



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

**Mark S. Reynolds**  
**Senior Director – Regulatory**  
**Policy and Law**

May 27, 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 April 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

2010 MAY 28 AM 11:25  
RECEIVED  
REGULATORY DIVISION  
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION  
1300 S. EVERGREEN PARK DR. SW  
OLYMPIA, WA 98504-7250

Washington Service Quality Summary Report - APRIL 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 - APRIL 2010

METRIC DESCRIPTION	APRIL 2010		
	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	6280	6357	98.79%
OOS Tickets Not Cleared Within 48 Hrs	77	1	77
Number of OOS Exemptions	100	1	100
All Other Repairs Cleared LT < 72 Hrs	2239	2257	99.20%
All Other Troubles Cleared GTR > 72 Hrs	18	1	18
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	0	1	0
Physically Obstructed All Other Troubles Cleared > 72 Hrs	16	1	16
Repair Force Majeure Exclusions	24	1	24
Repair Physically Obstructed Exclusions	40	1	40
Installation Appointments Met	7346	7695	95.46%
Repair Appointments Met	2813	3218	87.41%
Provisioning Missed for Company Reasons	120	1	120
Provisioning Missed for Customer Reasons	907	1	907
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - APRIL 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		124	3	13.33	0	100.00%	0	100.00%	
AUBURN		229	0		1	99.56%	0	100.00%	
BAINBRIDGE ISLAND		62	1	57.00	1	98.39%	0	100.00%	
BATTLEGROUND		73	1	36.00	2	97.26%	0	100.00%	
BELFAIR		71	0		1	98.59%	0	100.00%	
BELLEVUE		313	5	17.80	1	99.68%	0	100.00%	
	BELLEVUE GLENCOURT	115	3	19.00	1	99.13%	0	100.00%	
	BELLEVUE-SHERWOOD	198	2	16.00	0	100.00%	0	100.00%	
BELLINGHAM		329	3	59.00	2	99.39%	0	100.00%	
	BELLINGHAM LUMMI	20	1	45.00	0	100.00%	0	100.00%	
	BELLINGHAM REGENT	309	2	66.00	2	99.35%	0	100.00%	
BLACK DIAMOND		20	0		3	85.00%	0	100.00%	
BREMERTON		256	4	77.00	0	100.00%	0	100.00%	
	BREMERTON CROSBY	23	0		0	100.00%	0	100.00%	
	BREMERTON ESSEX	225	3	84.00	0	100.00%	0	100.00%	
	BREMERTON SUNNYSLOPE	8	1	56.00	0	100.00%	0	100.00%	
BUCKLEY		12	1	2.00	0	100.00%	0	100.00%	
CASTLE ROCK		35	0		0	100.00%	0	100.00%	
CENTRALIA		109	2	9.00	0	100.00%	0	100.00%	
CHEHALIS		90	1	13.00	2	97.78%	0	100.00%	
	CHEHALIS	67	1	13.00	2	97.01%	0	100.00%	
	CHEHALIS NAPAVINE	23	0		0	100.00%	0	100.00%	
CLE-ELUM		23	0		0	100.00%	0	100.00%	
COLFAX		27	1	18.00	0	100.00%	0	100.00%	
COLVILLE		71	0		1	98.59%	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 - APRIL 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		23	3	72.67	0	100.00%	0	100.00%	
CRYSTAL MTN.		3	0		0	100.00%	0	100.00%	
DAYTON		13	1	124.00	0	100.00%	0	100.00%	
DEER PARK		65	2	12.50	3	95.38%	0	100.00%	
DES MOINES		304	3	12.00	0	100.00%	0	100.00%	
	DES MOINES	126	2	6.00	0	100.00%	0	100.00%	
	DES MOINES FEDERAL WAY	178	1	24.00	0	100.00%	0	100.00%	
EASTON		7	0		0	100.00%	0	100.00%	
ELK		23	2	43.00	0	100.00%	0	100.00%	
ENUMCLAW		62	1	2.00	2	96.77%	0	100.00%	
EPHRATA		26	0		0	100.00%	0	100.00%	
GRAHAM		153	1	0.00	3	98.04%	0	100.00%	
GREEN BLUFF		16	1	60.00	0	100.00%	0	100.00%	
HOODSPORT		20	0		0	100.00%	0	100.00%	
ISSAQUAH		131	0		2	98.47%	0	100.00%	
KENT		454	10	29.10	7	98.46%	0	100.00%	
	KENT MERIDIAN	93	3	33.33	3	96.77%	0	100.00%	
	KENT O BRIEN	54	1	38.00	2	96.30%	0	100.00%	
	KENT ULRICH	307	6	25.50	2	99.35%	0	100.00%	
LIBERTY LAKE		7	0		0	100.00%	0	100.00%	
LONGVIEW-KELSO		329	6	28.33	2	99.39%	0	100.00%	
LOON LAKE		19	0		0	100.00%	0	100.00%	
MAPLE VALLEY		51	0		0	100.00%	0	100.00%	
MOSES LAKE		182	4	41.25	0	100.00%	0	100.00%	
	MOSES LAKE AFB	33	2	8.00	0	100.00%	0	100.00%	
	MOSES LAKE ALDER	149	2	74.50	0	100.00%	0	100.00%	

