



Qwest Corporation
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Holly Dean
Manager - Regulatory
Public Policy

July 29, 2004

Carole Washburn, Secretary
Washington Utilities and
Transportation Commission
1300 S. Evergreen Park Dr. SW
Olympia, Washington 98504-7250

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

Dear Ms. Washburn:

Enclosed are the June 2004 service quality performance reports required of Qwest Corporation in accordance with Docket Nos. UT-921192, UT-950200, UT-991358, UT-030704 and WAC 480-120-438 – 480-120-440.

The following reports are enclosed:

- 1) Installation Commitments Met/Held Orders,
- 2) Repair Commitments Met,
- 3) Trouble Report,
- 4) Abnormal Trouble Conditions Report,
- 5) Answer Time Performance,
- 6) Out of Service Report – 2 day / 7 day / Cleared Greater than 72 hours,
- 7) Trunk Blocking Reports,
- 8) Dial Tone Report,
- 9) Customer Complaint Report,
- 10) Customer Remedy Service Quality Credit Report

The Service Order Interval Missed Commitment Report enclosed includes all orders completed in June 2004. Information is provided for each exchange and includes orders for primary service, orders held beyond five business days and orders not completed within 90 days. The order count used for this report includes primary and additional line orders. This report includes large business orders and excludes orders where the customer requested a due date greater than five business days, orders where Qwest was ready to install service but the customer was not ready, all orders for company official services and orders for service that were for five or more lines 5 Day Greater than 10% and 90 Day Greater than 1% columns.

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WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION
JUL 30 2004
ASST. SEC. TAP 16


Also enclosed is the Pending Order Report as of June 30, 2004, based on data generated for the OP-15A diagnostic measure, as ordered by the Commission in Docket UT-030704.

I have also enclosed restated Out of Service Summary sheets for March 2004, April 2004 and May 2004. The restatement is due to the March 2004, Out of Service Cleared >72 hours data entry, in the column titled "All Other Repair Tickets". The number originally reported was shown as 4971 and should have been reported as 5971.

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

Please call me on (360) 754-3241 if you have questions or need additional information.

Very truly yours,

By 
Ron L. Trullinger for
Holly Dean

Enclosures

INSTALLATION APPOINTMENTS MET

The Installation Appointments Met report measures the percentage of appointments for the connection of service met on the commitment date. Beginning with May 1993, report each month's results, adding subsequent months' data until 12 months of data is reported. After that point, add the current month data and delete the 13 month old data in order to always report percentages for 12 months.

COMPANY NAME: Qwest Corporation

- Calculations are based on 2003/2004 orders reflected in the Service Interval Missed Commitment Report 1, Commitments Met-Company Missed.

MONTH/YEAR	7/03	8/03	9/03	10/03	11/03	12/03	1/04	2/04	3/04	4/04	5/04	6/04
PERCENTAGE	99.7	99.7	99.7	99.7	99.7	99.6	99.7	99.7	99.7	99.7	99.7	99.7

Month reflects calculation based on residence, small business and large business orders.

HELD ORDERS

The Held Orders report lists the number of requests for primary exchange service that is not filled on or before the commitment date. State the number of held orders expressed as a ratio per one hundred new or reestablished lines ordered. Begin reporting with May 1993, ratios. After ratios for 12 months have been reported, subsequent reports should add the current month's data and delete the 13 month's data in order to continue reporting the most current 12 month of results. Beginning with January 1996 a new method of determining this statistic is used, making it not comparable to prior months.

COMPANY NAME: Qwest Corporation

- Calculations are based on 2003/2004 orders reflected in the Service Interval Missed Commitment Report 2, 5 Day Greater than 10%.

MONTH/YEAR	7/03	8/03	9/03	10/03	11/03	12/03	1/04	2/04	3/04	4/04	5/04	6/04
RATIOS	0.75	0.78	0.68	0.64	0.62	0.82	0.85	0.77	0.77	0.82	0.82	0.82

Month reflects calculation based on residence, small business and large business orders.

Year To Date Age Report													
For End of Month June 2004													
Excludes Customer Reasons													
WA													
Completed (Met/Missed Due Date)													
	June				Year To Date				Open (Missed Due Date)				
	ORD	AVG	< 5	<30	ORD	AVG	< 5	<30	ORD	AVG	< 5	<30	> 60
CNT	AGE	DAYS	DAYS	CNT	AGE	DAYS	DAYS	CNT	AGE	DAYS	DAYS	DAYS	DAYS
Inside Base Rate													
BP													
BR													
BS													
PC													
RP													
RR													
RS													
TOTAL													
Outside Base Rate													
BP													
BR													
BS													
PC													
RP													
RR													
RS													
TOTAL													
Total													
BP													
BR													
BS													
PC													
RP													
RR													
RS													
TOTAL													
BP - BUSINESS PRIMARY RP - RESIDENTIAL PRIMARY BS - BUSINESS SECONDARY RS - RESIDENTIAL SECONDARY BR - BUSINESS REGRADE RR - RESIDENTIAL REGRADE PC - COIN AND PUBLIC COIN													

Qwest Corporation
Reconciliation of the Service Order Interval Missed Commitment and Aging Reports
June 2004

The Year-to-date Aging Report reflects the progress made when an order is held due to the lack of company facilities. As of June 30, 2004, Qwest had █ pending held orders due to a lack of company facilities, which were for additional lines.

The Qwest Service Order Interval Missed Commitment Summary Report for June 2004 indicates that we have completed 42,151 (99.2%) orders year to date within 5 business days (new, transfer or change orders with at least one inward line). 345 (0.8%) orders were not completed within 5 business days due to company reasons.

The June Year-to-Date Aging Report indicates that █ total orders through June have been completed that were originally held due to a lack of facilities. By working with the June Service Order Interval Missed Commitment Summary and the April Year-to-Date Report the following conclusions can be drawn:

- 42,151 orders for lines were completed in June 2004.
- 193,931 total orders were completed in June 2004.
- Qwest missed the commitment/appointment for 758 orders (0.4%) of the total orders completed in June, 2004.
- 345 orders (0.8%) were not completed in 5 business days (345/42,151). These were all held orders. Information on the Aging Report indicates that █ orders were held in June due to a lack of facilities that have since been completed. Therefore, you can conclude that the June orders that were not completed within 5 business days were held due to a lack of facilities. In other words, the technicians completed all orders within 5 business days unless they were unable to do so because there were no available facilities.
- Year-to-date, █ orders (99.9%) have been completed that were originally held due to a lack of facilities, some of these orders may have been taken in 2003. █
- Of the █ total orders held due to a lack of facilities to date, █ were completed in less than 30 days (97%).

<i>VIEW 1</i>	03/04 SOT=NTC Inward R, SB, LB	Not Compl w/i 90 days	Orders Still Open > 60 days (from 6/04 facilities aging report)	Total orders not compl w/i 90 days	90 days (greater than 1%)
State Total	41,356	4	█	7	0.02%

Completed Order Detail, (Report 1)

Column #

1] EXCHANGE: Exchange/wire center name.

2] WC: Wire center number.

3]. AREA CODE: NPA for the exchange or wire center.

4] SOT=NTC; (IF>00): Total of all completed New, Transfer and Changed service orders for month reported; residence, small business, large business.

5] SOT=NTC; (IF>00): Total of all completed New, Transfer and Changed service orders for month reported; residence, small business.

6] COMPANY MISSED: Number of service orders in column 4 that the installation appointment was missed due to company reasons.

7] SUBSCRIBER MISSED: Number of service orders in column 4 that the installation appointment was missed due to subscriber reasons.

8] COMBINED MISSED: Number of service orders in columns 6 and 7 that the installation appointment was missed due to company and subscriber reasons.

9] COMMITMENTS SUBSCRIBER MISSED: Percentage of installation appointments met by the company but missed due to customer reasons (column 4 less column 7 divided by column 4).

10] COMMITMENTS MET COMPANY MISSED: Percentage of installation appointments met by the company (column 4 less column 6 divided by column 4).

11] COMMITMENTS MET COMBINED MISSED: Percentage of installations met by the company excluding appointments missed because of company or customer reasons (column 4 less column 8 divided by column 4).

Missed Commitment Information (Report 2)

12] SOT=NTC (R, SB, LB): Total completed New, Transfer and Change service orders with at least one inward line, residence, small business, large business.

13] SOT=NTC (R, SB): Total completed New, Transfer and Change service orders with at least one inward line, residence and small business.

14] TOTAL NOT COMPLETED WITHIN 5 DAYS: The number of orders in column 12 that were not completed due to company reasons within 5 business days. The amounts in this column are the counts by wire center of all orders that were held at some time during the month, some of these orders were completed within 5 business days and some counts may include orders held for customer reasons.

15] PERCENT NOT MET IN 5 DAYS GREATER THAN 10%: Percentage of orders that were not completed within 5 business days (column 14 divided by column 12).

16] TOTAL NUMBER OF ORDERS WITH DUE DATES GREATER THAN 5 BUSINESS DAYS because the customer requested.

17] TOTAL NUMBER OF ORDERS WITH A DUE DATE GREATER THAN 5 BUSINESS DAYS because of customer reasons, with 5 lines or less, appointment missed for company reasons.

18] PERCENTAGE MET: Sum of orders with due dates greater than 5 business days for customer reasons (column 16) less orders with due dates greater than 5 business days for customer reasons (column 17) divided by the total number of orders with due dates greater than 5 business days because of customer reasons (divided by column 16).

19] PERCENTAGE MISSED: Total number of orders not completed in 5 days (column 14) plus the total number of orders with due dates greater than 5 Days, for customer reasons, missed for company reasons (column 17) divided by the number by the current month's total inward line orders (column 12).

20] 03/04 SOT=NTC Inward (R, SB, LB): Total of all completed New, Transfer and Changed service orders for March 2004 with at least one inward line, residential, small business, large business.

21] TOTAL NOT COMPLETED IN 90 DAYS: The number of open held orders that are more than 90 days old at the end of the month.

22] PERCENT NOT MET IN 90 DAYS: Percentage of orders that were not completed within 90 calendar days (column 21 divided by column 20).

WASHINGTON SERVICE ORDER INTERVAL MISSED COMMITMENTS SUMMARY
June 2004

MONTH	TOTAL SOT=NTC	COMPANY MISSED	SUBSCRIBER MISSES	COMMITMENTS MET CO MSSD	Current MO (INWARD) SOT=NTC	TOTAL NOT COMPLETED WITHIN 5 BUSINESS DAYS	5 DAY (Greater than 10%)	90 DAYS NTC (INWARD)	TOTAL NOT COMPLETED WITHIN 90 DAYS	90 DAY (Greater than 1%)
JANUARY	219,501	750	696	99.66%	35,837	305	0.85%	45,881	19	0.04%
FEBRUARY	222,539	701	615	99.68%	36,841	281	0.77%	34,299	2	0.01%
MARCH	226,414	798	755	99.65%	41,356	318	0.77%	34,151	4	0.01%
APRIL	217,159	745	726	99.66%	40,287	329	0.82%	35,837	3	0.01%
MAY	213,226	690	682	99.68%	39,822	328	0.82%	36,481	1	0.00%
JUNE	193,931	758	761	99.61%	42,151	345	0.82%	41,356	4	0.01%
JULY										
AUGUST										
SEPTEMBER										
OCTOBER										
NOVEMBER										
DECEMBER										
YTD	1,292,770	4,442	4,235	99.66%	236,294	1,906	0.81%	228,005	33	0.01%
NOTES:										
1) The "Orders, Appointments and Held Orders / Percent Orders Not Met In 5 Business Days" results in the number of total orders handled during the month and the disposition of such.										
2) The "Held Orders / Percent not Met in 90 Days" is a cumulative result; in other words, the result includes held orders from Prior months not yet completed.										

Washington Service Order Interval Missed Commitment Report
Based on 2003 and 2004 Orders (Report 1, Completed Orders) June 2004

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	6/04 TOTAL ORDERS SOT= NTC R,SB,LB	6/04 TOTAL ORDERS SOT=NTC R,SB	Company Misses R,SB,LB	Subscriber Misses R,SB,LB	Combined Misses R,SB,LB	COMMITTS MET Subscriber Missed R,SB,LB	COMMITTS MET Company Missed R,SB,LB	COMMITTS MET (Combined Missed) R,SB,LB
ABERDEEN-HOQUIAM	532	360	1728	1720	8	3	11	99.83%	99.54%	99.36%
AUBURN	833	253	3872	3852	20	16	36	99.58%	99.48%	99.07%
BAINBRIDGE ISLAND	842	206	1200	1198	9	9	19	99.16%	99.24%	98.42%
BATTLEGROUND	687	360	1118	1116	20	2	22	99.82%	98.21%	98.03%
BELFAIR	275	360	599	598	3	5	8	99.16%	99.49%	98.66%
BELLEVUE			5626	5561	19	24	43	99.57%	99.66%	99.24%
GLENCOURT	453	425	1811	1779	5	11	16	99.39%	99.72%	99.12%
SHERWOOD	641	425	3815	3782	14	13	27	99.66%	99.63%	99.29%
BELLINGHAM			3883	3856	16	14	30	99.64%	99.59%	99.23%
LUMMI	758	360	195	193	0	2	2	98.97%	100.00%	98.97%
REGENT	671	360	3688	3663	16	12	28	99.67%	99.56%	99.24%
BLACK DIAMOND	886	360	298	297	0	2	2	99.33%	100.00%	99.33%
BREMERTON			3402	3265	19	29	48	99.15%	99.44%	98.59%
CROSBY	373	360	215	214	3	2	5	99.06%	98.59%	97.67%
BREM ESSEX	830	360	3119	2984	16	26	42	99.16%	99.48%	98.65%
SUNNYSLOPE	674	360	68	67	0	1	1	98.53%	100.00%	98.53%
BUCKLEY	829	360	350	349	0	1	1	99.71%	100.00%	99.71%
CASTLE ROCK	274	360	435	432	4	5	9	98.84%	99.07%	97.93%
CENTRALIA	736	360	1091	1078	3	1	4	99.91%	99.72%	99.63%
CHEHALIS			969	962	4	3	7	99.69%	99.59%	99.28%
CHEHALIS	748	360	736	729	4	2	6	99.73%	99.46%	99.16%
NAPAVINE	262	360	233	233	0	1	1	99.57%	100.00%	99.57%
CLE-ELUM	674	509	254	250	3	1	4	99.60%	98.81%	98.43%
COLFAX	397	509	144	143	1	0	1	100.00%	99.31%	99.31%
GOLVILLE	684	509	541	534	1	0	1	100.00%	99.82%	99.82%
COPALIS										
(OCEAN SHORES)	289	360	358	356	2	1	3	99.72%	99.44%	99.16%
COOLEE DAM	633	509	194	193	0	1	1	99.48%	100.00%	99.48%
CRYSTAL MTN.	663	360	28	28	0	2	2	92.86%	100.00%	92.86%
DAYTON	382	509	148	146	0	1	1	99.32%	100.00%	99.32%
DEER PARK	276	509	630	628	3	1	4	99.84%	99.52%	99.37%
DES MOINES			4826	4810	6	11	17	99.77%	99.88%	99.65%
DES MOINES	824	206	1917	1905	3	3	6	99.84%	99.84%	99.69%
FEDERAL WAY	839	253	2909	2905	3	8	11	99.72%	99.90%	99.62%
EASTON	656	509	55	55	0	0	0	100.00%	100.00%	100.00%
ELK	292	509	221	221	0	2	4	99.09%	99.09%	98.19%
ENUMCLAW	825	360	887	880	7	3	10	99.66%	99.21%	98.87%
EPHRATA	754	509	326	322	0	3	3	99.08%	100.00%	99.08%
GRAHAM	847	253	2417	2412	4	8	12	99.67%	99.83%	99.50%
GREEN BLUFF	238	509	217	214	2	0	2	100.00%	99.08%	99.08%
HOODSPORT	877	360	181	181	0	1	1	99.45%	100.00%	99.45%
ISSAQUAH	392	425	2133	2113	10	12	22	99.43%	99.53%	98.97%
KENT			6401	6374	26	32	58	99.50%	99.59%	99.09%
MERIDIAN	253	360	2326	2319	12	9	21	99.61%	99.48%	99.10%

