

Qwest Corporation  
1600 7<sup>th</sup> Avenue, Room 3206  
Seattle, Washington 98191  
(206) 345-1568  
Facsimile (206) 343-4040

Mark S. Reynolds  
Senior Director - Regulatory  
Policy and Law



August 24, 2009

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

RECEIVED  
REGULATORY MANAGEMENT  
2009 AUG 25 AM 8:56  
STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

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

Dear Mr. Danner:

Enclosed are the July 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 - JULY 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 - JULY 2009

METRIC DESCRIPTION	APRIL 2009			MAY 2009			JUNE 2009		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	7973	8074	98.75%	7734	7877	98.18%	8628	8730	98.83%
OOS Tickets Not Cleared Within 48 Hrs	101	1	101	143	1	143	102	1	102
Number of OOS Exemptions	132	1	132	105	1	105	131	1	131
All Other Repairs Cleared LT < 72 Hrs	2254	2280	98.86%	2426	2440	99.43%	2718	2733	99.45%
All Other Troubles Cleared GTR > 72 Hrs	26	1	26	14	1	14	15	1	15
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	0	1	0	2	1	2	1	1	1
Physically Obstructed All Other Troubles Cleared > 72 Hrs	13	1	13	20	1	20	24	1	24
Repair Force Majeure Exclusions	52	1	52	48	1	48	81	1	81
Repair Physically Obstructed Exclusions	62	1	62	41	1	41	33	1	33
Installation Appointments Met	8584	8997	95.41%	7507	7922	94.76%	8554	9093	94.07%
Repair Appointments Met	5504	6306	87.28%	5341	6236	85.65%	5568	6664	83.55%
Provisioning Missed for Company Reasons	207	1	207	209	1	209	213	1	213
Provisioning Missed for Customer Reasons	977	1	977	961	1	961	1018	1	1018
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard			Met Standard			Met Standard

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Washington Service Quality Summary Report - JULY 2009

JULY 2009			
METRIC DESCRIPTION	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	8266	8351	98.98%
OOS Tickets Not Cleared Within 48 Hrs	85	1	85
Number of OOS Exemptions	118	1	118
All Other Repairs Cleared LT < 72 Hrs	2497	2509	99.52%
All Other Troubles Cleared GTR > 72 Hrs	12	1	12
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	1	1	1
Physically Obstructed All Other Troubles Cleared > 72 Hrs	9	1	9
Repair Force Majeure Exclusions	44	1	44
Repair Physically Obstructed Exclusions	37	1	37
Installation Appointments Met	8556	9140	93.61%
Repair Appointments Met	5264	6400	82.25%
Provisioning Missed for Company Reasons	191	1	191
Provisioning Missed for Customer Reasons	1050	1	1050
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard