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STANDARD						90.00%		99.00%	
NEWMAN LAKE		11	0		0	100.00%	0	100.00%	
NORTHPORT		11	0		0	100.00%	0	100.00%	
OLYMPIA		529	6	49.00	1	99.81%	0	100.00%	1
	OLYMPIA EVERGREEN	33	1	0.00	0	100.00%	0	100.00%	
	OLYMPIA LACEY	236	3	76.00	0	100.00%	0	100.00%	1
	OLYMPIA WHITEHALL	260	2	33.00	1	99.62%	0	100.00%	
OMAK-OKANOGAN		75	1	54.00	0	100.00%	0	100.00%	
OROVILLE		22	2	82.50	0	100.00%	0	100.00%	
OTHELLO		62	5	38.80	0	100.00%	0	100.00%	
PASCO		284	7	33.57	5	98.24%	0	100.00%	
PATEROS		11	1	68.00	0	100.00%	0	100.00%	
POMEROY		9	0		0	100.00%	0	100.00%	
PT. ANGELES		117	2	33.50	2	98.29%	0	100.00%	
	PT ANGELES JOYCE	6	2	33.50	0	100.00%	0	100.00%	
	PT. ANGELES	111	0		2	98.20%	0	100.00%	
PT. LUDLOW		20	0		0	100.00%	0	100.00%	
PT. ORCHARD		149	3	18.33	0	100.00%	0	100.00%	
	PORT ORCHARD COLBY	49	0		0	100.00%	0	100.00%	
	PT. ORCHARD	100	3	18.33	0	100.00%	0	100.00%	
PT. TOWNSEND		114	0		2	98.25%	0	100.00%	
PUYALLAP		268	2	69.50	2	99.25%	0	100.00%	
RENTON		445	4	15.75	2	99.55%	0	100.00%	
RIDGEFIELD		21	0		0	100.00%	0	100.00%	
ROCHESTER		56	0		0	100.00%	0	100.00%	
ROY		27	0		0	100.00%	0	100.00%	
SEATTLE		2277	36	31.36	15	99.34%	0	100.00%	1

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STANDARD						90.00%		99.00%	
	SEATTLE ATWATER	138	0		0	100.00%	0	100.00%	
	SEATTLE CAMPUS	59	0		0	100.00%	0	100.00%	
	SEATTLE CHERRY	362	5	49.80	2	99.45%	0	100.00%	
	SEATTLE DUWAMISH	130	4	30.25	3	97.69%	0	100.00%	
	SEATTLE EAST	282	5	13.60	7	97.52%	0	100.00%	
	SEATTLE ELLIOT	80	0		0	100.00%	0	100.00%	
	SEATTLE EMERSON	241	7	19.14	0	100.00%	0	100.00%	
	SEATTLE LAKEVIEW	163	3	31.33	0	100.00%	0	100.00%	
	SEATTLE MAIN	295	2	8.00	1	99.66%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	40	2	24.00	0	100.00%	0	100.00%	
	SEATTLE PARKWAY	201	3	41.33	0	100.00%	0	100.00%	
	SEATTLE SUNSET	137	2	30.50	1	99.27%	0	100.00%	
	SEATTLE WEST	149	3	71.33	1	99.33%	0	100.00%	1
SEQUIM		120	1	159.00	2	98.33%	0	100.00%	1
SHELTON		143	2	25.00	1	99.30%	0	100.00%	
SILVERDALE		99	0		0	100.00%	0	100.00%	
SPOKANE		1324	14	28.00	8	99.40%	0	100.00%	2
	SPOKANE CHESTNUT	36	1	193.00	0	100.00%	0	100.00%	1
	SPOKANE FAIRFAX	193	2	0.00	1	99.48%	0	100.00%	
	SPOKANE HUDSON	208	1	7.00	1	99.52%	0	100.00%	
	SPOKANE KEYSTONE	136	1	1.00	4	97.06%	0	100.00%	
	SPOKANE MORAN	70	1	4.00	0	100.00%	0	100.00%	
	SPOKANE RIVERSIDE	207	2	8.00	0	100.00%	0	100.00%	
	SPOKANE WALNUT	324	6	28.50	1	99.69%	0	100.00%	1
	SPOKANE WHITWORTH	150	0		1	99.33%	0	100.00%	
SPRINGDALE		26	4	23.50	1	96.15%	0	100.00%	

