



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

November 29, 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 October 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

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 NOV 29 AM 11:33
COMMUNICATIONS SECTION

Washington Service Quality Summary Report - OCTOBER 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 - OCTOBER 2010

METRIC DESCRIPTION	APRIL 2010			MAY 2010			JUNE 2010		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	6280	6357	98.79%	7149	7256	98.53%	7339	7499	97.87%
OOS Tickets Not Cleared Within 48 Hrs	77	1	77	107	1	107	160	1	160
Number of OOS Exemptions	100	1	100	96	1	96	145	1	145
All Other Repairs Cleared LT < 72 Hrs	2239	2257	99.20%	2108	2117	99.57%	2314	2335	99.10%
All Other Troubles Cleared GTR > 72 Hrs	18	1	18	9	1	9	21	1	21
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	0	1	0	0	1	0	5	1	5
Physically Obstructed All Other Troubles Cleared > 72 Hrs	16	1	16	7	1	7	19	1	19
Repair Force Majeure Exclusions	24	1	24	40	1	40	49	1	49
Repair Physically Obstructed Exclusions	40	1	40	41	1	41	38	1	38
Installation Appointments Met	7346	7695	95.46%	6553	6911	94.82%	7172	7719	92.91%
Repair Appointments Met	2813	3218	87.41%	2680	3238	88.94%	3115	3706	84.05%
Provisioning Missed for Company Reasons	120	1	120	133	1	133	167	1	167
Provisioning Missed for Customer Reasons	907	1	907	880	1	880	962	1	962
% 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 - OCTOBER 2010

METRIC DESCRIPTION	JULY 2010			AUGUST 2010			SEPTEMBER 2010		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	6681	6860	97.39%	6209	6482	95.79%	6797	7096	95.79%
OOS Tickets Not Cleared Within 48 Hrs	179	1	179	273	1	273	299	1	299
Number of OOS Exemptions	131	1	131	156	1	156	177	1	177
All Other Repairs Cleared LT < 72 Hrs	2005	2039	98.33%	2025	2072	97.73%	2046	2093	97.75%
All Other Troubles Cleared GTR > 72 Hrs	34	1	34	47	1	47	47	1	47
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	2	1	2	2	1	2	5	1	5
Physically Obstructed All Other Troubles Cleared > 72 Hrs	17	1	17	30	1	30	21	1	21
Repair Force Majeure Exclusions	21	1	21	19	1	19	20	1	20
Repair Physically Obstructed Exclusions	29	1	29	22	1	22	31	1	31
Installation Appointments Met	6554	7022	93.34%	6604	7070	93.41%	6399	6858	93.31%
Repair Appointments Met	2954	3522	83.87%	2934	3467	84.63%	3607	4356	82.81%
Provisioning Missed for Company Reasons	161	1	161	144	1	144	198	1	198
Provisioning Missed for Customer Reasons	979	1	979	904	1	904	905	1	905
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard			Met Standard			Met Standard

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Washington Service Quality Summary Report - OCTOBER 2010

OCTOBER 2010			
METRIC DESCRIPTION	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	6376	6839	93.23%
OOS Tickets Not Cleared Within 48 Hrs	463	1	463
Number of OOS Exemptions	212	1	212
All Other Repairs Cleared LT < 72 Hrs	1917	1967	97.46%
All Other Troubles Cleared GTR > 72 Hrs	50	1	50
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	6	1	6
Physically Obstructed All Other Troubles Cleared > 72 Hrs	23	1	23
Repair Force Majeure Exclusions	16	1	16
Repair Physically Obstructed Exclusions	25	1	25
Installation Appointments Met	5945	6304	94.31%
Repair Appointments Met	3798	4510	84.21%
Provisioning Missed for Company Reasons	140	1	140
Provisioning Missed for Customer Reasons	897	1	897
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard