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Washington Orders Summary - JULY 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						90.00%		99.00%	
ABERDEEN-HOQUIAM		148	1	22.00	0	100.00%	0	100.00%	
AUBURN		301	6	13.17	2	99.34%	0	100.00%	
BAINBRIDGE ISLAND		102	1	1.00	0	100.00%	0	100.00%	
BATTLEGROUND		95	0		2	97.89%	0	100.00%	
BELFAIR		71	1	3.00	2	97.18%	0	100.00%	
BELLEVUE		371	10	15.20	6	98.38%	0	100.00%	
BELLEVUE GLENCOURT		125	4	7.75	2	98.40%	0	100.00%	
BELLEVUE-SHERWOOD		246	6	20.17	4	98.37%	0	100.00%	
BELLINGHAM		385	0		4	98.96%	0	100.00%	
BELLINGHAM LUMMI		26	0		0	100.00%	0	100.00%	
BELLINGHAM REGENT		359	0		4	98.89%	0	100.00%	
BLACK DIAMOND		24	0		1	95.83%	0	100.00%	
BREMERTON		358	1	70.00	9	97.49%	0	100.00%	
BREMERTON CROSBY		33	0		0	100.00%	0	100.00%	
BREMERTON ESSEX		321	1	70.00	9	97.20%	0	100.00%	
BREMERTON SUNNYSLOPE		4	0		0	100.00%	0	100.00%	
BUCKLEY		22	0		1	95.45%	0	100.00%	
CASTLE ROCK		31	0		1	96.77%	0	100.00%	
CENTRALIA		126	1	0.00	1	99.21%	0	100.00%	
CHEHALIS		103	3	45.00	2	98.06%	0	100.00%	
CHEHALIS		78	3	45.00	0	100.00%	0	100.00%	
CHEHALIS NAPAVINE		25	0		2	92.00%	0	100.00%	
CLE-ELIUM		18	0		0	100.00%	0	100.00%	
COLFAX		17	1	2.00	0	100.00%	0	100.00%	
COLVILLE		86	1	47.00	1	98.84%	0	100.00%	
COPALIS(OCEAN SHORES)		45	1	31.00	3	93.33%	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 - JULY 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						90.00%		99.00%	
COULEE DAM		24	0		0	100.00%	0	100.00%	
CRYSTAL MTN.		8	0		1	87.50%	0	100.00%	
DAYTON		21	0		1	95.24%	0	100.00%	
DEER PARK		63	1	14.00	0	100.00%	0	100.00%	
DES MOINES		357	3	41.33	2	99.44%	0	100.00%	
	DES MOINES	152	2	46.00	1	99.34%	0	100.00%	
	DES MOINES FEDERAL WAY	205	1	32.00	1	99.51%	0	100.00%	
EASTON		6	0		0	100.00%	0	100.00%	
ELK		22	2	59.00	2	90.91%	0	100.00%	
ENUMCLAW		48	0		0	100.00%	0	100.00%	
EPHRATA		40	0		0	100.00%	0	100.00%	
GRAHAM		164	2	93.00	4	97.56%	0	100.00%	
GREEN BLUFF		17	3	22.67	1	94.12%	0	100.00%	
HOODSPORT		23	0		0	100.00%	0	100.00%	
ISSAQUAH		143	8	30.38	1	99.30%	0	100.00%	
KENT		524	16	45.38	8	98.47%	0	100.00%	
	KENT MERIDIAN	135	1	24.00	2	98.52%	0	100.00%	
	KENT O BRIEN	58	2	21.00	3	94.83%	0	100.00%	
	KENT ULRICH	331	13	50.77	3	99.09%	0	100.00%	
LIBERTY LAKE		9	0		0	100.00%	0	100.00%	
LONGVIEW-KELSO		371	3	50.33	0	100.00%	0	100.00%	
LOON LAKE		15	1	7.00	0	100.00%	0	100.00%	
MAPLE VALLEY		61	1	0.00	0	100.00%	0	100.00%	
MOSES LAKE		166	1	399.00	2	98.80%	0	100.00%	1
	MOSES LAKE AFB	40	0		0	100.00%	0	100.00%	
	MOSES LAKE ALDER	126	1	399.00	2	98.41%	0	100.00%	1

