

## Trouble Reports

State rules require that the number of trouble reports not exceed four per hundred access lines for two consecutive months or for four months in any 12-month period. A "trouble report" is a report by a customer that a line is out of service or not working properly. This standard does not apply to trouble reports relating to customers' equipment or to extraordinary or abnormal conditions. [WAC 480-120-525]

### *Exchanges Out of Compliance With State Rules for Trouble Reports*

Company	March 1999	April 1999	May 1999	June 1999	July 1999	August 1999	September 1999
CenturyTel	Lake Quinalt	Inchelium Hunters	Nespelem	Hansville, Humptulips, Nespelem	0	0	0
GTE Northwest	Darrington, Malden	Fairfield, Malden	0	Molson- Chesaw	Molson- Chesaw	Malden	Malden, Molson-Chesaw, Rockford
Sprint	Chimacum, Quilcene	0	0	Glenwood	Chimacum	0	Willard
U S WEST Communications	Black Diamond, Castle Rock, Enumclaw, Joyce, Ridgefield	Black Diamond, Elk, Enumclaw, Ocean Shores, Roy,	Buckley, Northport, Ocean Shores	Battle Ground, Buckley, Enumclaw, Northpoint, Ocean Shores, Roy	Black Diamond, Buckley, Colville, Moses Lake AFB, Northpoint, Ocean Shores	Buckley, Elk, Enumclaw, Joyce, Moses Lake AFB, Ocean Shores	Black Diamond, Castlerock, Enumclaw, Joyce, Moses Lake AFB, Napaville, Ocean Shores, Roy

Figures based on data received by 11/30/99.