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Washington Orders Summary - OCTOBER 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-HOOJIAM		117	3	11.67	2	98.29%	0	100.00%	
AUBURN		204	4	25.25	1	99.51%	0	100.00%	
BAINBRIDGE ISLAND		72	1	74.00	0	100.00%	0	100.00%	
BATTLEGROUND		66	0		2	96.97%	0	100.00%	
BELFAIR		61	0		2	96.72%	0	100.00%	
BELLEVUE		271	4	27.50	3	98.89%	0	100.00%	
BELLEVUE GLENCOURT		113	3	34.00	0	100.00%	0	100.00%	
BELLEVUE-SHERWOOD		158	1	8.00	3	98.10%	0	100.00%	
BELLINGHAM		244	5	37.60	0	100.00%	0	100.00%	
BELLINGHAM LUMMI		13	1	8.00	0	100.00%	0	100.00%	
BELLINGHAM REGENT		231	4	45.00	0	100.00%	0	100.00%	
BLACK DIAMOND		22	1	15.00	0	100.00%	0	100.00%	
BREMERTON		242	1	2.00	2	99.17%	0	100.00%	
BREMERTON CROSBY		24	0		0	100.00%	0	100.00%	
BREMERTON ESSEX		214	0		2	99.07%	0	100.00%	
BREMERTON SUNNYSLOPE		4	1	2.00	0	100.00%	0	100.00%	
BUCKLEY		16	0		1	93.75%	0	100.00%	
CASTLE ROCK		28	1	4.00	0	100.00%	0	100.00%	
CENTRALIA		107	2	32.00	1	99.07%	0	100.00%	
CHEHALIS		87	2	33.00	2	97.70%	0	100.00%	
CHEHALIS		66	2	33.00	2	96.97%	0	100.00%	
CHEHALIS NAPAVINE		21	0		0	100.00%	0	100.00%	
CLE-ELUM		24	2	49.00	0	100.00%	0	100.00%	
COLFAX		15	0		1	93.33%	0	100.00%	
COLVILLE		52	0		0	100.00%	0	100.00%	
COPALIS(OCEAN SHORES)		22	0		0	100.00%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
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Washington Orders Summary - OCTOBER 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		31	0		0	100.00%	0	100.00%	
CRYSTAL MTN.		6	0		0	100.00%	0	100.00%	
DAYTON		21	0		2	90.48%	0	100.00%	
DEER PARK		43	2	21.50	0	100.00%	0	100.00%	
DES MOINES		264	3	17.33	0	100.00%	0	100.00%	
	DES MOINES	101	1	14.00	0	100.00%	0	100.00%	
	DES MOINES FEDERAL WAY	163	2	19.00	0	100.00%	0	100.00%	
EASTON		6	0		0	100.00%	0	100.00%	
ELK		18	0		0	100.00%	0	100.00%	
ENUMCLAW		34	2	18.50	0	100.00%	0	100.00%	
EPHRATA		25	0		1	96.00%	0	100.00%	
GRAHAM		108	5	35.60	1	99.07%	0	100.00%	