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STANDARD						90.00%		99.00%	
NEWMAN LAKE		11	0		1	90.91%	0	100.00%	
NORTHPORT		8	0		0	100.00%	0	100.00%	
OLYMPIA		705	6	19.00	9	98.72%	0	100.00%	
	OLYMPIA EVERGREEN	60	0		1	98.33%	0	100.00%	
	OLYMPIA LACEY	303	2	38.50	4	98.68%	0	100.00%	
	OLYMPIA WHITEHALL	342	4	9.25	4	98.83%	0	100.00%	
OMAK-OKANOGAN		106	3	17.67	2	98.11%	0	100.00%	
OROVILLE		30	0		0	100.00%	0	100.00%	
OTHELLO		82	2	97.50	3	96.34%	0	100.00%	1
PASCO		287	8	30.25	3	98.95%	0	100.00%	
PATEROS		5	1	31.00	0	100.00%	0	100.00%	
POMEROY		11	0		1	90.91%	0	100.00%	
PT. ANGELES		132	2	47.00	1	99.24%	0	100.00%	
	PT. ANGELES JOYCE	11	1	58.00	1	90.91%	0	100.00%	
	PT. ANGELES	121	1	36.00	0	100.00%	0	100.00%	
PT. LUDLOW		26	1	89.00	1	96.15%	0	100.00%	
PT. ORCHARD		183	0		4	97.81%	0	100.00%	
	PORT ORCHARD COLBY	61	0		1	98.36%	0	100.00%	
	PT. ORCHARD	122	0		3	97.54%	0	100.00%	
PT. TOWNSEND		127	0		1	99.21%	0	100.00%	
PUYALLAP		303	1	123.00	4	98.68%	0	100.00%	
RENTON		506	6	54.17	5	99.01%	0	100.00%	
RIDGEFIELD		26	1	148.00	0	100.00%	0	100.00%	
ROCHESTER		64	4	30.50	1	98.44%	0	100.00%	
ROY		21	0		0	100.00%	0	100.00%	
SEATTLE		2895	31	24.90	29	99.00%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders  
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STANDARD	SEATTLE ATWATER	189	0		2	99.00%	0	99.00%	
	SEATTLE CAMPUS	112	6	14.00	1	98.94%	0	100.00%	
	SEATTLE CHERRY	475	8	28.38	3	99.11%	0	100.00%	
	SEATTLE DUWAMISH	150	4	16.50	3	99.37%	0	100.00%	
	SEATTLE EAST	385	2	60.50	4	98.00%	0	100.00%	
	SEATTLE ELLIOT	98	1	18.00	0	98.96%	0	100.00%	
	SEATTLE EMERSON	271	4	37.50	2	100.00%	0	100.00%	
	SEATTLE LAKEVIEW	191	0		1	99.26%	0	100.00%	
	SEATTLE MAIN	317	2	32.50	7	99.48%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	66	0		1	97.79%	0	100.00%	
	SEATTLE PARKWAY	275	2	2.00	3	98.48%	0	100.00%	
	SEATTLE SUNSET	168	1	2.00	0	98.91%	0	100.00%	
	SEATTLE WEST	198	1	35.00	2	100.00%	0	100.00%	
SEQUIM		130	3	39.67	4	98.99%	0	100.00%	
SHELTON		184	4	22.00	3	96.92%	0	100.00%	
SILVERDALE		125	1	85.00	1	98.37%	0	100.00%	
SPOKANE		1686	22	36.09	18	99.20%	0	100.00%	
	SPOKANE CHESTNUT	45	4	38.75	1	98.93%	0	100.00%	
	SPOKANE FAIRFAX	257	2	68.50	5	97.78%	0	100.00%	
	SPOKANE HUDSON	250	0		0	98.05%	0	100.00%	
	SPOKANE KEYSTONE	185	1	71.00	1	100.00%	0	100.00%	
	SPOKANE MORAN	60	0		0	99.46%	0	100.00%	
	SPOKANE RIVERSIDE	267	4	48.50	3	100.00%	0	100.00%	
	SPOKANE WALNUT	423	6	13.67	6	98.88%	0	100.00%	
	SPOKANE WHITWORTH	199	5	32.60	2	98.58%	0	100.00%	
SPRINGDALE		19	3	14.33	0	98.99%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders  
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STANDARD		133	4	21.25	1	99.00%	0	99.00%	
SUMNER (BONNEYLAKE)		1837	16	23.31	12	99.35%	0	100.00%	
TACOMA		91	4	35.75	1	98.90%	0	100.00%	
	TACOMA FORT LEWIS	310	2	9.50	4	98.71%	0	100.00%	
	TACOMA GREENFIELD	300	1	1.00	2	99.33%	0	100.00%	
	TACOMA JUNIPER	275	2	28.00	1	99.64%	0	100.00%	
	TACOMA LENNOX	132	0		0	100.00%	0	100.00%	
	TACOMA LOGAN	259	4	30.00	3	98.84%	0	100.00%	
	TACOMA MARKET (FAWCETT)	125	2	17.00	0	100.00%	0	100.00%	
	TACOMA SKYLINE	68	0		0	100.00%	0	100.00%	
	TACOMA WAVERLY-2	277	1	0.00	1	99.64%	0	100.00%	
	TACOMA WAVERLY-7	1042	12	62.00	5	99.52%	0	100.00%	
VANCOUVER		535	6	61.67	3	99.44%	0	100.00%	
	VANCOUVER ORCHARDS	332	3	32.67	2	99.40%	0	100.00%	
	VANCOUVER OXFORD	175	3	92.00	0	100.00%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	1	0		0	100.00%	0	100.00%	
WAITSBURG		208	2	14.50	3	98.56%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		13	0		0	100.00%	0	100.00%	
WARDEN		25	0		1	96.00%	0	100.00%	
WINLOCK		705	7	43.86	8	98.87%	0	100.00%	
YAKIMA		533	6	50.17	5	99.06%	0	100.00%	
	YAKIMA CHESTNUT	172	1	6.00	3	98.26%	0	100.00%	
	YAKIMA WEST								
Exchanges in Neighboring States									
CLARKSTON		63	1	31.00	0	100.00%	0	100.00%	

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STANDARD		16084	209	36.29	178	90.00%		99.00%	2
TOTALS						98.89%		100.00%	
Crystal Mtn. percent completed in 5 days was below standard due to low volume									
Othello and Moses Lake Alder orders not completed > 180 days were 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 - JULY 2009