Washington Service Order Interval Missed Commitment Report
 Based on 2003 and 2004 Orders (Report 1, Completed Orders) June 2004

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	6/04 TOTAL ORDERS SOT=NTC R,SB,LB	6/04 TOTAL ORDERS SOT=NTC R,SB	Company Misses R,SB,LB	Subscriber Misses R,SB,LB	Combined Misses R,SB,LB	COMMITTS MET Subscriber Missed R,SB,LB	COMMITTS MET Company Missed R,SB,LB	COMMITTS MET (Combined Missed) R,SB,LB
O'BRIEN	251	206	326	312	0	6	6	98.16%	100.00%	98.16%
ULRICH	852	253	3749	3743	14	17	31	99.54%	99.62%	99.17%
LIBERTY LAKE	255	509	170	169	0	0	0	100.00%	100.00%	100.00%
LONGVIEW-KELSO	423	360	3509	3493	8	9	17	99.74%	99.77%	99.52%
LOON LAKE	233	509	143	143	0	0	0	100.00%	100.00%	100.00%
MAPLE VALLEY	432	425	1202	1191	7	9	16	99.25%	99.41%	98.67%
MOSES LAKE			1663	1650	5	5	10	99.70%	99.70%	99.40%
MOSES LAKE(AFB)	762	509	314	310	1	1	2	99.68%	99.68%	99.36%
MOSES LAKE	765	509	1349	1340	4	4	8	99.70%	99.70%	99.41%
NEWMAN LAKE	226	509	243	243	3	1	4	99.58%	98.76%	98.35%
NORTHPORT	732	509	96	96	1	1	2	98.95%	98.95%	97.92%
OLYMPIA			8788	8314	26	26	52	99.70%	99.70%	99.41%
EVERGREEN	866	360	644	642	4	3	7	99.53%	99.38%	98.91%
LACEY	456	360	4131	4032	12	13	25	99.68%	99.71%	99.39%
WHITEHALL	352	360	4013	3640	10	10	20	99.75%	99.75%	99.50%
OMAK-OKANOGAN	826	509	674	663	7	1	8	99.85%	98.96%	98.81%
OROVILLE	476	509	145	145	0	1	1	99.31%	100.00%	99.31%
OTHELLO	488	509	538	508	3	1	4	99.81%	99.44%	99.26%
PASCO	545	509	2714	2706	10	8	18	99.70%	99.63%	99.34%
PATEROS	923	509	64	64	0	2	2	96.88%	100.00%	96.88%
POMEROY	843	509	72	71	0	0	0	100.00%	100.00%	100.00%
PT. ANGELES			1636	1629	12	8	20	99.51%	99.27%	98.78%
JOYCE	928	360	85	85	2	0	2	100.00%	97.65%	97.65%
PT. ANGELES	452	360	1551	1544	10	8	18	99.48%	99.35%	98.84%
PT. LUDLOW	437	360	240	240	4	3	7	98.73%	98.31%	97.08%
PT. ORCHARD			2409	2397	7	6	13	99.75%	99.71%	99.46%
COLBY	871	360	891	890	5	1	6	99.89%	99.44%	99.33%
PT. ORCHARD	876	360	1518	1507	2	5	7	99.67%	99.87%	99.54%
PT. TOWNSEND	385	360	1036	1029	42	5	47	99.50%	95.93%	95.46%
PUYALLAP	841	253	4610	4584	5	4	9	99.91%	99.89%	99.80%
RENTON	226	425	6258	6205	30	29	59	99.53%	99.52%	99.06%
RIDGEFIELD	887	360	267	266	1	2	3	99.25%	99.62%	98.88%
ROCHESTER	273	360	599	594	1	0	1	100.00%	99.83%	99.83%
ROY	842	253	247	247	1	1	2	99.59%	99.59%	99.19%
SEATTLE			37328	36720	141	232	373	99.38%	99.62%	99.00%
ATWATER	281	206	2922	2910	7	15	22	99.49%	99.76%	99.25%
CAMPUS	543	206	1506	1490	1	14	15	99.07%	99.93%	99.00%
CHERRY	241	206	4947	4894	15	25	40	99.49%	99.70%	99.19%
DUWAMISH	762	206	1817	1800	9	11	20	99.39%	99.50%	98.90%
EAST	322	206	5126	5112	26	37	63	99.27%	99.49%	98.77%
ELLIOT	441	206	1097	1060	5	6	11	99.45%	99.54%	99.00%
EMERSON	361	206	4116	4092	9	19	28	99.54%	99.78%	99.32%
LAKEVIEW	522	206	3188	3168	18	22	40	99.31%	99.43%	98.75%
MAIN	223	206	2547	2163	16	32	48	98.74%	99.36%	98.12%

Washington Service Order Interval Missed Commitment Report
 Based on 2003 and 2004 Orders (Report 1, Completed Orders) June 2004

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EXCHANGES	WC	AREA CODE	6/04 TOTAL ORDERS SOT= NTC R,SB,LB	6/04 TOTAL ORDERS SOT=NTC R,SB	Company Misses R,SB,LB	Subscriber Misses R,SB,LB	Combined Misses R,SB,LB	COMMITTS MET Subscriber Missed R,SB,LB	COMMITTS MET Company Missed R,SB,LB	COMMITTS MET (Combined Missed) R,SB,LB
MERCER ISLAND (Adams) PARKWAY	232	206	931	921	3	4	7	99.57%	99.68%	99.25%
SUNSET WEST	721	206	3110	3101	14	15	29	99.52%	99.55%	99.07%
SEQUIM	782	206	3118	3113	8	14	22	99.55%	99.74%	99.29%
SHELTON	932	206	2903	2896	10	18	28	99.38%	99.65%	99.04%
SILVERDALE	683	360	1205	1201	11	6	17	99.50%	99.08%	98.59%
SPOKANE	426	360	1593	1588	6	4	10	99.75%	99.62%	99.37%
CHESTNUT FAIRFAX	692	360	1649	1638	3	5	8	99.70%	99.82%	99.51%
HUDSON KEYSTONE			21465	21305	64	57	121	99.73%	99.70%	99.44%
MORAN RIVERSIDE	244	509	585	579	2	2	4	99.66%	99.66%	99.32%
WALNUT WHITWORTH	325	509	3333	3316	7	10	17	99.70%	99.79%	99.49%
LENNOX LOGAN	482	509	2937	2933	4	10	14	99.66%	99.86%	99.52%
MARKET (Fawcett) SKYLINE	534	509	2260	2252	3	6	9	99.73%	99.87%	99.60%
WAWERLY-2 WAWERLY-7	441	509	NUMBERS ADDED TO RIVERSIDE							
TACOMA	455	509	3825	3733	11	11	22	99.71%	99.71%	99.42%
FORT LEWIS GREENFIELD	922	509	5644	5620	18	11	29	99.80%	99.68%	99.49%
JUNIPER	466	509	2881	2872	19	7	26	99.76%	99.34%	99.10%
LENNOX LOGAN	258	509	183	182	8	1	9	99.43%	95.60%	95.08%
MARKET (Fawcett) SKYLINE	863	253	2277	2266	12	7	19	99.69%	99.47%	99.17%
WAWERLY-2 WAWERLY-7			24335	24183	57	67	124	99.72%	99.77%	99.49%
TOUCHET	964	253	1085	1059	2	3	5	99.72%	99.82%	99.54%
VANCOUVER	472	253	3546	3537	11	15	26	99.58%	99.69%	99.27%
ORCHARDS OXFORD	582	253	3956	3941	7	6	13	99.85%	99.82%	99.67%
SALMON CREEK (VANCVR NO)	531	253	4745	4731	11	7	18	99.85%	99.77%	99.62%
WAITSBURG	564	253	1944	1937	3	2	5	99.90%	99.85%	99.74%
WALLA WALLA	272	253	2414	2361	5	14	19	99.42%	99.79%	99.21%
WARDEN	752	253	1743	1734	3	10	13	99.43%	99.83%	99.25%
WINLOCK	922	253	825	823	2	3	5	99.64%	99.76%	99.39%
YAKIMA	927	253	4077	4060	13	7	20	99.83%	99.68%	99.51%
WC TOTAL	394	509	NUMBERS ADDED TO WALLA WALLA							
			12261	12197	61	45	106	99.63%	99.50%	99.14%
	253	360	6447	6415	33	19	52	99.70%	99.49%	99.19%
	693	360	3578	3558	13	17	30	99.52%	99.63%	99.16%
	573	360	2236	2224	15	9	24	99.59%	99.33%	98.93%
	337	509	69	69	0	0	0	100.00%	100.00%	100.00%
	522	509	2253	2231	6	7	13	99.96%	99.73%	99.69%
	349	509	180	177	0	0	0	100.00%	100.00%	100.00%
	785	360	206	206	6	1	7	99.50%	97.07%	96.60%
			7072	7024	18	19	37	99.73%	99.75%	99.48%
	244	509	5087	5044	11	16	27	99.68%	99.78%	99.47%
	965	509	1985	1980	7	3	10	99.85%	99.65%	99.50%
			193931	191778	758	761	1519	99.61%	99.61%	99.22%

Washington Service Order Interval Missed Commitment Report
 Based on 2003 and 2004 Orders (Report 2, Missed Commitments) June 2004

1	2	3	12	13	14	15	16	17	18	19	20	21	22
	WC	AREA	6/04	6/04	NOT	5 DAY	SUM OF	SUM OF ORDERS	% MET	% Missed	3/04	NOT	
	CODE	CODE	SOT=NTC	SOT=NTC	COMPL	(Greater	ORDERS	W/DD >5			SOT=NTC	COMPL	
			INWARD	INWARD	W/ 5	than 10%)	W/DD > 5	Lines or Less Missed			INWARD	W/ 90	
			R,SB,LB	R,SB	DAYS		Customer	Appr. Company			R,SB,LB	DAYS	90 DAYS
							Reasons	Reasons					(GRTR THAN
													1%)
EXCHANGES													
ABERDEEN-HOQUIAM	532	360	406	403	1	0.25%	39	2	94.87%	5.13%	426	0	0.00%
AUBURN	833	253	821	821	6	0.73%	136	5	96.32%	3.68%	836	0	0.00%
BAINBRIDGE ISLAND	842	206	219	218	3	1.37%	79	0	100.00%	0.00%	210	0	0.00%
BATTLEGROUND	687	360	232	231	2	0.86%	107	0	100.00%	0.00%	218	0	0.00%
BEFAIR	275	360	131	130	1	0.76%	30	1	96.67%	3.33%	134	0	0.00%
BELLEVUE			1339	1318	9	0.67%	301	1	99.67%	0.33%	1187	0	0.00%
GLENCOURT	453	425	434	421	4	0.92%	100	1	99.00%	1.00%	424	0	0.00%
SHERWOOD	641	425	905	897	5	0.55%	201	0	100.00%	0.00%	763	0	0.00%
BELLINGHAM			1069	1060	14	1.31%	323	1	99.69%	0.31%	970	0	0.00%
LUMMI	758	360	35	35	0	0.00%	15	0	100.00%	0.00%	29	0	0.00%
REGENT	671	360	1034	1025	14	1.35%	308	1	99.68%	0.32%	941	0	0.00%
BLACK DIAMOND	886	360	55	54	0	0.00%	16	0	100.00%	0.00%	69	0	0.00%
BREMERTON			809	756	7	0.87%	209	6	97.13%	2.87%	768	0	0.00%
CROSBY	373	360	50	50	1	2.00%	19	2	89.47%	10.53%	44	0	0.00%
BREM ESSEX	830	360	746	694	6	0.80%	186	4	97.85%	2.15%	711	0	0.00%
SUNNYSLOPE	674	360	13	12	0	0.00%	4	0	100.00%	0.00%	13	0	0.00%
BUCKLEY	829	360	52	52	0	0.00%	8	0	100.00%	0.00%	59	0	0.00%
CASTLE ROCK	274	360	85	85	2	2.35%	10	1	90.00%	10.00%	96	0	0.00%
CENTRALIA	736	360	247	244	1	0.40%	37	0	100.00%	0.00%	313	0	0.00%
CHEHALIS			211	208	1	0.47%	60	1	98.33%	1.67%	201	1	0.50%
CHEHALIS	748	360	162	159	1	0.62%	55	1	98.18%	1.82%	159	1	0.63%
NAPAVINE	262	360	49	49	0	0.00%	5	0	100.00%	0.00%	42	0	0.00%
CLE-ELUM	674	509	62	60	2	3.23%	5	0	100.00%	0.00%	42	0	0.00%
COLFAX	397	509	44	44	1	2.27%	6	0	100.00%	0.00%	38	0	0.00%
COLVILLE	684	509	153	151	0	0.00%	30	0	100.00%	0.00%	115	0	0.00%
COPALIS													
(OCEAN SHORES)	289	360	113	112	2	1.77%	28	1	96.43%	3.57%	111	0	0.00%
COULEE DAM	633	509	64	63	0	0.00%	13	0	100.00%	0.00%	39	0	0.00%
CRYSTAL MTN.	663	360	9	9	0	0.00%	2	0	100.00%	0.00%	5	0	0.00%
DAYTON	382	509	31	31	0	0.00%	6	0	100.00%	0.00%	35	0	0.00%
DEER PARK	276	509	107	106	2	1.87%	23	0	100.00%	0.00%	106	0	0.00%
DES MOINES			889	885	4	0.45%	149	1	99.33%	0.67%	933	0	0.00%
DES MOINES	824	206	322	319	1	0.31%	55	1	98.18%	1.82%	363	0	0.00%
FEDERAL WAY	839	253	567	566	3	0.53%	94	0	100.00%	0.00%	570	0	0.00%
EASTON	656	509	7	7	0	0.00%	2	0	100.00%	0.00%	9	0	0.00%
ELK	292	509	42	42	2	4.76%	7	0	100.00%	0.00%	43	0	0.00%
ENUMCLAW	825	360	159	158	5	3.14%	36	0	100.00%	0.00%	167	0	0.00%
EPHRATA	754	509	93	92	0	0.00%	13	0	100.00%	0.00%	84	0	0.00%
GRAHAM	847	253	435	433	3	0.69%	99	0	100.00%	0.00%	435	0	0.00%
GREEN BLUFF	238	509	33	31	1	3.03%	7	1	85.71%	14.29%	34	0	0.00%
HOODSPORT	877	360	39	39	0	0.00%	7	0	100.00%	0.00%	34	0	0.00%
ISSAQUAH	392	425	597	590	2	0.34%	167	1	99.40%	0.60%	531	0	0.00%
KENT			1365	1359	12	0.88%	301	3	99.00%	1.00%	1407	0	0.00%
MERIDIAN	253	360	428	425	7	1.64%	121	1	99.17%	0.83%	402	0	0.00%
OBRIEN	251	206	84	83	0	0.00%	19	0	100.00%	0.00%	101	0	0.00%
ULRICH	852	253	853	851	5	0.59%	161	2	98.76%	1.24%	904	0	0.00%
LIBERTY LAKE	255	509	22	21	0	0.00%	9	0	100.00%	0.00%	22	0	0.00%

