

Washington Service Quality Summary Report - SEPTEMBER 2011

METRIC DESCRIPTION	JANUARY 2011			FEBRUARY 2011			MARCH 2011		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	6671	7914	84.29%	5329	5532	96.33%	6614	6832	96.81%
OOS Tickets Not Cleared Within 48 Hrs	1243	1	1243	203	1	203	218	1	218
Number of OOS Exemptions	319	1	319	166	1	166	157	1	157
All Other Repairs Cleared LT < 72 Hrs	2392	2465	97.04%	1788	1810	98.78%	2038	2053	99.27%
All Other Troubles Cleared GTR > 72 Hrs	73	1	73	22	1	22	15	1	15
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	7	1	7	3	1	3	1	1	1
Physically Obstructed All Other Troubles Cleared > 72 Hrs	46	1	46	32	1	32	20	1	20
Repair Force Majeure Exclusions	43	1	43	15	1	15	59	1	59
Repair Physically Obstructed Exclusions	71	1	71	38	1	38	56	1	56
Installation Appointments Met	5283	5596	94.41%	5198	5459	95.22%	5625	5914	95.11%
Repair Appointments Met	3618	4349	83.19%	2969	3474	85.46%	3531	4205	83.97%
Provisioning Missed for Company Reasons	170	1	170	149	1	149	138	1	138
Provisioning Missed for Customer Reasons	723	1	723	766	1	766	767	1	767
% of Switches Delivering Dial Tone Within 3 seconds	6639	6639	100.00%	6027	6027	100.00%	6649	6649	100.00%

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - SEPTEMBER 2011

METRIC DESCRIPTION	APRIL 2011			MAY 2011			JUNE 2011		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	5354	5502	97.31%	5635	5758	97.86%	5088	5188	98.07%
OOS Tickets Not Cleared Within 48 Hrs	148	1	148	123	1	123	100	1	100
Number of OOS Exemptions	115	1	115	112	1	112	79	1	79
All Other Repairs Cleared LT < 72 Hrs	1775	1791	99.11%	2053	2073	99.04%	2846	2865	99.34%
All Other Troubles Cleared GTR > 72 Hrs	16	1	16	20	1	20	19	1	19
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	1	1	1	1	1	1	1	1	1
Physically Obstructed All Other Troubles Cleared > 72 Hrs	13	1	13	20	1	20	22	1	22
Repair Force Majeure Exclusions	29	1	29	46	1	46	79	1	79
Repair Physically Obstructed Exclusions	33	1	33	60	1	60	53	1	53
Installation Appointments Met	5102	5343	95.49%	4882	5071	96.27%	5297	5551	95.42%
Repair Appointments Met	2701	3148	85.80%	2731	3107	87.90%	2814	3249	86.61%
Provisioning Missed for Company Reasons	107	1	107	108	1	108	131	1	131
Provisioning Missed for Customer Reasons	727	1	727	687	1	687	766	1	766
% of Switches Delivering Dial Tone Within 3 seconds	6459	6459	100.00%	6666	6670	99.94%	6235	6242	99.89%

Washington Service Quality Summary Report - SEPTEMBER 2011

METRIC DESCRIPTION	JULY 2011			AUGUST 2011			SEPTEMBER 2011		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	5096	5195	98.09%	5328	5461	97.56%	2663	2727	97.65%
OOS Tickets Not Cleared Within 48 Hrs	99	1	99	133	1	133	64	1	64
Number of OOS Exemptions	94	1	94	123	1	123	64	1	64
All Other Repairs Cleared LT < 72 Hrs	2238	2251	99.42%	2596	2614	99.31%	4886	4931	99.09%
All Other Troubles Cleared GTR > 72 Hrs	13	1	13	18	1	18	45	1	45
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	1	1	1	2	1	2	4	1	4
Physically Obstructed All Other Troubles Cleared > 72 Hrs	18	1	18	27	1	27	56	1	56
Repair Force Majeure Exclusions	20	1	20	34	1	34	62	1	62
Repair Physically Obstructed Exclusions	30	1	30	37	1	37	33	1	33
Installation Appointments Met	4435	4678	94.81%	5148	5407	95.21%	4715	5046	93.44%
Repair Appointments Met	2673	3132	85.34%	2547	3021	84.31%	2295	2732	84.00%
Provisioning Missed for Company Reasons	198	1	198	161	1	161	169	1	169
Provisioning Missed for Customer Reasons	752	1	752	831	1	831	741	1	741
% of Switches Delivering Dial Tone Within 3 seconds	6515	6528	99.80%	6664	6670	99.91%	6459	6459	100.00%