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JUL-09	RATE JUN-09	RATE MAY-09	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
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-HOOJIAM	0	11073	81	0.73	0.92	1.15	0.86	0.65	0.65	0.78	1.71	1.36	1.01	0.76	0.81
AUBURN	0	20741	150	0.72	1.06	0.73	0.74	0.79	0.81	1.49	1.03	1.18	1.05	0.97	1.23
BAINBRIDGE ISLAND	0	10526	83	0.79	0.75	1.30	0.63	0.56	0.48	0.89	0.63	0.88	0.77	0.65	1.01
BATTLEGROUND	0	9278	91	0.98	0.87	0.60	0.72	0.85	0.56	1.61	2.85	1.10	0.74	0.89	0.93
BELFAIR	0	6590	123	1.87	1.38	1.09	1.29	0.81	0.57	1.42	1.12	1.25	0.99	0.84	1.22
BELLEVUE	0	42792	285	0.67	0.53	0.57	0.56	0.56	0.59	1.20	0.71	0.82	0.70	0.75	0.69
BELLEVUE GLENCOURT	0	17307	72	0.42	0.49	0.39	0.48	0.57	0.46	0.80	0.47	0.53	0.51	0.48	0.51
BELLEVUE-SHERWOOD	0	25485	213	0.84	0.55	0.69	0.61	0.55	0.67	1.46	0.87	1.01	0.84	0.93	0.80
BELLINGHAM	0	28963	132	0.46	0.44	0.38	0.49	0.42	0.37	0.62	0.51	0.46	0.42	0.40	0.42
BELLINGHAM LUMMI	0	1303	9	0.69	0.45	0.76	0.97	0.68	0.53	1.88	0.53	0.90	0.83	0.37	0.65
BELLINGHAM REGENT	0	27660	123	0.44	0.44	0.36	0.47	0.41	0.36	0.56	0.51	0.45	0.40	0.40	0.41
BLACK DIAMOND	0	2545	23	0.90	1.08	0.77	0.80	1.46	1.33	2.31	2.14	1.54	1.24	1.19	1.70
BREMERTON	0	31663	172	0.54	0.49	0.52	0.53	0.46	0.47	0.67	0.63	0.65	0.69	0.67	0.63
BREMERTON CROSBY	0	3005	25	0.83	1.19	1.48	0.95	0.91	0.84	1.32	1.19	1.38	1.73	1.71	2.03
BREMERTON ESSEX	0	27982	135	0.48	0.40	0.41	0.48	0.41	0.42	0.59	0.55	0.57	0.58	0.56	0.48
BREMERTON SUNNYSLOPE	0	666	12	1.80	1.19	0.74	0.60	0.74	0.74	1.47	1.45	0.72	0.73	0.72	0.71
BUCKLEY	0	2179	33	1.51	1.40	1.16	1.71	1.57	1.04	2.79	1.30	1.61	1.32	1.86	1.81
CASTLE ROCK	1	3810	57	1.50	1.42	0.93	1.43	1.76	1.03	4.66	1.68	2.00	1.85	1.83	2.75
CENTRALIA	0	7332	66	0.90	0.99	0.97	0.95	1.32	0.66	2.46	0.97	1.03	0.70	1.10	1.74
CHEHALIS	0	9010	95	1.05	1.46	1.04	0.84	1.06	1.38	2.78	1.61	1.12	1.32	0.86	1.30
CHEHALIS	0	6545	72	1.10	1.78	0.88	0.78	1.07	1.13	1.93	1.45	0.95	1.33	0.76	1.24
CHEHALIS NAPAVALINE	0	2465	23	0.93	0.60	1.48	1.00	1.04	2.05	5.05	2.03	1.57	1.32	1.16	1.46
CHEHALIS	0	2834	22	0.78	1.61	0.69	0.71	0.91	0.47	2.12	0.75	0.84	1.03	0.67	1.53
CHEHALIS	0	2245	30	1.34	1.42	0.31	1.19	1.14	0.48	2.78	1.43	0.95	0.90	1.08	1.98
CHEHALIS	0	6638	101	1.52	1.56	0.70	0.92	0.68	0.68	1.31	1.40	1.16	0.63	0.91	0.78
CHEHALIS(OCEAN SHORES)	0	3491	52	1.49	1.62	0.94	0.74	1.42	1.24	1.95	1.98	1.58	1.47	1.98	2.61
COULLEE DAM	0	2068	23	1.11	1.10	1.01	2.33	1.56	0.89	1.77	1.12	0.74	0.60	0.73	1.37
CRYSTAL MTN.	1	608	2	0.33	1.98	0.83	1.32	1.13	1.28	4.47	0.64	0.64	0.81	1.13	0.48
DAYTON	0	1741	13	0.75	0.46	0.97	1.93	1.14	0.79	1.97	1.24	0.56	1.13	1.58	1.07
DEER PARK	0	5999	96	1.60	1.09	1.02	2.31	1.03	0.93	2.07	1.34	0.77	0.72	0.80	0.93
DES MOINES	0	21029	141	0.67	0.97	0.80	0.81	0.89	0.68	1.27	0.93	0.95	0.92	0.78	0.82
DES MOINES	0	8189	64	0.78	1.07	0.94	1.00	0.73	0.70	1.25	0.97	1.12	1.07	0.79	0.88
DES MOINES FEDERAL WAY	0	12840	77	0.60	0.91	0.72	0.69	1.00	0.67	1.28	0.91	0.84	0.82	0.77	0.78