Washington Service Order Interval Missed Commitment Report
 Based on 2003 and 2004 Orders (Report 2, Missed Commitments) June 2004

1	2	3	12	13	14	15	16	17	18	19	20	21	22
EXCHANGES	WC	AREA	6/04	6/04	NOT	5 DAY	SUM OF	SUM OF ORDERS	% MET	% Missed	3/04	NOT	90 DAYS
	CODE	CODE	SOT=NTC	SOT=NTC	COMPL	(Greater	ORDERS	WIDD > 5	Customer	Reasons	INWARD	COMPL	(GRTR THAN
			R,SB,LB	R,SB	W/I 5	than 10%)	WIDD > 5	Reasons	Reasons	Reasons	R,SB,LB	W/I 90	1%)
					DAYS		Days	Customer	Appt. Company			DAYS	
							Reasons	Reasons	Reasons				
LONGVIEW-KELSO	423	360	800	795	5	0.63%	112	0	100.00%	0.00%	900	0	0.00%
LOON LAKE	233	509	51	51	0	0.00%	12	0	100.00%	0.00%	24	0	0.00%
MAPLE VALLEY	432	425	236	232	5	2.12%	69	0	100.00%	0.00%	203	0	0.00%
MOSES LAKE			350	347	3	0.86%	53	0	100.00%	0.00%	382	0	0.00%
MOSES LAKE (AFB)	762	509	81	79	0	0.00%	15	0	100.00%	0.00%	76	0	0.00%
MOSES LAKE	765	509	269	268	3	1.12%	38	0	100.00%	0.00%	306	0	0.00%
NEWMAN LAKE	226	509	52	52	2	3.85%	20	0	100.00%	0.00%	31	0	0.00%
NORTHPORT	732	509	28	28	1	3.57%	10	0	100.00%	0.00%	13	0	0.00%
OLYMPIA			2082	2042	21	1.01%	730	8	98.90%	1.10%	1884	0	0.00%
EVERGREEN	866	360	192	191	4	2.08%	76	1	98.68%	1.32%	155	0	0.00%
LACEY	456	360	953	941	11	1.15%	326	4	98.77%	1.23%	888	0	0.00%
WHITEHALL	352	360	937	910	6	0.64%	328	3	99.09%	0.91%	841	0	0.00%
OMAK-OKANOGAN	826	509	168	167	1	0.60%	28	0	100.00%	0.00%	159	0	0.00%
OROVILLE	476	509	36	36	0	0.00%	9	0	100.00%	0.00%	34	0	0.00%
OTHELLO	488	509	153	140	3	1.96%	53	2	96.23%	3.77%	149	0	0.00%
PASCO	545	509	506	505	1	0.20%	184	4	97.83%	2.17%	594	0	0.00%
PATEROS	923	509	20	20	0	0.00%	4	0	100.00%	0.00%	16	0	0.00%
POMEROY	843	509	19	18	1	5.26%	3	0	100.00%	0.00%	21	0	0.00%
PT. ANGELES			417	416	5	1.20%	145	5	96.55%	3.45%	370	0	0.00%
JOYCE	928	360	31	31	2	6.45%	2	0	100.00%	0.00%	22	0	0.00%
PT. ANGELES	452	360	386	385	3	0.78%	143	5	96.50%	3.50%	348	0	0.00%
PT. LUDLOW	437	360	63	63	3	4.76%	18	0	100.00%	0.00%	37	0	0.00%
PT. ORCHARD			442	436	2	0.45%	142	1	99.30%	0.70%	468	0	0.00%
COLBY	871	360	172	172	1	0.58%	47	1	97.87%	2.13%	170	0	0.00%
PT. ORCHARD	876	360	270	264	1	0.37%	95	0	100.00%	0.00%	298	0	0.00%
PT. TOWNSEND	385	360	235	232	2	0.85%	84	8	90.48%	9.52%	237	0	0.00%
PUYALLAP	841	253	949	937	0	0.00%	182	1	99.45%	0.55%	921	0	0.00%
RENTON	226	425	1358	1339	12	0.88%	267	4	98.50%	1.50%	1294	1	0.08%
RIDGEFIELD	887	360	63	63	0	0.00%	30	1	96.67%	3.33%	69	0	0.00%
ROCHESTER	273	360	131	130	0	0.00%	19	0	100.00%	0.00%	148	0	0.00%
ROY	842	253	29	29	1	3.45%	4	0	100.00%	0.00%	56	0	0.00%
SEATTLE			8783	8606	52	0.59%	1674	23	98.63%	1.37%	8383	0	0.00%
ATWATER	281	206	724	721	3	0.41%	114	1	99.12%	0.88%	749	0	0.00%
CAMPUS	543	206	454	451	0	0.00%	70	0	100.00%	0.00%	349	0	0.00%
CHERRY	241	206	1040	1019	1	0.10%	160	1	99.38%	0.62%	1027	0	0.00%
DUWAMISH	762	206	374	369	6	1.60%	61	1	98.36%	1.64%	390	0	0.00%
EAST	322	206	1238	1232	11	0.89%	235	5	97.87%	2.13%	1175	0	0.00%
ELLIOT	441	206	348	328	3	0.86%	65	0	100.00%	0.00%	332	0	0.00%
EMERSON	361	206	898	892	3	0.33%	188	1	99.47%	0.53%	921	0	0.00%
LAKEVIEW	522	206	891	883	6	0.67%	204	4	98.04%	1.96%	683	0	0.00%
MAIN	223	206	785	687	5	0.64%	141	3	97.87%	2.13%	716	0	0.00%
MERGER ISLAND (Adams)	232	206	185	184	3	1.62%	65	1	98.46%	1.54%	144	0	0.00%
PARKWAY	721	206	518	515	7	1.35%	78	2	97.44%	2.56%	560	0	0.00%
SUNSET	782	206	700	700	4	0.57%	156	2	98.72%	1.28%	659	0	0.00%
WEST	932	206	628	625	0	0.00%	137	2	98.54%	1.46%	678	0	0.00%
SEQUIM	683	360	250	250	6	2.40%	83	3	96.39%	3.61%	247	0	0.00%

Washington Service Order Interval Missed Commitment Report
 Based on 2003 and 2004 Orders (Report 2, Missed Commitments) June 2004

1	2	3	12	13	14	15	16	17	18	19	20	21	22
EXCHANGES	WC	AREA CODE	6/04 SOT=NTC INWARD R,SB,LB	6/04 SOT=NTC INWARD R,SB	NOT COMPL W/I 5 DAYS	5 DAY (Greater than 10%)	SUM OF ORDERS WIDD > 5 days; Customer Reasons	SUM OF ORDERS WIDD > 5 DAYS; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	3/04 SOT=NTC INWARD R,SB,LB	NOT COMPL W/I 90 DAYS	90 DAYS (GRTR THAN 1%)
SHELTON	426	360	347	347	5	1.44%	95	1	98.95%	1.05%	337	0	0.00%
SILVERDALE	692	360	370	367	3	0.81%	75	1	98.67%	1.33%	387	1	0.26%
SPOKANE			4199	4157	41	0.98%	1374	20	98.54%	1.46%	3803	0	0.00%
CHESTNUT	244	509	129	126	1	0.78%	41	1	97.56%	2.44%	107	0	0.00%
FAIRFAX	325	509	621	618	3	0.48%	188	2	98.94%	1.06%	571	0	0.00%
HUDSON	482	509	577	575	3	0.52%	167	1	99.40%	0.60%	606	0	0.00%
KEYSTONE	534	509	419	417	4	0.95%	130	0	100.00%	0.00%	393	0	0.00%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE										
RIVERSIDE	455	509	851	831	9	1.06%	267	1	99.63%	0.37%	731	0	0.00%
WALNUT	922	509	1066	1055	16	1.50%	367	6	98.37%	1.63%	963	0	0.00%
WHITWORTH	466	509	536	535	5	0.93%	214	9	95.79%	4.21%	432	0	0.00%
SPRINGDALE	258	509	45	44	7	15.56%	7	1	85.71%	14.29%	26	0	0.00%
SUMNER (Bomney Lake)	863	253	410	403	4	0.98%	92	1	99.91%	1.09%	409	0	0.00%
TACOMA			4919	4876	30	0.61%	862	8	99.07%	0.93%	5178	0	0.00%
FORT LEWIS	964	253	279	269	1	0.36%	75	1	98.67%	1.33%	267	0	0.00%
GREENFIELD	472	253	675	670	7	1.04%	100	2	98.00%	2.00%	717	0	0.00%
JUNIPER	582	253	816	814	3	0.37%	134	0	100.00%	0.00%	899	0	0.00%
LENNOX	531	253	806	802	3	0.37%	123	1	99.19%	0.81%	880	0	0.00%
LOGAN	564	253	450	449	2	0.44%	102	0	100.00%	0.00%	459	0	0.00%
MARKET (Fawcett)	272	253	536	524	3	0.56%	82	1	98.78%	1.22%	632	0	0.00%
SKYLINE	752	253	354	352	1	0.28%	62	1	98.39%	1.61%	364	0	0.00%
WAVERLY-2	922	253	173	173	0	0.00%	29	1	96.55%	3.45%	170	0	0.00%
WAVERLY-7	927	253	830	823	10	1.20%	155	1	99.35%	0.65%	790	0	0.00%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA										
VANCOUVER			2759	2737	32	1.16%	999	17	98.30%	1.70%	2960	0	0.00%
ORCHARDS	253	360	1460	1448	19	1.30%	552	8	98.55%	1.45%	1483	0	0.00%
OXFORD	693	360	818	812	8	0.98%	246	4	98.37%	1.63%	947	0	0.00%
SALMON CREEK (VANCVR NO)	573	360	481	477	5	1.04%	201	5	97.51%	2.49%	530	0	0.00%
WAITSBURG	337	509	15	15	0	0.00%	3	0	100.00%	0.00%	13	0	0.00%
WALLA WALLA	522	509	472	468	2	0.42%	66	0	100.00%	0.00%	418	0	0.00%
WARDEN	349	509	38	37	0	0.00%	2	0	100.00%	0.00%	44	0	0.00%
WINLOCK	785	360	49	49	1	2.04%	9	3	66.67%	33.33%	34	0	0.00%
YAKIMA			1362	1345	11	0.81%	155	1	99.35%	0.65%	1430	1	0.07%
CHESTNUT	244	509	1005	989	7	0.70%	98	0	100.00%	0.00%	1121	1	0.09%
WEST	965	509	357	356	4	1.12%	57	1	98.25%	1.75%	309	0	0.00%
WC TOTAL			42151	41592	345	0.82%	9939	138	98.61%	1.39%	41356	4	0.01%

WASHINGTON REPAIR COMMITMENTS MET
JUNE 2004

Measurement Period 2004	# of Repair Tickets	Repair Commitments Met	Repair Commitments Missed	% Met	Force Majeure Exclusions	Physically Obstructed Exclusions
January	25,762	24,261	1501	94.17%	95	79
February	18,154	17,329	825	95.46%	42	57
March	19,257	18,602	655	96.60%	37	39
April	16,876	16,287	589	96.51%	48	28
May	19,167	18,139	1028	94.64%	171	48
June	19,557	18,799	758	96.12%	79	45
July						
August						
September						
October						
November						
December						
YTD Total	118,773	113,417	5,356	95.49%	472	296
Baseline (WAC 480-120-439(3)): The missed repair appointment report must state the number of appointments						
missed; made and the number of allowed appointments exclusions.						