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STANDARD						90.00%		99.00%	
SUMNER (BONNEYLAKE)		84	2	93.50	0	100.00%	0	100.00%	
TACOMA		1560	16	31.75	11	99.29%	0	100.00%	1
	TACOMA FORT LEWIS	38	0		1	97.37%	0	100.00%	
	TACOMA GREENFIELD	281	6	24.00	2	99.29%	0	100.00%	
	TACOMA JUNIPER	275	1	3.00	1	99.64%	0	100.00%	
	TACOMA LENNOX	252	2	37.00	2	99.21%	0	100.00%	
	TACOMA LOGAN	100	2	15.50	1	99.00%	0	100.00%	
	TACOMA MARKET (FAWCETT)	226	2	23.00	0	100.00%	0	100.00%	
	TACOMA SKYLINE	107	0		0	100.00%	0	100.00%	
	TACOMA WAVERLY-2	62	0		2	96.77%	0	100.00%	
	TACOMA WAVERLY-7	219	3	70.00	2	99.09%	0	100.00%	1
VANCOUVER		922	13	33.92	4	99.57%	0	100.00%	
	VANCOUVER ORCHARDS	389	4	33.50	0	100.00%	0	100.00%	
	VANCOUVER OXFORD	358	8	29.25	2	99.44%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	175	1	73.00	2	98.86%	0	100.00%	
WAITSBURG		8	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		157	4	21.75	0	100.00%	0	100.00%	
WARDEN		20	0		0	100.00%	0	100.00%	
WINLOCK		29	0		2	93.10%	0	100.00%	
YAKIMA		552	7	25.71	2	99.64%	0	100.00%	
	YAKIMA CHESTNUT	418	5	29.60	1	99.76%	0	100.00%	
	YAKIMA WEST	134	2	16.00	1	99.25%	0	100.00%	
Exchanges in Neighboring States									
CLARKSTON		55	0		0	100.00%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders  
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STANDARD TOTALS		13376	188	34.55	94	90.00% 99.30%	0	99.00% 100.00%	6
<b>Black Diamond percent completed within 5 days did not meet standards due to low volume.</b>									
<b>Olympia Lacy, Spokane Chestnut, Seattle West and Spokane Walnut orders held greater than 180 days should have been cancelled. No customer impact.</b>									
<b>Tacoma Waverly order held over 180 days due to customer reasons.</b>									
<b>Sequim order held over 180 days due to a new required construction job and ground too wet to install (swamp area).</b>									

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WASHINGTON TROUBLE REPORT RATE - APRIL 2010

