

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

Mark S. Reynolds  
Senior Director - Regulatory  
Policy and Law



January 28, 2010

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

RECEIVED  
REGULATORY MANAGEMENT  
2010 JAN 29 AM 11:30  
UTILITY SERVICES  
COMMUNICATIONS

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

Dear Mr. Danner:

Enclosed are the December 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
- 5) Customer Service Guarantee Program 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 - DECEMBER 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	83.66%	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 - DECEMBER 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	99.46%
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 - DECEMBER 2009

METRIC DESCRIPTION	JULY 2009			AUGUST 2009			SEPTEMBER 2009		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	8266	8351	98.98%	8606	8725	98.64%	7274	7380	98.56%
OOS Tickets Not Cleared Within 48 Hrs	85	1	85	119	1	119	106	1	106
Number of OOS Exemptions	118	1	118	184	1	184	118	1	118
All Other Repairs Cleared LT < 72 Hrs	2497	2509	99.52%	2491	2503	99.52%	2175	2188	99.41%
All Other Troubles Cleared GTR > 72 Hrs	12	1	12	12	1	12	13	1	13
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	1	1	1	2	1	2	1	1	1
Physically Obstructed All Other Troubles Cleared > 72 Hrs	9	1	9	23	1	23	17	1	17
Repair Force Majeure Exclusions	44	1	44	75	1	75	52	1	52
Repair Physically Obstructed Exclusions	37	1	37	40	1	40	42	1	42
Installation Appointments Met	8556	9140	93.61%	7743	8241	93.96%	8477	8998	94.21%
Repair Appointments Met	5264	6400	82.25%	5240	6483	80.83%	4693	5713	82.15%
Provisioning Missed for Company Reasons	191	1	191	219	1	219	204	1	204
Provisioning Missed for Customer Reasons	1050	1	1050	963	1	963	1068	1	1068
% 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 - DECEMBER 2009