WASHINGTON TROUBLE REPORT - JUNE 2004

EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Jun-04	Jun-04	May-04	Apr-04	Mar-04	Feb-04	Jan-04	Dec-03	Nov-03	Oct-03	Sep-03	Aug-03	Jul-03				
Report Rate > 4.00																			
ABERDEEN	0	532	17249	123	0.71	0.79	0.87	1.08	0.91	1.26	1.15	1.41	1.99	0.95	0.73	0.68			
AUBURN	0	833	34821	417	1.20	0.83	0.93	1.05	0.81	1.32	0.93	0.92	1.23	0.92	0.78	0.93			
BAINBRIDGE	0	842	14204	163	1.15	1.19	1.10	1.14	1.30	1.88	1.73	1.79	1.53	1.11	1.22	1.16			
BATTLE GROUND	1	687	11352	203	1.79	1.58	1.40	1.28	2.42	4.74	1.40	1.23	2.03	2.38	2.07	1.20			
BELFAIR	0	275	8135	183	2.25	1.20	1.69	1.52	1.13	1.39	1.54	1.38	2.13	1.32	1.18	1.43			
BELLEVUE			74900	601	0.80	0.65	0.64	0.74	0.65	0.95	0.76	0.94	1.03	0.91	0.77	0.78			
GLENCOURT	0	453	28994	212	0.73	0.53	0.61	0.59	0.53	1.01	0.63	0.62	0.80	0.60	0.61	0.68			
SHERWOOD	0	641	45906	389	0.85	0.72	0.66	0.84	0.72	0.90	0.84	1.14	1.17	1.10	0.87	0.84			
BELLINGHAM			43918	289	0.66	0.59	0.55	0.72	0.68	0.70	0.57	0.66	1.05	0.82	0.63	0.77			
LUMMI	0	758	1559	11	0.71	2.05	0.96	0.89	1.14	0.88	1.02	0.90	0.89	1.01	0.44	1.13			
REGENT	0	671	42359	278	0.66	0.53	0.54	0.72	0.66	0.69	0.56	0.65	1.05	0.81	0.63	0.76			
BLACK DIAMOND	1	886	3513	48	1.37	1.35	1.37	1.33	1.10	2.02	4.42	0.93	1.41	1.52	0.89	0.81			
BREMERTON			40433	281	0.69	0.68	0.61	0.82	0.66	0.89	0.71	0.90	0.89	0.61	0.65	0.63			
BREMERTON ESX	0	373	36116	228	0.63	0.64	0.52	0.75	0.58	0.75	0.64	0.88	0.88	0.57	0.59	0.59			
CROSBY	0	830	3491	46	1.32	0.97	1.32	1.53	1.52	2.31	1.39	1.15	0.94	0.96	1.10	0.96			
SUNNYSLOPE	0	674	826	7	0.85	1.34	1.71	1.07	0.59	1.06	1.05	0.58	1.26	1.02	1.36	1.13			
BONNEY LAKE	0	862	Numbers added to Sumner																
BUCKLEY	0	829	3381	41	1.21	1.06	0.82	1.28	0.81	1.15	1.35	1.05	1.71	1.29	1.16	0.99			
CASTLEROCK	0	274	4937	62	1.26	1.51	1.62	1.54	1.66	3.19	2.13	3.69	1.79	2.01	0.96	1.27			
CENTRALIA	0	736	10550	89	0.84	0.98	0.93	1.30	1.20	1.13	1.03	1.09	1.30	0.91	0.81	0.99			
CHEHALIS			10792	103	0.95	0.81	0.87	1.44	1.49	1.65	1.15	1.01	1.19	0.99	1.02	1.01			
CHEHALIS	0	748	8184	81	0.99	0.64	0.81	1.34	1.60	1.28	1.10	0.97	1.29	0.79	0.93	0.95			
NAPAVINE	0	262	2608	22	0.84	1.33	1.05	1.75	1.14	2.82	1.27	1.17	0.87	1.66	1.34	1.22			
CLE-ELUM	0	674	3373	56	1.66	0.97	1.14	0.85	0.38	1.22	1.72	0.86	1.34	1.17	0.53	0.37			
COLFAX	0	397	2549	33	1.29	0.70	0.85	1.00	0.91	1.13	1.46	0.89	1.17	1.51	0.99	0.91			
COLVILLE	0	684	7175	64	0.89	1.24	0.59	1.00	0.79	1.13	0.54	0.77	1.33	0.80	0.88	1.23			
PALIS(OCEAN SHORES)	0	289	4072	42	1.03	0.93	1.16	1.49	1.12	2.55	1.14	1.14	1.38	1.91	1.08	1.24			
COULEE DAM	0	633	2359	21	0.89	1.05	2.09	1.07	0.86	0.69	0.94	0.93	0.32	0.83	1.60	1.12			
CRYSTAL MTN.	0	663	668	13	1.95	0.89	0.60	1.45	1.28	1.42	2.28	1.00	1.15	1.00	1.58	1.29			
DAYTON	0	382	1972	38	1.93	0.95	1.49	0.60	1.58	2.51	1.33	0.98	1.13	1.17	1.21	2.07			
DEER PARK	0	276	6266	72	1.15	1.89	0.75	0.55	0.44	1.34	1.02	0.98	1.11	0.95	0.73	0.89			
DES MOINES			37111	308	0.83	0.95	0.75	0.81	0.77	1.06	0.87	0.90	1.05	0.84	0.77	0.73			
DES MOINES	0	824	14486	111	0.77	0.97	0.81	0.78	0.73	1.11	0.86	1.02	1.22	0.86	0.73	0.66			
FEDERAL WAY	0	839	22625	197	0.87	0.94	0.70	0.82	0.80	1.03	0.87	0.82	0.94	0.82	0.79	0.78			
EASTON	0	656	719	4	0.56	0.97	0.28	0.83	1.10	0.55	1.25	0.41	0.68	0.41	0.41	0.27			
ELK	0	292	2875	33	1.15	1.53	0.66	0.66	0.73	0.76	1.14	0.97	1.24	1.11	1.21	1.48			
ENUMCLAW	0	825	9736	90	0.92	1.06	0.75	1.10	0.89	1.36	1.83	0.74	1.34	1.45	1.08	1.67			
EPHRATA	0	754	3866	37	0.96	0.56	1.17	2.05	0.60	0.98	0.71	0.44	1.11	0.84	1.14	0.98			
GRAHAM	0	847	20140	319	1.58	1.44	1.21	1.34	1.78	1.41	1.22	0.87	1.58	0.90	0.88	1.12			
GREEN BLUFF	0	238	3029	62	2.05	0.79	0.88	2.03	0.93	1.12	0.84	0.58	1.29	1.58	1.16	1.95			

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EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Jun-04	Jun-04	Jun-04	May-04	Apr-04	Mar-04	Feb-04	Jan-04	Dec-03	Nov-03	Oct-03	Sep-03	Aug-03	Jul-03		
Report Rate > 4.00																		
HOODSPORT	0	877	2541	26	1.02	1.41	1.25	0.94	0.86	1.02	0.74	1.91	0.54	1.36	1.51	1.24		
ISSAQUAH	0	392	26738	316	1.18	0.81	0.95	0.87	1.00	1.29	1.25	0.98	1.18	1.01	0.68	0.67		
KENT			64959	542	0.83	0.86	0.70	0.75	0.65	0.91	0.97	0.81	1.14	0.71	0.76	0.77		
KENT MERIDIAN	0	630	22913	235	1.03	1.35	0.96	0.86	0.85	1.20	1.16	0.97	1.48	0.80	0.96	1.18		
KENT OBRIEN	0	251	11465	57	0.50	0.28	0.21	0.24	0.22	0.34	0.29	0.31	0.55	0.22	0.34	0.20		
KENT ULRICH	0	852	30581	250	0.82	0.71	0.69	0.85	0.65	0.90	1.08	0.89	1.12	0.82	0.77	0.68		
LIBERTY LAKE	0	255	1645	8	0.49	1.57	0.84	0.18	0.41	1.06	0.71	1.00	0.93	0.46	0.92	0.80		
LONGVIEW-KELSO	0	423	32738	361	1.10	0.94	1.03	1.32	1.23	1.52	1.21	1.05	1.21	1.06	1.07	1.07		
LOON LAKE	0	233	1513	18	1.19	1.27	1.28	0.54	0.95	0.88	0.82	0.55	1.01	0.91	1.60	1.22		
MAPLE VALLEY	0	432	13423	110	0.82	1.14	0.83	1.27	0.94	2.35	1.82	0.99	1.37	0.90	0.84	0.78		
MOSES LAKE			14973	258	1.72	1.09	1.00	1.15	1.06	1.31	1.49	0.81	0.81	1.18	1.88	1.64		
MOSES LAKE AFB	0	762	2688	31	1.15	0.84	0.68	1.17	1.05	1.68	0.97	0.55	0.63	1.19	1.66	1.04		
MOSES LAKE	0	765	12285	227	1.85	1.15	1.07	1.14	1.06	1.23	1.61	0.86	0.85	1.18	1.93	1.77		
NEWMAN LAKE	0	226	2613	43	1.65	1.26	1.03	1.20	0.78	1.08	0.52	0.59	0.55	0.87	1.69	1.44		
NORTHPORT	0	732	1013	6	0.59	1.58	1.10	2.09	0.69	0.69	1.09	1.38	1.38	0.78	2.42	1.25		
OLYMPIA			97876	833	0.85	0.80	0.76	0.89	0.90	1.10	1.01	0.84	1.12	0.84	0.78	0.98		
EVERGREEN	0	866	7392	74	1.00	1.05	0.80	1.32	0.90	2.39	2.38	1.59	1.48	1.24	1.22	1.01		
LACEY	0	456	43138	354	0.82	0.71	0.68	0.74	0.79	1.01	0.78	0.63	0.96	0.69	0.73	1.04		
WHITEHALL	0	352	47346	405	0.86	0.83	0.83	0.96	0.99	0.96	1.00	0.91	1.21	0.92	0.76	0.92		
OMAK-OKANOGAN	0	826	7677	83	1.08	1.22	1.02	1.59	0.96	1.32	0.87	0.53	0.89	0.97	0.89	1.01		
OROVILLE	0	476	1883	22	1.17	1.16	0.95	1.05	0.94	1.04	1.14	1.54	2.39	2.36	1.59	1.73		
OTHELLO	1	488	4808	122	2.54	2.95	2.21	3.04	5.18	3.25	3.45	1.38	1.40	1.33	1.83	1.84		
PASCO	0	545	20397	432	2.12	1.29	1.18	1.32	1.28	2.41	1.79	0.83	0.88	1.21	0.94	1.09		
PATEROS	0	923	846	9	1.06	0.71	0.59	1.88	0.59	1.17	0.71	0.47	0.45	0.90	0.79	1.12		
POMEROY	0	843	1355	19	1.40	0.95	1.10	2.02	1.29	3.75	2.82	0.99	3.20	1.57	1.68	3.05		
PT. ANGELES			19675	167	0.85	0.84	0.83	1.26	1.21	1.30	1.21	1.16	1.46	1.07	0.82	1.14		
JOYCE	0	928	1270	31	2.44	1.65	1.88	0.93	1.01	1.79	3.57	1.77	2.58	1.97	1.28	1.13		
PT. ANGELES	0	452	18405	136	0.74	0.79	0.76	1.28	1.22	1.26	1.05	1.11	1.38	1.00	0.79	1.14		
PT. LUDLOW	0	437	2868	32	1.12	1.04	0.76	1.13	1.12	0.67	0.58	0.95	2.00	0.67	0.67	0.97		
PT. ORCHARD			24151	261	1.08	1.71	0.88	0.97	1.06	1.21	0.93	1.07	1.26	0.87	0.86	1.03		
COLBY	0	871	9312	112	1.20	1.12	0.89	0.85	1.01	1.22	0.85	1.38	1.32	0.81	0.94	1.34		
PT. ORCHARD	0	876	14839	149	1.00	2.07	0.86	1.04	1.09	1.20	0.98	0.87	1.22	0.90	0.81	0.83		
PT. TOWNSEND	0	385	12025	151	1.26	1.17	0.76	0.79	0.90	1.13	0.83	0.72	1.34	0.99	0.81	0.71		
PUYALLUP	0	841	41456	380	0.92	0.88	0.84	0.99	0.85	0.92	0.90	0.89	0.99	0.94	0.95	0.83		
RENTON	0	226	58833	458	0.78	0.79	0.78	0.97	0.92	1.38	1.12	1.06	1.42	0.94	0.96	0.78		
RIDGEFIELD	0	887	3816	90	2.36	1.69	1.90	1.72	1.47	2.74	1.57	1.25	2.61	1.62	1.57	1.13		
ROCHESTER	0	273	6250	63	1.01	1.34	0.94	0.96	0.77	1.68	0.94	0.89	1.29	1.04	0.99	1.94		
ROY	0	843	2766	32	1.16	1.44	0.75	0.82	1.22	2.08	1.68	1.25	1.59	1.17	1.35	1.24		
SEATTLE			433696	3041	0.70	0.65	0.59	0.72	0.64	0.94	0.72	1.02	1.02	0.68	0.62	0.66		
ATWATER	0	281	34830	247	0.71	0.64	0.58	0.57	0.47	0.64	0.60	0.70	0.79	0.64	0.56	0.54		