WIRECENTER	STD EXD CNT	LINES	RPTS	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	RATE MAY-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	10213	64	0.63	0.80	0.84	1.24	1.12	1.94	1.14	0.85	0.69	0.73	0.92	1.15		
AUBURN	0	18057	105	0.58	0.79	0.82	1.18	0.94	0.99	0.91	0.77	1.06	0.72	1.06	0.73		
BAINBRIDGE ISLAND	0	9644	80	0.83	1.04	0.88	1.32	1.07	1.30	0.96	0.56	0.92	0.79	0.75	1.30		
BATTLEGROUND	0	8637	56	0.65	0.60	0.76	0.96	0.76	1.26	0.64	0.86	0.74	0.98	0.87	0.60		
BELFAIR	0	6198	47	0.76	1.06	0.62	1.16	1.72	1.00	1.16	1.22	1.27	1.87	1.38	1.09		
BELLEVUE	0	37490	244	0.65	0.68	0.57	0.64	0.67	0.74	0.83	0.64	0.64	0.67	0.53	0.57		
		BELLEVUE GLENCOURT	0	15612	87	0.56	0.53	0.54	0.49	0.48	0.69	0.71	0.48	0.41	0.42	0.49	0.39
		BELLEVUE-SHERWOOD	0	21878	157	0.72	0.78	0.59	0.75	0.81	0.78	0.90	0.75	0.79	0.84	0.55	0.69
BELLINGHAM	0	25873	115	0.44	0.48	0.35	0.44	0.49	0.66	0.47	0.39	0.40	0.46	0.44	0.38		
		BELLINGHAM LUMMI	0	1248	9	0.72	0.48	0.48	0.39	1.18	1.34	0.47	0.69	0.70	0.69	0.45	0.76
		BELLINGHAM REGENT	0	24625	106	0.43	0.48	0.34	0.44	0.46	0.62	0.47	0.37	0.38	0.44	0.44	0.36
BLACK DIAMOND	0	2353	23	0.98	1.30	1.59	1.74	0.98	1.86	2.09	1.20	1.23	0.90	1.08	0.77		
BREMERTON	0	29629	135	0.46	0.52	0.67	0.73	0.65	0.74	0.61	0.50	0.65	0.54	0.49	0.52		
		BREMERTON CROSBY	0	2914	31	1.06	1.19	2.24	2.10	1.68	1.31	1.20	1.27	1.80	0.83	1.19	1.48
		BREMERTON ESSEX	0	26075	102	0.39	0.45	0.47	0.58	0.52	0.67	0.54	0.42	0.51	0.48	0.40	0.41
		BREMERTON SUNNYSLOPE	0	640	2	0.31	0.46	1.39	0.46	1.23	1.24	0.77	0.30	1.35	1.80	1.19	0.74
BUCKLEY	0	1968	20	1.02	1.16	1.51	2.00	1.38	2.00	1.51	2.06	1.35	1.51	1.40	1.16		
CASTLE ROCK	0	3490	38	1.09	1.33	3.88	3.09	1.87	2.89	1.82	1.07	1.19	1.50	1.42	0.93		
CENTRALIA	0	6569	55	0.84	0.77	1.01	1.30	1.13	1.11	1.38	1.03	0.79	0.90	0.99	0.97		
CHEHALIS	0	8405	102	1.21	1.07	1.18	1.60	1.38	1.21	1.08	1.82	0.73	1.05	1.46	1.04		
		CHEHALIS	0	6060	80	1.32	0.98	1.21	1.18	0.92	1.18	1.14	1.95	0.65	1.10	1.78	0.88
		CHEHALIS NAPAIVINE	0	2345	22	0.94	1.31	1.09	2.71	2.57	1.29	0.91	1.47	0.94	0.93	0.60	1.48
CLE-ELUM	0	2662	14	0.53	0.67	0.48	0.85	0.70	1.02	0.58	0.86	0.85	0.78	1.61	0.69		
COLFAX	0	2148	45	2.09	0.83	1.15	1.05	1.18	1.54	1.49	0.76	2.01	1.34	1.42	0.31		
COLVILLE	0	6484	176	2.71	0.65	0.78	1.03	0.69	0.52	0.82	0.80	0.98	1.52	1.56	0.70		
COPALIS(OCEAN SHORES)	0	3262	25	0.77	1.03	1.21	1.38	1.79	3.08	2.02	0.96	1.99	1.49	1.62	0.94		
COULEE DAM	1	2003	19	0.95	4.99	1.35	2.19	1.24	1.63	2.07	1.02	0.88	1.11	1.10	1.01		
CRYSTAL MTN.	0	581	5	0.86	0.51	0.34	1.00	1.66	0.50	1.67	2.16	0.16	0.33	1.98	0.83		
DAYTON	0	1738	26	1.50	0.69	1.10	0.69	1.26	1.37	1.26	2.06	2.23	0.75	0.46	0.97		
DEER PARK	0	5752	63	1.10	0.98	0.74	0.68	1.02	0.64	0.88	0.96	2.99	1.60	1.09	1.02		
DES MOINES	0	18806	145	0.77	0.94	0.93	0.98	0.86	1.08	0.97	0.72	0.83	0.67	0.97	0.80		
		DES MOINES	0	7314	61	0.83	0.76	0.78	0.86	0.96	1.15	0.87	0.68	1.01	0.78	1.07	0.94
		DES MOINES FEDERAL WAY	0	11492	84	0.73	1.06	1.03	1.06	0.80	1.04	1.03	0.74	0.72	0.60	0.91	0.72