METRIC DESCRIPTION	OCTOBER 2009			NOVEMBER 2009			DECEMBER 2009		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	8340	8515	97.94%	8306	8557	97.07%	7428	7728	96.12%
OOS Tickets Not Cleared Within 48 Hrs	175	1	175	251	1	251	300	1	300
Number of OOS Exemptions	160	1	160	195	1	195	143	1	143
All Other Repairs Cleared LT < 72 Hrs	2474	2493	99.24%	2781	2807	99.07%	2720	2755	98.73%
All Other Troubles Cleared GTR > 72 Hrs	19	1	19	26	1	26	35	1	35
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	1	1	1	6	1	6	2	1	2
Physically Obstructed All Other Troubles Cleared > 72 Hrs	17	1	17	23	1	23	12	1	12
Repair Force Majeure Exclusions	65	1	65	49	1	49	47	1	47
Repair Physically Obstructed Exclusions	51	1	51	49	1	49	34	1	34
Installation Appointments Met	8371	8925	93.79%	7490	7988	93.77%	7158	7574	94.51%
Repair Appointments Met	4835	5805	83.29%	3957	4712	83.98%	3476	4082	85.15%
Provisioning Missed for Company Reasons	212	1	212	191	1	191	165	1	165
Provisioning Missed for Customer Reasons	1148	1	1148	1020	1	1020	1065	1	1065
% 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 Orders Summary - DECEMBER 2009  
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD						99.00%		99.00%	
ABERDEEN-HOQUIAM		123	3	34.67	1	99.19%	0	100.00%	
AUBURN		234	6	52.67	2	99.15%	0	100.00%	
BAINBRIDGE ISLAND		46	1	42.00	0	100.00%	0	100.00%	
BATTLEGROUND		79	0		1	98.73%	0	100.00%	
BELFAIR		66	2	31.00	0	100.00%	0	100.00%	
BELLEVUE		291	5	38.40	3	98.97%	0	100.00%	
	BELLEVUE GLENCOURT	98	3	49.33	2	97.96%	0	100.00%	
	BELLEVUE-SHERWOOD	193	2	22.00	1	99.48%	0	100.00%	
BELLINGHAM		307	4	46.25	1	99.67%	0	100.00%	
	BELLINGHAM LUMMI	26	0		0	100.00%	0	100.00%	
	BELLINGHAM REGENT	281	4	46.25	1	99.64%	0	100.00%	
BLACK DIAMOND		20	1	3.00	2	90.00%	0	100.00%	
BREMERTON		278	3	31.00	4	98.56%	0	100.00%	
	BREMERTON CROSSBY	21	0		0	100.00%	0	100.00%	
	BREMERTON ESSEX	247	3	31.00	4	98.38%	0	100.00%	
	BREMERTON SUNNYSLOPE	10	0		0	100.00%	0	100.00%	
BUCKLEY		22	0		0	100.00%	0	100.00%	
CASTLE ROCK		29	1	54.00	0	100.00%	0	100.00%	
CENTRALIA		84	2	13.00	1	98.81%	0	100.00%	
CHEHALIS		102	1	62.00	0	100.00%	0	100.00%	
	CHEHALIS	75	0		0	100.00%	0	100.00%	
	CHEHALIS NAPAVINE	27	1	62.00	0	100.00%	0	100.00%	
CLE-ELUM		16	0		0	100.00%	0	100.00%	
COLFAX		12	0		0	100.00%	0	100.00%	
COLVILLE		66	2	22.50	0	100.00%	0	100.00%	
COPALIS(OCEAN SHORES)		46	1	0.00	0	100.00%	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 - DECEMBER 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		22	1	29.00	1	95.45%	0	100.00%	
CRYSTAL MTN.		6	0		0	100.00%	0	100.00%	
DAYTON		16	2	47.50	0	100.00%	0	100.00%	
DEER PARK		56	0		0	100.00%	0	100.00%	
DES MOINES		345	8	18.00	6	98.26%	0	100.00%	
	DES MOINES	124	1	49.00	2	98.39%	0	100.00%	
	DES MOINES FEDERAL WAY	221	7	13.57	4	98.19%	0	100.00%	
EASTON		4	0		0	100.00%	0	100.00%	
ELK		26	0		0	100.00%	0	100.00%	
ENJUMCLAW		46	1	0.00	1	97.83%	0	100.00%	
EPHRATA		27	2	66.50	0	100.00%	0	100.00%	
GRAHAM		169	2	8.50	2	98.82%	0	100.00%	
GREEN BLUFF		9	0		0	100.00%	0	100.00%	
HOODSPORT		18	0		0	100.00%	0	100.00%	
ISSAQUAH		115	4	50.25	0	100.00%	0	100.00%	
KENT		422	6	33.50	4	99.05%	0	100.00%	1
	KENT MERIDIAN	104	2	7.50	2	98.08%	0	100.00%	
	KENT O BRIEN	38	0		1	97.37%	0	100.00%	
	KENT ULRICH	280	4	46.50	1	99.64%	0	100.00%	1
LIBERTY LAKE		2	0		0	100.00%	0	100.00%	
LONGVIEW-KELSO		242	2	81.50	3	98.76%	0	100.00%	1
LOON LAKE		11	0		0	100.00%	0	100.00%	
MAPLE VALLEY		47	0		0	100.00%	0	100.00%	
MOSES LAKE		181	4	23.25	0	100.00%	0	100.00%	
	MOSES LAKE AFB	32	0		0	100.00%	0	100.00%	
	MOSES LAKE ALDER	149	4	23.25	0	100.00%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders  
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Washington Orders Summary - DECEMBER 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%	
NEWMAN LAKE		13	0		1	92.31%	0	100.00%	
NORTHPORT		14	0		0	100.00%	0	100.00%	
OLYMPIA		513	9	32.11	4	99.22%	0	100.00%	
	OLYMPIA EVERGREEN	44	0		0	100.00%	0	100.00%	
	OLYMPIA LACEY	237	5	43.40	2	99.16%	0	100.00%	
	OLYMPIA WHITEHALL	232	4	18.00	2	99.14%	0	100.00%	
OMAK-OKANOGAN		97	3	102.33	3	96.91%	0	100.00%	1
OROVILLE		20	1	17.00	0	100.00%	0	100.00%	
OTHELLO		62	0		1	98.39%	0	100.00%	
PASCO		272	4	20.00	3	98.90%	0	100.00%	
PATEROS		6	1	9.00	0	100.00%	0	100.00%	
POMEROY		9	0		0	100.00%	0	100.00%	
PT. ANGELES		137	6	28.67	0	100.00%	0	100.00%	
	PT ANGELES JOYCE	11	0		0	100.00%	0	100.00%	
	PT. ANGELES	126	6	28.67	0	100.00%	0	100.00%	
PT. LUDLOW		13	0		0	100.00%	0	100.00%	
PT. ORCHARD		147	0		0	100.00%	0	100.00%	
	PORT ORCHARD COLBY	48	0		0	100.00%	0	100.00%	
	PT. ORCHARD	99	0		0	100.00%	0	100.00%	
PT. TOWNSEND		101	2	21.00	0	100.00%	0	100.00%	
PUYALLAP		250	2	8.00	3	98.80%	0	100.00%	
RENTON		401	6	10.17	1	99.75%	0	100.00%	
RIDGEFIELD		18	2	25.00	0	100.00%	0	100.00%	
ROCHESTER		51	1	3.00	0	100.00%	0	100.00%	
ROY		21	0		0	100.00%	0	100.00%	
SEATTLE		2399	26	30.62	21	99.12%	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 - DECEMBER 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	SEATTLE ATWATER	136	4	46.00	2	99.00%	0	99.00%	
	SEATTLE CAMPUS	64	2	8.00	0	100.00%	0	100.00%	
	SEATTLE CHERRY	370	4	41.25	4	98.92%	0	100.00%	
	SEATTLE DUWAMISH	166	1	28.00	1	99.40%	0	100.00%	
	SEATTLE EAST	297	4	14.00	3	98.99%	0	100.00%	
	SEATTLE ELLIOT	84	2	20.50	1	98.81%	0	100.00%	
	SEATTLE EMERSON	234	1	11.00	0	100.00%	0	100.00%	
	SEATTLE LAKEVIEW	173	3	8.00	4	97.69%	0	100.00%	
	SEATTLE MAIN	278	1	65.00	3	98.92%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	51	0		1	98.04%	0	100.00%	
	SEATTLE PARKWAY	242	1	46.00	1	99.59%	0	100.00%	
	SEATTLE SUNSET	152	0		0	100.00%	0	100.00%	
	SEATTLE WEST	152	3	53.33	1	99.34%	0	100.00%	
SEQUIM		102	1	57.00	0	100.00%	0	100.00%	
SHELTON		147	4	30.50	1	99.32%	0	100.00%	
SILVERDALE		108	0		0	100.00%	0	100.00%	
SPOKANE		1338	18	47.72	12	99.10%	0	100.00%	2
	SPOKANE CHESTNUT	36	2	121.50	0	100.00%	0	100.00%	1
	SPOKANE FAIRFAX	209	2	47.00	2	99.04%	0	100.00%	
	SPOKANE HUDSON	255	1	1.00	2	99.22%	0	100.00%	
	SPOKANE KEYSTONE	156	0		0	100.00%	0	100.00%	
	SPOKANE MORAN	60	0		0	100.00%	0	100.00%	
	SPOKANE RIVERSIDE	205	6	31.83	3	98.54%	0	100.00%	
	SPOKANE WALNUT	285	3	41.00	3	98.95%	0	100.00%	
	SPOKANE WHITWORTH	132	4	51.75	2	98.48%	0	100.00%	1
SPRINGDALE		21	1	5.00	0	100.00%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders  
180 day data from OP15A pending orders