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EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Jun-04	Jun-04	Jun-04	May-04	Apr-04	Mar-04	Feb-04	Jan-04	Dec-03	Nov-03	Oct-03	Sep-03	Aug-03	Jul-03			
Report Rate > 4.00																			
CAMPUS	0	543	16663	117	0.70	0.41	0.51	0.60	0.48	0.63	0.70	1.47	0.75	0.76	0.52	0.67			
CHERRY	0	241	46281	415	0.90	0.88	0.75	1.07	1.01	1.80	0.94	1.14	1.73	1.00	0.90	0.92			
DUWAMISH	0	655	18292	136	0.74	0.65	0.71	0.96	0.73	1.20	0.83	1.25	0.98	0.73	0.70	0.79			
EAST	0	322	48277	418	0.87	0.76	0.60	0.74	0.78	1.01	0.80	1.18	1.27	0.76	0.68	0.71			
ELLIOT	0	441	13086	57	0.44	0.36	0.39	0.52	0.25	0.38	0.26	0.46	0.44	0.41	0.47	0.48			
EMERSON	0	417	46379	305	0.66	0.67	0.61	0.76	0.66	1.14	0.94	1.11	1.21	0.86	0.70	0.70			
LAKEVIEW	0	522	40376	300	0.74	0.78	0.61	0.62	0.67	0.97	0.79	1.35	1.27	0.71	0.66	0.81			
MAIN	0	223	64540	188	0.29	0.30	0.20	0.25	0.25	0.22	0.16	0.22	0.27	0.23	0.21	0.24			
MERCER ISLAND (ADAMS)	0	232	13087	158	1.21	0.86	0.73	0.90	0.74	0.99	0.75	1.15	0.98	0.79	0.61	0.86			
PARKWAY	0	723	24976	242	0.97	0.86	0.96	1.20	1.07	1.39	1.44	1.43	1.48	0.91	0.91	0.78			
SUNSET	0	782	36113	188	0.52	0.55	0.51	0.68	0.50	0.72	0.69	1.43	0.81	0.57	0.56	0.56			
WEST	0	932	30796	270	0.88	0.83	0.93	0.92	0.75	1.13	0.73	1.01	1.10	0.68	0.78	0.88			
SEQUIM	0	683	14917	135	0.91	0.98	0.98	0.80	2.06	1.15	1.15	1.01	1.35	1.01	1.05	1.01			
SHELTON	0	427	17189	217	1.26	0.98	0.99	0.89	1.16	1.26	1.00	1.02	1.42	0.80	0.78	1.00			
SILVERDALE	0	692	18214	118	0.65	0.78	0.54	0.66	0.77	0.97	0.66	1.28	0.73	0.47	0.55	0.61			
SPOKANE			181289	1731	0.95	1.30	0.77	0.72	0.68	0.83	0.87	0.67	0.71	0.80	0.76	0.78			
CHESTNUT	0	244	3765	118	3.13	2.15	0.85	0.56	1.13	0.96	0.91	1.61	1.13	1.05	0.70	0.80			
FAIRFAX	0	325	26450	255	0.96	1.03	0.70	0.81	0.87	0.98	1.01	0.64	0.66	0.75	0.64	0.56			
HUDSON	0	482	20491	183	0.89	1.59	0.66	0.63	0.59	0.73	0.76	0.58	0.60	0.79	0.63	0.85			
KEYSTONE	0	534	17648	154	0.87	1.62	0.82	0.69	0.73	0.87	0.76	0.75	0.61	0.66	0.62	0.70			
MORAN	0	441	Numbers added to Riverside																
RIVERSIDE	0	455	38047	323	0.85	1.23	0.65	0.76	0.77	1.17	0.86	0.68	0.68	0.74	0.78	0.70			
WALNUT	0	922	48712	431	0.88	1.08	0.70	0.59	0.48	0.72	0.84	0.68	0.69	0.83	0.85	0.89			
WHITWORTH	0	466	26176	267	1.02	1.50	1.04	0.91	0.69	0.95	0.94	0.59	0.90	0.93	0.92	0.92			
SPRINGDALE	0	258	1702	59	3.47	2.56	2.03	0.81	1.04	1.22	0.93	1.52	1.57	1.05	2.33	1.28			
SUMNER	0	863	23735	233	0.98	0.84	1.26	1.15	0.95	1.40	1.10	0.80	1.33	0.97	1.17	1.01			
TACOMA			202033	1933	0.96	0.90	0.95	1.14	0.92	1.28	1.03	1.10	1.39	0.97	0.98	0.98			
FORT LEWIS	0	964	5884	48	0.82	0.48	0.44	0.84	0.84	1.48	0.81	0.81	0.80	0.59	0.80	0.74			
GREENFIELD	0	472	26075	392	1.50	0.95	0.98	1.26	1.22	1.58	1.08	1.52	1.59	1.17	1.19	1.05			
JUNIPER	0	581	30170	278	0.92	0.84	1.09	1.29	1.10	1.54	1.21	1.20	1.46	1.13	1.13	1.34			
LENNOX	0	531	34002	397	1.17	1.44	1.46	1.68	1.11	1.44	1.18	1.10	1.48	1.35	1.03	1.13			
LOGAN	0	564	19249	146	0.76	0.79	0.77	0.95	0.83	1.23	0.97	1.13	1.34	0.94	0.73	0.71			
MARKET/FAWCETT	0	272	22379	117	0.52	0.76	0.64	0.64	0.72	0.87	0.67	0.83	1.21	0.61	0.80	0.94			
SKYLINE	0	752	17957	132	0.74	0.75	0.90	0.86	0.80	1.22	1.26	1.04	1.53	0.85	0.89	0.83			
WAVERLY-2	0	922	9017	82	0.91	1.06	0.82	0.98	0.67	1.25	0.88	0.83	1.75	0.87	1.71	1.16			
WAVERLY-7	0	927	37300	341	0.91	0.68	0.76	1.03	0.71	1.01	0.91	1.03	1.18	0.74	0.80	0.76			
TOUCHET			Numbers added to Walla Walla																
VANCOUVER			114044	1241	1.09	1.07	0.88	1.13	1.24	1.60	1.13	1.09	1.02	1.15	1.03	0.85			
ORCHARDS	0	253	59103	678	1.15	1.18	0.87	1.14	1.20	1.55	1.19	1.12	1.04	1.23	1.04	0.88			

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Report Rate > 4.00																			
OXFORD	0	693	32311	338	1.05	1.02	0.93	1.13	1.32	1.44	1.16	1.10	1.06	0.95	1.08	0.80			
SALMON CREEK (VANCOUVER NORTH)	0	573	22630	225	0.99	0.83	0.81	1.09	1.24	1.96	0.95	1.01	0.94	1.24	0.95	0.82			
WAITSBURG	1	337	777	10	1.29	1.91	0.76	1.36	1.69	2.27	1.79	1.32	1.32	1.65	1.87	8.24			
WALLA WALLA																			
TOUCHET	0	522	22383	224	1.00	0.78	0.77	0.81	0.90	1.47	1.07	0.56	0.99	1.16	2.20	0.85			
WARDEN	0	349	1430	13	0.91	1.04	1.10	1.08	1.68	2.29	3.04	1.55	0.99	1.83	1.30	1.92			
WINLOCK	0	785	2281	39	1.71	0.70	0.96	0.73	0.81	1.72	1.41	0.90	1.29	2.42	1.26	0.90			
YAKIMA			54904	512	0.93	0.83	0.79	0.77	0.71	0.90	0.87	0.61	0.84	0.69	0.90	0.74			
CHESTNUT	0	248	37315	363	0.97	0.79	0.77	0.78	0.73	0.97	0.88	0.64	0.78	0.72	0.98	0.80			
WEST	0	965	17589	149	0.85	0.92	0.84	0.74	0.67	0.77	0.86	0.55	0.97	0.61	0.73	0.62			
TOTALS			1941527	18143	0.93	0.91	0.80	0.92	0.87	1.17	0.97	0.96	1.12	0.89	0.86	0.86			

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Failure Category	Incident Date	Restore Date	Location	Failure Description
OUTSIDE PLANT FAC.	01JUN2004:21:07:00	04JUN2004:11:00:00		DSLAM DSL IS DOWN. CAME CLEAR. CAUSE UNKNOWN.
OUTSIDE PLANT FAC.	02JUN2004:16:48:00	04JUN2004:11:30:00		DSL IN ALARM AFFECTING 32 LINES. SERVICE RESTORED AND REPLACED 24 PORT LIM IN SLOT 1.
OUTSIDE PLANT FAC.	04JUN2004:14:13:00	07JUN2004:11:30:00		ADTRAN 1200 IN ALARM.
OUTSIDE PLANT FAC.	04JUN2004:21:55:00	08JUN2004:06:55:00		DSLAM OUT OF SERVICE. CARD IN SLOT 5 WAS REPLACED.
OUTSIDE PLANT FAC.	05JUN2004:21:00:00	07JUN2004:21:00:00		REMOTE TERMINAL STINGER IN ALARM.
OUTSIDE PLANT FAC.	09JUN2004:07:57:00	15JUN2004:17:59:00		DSLAM DOWN
OUTSIDE PLANT FAC.	09JUN2004:23:00:00	15JUN2004:18:38:00		LOSING PINGS TO DSLAM. TEST OK TO NIU . UNDER INVESTIGATION BY DSL OPS.
INTER CONNECT OUTSIDE PLANT FAC.	12JUN2004:00:10:00	14JUN2004:10:00:00		100% BLOCKING TO INTER EXCHANGE CARRIER ON 1 TRUNK GROUP. TESTING INDICATES ALARMS COMING FROM INTER EXCHANGE CARRIER. RED ALARM COMING FROM CUSTOMER END.
OUTSIDE PLANT FAC.	15JUN2004:16:10:00	17JUN2004:19:03:00		ADTRAN TA 1124 IN ALARM. TECH REPLACED NIU. SERVICE RESTORED.
OUTSIDE PLANT FAC.	16JUN2004:19:14:00	18JUN2004:16:21:00		ALCATEL ASAM IN ALARM. TESTED OK TO NETWORK INTERFACE UNIT. REPLACED LT1 CARD.
OUTSIDE PLANT FAC.	23JUN2004:14:16:00	25JUN2004:09:35:00		ADTRAN-TA1124 IN ALARM. TECH RESEATED CARD AND SERVICE RESTORED.

WASHINGTON ANSWER TIME PERFORMANCE REPORT
JUNE 2004

BUSINESS OFFICE ACCESS- (CSB/NBA) 2004						
Baseline: Except in periods of emergency, the Company shall answer 80% of repair/business office calls within 30 seconds.						
Measurement Period	TOTAL # of CALLS ANSWERED	Calls Answered in 30Sec.	Calls NOT Answered in 30 Sec.	Percent Answered in 30 seconds	Percent NOT Answered in 30 seconds	Exceptions (Why measurement was missed; when; how long it lasted; steps taken to prevent)
January *				47.20%	52.80%	
February				71.30%	28.70%	
March				83.50%	16.46%	
April				84.36%	15.64%	
May				79.71%	20.29%	
June				71.76%	28.24%	
July						
August						
September						
October						
YTD Total						
November						
YTD Total						
December						
YTD Total				72.31%	27.69%	
REPAIR BUREAU ACCESS - 2004						
Measurement Period	TOTAL # of CALLS ANSWERED	Calls Answered in 30Sec.	Calls NOT Answered in 30 Sec.	Percent Answered in 30 seconds	Percent NOT Answered in 30 seconds	Exceptions (Why measurement was missed; when; how long it lasted; steps taken to prevent)
January				84.10%	15.90%	
February				84.70%	15.30%	
March				85.57%	14.43%	
April				84.38%	15.62%	
May				84.73%	15.27%	
June				85.00%	15.00%	
July						
August						
September						
October						
November						
December						
YTD Total				84.76%	15.24%	

* Revised 2/04

WASHINGTON OUT OF SERVICE SUMMARY
JUNE 2004

Measurement Period 2004	Total # of Out of Service Tickets	Number of Tickets Out of Service Less Than 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Working Days)	% Missed (Less Than 2 Working Days)	Out of Service Less Than 7 Days	% Less Than 7 Days	# Missed (Less Than 7 Days)	% Missed (Less Than 7 Days)
January	18,504	18,119	97.92%	385	2.08%	18,499	99.97%	5	0.03%
February	12,496	12,395	99.19%	101	0.81%	12,496	100.00%	0	0.00%
March	13,294	13,231	99.53%	63	0.47%	13,291	0.98%	3	0.02%
April	11,979	11,909	99.42%	70	0.58%	11,975	99.97%	4	0.03%
May	14,058	13,806	98.21%	252	1.79%	14,056	99.99%	2	0.01%
June	14,162	14,054	99.24%	108	0.76%	14,156	99.96%	6	0.04%
July									
August									
September									
October									
November									
December									
YTD Total	84,493	83,514	98.84%	979	1.16%	84,473	99.98%	20	0.02%

Baseline: All reported interruptions of telecommunications service shall be restored within two business days, excluding Sundays and holidays, except interruptions caused by extraordinary or abnormal conditions of operation.

Washington Out of Service Cleared > 72 hours - 2004

Measurement Period 2004	All Other Repair Tickets	All Other Repairs Cleared LT < 72 Hours	All Other Repairs Cleared GTR > 72 Hours	% All Other Repairs Cleared < 72 Hours	Force Majeure All Other Troubles Cleared GTR > 72 Hours	Non Force Majeure All Troubles Cleared GTR > 72 Hours
January	7,342	7,264	37	98.94%	78	53
February	5,686	5,653	8	99.42%	33	63
March *	5,989	5,971	5	99.70%	18	45
April	4,919	4,899	10	99.59%	20	44
May	5,236	5,189	53	99.10%	47	39
June	5,463	5,438	4	99.54%	25	52
July						
August						
September						
October						
November						
December						
YTD TOTAL	34,635	34,414	117	99.36%	221	296

* Revised 07/04

Baseline(WAC 480-120-440(2)): All "other" regulated service interruptions must be repaired within seventy-two hours unless the company is unable to make the repair because it is physically obstructed from doing so or because of force majeure, in which case the repair must be made as soon as practicable.

