



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

**Mark S. Reynolds**  
**Senior Director – Regulatory**  
**Policy and Law**

July 26, 2010

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

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

Dear Mr. Danner:

Enclosed are the June 2010 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

2010 JUL 27 AM 11:52  
RECEIVED  
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

Washington Service Quality Summary Report - JUNE 2010

METRIC DESCRIPTION	JANUARY 2010			FEBRUARY 2010			MARCH 2010		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	8486	9311	91.14%	6655	6756	98.51%	6859	6918	99.15%
OOS Tickets Not Cleared Within 48 Hrs	825	1	825	101	1	101	59	1	59
Number of OOS Exemptions	218	1	218	99	1	99	99	1	99
All Other Repairs Cleared LT < 72 Hrs	2971	3120	95.22%	2372	2386	99.41%	2368	2376	99.66%
All Other Troubles Cleared GTR > 72 Hrs	149	1	149	14	1	14	8	1	8
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	3	1	3	0	1	0	1	1	1
Physically Obstructed All Other Troubles Cleared > 72 Hrs	38	1	38	16	1	16	16	1	16
Repair Force Majeure Exclusions	53	1	53	24	1	24	46	1	46
Repair Physically Obstructed Exclusions	46	1	46	45	1	45	34	1	34
Installation Appointments Met	7039	7542	93.33%	6811	7191	94.72%	7586	7976	95.11%
Repair Appointments Met	3196	3796	84.19%	3029	3456	87.64%	3102	3492	88.83%
Provisioning Missed for Company Reasons	187	1	187	131	1	131	146	1	146
Provisioning Missed for Customer Reasons	908	1	908	817	1	817	1006	1	1006
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard			Met Standard			Met Standard

Washington Service Quality Summary Report - JUNE 2010

METRIC DESCRIPTION	APRIL 2010			MAY 2010			JUNE 2010		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	6280	6357	98.79%	7149	7256	98.53%	7339	7499	97.87%
OOS Tickets Not Cleared Within 48 Hrs	77	1	77	107	1	107	160	1	160
Number of OOS Exemptions	100	1	100	96	1	96	145	1	145
All Other Repairs Cleared LT < 72 Hrs	2239	2257	99.20%	2108	2117	99.57%	2314	2335	99.10%
All Other Troubles Cleared GTR > 72 Hrs	18	1	18	9	1	9	21	1	21
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	0	1	0	0	1	0	5	1	5
Physically Obstructed All Other Troubles Cleared > 72 Hrs	16	1	16	7	1	7	19	1	19
Repair Force Majeure Exclusions	24	1	24	40	1	40	49	1	49
Repair Physically Obstructed Exclusions	40	1	40	41	1	41	38	1	38
Installation Appointments Met	7346	7695	95.46%	6553	6911	94.82%	7172	7719	92.91%
Repair Appointments Met	2813	3218	87.41%	2880	3238	88.94%	3115	3706	84.05%
Provisioning Missed for Company Reasons	120	1	120	133	1	133	167	1	167
Provisioning Missed for Customer Reasons	907	1	907	880	1	880	962	1	962
% 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 - JUNE 2010  
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD						90.00%		99.00%	
ABERDEEN-HOQUIAM		124	1	1.00	3	97.58%	0	100.00%	
AUBURN		229	1	33.00	3	98.69%	0	100.00%	
BAINBRIDGE ISLAND		102	0		0	100.00%	0	100.00%	
BATTLEGROUND		77	0		0	100.00%	0	100.00%	
BELFAIR		52	1	10.00	0	100.00%	0	100.00%	
BELLEVUE		350	6	30.00	10	97.14%	0	100.00%	
	BELLEVUE GLENCOURT	145	3	31.00	1	99.31%	0	100.00%	
	BELLEVUE-SHERWOOD	205	3	29.00	9	95.61%	0	100.00%	
BELLINGHAM		279	4	32.25	2	99.28%	0	100.00%	
	BELLINGHAM LUMMI	20	2	60.50	0	100.00%	0	100.00%	
	BELLINGHAM REGENT	259	2	4.00	2	99.23%	0	100.00%	
BLACK DIAMOND		24	1	29.00	1	95.83%	0	100.00%	
BREMERTON		261	3	70.00	3	98.85%	0	100.00%	1
	BREMERTON CROSBY	22	0		0	100.00%	0	100.00%	
	BREMERTON ESSEX	237	3	70.00	3	98.73%	0	100.00%	1
	BREMERTON SUNNYSLOPE	2	0		0	100.00%	0	100.00%	
BUCKLEY		22	0		1	95.45%	0	100.00%	
CASTLE ROCK		33	0		0	100.00%	0	100.00%	
CENTRALIA		109	0		3	97.25%	0	100.00%	
CHEHALIS		88	0		1	98.86%	0	100.00%	
	CHEHALIS	65	0		1	98.46%	0	100.00%	
	CHEHALIS NAPAVINE	23	0		0	100.00%	0	100.00%	
CLE-ELUM		19	0		0	100.00%	0	100.00%	
COLFAX		15	1	60.00	1	93.33%	0	100.00%	
COLVILLE		73	0		1	98.63%	0	100.00%	
COPALIS(OCEAN SHORES)		36	1	2.00	1	97.22%	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 - JUNE 2010  
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		25	3	63.00	0	100.00%	0	100.00%	
CRYSTAL MTN.		3	0		0	100.00%	0	100.00%	
DAYTON		20	1	175.00	0	100.00%	0	100.00%	1
DEER PARK		49	2	31.50	3	93.88%	0	100.00%	
DES MOINES		277	5	38.40	0	100.00%	0	100.00%	
	DES MOINES	113	3	29.00	0	100.00%	0	100.00%	
	DES MOINES FEDERAL WAY	164	2	52.50	0	100.00%	0	100.00%	
EASTON		5	0		0	100.00%	0	100.00%	
ELK		12	4	56.25	1	91.67%	0	100.00%	
ENUMCLAW		42	1	17.00	0	100.00%	0	100.00%	
EPHRATA		25	1	5.00	0	100.00%	0	100.00%	
GRAHAM		110	3	4.33	2	98.18%	0	100.00%	
GREEN BLUFF		20	0		0	100.00%	0	100.00%	
HOODSPORT		22	1	1.00	0	100.00%	0	100.00%	
ISSAQUAH		157	0		1	99.36%	0	100.00%	
KENT		422	6	22.33	10	97.63%	0	100.00%	
	KENT MERIDIAN	106	1	82.00	4	96.23%	0	100.00%	
	KENT O BRIEN	44	2	5.00	1	97.73%	0	100.00%	
	KENT ULRICH	272	3	14.00	5	98.16%	0	100.00%	
LIBERTY LAKE		8	0		0	100.00%	0	100.00%	
LONGVIEW-KELSO		258	5	53.60	2	99.22%	0	100.00%	
LOON LAKE		18	0		1	94.44%	0	100.00%	
MAPLE VALLEY		56	0		0	100.00%	0	100.00%	
MOSES LAKE		160	3	70.33	1	99.38%	0	100.00%	1
	MOSES LAKE AFB	39	0		1	97.44%	0	100.00%	
	MOSES LAKE ALDER	121	3	70.33	0	100.00%	0	100.00%	1

