

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



2009 MAY 29 AM 10:15

May 28, 2009

David Danner, Secretary & Executive Director
Washington Utilities and Transportation Commission
1300 S. Evergreen Park Dr. SW
Olympia, Washington 98504-7250

Attention: Kristen Russell
Re: Docket Nos. UT-921192, UT-950200, UT-991358, UT-030704, UT-061625

Dear Mr. Danner:

Enclosed are the April 2009 service quality performance reports required of Qwest Corporation in accordance with Docket Nos. UT-921192, UT-950200, UT-991358, UT-030704, UT-061625 and WAC 480-120-438 – 480-120-440.

The following reports are enclosed:

- 1) Summary Report,
- 2) Orders Summary,
- 3) Trouble Report,
- 4) Trunk Blocking Report

Pursuant to WAC 480-07-160(3), Qwest requests that the portions of these reports be held confidential, as these documents contain valuable commercial information, the release of which would be detrimental to Qwest Corporation.

Please call me on (503) 242-5089 if you have questions or need additional information.

Very truly yours,

By Ron L. Trullinger
Ron L. Trullinger for
Mark Reynolds

Enclosures

cc: Lisa Anderl

Washington Service Quality Summary Report - APRIL 2009

METRIC DESCRIPTION	JANUARY 2009			FEBRUARY 2009			MARCH 2009		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	10285	13016	79.02%	7123	7207	98.83%	7933	8050	98.55%
OOS Tickets Not Cleared Within 48 Hrs	2731	1	2731	84	1	84	117	1	117
Number of OOS Exemptions	593	1	593	116	1	116	136	1	136
All Other Repairs Cleared LT < 72 Hrs	3261	3897	83.68%	2032	2047	99.27%	2266	2299	98.56%
All Other Troubles Cleared GTR > 72 Hrs	636	1	636	15	1	15	33	1	33
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	58	1	58	4	1	4	5	1	5
Physically Obstructed All Other Troubles Cleared > 72 Hrs	74	1	74	21	1	21	22	1	22
Repair Force Majeure Exclusions	129	1	129	51	1	51	57	1	57
Repair Physically Obstructed Exclusions	115	1	115	61	1	61	60	1	60
Installation Appointments Met	8127	8759	92.78%	7537	7902	95.38%	8618	9048	95.25%
Repair Appointments Met	4751	6062	78.37%	4784	5536	86.42%	5395	6274	85.99%
Provisioning Missed for Company Reasons	285	1	285	210	1	210	185	1	185
Provisioning Missed for Customer Reasons	1271	1	1271	953	1	953	1021	1	1021
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard			Met Standard			Met Standard

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - APRIL 2009

APRIL 2009			
METRIC DESCRIPTION	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	7973	8074	98.75%
OOS Tickets Not Cleared Within 48 Hrs	101	1	101
Number of OOS Exemptions	132	1	132
All Other Repairs Cleared LT < 72 Hrs	2254	2280	98.86%
All Other Troubles Cleared GTR > 72 Hrs	26	1	26
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	0	1	0
Physically Obstructed All Other Troubles Cleared > 72 Hrs	13	1	13
Repair Force Majeure Exclusions	52	1	52
Repair Physically Obstructed Exclusions	62	1	62
Installation Appointments Met	8584	8997	95.41%
Repair Appointments Met	5504	6306	87.28%
Provisioning Missed for Company Reasons	207	1	207
Provisioning Missed for Customer Reasons	977	1	977
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - APRIL 2009
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%	
ABERDEEN-HOQUJAM		156	0		2	98.72%	0	100.00%	
AUBURN		343	8	71.00	2	99.42%	0	100.00%	
BAINBRIDGE ISLAND		93	2	10.50	0	100.00%	0	100.00%	
BATTLEGROUND		88	3	67.33	3	96.59%	0	100.00%	
BELFAIR		86	1	0.00	0	100.00%	0	100.00%	
BELLEVUE		374	3	38.00	4	98.93%	0	100.00%	
	BELLEVUE GLENCOURT	142	3	38.00	0	100.00%	0	100.00%	
	BELLEVUE-SHERWOOD	232	0		4	98.28%	0	100.00%	
BELLINGHAM		420	2	11.50	4	99.05%	0	100.00%	
	BELLINGHAM LUMMI	33	0		0	100.00%	0	100.00%	
	BELLINGHAM REGENT	387	2	11.50	4	98.97%	0	100.00%	
BLACK DIAMOND		25	2	10.00	1	96.00%	0	100.00%	
BREMERTON		349	2	4.00	23	93.41%	0	100.00%	
	BREMERTON CROSBY	30	0		2	93.33%	0	100.00%	
	BREMERTON ESSEX	317	2	4.00	21	93.38%	0	100.00%	
	BREMERTON SUNNYSLOPE	2	0		0	100.00%	0	100.00%	
BUCKLEY		26	0		1	96.15%	0	100.00%	
CASTLE ROCK		44	0		0	100.00%	0	100.00%	
CENTRALIA		121	0		1	99.17%	0	100.00%	
CHEHALIS		139	1	19.00	7	94.96%	0	100.00%	
	CHEHALIS	100	1	19.00	4	96.00%	0	100.00%	
	CHEHALIS NAPAVINE	39	0		3	92.31%	0	100.00%	
CLE-ELUM		37	0		0	100.00%	0	100.00%	
COLFAX		30	0		0	100.00%	0	100.00%	
COLVILLE		89	0		0	100.00%	0	100.00%	
COPALIS(OCEAN SHORES)		55	0		2	96.36%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
Blanks in the report indicate no activity for the measure.