Washington Orders Summary - SEPTEMBER 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		90	3	14.33	0	100.00%	0	100.00%	
AUBURN		188	7	16.57	4	97.87%	0	100.00%	
BAINBRIDGE ISLAND		63	1	14.00	0	100.00%	0	100.00%	
BATTLEGROUND		71	4	5.75	0	100.00%	0	100.00%	
BELFAIR		46	5	43.20	1	97.83%	0	100.00%	
BELLEVUE		205	10	24.60	2	99.02%	0	100.00%	
	BELLEVUE GLENCOURT	86	3	9.00	2	97.67%	0	100.00%	
	BELLEVUE-SHERWOOD	119	7	31.29	0	100.00%	0	100.00%	
BELLINGHAM		216	9	10.78	0	100.00%	0	100.00%	
	BELLINGHAM LUMMI	10	0		0	100.00%	0	100.00%	
	BELLINGHAM REGENT	206	9	10.78	0	100.00%	0	100.00%	
BLACK DIAMOND		20	2	30.00	2	90.00%	0	100.00%	
BREMERTON		216	10	13.70	7	96.76%	0	100.00%	
	BREMERTON CROSBY	22	0		1	95.45%	0	100.00%	
	BREMERTON ESSEX	190	10	13.70	6	96.84%	0	100.00%	
	BREMERTON SUNNYSLOPE	4	0		0	100.00%	0	100.00%	
BUCKLEY		15	0		0	100.00%	0	100.00%	
CASTLE ROCK		29	2	85.50	0	100.00%	0	100.00%	1
CENTRALIA		77	4	10.00	0	100.00%	0	100.00%	
CHEHALIS		59	0		2	96.61%	0	100.00%	
	CHEHALIS	42	0		2	95.24%	0	100.00%	
	CHEHALIS NAPAVINE	17	0		0	100.00%	0	100.00%	
CLE-ELUM		24	0		0	100.00%	0	100.00%	
COLFAX		12	0		0	100.00%	0	100.00%	
COLVILLE		74	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 - SEPTEMBER 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%	
COPALIS(OCEAN SHORES)		27	0		0	100.00%	0	100.00%	
COULEE DAM		17	2	23.00	0	100.00%	0	100.00%	
CRYSTAL MTN.		1	1	30.00	0	100.00%	0	100.00%	
DAYTON		12	1	15.00	1	91.67%	0	100.00%	
DEER PARK		48	1	1.00	2	95.83%	0	100.00%	
DES MOINES		212	17	25.41	2	99.06%	0	100.00%	
	DES MOINES	70	9	21.89	0	100.00%	0	100.00%	
	DES MOINES FEDERAL WAY	142	8	29.38	2	98.59%	0	100.00%	
EASTON		7	0		0	100.00%	0	100.00%	
ELK		17	0		1	94.12%	0	100.00%	
ENUMCLAW		31	1	12.00	0	100.00%	0	100.00%	
EPHRATA		26	2	145.50	0	100.00%	0	100.00%	
GRAHAM		117	13	36.62	4	96.58%	0	100.00%	1
GREEN BLUFF		11	0		0	100.00%	0	100.00%	
HOODSPORT		13	0		0	100.00%	0	100.00%	
ISSAQUAH		68	7	14.57	3	95.59%	0	100.00%	
KENT		357	13	19.92	4	98.88%	0	100.00%	
	KENT MERIDIAN	96	2	4.50	0	100.00%	0	100.00%	
	KENT O BRIEN	36	1	15.00	0	100.00%	0	100.00%	
	KENT ULRICH	225	10	23.50	4	98.22%	0	100.00%	
LIBERTY LAKE		4	0		0	100.00%	0	100.00%	
LONGVIEW-KELSO		208	12	17.00	2	99.04%	0	100.00%	
LOON LAKE		9	0		0	100.00%	0	100.00%	
MAPLE VALLEY		40	2	7.50	3	92.50%	0	100.00%	
MOSES LAKE		126	5	45.20	3	97.62%	0	100.00%	1