Washington Out of Service
June 2004

EXCHANGE	WC	AREA CODE	TOTAL OUT OF SERVICE TICKETS	OUT OF SERVICE LESS THAN TWO WORKING DAYS	% LESS THAN TWO WORKING DAYS	# Missed	% Missed	OUT OF SERVICE LESS THAN OR EQUAL TO 7 CALENDAR DAYS	% LESS THAN OR EQUAL TO 7 CALENDAR DAYS	# Missed	% Missed
ABERDEEN-HOQUIAM	532	360	89	89	100.00%	0	0.00%	89	100.00%	0	0.00%
AUBURN	833	253	344	340	98.84%	4	1.16%	344	100.00%	0	0.00%
BAINBRIDGE ISLAND	842	206	121	120	99.17%	1	0.83%	121	100.00%	0	0.00%
BATTLEGROUND	687	360	241	239	99.17%	2	0.83%	241	100.00%	0	0.00%
BELFAIR	275	360	137	136	99.27%	1	0.73%	137	100.00%	0	0.00%
BELLEVUE			461	457	99.13%	4	0.87%	460	99.78%	1	0.22%
GLENCOURT	453	425	156	156	100.00%	0	0.00%	156	100.00%	0	0.00%
SHERWOOD	641	425	305	301	98.69%	4	1.31%	304	99.67%	1	0.33%
BELLINGHAM			254	251	98.82%	3	1.18%	254	100.00%	0	0.00%
LUMM	758	360	8	7	87.50%	1	12.50%	8	100.00%	0	0.00%
REGENT	671	360	246	244	99.19%	2	0.81%	246	100.00%	0	0.00%
BLACK DIAMOND	886	360	37	34	91.89%	3	8.11%	36	97.30%	1	2.70%
BONNEY LAKE	NUMBERS ADDED TO SUMNER										
BREMERTON			200	198	99.00%	2	1.00%	200	100.00%	0	0.00%
CROSBY	830	360	37	36	97.30%	1	2.70%	37	100.00%	0	0.00%
BREMERTON ESSEX	373	360	158	157	99.37%	1	0.63%	158	100.00%	0	0.00%
SUNNYSLOPE	674	360	5	5	100.00%	0	0.00%	5	100.00%	0	0.00%
BUCKLEY	829	360	30	30	100.00%	0	0.00%	30	100.00%	0	0.00%
CASTLE ROCK	274	360	46	46	100.00%	0	0.00%	46	100.00%	0	0.00%
CENTRALIA	736	360	70	70	100.00%	0	0.00%	70	100.00%	0	0.00%
CHEHALIS			68	68	100.00%	0	0.00%	68	100.00%	0	0.00%
CHEHALIS	748	360	54	54	100.00%	0	0.00%	54	100.00%	0	0.00%
NAPAVINE	262	360	14	14	100.00%	0	0.00%	14	100.00%	0	0.00%
CLE-ELUM	674	509	45	45	100.00%	0	0.00%	45	100.00%	0	0.00%
COLFAX	397	509	23	23	100.00%	0	0.00%	23	100.00%	0	0.00%
COLVILLE	684	509	54	54	100.00%	0	0.00%	54	100.00%	0	0.00%
COPALIS(OCEAN SHORES)	289	360	33	33	100.00%	0	0.00%	33	100.00%	0	0.00%
COULEE DAM	633	509	21	20	95.24%	1	4.76%	21	100.00%	0	0.00%
CRYSTAL MTN.	663	360	11	6	54.55%	5	45.45%	11	100.00%	0	0.00%
DAYTON	382	509	32	32	100.00%	0	0.00%	32	100.00%	0	0.00%
DEER PARK	276	509	60	60	100.00%	0	0.00%	60	100.00%	0	0.00%
DES MOINES			221	219	99.10%	2	0.90%	221	100.00%	0	0.00%
DES MOINES	824	206	72	72	100.00%	0	0.00%	72	100.00%	0	0.00%
FEDERAL WAY	839	253	149	147	98.66%	2	1.34%	149	100.00%	0	0.00%
EASTON	656	509	5	5	100.00%	0	0.00%	5	100.00%	0	0.00%
ELK	292	509	35	35	100.00%	0	0.00%	35	100.00%	0	0.00%
ENUMCLAW	825	360	54	54	100.00%	0	0.00%	54	100.00%	0	0.00%
EPHRATA	754	509	32	32	100.00%	0	0.00%	32	100.00%	0	0.00%
GRAHAM	847	253	345	345	100.00%	0	0.00%	345	100.00%	0	0.00%
GREEN BLUFF	238	509	60	60	100.00%	0	0.00%	60	100.00%	0	0.00%
HOODSPORT	877	360	23	23	100.00%	0	0.00%	23	100.00%	0	0.00%
ISSAQUAH	392	425	259	258	99.61%	1	0.39%	259	100.00%	0	0.00%
KENT			402	402	100.00%	0	0.00%	402	100.00%	0	0.00%
MERIDIAN	630	253	171	171	100.00%	0	0.00%	171	100.00%	0	0.00%
OBRIEN	251	206	31	31	100.00%	0	0.00%	31	100.00%	0	0.00%
ULRICH	852	253	200	200	100.00%	0	0.00%	200	100.00%	0	0.00%
LIBERTY LAKE	255	509	6	6	100.00%	0	0.00%	6	100.00%	0	0.00%
LONGVIEW-KELSO	423	360	243	243	100.00%	0	0.00%	243	100.00%	0	0.00%
LOON LAKE	233	509	17	17	100.00%	0	0.00%	17	100.00%	0	0.00%
MAPLE VALLEY	432	425	86	86	100.00%	0	0.00%	86	100.00%	0	0.00%
MOSES LAKE			198	198	100.00%	0	0.00%	198	100.00%	0	0.00%
MOSES LAKE(AFB)	765	509	23	23	100.00%	0	0.00%	23	100.00%	0	0.00%
MOSES LAKE	762	509	175	175	100.00%	0	0.00%	175	100.00%	0	0.00%
NEWMAN LAKE	226	509	26	26	100.00%	0	0.00%	26	100.00%	0	0.00%
NORTHPORT	732	509	6	6	100.00%	0	0.00%	6	100.00%	0	0.00%
OLYMPIA			602	600	99.87%	2	0.33%	602	100.00%	0	0.00%
EVERGREEN	866	360	42	42	100.00%	0	0.00%	42	100.00%	0	0.00%
LACEY	456	360	269	268	99.63%	1	0.37%	269	100.00%	0	0.00%
WHITEHALL	352	360	291	290	99.66%	1	0.34%	291	100.00%	0	0.00%
OMAK-OKANOGAN	826	509	83	83	100.00%	0	0.00%	83	100.00%	0	0.00%
OROVILLE	476	509	24	24	100.00%	0	0.00%	24	100.00%	0	0.00%
OTHELLO	488	509	105	105	100.00%	0	0.00%	105	100.00%	0	0.00%
PASCO	545	509	354	354	100.00%	0	0.00%	354	100.00%	0	0.00%
PATEROS	923	509	7	7	100.00%	0	0.00%	7	100.00%	0	0.00%
POMEROY	843	509	15	15	100.00%	0	0.00%	15	100.00%	0	0.00%
PT. ANGELES			108	108	100.00%	0	0.00%	108	100.00%	0	0.00%
JOYCE	928	360	21	21	100.00%	0	0.00%	21	100.00%	0	0.00%
PT. ANGELES	452	360	87	87	100.00%	0	0.00%	87	100.00%	0	0.00%

Washington Out of Service
June 2004

EXCHANGE	WC	AREA CODE	TOTAL OUT OF SERVICE TICKETS	OUT OF SERVICE LESS THAN TWO WORKING DAYS	% LESS THAN TWO WORKING DAYS	# Missed	% Missed	OUT OF SERVICE LESS THAN OR EQUAL TO 7 CALENDAR DAYS	% LESS THAN OR EQUAL TO 7 CALENDAR DAYS	# Missed	% Missed
PT. LUDLOW	437	360	23	23	100.00%	0	0.00%	23	100.00%	0	0.00%
PT. ORCHARD			160	159	99.38%	1	0.62%	160	100.00%	0	0.00%
COLBY	871	360	75	74	98.67%	1	1.33%	75	100.00%	0	0.00%
PT. ORCHARD	876	360	85	85	100.00%	0	0.00%	85	100.00%	0	0.00%
PT. TOWNSEND	385	360	128	128	100.00%	0	0.00%	128	100.00%	0	0.00%
PUYALLAP	841	253	282	282	100.00%	0	0.00%	282	100.00%	0	0.00%
RENTON	226	425	356	353	99.16%	3	0.84%	356	100.00%	0	0.00%
RIDGEFIELD	887	360	236	236	100.00%	0	0.00%	236	100.00%	0	0.00%
ROCHESTER	273	360	39	39	100.00%	0	0.00%	39	100.00%	0	0.00%
ROY	843	253	22	22	100.00%	0	0.00%	22	100.00%	0	0.00%
SEATTLE			2157	2115	98.05%	42	1.95%	2155	99.91%	2	0.09%
ATWATER	281	206	137	136	99.27%	1	0.73%	137	100.00%	0	0.00%
CAMPUS	543	206	90	88	97.78%	2	2.22%	89	98.89%	1	1.11%
CHERRY	241	206	306	304	99.35%	2	0.65%	306	100.00%	0	0.00%
DUWAMISH	762	206	96	93	96.88%	3	3.12%	96	100.00%	0	0.00%
EAST	322	206	320	310	96.88%	10	3.12%	320	100.00%	0	0.00%
ELLIOT	441	206	36	35	97.22%	1	2.78%	36	100.00%	0	0.00%
EMERSON	361	206	216	211	97.69%	5	2.31%	216	100.00%	0	0.00%
LAKEVIEW	522	206	226	224	99.12%	2	0.88%	226	100.00%	0	0.00%
MAIN	223	206	128	126	98.44%	2	1.56%	128	100.00%	0	0.00%
MERCER ISLAND (Adams)	232	206	110	109	99.09%	1	0.91%	110	100.00%	0	0.00%
PARKWAY	721	206	172	166	96.51%	6	3.49%	171	99.42%	1	0.58%
SUNSET	782	206	129	124	96.12%	5	3.88%	129	100.00%	0	0.00%
WEST	932	206	191	189	98.95%	2	1.05%	191	100.00%	0	0.00%
SEQUIM	683	360	115	111	96.52%	4	3.48%	114	99.13%	1	0.87%
SHELTON	426	360	174	174	100.00%	0	0.00%	174	100.00%	0	0.00%
SILVERDALE	692	360	80	80	100.00%	0	0.00%	80	100.00%	0	0.00%
SPOKANE			1341	1330	99.18%	11	0.82%	1340	99.93%	1	0.07%
CHESTNUT	244	509	97	97	100.00%	0	0.00%	97	100.00%	0	0.00%
FAIRFAX	325	509	213	210	98.59%	3	1.41%	213	100.00%	0	0.00%
HUDSON	482	509	144	141	97.92%	3	2.08%	144	100.00%	0	0.00%
KEYSTONE	534	509	102	101	99.02%	1	0.98%	102	100.00%	0	0.00%
MORAN	NUMBERS ADDED TO RIVERSIDE										
RIVERSIDE	455	509	227	227	100.00%	0	0.00%	227	100.00%	0	0.00%
WALNUT	922	509	357	354	99.16%	3	0.84%	356	99.72%	1	0.28%
WHITWORTH	466	509	201	200	99.50%	1	0.50%	201	100.00%	0	0.00%
SPRINGDALE	258	509	57	57	100.00%	0	0.00%	57	100.00%	0	0.00%
SUMNER (BonneyLake)	863	253	175	174	99.43%	1	0.57%	175	100.00%	0	0.00%
TACOMA			1471	1470	99.93%	1	0.07%	1471	100.00%	0	0.00%
FORT LEWIS	964	253	30	30	100.00%	0	0.00%	30	100.00%	0	0.00%
GREENFIELD	472	253	297	297	100.00%	0	0.00%	297	100.00%	0	0.00%
JUNIPER	582	253	194	194	100.00%	0	0.00%	194	100.00%	0	0.00%
LENNOX	531	253	292	291	99.66%	1	0.34%	292	100.00%	0	0.00%
LOGAN	564	253	102	102	100.00%	0	0.00%	102	100.00%	0	0.00%
MARKET (Fawcett)	272	253	92	92	100.00%	0	0.00%	92	100.00%	0	0.00%
SKYLINE	752	253	95	95	100.00%	0	0.00%	95	100.00%	0	0.00%
WAVERLY-2	922	253	108	108	100.00%	0	0.00%	108	100.00%	0	0.00%
WAVERLY-7	927	253	261	261	100.00%	0	0.00%	261	100.00%	0	0.00%
TOUCHET	NUMBERS ADDED TO WALLA WALLA										
VANCOUVER			1021	1008	98.73%	13	1.27%	1021	100.00%	0	0.00%
ORCHARDS	253	360	538	532	98.88%	6	1.12%	538	100.00%	0	0.00%
OXFORD	693	360	309	304	98.38%	5	1.62%	309	100.00%	0	0.00%
SALMON CRK(NORTH)	573	360	174	172	98.85%	2	1.15%	174	100.00%	0	0.00%
WAITSBURG	337	509	8	8	100.00%	0	0.00%	8	100.00%	0	0.00%
WALLA WALLA (incl Touchet)	522	509	162	162	100.00%	0	0.00%	162	100.00%	0	0.00%
WARDEN	349	509	8	8	100.00%	0	0.00%	8	100.00%	0	0.00%
WINLOCK	785	360	33	33	100.00%	0	0.00%	33	100.00%	0	0.00%
YAKIMA			421	420	99.76%	1	0.24%	421	100.00%	0	0.00%
CHESTNUT	244	509	304	304	100.00%	0	0.00%	304	100.00%	0	0.00%
WEST	965	509	117	116	99.15%	1	0.85%	117	100.00%	0	0.00%
Totals			14162	14054	99.24%	108	0.76%	14156	99.96%	6	0.04%

WASHINGTON E911, LOCAL, AND TOLL TRUNK BLOCKING
JUNE 2004

Benchmark: E911 Trunks Blocking >1% for the month.

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result	Explanation/Details of Action Taken Trunk Servicing Response	
	2			one way	E911	13.20%	One time blocking on 6/17/04 between 20:30-21:00. No other blocking occurred.	
	3			one way	E911	1.50%		
	2			one way	E911	1.11%		
		Percent of trunks meeting standard:					97.58%	
		Total number of trunks					124	
		Number of trunks out of compliance for the month:					3	

Benchmark: Local Trunks Blocking >1% for the month.

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result	Explanation/Details of Action Taken Trunk Servicing Response	
		Percent of trunks meeting standard:					100.00%	Nothing to Report
		Total number of trunks					199	
		Number of trunks out of compliance for the month:					0	

Benchmark: Toll Trunks Blocking >.5% for the month.