Washington Orders Summary - APRIL 2009
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		28	0		0	100.00%	0	100.00%	
CRYSTAL MTN.		2	0		0	100.00%	0	100.00%	
DAYTON		22	0		0	100.00%	0	100.00%	
DEER PARK		62	0		1	98.39%	0	100.00%	
DES MOINES		399	1	13.00	2	99.50%	0	100.00%	
	DES MOINES	140	0		1	99.29%	0	100.00%	
	DES MOINES FEDERAL WAY	259	1	13.00	1	99.61%	0	100.00%	
EASTON		6	0		0	100.00%	0	100.00%	
ELK		16	2	34.50	0	100.00%	0	100.00%	
ENUMCLAW		74	1	17.00	0	100.00%	0	100.00%	
EPHRATA		46	0		1	97.83%	0	100.00%	
GRAHAM		141	5	37.00	1	99.29%	0	100.00%	
GREEN BLUFF		14	0		1	92.86%	0	100.00%	
HOODSPORT		39	0		0	100.00%	0	100.00%	
ISSAQUAH		134	6	34.67	2	98.51%	0	100.00%	
KENT		549	10	39.50	3	99.45%	0	100.00%	
	KENT MERIDIAN	127	2	41.00	0	100.00%	0	100.00%	
	KENT O BRIEN	49	2	46.00	0	100.00%	0	100.00%	
	KENT ULRICH	373	6	36.83	3	99.20%	0	100.00%	
LIBERTY LAKE		10	0		0	100.00%	0	100.00%	
LONGVIEW-KELSO		429	4	23.75	2	99.53%	0	100.00%	
LOON LAKE		16	0		0	100.00%	0	100.00%	
MAPLE VALLEY		60	0		1	98.33%	0	100.00%	
MOSES LAKE		204	4	147.75	4	98.04%	0	100.00%	2
	MOSES LAKE AFB	44	0		1	97.73%	0	100.00%	
	MOSES LAKE ALDER	160	4	147.75	3	98.13%	0	100.00%	2