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STANDARD						90.00%		99.00%	
	MOSES LAKE AFB	32	1	15.00	0	100.00%	0	100.00%	
	MOSES LAKE ALDER	94	4	52.75	3	96.81%	0	100.00%	1
NEWMAN LAKE		5	0		0	100.00%	0	100.00%	
NORTHPORT		12	0		0	100.00%	0	100.00%	
OLYMPIA		368	17	13.53	3	99.18%	0	100.00%	
	OLYMPIA EVERGREEN	24	2	12.00	1	95.83%	0	100.00%	
	OLYMPIA LACEY	153	5	15.20	1	99.35%	0	100.00%	
	OLYMPIA WHITEHALL	191	10	13.00	1	99.48%	0	100.00%	
OMAK-OKANOGAN		63	2	7.00	0	100.00%	0	100.00%	
OROVILLE		18	1	145.00	1	94.44%	0	100.00%	
OTHELLO		27	3	10.67	0	100.00%	0	100.00%	
PASCO		130	7	48.57	0	100.00%	0	100.00%	
PATEROS		12	0		2	83.33%	0	100.00%	
POMEROY		8	0		0	100.00%	0	100.00%	
PT. ANGELES		93	4	46.25	2	97.85%	0	100.00%	
	PT ANGELES JOYCE	8	0		0	100.00%	0	100.00%	
	PT. ANGELES	85	4	46.25	2	97.65%	0	100.00%	
PT. LUDLOW		17	1	13.00	1	94.12%	0	100.00%	
PT. ORCHARD		104	9	25.33	1	99.04%	0	100.00%	
	PORT ORCHARD COLBY	33	6	28.17	1	96.97%	0	100.00%	
	PT. ORCHARD	71	3	19.67	0	100.00%	0	100.00%	
PT. TOWNSEND		84	5	14.20	2	97.62%	0	100.00%	
PUYALLAP		166	7	18.29	3	98.19%	0	100.00%	
RENTON		282	20	21.10	9	96.81%	0	100.00%	1
RIDGEFIELD		13	1	6.00	1	92.31%	0	100.00%	

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STANDARD						90.00%		99.00%	
ROCHESTER		34	1	14.00	0	100.00%	0	100.00%	
ROY		10	1	15.00	1	90.00%	0	100.00%	
SEATTLE		1550	66	35.92	27	98.26%	0	100.00%	7
	SEATTLE ATWATER	79	0		0	100.00%	0	100.00%	
	SEATTLE CAMPUS	46	3	10.00	0	100.00%	0	100.00%	
	SEATTLE CHERRY	287	17	37.47	8	97.21%	0	100.00%	1
	SEATTLE DUWAMISH	100	5	24.40	4	96.00%	0	100.00%	
	SEATTLE EAST	171	8	12.25	3	98.25%	0	100.00%	
	SEATTLE ELLIOT	51	2	83.50	0	100.00%	0	100.00%	1
	SEATTLE EMERSON	176	5	8.80	1	99.43%	0	100.00%	
	SEATTLE LAKEVIEW	111	5	27.00	1	99.10%	0	100.00%	
	SEATTLE MAIN	165	9	100.89	3	98.18%	0	100.00%	5
	SEATTLE MERCER ISLAND (ADAMS)	30	0		0	100.00%	0	100.00%	