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result	Explanation/Details of Action Taken Trunk Servicing Response	
	95			two way	GOS	1.85%	One time blocking occurred on 6/25/04 during hour 19:00. Only blocking on this group.	
	96			two way	GOS	1.28%	One time blocking occurred on 6/9/04 during hour 9:00. Only blocking on this group.	
	120			two way	GOS	0.91%	Blocking is more consistent on this group so we have placed an order NOM028975 to add 24 trunks due 6/29/04. Blocking has stopped since this augment was turned up.	
	216			two way	GOS	0.90%	One time blocking occurred on 6/14/04 during the 12:00 hour. No other blocking on this group.	
	192			two way	GOS	0.79%	Blocking is more consistent on this group so we have placed an order NOM028906 to add 24 trunks due 6/22/04. Blocking has stopped since this augment was turned up.	
	264			two way	GOS	0.76%	Blocking is more consistent on this group so we have placed an order NOM028988 to add 48 trunks due 6/30/04. Blocking has stopped since this augment was turned up.	
	120			two way	GOS	0.70%	Blocking is more consistent on this group so we have placed an order NOM028973 to add 24 trunks due 6/24/04. Blocking has stopped since this augment was turned up.	
	120			two way	GOS	8.57%		
	116			two way	GOS	2.43%		
	96			two way	GOS	1.56%		
	120			two way	GOS	1.12%		
	168			two way	GOS	1.02%		
	264			two way	GOS	0.79%		
	240			two way	GOS	0.57%		
		Percent of trunks meeting standard:					96.37%	
		Total number of trunks:					386	
		Number of trunks out of compliance for the month:					14	

Key =
GOS: Grade of Service
Toll-DDD: Direct Distance Dial
TGSR: Trunk Group Service Request Form

Washington Dial Tone Summary
June 2004

Measurement Period	# ACCESS LINES	DIAL TONE SPEED TESTS	DIAL TONE DELAYS	PERCENT (Greater than 10%)
January, 2004	2,005,469	40,438,604	11,183	0.03%
February, 2004	1,998,555	38,529,743	8,447	0.02%
March, 2004	1,987,150	42,779,748	10,323	0.02%
April, 2004	1,967,449	41,547,511	6,064	0.01%
May, 2004	1,941,527	40,427,958	3,998	0.01%
June, 2004				
July, 2004				
August, 2004				
September, 2004				
October, 2004				
November, 2004				
December, 2004				
YTD Total		203,723,564	40,015	0.02%
Baseline: Sufficient dial central office capacity and equipment shall be provided to meet the requirement of dial tone within three seconds on at least 90% of calls placed. Credits do not apply during periods of emergency or catastrophe, extraordinary or abnormal conditions of operations, such as those resulting from work stoppage, holidays, civil unrest, force majeure or disruptions of service caused by persons or entities other than Qwest.				

WASHINGTON DIAL TONE REPORT
JUNE 2004

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
ABERDEEN-HOQUIAM	532	360	357297	1	0.00%
ATWATER	281	206	684106	2	0.00%
AUBURN	833	253	730486	93	0.01%
BLACK DIAMOND	REMOTE OF AUBURN				
BAINBRIDGE ISLAND	842	206	316974	108	0.03%
BATTLEGROUND	687	360	212798	141	0.07%
BELFAIR	275	360	141528	1	0.00%
BONNEY LAKE	862	253	271693	0	0.00%
BREMERTON ESSEX	373	360	820709	12	0.00%
BUCKLEY	829	360	59018	0	0.00%
CAMPUS	543	206	353413	1	0.00%
CASTLE ROCK	274	360	105822	19	0.02%
CENTRALIA	736	360	220369	0	0.00%
CHEHALIS	748	360	152218	1	0.00%
CHERRY	241	206	973594	222	0.02%
CLE-ELUM	674	509	47047	0	0.00%
COLBY	871	360	176156	36	0.02%
COLFAX	397	509	33917	0	0.00%
COLVILLE	684	509	138179	0	0.00%
NORTHPORT	REMOTE OF COLVILLE				
COULEE DAM	633	509	39564	0	0.00%
CROSBY	830	360	67788	0	0.00%
CRYSTAL MTN.	663	360	4733	0	0.00%
DAYTON	382	509	34128	0	0.00%
DEER PARK	276	509	116477	0	0.00%
DES MOINES	824	206	316543	84	0.03%
DUWAMISH	762	206	377862	0	0.00%
EAST	322	206	770783	127	0.02%
EASTON	656	509	8386	0	0.00%
ELK	292	509	57282	0	0.00%
ELLIOT	441	206	247544	1	0.00%
EMERSON	361	206	835828	0	0.00%
ENUMCLAW	825	360	170182	0	0.00%
EPHRATA	754	509	64540	0	0.00%
FAIRFAX	325	509	622974	104	0.02%
CHESTNUT	REMOTE OF FAIRFAX				
FEDERAL WAY	839	253	533138	149	0.03%
FORT LEWIS	964	253	139023	1	0.00%
GLENCOURT	453	425	738726	18	0.00%
GRAHAM	847	253	443166	109	0.02%
GREEN BLUFF	238	509	49745	0	0.00%
GREENFIELD	472	253	726539	87	0.01%
HUDSON	482	509	493615	1	0.00%
ISSAQUAH	392	425	593225	44	0.01%
JOYCE	928	360	19972	0	0.00%
JUNIPER	582	253	655803	84	0.01%
KENT MERIDIAN	630	253	454620	217	0.05%
KENT OBRIEN	251	206	346247	6	0.00%
KENT ULRICH	852	253	580416	32	0.01%
KEYSTONE	534	509	480261	0	0.00%

WASHINGTON DIAL TONE REPORT
JUNE 2004

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
LACEY	456	360	779646	62	0.01%
LAKEVIEW	522	206	584889	108	0.02%
LENNOX	531	253	870426	6	0.00%
LIBERTY LAKE	255	509	27943	0	0.00%
LOGAN	564	253	358335	72	0.02%
LONGVIEW-KELSO	423	360	730369	0	0.00%
LOON LAKE	233	509	20178	0	0.00%
MAIN (Seattle)	223	206	1609264	85	0.01%
MAPLE VALLEY	432	425	235112	108	0.05%
MARKET (Fawcett)	272	253	667655	13	0.00%
MERCER ISLAND (Adams)	232	206	344439	10	0.00%
MOSES LAKE	762	509	315054	3	0.00%
MOSES LAKE (AFB)	765	509	63727	0	0.00%
NAPAVINE	262	360	52560	0	0.00%
NEWMAN LAKE	226	509	52631	0	0.00%
OCEAN SHORES	289	360	60023	0	0.00%
OMAK-OKANOGAN	826	509	147192	0	0.00%
ORCHARDS	253	360	1078327	169	0.02%
OROVILLE	476	509	32507	0	0.00%
OTHELLO	488	509	145490	0	0.00%
PARKWAY	721	206	686694	260	0.04%
PASCO	545	509	490196	1	0.00%
PATEROS	923	509	13416	0	0.00%
POMEROY	843	509	19422	0	0.00%
PT. ANGELES	452	360	328816	2	0.00%
PT. LUDLOW	437	360	51909	0	0.00%
PT. ORCHARD	876	360	321431	53	0.02%
SUNNYSLOPE	REMOTE OF PT. ORCHARD				
PT. TOWNSEND	385	360	306967	18	0.01%
PUYALLAP	841	253	819976	0	0.00%
REGENT	671	360	1143448	89	0.01%
LUMMI	REMOTE OF REGENT				
RENTON	226	425	1067243	259	0.02%
RIDGEFIELD	887	360	62540	0	0.00%
RIVERSIDE	455	509	617655	120	0.02%
MORAN	REMOTE OF RIVERSIDE				
ROCHESTER	273	360	134778	0	0.00%
ROY	843	253	61512	0	0.00%
SEQUIM	683	360	197861	7	0.00%
SHELTON	426	360	380684	145	0.04%
HOODSPORT	REMOTE OF SHELTON				
SHERWOOD	641	425	954359	61	0.01%
SILVERDALE	692	360	332999	17	0.01%
SKYLINE	752	253	327385	0	0.00%
SPRINGDALE	258	509	36225	0	0.00%
SUMNER (BonneyLake)	863	253	260211	17	0.01%
BONNEY LAKE	REMOTE OF SUMNER				
SUNSET	782	206	519421	130	0.03%
VANCOUVER NO. SALMON CRK(NO)	573	360	378047	33	0.01%

WASHINGTON DIAL TONE REPORT
JUNE 2004

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
VANCOUVER OXFORD	693	360	812520	16	0.00%
WAITSBURG	337	509	16427	0	0.00%
WALLA WALLA (incl Touchet)	522	509	705005	14	0.00%
TOUCHET	REMOTE OF WALLA WALLA				
WALNUT	922	509	909545	0	0.00%
WARDEN	349	509	35241	0	0.00%
WAVERLY-2	922	253	253290	62	0.02%
WAVERLY-7	927	253	710647	49	0.01%
WEST	965	509	512667	0	0.00%
WHITEHALL	352	360	827568	138	0.02%
EVERGREEN	REMOTE OF WHITEHALL				
WHITWORTH	466	509	489617	155	0.03%
WINLOCK	785	360	43155	7	0.02%
YAKIMA CHESTNUT	244	509	1271227	6	0.00%
YAKIMA WEST	965	509	367653	2	0.00%
TOTAL			40427958	3998	0.01%

Washington Commission Complaint Report
June 2004

Date Complaint Opened	Date of Violation	Violation Cited*	# of Occurrences	Commission Complaint Number	Type of Complaint	Disputes/Comments
<i>Nothing to report</i>						
Total for month						
			0			
Baseline: Provide a complete and detailed response to the Commission Consumer Affairs staff, in accordance with the WAC 480-120-166 and within two business days of receipt of a commission complaint inquiry.						
Note: This report only reflects Washington customer complaints for the period reported, where the WUTC assessed a violation in 2003 based on non-compliance with WAC 480-120-166 or the merger agreement commitment (UT-991358) to provide a complete and detailed response within two business days.						
Qwest can only report violations assessed by the WUTC staff, which are forwarded to Qwest, as the complaint is being worked or once the complaint is closed by the WUTC.						

WASHINGTON CUSTOMER REMEDY SERVICE QUALITY CREDITS
June 2004

REPORT: Additional Out of Service Customer Bill Credits								
Measurement Period	Condition not Cleared in 2 working days; # tickets missed (per OOS rpt)	#Credits Paid (Actual)	Amount of Credit Paid (\$5.00 credit)	Month Credit Paid Upon Credit Issued/Bill Date	Condition lasting more than 7 Calendar Days; # tickets missed (per OOS rpt)	#Credits Paid (Actual)	Total Amount of Credit Paid (One month's recurring charge, plus associated regulated features)	Month Credit Paid Upon Credit Issued/Bill Date
January, 2004	385	272		Jan04/Feb04	5	5	\$82.16	Jan04/Feb04
February, 2004	101	76		Feb04/Mar04	0	0	\$0.00	Feb04/Mar04
March, 2004	63	52		Mar04/Apr04	3	2	\$52.04	Mar04/Apr04
April, 2004	70	60		Apr04/May04	4	4	\$89.21	Apr04/May04
May, 2004	252	234		May04/Jun04	2	2	\$18.89	May04/Jun04
June, 2004	108	98		Jun04/July04	6	6	\$128.22	Jun04/July04
July, 2004								
August, 2004								
September, 2004								
October, 2004								
November, 2004								
December, 2004								
YTD Total	979	792	\$3,960.00		20	19	\$370.52	
Baseline: Each customer with an out-of-service condition not cleared within two working days will receive a \$5.00 credit. Each customer with an out-of-service condition lasting more than seven calendar days will receive credit of the monthly recurring charge. Credits do not apply due to emergency situations, unavoidable catastrophes, force majeure, work stoppage, inside wiring or customer premise equipment.								

REPORT: Trouble Report Rate Bill Credits					
Measurement Period	Exchange Out of Compliance	# of Customers Served(per Trouble Rpt)	Actual Working Numbers Paid	Amount of credit (all customers w/ exchange @ \$.25 per line)	Month Credit Paid
January, 2004	0	0	0		N/A
February, 2004	0	0	0		N/A
March, 2004	0	0	0		N/A
April, 2004	0	0	0		N/A
May, 2004	0	0	0		N/A
June, 2004	0	0	0		N/A
July, 2004					
August, 2004					
September, 2004					
October, 2004					
November, 2004					
December, 2004					
YTD Total	0	0	0	\$0.00	N/A
Baseline: Exceeds trouble report standard of 4.0 for month and either of the preceding month or three of the preceding 11 months. Credits do not apply related to customer premise equipment, emergency situations, extraordinary or abnormal conditions or disruptions caused by persons or entities other than Qwest.					

REPORT: Dial Tone Speed Bill Credits					
Measurement Period	Wire Center Out of Compliance	# of Customers Served	Total Amount of Credit Paid (One month's recurring charge, plus associated regulated features)	Month Credit Paid	
January, 2004	0	0		N/A	
February, 2004	0	0		N/A	
March, 2004	0	0		N/A	
April, 2004	0	0		N/A	
May, 2004	0	0		N/A	
June, 2004	0	0		N/A	
July, 2004					
August, 2004					
September, 2004					
October, 2004					
November, 2004					
December, 2004					
YTD Total	0	0	\$0.00	N/A	
Baseline: All customers within a wire center will receive one month's recurring charge credit for any month in which customers within the wire center are unable to obtain dial tone within three seconds on at least 90% of calls placed during a normal busy hour. Credits do not apply due to emergency situations, unavoidable catastrophes, force majeure, work stoppage, inside wiring or customer premise equipment. Credits do not apply in any office served by an analog switch.					