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 - JUNE 2010  
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		6	0		0	100.00%	0	100.00%	
NORTHPORT		17	2	11.50	1	94.12%	0	100.00%	
OLYMPIA		507	7	29.14	2	99.61%	0	100.00%	
	OLYMPIA EVERGREEN	25	0		0	100.00%	0	100.00%	
	OLYMPIA LACEY	238	4	22.00	0	100.00%	0	100.00%	
	OLYMPIA WHITEHALL	244	3	38.67	2	99.18%	0	100.00%	
OMAK-OKANOGAN		78	0		2	97.44%	0	100.00%	
OROVILLE		30	2	91.00	0	100.00%	0	100.00%	1
OTHELLO		44	6	62.83	1	97.73%	0	100.00%	
PASCO		265	4	49.25	3	98.87%	0	100.00%	
PATEROS		8	0		1	87.50%	0	100.00%	
POMEROY		19	4	28.75	0	100.00%	0	100.00%	
PT. ANGELES		110	3	27.33	3	97.27%	0	100.00%	
	PT ANGELES JOYCE	9	3	27.33	0	100.00%	0	100.00%	
	PT. ANGELES	101	0		3	97.03%	0	100.00%	
PT. LUDLOW		15	1	0.00	0	100.00%	0	100.00%	
PT. ORCHARD		143	2	64.50	1	99.30%	0	100.00%	
	PORT ORCHARD COLBY	40	0		0	100.00%	0	100.00%	
	PT. ORCHARD	103	2	64.50	1	99.03%	0	100.00%	
PT. TOWNSEND		112	0		0	100.00%	0	100.00%	
PUYALLAP		243	2	57.00	4	98.35%	0	100.00%	
RENTON		347	8	21.00	2	99.42%	0	100.00%	
RIDGEFIELD		28	2	11.00	1	96.43%	0	100.00%	
ROCHESTER		55	0		1	98.18%	0	100.00%	
ROY		22	0		1	95.45%	0	100.00%	
SEATTLE		2385	42	36.10	19	99.20%	0	100.00%	1