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STANDARD						90.00%		99.00%	
NEWMAN LAKE		19	1	60.00	1	94.74%	0	100.00%	
NORTHPORT		20	1	3.00	1	95.00%	0	100.00%	
OLYMPIA		638	7	47.71	7	98.90%	0	100.00%	
	OLYMPIA EVERGREEN	40	0		0	100.00%	0	100.00%	
	OLYMPIA LACEY	314	5	38.40	3	99.04%	0	100.00%	
	OLYMPIA WHITEHALL	284	2	71.00	4	98.59%	0	100.00%	
OMAK-OKANOGAN		109	0		2	98.17%	0	100.00%	
OROVILLE		30	0		0	100.00%	0	100.00%	
OTHELLO		78	5	58.60	0	100.00%	0	100.00%	
PASCO		319	6	20.33	2	99.37%	0	100.00%	
PATEROS		6	0		0	100.00%	0	100.00%	
POMEROY		16	1	4.00	0	100.00%	0	100.00%	
PT. ANGELES		145	1	108.00	1	99.31%	0	100.00%	
	PT. ANGELES JOYCE	8	0		0	100.00%	0	100.00%	
	PT. ANGELES	137	1	108.00	1	99.27%	0	100.00%	
PT. LUDLOW		29	1	13.00	0	100.00%	0	100.00%	
PT. ORCHARD		174	4	57.50	2	98.85%	0	100.00%	
	PORT ORCHARD COLBY	58	1	71.00	1	98.28%	0	100.00%	
	PT. ORCHARD	116	3	53.00	1	99.14%	0	100.00%	
PT. TOWNSEND		132	0		0	100.00%	0	100.00%	
PUYALLAP		303	5	41.00	3	99.01%	0	100.00%	
RENTON		484	5	33.40	3	99.38%	0	100.00%	
RIDGEFIELD		30	1	72.00	0	100.00%	0	100.00%	
ROCHESTER		67	0		1	98.51%	0	100.00%	
ROY		23	1	33.00	0	100.00%	0	100.00%	
SEATTLE		2930	25	21.88	22	99.25%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders
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STANDARD	SEATTLE ATWATER	171	1	0.00	1	99.42%	0	100.00%	0
	SEATTLE CAMPUS	97	0	33.00	0	100.00%	0	100.00%	0
	SEATTLE CHERRY	513	1	27.75	5	99.03%	0	100.00%	0
	SEATTLE DUWAMISH	191	4	23.00	1	99.48%	0	100.00%	0
	SEATTLE EAST	330	5	29.50	5	98.48%	0	100.00%	0
	SEATTLE ELLIOT	101	0	5.25	0	100.00%	0	100.00%	0
	SEATTLE EMERSON	271	4	31.33	1	99.63%	0	100.00%	0
	SEATTLE LAKEVIEW	200	0	29.50	4	98.00%	0	100.00%	0
	SEATTLE MAIN	362	6	10.00	2	99.45%	0	100.00%	0
	SEATTLE MERCER ISLAND (ADAMS)	59	0	21.00	0	100.00%	0	100.00%	0
	SEATTLE PARKWAY	287	2	93.33	1	99.65%	0	100.00%	0
	SEATTLE SUNSET	170	0	13.25	1	99.41%	0	100.00%	0
	SEATTLE WEST	178	2	32.53	1	99.44%	0	100.00%	0
SEQUIM		113	3	20.00	2	98.23%	0	100.00%	0
SHELTON		159	3	21.00	0	100.00%	0	100.00%	0
SILVERDALE		150	4	93.33	0	100.00%	0	100.00%	0
SPOKANE		1622	15	13.25	0	100.00%	0	100.00%	0
	SPOKANE CHESTNUT	52	4	20.00	16	99.01%	0	100.00%	0
	SPOKANE FAIRFAX	241	2	70.00	2	96.15%	0	100.00%	0
	SPOKANE HUDSON	234	0	16.50	0	100.00%	0	100.00%	0
	SPOKANE KEYSTONE	182	2	16.50	1	99.57%	0	100.00%	0
	SPOKANE MORAN	72	0	16.50	2	98.90%	0	100.00%	0
	SPOKANE RIVERSIDE	252	2	47.50	1	98.61%	0	100.00%	0
	SPOKANE WALNUT	410	2	45.50	2	99.21%	0	100.00%	0
	SPOKANE WHITWORTH	179	3	16.33	4	99.02%	0	100.00%	0
SPRINGDALE		27	1	54.00	4	97.77%	0	100.00%	0

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180 day data from OP-15A pending orders