	SEATTLE PARKWAY	154	4	14.25	3	98.05%	0	100.00%	
	SEATTLE SUNSET	87	2	14.50	2	97.70%	0	100.00%	
	SEATTLE WEST	93	6	24.00	2	97.85%	0	100.00%	
SEQUIM		71	2	9.00	2	97.18%	0	100.00%	
SHELTON		97	4	46.75	0	100.00%	0	100.00%	
SILVERDALE		80	5	25.40	0	100.00%	0	100.00%	
SPOKANE		1065	46	16.22	15	98.59%	0	100.00%	
	SPOKANE CHESTNUT	28	1	9.00	1	96.43%	0	100.00%	
	SPOKANE FAIRFAX	172	7	15.14	3	98.26%	0	100.00%	
	SPOKANE HUDSON	165	6	14.67	0	100.00%	0	100.00%	
	SPOKANE KEYSTONE	102	3	10.67	0	100.00%	0	100.00%	
	SPOKANE MORAN	45	2	19.00	0	100.00%	0	100.00%	

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STANDARD						90.00%		99.00%	
	SPOKANE RIVERSIDE	166	9	15.22	4	97.59%	0	100.00%	
	SPOKANE WALNUT	261	14	21.14	5	98.08%	0	100.00%	
	SPOKANE WHITWORTH	126	4	10.00	2	98.41%	0	100.00%	
SPRINGDALE		21	0		1	95.24%	0	100.00%	
SUMNER (BONNEYLAKE)		78	5	13.80	1	98.72%	0	100.00%	
TACOMA		1065	53	26.28	7	99.34%	0	100.00%	1
	TACOMA FORT LEWIS	49	2	13.00	0	100.00%	0	100.00%	
	TACOMA GREENFIELD	182	11	40.64	1	99.45%	0	100.00%	
	TACOMA JUNIPER	194	4	14.75	2	98.97%	0	100.00%	
	TACOMA LENNOX	170	12	38.08	2	98.82%	0	100.00%	1
	TACOMA LOGAN	70	6	16.50	0	100.00%	0	100.00%	
	TACOMA MARKET (FAWCETT)	141	6	13.67	1	99.29%	0	100.00%	
	TACOMA SKYLINE	81	3	16.00	0	100.00%	0	100.00%	
	TACOMA WAVERLY-2	35	4	26.25	1	97.14%	0	100.00%	
	TACOMA WAVERLY-7	143	5	14.00	0	100.00%	0	100.00%	
VANCOUVER		575	38	26.87	6	98.96%	0	100.00%	1
	VANCOUVER ORCHARDS	283	15	17.93	2	99.29%	0	100.00%	
	VANCOUVER OXFORD	187	14	40.50	2	98.93%	0	100.00%	1
	VANCOUVER SALMON CRK(NORTH)	105	9	20.56	2	98.10%	0	100.00%	
WAITSBURG		4	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		121	4	35.50	1	99.17%	0	100.00%	
WARDEN		8	2	75.50	0	100.00%	0	100.00%	
WINLOCK		25	0		0	100.00%	0	100.00%	
YAKIMA		338	25	43.80	2	99.41%	0	100.00%	
	YAKIMA CHESTNUT	240	21	47.10	1	99.58%	0	100.00%	

