



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

March 28, 2011

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 February 2011 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 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

2011 MAR 29 AM 9:16

Washington Service Quality Summary Report - FEBRUARY 2011

METRIC DESCRIPTION	JANUARY 2011			FEBRUARY 2011		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	6671	7914	84.29%	5329	5532	96.33%
OOS Tickets Not Cleared Within 48 Hrs	1243	1	1243	203	1	203
Number of OOS Exemptions	319	1	319	166	1	166
All Other Repairs Cleared LT < 72 Hrs	2392	2465	97.04%	1788	1810	98.78%
All Other Troubles Cleared GTR > 72 Hrs	73	1	73	22	1	22
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	7	1	7	3	1	3
Physically Obstructed All Other Troubles Cleared > 72 Hrs	46	1	46	32	1	32
Repair Force Majeure Exclusions	43	1	43	15	1	15
Repair Physically Obstructed Exclusions	71	1	71	38	1	38
Installation Appointments Met	5283	5596	94.41%	5198	5459	95.22%
Repair Appointments Met	3618	4349	83.19%	2969	3474	85.46%
Provisioning Missed for Company Reasons	170	1	170	149	1	149
Provisioning Missed for Customer Reasons	723	1	723	766	1	766
% 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 - FEBRUARY 2011
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		132	4	84.50	0	100.00%	0	100.00%	
AUBURN		204	1	37.00	4	98.04%	0	100.00%	
BAINBRIDGE ISLAND		62	1	174.00	2	96.77%	0	100.00%	1
BATTLEGROUND		67	0		0	100.00%	0	100.00%	
BELFAIR		34	1	35.00	0	100.00%	0	100.00%	
BELLEVUE		227	1	61.00	1	99.56%	0	100.00%	
	BELLEVUE GLENCOURT	104	0		1	99.04%	0	100.00%	
	BELLEVUE-SHERWOOD	123	1	61.00	0	100.00%	0	100.00%	
BELLINGHAM		221	2	24.50	2	99.10%	0	100.00%	
	BELLINGHAM LUMMI	16	0		1	93.75%	0	100.00%	
	BELLINGHAM REGENT	205	2	24.50	1	99.51%	0	100.00%	
BLACK DIAMOND		28	2	82.00	2	92.86%	0	100.00%	
BREMERTON		226	1	86.00	2	99.12%	0	100.00%	
	BREMERTON CROSBY	15	0		0	100.00%	0	100.00%	
	BREMERTON ESSEX	206	0		2	99.03%	0	100.00%	
	BREMERTON SUNNYSLOPE	5	1	86.00	0	100.00%	0	100.00%	
BUCKLEY		19	0		0	100.00%	0	100.00%	
CASTLE ROCK		35	0		0	100.00%	0	100.00%	
CENTRALIA		79	1	104.00	0	100.00%	0	100.00%	
CHEHALIS		70	2	13.00	0	100.00%	0	100.00%	
	CHEHALIS	50	2	13.00	0	100.00%	0	100.00%	
	CHEHALIS NAPAVINE	20	0		0	100.00%	0	100.00%	
CLE-ELUM		17	1	148.00	0	100.00%	0	100.00%	
COLFAX		12	0		0	100.00%	0	100.00%	
COLVILLE		39	1	97.00	0	100.00%	0	100.00%	
