



2011 FEB 23 PM 12:50

Qwest Corporation  
1600 7<sup>th</sup> Avenue, Room 3206  
Seattle, Washington 98191  
(206) 345-1568  
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Mark S. Reynolds  
Senior Director – Regulatory  
Policy and Law

February 25, 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 January 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

Washington Service Quality Summary Report - JANUARY 2011

METRIC DESCRIPTION	JANUARY 2011		
	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	6671	7914	84.29%
OOS Tickets Not Cleared Within 48 Hrs	1243	1	1243
Number of OOS Exemptions	319	1	319
All Other Repairs Cleared LT < 72 Hrs	2392	2465	97.04%
All Other Troubles Cleared GTR > 72 Hrs	73	1	73
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	7	1	7
Physically Obstructed All Other Troubles Cleared > 72 Hrs	46	1	46
Repair Force Majeure Exclusions	43	1	43
Repair Physically Obstructed Exclusions	71	1	71
Installation Appointments Met	5283	5596	94.41%
Repair Appointments Met	3618	4349	83.19%
Provisioning Missed for Company Reasons	170	1	170
Provisioning Missed for Customer Reasons	723	1	723
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - JANUARY 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		111	5	53.60	0	100.00%	0	100.00%	
AUBURN		178	3	59.00	1	99.44%	0	100.00%	1
BAINBRIDGE ISLAND		53	2	90.00	0	100.00%	0	100.00%	
BATTLEGROUND		72	0		1	98.61%	0	100.00%	
BELFAIR		51	3	8.67	0	100.00%	0	100.00%	
BELLEVUE		212	1	37.00	3	98.58%	0	100.00%	
	BELLEVUE GLENCOURT	73	0		0	100.00%	0	100.00%	
	BELLEVUE-SHERWOOD	139	1	37.00	3	97.84%	0	100.00%	
BELLINGHAM		207	5	44.60	3	98.55%	0	100.00%	
	BELLINGHAM LUMMI	16	1	58.00	0	100.00%	0	100.00%	
	BELLINGHAM REGENT	191	4	41.25	3	98.43%	0	100.00%	
BLACK DIAMOND		12	4	29.25	0	100.00%	0	100.00%	
BREMERTON		230	3	29.67	2	99.13%	0	100.00%	
	BREMERTON CROSBY	24	0		1	95.83%	0	100.00%	
	BREMERTON ESSEX	200	2	11.50	1	99.50%	0	100.00%	
	BREMERTON SUNNYSLOPE	6	1	66.00	0	100.00%	0	100.00%	
BUCKLEY		18	0		1	94.44%	0	100.00%	
CASTLE ROCK		31	0		1	96.77%	0	100.00%	
CENTRALIA		78	2	41.50	3	96.15%	0	100.00%	
CHEHALIS		74	0		0	100.00%	0	100.00%	
	CHEHALIS	57	0		0	100.00%	0	100.00%	
	CHEHALIS NAPAVINE	17	0		0	100.00%	0	100.00%	
CLE-ELUM		20	1	124.00	0	100.00%	0	100.00%	
COLFAX		14	0		0	100.00%	0	100.00%	
COLVILLE		31	1	73.00	0	100.00%	0	100.00%	