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STANDARD									
SUMNER (BONNEYLAKE)		125	3	35.67	2	98.40%	0	100.00%	
TACOMA		2031	20	43.05	16	99.21%	0	100.00%	
	TACOMA FORT LEWIS	50	0		0	100.00%	0	100.00%	
	TACOMA GREENFIELD	367	3	21.67	2	99.46%	0	100.00%	
	TACOMA JUNIPER	303	0		3	99.01%	0	100.00%	
	TACOMA LENNOX	347	4	58.00	1	99.71%	0	100.00%	
	TACOMA LOGAN	129	3	72.00	1	99.22%	0	100.00%	
	TACOMA MARKET (FAWCETT)	348	5	52.40	4	98.85%	0	100.00%	
	TACOMA SKYLINE	125	1	19.00	3	97.60%	0	100.00%	
	TACOMA WAVERLY-2	71	1	5.00	0	100.00%	0	100.00%	
	TACOMA WAVERLY-7	291	3	20.67	2	99.31%	0	100.00%	
VANCOUVER		1060	14	35.64	8	99.25%	0	100.00%	
	VANCOUVER ORCHARDS	456	7	25.00	5	98.90%	0	100.00%	
	VANCOUVER OXFORD	422	4	58.00	1	99.76%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	182	3	30.67	2	98.90%	0	100.00%	
WAITSBURG		5	0		3	40.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		220	2	32.00	5	97.73%	0	100.00%	
WARDEN		25	0		1	96.00%	0	100.00%	
WINLOCK		24	1	5.00	0	100.00%	0	100.00%	
YAKIMA		692	9	50.89	0	100.00%	0	100.00%	
	YAKIMA CHESTNUT	538	9	50.89	0	100.00%	0	100.00%	
	YAKIMA WEST	154	0		0	100.00%	0	100.00%	
Exchanges in Neighboring States									
CLARKSTON		65	0		1	98.46%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders
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STANDARD									
TOTALS		16596	196	39.14	167	90.00% 98.99%	0	99.00% 100.00%	2
Waitsburg percent completed in 5 days was below standard due to low volume									
Both Moses Lake Alder orders not completed > 180 days due to customer reasons									