COPALIS(OCEAN SHORES)		29	0		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 - FEBRUARY 2011
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		13	1	1.00	0	100.00%	0	100.00%	
CRYSTAL MTN.		1	0		0	100.00%	0	100.00%	
DAYTON		9	0		0	100.00%	0	100.00%	
DEER PARK		35	1	139.00	0	100.00%	0	100.00%	
DES MOINES		240	2	3.50	1	99.58%	0	100.00%	
	DES MOINES	86	0		1	98.84%	0	100.00%	
	DES MOINES FEDERAL WAY	154	2	3.50	0	100.00%	0	100.00%	
EASTON		11	0		0	100.00%	0	100.00%	
ELK		14	1	14.00	2	85.71%	0	100.00%	
ENUMCLAW		56	0		1	98.21%	0	100.00%	
EPHRATA		23	1	95.00	0	100.00%	0	100.00%	
GRAHAM		115	3	100.00	2	98.26%	0	100.00%	1
GREEN BLUFF		11	0		0	100.00%	0	100.00%	
HOODSPORT		9	0		0	100.00%	0	100.00%	
ISSAQUAH		79	0		0	100.00%	0	100.00%	
KENT		360	8	40.38	6	98.33%	0	100.00%	
	KENT MERIDIAN	78	2	37.00	0	100.00%	0	100.00%	
	KENT O BRIEN	38	2	4.50	1	97.37%	0	100.00%	
	KENT ULRICH	244	4	60.00	5	97.95%	0	100.00%	
LIBERTY LAKE		5	0		0	100.00%	0	100.00%	
LONGVIEW-KELSO		241	5	52.60	0	100.00%	0	100.00%	
LOON LAKE		6	0		1	83.33%	0	100.00%	
MAPLE VALLEY		43	0		3	93.02%	0	100.00%	
MOSES LAKE		129	4	44.50	4	96.90%	0	100.00%	
	MOSES LAKE AFB	29	0		0	100.00%	0	100.00%	
	MOSES LAKE ALDER	100	4	44.50	4	96.00%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders
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STANDARD						90.00%		99.00%	
NEWMAN LAKE		10	0		0	100.00%	0	100.00%	
NORTHPORT		13	0		0	100.00%	0	100.00%	
OLYMPIA		362	3	80.00	0	100.00%	0	100.00%	
	OLYMPIA EVERGREEN	19	0		0	100.00%	0	100.00%	
	OLYMPIA LACEY	165	2	57.50	0	100.00%	0	100.00%	
	OLYMPIA WHITEHALL	178	1	125.00	0	100.00%	0	100.00%	
OMAK-OKANOGAN		68	5	28.60	3	95.59%	0	100.00%	
OROVILLE		21	2	4.00	0	100.00%	0	100.00%	
OTHELLO		59	2	47.00	0	100.00%	0	100.00%	
PASCO		174	3	62.67	2	98.85%	0	100.00%	1
PATEROS		5	0		0	100.00%	0	100.00%	
POMEROY		6	0		0	100.00%	0	100.00%	
PT. ANGELES		93	4	59.50	0	100.00%	0	100.00%	
	PT ANGELES JOYCE	6	1	21.00	0	100.00%	0	100.00%	
	PT. ANGELES	87	3	72.33	0	100.00%	0	100.00%	
PT. LUDLOW		9	0		0	100.00%	0	100.00%	
PT. ORCHARD		112	3	9.33	3	97.32%	0	100.00%	
	PORT ORCHARD COLBY	28	1	3.00	1	96.43%	0	100.00%	
	PT. ORCHARD	84	2	12.50	2	97.62%	0	100.00%	
PT. TOWNSEND		94	3	16.67	1	98.94%	0	100.00%	
PUYALLAP		169	3	18.00	1	99.41%	0	100.00%	
RENTON		309	4	6.50	7	97.73%	0	100.00%	
RIDGEFIELD		14	0		0	100.00%	0	100.00%	
ROCHESTER		46	1	7.00	1	97.83%	0	100.00%	
ROY		18	2	65.50	0	100.00%	0	100.00%	
SEATTLE		1780	20	62.40	28	98.43%	0	100.00%	2