COPALIS(OCEAN SHORES)		19	0		1	94.74%	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 - JANUARY 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						99.00%		99.00%	
COULEE DAM		19	1	12.00	0	100.00%	0	100.00%	
CRYSTAL MTN.		4	0		0	100.00%	0	100.00%	
DAYTON		9	0		0	100.00%	0	100.00%	
DEER PARK		38	1	115.00	0	100.00%	0	100.00%	
DES MOINES		246	0		3	98.78%	0	100.00%	
	DES MOINES	97	0		2	97.94%	0	100.00%	
	DES MOINES FEDERAL WAY	149	0		1	99.33%	0	100.00%	
EASTON		3	0		0	100.00%	0	100.00%	
ELK		10	1	59.00	0	100.00%	0	100.00%	
ENUMCLAW		48	1	0.00	2	95.83%	0	100.00%	
EPHRATA		22	1	71.00	0	100.00%	0	100.00%	
GRAHAM		102	4	57.75	4	96.08%	0	100.00%	
GREEN BLUFF		19	1	1.00	1	94.74%	0	100.00%	
HOODSPORT		14	0		2	85.71%	0	100.00%	
ISSAQUAH		74	0		2	97.30%	0	100.00%	
KENT		317	6	68.00	6	98.11%	0	100.00%	
	KENT MERIDIAN	88	3	53.00	3	96.59%	0	100.00%	
	KENT O BRIEN	32	0		0	100.00%	0	100.00%	
	KENT ULRICH	197	3	83.00	3	98.48%	0	100.00%	
LIBERTY LAKE		6	0		0	100.00%	0	100.00%	
LONGVIEW-KELSO		249	6	31.00	2	99.20%	0	100.00%	
LOON LAKE		5	1	1.00	0	100.00%	0	100.00%	
MAPLE VALLEY		38	2	22.50	1	97.37%	0	100.00%	
MOSES LAKE		127	7	17.57	1	99.21%	0	100.00%	
	MOSES LAKE AFB	31	0		1	96.77%	0	100.00%	
	MOSES LAKE ALDER	96	7	17.57	0	100.00%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders  
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STANDARD		10	0		0	90.00%	0	99.00%	
NEWMAN LAKE		6	1	10.00	0	100.00%	0	100.00%	
NORTHPORT		398	6	63.50	1	99.75%	0	100.00%	1
OLYMPIA	OLYMPIA EVERGREEN	32	0		0	100.00%	0	100.00%	
	OLYMPIA LACEY	181	3	89.33	1	99.45%	0	100.00%	1
	OLYMPIA WHITEHALL	185	3	37.67	0	100.00%	0	100.00%	
OMAK-OKANOGAN		71	3	46.67	5	92.96%	0	100.00%	
OROVILLE		19	0		1	94.74%	0	100.00%	
OTHELLO		56	6	134.50	2	96.43%	0	100.00%	4
PASCO		146	3	70.33	1	99.32%	0	100.00%	
PATEROS		6	0		0	100.00%	0	100.00%	
POMEROY		6	0		0	100.00%	0	100.00%	
PT. ANGELES		96	3	75.00	0	100.00%	0	100.00%	
	PT ANGELES JOYCE	7	1	58.00	0	100.00%	0	100.00%	
	PT. ANGELES	89	2	83.50	0	100.00%	0	100.00%	
PT. LUDLOW		8	0		0	100.00%	0	100.00%	
PT. ORCHARD		103	2	40.00	1	99.03%	0	100.00%	
	PORT ORCHARD COLBY	30	1	65.00	0	100.00%	0	100.00%	
	PT. ORCHARD	73	1	15.00	1	98.63%	0	100.00%	
PT. TOWNSEND		96	4	43.25	0	100.00%	0	100.00%	
PUYALLAP		212	2	15.00	1	99.53%	0	100.00%	
RENTON		330	8	3.88	6	98.18%	0	100.00%	
RIDGEFIELD		24	1	200.00	0	100.00%	0	100.00%	1
ROCHESTER		29	0		0	100.00%	0	100.00%	
ROY		21	1	104.00	1	95.24%	0	100.00%	
SEATTLE		1819	33	40.97	21	98.85%	0	100.00%	2