GREEN BLUFF		19	0		0	100.00%	0	100.00%	
HOODSPORT		24	1	13.00	0	100.00%	0	100.00%	
ISSAQUAH		107	1	3.00	2	98.13%	0	100.00%	
KENT		357	4	15.00	1	99.72%	0	100.00%	
	KENT MERIDIAN	82	2	9.50	0	100.00%	0	100.00%	
	KENT O BRIEN	44	0		1	97.73%	0	100.00%	
	KENT ULRICH	231	2	20.50	0	100.00%	0	100.00%	
LIBERTY LAKE		8	0		0	100.00%	0	100.00%	
LONGVIEW-KELSO		251	1	17.00	5	98.01%	0	100.00%	
LOON LAKE		14	0		0	100.00%	0	100.00%	
MAPLE VALLEY		43	1	1.00	0	100.00%	0	100.00%	
MOSES LAKE		134	3	38.33	1	99.25%	0	100.00%	
	MOSES LAKE AFB	26	1	43.00	0	100.00%	0	100.00%	
	MOSES LAKE ALDER	108	2	36.00	1	99.07%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders
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Washington Orders Summary - OCTOBER 2010
from RSOR and OP15A

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STANDARD						90.00%		99.00%	
NEWMAN LAKE		8	1	1.00	0	100.00%	0	100.00%	
NORTHPORT		12	0		0	100.00%	0	100.00%	
OLYMPIA		450	4	34.75	2	99.56%	0	100.00%	
	OLYMPIA EVERGREEN	27	0		0	100.00%	0	100.00%	
	OLYMPIA LACEY	191	3	38.00	1	99.48%	0	100.00%	
	OLYMPIA WHITEHALL	232	1	25.00	1	99.57%	0	100.00%	
OMAK-OKANOGAN		70	3	20.67	3	95.71%	0	100.00%	
OROVILLE		28	0		1	96.43%	0	100.00%	
OTHELLO		46	7	130.29	1	97.83%	0	100.00%	3
PASCO		202	1	74.00	1	99.50%	0	100.00%	
PATEROS		7	0		3	57.14%	0	100.00%	
POMEROY		12	0		0	100.00%	0	100.00%	
PT. ANGELES		112	4	5.50	1	99.11%	0	100.00%	
	PT ANGELES JOYCE	12	0		0	100.00%	0	100.00%	
	PT. ANGELES	100	4	5.50	1	99.00%	0	100.00%	
PT. LUDLOW		9	0		0	100.00%	0	100.00%	
PT. ORCHARD		132	1	22.00	1	99.24%	0	100.00%	
	PORT ORCHARD COLBY	48	1	22.00	0	100.00%	0	100.00%	
	PT. ORCHARD	84	0		1	98.81%	0	100.00%	
PT. TOWNSEND		122	1	26.00	1	99.16%	0	100.00%	
PUYALLAP		223	2	9.50	2	99.10%	0	100.00%	
RENTON		355	1	17.00	6	98.31%	0	100.00%	
RIDGEFIELD		21	2	73.50	0	100.00%	0	100.00%	
ROCHESTER		37	0		0	100.00%	0	100.00%	
ROY		20	1	28.00	1	95.00%	0	100.00%	
SEATTLE		1973	28	42.11	19	99.04%	0	100.00%	3