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STANDARD						90.00%		99.00%	
	SEATTLE ATWATER	90	2	14.50	4	95.56%	0	100.00%	
	SEATTLE CAMPUS	52	0		0	100.00%	0	100.00%	
	SEATTLE CHERRY	291	4	88.25	1	99.66%	0	100.00%	
	SEATTLE DUWAMISH	111	0		2	98.20%	0	100.00%	
	SEATTLE EAST	204	4	73.00	2	99.02%	0	100.00%	1
	SEATTLE ELLIOT	54	0		1	98.15%	0	100.00%	
	SEATTLE EMERSON	184	1	80.00	3	98.37%	0	100.00%	
	SEATTLE LAKEVIEW	126	1	116.00	4	96.83%	0	100.00%	
	SEATTLE MAIN	202	2	8.50	1	99.50%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	25	0		2	92.00%	0	100.00%	
	SEATTLE PARKWAY	217	5	39.60	5	97.70%	0	100.00%	
	SEATTLE SUNSET	99	0		1	98.99%	0	100.00%	
	SEATTLE WEST	125	1	163.00	2	98.40%	0	100.00%	1
SEQUIM		79	3	95.00	0	100.00%	0	100.00%	
SHELTON		133	0		0	100.00%	0	100.00%	
SILVERDALE		64	0		1	98.44%	0	100.00%	
SPOKANE		970	14	49.43	7	99.28%	0	100.00%	
	SPOKANE CHESTNUT	16	0		0	100.00%	0	100.00%	
	SPOKANE FAIRFAX	122	3	76.33	1	99.18%	0	100.00%	
	SPOKANE HUDSON	150	1	17.00	1	99.33%	0	100.00%	
	SPOKANE KEYSTONE	104	1	2.00	1	99.04%	0	100.00%	
	SPOKANE MORAN	50	0		0	100.00%	0	100.00%	
	SPOKANE RIVERSIDE	181	3	59.33	1	99.45%	0	100.00%	
	SPOKANE WALNUT	233	3	44.33	2	99.14%	0	100.00%	
	SPOKANE WHITWORTH	114	3	44.33	1	99.12%	0	100.00%	
SPRINGDALE		19	1	22.00	0	100.00%	0	100.00%	