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 - APRIL 2009

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE APR-09	RATE MAR-09	RATE FEB-09	RATE JAN-09	RATE DEC-08	RATE NOV-08	RATE OCT-08	RATE SEP-08	RATE AUG-08	RATE JUL-08	RATE JUN-08	RATE MAY-08
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	11526	99	0.86	0.65	0.78	1.71	1.36	1.01	0.76	0.81	1.19	0.55	0.61	0.69
AUBURN	0	21798	161	0.74	0.79	0.81	1.49	1.03	1.18	1.05	0.97	1.23	0.86	0.98	1.53
BAINBRIDGE ISLAND	0	10753	68	0.63	0.56	0.48	0.89	0.63	0.88	0.77	0.65	1.01	0.98	0.76	0.67
BATTLEGROUND	0	9523	69	0.72	0.85	0.56	1.61	2.85	1.10	0.74	0.89	0.93	1.55	1.37	0.56
BELFAIR	0	6732	87	1.29	0.81	0.57	1.42	1.12	1.25	0.99	0.84	1.22	3.77	1.40	1.15
BELLEVUE	0	44880	251	0.56	0.56	0.59	1.20	0.71	0.82	0.70	0.75	0.69	0.71	0.58	0.56
BELLEVUE GLENCOURT	0	18052	87	0.48	0.57	0.46	0.80	0.47	0.53	0.51	0.48	0.51	0.47	0.44	0.41
BELLEVUE-SHERWOOD	0	26828	164	0.61	0.55	0.67	1.46	0.87	1.01	0.84	0.93	0.80	0.88	0.68	0.67
BELLINGHAM	0	30134	149	0.49	0.42	0.37	0.62	0.51	0.46	0.42	0.40	0.42	0.43	0.50	0.44
BELLINGHAM LUMMI	0	1337	13	0.97	0.68	0.53	1.88	0.53	0.90	0.83	0.37	0.65	1.01	3.02	0.72
BELLINGHAM REGENT	0	28797	136	0.47	0.41	0.36	0.56	0.51	0.45	0.40	0.40	0.41	0.40	0.40	0.42
BLACK DIAMOND	0	2626	21	0.80	1.46	1.33	2.31	2.14	1.54	1.24	1.19	1.70	1.44	1.09	0.81
BREMERTON	0	32718	173	0.53	0.46	0.47	0.67	0.63	0.65	0.69	0.67	0.63	0.68	0.56	0.51
BREMERTON CROSBY	0	3058	29	0.95	0.91	0.84	1.32	1.19	1.38	1.73	1.71	2.03	1.86	1.81	1.28
BREMERTON ESSEX	0	28989	140	0.48	0.41	0.42	0.59	0.55	0.57	0.58	0.56	0.48	0.56	0.42	0.42
BREMERTON SUNNYSLOPE	0	671	4	0.60	0.74	0.74	1.47	1.45	0.72	0.73	0.72	0.71	0.56	0.84	0.56
BUCKLEY	0	2275	39	1.71	1.57	1.04	2.79	1.30	1.61	1.32	1.86	1.81	1.35	1.31	1.15
CASTLE ROCK	1	3990	57	1.43	1.76	1.03	4.66	1.68	2.00	1.85	1.83	2.75	2.49	1.26	3.56
CENTRALIA	0	7698	73	0.95	1.32	0.66	2.46	0.97	1.03	0.70	1.10	1.74	0.80	0.69	0.69
CHEHALIS	0	9211	77	0.84	1.06	1.38	2.78	1.61	1.12	1.32	0.86	1.30	1.30	1.46	0.98
CHEHALIS	0	6705	52	0.78	1.07	1.13	1.93	1.45	0.95	1.33	0.78	1.24	1.15	1.66	0.86
CHEHALIS NAPAVINE	0	2506	25	1.00	1.04	2.05	5.05	2.03	1.57	1.32	1.16	1.46	1.73	0.92	1.34
CLE-ELUM	0	2943	21	0.71	0.91	0.47	2.12	0.75	0.84	1.03	0.67	1.53	0.79	1.50	0.84
COLFAX	0	2276	27	1.19	1.14	0.48	2.78	1.43	0.95	0.90	1.08	1.98	1.59	0.64	1.10
COLVILLE	0	6732	62	0.92	0.68	0.68	1.31	1.40	1.16	0.63	0.91	0.78	1.10	1.02	0.93
COPALIS(OCEAN SHORES)	0	3524	26	0.74	1.42	1.24	1.95	1.98	1.58	1.47	1.98	2.61	1.33	1.08	1.29
COULEE DAM	0	2105	49	2.33	1.56	0.89	1.77	1.12	0.74	0.60	0.73	1.37	1.55	0.86	1.22
CRYSTAL MTN.	1	604	8	1.32	1.13	1.28	4.47	0.64	0.64	0.81	1.13	0.48	2.24	0.64	1.43
DAYTON	0	1766	34	1.93	1.14	0.79	1.97	1.24	0.56	1.13	1.58	1.07	1.61	2.17	1.16
DEER PARK	0	6097	141	2.31	1.03	0.93	2.07	1.34	0.77	0.72	0.80	0.93	1.24	0.94	1.14
DES MOINES	0	22384	182	0.81	0.89	0.68	1.27	0.93	0.95	0.92	0.78	0.82	0.75	0.59	0.73
DES MOINES	0	8809	88	1.00	0.73	0.70	1.25	0.97	1.12	1.07	0.79	0.88	0.77	0.61	0.79
DES MOINES FEDERAL WAY	0	13575	94	0.69	1.00	0.67	1.28	0.91	0.84	0.82	0.77	0.78	0.74	0.57	0.69