Source: 5 and 90 day data from RSOR completed orders
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STANDARD									
	SEATTLE ATWATER	123	1	64.00	1	99.19%	0	100.00%	
	SEATTLE CAMPUS	58	3	5.33	1	98.28%	0	100.00%	
	SEATTLE CHERRY	274	5	75.20	1	99.64%	0	100.00%	1
	SEATTLE DUWAMISH	121	1	20.00	1	99.17%	0	100.00%	
	SEATTLE EAST	208	2	84.50	1	99.52%	0	100.00%	1
	SEATTLE ELLIOT	85	0		0	100.00%	0	100.00%	
	SEATTLE EMERSON	204	2	88.50	0	100.00%	0	100.00%	1
	SEATTLE LAKEVIEW	121	4	18.50	4	96.69%	0	100.00%	
	SEATTLE MAIN	281	5	39.60	3	98.93%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	32	0		0	100.00%	0	100.00%	
	SEATTLE PARKWAY	188	3	4.33	2	98.94%	0	100.00%	
	SEATTLE SUNSET	143	0		2	98.60%	0	100.00%	
	SEATTLE WEST	135	2	36.00	3	97.78%	0	100.00%	
SEQUIM		109	2	34.00	1	99.08%	0	100.00%	
SHELTON		140	2	180.00	1	99.29%	0	100.00%	2
SILVERDALE		83	0		0	100.00%	0	100.00%	
SPOKANE		1359	17	20.18	10	99.26%	0	100.00%	
	SPOKANE CHESTNUT	31	0		0	100.00%	0	100.00%	
	SPOKANE FAIRFAX	199	4	27.50	0	100.00%	0	100.00%	
	SPOKANE HUDSON	205	2	14.50	1	99.51%	0	100.00%	
	SPOKANE KEYSTONE	151	1	34.00	0	100.00%	0	100.00%	
	SPOKANE MORAN	71	0		1	98.59%	0	100.00%	
	SPOKANE RIVERSIDE	203	6	22.33	4	98.03%	0	100.00%	
	SPOKANE WALNUT	331	2	15.50	3	99.09%	0	100.00%	
	SPOKANE WHITWORTH	168	2	2.50	1	99.40%	0	100.00%	
SPRINGDALE		26	0		0	100.00%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders
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STANDARD						99.00%		99.00%	
SUMNER (BONNEYLAKE)		104	0		2	98.08%	0	100.00%	
TACOMA		1274	15	42.07	8	99.37%	0	100.00%	
	TACOMA FORT LEWIS	51	3	82.33	0	100.00%	0	100.00%	
	TACOMA GREENFIELD	215	1	13.00	2	99.07%	0	100.00%	
	TACOMA JUNIPER	206	4	20.00	0	100.00%	0	100.00%	
	TACOMA LENNOX	208	1	57.00	0	100.00%	0	100.00%	
	TACOMA LOGAN	107	0		2	98.13%	0	100.00%	
	TACOMA MARKET (FAWCETT)	170	2	35.00	2	98.82%	0	100.00%	
	TACOMA SKYLINE	99	2	6.50	0	100.00%	0	100.00%	
	TACOMA WAVERLY-2	37	0		0	100.00%	0	100.00%	
	TACOMA WAVERLY-7	181	2	75.50	2	98.90%	0	100.00%	
VANCOUVER		738	3	6.00	5	99.32%	0	100.00%	
	VANCOUVER ORCHARDS	390	1	9.00	3	99.23%	0	100.00%	
	VANCOUVER OXFORD	248	2	4.50	2	99.19%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	100	0		0	100.00%	0	100.00%	
WAITSBURG		5	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		164	2	111.00	1	99.39%	0	100.00%	1
WARDEN		16	2	36.50	1	93.75%	0	100.00%	
WINLOCK		22	1	54.00	0	100.00%	0	100.00%	
YAKIMA		456	10	27.20	5	98.90%	0	100.00%	
	YAKIMA CHESTNUT	363	8	32.00	4	98.90%	0	100.00%	
	YAKIMA WEST	93	2	8.00	1	98.92%	0	100.00%	
Exchanges in Neighboring States									
CLARKSTON		58	0		1	98.28%	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						99.00%		98.00%	
TOTALS		11556	159	37.52	107	99.07%	0	100.00%	9
All orders over 180 days in Othello, Seattle Cherry, Seattle East, Shelton and Walla Walla are all being held for customer reasons.									
Seattle Emerson order held over 180 days is due to a system issue and should not have appeared on this report.									
Pateros orders not completed within 5 days due to low volume.									