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STANDARD						90.00%		99.00%	
SUMNER (BONNEYLAKE)		84	2	14.50	1	98.81%	0	100.00%	
TACOMA		1148	16	58.13	12	98.95%	0	100.00%	2
	TACOMA FORT LEWIS	33	0		0	100.00%	0	100.00%	
	TACOMA GREENFIELD	180	4	7.75	3	98.33%	0	100.00%	
	TACOMA JUNIPER	191	3	83.00	2	98.95%	0	100.00%	
	TACOMA LENNOX	205	1	9.00	2	99.02%	0	100.00%	
	TACOMA LOGAN	91	0		1	98.90%	0	100.00%	
	TACOMA MARKET (FAWCETT)	181	3	43.00	1	99.45%	0	100.00%	
	TACOMA SKYLINE	67	1	4.00	1	98.51%	0	100.00%	
	TACOMA WAVERLY-2	47	0		1	97.87%	0	100.00%	
	TACOMA WAVERLY-7	153	4	127.00	1	99.35%	0	100.00%	2
VANCOUVER		663	2	21.00	6	99.10%	0	100.00%	
	VANCOUVER ORCHARDS	316	1	42.00	2	99.37%	0	100.00%	
	VANCOUVER OXFORD	232	1	0.00	2	99.14%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	115	0		2	98.26%	0	100.00%	
WAITSBURG		5	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		130	3	38.33	1	99.23%	0	100.00%	
WARDEN		20	1	172.00	0	100.00%	0	100.00%	1
WINLOCK		20	0		0	100.00%	0	100.00%	
YAKIMA		437	6	91.17	6	98.63%	0	100.00%	2
	YAKIMA CHESTNUT	341	6	91.17	4	98.83%	0	100.00%	2
	YAKIMA WEST	96	0		2	97.92%	0	100.00%	
Exchanges in Neighboring States									
CLARKSTON		38	0		1	97.37%	0	100.00%	
TOTALS		10073	147	53.93	114	98.87%	0	100.00%	10

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STANDARD						90.00%		99.00%	
Elk and Loon Lake % Inward orders completed within 5 days due to low volumes 2/14 and 1/6									
Banbridge Island, Graham, Pasco, Seattle East, Seattle West, Tacoma Waverly, Warden, and two orders in Yakima Chestnut held orders over 180 days were cancelled and should not have appeared on this report.									
The Tacoma Waverly held order over 180 days was due to customer reasons									

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WASHINGTON TROUBLE REPORT RATE - FEBRUARY 2011