WASHINGTON TROUBLE REPORT RATE - APRIL 2009

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE APR-09	RATE MAR-09	RATE FEB-09	RATE JAN-09	RATE DEC-08	RATE NOV-08	RATE OCT-08	RATE SEP-08	RATE AUG-08	RATE JUL-08	RATE JUN-08	RATE MAY-08
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	616	2	0.32	0.00	0.79	0.95	0.47	0.31	0.93	0.47	2.30	0.76	1.35	2.10
ELK	0	2578	32	1.24	1.30	1.41	3.26	1.31	1.31	0.82	1.30	1.18	2.06	1.43	2.13
ENUNCLAW	0	6829	75	1.10	1.12	1.27	2.16	1.13	1.42	1.20	0.70	1.13	1.59	1.11	1.09
EPHRATA	0	3043	17	0.56	0.56	0.36	0.29	0.58	1.10	0.68	0.44	0.63	0.62	0.93	0.83
GRAHAM	0	12666	94	0.74	1.19	0.63	1.02	1.01	0.99	1.12	0.97	0.84	0.89	1.01	0.87
GREEN BLUFF	0	2572	22	0.86	1.00	1.87	1.06	0.97	0.89	1.08	1.13	1.13	0.95	1.62	1.57
HOODSPORT	0	2126	33	1.55	1.40	0.51	1.19	1.40	1.56	1.37	0.74	0.95	1.85	0.94	0.98
ISSAGUAH	0	18479	114	0.62	0.54	0.58	1.45	0.52	0.74	0.67	0.58	0.53	0.77	0.57	1.15
KENT	0	41082	244	0.59	0.70	0.63	0.95	0.82	0.72	0.75	0.68	0.74	0.89	0.71	0.61
	0	14230	112	0.79	1.01	0.77	1.43	1.22	0.91	0.88	0.74	1.05	1.01	0.84	0.76
KENT MERIDIAN															
KENT O BRIEN	0	8506	14	0.16	0.35	0.30	0.15	0.20	0.26	0.32	0.25	0.22	0.25	0.18	0.35
KENT ULRICH	0	18346	118	0.64	0.63	0.68	0.94	0.79	0.76	0.82	0.82	0.73	1.08	0.84	0.59
	0	1106	15	1.36	0.09	0.35	0.86	0.74	0.66	0.36	0.72	0.50	1.14	0.36	0.57
LIBERTY LAKE															
LONGVIEW-KELSO	0	23876	249	1.04	0.82	0.87	2.29	1.33	1.31	0.88	1.07	1.25	0.94	0.91	0.78
LOON LAKE	1	1212	11	0.91	1.15	0.74	1.14	0.80	0.80	1.03	1.01	2.51	4.45	1.20	0.99
MAPLE VALLEY	0	8953	75	0.84	0.81	0.60	1.27	0.86	0.73	0.51	0.82	1.62	0.96	0.65	0.58
MOSES LAKE	0	12602	129	1.02	0.97	0.82	1.03	0.82	1.19	0.86	1.02	1.23	1.12	0.84	1.20
	0	2050	15	0.73	1.12	0.29	0.92	0.39	0.53	0.90	1.56	0.99	0.84	0.97	0.96
MOSES LAKE AFB															
MOSES LAKE ALDER	0	10552	114	1.08	0.94	0.92	1.06	0.91	1.32	0.86	0.92	1.27	1.18	0.81	1.25
	1	1686	11	0.65	1.75	1.26	1.47	1.01	1.22	0.99	1.58	4.40	1.03	1.43	1.63
NEWMAN LAKE															
NORTHPORT	0	1021	14	1.37	0.49	0.78	1.55	2.22	1.34	3.13	1.50	0.94	2.24	1.02	0.65
OLYMPIA	0	62620	361	0.58	0.56	0.52	0.91	0.80	0.71	0.67	0.64	0.76	0.67	0.60	0.65
	0	4822	43	0.89	0.55	0.64	0.82	1.01	1.02	0.95	0.77	1.11	0.70	0.82	0.60
OLYMPIA EVERGREEN															
OLYMPIA LACEY	0	27598	179	0.65	0.53	0.52	0.80	0.80	0.60	0.69	0.57	0.66	0.64	0.55	0.68
OLYMPIA WHITEHALL	0	30200	139	0.46	0.58	0.50	1.01	0.77	0.75	0.61	0.69	0.79	0.70	0.61	0.62
	0	7064	64	0.91	1.07	1.03	0.96	0.93	3.14	0.98	0.92	1.70	3.05	1.75	1.31
OMAK-OKANOGAN															
OROVILLE	0	1784	26	1.46	1.18	0.95	1.67	0.61	1.28	1.77	0.76	1.09	2.23	1.24	0.75
OTHELLO	0	4224	47	1.11	1.20	1.04	1.66	1.79	1.73	0.72	1.06	1.17	1.70	1.19	1.06
PASCO	0	16478	205	1.24	0.84	0.76	1.32	0.94	0.91	0.67	0.79	1.25	0.98	0.95	0.87
PATEROS	0	759	11	1.45	2.10	0.52	1.68	0.77	1.15	1.02	0.86	1.76	2.53	3.89	1.52
POMEROY	0	1259	42	3.34	1.27	2.85	3.64	2.37	1.74	1.41	2.57	2.10	1.56	1.54	3.31
PT. ANGELES	0	15419	94	0.61	0.68	0.57	0.96	0.92	1.13	0.65	0.98	0.82	0.66	0.64	0.72
	0	1115	9	0.81	2.06	0.89	2.82	2.92	2.65	2.03	2.87	1.89	1.29	1.86	1.53
PT ANGELES JOYCE															