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STANDARD		90	2	32.00	0	90.00%	0	99.00%	
SUMNER (BONNEYLAKE)		1649	16	38.38	18	98.91%	0	100.00%	
TACOMA	TACOMA FORT LEWIS	53	2	24.00	1	98.11%	0	100.00%	
	TACOMA GREENFIELD	281	2	55.00	4	98.58%	0	100.00%	
	TACOMA JUNIPER	252	2	48.00	3	98.81%	0	100.00%	
	TACOMA LENNOX	308	2	5.00	3	99.03%	0	100.00%	
	TACOMA LOGAN	133	1	51.00	0	100.00%	0	100.00%	
	TACOMA MARKET (FAWCETT)	228	3	44.67	3	98.68%	0	100.00%	
	TACOMA SKYLINE	100	0		1	99.00%	0	100.00%	
	TACOMA WAVERLY-2	64	0		3	95.31%	0	100.00%	
	TACOMA WAVERLY-7	230	4	41.25	0	100.00%	0	100.00%	
VANCOUVER		820	11	31.64	6	99.27%	0	100.00%	
	VANCOUVER ORCHARDS	366	4	52.75	1	99.73%	0	100.00%	
	VANCOUVER OXFORD	317	4	9.75	4	98.74%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	137	3	32.67	1	99.27%	0	100.00%	
WAITSBURG		6	0		1	83.33%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		164	2	79.50	1	99.39%	0	100.00%	1
WARDEN		19	0		0	100.00%	0	100.00%	
WINLOCK		24	1	22.00	0	100.00%	0	100.00%	
YAKIMA		569	6	46.50	2	99.65%	0	100.00%	1
	YAKIMA CHESTNUT	444	5	41.20	2	99.55%	0	100.00%	1
	YAKIMA WEST	125	1	73.00	0	100.00%	0	100.00%	
Exchanges in Neighboring States									
CLARKSTON		54	1	12.00	1	98.15%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders  
180 day data from OP15A pending orders  
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STANDARD									
TOTALS		13240	190	34.96	111	90.00% 99.16%	0	99.00% 100.00%	7
Waitsburg percent inward orders completed in 5 days missed standard due to low volume.									
Spokane Whitworth, Kent Ulrich, Omak-Okanogan, Spokane Chestnut and Longview-Kelso orders not completed > 180 days due to customer reasons.									
Walla Walla and Yakima Chestnut orders not completed > 180 days due to orders being duplicated in systems. Original order completed, these two orders should have been cancelled.									

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180 day data from OP15A pending orders  
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WASHINGTON TROUBLE REPORT RATE - DECEMBER 2009