WASHINGTON TROUBLE REPORT RATE - JULY 2009

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JUL-09	RATE JUN-09	RATE MAY-09	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
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	591	8	1.35	1.00	0.99	0.32	0.00	0.79	0.95	0.47	0.31	0.93	0.47	2.30
ELK	0	2536	47	1.85	2.66	1.56	1.24	1.30	1.41	3.26	1.31	1.31	0.82	1.30	1.18
ENUMCLAW	0	6506	60	0.92	1.44	0.88	1.10	1.12	1.27	2.16	1.13	1.42	1.20	0.70	1.13
EPHRATA	0	2964	20	0.67	0.91	0.33	0.56	0.56	0.36	0.29	0.58	1.10	0.68	0.44	0.63
GRAHAM	0	12196	138	1.13	1.08	0.67	0.74	1.19	0.63	1.02	1.01	0.99	1.12	0.97	0.84
GREEN BLUFF	0	2514	31	1.23	0.90	0.71	0.86	1.00	1.87	1.06	0.97	0.89	1.08	1.13	1.13
HOODSPORT	0	2094	48	2.29	0.95	0.94	1.55	1.40	0.51	1.19	1.40	1.56	1.37	0.74	0.95
ISSAQUAH	0	17659	98	0.55	0.81	0.85	0.62	0.54	0.58	1.45	0.52	0.74	0.67	0.58	0.53
KENT	0	39336	271	0.69	0.69	0.62	0.59	0.70	0.63	0.95	0.82	0.72	0.75	0.68	0.74
KENT MERIDIAN	0	13714	127	0.93	0.84	0.87	0.79	1.01	0.77	1.43	1.22	0.91	0.88	0.74	1.05
KENT O BRIEN	0	8221	27	0.33	0.34	0.25	0.16	0.35	0.30	0.15	0.20	0.26	0.32	0.25	0.22
KENT ULRICH	0	17401	117	0.67	0.75	0.59	0.64	0.63	0.68	0.94	0.79	0.76	0.82	0.82	0.73
LIBERTY LAKE	0	997	11	1.10	0.56	0.36	1.36	0.09	0.35	0.86	0.74	0.66	0.36	0.72	0.50
LONGVIEW-KELSO	0	22835	259	1.13	1.03	0.90	1.04	0.82	0.87	2.29	1.33	1.31	0.88	1.07	1.25
LOON LAKE	0	1232	14	1.14	1.71	1.07	0.91	1.15	0.74	1.14	0.80	0.80	1.03	1.01	2.51
MAPLE VALLEY	0	8600	54	0.63	0.71	0.62	0.84	0.81	0.60	1.27	0.86	0.73	0.51	0.82	1.62
MOSES LAKE	0	12379	116	0.94	0.98	0.80	1.02	0.97	0.82	1.03	0.82	1.19	0.86	1.02	1.23
MOSES LAKE AFB	0	2025	18	0.89	0.83	0.93	0.73	1.12	0.29	0.92	0.39	0.53	0.90	1.56	0.99
MOSES LAKE ALDER	0	10354	98	0.95	1.01	0.77	1.08	0.94	0.92	1.06	0.91	1.32	0.86	0.92	1.27
NEWMAN LAKE	1	1634	16	0.98	1.09	1.25	0.65	1.75	1.26	1.47	1.01	1.22	0.99	1.58	4.40
NORTHPORT	0	1024	17	1.66	2.33	1.56	1.37	0.49	0.78	1.55	2.22	1.34	3.13	1.50	0.94
OLYMPIA	0	59011	418	0.71	0.58	0.66	0.58	0.56	0.52	0.91	0.80	0.71	0.67	0.64	0.76
OLYMPIA EVERGREEN	0	4586	60	1.31	0.96	0.88	0.89	0.55	0.64	0.82	1.01	1.02	0.95	0.77	1.11
OLYMPIA LACEY	0	25972	183	0.70	0.59	0.55	0.65	0.53	0.52	0.80	0.80	0.60	0.69	0.57	0.66
OLYMPIA WHITEHALL	0	28453	175	0.62	0.52	0.71	0.46	0.58	0.50	1.01	0.77	0.75	0.61	0.69	0.79
OMAK-OKANOGAN	0	6992	138	1.97	1.77	1.18	0.91	1.07	1.03	0.96	0.93	3.14	0.98	0.92	1.70
OROVILLE	0	1770	31	1.75	1.91	2.23	1.46	1.18	0.95	1.67	0.61	1.28	1.77	0.76	1.09
OTHELLO	0	4198	74	1.76	1.36	1.91	1.11	1.20	1.04	1.66	1.79	1.73	0.72	1.06	1.17
PASCO	0	16011	152	0.95	0.95	0.91	1.24	0.84	0.78	1.32	0.94	0.91	0.67	0.79	1.25
PATEROS	0	759	16	2.11	1.58	1.84	1.45	2.10	0.52	1.68	0.77	1.15	1.02	0.88	1.76
POMEROY	0	1282	22	1.72	1.24	1.16	3.34	1.27	2.85	3.64	2.37	1.74	1.41	2.57	2.10
PT. ANGELES	0	15146	181	1.20	1.16	0.58	0.61	0.68	0.57	0.96	0.92	1.13	0.65	0.98	0.82
PT ANGELES JOYCE	0	1105	16	1.45	6.21	1.89	0.81	2.06	0.89	2.82	2.92	2.65	2.03	2.87	1.89