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE FEB-11	RATE JAN-11	RATE DEC-10	RATE NOV-10	RATE OCT-10	RATE SEP-10	RATE AUG-10	RATE JUL-10	RATE JUN-10	RATE MAY-10	RATE APR-10	RATE MAR-10
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	9282	98	1.06	1.20	1.68	1.18	1.12	0.94	0.96	0.62	0.76	0.61	0.63	0.80
AUBURN		0	15905	133	0.84	1.09	1.05	0.97	0.79	0.90	0.77	0.80	0.97	0.81	0.58	0.79
BAINBRIDGE ISLAND		0	8658	61	0.70	0.92	1.15	1.19	1.05	0.75	0.98	1.09	0.98	0.95	0.83	1.04
BATTLEGROUND		0	7997	50	0.63	1.53	1.25	1.16	0.69	0.91	0.59	0.75	1.03	0.88	0.65	0.60
BELFAIR		0	5717	32	0.56	1.42	1.49	1.28	0.95	1.33	0.71	1.21	1.09	0.73	0.76	1.06
BELLEVUE		0	33303	200	0.60	0.72	0.82	0.80	0.65	0.82	0.73	0.66	0.69	0.59	0.65	0.68
	BELLEVUE GLENCOURT	0	14067	70	0.50	0.44	0.60	0.62	0.49	0.84	0.59	0.63	0.57	0.43	0.56	0.53
	BELLEVUE-SHERWOOD	0	19236	130	0.68	0.92	0.97	0.93	0.77	0.80	0.83	0.69	0.78	0.70	0.72	0.78
BELLINGHAM		0	23021	109	0.47	0.51	0.52	0.56	0.45	0.54	0.41	0.48	0.46	0.41	0.44	0.48
	BELLINGHAM LUMMI	0	1205	13	1.08	0.83	0.99	1.39	0.81	0.96	0.56	0.49	0.96	0.88	0.72	0.48
	BELLINGHAM REGENT	0	21816	96	0.44	0.50	0.49	0.52	0.43	0.52	0.40	0.48	0.43	0.38	0.43	0.48
BLACK DIAMOND		0	2106	34	1.61	1.47	2.48	2.59	2.25	1.17	1.50	0.83	1.68	1.55	0.98	1.30
BREMERTON		0	25879	135	0.52	0.76	0.70	0.71	0.53	0.52	0.52	0.74	0.42	0.45	0.46	0.52
	BREMERTON CROSBY	0	2731	36	1.32	1.59	1.15	1.60	0.85	1.20	1.43	1.11	0.97	1.07	1.06	1.19
	BREMERTON ESSEX	0	22541	97	0.43	0.63	0.59	0.60	0.47	0.43	0.41	0.67	0.35	0.38	0.39	0.45
	BREMERTON SUNNYSLOPE	0	607	2	0.33	1.81	2.60	0.81	1.43	1.12	0.64	1.60	0.79	0.47	0.31	0.46
BUCKLEY		0	1780	22	1.24	2.36	2.21	1.52	2.05	3.38	2.24	3.27	1.41	1.04	1.02	1.16
CASTLE ROCK		0	3209	71	2.21	3.06	2.49	1.85	1.45	1.88	1.47	0.67	1.59	1.09	1.09	1.33
CENTRALIA		0	5973	50	0.84	0.86	1.35	1.24	1.16	1.06	0.67	1.16	0.76	0.60	0.84	0.77
CHEHALIS		0	7925	74	0.93	1.38	1.68	1.54	1.00	1.38	1.18	0.92	1.27	1.42	1.21	1.07
	CHEHALIS	0	5711	48	0.84	1.22	1.45	1.34	0.94	1.25	1.13	0.81	1.26	1.12	1.32	0.98
	CHEHALIS NAPAVINE	0	2214	26	1.17	1.79	2.28	2.09	1.15	1.71	1.30	1.21	1.29	2.18	0.94	1.31
CLE-ELUM		0	2546	37	1.45	0.82	0.47	0.90	0.43	0.50	0.88	0.54	0.76	0.41	0.53	0.67
COLFAX		0	2067	19	0.92	1.64	1.83	1.90	0.95	1.47	2.83	1.31	0.89	1.03	2.09	0.83
COLVILLE		0	6260	23	0.37	1.50	0.98	0.82	0.80	0.91	0.86	0.88	1.11	1.14	2.71	0.65
COPALIS(OCEAN SHORES)		0	3012	56	1.86	1.99	1.65	2.02	1.43	1.67	1.08	1.01	2.49	0.96	0.77	1.03
COULEE DAM		1	1912	15	0.78	1.67	1.66	0.87	2.56	1.07	1.16	2.22	2.57	1.10	0.95	4.99
CRYSTAL MTN.		0	571	6	1.05	0.70	1.57	2.46	0.53	0.53	0.00	0.35	1.05	0.87	0.86	0.51
DAYTON		0	1658	7	0.42	0.60	1.13	0.95	0.41	0.89	1.00	1.35	0.75	0.93	1.50	0.69
DEER PARK		0	5364	52	0.97	1.43	1.09	1.52	1.15	1.50	1.77	1.10	1.95	1.17	1.10	0.98
DES MOINES		0	16396	123	0.75	1.28	1.34	1.14	1.05	1.06	0.81	0.76	0.83	0.83	0.77	0.94
	DES MOINES	0	6415	44	0.69	1.30	1.22	1.22	1.13	1.28	0.90	0.79	0.89	1.05	0.83	0.76
	DES MOINES FEDERAL WAY	0	9981	79	0.79	1.26	1.42	1.08	1.00	0.91	0.75	0.74	0.79	0.70	0.73	1.06