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE DEC-09	RATE NOV-09	RATE OCT-09	RATE SEP-09	RATE AUG-09	RATE JUL-09	RATE JUN-09	RATE MAY-09	RATE APR-09	RATE MAR-09	RATE FEB-09	RATE JAN-09
STANDARD				4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
ABERDEEN-HOQUIAM	0	10491	117	1.12	1.94	1.14	0.85	0.69	0.73	0.92	1.15	0.86	0.65	0.78	1.71
AUBURN	0	19332	181	0.94	0.99	0.91	0.77	1.06	0.72	1.06	0.73	0.74	0.79	0.81	1.49
BAINBRIDGE ISLAND	0	10034	107	1.07	1.30	0.96	0.56	0.92	0.79	0.75	1.30	0.63	0.56	0.48	0.89
BATTLEGROUND	0	8953	68	0.76	1.26	0.64	0.86	0.74	0.98	0.87	0.60	0.72	0.85	0.56	1.61
BELFAIR	0	6394	110	1.72	1.00	1.16	1.22	1.27	1.87	1.38	1.09	1.29	0.81	0.57	1.42
BELLEVUE	0	39746	268	0.67	0.74	0.83	0.64	0.64	0.67	0.53	0.57	0.56	0.56	0.59	1.20
BELLEVUE GLENCOURT	0	16315	78	0.48	0.69	0.71	0.48	0.41	0.42	0.49	0.39	0.48	0.57	0.46	0.80
BELLEVUE-SHERWOOD	0	23431	190	0.81	0.78	0.90	0.75	0.79	0.84	0.55	0.69	0.61	0.55	0.67	1.46
BELLINGHAM	0	27206	134	0.49	0.66	0.47	0.39	0.40	0.46	0.44	0.38	0.49	0.42	0.37	0.62
BELLINGHAM LUMMI	0	1275	15	1.18	1.34	0.47	0.69	0.70	0.69	0.45	0.76	0.97	0.68	0.53	1.88
BELLINGHAM REGENT	0	25931	119	0.46	0.62	0.47	0.37	0.38	0.44	0.44	0.36	0.47	0.41	0.36	0.56
BLACK DIAMOND	0	2441	24	0.98	1.86	2.09	1.20	1.23	0.90	1.08	0.77	0.80	1.46	1.33	2.31
BREMERTON	0	30210	195	0.65	0.74	0.61	0.50	0.65	0.54	0.49	0.52	0.53	0.46	0.47	0.67
BREMERTON CROSBY	0	2971	50	1.68	1.31	1.20	1.27	1.80	0.83	1.19	1.48	0.95	0.91	0.84	1.32
BREMERTON ESSEX	0	26589	137	0.52	0.67	0.54	0.42	0.51	0.48	0.40	0.41	0.48	0.41	0.42	0.59
BREMERTON SUNNYSLOPE	0	650	8	1.23	1.24	0.77	0.30	1.35	1.80	1.19	0.74	0.60	0.74	0.74	1.47
BUCKLEY	0	2027	28	1.38	2.00	1.51	2.06	1.35	1.51	1.40	1.16	1.71	1.57	1.04	2.79
CASTLE ROCK	1	3644	66	1.87	2.89	1.82	1.07	1.19	1.50	1.42	0.93	1.43	1.76	1.03	4.66
CENTRALIA	0	7061	80	1.13	1.11	1.38	1.03	0.79	0.90	0.99	0.97	0.95	1.32	0.66	2.46
CHEHALIS	0	8703	120	1.38	1.21	1.08	1.82	0.73	1.05	1.46	1.04	0.84	1.06	1.38	2.78
CHEHALIS	0	6294	58	0.92	1.18	1.14	1.95	0.65	1.10	1.78	0.88	0.78	1.07	1.13	1.93
CHEHALIS NAPAVALINE	0	2409	62	2.57	1.29	0.91	1.47	0.94	0.93	0.60	1.48	1.00	1.04	2.05	5.05
CHEHALIS	0	2712	19	0.70	1.02	0.58	0.66	0.85	0.78	1.61	0.69	0.71	0.91	0.47	2.12
CLE-ELUM	0	2197	26	1.18	1.54	1.49	0.76	2.01	1.34	1.42	0.31	1.19	1.14	0.48	2.78
COLFAX	0	6535	45	0.69	0.52	0.82	0.80	0.98	1.52	1.56	0.70	0.92	0.68	0.68	1.31
COLVILLE	0	3350	60	1.79	3.08	2.02	0.96	1.99	1.49	1.62	0.94	0.74	1.42	1.24	1.95
COPALIS(OCEAN SHORES)	0	2020	25	1.24	1.63	2.07	1.02	0.88	1.11	1.10	1.01	2.33	1.56	0.89	1.77
COULEE DAM	1	602	10	1.66	0.50	1.67	2.16	0.16	0.33	1.98	0.83	1.32	1.13	1.28	4.47
CRYSTAL MTN.	0	1742	22	1.26	1.37	1.26	2.06	2.23	0.75	0.46	0.97	1.93	1.14	0.79	1.97
DAYTON	0	5883	60	1.02	0.64	0.88	0.96	2.99	1.60	1.09	1.02	2.31	1.03	0.93	2.07
DEER PARK	0	19668	170	0.86	1.08	0.97	0.72	0.83	0.67	0.97	0.80	0.81	0.89	0.68	1.27
DES MOINES	0	7601	73	0.96	1.15	0.87	0.68	1.01	0.78	1.07	0.94	1.00	0.73	0.70	1.25
DES MOINES FEDERAL WAY	0	12067	97	0.80	1.04	1.03	0.74	0.72	0.60	0.91	0.72	0.69	1.00	0.67	1.28