Washington Pending Orders based on OP-15A Diagnostic Measure
as of June 30, 2004

Exchange	Total Orders Completed for Month SOT = NTC R, SB, L	SOT = NTC Total Pending Inward Orders as of 30JUN2004	Percent of Orders Pending as of 30JUN2004	Average Age of Pending Inward Orders (Business days) as of 30JUN2004	Inward Orders not Completed > 90 days from Due Date as of 30JUN2004	Inward Orders not Completed > 180 days from Due Date as of 30JUN2004
ABERDEEN-HOQUIAM	1728	7	0.40%	154.14	4	2
AUBURN	3872	20	0.51%	71.90	7	4
BAINBRIDGE ISLAND	1200	3	0.25%	101.33	2	1
BATTLEGROUND	1118	3	0.27%	112.67	1	1
BELFAIR	599	1	0.17%	0.00	0	0
BELLEVUE	5626	13	0.23%	80.85	5	2
BLLVWAGL	1811	4	0.22%	72.00	2	1
BLLVWASH	3815	9	0.24%	84.78	3	1
BELLINGHAM	3883	10	0.26%	66.10	4	1
BLHMWA01	3688	9	0.24%	67.67	4	1
BLHMWALU	195	1	0.51%	52.00	0	0
BLACK DIAMOND	298	4	1.32%	171.25	2	1
BREMERTON	3402	10	0.29%	57.70	4	0
BMTNWA01	3119	7	0.22%	56.57	3	0
CRSBWA01	215	3	1.38%	60.33	1	0
SNYSWA01	68	0	0.00%	0.00	0	0
BUCKLEY	350	0	0.00%	0.00	0	0
CASTLE ROCK	435	5	1.14%	130.40	3	2
CENTRALIA	1091	1	0.09%	100.00	1	0
CHEHALIS	969	3	0.31%	66.00	2	0
CHHLWA01	736	2	0.27%	79.00	2	0
NPVNWA01	233	1	0.43%	40.00	0	0
CLE ELUM	254	0	0.00%	0.00	0	0
COLFAX	144	3	2.04%	199.00	3	3
COLVILLE	541	8	1.46%	93.00	3	2
COPALIS(OCEAN SHORES)	358	4	1.10%	117.00	3	1
COULEE DAM	194	2	1.02%	59.00	1	0
CRYSTAL MOUNTAIN	28	0	0.00%	0.00	0	0
DAYTON	148	1	0.67%	13.00	0	0
DEER PARK	630	6	0.94%	57.00	2	1
DES MOINES	4826	9	0.19%	66.44	5	0
DESMWA01	1917	5	0.26%	85.40	4	0
FDWYWA01	2909	4	0.14%	42.75	1	0
EASTON	55	0	0.00%	0.00	0	0
ELK	221	2	0.90%	8.50	0	0
ENUMCLAW	887	2	0.22%	52.50	0	0
EPHRATA	326	4	1.21%	110.75	2	1
GRAHAM	2417	25	1.02%	69.12	9	5
GREEN BLUFF	217	1	0.46%	34.00	0	0
HOODSPORT	181	1	0.55%	79.00	1	0
ISSAQUAH	2133	4	0.19%	104.50	3	1
KENT	6401	13	0.20%	55.08	6	1
KENTWA01	3749	6	0.16%	34.67	2	0
KENTWAME	2326	4	0.17%	95.25	2	1
KENTWAOB	326	3	0.91%	42.33	2	0
LIBERTY LAKE	170	1	0.58%	5.00	0	0
LONGVIEW-KELSO	3509	7	0.20%	62.29	4	0
LOON LAKE	143	0	0.00%	0.00	0	0
MAPLE VALLEY	1202	2	0.17%	58.50	0	0
MOSES LAKE	1663	4	0.24%	27.25	1	0
MSLKWA01	1349	4	0.30%	27.25	1	0
MSLKWAAB	314	0	0.00%	0.00	0	0
NEWMAN LAKE	243	1	0.41%	81.00	1	0
NORTHPORT	96	1	1.03%	0.00	0	0
OLYMPIA	8788	30	0.34%	44.33	9	4
LACYWA01	4131	12	0.29%	47.00	3	1
OLYMWA02	4013	17	0.42%	41.18	5	3
OLYMWAEV	644	1	0.16%	66.00	1	0
OMAK-OKANOGAN	674	1	0.15%	24.00	0	0
OROVILLE	145	4	2.68%	41.75	0	0
OTHELLO	538	5	0.92%	30.80	1	0
PASCO	2714	10	0.37%	18.50	1	0

Washington Pending Orders based on OP-15A Diagnostic Measure
as of June 30, 2004

Exchange	Total Orders Completed for Month SOT = NTC R, SB, L	SOT = NTC Total Pending Inward Orders as of 30JUN2004	Percent of Orders Pending as of 30JUN2004	Average Age of Pending Inward Orders (Business days) as of 30JUN2004	Inward Orders not Completed > 90 days from Due Date as of 30JUN2004	Inward Orders not Completed > 180 days from Due Date as of 30JUN2004
PATEROS	64	0	0.00%	0.00	0	0
POMEROY	72	2	2.70%	159.50	1	1
PORT ANGELES	1636	5	0.30%	77.00	1	1
JOYCWA01	85	3	3.41%	43.67	0	0
PTANWA01	1551	2	0.13%	127.00	1	1
PORT LUDLOW	240	2	0.83%	95.00	2	1
PORT ORCHARD	2409	4	0.17%	83.75	2	1
COLBWA01	891	0	0.00%	0.00	0	0
PTORWAFE	1518	4	0.26%	83.75	2	1
PORT TOWNSEND	1036	7	0.67%	87.29	3	2
PUYALLAP	4610	12	0.26%	76.25	7	1
RENTON	6258	15	0.24%	47.60	3	1
RIDGEFIELD	267	2	0.74%	61.50	1	0
ROCHESTER	599	2	0.33%	191.00	2	1
ROY	247	1	0.40%	116.00	1	0
SEATTLE	37328	98	0.26%	76.02	44	17
MRISWA01	931	2	0.21%	94.00	2	0
STTLWA03	5126	20	0.39%	115.85	12	8
STTLWA04	4116	12	0.29%	67.67	6	1
STTLWA05	2922	9	0.31%	41.56	2	0
STTLWA06	2547	10	0.39%	56.60	5	0
STTLWACA	1506	3	0.20%	19.00	0	0
STTLWACH	4947	9	0.18%	49.44	2	1
STTLWADU	1817	5	0.27%	129.80	3	2
STTLWAEI	1097	1	0.09%	132.00	1	1
STTLWALA	3188	7	0.22%	76.57	3	1
STTLWAPA	3110	9	0.29%	61.00	3	0
STTLWASU	3118	6	0.19%	55.33	2	1
STTLWAWA	2903	5	0.17%	98.60	3	2
SEQUIM	1205	5	0.41%	146.40	3	3
SHELTON	1593	4	0.25%	141.75	2	2
SILVERDALE	1649	3	0.18%	236.00	2	2
SPOKANE	21465	56	0.26%	60.43	20	8
SPKNWA01	2776	10	0.36%	48.00	3	1
SPKNWACH	585	2	0.34%	40.00	1	0
SPKNWAFB	3333	10	0.30%	66.90	3	2
SPKNWAHD	2937	6	0.20%	72.50	3	1
SPKNWAKY	2260	6	0.26%	28.50	1	0
SPKNWAMO	1049	5	0.47%	118.60	2	2
SPKNWAWA	5644	7	0.12%	81.86	4	2
SPKNWAWH	2881	10	0.35%	38.30	3	0
SPRINGDALE	183	6	3.17%	66.67	2	1
SUMNER (BONNEYLAKE)	2277	4	0.18%	93.75	1	1
TACOMA	24335	37	0.15%	85.43	19	9
TACMWAFA	2414	3	0.12%	105.33	1	1
TACMWAFL	1085	1	0.09%	51.00	0	0
TACMWAGF	3546	4	0.11%	97.75	3	1
TACMWAJU	3956	5	0.13%	64.00	2	1
TACMWALE	4745	8	0.17%	65.88	3	1
TACMWALO	1944	3	0.15%	99.00	3	0
TACMWASY	1743	4	0.23%	52.75	1	1
TACMWAWA	825	2	0.24%	232.00	2	2
TACMWAWV	4077	7	0.17%	83.43	4	2
BYLKWA01	0	0	0.00%	0.00	0	0
NONQWEST	2	0	0.00%	0.00	0	0
UNKNOWN	0	2	100.00%	39.50	1	0
VANCOUVER	12261	36	0.29%	59.75	10	4
ORCHWA01	6447	17	0.26%	69.82	6	3
VANCWA01	3578	14	0.39%	47.64	2	1
VANCWANO	2236	5	0.22%	59.40	2	0
WAITSBURG	69	1	1.43%	7.00	0	0
WALLA WALLA (INCL TOUCHET)	2253	5	0.22%	43.00	1	0

Washington Pending Orders based on OP-15A Diagnostic Measure
as of June 30, 2004

Exchange	Total Orders Completed for Month SOT = NTC R, SB, L	SOT = NTC Total Pending Inward Orders as of 30JUN2004	Percent of Orders Pending as of 30JUN2004	Average Age of Pending Inward Orders (Business days) as of 30JUN2004	Inward Orders not Completed > 90 days from Due Date as of 30JUN2004	Inward Orders not Completed > 180 days from Due Date as of 30JUN2004
WARDEN	180	0	0.00%	0.00	0	0
WINLOCK	206	0	0.00%	0.00	0	0
YAKIMA	7072	23	0.32%	51.35	7	2
YAKMWA02	5087	18	0.35%	45.22	5	1
YAKMWAVE	1985	5	0.25%	73.40	2	1
State Totals	193931	561	0.29%	72.25	224	91

Revised Out of Service Summary Reports for March 2004, April 2004 and May 2004

WASHINGTON OUT OF SERVICE SUMMARY
March 2004- Revised

Measurement Period 2004	Total # of Out of Service Tickets	Number of Tickets Out of Service Less Than 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Wrkg Dys)	% Missed (Less Than 2 Wrkg Dys)	Out of Service Less Than 7 Days	% Less Than 7 Days	# Missed (Less Than 7 Days)	% Missed (Less Than 7 Days)
January	18,504	18,119	97.92%	385	2.08%	18,499	99.97%	5	0.03%
February	12,496	12,395	99.19%	101	0.81%	12,496	100.00%	0	0.00%
March	13,294	13,231	99.53%	63	0.47%	13,291	0.98%	3	0.02%
April									
May									
June									
July									
August									
September									
October									
November									
December									
YTD Total	44,294	43,745	98.76%	549	1.24%	44,286	99.96%	8	0.02%
Baseline: All reported interruptions of telecommunications service shall be restored within two business days, excluding Sundays and holidays, except interruptions caused by extraordinary or abnormal conditions of operation.									

Washington Out of Service Cleared > 72 hours - 2004

Measurement Period 2004	All Other Repair Tickets	All Other Repairs Cleared LT <72 Hours	All Other Repairs Cleared GTR > 72 Hours	% All Other Repairs Cleared < 72 Hours	Force Majeure All Other Troubles Cleared GTR > 72 Hours	Non Force Majeure All Troubles Cleared GTR > 72 Hours
January	7,342	7,264	37	98.94%	78	53
February	5,686	5,653	8	99.42%	33	63
March*	5,989	5,971	5	99.70%	18	45
April						
May						
June						
July						
August						
September						
October						
November						
December						
YTD TOTAL	19,017	18,888	50	99.32%	129	161

* Revised 07/04
 Baseline(WAC 480-120-440(2)): All "other" regulated service interruptions must be repaired within seventy-two hours unless the company is unable to make the repair because it is physically obstructed from doing so or because of force majeure, in which case the repair must be made as soon as practicable.

WASHINGTON OUT OF SERVICE SUMMARY
April 2004-Revised

Measurement Period 2004	Total # of Out of Service Tickets	Number of Tickets Out of Service Less Than 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Wrking Dys)	% Missed (Less Than 2 Wrking Dys)	Out of Service Less Than 7 Days	% Less Than 7 Days	# Missed (Less Than 7 Days)	% Missed (Less Than 7 Days)
January	18,504	18,119	97.92%	385	2.08%	18,499	99.97%	5	0.03%
February	12,496	12,395	99.19%	101	0.81%	12,496	100.00%	0	0.00%
March	13,294	13,231	99.53%	63	0.47%	13,291	0.98%	3	0.02%
April	11,979	11,909	99.42%	70	0.58%	11,975	99.97%	4	0.03%
May									
June									
July									
August									
September									
October									
November									
December									
YTD Total	56,273	55,654	98.90%	619	1.10%	56,261	99.98%	12	0.02%
Baseline: All reported interruptions of telecommunications service shall be restored within two business days, excluding Sundays and holidays, except interruptions caused by extraordinary or abnormal conditions of operation.									

Washington Out of Service Cleared > 72 hours - 2004

Measurement Period 2004	All Other Repair Tickets	All Other Repairs Cleared LT <72 Hours	All Other Repairs Cleared GTR > 72 Hours	% All Other Repairs Cleared < 72 Hours	Force Majeure All Other Troubles Cleared GTR > 72 Hours	Non Force Majeure All Troubles Cleared GTR > 72 Hours
January	7,342	7,264	37	98.94%	78	53
February	5,686	5,653	8	99.42%	33	63
March *	5,989	5,971	5	99.70%	18	45
April	4,919	4,899	10	99.59%	20	44
May						
June						
July						
August						
September						
October						
November						
December						
YTD TOTAL	23,936	23,787	60	99.38%	149	205

* Revised 07/04
 Baseline(WAC 480-120-440(2)); All "other" regulated service interruptions must be repaired within seventy-two hours unless the company is unable to make the repair because it is physically obstructed from doing so or because of force majeure, in which case the repair must be made as soon as practicable.

WASHINGTON OUT OF SERVICE SUMMARY
May 2004- Revised

Measurement Period 2004	Total # of Out Of Service Tickets	Number of Tickets Out of Services Less Than 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Wrkng Dys)	% Missed (Less Than 2 Wrkng Dys)	Out of Service Less Than 7 Days	% Less Than 7 Days	# Missed (Less Than 7 Days)	% Missed (Less Than 7 Days)
January	18,504	18,119	97.92%	385	2.08%	18,499	99.97%	5	0.03%
February	12,496	12,395	99.19%	101	0.81%	12,496	100.00%	0	0.00%
March	13,294	13,231	99.53%	63	0.47%	13,291	0.98%	3	0.02%
April	11,979	11,909	99.42%	70	0.58%	11,975	99.97%	4	0.03%
May	14,058	13,806	98.21%	252	1.79%	14,056	99.99%	2	0.01%
June									
July									
August									
September									
October									
November									
December									
YTD Total	70,331	69,460	98.76%	871	1.24%	70,317	99.98%	14	0.02%

Baseline: All reported interruptions of telecommunications service shall be restored within two business days, excluding Sundays and holidays, except interruptions caused by extraordinary or abnormal conditions of operation.

Washington Out of Service Cleared > 72 hours - 2004

Measurement Period 2004	All Other Repair Tickets	All Other Repairs Cleared LT < 72 Hours	All Other Repairs Cleared GTR > 72 Hours	% All Other Repairs Cleared < 72 Hours	Force Majeure All Other Troubles Cleared GTR > 72 Hours	Non Force Majeure All Troubles Cleared GTR > 72 Hours
January	7,342	7,264	37	98.94%	78	53
February	5,686	5,653	8	99.42%	33	63
March *	5,989	5,971	5	99.70%	18	45
April	4,919	4,899	10	99.59%	20	44
May	5,236	5,189	53	99.10%	47	39
June						
July						
August						
September						
October						
November						
December						
YTD TOTAL	29,172	28,976	113	99.33%	196	244

* Revised 07/04
Baseline(WAC 480-120-440(2)): All "other" regulated service interruptions must be repaired within seventy-two hours unless the company is unable to make the repair because it is physically obstructed from doing so or because of force majeure, in which case the repair must be made as soon as practicable.