WASHINGTON TROUBLE REPORT RATE - FEBRUARY 2011

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE FEB-11	RATE JAN-11	RATE DEC-10	RATE NOV-10	RATE OCT-10	RATE SEP-10	RATE AUG-10	RATE JUL-10	RATE JUN-10	RATE MAY-10	RATE APR-10	RATE MAR-10		
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	537	5	0.93	1.30	1.66	1.28	0.18	1.09	0.90	0.54	1.07	0.36	0.18	0.18		
ELK	0	2203	29	1.32	1.30	1.43	1.50	1.58	1.04	1.25	3.01	1.52	1.17	1.16	1.59		
ENUMCLAW	0	5334	71	1.33	1.76	2.31	1.38	1.67	1.84	0.96	1.71	1.59	1.10	0.87	1.09		
EPHRATA	0	2603	15	0.58	0.80	1.07	1.10	0.75	0.85	0.66	0.69	1.36	2.18	0.49	1.65		
GRAHAM	0	9680	78	0.81	1.14	1.28	1.26	0.74	1.02	0.92	0.69	0.93	0.82	0.56	1.02		
GREEN BLUFF	0	2254	15	0.67	0.97	2.10	1.35	1.17	0.86	1.23	1.48	0.67	0.54	0.75	0.50		
HOODSPORT	0	1810	12	0.66	1.10	0.87	0.97	0.58	0.84	0.72	1.03	1.03	1.28	1.48	0.56		
ISSAQUAH	0	13808	101	0.73	0.87	0.80	0.67	0.66	0.64	0.60	0.61	0.77	0.53	0.62	0.57		
KENT	0	30513	206	0.68	0.80	0.94	0.88	0.84	0.83	0.83	0.92	0.73	0.79	0.60	0.64		
		KENT MERIDIAN	0	10342	81	0.78	1.17	1.43	1.26	1.29	1.26	1.11	1.31	0.90	0.97	0.65	0.79
		KENT O BRIEN	0	6757	25	0.37	0.21	0.25	0.26	0.30	0.24	0.23	0.34	0.32	0.29	0.35	0.27
		KENT ULRICH	0	13414	100	0.75	0.82	0.91	0.89	0.75	0.80	0.90	0.79	0.89	0.68	0.69	
LIBERTY LAKE	0	770	1	0.13	0.26	0.77	0.13	1.87	0.73	0.47	0.70	0.46	0.57	0.34	0.34		
LONGVIEW-KELSO	0	18417	212	1.15	1.69	1.53	1.39	1.24	1.43	1.05	1.09	1.16	1.00	1.21	0.98		
LOON LAKE	0	1046	6	0.57	1.14	1.22	0.84	0.74	0.55	1.06	1.23	1.22	1.14	0.79	0.70		
MAPLE VALLEY	0	6670	40	0.60	1.38	1.39	0.81	0.75	0.64	0.77	0.99	0.71	0.64	0.60	0.49		
MOSES LAKE	0	10660	72	0.68	0.93	1.34	0.87	0.68	1.05	1.15	0.97	1.21	1.23	0.95	1.22		
		MOSES LAKE AFB	0	1738	11	0.63	1.15	0.92	1.25	1.07	2.00	0.82	0.76	0.80	1.59	0.74	1.04
		MOSES LAKE ALDER	0	8922	61	0.68	0.89	1.42	0.80	0.61	0.86	1.22	1.01	1.29	1.16	0.99	1.26
NEWMAN LAKE	0	1358	6	0.44	0.73	1.16	1.16	0.36	0.64	1.40	0.42	0.74	1.00	0.86	0.26		
NORTHPORT	0	971	8	0.82	0.93	0.92	0.82	0.81	0.60	0.99	1.09	1.50	0.80	0.80	0.80		
OLYMPIA	0	47015	314	0.67	0.87	1.11	0.92	0.74	0.74	0.76	0.78	0.64	0.48	0.65	0.56		
		OLYMPIA EVERGREEN	0	3734	36	0.96	1.67	1.79	1.35	1.39	1.33	0.95	1.94	0.96	0.90	1.40	0.90
		OLYMPIA LACEY	0	20648	151	0.73	0.71	1.06	0.90	0.71	0.67	0.69	0.52	0.56	0.40	0.49	0.50
		OLYMPIA WHITEHALL	0	22633	127	0.56	0.88	1.05	0.86	0.67	0.70	0.80	0.82	0.66	0.49	0.67	0.55
OMAK-OKANOGAN	0	6383	57	0.89	0.88	1.47	1.42	1.15	1.56	2.33	1.73	1.49	1.39	1.34	1.51		
OROVILLE	0	1664	11	0.66	0.66	0.96	1.54	1.49	1.60	1.71	1.46	1.58	1.58	1.68	0.75		
OTHELLO	0	3776	60	1.59	1.74	2.48	2.07	1.27	2.08	1.53	1.50	1.98	1.96	1.59	2.13		
PASCO	0	13593	89	0.65	1.03	1.21	0.84	0.85	1.01	0.92	1.06	0.96	0.92	0.89	0.79		
PATEROS	0	689	4	0.58	0.86	0.86	1.85	1.55	1.54	1.52	0.83	1.93	1.24	0.95	0.41		
POMEROY	1	1187	43	3.62	3.85	4.07	3.71	1.48	2.21	2.05	2.44	2.60	2.76	0.97	2.02		
PT. ANGELES	0	13220	86	0.65	1.00	1.08	0.85	0.95	0.81	0.79	0.65	0.85	0.74	0.97	0.80		
		PT ANGELES JOYCE	0	990	14	1.41	1.90	3.16	1.88	1.47	1.27	1.92	1.24	0.95	1.32	1.98	1.03