WASHINGTON TROUBLE REPORT RATE - APRIL 2010

WIRECENTER	STD EXD CNT	LINES	RPTS	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	RATE MAY-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	567	1	0.18	0.18	1.06	1.06	1.22	0.52	3.45	1.54	1.36	1.35	1.00	0.99		
ELK	0	2415	28	1.16	1.59	1.14	1.29	1.68	1.44	1.52	1.07	2.53	1.85	2.66	1.56		
ENUMCLAW	0	5957	52	0.87	1.09	0.82	1.17	1.14	1.29	0.99	1.53	1.19	0.92	1.44	0.88		
EPHRATA	0	2834	14	0.49	1.65	1.01	1.17	0.69	0.99	0.99	0.98	0.88	0.67	0.91	0.33		
GRAHAM	0	10894	61	0.56	1.02	1.12	1.58	1.21	0.85	1.16	1.26	0.78	1.13	1.08	0.67		
GREEN BLUFF	0	2393	18	0.75	0.50	0.46	0.87	0.66	0.74	0.69	1.05	1.53	1.23	0.90	0.71		
HOODSPORT	0	1959	29	1.48	0.56	0.71	1.55	0.90	0.99	0.93	0.78	1.50	2.29	0.95	0.94		
ISSAQUAH	0	15795	98	0.62	0.57	0.43	1.15	0.62	0.75	0.87	0.68	0.60	0.55	0.81	0.85		
KENT	0	34491	207	0.60	0.64	0.66	0.87	0.75	0.75	0.84	0.61	0.70	0.69	0.69	0.62		
		KENT MERIDIAN	0	11807	77	0.65	0.79	0.78	1.09	0.91	0.88	1.14	0.76	0.85	0.93	0.84	0.87
		KENT O BRIEN	0	7350	26	0.35	0.27	0.22	0.28	0.38	0.23	0.29	0.17	0.21	0.33	0.34	0.25
		KENT ULRICH	0	15334	104	0.68	0.69	0.79	0.97	0.80	0.90	0.86	0.71	0.81	0.67	0.75	0.59
LIBERTY LAKE	0	878	3	0.34	0.34	0.34	0.33	0.44	0.42	0.11	0.21	0.61	1.10	0.56	0.36		
LONGVIEW-KELSO	0	20798	251	1.21	0.98	1.05	1.67	1.18	1.22	1.02	1.14	1.29	1.13	1.03	0.90		
LOON LAKE	0	1143	9	0.79	0.70	0.44	0.69	1.47	0.43	0.68	0.58	0.66	1.14	1.71	1.07		
MAPLE VALLEY	0	7635	46	0.60	0.49	0.62	0.76	0.89	0.88	0.85	0.72	0.85	0.63	0.71	0.62		
MOSES LAKE	0	11603	110	0.95	1.22	0.75	1.25	0.96	0.93	1.19	1.01	1.15	0.94	0.98	0.80		
		MOSES LAKE AFB	0	1895	14	0.74	1.04	0.57	0.98	0.87	0.82	0.92	1.05	1.49	0.89	0.83	0.93
		MOSES LAKE ALDER	0	9708	96	0.99	1.26	0.78	1.30	0.97	0.95	1.24	1.00	1.08	0.95	1.01	0.77
NEWMAN LAKE	0	1517	13	0.86	0.26	0.39	0.45	0.95	0.32	1.01	1.06	0.99	0.98	1.09	1.25		
NORTHPORT	0	998	8	0.80	0.80	0.80	1.60	0.89	3.16	0.88	1.46	1.45	1.66	2.33	1.56		
OLYMPIA	0	53291	345	0.65	0.56	0.59	0.96	0.71	0.76	0.68	0.60	0.76	0.71	0.58	0.66		
		OLYMPIA EVERGREEN	0	4157	58	1.40	0.90	1.01	1.31	1.11	1.19	0.91	0.65	2.57	1.31	0.96	0.88
		OLYMPIA LACEY	0	23331	115	0.49	0.50	0.57	0.87	0.66	0.68	0.57	0.56	0.73	0.70	0.59	0.55
		OLYMPIA WHITEHALL	0	25803	172	0.67	0.55	0.54	0.99	0.69	0.77	0.76	0.63	0.50	0.62	0.52	0.71
OMAK-OKANOGAN	0	6732	90	1.34	1.51	1.71	2.46	1.05	1.05	1.49	1.33	2.12	1.97	1.77	1.18		
OROVILLE	0	1726	29	1.68	0.75	1.44	2.41	1.78	2.62	2.12	1.93	2.44	1.75	1.91	2.23		
OTHELLO	0	4028	64	1.59	2.13	2.60	2.17	1.47	1.24	1.70	2.32	2.31	1.76	1.36	1.91		
PASCO	0	14934	133	0.89	0.79	0.93	1.33	0.77	0.57	0.81	0.60	0.80	0.95	0.95	0.91		
PATEROS	0	735	7	0.95	0.41	1.24	1.23	1.92	1.36	1.60	1.20	0.53	2.11	1.58	1.84		
POMEROY	0	1235	12	0.97	2.02	0.97	2.48	1.44	2.07	1.67	0.94	1.57	1.72	1.24	1.16		
PT. ANGELES	0	14262	138	0.97	0.80	0.68	1.20	1.13	1.29	0.94	0.67	0.74	1.20	1.16	0.58		
		PT ANGELES JOYCE	0	1058	21	1.98	1.03	1.50	0.93	1.94	3.04	1.84	1.92	1.45	1.45	6.21	1.89