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WASHINGTON TROUBLE REPORT RATE - OCTOBER 2010

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE OCT-10	RATE SEP-10	RATE AUG-10	RATE JUL-10	RATE JUN-10	RATE MAY-10	RATE APR-10	RATE MAR-10	RATE FEB-10	RATE JAN-10	RATE DEC-09	RATE NOV-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	9614	108	1.12	0.94	0.96	0.62	0.76	0.61	0.63	0.80	0.84	1.24	1.12	1.94
AUBURN	0	16743	132	0.79	0.90	0.77	0.80	0.97	0.81	0.58	0.79	0.82	1.18	0.94	0.99
BAINBRIDGE ISLAND	0	9066	95	1.05	0.75	0.98	1.09	0.98	0.95	0.83	1.04	0.88	1.32	1.07	1.30
BATTLEGROUND	0	8236	57	0.69	0.91	0.59	0.75	1.03	0.88	0.65	0.60	0.76	0.96	0.76	1.26
BELFAIR	0	5908	56	0.95	1.33	0.71	1.21	1.09	0.73	0.76	1.06	0.62	1.16	1.72	1.00
BELLEVUE	0	34903	228	0.65	0.82	0.73	0.66	0.69	0.59	0.65	0.68	0.57	0.64	0.67	0.74
BELLEVUE GLENCOURT	0	14727	72	0.49	0.84	0.59	0.63	0.57	0.43	0.56	0.53	0.54	0.49	0.48	0.69
BELLEVUE-SHERWOOD	0	20176	156	0.77	0.80	0.83	0.69	0.78	0.70	0.72	0.78	0.59	0.75	0.81	0.78
BELLINGHAM	0	24036	109	0.45	0.54	0.41	0.48	0.46	0.41	0.44	0.48	0.35	0.44	0.49	0.66
BELLINGHAM LUMMI	0	1227	10	0.81	0.96	0.56	0.49	0.96	0.88	0.72	0.48	0.48	0.39	1.16	1.34
BELLINGHAM REGENT	0	22809	99	0.43	0.52	0.40	0.48	0.43	0.38	0.43	0.48	0.34	0.44	0.46	0.62
BLACK DIAMOND	0	2182	49	2.25	1.17	1.50	0.83	1.68	1.55	0.98	1.30	1.59	1.74	0.98	1.86
BREMERTON	0	26612	141	0.53	0.52	0.52	0.74	0.42	0.45	0.46	0.52	0.67	0.73	0.65	0.74
BREMERTON CROSBY	0	2815	24	0.85	1.20	1.43	1.11	0.97	1.07	1.06	1.19	2.24	2.10	1.68	1.31
BREMERTON ESSEX	0	23169	108	0.47	0.43	0.41	0.67	0.35	0.38	0.39	0.45	0.47	0.58	0.52	0.67
BREMERTON SUNNYSLOPE	0	628	9	1.43	1.12	0.64	1.60	0.79	0.47	0.31	0.46	1.39	0.46	1.23	1.24
BUCKLEY	0	1856	38	2.05	3.38	2.24	3.27	1.41	1.04	1.02	1.16	1.51	2.00	1.38	2.00
CASTLE ROCK	0	3312	48	1.45	1.88	1.47	0.67	1.59	1.09	1.09	1.33	3.88	3.09	1.87	2.89
CENTRALIA	0	6189	72	1.16	1.06	0.67	1.16	0.76	0.60	0.84	0.77	1.01	1.30	1.13	1.11
CHEHALIS	0	8129	81	1.00	1.38	1.18	0.92	1.27	1.42	1.21	1.07	1.18	1.60	1.38	1.21
CHEHALIS	0	5869	55	0.94	1.25	1.13	0.81	1.26	1.12	1.32	0.98	1.21	1.18	0.92	1.18
CHEHALIS NAPAVINE	0	2260	26	1.15	1.71	1.30	1.21	1.29	2.18	0.94	1.31	1.09	2.71	2.57	1.29
CHEHALIS	0	2564	11	0.43	0.50	0.88	0.54	0.76	0.41	0.53	0.67	0.48	0.85	0.70	1.02
CHEHALIS	0	2109	20	0.95	1.47	2.83	1.31	0.89	1.03	2.09	0.83	1.15	1.05	1.18	1.54
CHEHALIS	0	6339	51	0.80	0.91	0.86	0.88	1.11	1.14	2.71	0.65	0.78	1.03	0.69	0.52
CHEHALIS(OCEAN SHORES)	0	3084	44	1.43	1.67	1.08	1.01	2.49	0.96	0.77	1.03	1.21	1.38	1.79	3.08
COULLEE DAM	1	1956	50	2.56	1.07	1.16	2.22	2.57	1.10	0.95	4.99	1.35	2.19	1.24	1.63
CRYSTAL MTN.	0	565	3	0.53	0.53	0.00	0.35	1.05	0.87	0.86	0.51	0.34	1.00	1.66	0.50
DAYTON	0	1690	7	0.41	0.89	1.00	1.35	0.75	0.93	1.50	0.69	1.10	0.69	1.26	1.37
DEER PARK	0	5478	63	1.15	1.50	1.77	1.10	1.95	1.17	1.10	0.98	0.74	0.68	1.02	0.64
DES MOINES	0	17194	180	1.05	1.06	0.81	0.76	0.83	0.83	0.77	0.94	0.93	0.98	0.86	1.08
DES MOINES	0	6747	76	1.13	1.28	0.90	0.79	0.89	1.05	0.83	0.76	0.78	0.86	0.96	1.15
DES MOINES FEDERAL WAY	0	10447	104	1.00	0.91	0.75	0.74	0.79	0.70	0.73	1.06	1.03	1.06	0.80	1.04