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STANDARD	SEATTLE ATWATER	102	4	8.25	2	98.04%	0	100.00%	
	SEATTLE CAMPUS	53	0		0	100.00%	0	100.00%	
	SEATTLE CHERRY	292	7	46.71	1	99.66%	0	100.00%	
	SEATTLE DUWAMISH	117	0		0	100.00%	0	100.00%	
	SEATTLE EAST	221	3	77.67	3	98.64%	0	100.00%	1
	SEATTLE ELLIOT	59	0		0	100.00%	0	100.00%	
	SEATTLE EMERSON	169	2	52.00	2	98.82%	0	100.00%	
	SEATTLE LAKEVIEW	109	4	26.25	2	98.17%	0	100.00%	
	SEATTLE MAIN	268	3	77.33	2	99.25%	0	100.00%	1
	SEATTLE MERCER ISLAND (ADAMS)	30	0		1	96.67%	0	100.00%	
	SEATTLE PARKWAY	186	6	21.83	6	96.77%	0	100.00%	
	SEATTLE SUNSET	97	0		0	100.00%	0	100.00%	
	SEATTLE WEST	116	4	46.75	2	98.28%	0	100.00%	
SEQUIM		82	3	74.67	1	98.78%	0	100.00%	
SHELTON		106	0		0	100.00%	0	100.00%	
SILVERDALE		76	2	9.50	1	98.68%	0	100.00%	
SPOKANE		1015	15	39.67	23	97.73%	0	100.00%	1
	SPOKANE CHESTNUT	28	0		2	92.86%	0	100.00%	
	SPOKANE FAIRFAX	153	2	86.50	1	99.35%	0	100.00%	
	SPOKANE HUDSON	170	1	0.00	3	98.24%	0	100.00%	
	SPOKANE KEYSTONE	106	0		1	99.06%	0	100.00%	
	SPOKANE MORAN	39	1	20.00	1	97.44%	0	100.00%	
	SPOKANE RIVERSIDE	157	3	88.67	5	96.82%	0	100.00%	1
	SPOKANE WALNUT	239	4	17.50	8	96.65%	0	100.00%	
	SPOKANE WHITWORTH	123	4	15.50	2	98.37%	0	100.00%	
SPRINGDALE		17	0		0	100.00%	0	100.00%	