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STANDARD						90.00%		99.00%	
	YAKIMA WEST	98	4	26.50	1	98.98%	0	100.00%	
Exchanges in Neighboring States									
CLARKSTON		31	0		0	100.00%	0	100.00%	
TOTALS		9331	463	26.86	131	98.60%	0	100.00%	13

NOTE: Castle Rock, Graham, Moses Lake, Moses Lake Alder, Renton, Seattle, Seattle Cherry, Seattle Elliot, Seattle Main, Tacoma, Tacoma Lennox, Vancouver, and Vancouver Oxford are all CANCELLED orders and should not appear on this report.

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180 day data from OP15A pending orders
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WASHINGTON TROUBLE REPORT RATE - SEPTEMBER 2011

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE SEP-11	RATE AUG-11	RATE JUL-11	RATE JUN-11	RATE MAY-11	RATE APR-11	RATE MAR-11	RATE FEB-11	RATE JAN-11	RATE DEC-10	RATE NOV-10	RATE OCT-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	8515	63	0.74	0.92	1.34	0.84	0.78	0.91	1.24	1.06	1.20	1.68	1.18	1.12		
AUBURN	0	14416	136	0.94	0.83	0.75	0.82	0.72	0.67	0.79	0.84	1.09	1.05	0.97	0.79		
BAINBRIDGE ISLAND	0	7972	101	1.27	1.13	0.96	1.18	0.77	0.92	1.01	0.70	0.92	1.15	1.19	1.05		
BATTLEGROUNDS	0	7511	95	1.26	1.08	0.71	0.82	0.80	0.83	0.83	0.63	1.53	1.25	1.16	0.69		
BELFAIR	0	5459	43	0.79	0.92	0.67	0.91	0.80	0.71	0.93	0.56	1.42	1.49	1.28	0.95		
BELLEVUE	0	30841	208	0.67	0.63	0.50	0.63	0.54	0.59	0.62	0.60	0.72	0.82	0.80	0.65		
		BELLEVUE GLENCOURT	0	13008	62	0.48	0.54	0.45	0.34	0.41	0.46	0.33	0.50	0.44	0.60	0.62	0.49
		BELLEVUE-SHERWOOD	0	17833	146	0.82	0.69	0.53	0.83	0.64	0.69	0.83	0.68	0.92	0.97	0.93	0.77
BELLINGHAM	0	20969	96	0.46	0.46	0.49	0.32	0.45	0.37	0.45	0.47	0.51	0.52	0.56	0.45		
		BELLINGHAM LUMMI	0	1151	7	0.61	0.86	0.60	0.68	1.01	0.84	0.58	1.08	0.83	0.99	1.39	0.81
		BELLINGHAM REGENT	0	19818	89	0.45	0.44	0.48	0.29	0.42	0.35	0.44	0.44	0.50	0.49	0.52	0.43
BLACK DIAMOND	0	1949	26	1.33	1.11	1.20	1.19	1.22	1.02	1.43	1.61	1.47	2.48	2.59	2.25		
BREMERTON	0	24952	142	0.57	0.59	0.55	0.64	0.57	0.47	0.61	0.52	0.76	0.70	0.71	0.53		
		BREMERTON CROSBY	0	2604	34	1.31	2.02	1.43	2.13	1.12	0.74	1.18	1.32	1.59	1.15	1.60	0.85
		BREMERTON ESSEX	0	21779	107	0.49	0.42	0.45	0.46	0.50	0.44	0.54	0.43	0.63	0.59	0.60	0.47
		BREMERTON SUNNYSLOPE	0	569	1	0.18	0.52	0.52	0.52	1.02	0.34	0.67	0.33	1.81	2.60	0.81	1.43
BUCKLEY	0	1640	34	2.07	3.41	2.67	1.88	0.98	0.98	1.14	1.24	2.36	2.21	1.52	2.05		
CASTLE ROCK	0	3024	48	1.59	1.11	2.02	2.30	2.14	1.59	1.63	2.21	3.06	2.49	1.85	1.45		
CENTRALIA	0	5559	75	1.35	1.39	2.05	0.74	0.82	0.78	1.16	0.84	0.86	1.35	1.24	1.16		
CHEHALIS	0	7551	82	1.09	1.04	0.77	0.88	0.87	0.70	1.26	0.93	1.38	1.68	1.54	1.00		
		CHEHALIS	0	5446	68	1.25	1.15	0.65	1.03	0.88	0.60	1.16	0.84	1.22	1.45	1.34	0.94
		CHEHALIS NAPAVINE	0	2105	14	0.67	0.75	1.08	0.51	0.87	0.95	1.49	1.17	1.79	2.28	2.09	1.15
CLE-ELUM	0	2433	16	0.66	1.72	3.54	1.17	0.64	0.40	0.79	1.45	0.82	0.47	0.90	0.43		
COLFAX	0	1963	20	1.02	1.16	1.24	0.79	0.93	1.17	0.87	0.92	1.64	1.83	1.90	0.95		
COLVILLE	0	6050	52	0.86	1.20	0.85	0.80	0.97	0.89	0.99	0.37	1.50	0.98	0.82	0.80		
COPALIS(OCEAN SHORES)	0	2833	40	1.41	1.19	0.87	1.17	1.70	0.95	1.04	1.86	1.99	1.65	2.02	1.43		
COULEE DAM	0	1843	15	0.81	1.23	1.17	0.58	1.11	1.38	1.00	0.78	1.67	1.66	0.87	2.56		
CRYSTAL MTN.	0	542	1	0.18	0.73	0.91	0.72	0.54	0.89	2.64	1.05	0.70	1.57	2.46	0.53		
DAYTON	0	1595	11	0.69	1.12	0.50	0.86	0.68	0.67	0.49	0.42	0.60	1.13	0.95	0.41		
DEER PARK	0	5070	78	1.54	1.45	1.23	1.67	3.62	1.32	1.08	0.97	1.43	1.09	1.52	1.15		
DES MOINES	0	14924	97	0.65	0.75	0.78	0.70	0.80	0.72	0.96	0.75	1.28	1.34	1.14	1.05		
		DES MOINES	0	5851	43	0.73	0.81	0.81	0.75	0.77	0.70	0.98	0.69	1.30	1.22	1.22	1.13
		DES MOINES FEDERAL WAY	0	9073	54	0.60	0.71	0.77	0.67	0.81	0.72	0.95	0.79	1.26	1.42	1.08	1.00