WASHINGTON TROUBLE REPORT RATE - OCTOBER 2010

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE OCT-10	RATE SEP-10	RATE AUG-10	RATE JUL-10	RATE JUN-10	RATE MAY-10	RATE APR-10	RATE MAR-10	RATE FEB-10	RATE JAN-10	RATE DEC-09	RATE NOV-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	549	1	0.18	1.09	0.90	0.54	1.07	0.36	0.18	0.18	1.06	1.06	1.22	0.52
ELK	0	2282	36	1.58	1.04	1.25	3.01	1.52	1.17	1.16	1.59	1.14	1.29	1.68	1.44
ENUNCLAW	0	5664	93	1.67	1.84	0.96	1.71	1.59	1.10	0.87	1.09	0.82	1.17	1.14	1.29
EPHRATA	0	2676	20	0.75	0.85	0.66	0.69	1.36	2.18	0.49	1.65	1.01	1.17	0.69	0.99
GRAHAM	0	10016	74	0.74	1.02	0.92	0.69	0.93	0.82	0.56	1.02	1.12	1.56	1.21	0.85
GREEN BLUFF	0	2312	27	1.17	0.86	1.23	1.48	0.67	0.54	0.75	0.50	0.46	0.87	0.66	0.74
HOODSPORT	0	1883	11	0.58	0.84	0.72	1.03	1.03	1.28	1.48	0.56	0.71	1.55	0.90	0.99
ISSAGUAH	0	14460	95	0.66	0.64	0.60	0.61	0.77	0.53	0.62	0.57	0.43	1.15	0.62	0.75
KENT	0	31779	266	0.84	0.83	0.83	0.92	0.73	0.79	0.60	0.64	0.66	0.87	0.75	0.75
KENT MERIDIAN	0	10891	140	1.29	1.26	1.11	1.31	0.90	0.97	0.65	0.79	0.78	1.09	0.91	0.88
KENT O BRIEN	0	6892	21	0.30	0.24	0.23	0.34	0.32	0.29	0.35	0.27	0.22	0.28	0.38	0.23
KENT ULRICH	0	13996	105	0.75	0.80	0.90	0.90	0.79	0.89	0.68	0.89	0.79	0.97	0.80	0.90
LIBERTY LAKE	0	802	15	1.87	0.73	0.47	0.70	0.46	0.57	0.34	0.34	0.34	0.33	0.44	0.42
LONGVIEW-KELSO	0	19168	237	1.24	1.43	1.05	1.09	1.16	1.00	1.21	0.98	1.05	1.67	1.18	1.22
LOON LAKE	0	1077	8	0.74	0.55	1.06	1.23	1.22	1.14	0.79	0.70	0.44	0.69	1.47	0.43
MAPLE VALLEY	0	7034	53	0.75	0.64	0.77	0.99	0.71	0.84	0.60	0.49	0.62	0.76	0.89	0.88
MOSES LAKE	0	10961	75	0.68	1.05	1.15	0.97	1.21	1.23	0.95	1.22	0.75	1.25	0.96	0.93
MOSES LAKE AFB	0	1784	19	1.07	2.00	0.82	0.76	0.80	1.59	0.74	1.04	0.57	0.98	0.87	0.82
MOSES LAKE ALDER	0	9177	56	0.61	0.86	1.22	1.01	1.29	1.16	0.99	1.26	0.78	1.30	0.97	0.95
NEWMAN LAKE	0	1394	5	0.36	0.64	1.40	0.42	0.74	1.00	0.86	0.26	0.39	0.45	0.95	0.32
NORTHPORT	0	982	8	0.81	0.60	0.99	1.09	1.50	0.80	0.80	0.80	0.80	1.60	0.89	3.16
OLYMPIA	0	49426	368	0.74	0.74	0.76	0.78	0.64	0.48	0.65	0.56	0.59	0.96	0.71	0.76
OLYMPIA EVERGREEN	0	3872	54	1.39	1.33	0.95	1.94	0.96	0.90	1.40	0.90	1.01	1.31	1.11	1.19
OLYMPIA LACEY	0	21652	153	0.71	0.67	0.69	0.52	0.56	0.40	0.49	0.50	0.57	0.87	0.66	0.68
OLYMPIA WHITEHALL	0	23902	161	0.67	0.70	0.80	0.82	0.66	0.49	0.67	0.55	0.54	0.99	0.69	0.77
OMAK-OKANOGAN	0	6498	75	1.15	1.56	2.33	1.73	1.49	1.39	1.34	1.51	1.71	2.46	1.05	1.05
OROVILLE	0	1676	25	1.49	1.60	1.71	1.46	1.58	1.58	1.68	0.75	1.44	2.41	1.78	2.62
OTHELLO	0	3652	49	1.27	2.08	1.53	1.50	1.98	1.96	1.59	2.13	2.60	2.17	1.47	1.24
PASCO	0	14136	120	0.85	1.01	0.92	1.06	0.96	0.92	0.89	0.79	0.93	1.33	0.77	0.57
PATEROS	0	708	11	1.55	1.54	1.52	0.83	1.93	1.24	0.95	0.41	1.24	1.23	1.92	1.36
POMEROY	0	1217	18	1.48	2.21	2.05	2.44	2.60	2.76	0.97	2.02	0.97	2.48	1.44	2.07
PT. ANGELES	0	13624	129	0.95	0.81	0.79	0.65	0.85	0.74	0.97	0.80	0.68	1.20	1.13	1.29
PT ANGELES JOYCE	0	1017	15	1.47	1.27	1.92	1.24	0.95	1.32	1.98	1.03	1.50	0.93	1.94	3.04