WASHINGTON TROUBLE REPORT RATE - APRIL 2009

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE APR-09	RATE MAY-09	RATE JUN-09	RATE JUL-09	RATE AUG-09	RATE SEP-09	RATE OCT-09	RATE NOV-09	RATE DEC-09	RATE JAN-10	RATE FEB-10	RATE MAR-10	RATE APR-10	RATE MAY-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	4.00	4.00
SPOKANE MORAN	0	7447	47	0.63	0.54	1.33	0.58	0.77	0.78	1.21	1.02	1.00	0.97	0.69	0.80	0.86	0.80
SPOKANE RIVERSIDE	0	16996	126	0.74	0.81	0.60	0.81	1.10	0.67	0.58	0.61	0.70	0.80	0.86	0.80	0.80	0.80
SPOKANE WALNUT	0	32937	268	0.81	0.82	0.72	0.68	0.76	0.78	0.91	1.14	1.18	0.96	0.80	0.80	0.80	0.80
SPOKANE WHITWORTH	0	18020	171	0.95	0.83	0.80	1.02	0.88	0.89	1.02	1.41	1.03	1.04	0.76	0.80	0.80	0.80
SPRINGDALE	0	1730	12	0.69	1.21	1.21	1.71	2.79	1.71	3.41	2.10	2.99	1.46	1.47	1.47	1.47	1.47
SUMNER (BONNEYLAKE)	0	14369	135	0.94	0.74	0.73	0.95	0.81	0.66	0.98	0.83	0.75	0.68	0.73	0.68	0.73	0.73
TACOMA	0	129672	885	0.68	0.75	0.60	0.74	1.05	0.81	0.63	0.74	0.73	0.68	0.73	0.68	0.73	0.73
TACOMA FORT LEWIS	0	2898	16	0.55	0.54	0.37	0.46	0.42	0.58	0.63	0.53	0.46	0.51	1.04	1.04	1.04	1.04
TACOMA GREENFIELD	0	17737	131	0.74	1.00	0.68	0.89	1.15	0.87	0.82	0.89	0.84	0.67	0.81	0.81	0.81	0.81
TACOMA JUNIPER	0	18056	124	0.69	0.88	0.79	1.16	0.93	0.90	0.70	0.69	0.68	0.79	0.63	0.63	0.63	0.63
TACOMA LENNOX	0	21400	176	0.82	0.79	0.73	1.64	0.81	1.05	0.70	1.07	1.01	0.78	1.25	1.25	1.25	1.25
TACOMA LOGAN	0	12607	98	0.78	0.71	0.66	1.41	0.86	1.56	0.72	0.60	0.65	0.67	0.74	0.74	0.74	0.74
TACOMA MARKET (FAWCETT)	0	15294	81	0.53	0.72	0.48	1.05	0.90	0.53	0.44	0.55	0.59	0.48	0.39	0.39	0.39	0.39
TACOMA SKYLINE	0	12466	77	0.62	0.53	0.51	1.54	0.66	0.80	0.62	0.61	0.70	0.53	0.52	0.52	0.52	0.52
TACOMA WAVERLY-2	0	5870	45	0.77	0.72	0.64	1.29	0.80	1.28	0.80	0.71	0.64	1.00	0.73	0.73	0.73	0.73
TACOMA WAVERLY-7	0	23344	137	0.59	0.61	0.40	1.05	0.72	1.08	0.72	0.54	0.68	0.62	0.59	0.59	0.59	0.59
VANCOUVER	0	73559	618	0.84	0.83	0.76	1.27	0.92	0.88	0.93	0.77	0.92	0.86	1.04	1.04	1.04	1.04
VANCOUVER ORCHARDS	0	36829	265	0.72	0.78	0.73	1.21	0.98	0.75	0.85	0.64	0.98	0.76	1.35	1.35	1.35	1.35
VANCOUVER OXFORD	0	21203	211	1.00	0.85	0.81	1.32	0.83	0.96	1.03	0.96	1.05	1.01	0.77	0.77	0.77	0.77
VANCOUVER SALMON CRK(NORTH)	0	15527	142	0.91	0.91	0.75	1.35	0.89	1.09	1.00	0.81	0.63	0.91	0.65	0.65	0.65	0.65
WAITSBURG	0	559	19	3.40	1.42	1.43	1.07	2.13	1.23	1.06	1.23	1.23	1.89	1.70	1.70	1.70	1.70
WALLA WALLA (INCL TOUCHET)	0	15082	88	0.58	0.85	0.59	1.74	1.29	0.97	0.86	0.70	1.09	1.41	0.95	0.95	0.95	0.95
WARDEN	0	1207	15	1.24	1.07	0.49	2.30	1.70	1.46	1.46	1.12	2.63	1.51	3.82	3.82	3.82	3.82
WINLOCK	0	2088	25	1.20	1.24	1.34	1.36	0.89	0.70	1.86	1.15	1.15	0.59	0.91	0.91	0.91	0.91
YAKIMA	0	41397	257	0.62	0.65	0.55	0.75	0.47	0.67	0.67	0.85	0.93	0.60	0.77	0.77	0.77	0.77
YAKIMA CHESTNUT	0	27864	169	0.61	0.70	0.61	0.86	0.46	0.71	0.75	0.63	0.94	0.85	0.62	0.62	0.62	0.62
YAKIMA WEST	0	13533	88	0.65	0.55	0.42	0.54	0.50	0.58	0.50	0.75	0.65	1.09	0.55	0.55	0.55	0.55
Exchanges in Neighboring States																	
CLARKSTON	0	6488	59	0.91	1.02	0.74	1.32	0.89	1.05	1.07	1.01	1.43	1.28	0.87	0.87	0.87	0.87
TOTALS	0	1310084	9844	0.75	0.75	0.66	1.20	0.82	0.90	0.77	0.76	0.88	0.85	0.75	0.75	0.75	0.75