WASHINGTON TROUBLE REPORT RATE - APRIL 2010

WIRECENTER		STD EXD CNT	LINES	RPTS	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	RATE MAY-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	13204	117	0.89	0.78	0.61	1.22	1.06	1.15	0.87	0.57	0.69	1.18	0.76	0.48
PT. LUDLOW		0	2377	14	0.59	0.59	0.50	1.25	0.87	0.83	0.37	0.65	0.89	0.56	1.12	1.03
PT. ORCHARD		0	16066	102	0.63	0.92	0.84	1.26	1.22	1.16	1.05	0.93	0.94	1.02	1.00	0.78
	PORT ORCHARD COLBY	0	6007	35	0.58	0.82	0.86	1.14	0.97	1.12	1.04	1.14	0.95	0.95	0.98	0.80
	PT. ORCHARD	0	10059	67	0.67	0.98	0.83	1.33	1.37	1.19	1.06	0.80	0.93	1.07	1.02	0.76
PT. TOWNSEND		0	10306	101	0.98	0.74	0.96	0.72	0.86	0.86	0.85	0.63	0.76	0.88	0.94	0.74
PUYALLAP		0	19777	121	0.61	0.73	0.91	1.19	0.93	1.04	0.96	0.57	0.82	0.75	0.99	0.68
RENTON		0	31867	221	0.69	0.83	0.70	0.95	0.86	1.05	0.93	0.78	0.95	0.97	0.78	0.91
RIDGEFIELD		0	2949	24	0.81	0.54	0.96	1.79	1.41	0.88	1.03	0.80	2.03	1.10	1.71	1.95
ROCHESTER		0	4214	31	0.74	0.94	1.49	1.79	1.95	2.67	1.33	1.35	0.82	1.69	1.18	1.09
ROY		0	2120	43	2.03	2.43	1.07	2.00	0.51	1.34	1.42	0.73	1.80	1.03	1.16	0.75
SEATTLE		0	231687	1289	0.56	0.59	0.53	0.72	0.62	0.83	0.67	0.52	0.58	0.54	0.58	0.65
	SEATTLE ATWATER	0	16564	77	0.46	0.53	0.43	0.71	0.59	0.68	0.59	0.30	0.40	0.41	0.35	0.47
	SEATTLE CAMPUS	0	8658	43	0.50	0.67	0.43	0.67	0.35	0.81	0.45	0.33	0.45	0.42	0.59	0.58
	SEATTLE CHERRY	0	26351	185	0.70	0.69	0.82	0.95	1.06	1.03	0.90	0.69	0.84	0.75	0.70	0.87
	SEATTLE DUWAMISH	0	10969	81	0.74	0.81	0.85	0.93	0.88	1.36	0.84	0.56	0.64	0.57	0.65	0.79