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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	12607	114	0.90	0.77	0.70	0.60	0.84	0.69	0.89	0.78	0.61	1.22	1.06	1.15
PT. LUDLOW	0	2248	14	0.62	0.35	0.91	0.69	1.07	0.38	0.59	0.59	0.50	1.25	0.87	0.83
PT. ORCHARD	0	15030	159	1.06	1.08	0.85	0.75	0.95	0.69	0.63	0.92	0.84	1.26	1.22	1.16
	0	5616	61	1.09	0.92	1.01	0.91	1.33	0.62	0.58	0.82	0.86	1.14	0.97	1.12
PORT ORCHARD COLBY	0	9414	98	1.04	1.18	0.75	0.66	0.72	1.05	0.67	0.98	0.83	1.33	1.37	1.19
PT. ORCHARD	0	10040	71	0.71	0.87	0.81	0.61	0.89	0.66	0.98	0.74	0.96	0.72	0.86	0.86
PT. TOWNSEND	0	18199	174	0.96	0.90	0.74	0.56	0.90	0.80	0.61	0.73	0.91	1.19	0.93	1.04
PUYALLAP	0	29325	215	0.73	0.95	0.72	0.58	0.75	0.66	0.69	0.83	0.70	0.95	0.86	1.05
RENTON	0	2824	24	0.85	1.23	1.12	0.87	0.62	1.23	0.81	0.54	0.96	1.79	1.41	0.88
RIDGEFIELD	0	3991	66	1.65	1.61	1.32	1.31	0.91	1.27	0.74	0.94	1.49	1.79	1.95	2.67
ROCHESTER	0	2028	30	1.48	0.69	0.73	0.92	1.48	0.90	2.03	2.43	1.07	2.00	0.51	1.34
ROY	0	215065	1281	0.60	0.57	0.52	0.54	0.57	0.59	0.56	0.59	0.53	0.72	0.62	0.83
SEATTLE	0	15399	71	0.46	0.39	0.40	0.36	0.46	0.43	0.46	0.53	0.43	0.71	0.59	0.68
SEATTLE ATWATER	0	7909	26	0.33	0.24	0.44	0.27	0.44	0.42	0.50	0.67	0.43	0.67	0.35	0.81
SEATTLE CAMPUS	0	24392	202	0.83	0.88	0.67	0.82	0.67	0.68	0.70	0.69	0.82	0.95	1.06	1.03
SEATTLE CHERRY	0	10194	93	0.91	0.55	0.54	0.93	1.07	0.95	0.74	0.81	0.85	0.93	0.88	1.36
SEATTLE DUWAMISH	0	23079	126	0.55	0.50	0.66	0.54	0.57	0.62	0.56	0.62	0.52	0.72	0.63	1.02
SEATTLE EAST	0	6079	16	0.26	0.26	0.21	0.17	0.11	0.25	0.17	0.20	0.31	0.28	0.28	0.46
SEATTLE ELLIOT	0	22594	123	0.54	0.76	0.83	0.69	0.98	0.78	0.58	0.54	0.57	0.68	0.70	0.84
SEATTLE EMERSON	0	19665	158	0.80	0.61	0.55	0.60	0.50	0.56	0.63	0.53	0.47	0.79	0.55	0.86
SEATTLE LAKEVIEW	0	31585	49	0.16	0.13	0.13	0.15	0.15	0.18	0.16	0.17	0.16	0.17	0.21	0.16
SEATTLE MAIN	0	7272	66	0.91	0.73	0.79	0.68	0.84	0.53	0.62	0.76	0.68	0.95	0.68	0.92
SEATTLE MERCER ISLAND (ADAMS)	0	14770	143	0.97	0.76	0.65	0.81	0.73	0.96	0.93	1.27	1.16	1.33	0.95	1.19
SEATTLE PARKWAY	0	16432	117	0.71	0.80	0.40	0.49	0.44	0.52	0.51	0.61	0.40	0.79	0.52	0.99
SEATTLE SUNSET	0	15695	91	0.58	0.67	0.49	0.60	0.61	0.85	0.80	0.61	0.41	0.76	0.58	0.85
SEATTLE WEST	0	11694	87	0.74	0.81	1.21	0.85	0.68	0.55	0.64	0.78	0.76	0.93	0.86	0.95
SEQUIM	0	11731	129	1.10	1.01	0.85	1.10	1.13	1.12	1.04	0.86	1.01	1.38	1.31	0.84
SHELTON	0	10549	73	0.69	0.57	0.88	0.62	0.71	0.61	0.58	0.71	0.82	0.91	0.54	0.74
SILVERDALE	0	95674	874	0.91	0.81	0.85	0.95	0.99	0.87	0.82	0.75	0.87	1.06	1.01	0.73
SPOKANE	0	2125	31	1.46	0.88	0.82	0.85	1.16	1.09	1.29	1.53	1.35	2.43	3.63	1.03
SPOKANE CHESTNUT	0	13377	137	1.02	0.72	0.92	0.73	1.23	1.29	1.01	0.84	1.29	1.53	1.13	0.91
SPOKANE FAIRFAX	0	10552	126	1.19	0.88	1.02	1.01	0.96	0.71	0.91	1.06	1.20	1.20	1.07	0.85
SPOKANE HUDSON	0	9446	72	0.76	0.71	0.62	0.69	1.20	0.83	0.91	0.57	0.78	0.95	1.18	0.73
SPOKANE KEYSTONE	0														