WASHINGTON TROUBLE REPORT RATE - SEPTEMBER 2011

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE		
				SEP-11	AUG-11	JUL-11	JUN-11	MAY-11	APR-11	MAR-11	FEB-11	JAN-11	DEC-10	NOV-10	OCT-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	11307	76	0.67	0.78	0.63	0.68	0.77	0.53	0.70	0.59	0.93	0.91	0.77	0.90
PT. LUDLOW			0	2105	16	0.76	1.18	0.66	0.33	0.46	0.46	0.60	0.69	0.73	0.72	0.72	0.62
PT. ORCHARD			0	13105	147	1.12	1.00	0.77	0.78	0.71	0.73	1.03	0.96	1.20	1.71	1.24	1.06
		PORT ORCHARD COLBY	0	4883	44	0.90	0.85	0.88	0.75	0.76	0.90	1.34	1.12	1.39	1.86	1.07	1.09
		PT. ORCHARD	0	8222	103	1.25	1.09	0.71	0.79	0.68	0.62	0.84	0.86	1.08	1.62	1.34	1.04
PT. TOWNSEND			0	9381	88	0.94	1.15	1.17	0.75	0.64	0.61	0.84	0.78	0.73	1.00	0.78	0.71
PUYALLAP			0	16067	127	0.79	0.75	0.88	0.74	0.72	0.84	0.84	0.77	1.10	1.10	1.31	0.96
RENTON			0	25814	215	0.83	0.72	0.64	0.82	0.67	0.98	1.04	0.69	1.14	1.24	0.86	0.73
RIDGEFIELD			0	2576	20	0.78	2.00	1.30	1.18	1.18	0.91	1.83	1.04	1.25	1.35	1.54	0.85
ROCHESTER			0	3673	38	1.03	1.56	1.20	0.87	0.84	0.55	0.98	1.05	1.22	2.15	1.59	1.65
ROY						0.69	1.32	1.46	1.25	1.81	1.07	1.02	1.57	2.01	1.55	1.48	
SEATTLE			0	191271	1061	0.55	0.52	0.48	0.58	0.54	0.57	0.78	0.56	0.69	0.87	0.61	0.60
		SEATTLE ATWATER	0	13461	55	0.41	0.49	0.25	0.41	0.38	0.42	0.50	0.46	0.55	0.55	0.44	0.46
		SEATTLE CAMPUS	0	6735	32	0.48	0.28	0.22	0.40	0.31	0.37	0.38	0.44	0.40	0.49	0.37	0.33
		SEATTLE CHERRY	0	21614	184	0.85	0.89	0.79	1.15	0.94	0.96	1.01	0.76	1.16	1.26	0.85	0.83
		SEATTLE DUWAMISH	0	9256	52	0.56	0.73	0.50	0.57	0.57	0.70	1.49	0.71	0.79	0.93	0.77	0.91
		SEATTLE EAST	0	20710	92	0.44	0.47	0.46	0.55	0.47	0.68	1.33	0.55	0.72	0.75	0.65	0.55
		SEATTLE ELLIOT	0	5537	12	0.22	0.23	0.25	0.30	0.29	0.09	0.22	0.22	0.27	0.25	0.25	0.26
		SEATTLE EMERSON	0	20026	130	0.65	0.69	0.56	0.55	0.55	0.68	0.82	0.66	0.65	0.98	0.70	0.54
		SEATTLE LAKEVIEW	0	17569	120	0.68	0.61	0.53	0.67	0.85	0.55	0.71	0.56	0.60	1.13	0.63	0.80
		SEATTLE MAIN	0	27991	38	0.14	0.16	0.20	0.17	0.17	0.17	0.22	0.14	0.15	0.19	0.16	0.16
		SEATTLE MERCER ISLAND (ADAMS)	0	6409	49	0.76	0.59	0.66	0.69	0.52	0.55	1.02	0.65	1.01	1.39	1.02	0.91
		SEATTLE PARKWAY	0	13313	110	0.83	0.57	0.73	0.63	0.79	0.89	0.89	0.86	1.13	1.54	0.91	0.97
		SEATTLE SUNSET	0	14689	99	0.67	0.46	0.52	0.67	0.58	0.46	0.77	0.80	0.82	0.72	0.65	0.71
		SEATTLE WEST	0	13961	88	0.63	0.57	0.41	0.64	0.50	0.60	0.78	0.60	0.85	1.36	0.75	0.58
SEQUIM			0	10687	65	0.61	0.84	0.78	0.55	0.70	0.60	0.67	0.56	0.94	0.96	0.77	0.74
SHELTON			0	10464	85	0.81	0.78	0.73	0.73	0.65	0.93	0.83	0.56	1.99	1.53	1.08	1.10
SILVERDALE			0	9253	57	0.62	0.42	0.56	0.54	0.57	0.50	1.12	0.51	1.00	1.13	0.89	0.69
SPOKANE			0	82568	723	0.88	0.99	0.95	0.92	0.93	0.73	0.90	0.78	1.32	1.45	0.98	0.91
		SPOKANE CHESTNUT	0	1926	26	1.35	1.07	1.11	1.56	1.59	1.03	2.09	0.83	1.73	2.88	2.05	1.46
		SPOKANE FAIRFAX	0	11480	112	0.98	0.90	0.90	1.16	1.07	0.83	1.11	0.82	1.73	2.30	1.12	1.02
		SPOKANE HUDSON	0	8958	81	0.90	0.88	0.83	1.15	0.94	1.16	1.52	0.91	1.56	1.68	1.33	1.19
		SPOKANE KEYSTONE	0	8007	40	0.50	0.64	0.57	0.99	0.80	0.65	0.89	0.54	1.43	0.99	1.01	0.76