WASHINGTON TROUBLE REPORT RATE - FEBRUARY 2011

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE FEB-11	RATE JAN-11	RATE DEC-10	RATE NOV-10	RATE OCT-10	RATE SEP-10	RATE AUG-10	RATE JUL-10	RATE JUN-10	RATE MAY-10	RATE APR-10	RATE MAR-10
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	12230	72	0.59	0.93	0.91	0.77	0.90	0.77	0.70	0.60	0.84	0.69	0.89	0.78
PT. LUDLOW		0	2179	15	0.69	0.73	0.72	0.72	0.62	0.35	0.91	0.69	1.07	0.38	0.59	0.59
PT. ORCHARD		0	14439	138	0.96	1.20	1.71	1.24	1.06	1.08	0.85	0.75	0.95	0.89	0.63	0.92
	PORT ORCHARD COLBY	0	5350	60	1.12	1.39	1.86	1.07	1.09	0.92	1.01	0.91	1.33	0.62	0.58	0.82
	PT. ORCHARD	0	9089	78	0.86	1.08	1.62	1.34	1.04	1.18	0.75	0.66	0.72	1.05	0.67	0.98
PT. TOWNSEND		0	9825	77	0.78	0.73	1.00	0.78	0.71	0.87	0.81	0.61	0.89	0.66	0.98	0.74
PUYALLAP		0	17469	134	0.77	1.10	1.10	1.31	0.96	0.90	0.74	0.56	0.90	0.80	0.61	0.73
RENTON		0	28015	194	0.69	1.14	1.24	0.86	0.73	0.95	0.72	0.58	0.75	0.66	0.69	0.83
RIDGEFIELD		0	2697	28	1.04	1.25	1.35	1.54	0.85	1.23	1.12	0.87	0.62	1.23	0.81	0.54
ROCHESTER		0	3905	41	1.05	1.22	2.15	1.59	1.65	1.61	1.32	1.31	0.91	1.27	0.74	0.94
ROY		0	1958	20	1.02	1.57	2.01	1.55	1.48	0.69	0.73	0.92	1.48	0.90	2.03	2.43
SEATTLE		0	206560	1161	0.56	0.69	0.87	0.61	0.60	0.57	0.52	0.54	0.57	0.59	0.56	0.59
	SEATTLE ATWATER	0	14705	67	0.46	0.55	0.55	0.44	0.46	0.39	0.40	0.36	0.46	0.43	0.46	0.53
	SEATTLE CAMPUS	0	7663	34	0.44	0.40	0.49	0.37	0.33	0.24	0.44	0.27	0.44	0.42	0.50	0.67
	SEATTLE CHERRY	0	23265	177	0.76	1.16	1.26	0.85	0.83	0.88	0.67	0.82	0.67	0.68	0.70	0.69
	SEATTLE DUWAMISH	0	9897	70	0.71	0.79	0.93	0.77	0.91	0.55	0.54	0.93	1.07	0.95	0.74	0.81
	SEATTLE EAST	0	22206	123	0.55	0.72	0.75	0.65	0.55	0.50	0.66	0.54	0.57	0.62	0.56	0.62
	SEATTLE ELLIOT	0	5931	13	0.22	0.27	0.25	0.25	0.26	0.26	0.21	0.17	0.11	0.25	0.17	0.20
	SEATTLE EMERSON	0	21721	144	0.66	0.65	0.98	0.70	0.54	0.76	0.83	0.69	0.98	0.78	0.58	0.54
	SEATTLE LAKEVIEW	0	18894	106	0.56	0.60	1.13	0.63	0.80	0.61	0.55	0.60	0.50	0.56	0.63	0.53
	SEATTLE MAIN	0	30228	42	0.14	0.15	0.19	0.16	0.16	0.13	0.13	0.15	0.15	0.18	0.16	0.17
	SEATTLE MERCER ISLAND (ADAMS)	0	6905	45	0.65	1.01	1.39	1.02	0.91	0.73	0.79	0.68	0.84	0.53	0.62	0.76
	SEATTLE PARKWAY	0	14259	123	0.86	1.13	1.54	0.91	0.97	0.76	0.65	0.81	0.73	0.96	0.93	1.27
	SEATTLE SUNSET	0	15777	126	0.80	0.82	0.72	0.65	0.71	0.80	0.40	0.49	0.44	0.52	0.51	0.61
	SEATTLE WEST	0	15109	91	0.60	0.85	1.36	0.75	0.58	0.67	0.49	0.60	0.61	0.85	0.80	0.61
SEQUIM		0	11367	64	0.56	0.94	0.96	0.77	0.74	0.81	1.21	0.85	0.68	0.55	0.64	0.78
SHELTON		0	11346	64	0.56	1.99	1.53	1.08	1.10	1.01	0.85	1.10	1.13	1.12	1.04	0.86
SILVERDALE		0	10175	52	0.51	1.00	1.13	0.89	0.69	0.57	0.88	0.62	0.71	0.61	0.58	0.71
SPOKANE		0	90888	709	0.78	1.32	1.45	0.98	0.91	0.81	0.85	0.95	0.99	0.87	0.82	0.75
	SPOKANE CHESTNUT	0	2060	17	0.83	1.73	2.88	2.05	1.46	0.88	0.82	0.85	1.16	1.09	1.29	1.53
	SPOKANE FAIRFAX	0	12762	105	0.82	1.73	2.30	1.12	1.02	0.72	0.92	0.73	1.23	1.29	1.01	0.84
	SPOKANE HUDSON	0	9998	91	0.91	1.56	1.68	1.33	1.19	0.88	1.02	1.01	0.96	0.71	0.91	1.06
	SPOKANE KEYSTONE	0	8900	46	0.54	1.43	0.99	1.01	0.76	0.71	0.62	0.69	1.20	0.83	0.91	0.57