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WIRECENTER	STD EXD CNT	LINES	RPTS	RATE DEC-09	RATE NOV-09	RATE OCT-09	RATE SEP-09	RATE AUG-09	RATE JUL-09	RATE JUN-09	RATE MAY-09	RATE APR-09	RATE MAR-09	RATE FEB-09	RATE JAN-09
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	575	7	1.22	0.52	3.45	1.54	1.36	1.35	1.00	0.99	0.32	0.00	0.79	0.95
ELK	0	2493	42	1.68	1.44	1.52	1.07	2.53	1.85	2.66	1.56	1.24	1.30	1.41	3.26
ENUMCLAW	0	6216	71	1.14	1.29	0.99	1.53	1.19	0.92	1.44	0.88	1.10	1.12	1.27	2.16
EPHRATA	0	2906	20	0.69	0.99	0.99	0.98	0.88	0.67	0.91	0.33	0.56	0.56	0.36	0.29
GRAHAM	0	11518	139	1.21	0.85	1.16	1.26	0.78	1.13	1.08	0.67	0.74	1.19	0.63	1.02
GREEN BLUFF	0	2427	16	0.66	0.74	0.69	1.05	1.53	1.23	0.90	0.71	0.86	1.00	1.87	1.06
HOODSPORT	0	2011	18	0.90	0.99	0.93	0.78	1.50	2.29	0.95	0.94	1.55	1.40	0.51	1.19
ISSAQUAH	0	16580	103	0.62	0.75	0.87	0.68	0.60	0.55	0.81	0.85	0.62	0.54	0.58	1.45
KENT	0	36354	272	0.75	0.75	0.84	0.61	0.70	0.69	0.69	0.62	0.59	0.70	0.63	0.95
	0	12456	113	0.91	0.88	1.14	0.76	0.85	0.93	0.84	0.87	0.79	1.01	0.77	1.43
KENT MERIDIAN	0	7678	29	0.38	0.23	0.29	0.17	0.21	0.33	0.34	0.25	0.16	0.35	0.30	0.15
KENT O BRIEN	0	16220	130	0.80	0.90	0.86	0.71	0.81	0.87	0.75	0.59	0.64	0.63	0.68	0.94
KENT ULRICH	0	917	4	0.44	0.42	0.11	0.21	0.61	1.10	0.56	0.36	1.36	0.09	0.35	0.86
LIBERTY LAKE	0	21847	255	1.18	1.22	1.02	1.14	1.29	1.13	1.03	0.90	1.04	0.82	0.87	2.29
LONGVIEW-KELSO	0	1155	17	1.47	0.43	0.68	0.58	0.66	1.14	1.71	1.07	0.91	1.15	0.74	1.14
LOON LAKE	0	7995	71	0.89	0.88	0.85	0.72	0.85	0.63	0.71	0.62	0.84	0.81	0.60	1.27
MAPLE VALLEY	0	11913	114	0.96	0.93	1.19	1.01	1.15	0.94	0.98	0.80	1.02	0.97	0.82	1.03
MOSES LAKE	0	1948	17	0.87	0.82	0.92	1.05	1.49	0.89	0.83	0.93	0.73	1.12	0.29	0.92
MOSES LAKE AFB	0	9965	97	0.97	0.95	1.24	1.00	1.08	0.95	1.01	0.77	1.08	0.94	0.92	1.06
MOSES LAKE ALDER	0	1571	15	0.95	0.32	1.01	1.06	0.99	0.98	1.09	1.25	0.65	1.75	1.26	1.47
NEWMAN LAKE	0	1008	9	0.89	3.16	0.88	1.46	1.45	1.66	2.33	1.56	1.37	0.49	0.78	1.55
NORTHPORT	0	55551	395	0.71	0.76	0.68	0.60	0.76	0.71	0.58	0.66	0.58	0.56	0.52	0.91
OLYMPIA	0	4325	48	1.11	1.19	0.91	0.65	2.57	1.31	0.96	0.88	0.89	0.55	0.64	0.82
OLYMPIA EVERGREEN	0	24341	161	0.66	0.68	0.57	0.56	0.73	0.70	0.59	0.55	0.65	0.53	0.52	0.80
OLYMPIA LACEY	0	26855	186	0.69	0.77	0.76	0.63	0.50	0.62	0.52	0.71	0.46	0.56	0.50	1.01
OLYMPIA WHITEHALL	0	6844	72	1.05	1.05	1.49	1.33	2.12	1.97	1.77	1.16	0.91	1.07	1.03	0.96
OMAK-OKANOGAN	0	1743	31	1.78	2.62	2.12	1.93	2.44	1.75	1.91	2.23	1.46	1.18	0.95	1.67
OROVILLE	0	4093	60	1.47	1.24	1.70	2.32	2.31	1.76	1.36	1.91	1.11	1.20	1.04	1.66
OTHELLO	0	15380	119	0.77	0.57	0.81	0.60	0.80	0.95	0.95	0.91	1.24	0.84	0.76	1.32
PASCO	0	729	14	1.92	1.36	1.60	1.20	0.53	2.11	1.58	1.84	1.45	2.10	0.52	1.68
PATEROS	0	1252	18	1.44	2.07	1.67	0.94	1.57	1.72	1.24	1.16	3.34	1.27	2.85	3.64
POMEROY	0	14665	165	1.13	1.29	0.94	0.67	0.74	1.20	1.16	0.58	0.61	0.68	0.57	0.96
PT. ANGELES	0	1082	21	1.94	3.04	1.84	1.92	1.45	1.45	6.21	1.89	0.81	2.06	0.89	2.82
PT ANGELES JOYCE															