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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	6036	52	0.86	0.67	0.67	0.60	0.59	0.83	0.67	0.58	0.70	1.03	0.76	0.82
SPOKANE RIVERSIDE	0	13704	139	1.01	1.25	0.77	1.49	1.28	0.76	0.70	0.89	0.94	1.09	0.92	0.75
SPOKANE WALNUT	0	26141	219	0.84	0.72	0.99	0.88	0.81	0.85	0.75	0.66	0.62	0.71	0.83	0.60
SPOKANE WHITWORTH	0	14293	98	0.69	0.67	0.75	1.06	0.86	0.74	0.73	0.75	0.66	1.02	0.84	0.71
SPRINGDALE	3	1626	61	3.75	2.70	4.32	3.66	1.56	5.10	1.62	0.78	2.27	3.71	4.27	1.70
SUMNER (BONNEYLAKE)	0	11030	113	1.02	0.84	0.93	0.75	1.17	0.81	0.90	1.39	0.84	1.09	1.03	0.84
TACOMA	0	103192	872	0.85	0.79	0.67	0.73	0.84	0.86	0.76	0.77	0.72	1.04	0.82	0.95
TACOMA FORT LEWIS	0	2258	15	0.66	0.60	0.60	0.60	0.45	0.41	0.28	0.67	0.94	0.50	0.53	0.83
TACOMA GREENFIELD	0	13916	139	1.00	0.97	0.73	1.05	0.93	1.24	1.10	0.93	0.80	1.33	1.04	1.23
TACOMA JUNIPER	0	14124	137	0.97	0.81	0.79	0.85	0.82	1.13	0.83	0.70	0.88	1.11	0.93	0.89
TACOMA LENNOX	0	16958	138	0.81	0.91	0.85	0.71	1.16	0.80	0.83	0.99	0.77	1.17	0.79	1.14
TACOMA LOGAN	0	10281	79	0.77	0.77	0.55	0.60	0.57	0.52	0.61	0.95	0.65	1.05	0.81	0.90
TACOMA MARKET (FAWCETT)	0	12369	93	0.75	0.56	0.51	0.59	0.48	0.70	0.65	0.57	0.50	0.63	0.62	0.86
TACOMA SKYLINE	0	10245	88	0.86	0.79	0.62	0.67	0.92	1.15	0.86	0.65	0.69	0.86	0.58	1.01
TACOMA WAVERLY-2	0	4581	31	0.68	0.60	0.46	0.38	1.32	0.96	0.90	0.71	0.90	1.36	1.92	0.86
TACOMA WAVERLY-7	0	18460	152	0.82	0.73	0.61	0.70	0.74	0.60	0.51	0.65	0.64	1.02	0.60	0.70
VANCOUVER	0	58571	543	0.93	0.93	0.66	0.83	0.87	0.81	0.81	0.86	0.85	1.09	1.09	1.09
VANCOUVER ORCHARDS	0	29315	293	1.00	1.01	0.71	0.75	0.87	0.74	0.68	0.81	0.77	0.96	1.01	1.25
VANCOUVER OXFORD	0	17143	154	0.90	0.91	0.63	1.02	0.97	1.09	1.00	0.92	0.90	1.22	1.19	0.98
VANCOUVER SALMON CRK(NORTH)	0	12113	96	0.79	0.75	0.56	0.77	0.75	0.57	0.86	0.88	0.95	1.23	1.14	0.86
WAITSBURG	0	486	4	0.82	1.43	1.21	1.39	0.79	0.20	0.19	0.38	1.13	1.13	0.00	0.75
WALLA WALLA (INCL TOUCHET)	0	12872	98	0.76	0.69	0.60	0.78	1.24	0.73	0.63	1.01	0.70	1.26	0.71	0.75
WARDEN	0	1034	18	1.74	1.06	1.04	0.85	1.29	1.56	0.83	1.11	1.66	2.20	1.00	1.71
WINLOCK	0	1917	20	1.04	1.09	0.88	1.74	1.48	2.03	0.81	0.90	1.16	1.80	1.69	1.54
YAKIMA	0	35138	239	0.68	0.78	0.67	0.67	0.70	0.78	0.64	0.68	0.75	1.11	0.64	0.57
YAKIMA CHESTNUT	0	23356	152	0.65	0.83	0.66	0.67	0.71	0.77	0.62	0.67	0.76	1.19	0.68	0.62
YAKIMA WEST	0	11782	87	0.74	0.67	0.69	0.66	0.66	0.79	0.69	0.70	0.73	0.95	0.55	0.49
Exchanges in Neighboring States															
CLARKSTON	0	5325	57	1.07	1.10	0.88	1.00	1.53	0.67	0.85	0.77	0.71	1.39	0.87	0.84
TOTALS	0	1061430	8684	0.82	0.83	0.76	0.78	0.83	0.77	0.73	0.76	0.75	1.02	0.85	0.92

WASHINGTON TRUNK BLOCKING SUMMARY - OCTOBER 2010

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	125	0	0.00%
LOCAL	366	0	0.00%
TOLL	365	0	0.00%

WASHINGTON TRUNK BLOCKING - OCTOBER 2010

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
							No Trunk Groups Exceeding Standards