WASHINGTON TROUBLE REPORT RATE - FEBRUARY 2011

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE FEB-11	RATE JAN-11	RATE DEC-10	RATE NOV-10	RATE OCT-10	RATE SEP-10	RATE AUG-10	RATE JUL-10	RATE JUN-10	RATE MAY-10	RATE APR-10	RATE MAR-10
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	5806	38	0.65	0.75	1.26	0.97	0.86	0.67	0.67	0.60	0.59	0.83	0.67	0.58
	SPOKANE RIVERSIDE	0	13055	128	0.98	1.48	1.67	0.92	1.01	1.25	0.77	1.49	1.28	0.76	0.70	0.69
	SPOKANE WALNUT	0	24745	211	0.85	1.14	1.17	0.82	0.84	0.72	0.99	0.88	0.81	0.85	0.75	0.66
	SPOKANE WHITWORTH	0	13562	71	0.52	1.03	0.97	0.77	0.69	0.67	0.75	1.06	0.86	0.74	0.73	0.75
SPRINGDALE		2	1605	26	1.62	3.79	3.16	2.83	3.75	2.70	4.32	3.66	1.56	5.10	1.62	0.78
SUMNER (BONNEYLAKE)		0	10407	71	0.68	1.04	1.11	0.96	1.02	0.84	0.93	0.75	1.17	0.81	0.90	1.39
TACOMA		0	98925	767	0.78	1.01	1.14	1.05	0.85	0.79	0.67	0.73	0.84	0.86	0.76	0.77
	TACOMA FORT LEWIS	0	2125	18	0.85	0.94	0.82	0.89	0.66	0.60	0.60	0.60	0.45	0.41	0.28	0.67
	TACOMA GREENFIELD	0	13340	133	1.00	1.08	1.44	1.23	1.00	0.97	0.73	1.05	0.93	1.24	1.10	0.93
	TACOMA JUNIPER	0	13529	87	0.64	1.02	1.24	1.33	0.97	0.81	0.79	0.85	0.82	1.13	0.83	0.70
	TACOMA LENNOX	0	16148	161	1.00	1.51	1.23	1.09	0.81	0.91	0.85	0.71	1.16	0.80	0.83	0.99
	TACOMA LOGAN	0	9942	71	0.71	0.94	1.08	0.81	0.77	0.77	0.55	0.60	0.57	0.52	0.61	0.95
	TACOMA MARKET (FAWCETT)	0	11874	65	0.55	0.58	0.74	0.62	0.75	0.56	0.51	0.59	0.48	0.70	0.65	0.57
	TACOMA SKYLINE	0	9992	87	0.87	1.00	1.12	1.31	0.86	0.79	0.62	0.67	0.92	1.15	0.86	0.65
	TACOMA WAVERLY-2	0	4346	28	0.64	1.18	1.43	1.33	0.68	0.60	0.46	0.38	1.32	0.96	0.90	0.71
	TACOMA WAVERLY-7	0	17629	117	0.66	0.81	1.05	0.89	0.82	0.73	0.61	0.70	0.74	0.60	0.51	0.65
VANCOUVER		0	56000	486	0.87	1.17	1.09	1.10	0.93	0.93	0.66	0.83	0.87	0.81	0.81	0.86
	VANCOUVER ORCHARDS	0	28118	222	0.79	1.11	0.92	1.03	1.00	1.01	0.71	0.75	0.87	0.74	0.68	0.81
	VANCOUVER OXFORD	0	16316	150	0.92	1.19	1.38	1.12	0.90	0.91	0.63	1.02	0.97	1.09	1.00	0.92
	VANCOUVER SALMON CRK(NORTH)	0	11566	114	0.99	1.29	1.08	1.23	0.79	0.75	0.56	0.77	0.75	0.57	0.86	0.88
WAITSBURG		0	477	6	1.26	3.51	1.23	1.23	0.82	1.43	1.21	1.39	0.79	0.20	0.19	0.38
WALLA WALLA (INCL TOUCHET)		0	12466	81	0.65	0.86	1.32	0.83	0.76	0.69	0.60	0.78	1.24	0.73	0.63	1.01
WARDEN		0	1010	14	1.39	1.87	1.66	1.16	1.74	1.06	1.04	0.85	1.29	1.56	0.83	1.11
WINLOCK		0	1863	27	1.45	2.93	1.76	1.84	1.04	1.09	0.88	1.74	1.48	2.03	0.81	0.90
YAKIMA		0	33854	152	0.45	0.67	0.98	0.73	0.68	0.78	0.67	0.67	0.70	0.78	0.64	0.68
	YAKIMA CHESTNUT	0	22499	107	0.48	0.68	1.09	0.70	0.65	0.83	0.66	0.67	0.71	0.77	0.62	0.67
	YAKIMA WEST	0	11355	45	0.40	0.65	0.78	0.78	0.74	0.67	0.69	0.66	0.66	0.79	0.69	0.70
Exchanges in Neighboring States																
CLARKSTON		0	5063	51	1.01	1.13	1.48	1.21	1.07	1.10	0.88	1.00	1.53	0.67	0.85	0.77
TOTALS		0	1019195	7326	0.72	1.01	1.14	0.94	0.82	0.83	0.76	0.78	0.83	0.77	0.73	0.76

WASHINGTON TRUNK BLOCKING SUMMARY - FEBRUARY 2011

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	125	0	0.00%
LOCAL	346	0	0.00%
TOLL	366	1	0.27%

WASHINGTON TRUNK BLOCKING - FEBRUARY 2011

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	1.69%	1xbikng 18hr 021611 Issued SA Tgsr to Cust 022511