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STANDARD									
SUMNER (BONNEYLAKE)		90	1	31.00	0	90.00%	0	100.00%	
TACOMA		1206	19	50.58	16	98.67%	0	100.00%	1
	TACOMA FORT LEWIS	30	0		1	96.67%	0	100.00%	
	TACOMA GREENFIELD	186	2	29.00	3	98.39%	0	100.00%	
	TACOMA JUNIPER	193	4	56.25	3	98.45%	0	100.00%	
	TACOMA LENNOX	218	4	22.50	2	99.08%	0	100.00%	
	TACOMA LOGAN	95	0		1	96.95%	0	100.00%	
	TACOMA MARKET (FAWCETT)	196	2	47.50	3	98.47%	0	100.00%	
	TACOMA SKYLINE	102	1	64.00	0	100.00%	0	100.00%	
	TACOMA WAVERLY-2	40	0		2	95.00%	0	100.00%	
	TACOMA WAVERLY-7	146	6	71.50	1	99.32%	0	100.00%	1
VANCOUVER		738	11	14.45	4	99.46%	0	100.00%	
	VANCOUVER ORCHARDS	346	6	17.17	1	99.71%	0	100.00%	
	VANCOUVER OXFORD	303	3	12.67	2	99.34%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	89	2	9.00	1	98.88%	0	100.00%	
WAITSBURG		2	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		107	1	74.00	5	95.33%	0	100.00%	
WARDEN		8	2	76.00	0	100.00%	0	100.00%	
WINLOCK		21	0		0	100.00%	0	100.00%	
YAKIMA		378	12	61.17	3	99.21%	0	100.00%	1
	YAKIMA CHESTNUT	302	10	67.20	2	99.34%	0	100.00%	1
	YAKIMA WEST	76	2	31.00	1	98.68%	0	100.00%	
Exchanges in Neighboring States									
CLARKSTON		38	1	3.00	1	97.37%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders  
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STANDARD		10101	202	46.26	134	90.00%		99.00%	12
TOTALS						98.67%	0	100.00%	
Hoodport % Inward Orders Completed Within 5 Days Due to Low Volumes 2/14									
Auburn, Olympia Lacey, two orders in Othello, Ridgefield, Spokane Riverside, and Yakima Chestnut held orders over 180 days were cancelled and should not have appeared on this report.									
Two orders in Othello, and one order in Seattle East over 180 days are being held due to customer reasons.									
Seattle Main order over 180 days has been completed but not in all systems. Order should not have appeared on this report.									
Tacoma Waverly order over 180 days is due to a Qwest engineering job which has not completed.									

Source: 5 and 90 day data from RSOR completed orders  
180 day data from OP15A pending orders  
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WASHINGTON TROUBLE REPORT RATE - JANUARY 2011