WASHINGTON TROUBLE REPORT RATE - SEPTEMBER 2011

WIRECENTER	STD EXD CNT	LINES	RPTS	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
				RATE SEP-11	RATE AUG-11	RATE JUL-11	RATE JUN-11	RATE MAY-11	RATE APR-11	RATE MAR-11	RATE FEB-11	RATE JAN-11	RATE DEC-10	RATE NOV-10	RATE OCT-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 5322 54	1.01	0.87	0.64	0.83	0.55	0.39	0.49	0.65	0.75	1.26	0.97	0.86
		SPOKANE RIVERSIDE	0 11951 79	0.66	0.90	1.19	0.84	0.81	0.69	0.84	0.98	1.48	1.67	0.92	1.01
		SPOKANE WALNUT	0 22601 214	0.95	1.31	1.04	0.71	1.10	0.72	0.72	0.85	1.14	1.17	0.82	0.84
		SPOKANE WHITWORTH	0 12323 117	0.95	0.95	1.00	0.87	0.78	0.57	0.62	0.52	1.03	0.97	0.77	0.69
SPRINGDALE	0	1569	20	1.27	1.83	1.14	1.76	2.31	1.13	1.81	1.62	3.79	3.16	2.83	3.75
SUMNER (BONNEYLAKE)	0	9509	80	0.84	0.91	0.69	0.87	0.65	0.86	0.78	0.68	1.04	1.11	0.96	1.02
TACOMA	0	91182	695	0.76	0.75	0.72	0.73	0.70	0.68	0.87	0.78	1.01	1.14	1.05	0.85
	0	1855	3	0.16	0.43	0.52	0.66	0.20	0.53	0.57	0.85	0.94	0.82	0.89	0.66
	0	12373	91	0.74	0.75	0.85	0.77	0.69	0.81	1.14	1.00	1.08	1.44	1.23	1.00
	0	12644	126	1.00	0.77	0.65	0.70	0.66	0.63	0.91	0.64	1.02	1.24	1.33	0.97
	0	14765	155	1.05	1.14	1.07	1.05	1.16	0.87	0.95	1.00	1.51	1.23	1.09	0.81
	0	9255	56	0.61	0.64	0.80	0.76	0.66	0.65	0.89	0.71	0.94	1.08	0.81	0.77
	0	10950	85	0.78	0.32	0.43	0.38	0.43	0.48	0.57	0.55	0.58	0.74	0.62	0.75
	0	9224	55	0.60	0.81	0.55	0.54	0.77	0.80	0.89	0.87	1.00	1.12	1.31	0.86
	0	3907	27	0.69	0.68	0.47	0.93	0.63	0.55	1.22	0.64	1.18	1.43	1.33	0.68
	0	16209	97	0.60	0.76	0.71	0.74	0.54	0.58	0.69	0.66	0.81	1.05	0.89	0.82
VANCOUVER	0	51725	378	0.73	0.78	0.76	0.87	0.76	0.76	0.96	0.87	1.17	1.09	1.10	0.93
	0	26181	192	0.73	0.66	0.68	0.91	0.78	0.70	0.75	0.79	1.11	0.92	1.03	1.00
	0	14938	106	0.71	0.81	0.88	0.83	0.73	0.89	1.22	0.92	1.19	1.38	1.12	0.90
	0	10606	80	0.75	1.04	0.76	0.80	0.76	0.69	1.09	0.99	1.29	1.08	1.23	0.79
WAITSBURG	0	440	8	1.82	1.79	1.57	2.15	1.70	2.12	2.31	1.26	3.51	1.23	1.23	0.82
WALLA WALLA (INCL TOUCHET)	0	11882	80	0.67	0.99	0.88	0.88	0.82	0.97	0.52	0.65	0.86	1.32	0.83	0.76
WARDEN	0	938	4	0.43	0.94	0.92	0.51	1.20	0.90	1.09	1.39	1.87	1.66	1.16	1.74
WINLOCK	1	1801	17	0.94	7.68	0.44	0.93	1.58	1.35	1.89	1.45	2.93	1.76	1.84	1.04
YAKIMA	0	31592	173	0.55	0.61	0.61	0.78	1.02	0.67	0.70	0.45	0.67	0.98	0.73	0.68
	0	20942	100	0.48	0.65	0.61	0.76	1.08	0.70	0.67	0.48	0.68	1.09	0.70	0.65
	0	10650	73	0.69	0.52	0.60	0.84	0.89	0.63	0.76	0.40	0.65	0.78	0.78	0.74
Exchanges in Neighboring States															
CLARKSTON	0	4628	47	1.02	0.85	0.99	1.04	1.78	0.87	0.92	1.01	1.13	1.48	1.21	1.07
TOTALS	0	939277	7177	0.76	0.81	0.75	0.77	0.77	0.72	0.85	0.72	1.01	1.14	0.94	0.82

WASHINGTON TRUNK BLOCKING SUMMARY - SEPTEMBER 2011

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	128	0	0.00%
LOCAL	351	0	0.00%
TOLL	372	0	0.00%

WASHINGTON TRUNK BLOCKING - SEPTEMBER 2011

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
MET STANDARD							

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Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - SEPTEMBER 2011

MEASURE	MARKET UNIT	JUL-11	AUG-11	SEP-11
Number of Scheduled Appointments (dispatched orders)	RES			
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	RES			
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	RES			
Number of Scheduled Commitments (non-dispatched orders)	RES			
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	RES			
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	RES			
Number Exclusions	RES			
Number of Scheduled Appointments (dispatched orders)	BUS			
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	BUS			
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	BUS			
Number of Scheduled Commitments (non-dispatched orders)	BUS			
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	BUS			
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	BUS			
Number Exclusions	BUS			
Number of Scheduled Appointments (dispatched tickets)	RES			
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	RES			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - SEPTEMBER 2011