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WIRECENTER	STD EXD CNT	LINES	RPTS	RATE DEC-09	RATE NOV-09	RATE OCT-09	RATE SEP-09	RATE AUG-09	RATE JUL-09	RATE JUN-09	RATE MAY-09	RATE APR-09	RATE MAR-09	RATE FEB-09	RATE JAN-09
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	13583	144	1.06	1.15	0.87	0.57	0.69	1.18	0.76	0.48	0.59	0.57	0.54	0.82
PT. LUDLOW	0	2404	21	0.87	0.83	0.37	0.65	0.89	0.56	1.12	1.03	0.78	0.43	0.35	0.92
PT. ORCHARD	0	16778	205	1.22	1.16	1.05	0.93	0.94	1.02	1.00	0.78	0.63	0.97	0.72	1.30
PORT ORCHARD COLBY	0	6278	61	0.97	1.12	1.04	1.14	0.95	0.95	0.98	0.80	0.45	0.58	0.69	1.38
PT. ORCHARD	0	10500	144	1.37	1.19	1.06	0.80	0.93	1.07	1.02	0.76	0.74	1.19	0.74	1.25
PT. TOWNSEND	0	10431	90	0.86	0.86	0.85	0.63	0.76	0.88	0.94	0.74	0.78	0.64	0.48	0.83
PUYALLAP	0	20928	195	0.93	1.04	0.96	0.57	0.82	0.75	0.99	0.68	0.82	0.72	0.69	1.27
RENTON	0	33330	286	0.86	1.05	0.93	0.78	0.95	0.97	0.78	0.91	0.88	0.75	1.08	1.37
RIDGEFIELD	0	3049	43	1.41	0.88	1.03	0.80	2.03	1.10	1.71	1.95	1.53	0.91	1.27	2.06
ROCHESTER	0	4349	85	1.95	2.67	1.33	1.36	0.82	1.69	1.18	1.09	1.50	0.92	0.56	2.20
ROY	0	2150	11	0.51	1.34	1.42	0.73	1.80	1.03	1.16	0.75	0.80	0.75	0.79	1.77
SEATTLE	0	241782	1496	0.62	0.83	0.67	0.52	0.58	0.54	0.58	0.65	0.62	0.59	0.47	0.86
SEATTLE ATWATER	0	17609	104	0.59	0.68	0.59	0.30	0.40	0.41	0.35	0.47	0.65	0.34	0.30	0.56
SEATTLE CAMPUS	0	9108	32	0.35	0.81	0.45	0.33	0.45	0.42	0.59	0.58	0.42	0.48	0.41	0.58
SEATTLE CHERRY	0	27561	293	1.06	1.03	0.90	0.69	0.84	0.75	0.70	0.87	0.99	0.97	0.73	1.40
SEATTLE DUWAMISH	0	11473	101	0.88	1.36	0.84	0.56	0.64	0.57	0.65	0.79	0.62	0.54	0.61	0.95
SEATTLE EAST	0	26188	164	0.63	1.02	0.73	0.72	0.64	0.61	0.65	0.70	0.55	0.54	0.63	0.92
SEATTLE ELLIOT	0	6854	19	0.28	0.46	0.27	0.21	0.19	0.20	0.21	0.22	0.30	0.16	0.32	0.24
SEATTLE EMERSON	0	25354	178	0.70	0.84	0.76	0.57	0.69	0.57	0.77	0.84	0.60	0.53	0.54	0.96
SEATTLE LAKEVIEW	0	22169	123	0.55	0.86	0.90	0.60	0.73	0.83	0.69	0.61	0.59	0.77	0.49	0.85
SEATTLE MAIN	0	34435	71	0.21	0.16	0.17	0.16	0.15	0.16	0.24	0.19	0.13	0.20	0.14	0.21
SEATTLE MERCER ISLAND (ADAMS)	0	8095	55	0.68	0.92	0.74	0.67	0.73	0.49	0.72	0.49	0.79	0.69	0.39	1.17
SEATTLE PARKWAY	0	16504	156	0.95	1.19	0.97	0.84	0.85	0.76	0.97	0.84	1.05	1.22	0.69	1.18
SEATTLE SUNSET	0	18665	97	0.52	0.99	0.63	0.49	0.51	0.49	0.47	0.71	0.59	0.53	0.38	0.74
SEATTLE WEST	0	17767	103	0.58	0.85	0.69	0.56	0.68	0.58	0.52	0.98	0.85	0.56	0.50	1.40
SEQUIM	0	12526	108	0.86	0.95	0.94	0.76	0.61	0.85	0.81	0.76	0.71	1.03	0.57	0.95
SHELTON	0	12718	166	1.31	0.84	1.12	1.08	0.96	0.96	0.89	0.80	0.83	0.73	0.87	1.44
SILVERDALE	0	11708	63	0.54	0.74	0.65	0.56	0.62	0.69	0.65	1.00	0.72	0.69	0.42	0.70
SPOKANE	0	108105	1088	1.01	0.73	1.06	0.77	0.89	0.93	0.96	0.83	0.85	0.95	0.86	1.32
SPOKANE CHESTNUT	0	2424	88	3.63	1.03	0.90	1.13	1.53	1.00	1.23	1.06	0.86	1.21	0.86	1.73
SPOKANE FAIRFAX	0	15188	172	1.13	0.91	1.36	0.90	0.87	1.05	1.20	1.58	1.12	1.19	1.68	1.51
SPOKANE HUDSON	0	12014	129	1.07	0.85	1.05	0.82	0.93	0.77	0.96	0.75	0.78	0.89	0.69	1.56
SPOKANE KEYSTONE	0	10747	127	1.18	0.73	1.27	0.74	0.85	0.89	0.95	0.79	0.81	1.63	0.93	1.11