WASHINGTON TROUBLE REPORT RATE - JULY 2009

WIRECENTER	STD EXD CNT	LINES	RPTS	JUL-09 RATE	JUN-09 RATE	MAY-09 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
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	14041	165	1.18	0.76	0.48	0.59	0.57	0.54	0.82	0.77	1.01	0.55	0.84	0.74
PT. LUDLOW	0	2485	14	0.56	1.12	1.03	0.78	0.43	0.35	0.92	0.53	0.57	0.57	0.79	1.05
PT. ORCHARD	0	17394	178	1.02	1.00	0.78	0.63	0.97	0.72	1.30	1.17	1.22	1.26	1.00	0.80
PORT ORCHARD COLBY	0	6454	61	0.95	0.98	0.80	0.45	0.58	0.69	1.38	1.07	1.08	0.82	0.77	0.83
PT. ORCHARD	0	10940	117	1.07	1.02	0.76	0.74	1.19	0.74	1.25	1.24	1.30	1.52	1.14	0.78
PT. TOWNSEND	0	10677	94	0.86	0.94	0.74	0.78	0.64	0.48	0.83	0.81	0.80	0.92	0.74	0.68
PUYALLAP	0	22612	170	0.75	0.99	0.68	0.82	0.72	0.69	1.27	0.70	0.90	0.72	0.85	0.96
RENTON	0	36321	354	0.97	0.78	0.91	0.88	0.75	1.08	1.37	0.99	1.18	1.05	1.04	1.09
RIDGEFIELD	0	3190	35	1.10	1.71	1.95	1.53	0.91	1.27	2.06	1.57	1.30	1.55	0.84	1.12
ROCHESTER	0	4618	78	1.69	1.18	1.09	1.50	0.92	0.56	2.20	1.46	0.77	0.99	0.88	1.30
ROY	0	2231	23	1.03	1.16	0.75	0.80	0.75	0.79	1.77	1.84	1.16	1.87	1.30	1.16
SEATTLE	0	256845	1385	0.54	0.58	0.65	0.62	0.59	0.47	0.86	0.54	0.67	0.52	0.59	0.62
SEATTLE ATWATER	0	18898	77	0.41	0.35	0.47	0.65	0.34	0.30	0.56	0.31	0.81	0.44	0.37	0.35
SEATTLE CAMPUS	0	9590	40	0.42	0.59	0.58	0.42	0.48	0.41	0.58	0.28	0.56	0.47	1.08	0.50
SEATTLE CHERRY	0	29520	222	0.75	0.70	0.87	0.99	0.97	0.73	1.40	0.86	1.02	0.86	0.71	1.08
SEATTLE DUWAMISH	0	12212	70	0.57	0.65	0.79	0.62	0.54	0.61	0.95	0.59	0.67	0.50	0.59	0.73
SEATTLE EAST	0	27680	169	0.61	0.65	0.70	0.55	0.54	0.63	0.92	0.75	0.82	0.70	0.92	0.66
SEATTLE ELLIOT	0	7436	15	0.20	0.21	0.22	0.30	0.16	0.32	0.24	0.35	0.23	0.22	0.27	0.38
SEATTLE EMERSON	0	27017	155	0.57	0.77	0.84	0.60	0.53	0.54	0.96	0.67	0.67	0.52	0.80	0.52
SEATTLE LAKEVIEW	0	23627	197	0.83	0.69	0.61	0.59	0.77	0.49	0.85	0.56	0.70	0.48	0.67	0.68
SEATTLE MAIN	0	36159	59	0.16	0.24	0.19	0.13	0.20	0.14	0.21	0.13	0.16	0.14	0.17	0.23
SEATTLE MERCER ISLAND (ADAMS)	0	8490	42	0.49	0.72	0.49	0.79	0.69	0.39	1.17	0.76	1.00	0.55	0.71	0.72
SEATTLE PARKWAY	0	17448	133	0.76	0.97	0.84	1.05	1.22	0.69	1.18	0.66	0.84	0.86	0.78	0.96
SEATTLE SUNSET	0	19959	97	0.49	0.47	0.71	0.59	0.53	0.38	0.74	0.56	0.64	0.45	0.41	0.53
SEATTLE WEST	0	18809	109	0.58	0.52	0.98	0.85	0.56	0.50	1.40	0.55	0.72	0.53	0.63	0.72
SEQUIM	0	12886	109	0.85	0.81	0.76	0.71	1.03	0.57	0.95	0.89	0.76	0.76	0.88	0.87
SHELTON	0	13299	128	0.96	0.89	0.80	0.83	0.73	0.87	1.44	1.20	1.10	0.79	0.86	1.14
SILVERDALE	0	12454	86	0.69	0.65	1.00	0.72	0.69	0.42	0.70	0.66	0.93	0.64	0.73	0.53
SPOKANE	0	114145	1064	0.93	0.96	0.83	0.85	0.95	0.86	1.32	0.81	1.03	0.82	0.86	1.07
SPOKANE CHESTNUT	0	2508	25	1.00	1.23	1.06	0.86	1.21	0.86	1.73	1.22	1.48	0.49	1.26	1.50
SPOKANE FAIRFAX	0	16043	168	1.05	1.20	1.58	1.12	1.19	1.68	1.51	1.00	1.52	0.76	0.79	1.24
SPOKANE HUDSON	0	12530	97	0.77	0.96	0.75	0.78	0.89	0.69	1.56	0.73	1.25	1.12	0.76	1.06
SPOKANE KEYSTONE	0	11200	100	0.89	0.95	0.79	0.81	1.63	0.93	1.11	0.74	1.04	0.87	0.76	0.70