	SEATTLE EAST	0	24969	140	0.56	0.62	0.52	0.72	0.63	1.02	0.73	0.72	0.64	0.61	0.65	0.70
	SEATTLE ELLIOT	0	6581	11	0.17	0.20	0.31	0.28	0.28	0.46	0.27	0.21	0.19	0.20	0.21	0.22
	SEATTLE EMERSON	0	24319	142	0.58	0.54	0.57	0.68	0.70	0.84	0.76	0.57	0.69	0.57	0.77	0.84
	SEATTLE LAKEVIEW	0	21278	133	0.63	0.53	0.47	0.79	0.55	0.86	0.90	0.60	0.73	0.83	0.69	0.61
	SEATTLE MAIN	0	33570	54	0.16	0.17	0.16	0.17	0.21	0.16	0.17	0.16	0.15	0.16	0.24	0.19
	SEATTLE MERCER ISLAND (ADAMS)	0	7785	48	0.62	0.76	0.68	0.95	0.68	0.92	0.74	0.67	0.73	0.49	0.72	0.49
	SEATTLE PARKWAY	0	15872	148	0.93	1.27	1.16	1.33	0.95	1.19	0.97	0.84	0.85	0.76	0.97	0.84
	SEATTLE SUNSET	0	17743	91	0.51	0.61	0.40	0.79	0.52	0.99	0.63	0.49	0.51	0.49	0.47	0.71
	SEATTLE WEST	0	17028	136	0.80	0.61	0.41	0.76	0.58	0.85	0.69	0.56	0.68	0.58	0.52	0.98
SEQUIM		0	12231	78	0.64	0.78	0.76	0.93	0.86	0.95	0.94	0.76	0.61	0.85	0.81	0.76
SHELTON		0	12400	129	1.04	0.86	1.01	1.38	1.31	0.84	1.12	1.08	0.96	0.96	0.89	0.80
SILVERDALE		0	11305	66	0.58	0.71	0.82	0.91	0.54	0.74	0.65	0.56	0.62	0.69	0.65	1.00
SPOKANE		0	102972	842	0.82	0.75	0.87	1.06	1.01	0.73	1.06	0.77	0.89	0.93	0.96	0.83
	SPOKANE CHESTNUT	0	2326	30	1.29	1.53	1.35	2.43	3.63	1.03	0.90	1.13	1.53	1.00	1.23	1.06
	SPOKANE FAIRFAX	0	14433	146	1.01	0.84	1.29	1.53	1.13	0.91	1.36	0.90	0.87	1.05	1.20	1.58
	SPOKANE HUDSON	0	11393	104	0.91	1.06	1.20	1.20	1.07	0.85	1.05	0.82	0.93	0.77	0.96	0.75
	SPOKANE KEYSTONE	0	10235	93	0.91	0.57	0.78	0.95	1.18	0.73	1.27	0.74	0.85	0.89	0.95	0.79