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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	6846	52	0.76	0.62	0.62	0.61	0.79	0.55	0.84	0.57	0.63	0.55	0.54	1.33
SPOKANE RIVERSIDE	0	15266	140	0.92	0.75	1.09	0.61	0.76	0.79	0.73	0.66	0.74	0.81	0.60	1.80
SPOKANE WALNUT	0	29558	245	0.83	0.60	1.04	0.79	0.87	1.06	0.90	0.70	0.81	0.82	0.72	1.11
SPOKANE WHITWORTH	0	16063	135	0.84	0.71	0.89	0.76	1.05	1.02	1.11	0.69	0.95	0.83	0.80	1.01
SPRINGDALE	2	1686	72	4.27	1.70	1.93	2.03	1.68	4.15	2.29	1.55	0.69	1.21	1.21	1.77
SUMNER (BONNEYLAKE)	0	12545	130	1.03	0.84	0.92	0.74	0.84	0.75	0.96	0.74	0.94	0.74	0.73	1.33
TACOMA	0	116205	948	0.82	0.95	0.86	0.77	0.83	0.79	0.72	0.72	0.68	0.75	0.60	1.35
TACOMA FORT LEWIS	0	2620	14	0.53	0.83	0.46	0.52	0.72	1.04	0.36	0.53	0.55	0.54	0.37	0.70
TACOMA GREENFIELD	0	16024	166	1.04	1.23	0.99	0.95	0.94	0.70	0.64	0.73	0.74	1.00	0.68	1.76
TACOMA JUNIPER	0	15755	147	0.93	0.89	1.04	0.78	1.03	1.19	0.79	0.68	0.69	0.88	0.79	1.16
TACOMA LENNOX	0	19180	152	0.79	1.14	1.07	1.07	1.07	0.84	0.96	0.94	0.82	0.79	0.73	1.64
TACOMA LOGAN	0	11471	93	0.81	0.90	0.80	0.83	0.66	0.65	0.73	1.04	0.78	0.71	0.66	1.41
TACOMA MARKET (FAWCETT)	0	13678	85	0.62	0.86	0.69	0.46	0.57	0.51	0.59	0.52	0.53	0.72	0.48	1.05
TACOMA SKYLINE	0	11283	66	0.58	1.01	0.65	0.63	0.65	0.78	0.65	0.79	0.62	0.53	0.51	1.54
TACOMA WAVERLY-2	0	5204	100	1.92	0.86	1.00	0.70	0.79	0.85	0.65	0.59	0.77	0.72	0.64	1.29
TACOMA WAVERLY-7	0	20990	125	0.60	0.70	0.70	0.65	0.74	0.70	0.70	0.54	0.59	0.61	0.40	1.05
VANCOUVER	0	65868	718	1.09	1.09	0.95	0.91	0.87	0.87	1.18	0.85	0.84	0.83	0.76	1.27
VANCOUVER ORCHARDS	0	33006	333	1.01	1.25	1.00	0.96	0.82	0.89	1.26	0.72	0.72	0.78	0.73	1.21
VANCOUVER OXFORD	0	19115	228	1.19	0.98	0.99	0.95	0.76	0.91	1.12	0.90	1.00	0.85	0.81	1.32
VANCOUVER SALMON CRK(NORTH)	0	13747	157	1.14	0.86	0.78	0.76	1.16	0.76	1.08	1.08	0.91	0.91	0.75	1.35
WAITSBURG	0	533	0	0.00	0.75	2.23	1.09	1.08	2.71	1.62	1.62	3.40	1.42	1.43	1.07
WALLA WALLA (INCL TOUCHET)	0	14167	101	0.71	0.75	0.92	0.59	1.14	1.06	0.71	0.89	0.58	0.85	0.59	1.74
WARDEN	0	1102	11	1.00	1.71	2.14	0.78	1.12	1.10	1.68	1.00	1.24	1.07	0.49	2.30
WINLOCK	0	2008	34	1.69	1.54	2.08	1.13	1.07	1.41	0.82	0.96	1.20	1.24	1.34	1.36
YAKIMA	0	38840	247	0.64	0.57	0.68	0.83	0.78	0.77	0.71	0.67	0.62	0.65	0.55	0.75
YAKIMA CHESTNUT	0	26003	177	0.68	0.62	0.70	0.82	0.76	0.65	0.80	0.67	0.61	0.70	0.61	0.86
YAKIMA WEST	0	12837	70	0.55	0.49	0.65	0.85	0.80	1.01	0.52	0.66	0.65	0.55	0.42	0.54
Exchanges in Neighboring States															
CLARKSTON	0	5977	52	0.87	0.84	1.00	1.02	1.20	1.18	1.22	0.99	0.91	1.02	0.74	1.32
TOTALS	0	1187783	10154	0.85	0.92	0.88	0.74	0.83	0.81	0.82	0.75	0.75	0.75	0.66	1.20

WASHINGTON TROUBLE REPORT RATE - DECEMBER 2009

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE DEC-09	RATE NOV-09	RATE OCT-09	RATE SEP-09	RATE AUG-09	RATE JUL-09	RATE JUN-09	RATE MAY-09	RATE APR-09	RATE MAR-09	RATE FEB-09	RATE JAN-09
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
Springdale did not meet TRR standard due to a Pair Gain problem															



WASHINGTON TRUNK BLOCKING SUMMARY - DECEMBER 2009

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	120	0	0.00%
LOCAL	363	0	0.00%
TOLL	374	7	1.87%

WASHINGTON TRUNK BLOCKING - DECEMBER 2009

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072426	96			TOLL	TWO_WAY	2.09%	Blocked hour 18 week of 12/7/09 due to spikes in pc sa issued
AP072427	288			TOLL	TWO_WAY	0.99%	Blocked hour 19 week of 12/14/09 due to spikes in pc sa issued
AP072428	264			TOLL	TWO_WAY	5.45%	Blocked hour 18 week of 12/7/09 due to spikes in pc sa issued
AP072430	144			TOLL	TWO_WAY	5.72%	Blocked hour 19 week of 12/7/09 due to spikes in pc sa issued
AP072433	288			TOLL	TWO_WAY	1.33%	Blocked hour 19 week of 12/14/09 due to spikes in pc sa issued
AP081340	288			TOLL	TWO_WAY	3.59%	Blocked hour 18 week of 12/14/09 due to spikes in pc sa issued
AP081921	192			TOLL	TWO_WAY	1.74%	Blocked hour 17 week of 12/21/09 due to spikes in pc sa issued

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2009

MEASURE	MARKET UNIT	JUL-09	AUG-09	SEP-09	OCT-09	NOV-09	DEC-09	YTD
Number of Scheduled Appointments (dispatched orders)	RES							90607
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	RES							1242
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	RES							5661
Number of Scheduled Commitments (non-dispatched orders)	RES							998452
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	RES							281
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	RES							2681
Number Exclusions	RES							8342
Number of Scheduled Appointments (dispatched orders)	BUS							19618
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	BUS							713
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	BUS							2760
Number of Scheduled Commitments (non-dispatched orders)	BUS							97802
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	BUS							256
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	BUS							1414
Number Exclusions	BUS							4174
Number of Scheduled Appointments (dispatched tickets)	RES							94887
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons	RES							5686
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons	RES							362
Number of Scheduled Commitments (non-dispatched tickets)	RES							20747
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	RES							723
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	RES							2
Number Exclusions	RES							916

