

Total Commission Complaints Per 10,000 Access Lines
for
Washington Local Exchange Companies With More than 50,000 Access Lines

For the most comparable data, complaints should be measured in proportion to the number of total access lines. The percent of state access lines has been calculated based on the reported number of access lines for each company as of June 30, 1999. Recalculated to indicate the total number of Commission complaints per 10,000 access lines, the table looks as follows: Figures based on data compiled as of 11/30/99.

Company	1998	1999	Combined Total
CenturyTel	8.13	9.88	18.01
GTE Northwest	4.16	3.45	7.61
Sprint-United	4.78	6.32	11.10
US West Communications	17.37	13.83	31.2