WIRECENTER	STD EXD CNT	LINES	RPTS	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	RATE FEB-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	9337	112	1.20	1.68	1.18	1.12	0.94	0.96	0.62	0.76	0.61	0.63	0.80	0.84
AUBURN	0	16075	176	1.09	1.05	0.97	0.79	0.90	0.77	0.80	0.97	0.81	0.58	0.79	0.82
BAINBRIDGE ISLAND	0	8788	81	0.92	1.15	1.19	1.05	0.75	0.98	1.09	0.98	0.95	0.83	1.04	0.88
BATTLEGROUND	0	8044	123	1.53	1.25	1.16	0.69	0.91	0.59	0.75	1.03	0.88	0.65	0.60	0.76
BELFAIR	0	5776	82	1.42	1.49	1.28	0.95	1.33	0.71	1.21	1.09	0.73	0.76	1.06	0.62
BELLEVUE	0	33641	241	0.72	0.82	0.80	0.65	0.82	0.73	0.66	0.69	0.59	0.65	0.68	0.57
BELLEVUE GLENCOURT	0	14226	62	0.44	0.60	0.62	0.49	0.84	0.59	0.63	0.57	0.43	0.56	0.53	0.54
BELLEVUE-SHERWOOD	0	19415	179	0.92	0.97	0.93	0.77	0.80	0.83	0.69	0.78	0.70	0.72	0.78	0.59
BELLINGHAM	0	23201	119	0.51	0.52	0.56	0.45	0.54	0.41	0.48	0.46	0.41	0.44	0.48	0.35
BELLINGHAM LUMMI	0	1206	10	0.83	0.99	1.39	0.81	0.96	0.56	0.49	0.96	0.88	0.72	0.48	0.48
BELLINGHAM REGENT	0	21995	109	0.50	0.49	0.52	0.43	0.52	0.40	0.48	0.43	0.38	0.43	0.48	0.34
BLACK DIAMOND	0	2110	31	1.47	2.48	2.59	2.25	1.17	1.50	0.83	1.68	1.55	0.98	1.30	1.59
BREMERTON	0	26049	198	0.76	0.70	0.71	0.53	0.52	0.52	0.74	0.42	0.45	0.46	0.52	0.67
BREMERTON CROSBY	0	2763	44	1.59	1.15	1.60	0.85	1.20	1.43	1.11	0.97	1.07	1.06	1.19	2.24
BREMERTON ESSEX	0	22878	143	0.63	0.59	0.60	0.47	0.43	0.41	0.67	0.35	0.38	0.39	0.45	0.47
BREMERTON SUNNYSLOPE	0	608	11	1.81	2.60	0.81	1.43	1.12	0.64	1.60	0.79	0.47	0.31	0.46	1.39
BUCKLEY	0	1782	42	2.36	2.21	1.52	2.05	3.38	2.24	3.27	1.41	1.04	1.02	1.16	1.51
CASTLE ROCK	0	3231	99	3.06	2.49	1.85	1.45	1.88	1.47	0.67	1.59	1.09	1.09	1.33	3.88
CENTRALIA	0	6041	52	0.86	1.35	1.24	1.16	1.06	0.67	1.16	0.76	0.60	0.84	0.77	1.01
CHEHALIS	0	7972	110	1.38	1.68	1.54	1.00	1.38	1.18	0.92	1.27	1.42	1.21	1.07	1.18
CHEHALIS	0	5743	70	1.22	1.45	1.34	0.94	1.25	1.13	0.81	1.26	1.12	1.32	0.98	1.21
CHEHALIS NAPAVALINE	0	2229	40	1.79	2.28	2.09	1.15	1.71	1.30	1.21	1.29	2.18	0.94	1.31	1.09
CHEHALIS	0	2548	21	0.82	0.47	0.90	0.43	0.50	0.88	0.54	0.76	0.41	0.53	0.67	0.48
CHEHALIS	0	2076	34	1.64	1.83	1.90	0.95	1.47	2.83	1.31	0.89	1.03	2.09	0.83	1.15
COLVILLE	0	6280	94	1.50	0.98	0.82	0.80	0.91	0.86	0.88	1.11	1.14	2.71	0.65	0.78
COPALIS(OCEAN SHORES)	0	3009	60	1.99	1.65	2.02	1.43	1.67	1.08	1.01	2.49	0.96	0.77	1.03	1.21
COULLEE DAM	1	1919	32	1.67	1.66	0.87	2.56	1.07	1.16	2.22	2.57	1.10	0.95	4.99	1.35
CRYSTAL MTN.	0	574	4	0.70	1.57	2.46	0.53	0.53	0.00	0.35	1.05	0.87	0.86	0.51	0.34
DAYTON	0	1670	10	0.60	1.13	0.95	0.41	0.89	1.00	1.35	0.75	0.93	1.50	0.69	1.10
DEER PARK	0	5390	77	1.43	1.09	1.52	1.15	1.50	1.77	1.10	1.95	1.17	1.10	0.98	0.74
DES MOINES	0	16588	212	1.28	1.34	1.14	1.05	1.06	0.81	0.76	0.83	0.83	0.77	0.94	0.93
DES MOINES	0	6525	85	1.30	1.22	1.22	1.13	1.28	0.90	0.79	0.89	1.05	0.83	0.76	0.78
DES MOINES FEDERAL WAY	0	10063	127	1.26	1.42	1.08	1.00	0.81	0.75	0.74	0.79	0.70	0.73	1.06	1.03

