.57	0.50	0.63	0.62	0.86	0.69	0.46	0.57	0.51	0.59
	TACOMA SKYLINE	0	10693	123	1.15	0.86	0.65	0.69	0.86	0.58	1.01	0.65	0.63	0.65	0.78	0.65
	TACOMA WAVERLY-2	0	5013	48	0.96	0.90	0.71	0.90	1.36	1.92	0.86	1.00	0.70	0.79	0.85	0.65
	TACOMA WAVERLY-7	0	19731	118	0.60	0.51	0.65	0.64	1.02	0.60	0.70	0.70	0.65	0.74	0.70	0.70
VANCOUVER		0	62140	501	0.81	0.81	0.86	0.85	1.09	1.09	1.09	0.95	0.91	0.87	0.87	1.18
	VANCOUVER ORCHARDS	0	31076	230	0.74	0.68	0.81	0.77	0.96	1.01	1.25	1.00	0.96	0.82	0.89	1.26
	VANCOUVER OXFORD	0	18134	197	1.09	1.00	0.92	0.90	1.22	1.19	0.98	0.99	0.95	0.76	0.91	1.12
	VANCOUVER SALMON CRK(NORTH)	0	12930	74	0.57	0.86	0.88	0.95	1.23	1.14	0.86	0.78	0.76	1.16	0.76	1.08
WAITSBURG		0	512	1	0.20	0.19	0.38	1.13	1.13	0.00	0.75	2.23	1.09	1.08	2.71	1.62
WALLA WALLA (INCL TOUCHET)		0	13450	98	0.73	0.63	1.01	0.70	1.26	0.71	0.75	0.92	0.59	1.14	1.06	0.71
WARDEN		0	1092	17	1.56	0.83	1.11	1.66	2.20	1.00	1.71	2.14	0.78	1.12	1.10	1.68
WINLOCK		0	1972	40	2.03	0.81	0.90	1.16	1.80	1.69	1.54	2.08	1.13	1.07	1.41	0.82
YAKIMA		0	37072	288	0.78	0.64	0.68	0.75	1.11	0.64	0.57	0.68	0.83	0.78	0.77	0.71
	YAKIMA CHESTNUT	0	24736	191	0.77	0.62	0.67	0.76	1.19	0.68	0.62	0.70	0.82	0.76	0.65	0.80
	YAKIMA WEST	0	12336	97	0.79	0.69	0.70	0.73	0.95	0.55	0.49	0.65	0.85	0.80	1.01	0.52
Exchanges in Neighboring States																
CLARKSTON		0	5692	38	0.67	0.85	0.77	0.71	1.39	0.87	0.84	1.00	1.02	1.20	1.18	1.22
TOTALS		0	1128220	8647	0.77	0.73	0.76	0.75	1.02	0.85	0.92	0.88	0.74	0.83	0.81	0.82

WASHINGTON TRUNK BLOCKING SUMMARY - MAY 2010

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	119	0	0.00%
LOCAL	360	0	0.00%
TOLL	371	1	0.27%

WASHINGTON TRUNK BLOCKING - MAY 2010

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP074015	168			TOLL	TWO_WAY	2.13%	Blocked hour 19 week of 6/7/10 due to spikes in pc sa issued