MEASURE	MARKET UNIT	JUL-11	AUG-11	SEP-11
Number of Scheduled Appointments (dispatched orders)	RES			
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	RES			
Number of Scheduled Commitments (non-dispatched tickets)	RES			
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	RES			
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	RES			
Number Exclusions	RES			
Number of Scheduled Appointments (dispatched tickets)	BUS			
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	BUS			
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	BUS			
Number of Scheduled Commitments (non-dispatched tickets)	BUS			
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	BUS			
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	BUS			
Number Exclusions	BUS			
Total amount of missed appointments credits paid	RES			
Number of customers receiving credits for company missed appointments/commitments-Install	RES			
Total amount of missed appointments credits paid	BUS			

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Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - SEPTEMBER 2011

MEASURE	MARKET UNIT	JUL-11	AUG-11	SEP-11
Number of Scheduled Appointments (dispatched orders)	RES			
Number of customers receiving credits for company missed appointments/commitments-Install	BUS			
Total amount of missed appointments credits paid	RES			
Number of customers receiving credits for company missed appointments/commitments-Repair	RES			
Total amount of missed appointments credits paid	BUS			
Number of customers receiving credits for company missed appointments/commitments-Repair	BUS			
Count of All Orders	RES			
WA Completed Orders for Primary Service installed within 5 business days	RES			
Number of credits-First Month's Charge(HO Recurring)	RES			
Amount of credit-First Month's Charge(HO Recur)	RES			
Number of credits-Installation (HO NonRecur)	RES			
Amount of credits-Installation (Ho NonRecur)	RES			
Number of Voice Mail Nonrecurring Credits	RES			
Amount of Voice Mail Nonrecurring Credits	RES			
Number of Remote Call Frwding-Non-Recurring	RES			
Amount of Remote Call Frwding-Non-Recurring	RES			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - SEPTEMBER 2011

MEASURE	MARKET UNIT	JUL-11	AUG-11	SEP-11
Number of Scheduled Appointments (dispatched orders)	RES			
Count of All Orders	BUS			
WA Completed Orders for Primary Service installed within 5 business days	BUS			
Number of credits-First Month's Charge(HO Recurring)	BUS			
Amount of credit-First Month's Charge(HO Recur)	BUS			
Number of credits-Installation (HO NonRecur)	BUS			
Amount of credits-Installation (Ho NonRecur)	BUS			
Number of Voice Mail Nonrecurring Credits	BUS			
Amount of Voice Mail Nonrecurring Credits	BUS			
Number of Remote Call Frwding-Non-Recurring	BUS			
Amount of Remote Call Frwding-Non-Recurring	BUS			
Number of out of service repair reports cleared within two working days	RES			
Percentage of out of service repair reports cleared within two working days	RES			
Number of out of service repair reports not cleared within two working days minus exceptions.	RES			
Percentage of out of service repair reports not cleared within two working days minus exceptions.	RES			
Total amount of two day out of service condition credits	RES			

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Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - SEPTEMBER 2011

MEASURE	MARKET UNIT	JUL-11	AUG-11	SEP-11
Number of Scheduled Appointments (dispatched orders)	RES			
Total amount of two day out of service condition credit exceptions	RES			
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES			
Number of two day out of service condition credit exceptions for Weather Related Events	RES			
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foilage, etc.)	RES			
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	RES			
Number of out of service repair reports cleared within two working days	BUS			
Percentage of out of service repair reports cleared within two working days	BUS			
Number of out of service repair reports not cleared within two working days minus exceptions.	BUS			
Percentage of out of service repair reports not cleared within two working days minus exceptions.	BUS			
Total amount of two day out of service condition credits	BUS			
Total amount of two day out of service condition credit exceptions	BUS			
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	BUS			
Number of two day out of service condition credit exceptions for Weather Related Events	BUS			
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foilage, etc.)	BUS			
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	BUS			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - SEPTEMBER 2011

MEASURE	MARKET UNIT	JUL-11	AUG-11	SEP-11
Number of Scheduled Appointments (dispatched orders)	RES			
Number of out of service repair reports cleared within seven calendar days	RES			
Percentage of out of service repair reports cleared within seven calendar days	RES			
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	RES			
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	RES			
Total amount of seven day out of service condition credits	RES			
Total amount of seven day out of service condition credit exceptions	RES			
No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES			
Number of seven day out of service condition credit exceptions for Weather Related Events	RES			
Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foilage, etc.)	RES			
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	RES			
Number of out of service repair reports cleared within seven calendar days	BUS			
Percentage of out of service repair reports cleared within seven calendar days	BUS			
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS			
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS			
Total amount of seven day out of service condition credits	BUS			
Total amount of seven day out of service condition credit exceptions	BUS			

Redacted Copy
Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - SEPTEMBER 2011

MEASURE	MARKET UNIT	JUL-11	AUG-11	SEP-11
Number of Scheduled Appointments (dispatched orders)	RES			
No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	BUS			
Number of seven day out of service condition credit exceptions for Weather Related Events	BUS			
Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foilage, etc.)	BUS			
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	BUS			