WASHINGTON TROUBLE REPORT RATE - JANUARY 2011

WIRECENTER	STD EXD CNT	LINES	RPTS	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	RATE FEB-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	539	7	1.30	1.66	1.28	0.18	1.09	0.90	0.54	1.07	0.36	0.18	0.18	1.06
ELK	0	2227	29	1.30	1.43	1.50	1.58	1.04	1.25	3.01	1.52	1.17	1.16	1.59	1.14
ENUMCLAW	0	5383	95	1.76	2.31	1.38	1.67	1.84	0.96	1.71	1.59	1.10	0.87	1.09	0.82
EPHRATA	0	2610	21	0.80	1.07	1.10	0.75	0.85	0.66	0.69	1.36	2.18	0.49	1.65	1.01
GRAHAM	0	9709	111	1.14	1.28	1.26	0.74	1.02	0.92	0.69	0.93	0.82	0.56	1.02	1.12
GREEN BLUFF	0	2266	22	0.97	2.10	1.35	1.17	0.86	1.23	1.48	0.67	0.54	0.75	0.50	0.46
HOODSPORT	0	1817	20	1.10	0.87	0.97	0.58	0.84	0.72	1.03	1.03	1.28	1.48	0.56	0.71
ISSAQUAH	0	13987	121	0.87	0.80	0.67	0.66	0.64	0.60	0.61	0.77	0.53	0.62	0.57	0.43
KENT	0	30767	247	0.80	0.94	0.88	0.84	0.83	0.83	0.92	0.73	0.79	0.60	0.64	0.66
	0	10422	122	1.17	1.43	1.26	1.29	1.26	1.11	1.31	0.90	0.97	0.65	0.79	0.78
KENT MERIDIAN	0	6796	14	0.21	0.25	0.26	0.30	0.24	0.23	0.34	0.32	0.29	0.35	0.27	0.22
KENT O BRIEN	0	13549	111	0.82	0.91	0.89	0.75	0.80	0.90	0.90	0.79	0.89	0.68	0.69	0.79
KENT ULRICH	0	775	2	0.26	0.77	0.13	1.87	0.73	0.47	0.70	0.46	0.57	0.34	0.94	0.34
LIBERTY LAKE	0	18577	314	1.69	1.53	1.39	1.24	1.43	1.05	1.09	1.16	1.00	1.21	0.98	1.05
LONGVIEW-KELSO	0	1052	12	1.14	1.22	0.84	0.74	0.55	1.06	1.23	1.22	1.14	0.79	0.70	0.44
LOON LAKE	0	6813	94	1.38	1.39	0.81	0.75	0.64	0.77	0.99	0.71	0.64	0.60	0.49	0.62
MAPLE VALLEY	0	10701	100	0.93	1.34	0.87	0.68	1.05	1.15	0.97	1.21	1.23	0.95	1.22	0.75
MOSES LAKE	0	1737	20	1.15	0.92	1.25	1.07	2.00	0.82	0.76	0.80	1.59	0.74	1.04	0.57
MOSES LAKE AFB	0	8964	80	0.89	1.42	0.80	0.61	0.86	1.22	1.01	1.29	1.16	0.99	1.26	0.78
MOSES LAKE ALDER	0	1368	10	0.73	1.16	1.16	0.36	0.64	1.40	0.42	0.74	1.00	0.86	0.26	0.39
NEWMAN LAKE	0	972	9	0.93	0.92	0.82	0.81	0.60	0.99	1.09	1.50	0.80	0.80	0.80	0.80
NORTHPORT	0	47609	414	0.87	1.11	0.92	0.74	0.74	0.76	0.78	0.64	0.48	0.65	0.56	0.59
OLYMPIA	0	3764	63	1.67	1.79	1.35	1.39	1.33	0.95	1.94	0.96	0.90	1.40	0.90	1.01
OLYMPIA EVERGREEN	0	20872	148	0.71	1.06	0.90	0.71	0.67	0.69	0.52	0.56	0.40	0.49	0.50	0.57
OLYMPIA LACEY	0	22973	203	0.88	1.05	0.86	0.67	0.70	0.80	0.82	0.66	0.49	0.67	0.55	0.54
OLYMPIA WHITEHALL	0	6394	56	0.88	1.47	1.42	1.15	1.56	2.33	1.73	1.49	1.39	1.34	1.51	1.71
OMAK-OKANOGAN	0	1669	11	0.66	0.96	1.54	1.49	1.60	1.71	1.46	1.58	1.58	1.68	0.75	1.44
OROVILLE	0	3785	66	1.74	2.48	2.07	1.27	2.08	1.53	1.50	1.98	1.96	1.59	2.13	2.60
OTHELLO	0	13713	141	1.03	1.21	0.84	0.85	1.01	0.92	1.06	0.96	0.92	0.89	0.79	0.93
PASCO	0	698	6	0.86	0.86	1.85	1.55	1.54	1.52	0.83	1.93	1.24	0.95	0.41	1.24
PATEROS	0	1196	46	3.85	4.07	3.71	1.48	2.21	2.05	2.44	2.60	2.76	0.97	2.02	0.97
POMEROY	0	13312	133	1.00	1.08	0.85	0.95	0.81	0.79	0.65	0.85	0.74	0.97	0.80	0.68
PT. ANGELES	0	998	19	1.90	3.16	1.88	1.47	1.27	1.92	1.24	0.95	1.32	1.98	1.03	1.50
PT ANGELES JOYCE															