WASHINGTON TROUBLE REPORT RATE - JULY 2009

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JUL-09	RATE JUN-09	RATE MAY-09	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
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	7132	39	0.55	0.84	0.57	0.63	0.55	0.54	1.33	0.58	0.77	0.78	1.21	1.02
SPOKANE RIVERSIDE	0	16292	129	0.79	0.73	0.66	0.74	0.81	0.60	1.80	0.81	1.10	0.67	0.58	0.61
SPOKANE WALNUT	0	31252	331	1.06	0.90	0.70	0.81	0.82	0.72	1.11	0.68	0.76	0.78	0.91	1.14
SPOKANE WHITWORTH	0	17188	175	1.02	1.11	0.69	0.95	0.83	0.80	1.01	1.02	0.88	0.89	1.02	1.41
SPRINGDALE	1	1733	72	4.15	2.29	1.55	0.69	1.21	1.21	1.77	1.71	2.79	1.71	3.41	2.10
SUMNER (BONNEYLAKE)	0	13663	103	0.75	0.96	0.74	0.94	0.74	0.73	1.33	0.95	0.81	0.66	0.98	0.83
TACOMA	0	123512	971	0.79	0.72	0.72	0.68	0.75	0.60	1.35	0.74	1.05	0.81	0.63	0.74
TACOMA FORT LEWIS	0	2700	28	1.04	0.36	0.53	0.55	0.54	0.37	0.70	0.46	0.42	0.58	0.63	0.53
TACOMA GREENFIELD	0	16896	119	0.70	0.64	0.73	0.74	1.00	0.68	1.76	0.89	1.15	0.87	0.82	0.89
TACOMA JUNIPER	0	17144	204	1.19	0.79	0.68	0.69	0.88	0.79	1.16	0.75	0.93	0.90	0.70	0.69
TACOMA LENNOX	0	20483	172	0.84	0.96	0.94	0.82	0.79	0.73	1.64	0.81	1.00	1.05	0.70	1.07
TACOMA LOGAN	0	12068	79	0.65	0.73	1.04	0.78	0.71	0.66	1.41	0.86	1.56	0.72	0.51	0.60
TACOMA MARKET (FAWCETT)	0	14524	74	0.51	0.59	0.52	0.53	0.72	0.48	1.05	0.50	0.90	0.53	0.44	0.55
TACOMA SKYLINE	0	11863	93	0.78	0.65	0.79	0.62	0.53	0.51	1.54	0.66	0.80	0.88	0.62	0.61
TACOMA WAVERLY-2	0	5550	47	0.85	0.65	0.59	0.77	0.72	0.64	1.29	0.80	1.28	0.80	0.60	0.71
TACOMA WAVERLY-7	0	22284	155	0.70	0.70	0.54	0.59	0.61	0.40	1.05	0.72	1.08	0.72	0.54	0.68
VANCOUVER	0	70356	609	0.87	1.18	0.85	0.84	0.83	0.76	1.27	0.92	0.88	0.93	0.77	0.92
VANCOUVER ORCHARDS	0	35234	312	0.89	1.26	0.72	0.72	0.78	0.73	1.21	0.98	0.75	0.85	0.64	0.98
VANCOUVER OXFORD	0	20289	185	0.91	1.12	0.90	1.00	0.85	0.81	1.32	0.83	0.96	1.03	0.96	1.05
VANCOUVER SALMON CRK(NORTH)	0	14833	112	0.76	1.08	1.08	0.91	0.91	0.75	1.35	0.89	1.09	1.00	0.81	0.63
WATTSBURG	0	553	15	2.71	1.62	1.62	3.40	1.42	1.43	1.07	2.13	1.23	1.06	0.52	1.23
WALLA WALLA (INCL TOUCHET)	0	14742	156	1.06	0.71	0.89	0.58	0.85	0.59	1.74	1.29	0.97	0.86	0.70	1.09
WARDEN	0	1180	13	1.10	1.68	1.00	1.24	1.07	0.49	2.30	1.70	1.46	1.46	1.12	2.63
WINLOCK	0	2051	29	1.41	0.82	0.96	1.20	1.24	1.34	1.36	0.89	0.70	1.86	0.55	1.15
YAKIMA	0	40346	311	0.77	0.71	0.67	0.62	0.65	0.55	0.75	0.47	0.67	0.67	0.67	0.85
YAKIMA CHESTNUT	0	27072	177	0.65	0.80	0.67	0.61	0.70	0.61	0.86	0.46	0.71	0.75	0.63	0.94
YAKIMA WEST	0	13274	134	1.01	0.52	0.66	0.65	0.55	0.42	0.54	0.50	0.58	0.50	0.75	0.65
Exchanges in Neighboring States															
CLARKSTON	0	6344	75	1.18	1.22	0.99	0.91	1.02	0.74	1.32	0.89	1.05	1.07	1.01	1.43
TOTALS	0	1257038	10183	0.81	0.82	0.75	0.75	0.75	0.66	1.20	0.82	0.90	0.77	0.76	0.88