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Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2009

MEASURE	MARKET UNIT	JUL-09	AUG-09	SEP-09	OCT-09	NOV-09	DEC-09	YTD
Number of Scheduled Appointments (dispatched orders)	RES							90607
Number of Scheduled Appointments (dispatched tickets)	BUS							14782
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	BUS							1791
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	BUS							260
Number of Scheduled Commitments (non-dispatched tickets)	BUS							3859
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	BUS							145
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	BUS							1
Number Exclusions	BUS							459
Total amount of missed appointments credits paid	RES							\$51,850.00
Number of customers receiving credits for company missed appointments/commitments-Install	RES							2073
Total amount of missed appointments credits paid	BUS							\$56,375.00
Number of customers receiving credits for company missed appointments/commitments-Install	BUS							1032
Total amount of missed appointments credits paid	RES							\$107,125.00
Number of customers receiving credits for company missed appointments/commitments-Repair	RES							4277
Total amount of missed appointments credits paid	BUS							\$32,525.00
Number of customers receiving credits for company missed appointments/commitments-Repair	BUS							653
Count of All Orders	RES							156296
WA Completed Orders for Primary Service installed within 5 business days	RES							154955
Number of credits-First Month's Charge(HO Recurring)	RES							876

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2009

MEASURE	MARKET UNIT	JUL-09	AUG-09	SEP-09	OCT-09	NOV-09	DEC-09	YTD
Number of Scheduled Appointments (dispatched orders)	RES							90607
Amount of credit-First Month's Charge(HO Recur)	RES							\$11,805.75
Number of credits-Installation (HO NonRecur)	RES							876
Amount of credits-Installation (Ho NonRecur)	RES							\$27,109.50
Number of Voice Mail Nonrecurring Credits	RES							2
Amount of Voice Mail Nonrecurring Credits	RES							\$14.00
Number of Remote Call Fwding-Non-Recurring	RES							10
Amount of Remote Call Fwding-Non-Recurring	RES							\$500.00
Count of All Orders	BUS							29553
WA Completed Orders for Primary Service installed within 5 business days	BUS							28846
Number of credits-First Month's Charge(HO Recurring)	BUS							418
Amount of credit-First Month's Charge(HO Recur)	BUS							\$18,930.58
Number of credits-Installation (HO NonRecur)	BUS							418
Amount of credits-Installation (Ho NonRecur)	BUS							\$33,792.00
Number of Voice Mail Nonrecurring Credits	BUS							733
Amount of Voice Mail Nonrecurring Credits	BUS							\$10,500.00
Number of Remote Call Fwding-Non-Recurring	BUS							328
Amount of Remote Call Fwding-Non-Recurring	BUS							\$19,850.00
Number of out of service repair reports cleared within two working days	RES							85463
Percentage of out of service repair reports cleared within two working days	RES							96.56%
Number of out of service repair reports not cleared within two working days minus exceptions.	RES							3023

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2009

MEASURE	MARKET UNIT	JUL-09	AUG-09	SEP-09	OCT-09	NOV-09	DEC-09	YTD
Number of Scheduled Appointments (dispatched orders)	RES							90607
Percentage of out of service repair reports not cleared within two working days minus exceptions.	RES							3.42%
Total amount of two day out of service condition credits	RES							\$9,860.32
Total amount of two day out of service condition credit exceptions	RES							746
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES							61
Number of two day out of service condition credit exceptions for Weather Related Events	RES							176
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	RES							65
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	RES							444
Number of out of service repair reports cleared within two working days	BUS							14532
Percentage of out of service repair reports cleared within two working days	BUS							97.05%
Number of out of service repair reports not cleared within two working days minus exceptions.	BUS							441
Percentage of out of service repair reports not cleared within two working days minus exceptions.	BUS							2.95%
Total amount of two day out of service condition credits	BUS							\$1,355.52
Total amount of two day out of service condition credit exceptions	BUS							136
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	BUS							5
Number of two day out of service condition credit exceptions for Weather Related Events	BUS							17
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	BUS							4
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	BUS							110
Number of out of service repair reports cleared within seven calendar days	RES							88873
Percentage of out of service repair reports cleared within seven calendar days	RES							99.67%
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	RES							290

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2009

MEASURE	MARKET UNIT	JUL-09	AUG-09	SEP-09	OCT-09	NOV-09	DEC-09	YTD
Number of Scheduled Appointments (dispatched orders)	RES							90607
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	RES							0.33%
Total amount of seven day out of service condition credits	RES							\$2,554,71
Total amount of seven day out of service condition credit exceptions	RES							69
No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES							5
Number of seven day out of service condition credit exceptions for Weather Related Events	RES							28
Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	RES							5
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	RES							31
Number of out of service repair reports cleared within seven calendar days	BUS							15074
Percentage of out of service repair reports cleared within seven calendar days	BUS							99.81%
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS							29
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS							0.19%
Total amount of seven day out of service condition credits	BUS							\$366.77
Total amount of seven day out of service condition credit exceptions	BUS							6
No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	BUS							0
Number of seven day out of service condition credit exceptions for Weather Related Events	BUS							2
Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	BUS							2
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	BUS							2