WASHINGTON TROUBLE REPORT RATE - JANUARY 2011

WIRECENTER	STD EXD CNT	LINES	RPTS	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	RATE FEB-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	12314	114	0.93	0.91	0.77	0.90	0.90	0.70	0.60	0.84	0.69	0.89	0.78	0.61
PT. LUDLOW	0	2201	16	0.73	0.72	0.72	0.62	0.35	0.91	0.89	1.07	0.38	0.59	0.59	0.50
PT. ORCHARD	0	14541	174	1.20	1.71	1.24	1.06	1.08	0.85	0.75	0.95	0.89	0.63	0.92	0.84
PORT ORCHARD COLBY	0	5400	75	1.39	1.86	1.07	1.09	0.92	1.01	0.91	1.33	0.82	0.58	0.92	0.86
PT. ORCHARD	0	9141	99	1.08	1.62	1.34	1.04	1.18	0.75	0.66	0.72	1.05	0.67	0.98	0.83
PT. TOWNSEND	0	9868	72	0.73	1.00	0.78	0.71	0.87	0.81	0.61	0.89	0.66	0.98	0.74	0.96
PUYALLAP	0	17615	194	1.10	1.10	1.31	0.96	0.90	0.74	0.56	0.90	0.80	0.61	0.73	0.91
RENTON	0	28244	322	1.14	1.24	0.86	0.73	0.95	0.72	0.58	0.75	0.66	0.69	0.83	0.70
RIDGEFIELD	0	2727	34	1.25	1.35	1.54	0.85	1.23	1.12	0.87	0.62	1.23	0.81	0.54	0.96
ROCHESTER	0	3922	48	1.22	2.15	1.59	1.65	1.61	1.32	1.31	0.91	1.27	0.74	0.94	1.49
ROY	0	1974	31	1.57	2.01	1.55	1.48	0.69	0.73	0.92	1.48	0.90	2.03	2.43	1.07
SEATTLE	0	208389	1435	0.69	0.87	0.61	0.60	0.57	0.52	0.54	0.57	0.59	0.56	0.59	0.53
SEATTLE ATWATER	0	14849	81	0.55	0.55	0.44	0.46	0.39	0.40	0.36	0.46	0.43	0.46	0.53	0.43
SEATTLE CAMPUS	0	7713	31	0.40	0.49	0.37	0.33	0.24	0.44	0.27	0.44	0.42	0.50	0.67	0.43
SEATTLE CHERRY	0	23472	272	1.16	1.26	0.85	0.83	0.88	0.67	0.82	0.67	0.68	0.70	0.69	0.82
SEATTLE DUWAMISH	0	9980	79	0.79	0.93	0.77	0.91	0.55	0.54	0.93	1.07	0.95	0.74	0.81	0.85
SEATTLE EAST	0	22355	162	0.72	0.75	0.65	0.55	0.50	0.66	0.54	0.57	0.62	0.56	0.62	0.52
SEATTLE ELLIOT	0	5981	16	0.27	0.25	0.25	0.26	0.26	0.21	0.17	0.11	0.25	0.17	0.20	0.31
SEATTLE EMERSON	0	21920	142	0.65	0.98	0.70	0.54	0.76	0.83	0.69	0.98	0.78	0.58	0.54	0.57
SEATTLE LAKEVIEW	0	19055	115	0.60	1.13	0.63	0.80	0.61	0.55	0.60	0.50	0.56	0.63	0.53	0.47
SEATTLE MAIN	0	30585	46	0.15	0.19	0.16	0.16	0.13	0.13	0.15	0.15	0.18	0.16	0.17	0.16
SEATTLE MERCER ISLAND (ADAMS)	0	6964	70	1.01	1.39	1.02	0.91	0.73	0.79	0.68	0.84	0.53	0.62	0.76	0.68
SEATTLE PARKWAY	0	14352	162	1.13	1.54	0.91	0.97	0.76	0.65	0.81	0.73	0.96	0.93	1.27	1.16
SEATTLE SUNSET	0	15919	130	0.82	0.72	0.65	0.71	0.80	0.40	0.49	0.44	0.52	0.51	0.61	0.40
SEATTLE WEST	0	15244	129	0.85	1.36	0.75	0.58	0.67	0.49	0.60	0.61	0.85	0.80	0.61	0.41
SEQUIM	0	11435	107	0.94	0.96	0.77	0.74	0.81	1.21	0.85	0.68	0.55	0.64	0.78	0.76
SHELTON	0	11432	228	1.99	1.53	1.08	1.10	1.01	0.85	1.10	1.13	1.12	1.04	0.86	1.01
SILVERDALE	0	10267	103	1.00	1.13	0.89	0.69	0.57	0.88	0.62	0.71	0.61	0.58	0.71	0.82
SPOKANE	0	92038	1213	1.32	1.45	0.98	0.91	0.81	0.85	0.95	0.99	0.87	0.82	0.75	0.87
SPOKANE CHESTNUT	0	2084	36	1.73	2.88	2.05	1.46	0.88	0.82	0.85	1.16	1.09	1.29	1.53	1.35
SPOKANE FAIRFAX	0	12893	223	1.73	2.30	1.12	1.02	0.72	0.92	0.73	1.23	1.29	1.01	0.84	1.29
SPOKANE HUDSON	0	10144	158	1.56	1.68	1.33	1.19	0.88	1.02	1.01	0.96	0.71	0.91	1.06	1.20
SPOKANE KEYSTONE	0	9047	129	1.43	0.99	1.01	0.76	0.71	0.62	0.69	1.20	0.83	0.91	0.57	0.78