WASHINGTON TROUBLE REPORT RATE - APRIL 2010

WIRECENTER		STD EXD CNT	LINES	RPTS	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	RATE MAY-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	6524	44	0.67	0.58	0.70	1.03	0.76	0.62	0.62	0.61	0.79	0.55	0.84	0.57
	SPOKANE RIVERSIDE	0	14609	102	0.70	0.69	0.94	1.09	0.92	0.75	1.09	0.61	0.76	0.79	0.73	0.66
	SPOKANE WALNUT	0	28152	212	0.75	0.66	0.62	0.71	0.83	0.60	1.04	0.79	0.87	1.06	0.90	0.70
	SPOKANE WHITWORTH	0	15300	111	0.73	0.75	0.66	1.02	0.84	0.71	0.89	0.76	1.05	1.02	1.11	0.69
SPRINGDALE		2	1664	27	1.62	0.78	2.27	3.71	4.27	1.70	1.93	2.03	1.68	4.15	2.29	1.55
SUMNER (BONNEYLAKE)		0	12066	109	0.90	1.39	0.84	1.09	1.03	0.84	0.92	0.74	0.84	0.75	0.96	0.74
TACOMA		0	111222	846	0.76	0.77	0.72	1.04	0.82	0.95	0.86	0.77	0.83	0.79	0.72	0.72
	TACOMA FORT LEWIS	0	2500	7	0.28	0.67	0.94	0.50	0.53	0.83	0.46	0.52	0.72	1.04	0.36	0.53
	TACOMA GREENFIELD	0	15231	168	1.10	0.93	0.80	1.33	1.04	1.23	0.99	0.95	0.94	0.70	0.64	0.73
	TACOMA JUNIPER	0	15161	126	0.83	0.70	0.88	1.11	0.93	0.89	1.04	0.78	1.03	1.19	0.79	0.68
	TACOMA LENNOX	0	18361	152	0.83	0.99	0.77	1.17	0.79	1.14	1.07	1.07	1.07	0.84	0.96	0.94
	TACOMA LOGAN	0	11041	67	0.61	0.95	0.65	1.05	0.81	0.90	0.80	0.83	0.66	0.65	0.73	1.04
	TACOMA MARKET (FAWCETT)	0	13208	86	0.65	0.57	0.50	0.63	0.62	0.86	0.69	0.46	0.57	0.51	0.59	0.52
	TACOMA SKYLINE	0	10758	93	0.86	0.65	0.69	0.86	0.58	1.01	0.65	0.63	0.65	0.78	0.65	0.79
	TACOMA WAVERLY-2	0	5007	45	0.90	0.71	0.90	1.36	1.92	0.86	1.00	0.70	0.79	0.85	0.65	0.59
	TACOMA WAVERLY-7	0	19955	102	0.51	0.65	0.64	1.02	0.60	0.70	0.70	0.65	0.74	0.70	0.70	0.54
VANCOUVER		0	62730	510	0.81	0.86	0.85	1.09	1.09	1.09	0.95	0.91	0.87	0.87	1.18	0.85
	VANCOUVER ORCHARDS	0	31407	215	0.68	0.81	0.77	0.96	1.01	1.25	1.00	0.96	0.82	0.89	1.26	0.72
	VANCOUVER OXFORD	0	18274	183	1.00	0.92	0.90	1.22	1.19	0.98	0.99	0.95	0.76	0.91	1.12	0.90
	VANCOUVER SALMON CRK(NORTH)	0	13049	112	0.86	0.88	0.95	1.23	1.14	0.86	0.78	0.76	1.16	0.76	1.08	1.08
WAITSBURG		0	520	1	0.19	0.38	1.13	1.13	0.00	0.75	2.23	1.09	1.08	2.71	1.62	1.62
WALLA WALLA (INCL TOUCHET)		0	13591	85	0.63	1.01	0.70	1.26	0.71	0.75	0.92	0.59	1.14	1.06	0.71	0.89
WARDEN		0	1080	9	0.83	1.11	1.66	2.20	1.00	1.71	2.14	0.78	1.12	1.10	1.68	1.00
WINLOCK		0	1982	16	0.81	0.90	1.16	1.80	1.69	1.54	2.08	1.13	1.07	1.41	0.82	0.96
YAKIMA		0	37368	241	0.64	0.68	0.75	1.11	0.64	0.57	0.68	0.83	0.78	0.77	0.71	0.67
	YAKIMA CHESTNUT	0	24960	155	0.62	0.67	0.76	1.19	0.68	0.62	0.70	0.82	0.76	0.65	0.80	0.67
	YAKIMA WEST	0	12408	86	0.69	0.70	0.73	0.95	0.55	0.49	0.65	0.85	0.80	1.01	0.52	0.66
Exchanges in Neighboring States																
CLARKSTON		0	5781	49	0.85	0.77	0.71	1.39	0.87	0.84	1.00	1.02	1.20	1.18	1.22	0.99
TOTALS		0	1139057	8322	0.73	0.76	0.75	1.02	0.85	0.92	0.88	0.74	0.83	0.81	0.82	0.75

WASHINGTON TRUNK BLOCKING SUMMARY - APRIL 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 - APRIL 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	1.61%	Carryover blocking week of 4/26/10 issued sa 5/17/10