WASHINGTON TRUNK BLOCKING SUMMARY - APRIL 2009

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	120	0	0.00%
LOCAL	362	0	0.00%
TOLL	375	8	2.13%

WASHINGTON TRUNK BLOCKING - APRIL 2009

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072406	216			TOLL	TWO_WAY	2.29%	Blocked hr 19; week of 5/04/09 due to spikes in pc,sa issued 5/11/09
AP072427	288			TOLL	TWO_WAY	0.65%	Blocked hr 19; week of 5/04/09 due to spikes in pc,sa issued 5/11/09
AP072433	288			TOLL	TWO_WAY	2.06%	Blocked hr 19; week of 5/04/09 due to spikes in pc,sa issued 5/01/09
AP074015	168			TOLL	TWO_WAY	0.77%	Blocked hr 19; week of 5/04/09 due to spikes in pc,sa issued 5/01/09
AP081363	24			TOLL	ONE_WAY	7.88%	Blocked hr 18; week of 5/04/09 due to spikes in pc,sa issued 5/11/09
AP081423	24			TOLL	ONE_WAY	1.39%	Blocked hr 17; week of 5/04/09 due to spikes in pc,sa issued 5/11/09
AP081505	168			TOLL	TWO_WAY	0.56%	Carry'r blk'g hr 20; week of 5/04/09 ,sa issued 5/11/09
AP081878	24			TOLL	ONE_WAY	0.70%	Blocked hr 17; week of 5/04/09 due to spikes in pc,sa issued 5/11/09