WASHINGTON TROUBLE REPORT RATE - JANUARY 2011

WIRECENTER	STD EXD CNT	LINES	RPTS	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	RATE FEB-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	5879	44	0.75	1.26	0.97	0.86	0.67	0.67	0.60	0.59	0.83	0.67	0.58	0.70
SPOKANE RIVERSIDE	0	13253	196	1.48	1.67	0.92	1.01	1.25	0.77	1.49	1.28	0.76	0.70	0.69	0.94
SPOKANE WALNUT	0	25043	286	1.14	1.17	0.82	0.84	0.72	0.99	0.88	0.81	0.85	0.75	0.66	0.62
SPOKANE WHITWORTH	0	13695	141	1.03	0.97	0.77	0.69	0.67	0.75	1.06	0.86	0.74	0.73	0.75	0.66
SPRINGDALE	2	1608	61	3.79	3.16	2.83	3.75	2.70	4.32	3.66	1.56	5.10	1.62	0.78	2.27
SUMNER (BONNEYLAKE)	0	10492	109	1.04	1.11	0.96	1.02	0.84	0.93	0.75	1.17	0.81	0.90	1.39	0.84
TACOMA	0	99860	1012	1.01	1.14	1.05	0.85	0.79	0.67	0.73	0.84	0.86	0.76	0.77	0.72
TACOMA FORT LEWIS	0	2139	20	0.94	0.82	0.89	0.66	0.60	0.60	0.60	0.45	0.41	0.28	0.67	0.94
TACOMA GREENFIELD	0	13487	146	1.08	1.44	1.23	1.00	0.97	0.73	1.05	0.93	1.24	1.10	0.93	0.80
TACOMA JUNIPER	0	13665	140	1.02	1.24	1.33	0.97	0.81	0.79	0.85	0.82	1.13	0.83	0.70	0.88
TACOMA LENNOX	0	16306	247	1.51	1.23	1.09	0.81	0.91	0.85	0.71	1.16	0.80	0.83	0.99	0.77
TACOMA LOGAN	0	10029	94	0.94	1.08	0.81	0.77	0.77	0.55	0.60	0.57	0.52	0.61	0.95	0.65
TACOMA MARKET (FAWCETT)	0	11962	69	0.58	0.74	0.62	0.75	0.56	0.51	0.59	0.48	0.70	0.65	0.57	0.50
TACOMA SKYLINE	0	10057	101	1.00	1.12	1.31	0.86	0.79	0.62	0.67	0.92	1.15	0.86	0.65	0.69
TACOMA WAVERLY-2	0	4405	52	1.18	1.43	1.33	0.68	0.60	0.46	0.36	1.32	0.96	0.90	0.71	0.90
TACOMA WAVERLY-7	0	17810	144	0.81	1.05	0.89	0.82	0.73	0.61	0.70	0.74	0.60	0.51	0.65	0.64
VANCOUVER	0	56559	660	1.17	1.09	1.10	0.93	0.93	0.66	0.66	0.83	0.87	0.81	0.81	0.85
VANCOUVER ORCHARDS	0	26386	314	1.11	0.92	1.03	1.00	1.01	0.71	0.75	0.87	0.74	0.68	0.81	0.77
VANCOUVER OXFORD	0	16512	196	1.19	1.38	1.12	0.90	0.91	0.63	1.02	0.97	1.09	1.00	0.92	0.90
VANCOUVER SALMON CRK(NORTH)	0	11661	150	1.29	1.08	1.23	0.79	0.75	0.56	0.77	0.75	0.57	0.86	0.88	0.95
WAITSBURG	0	484	17	3.51	1.23	1.23	0.82	1.43	1.21	1.39	0.79	0.20	0.19	0.38	1.13
WALLA WALLA (INCL TOUCHET)	0	12590	108	0.86	1.32	0.83	0.76	0.69	0.60	0.78	1.24	0.73	0.63	1.01	0.70
WARDEN	0	1014	19	1.87	1.66	1.16	1.74	1.06	1.04	0.85	1.29	1.56	0.83	1.11	1.66
WINLOCK	0	1876	55	2.93	1.76	1.84	1.04	1.09	0.88	1.74	1.48	2.03	0.81	0.90	1.16
YAKIMA	0	34134	229	0.67	0.98	0.73	0.68	0.78	0.67	0.67	0.70	0.78	0.64	0.68	0.75
YAKIMA CHESTNUT	0	22679	154	0.68	1.09	0.70	0.65	0.83	0.66	0.67	0.71	0.77	0.62	0.67	0.76
YAKIMA WEST	0	11455	75	0.65	0.78	0.78	0.74	0.67	0.69	0.66	0.66	0.79	0.69	0.70	0.73
Exchanges in Neighboring States															
CLARKSTON	0	5133	58	1.13	1.48	1.21	1.07	1.10	0.88	1.00	1.53	0.67	0.85	0.77	0.71
TOTALS	0	1028423	10402	1.01	1.14	0.94	0.82	0.83	0.76	0.78	0.83	0.77	0.73	0.76	0.75

WASHINGTON TRUNK BLOCKING SUMMARY - JANUARY 2011

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	125	1	0.80%
LOCAL	346	0	0.00%
TOLL	366	1	0.27%

WASHINGTON TRUNK BLOCKING - JANUARY 2011

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP095240	1			E911	ONE_WAY	1.85%	01/27/2011 CAP TGSR issued 02/01/2011. Email Sent 02/01/2011 to Marcus.volke@qwest.com (911 grp) 020111
AP074015	168			TOLL	TWO_WAY	1.62%	1x biking on 18hr week of 01/24/11 sent sa tgsr peak pct 36.71%