WASHINGTON TRUNK BLOCKING SUMMARY - JULY 2009

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	120	0	0.00%
LOCAL	362	1	0.28%
TOLL	375	16	4.27%

WASHINGTON TRUNK BLOCKING - JULY 2009

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP070428	47			LOCAL	TWO_WAY	1.45%	Blocked hour 8 week of 7/20/09 due to spikes in pc sa issued
AP072415	192			TOLL	TWO_WAY	4.88%	Blocked hour 18 week of 7/20/09 due to spikes in pc sa issued
AP072418	216			TOLL	TWO_WAY	3.69%	Blocked hour 18 week of 7/20/09 due to spikes in pc sa issued
AP072420	168			TOLL	TWO_WAY	4.76%	Blocked hour 18 week of 7/20/09 due to spikes in pc sa issued
AP072428	264			TOLL	TWO_WAY	1.87%	Blocked hour 18 week of 7/20/09 due to spikes in pc sa issued
AP073995	144			TOLL	TWO_WAY	2.38%	Blocked hour 18 week of 7/20/09 due to spikes in pc sa issued
AP077411	96			TOLL	TWO_WAY	1.83%	Blocked hour 13 week of 7/13/09 due to spikes in pc sa issued
AP079934	288			TOLL	TWO_WAY	6.45%	Blocked hour 18 week of 7/27/09 due to spikes in pc sa issued
AP081363	24			TOLL	ONE_WAY	7.83%	Blocked hour 18 week of 7/27/09 due to spikes in pc sa issued
AP081423	24			TOLL	ONE_WAY	6.15%	Blocked hour 18 week of 7/27/09 due to spikes in pc sa issued
AP081497	24			TOLL	ONE_WAY	1.18%	Blocked hour 18 week of 7/27/09 due to spikes in pc sa issued
AP081505	168			TOLL	TWO_WAY	1.54%	Blocked hour 17 week of 7/27/09 due to spikes in pc sa issued
AP081878	24			TOLL	ONE_WAY	8.13%	Blocked hour 17 week of 7/27/09 due to spikes in pc sa issued
AP081933	24			TOLL	ONE_WAY	2.12%	Blocked hour 18 week of 7/20/09 due to spikes in pc sa issued
AP081936	24			TOLL	ONE_WAY	9.63%	Blocked hour 18 week of 7/27/09 due to spikes in pc sa issued
AP081958	216			TOLL	TWO_WAY	5.27%	Blocked hour 18 week of 7/27/09 due to spikes in pc sa issued
AP081965	216			TOLL	TWO_WAY	2.39%	Blocked hour 10 week of 7/27/09 due to spikes in pc sa issued