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 - JUNE 2010  
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%	
	SEATTLE ATWATER	132	1	6.00	1	99.24%	0	100.00%	
	SEATTLE CAMPUS	80	0		0	100.00%	0	100.00%	
	SEATTLE CHERRY	374	7	64.14	2	99.47%	0	100.00%	1
	SEATTLE DUWAMISH	130	5	27.20	3	97.69%	0	100.00%	
	SEATTLE EAST	283	5	22.80	1	99.65%	0	100.00%	
	SEATTLE ELLIOT	92	2	22.00	0	100.00%	0	100.00%	
	SEATTLE EMERSON	255	5	32.00	1	99.61%	0	100.00%	
	SEATTLE LAKEVIEW	171	2	46.00	1	99.42%	0	100.00%	
	SEATTLE MAIN	280	5	24.00	5	98.21%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	58	0		2	96.55%	0	100.00%	
	SEATTLE PARKWAY	230	4	49.00	1	99.57%	0	100.00%	
	SEATTLE SUNSET	132	4	22.75	0	100.00%	0	100.00%	
	SEATTLE WEST	168	2	54.00	2	98.81%	0	100.00%	
SEQUIM		130	2	113.00	0	100.00%	0	100.00%	1
SHELTON		126	3	54.67	2	98.41%	0	100.00%	
SILVERDALE		114	0		1	99.12%	0	100.00%	
SPOKANE		1277	18	19.28	14	98.90%	0	100.00%	
	SPOKANE CHESTNUT	20	0		0	100.00%	0	100.00%	
	SPOKANE FAIRFAX	188	4	13.50	2	98.94%	0	100.00%	
	SPOKANE HUDSON	205	1	0.00	4	98.05%	0	100.00%	
	SPOKANE KEYSTONE	133	4	17.25	1	99.25%	0	100.00%	
	SPOKANE MORAN	67	1	55.00	0	100.00%	0	100.00%	
	SPOKANE RIVERSIDE	200	1	43.00	3	98.50%	0	100.00%	
	SPOKANE WALNUT	307	6	20.67	4	98.70%	0	100.00%	
	SPOKANE WHITWORTH	157	1	2.00	0	100.00%	0	100.00%	
SPRINGDALE		27	2	56.50	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 - JUNE 2010  
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%	
SUMNER (BONNEYLAKE)		102	3	36.00	1	99.02%	0	100.00%	
TACOMA		1450	18	46.11	14	99.03%	0	100.00%	1
	TACOMA FORT LEWIS	53	1	19.00	0	100.00%	0	100.00%	
	TACOMA GREENFIELD	250	5	47.40	3	98.80%	0	100.00%	
	TACOMA JUNIPER	247	2	18.50	2	99.19%	0	100.00%	
	TACOMA LENNOX	232	3	55.67	4	98.28%	0	100.00%	
	TACOMA LOGAN	102	1	76.00	1	99.02%	0	100.00%	
	TACOMA MARKET (FAWCETT)	233	1	16.00	2	99.14%	0	100.00%	
	TACOMA SKYLINE	86	1	0.00	0	100.00%	0	100.00%	
	TACOMA WAVERLY-2	49	0		1	97.96%	0	100.00%	
	TACOMA WAVERLY-7	198	4	69.50	1	99.49%	0	100.00%	1
VANCOUVER		850	14	39.93	3	99.65%	0	100.00%	
	VANCOUVER ORCHARDS	429	2	54.00	0	100.00%	0	100.00%	
	VANCOUVER OXFORD	272	11	40.09	2	99.26%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	149	1	10.00	1	99.33%	0	100.00%	
WAITSBURG		5	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		169	5	41.80	5	97.04%	0	100.00%	
WARDEN		15	0		0	100.00%	0	100.00%	
WINLOCK		17	0		0	100.00%	0	100.00%	
YAKIMA		535	11	33.45	7	98.69%	0	100.00%	
	YAKIMA CHESTNUT	432	10	35.70	6	98.61%	0	100.00%	
	YAKIMA WEST	103	1	11.00	1	99.03%	0	100.00%	
Exchanges in Neighboring States									
CLARKSTON		60	2	0.50	2	96.67%	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 - JUNE 2010  
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%	
TOTALS		12893	217	37.79	142	98.90%	0	100.00%	7
<b>Pateros Percent of Inward Orders Completed Within 5 Days missed standard due to low Volumes 1/8</b>									
<b>Dayton, Moses Lake-Alder, Orovine and Brenerton Essex Orders held over 180 days should have been cancelled</b>									
<b>Tacoma-Waverly order held over 180 days due to customer reasons</b>									
<b>Seattle-Cherry order held over 180 days due to customer conduit issue and permit issues</b>									
<b>Sequim order held over 180 days due to state highway permit issues</b>									

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 TROUBLE REPORT RATE - JUNE 2010

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JUN-10	RATE MAY-10	RATE APR-10	RATE MAR-10	RATE FEB-10	RATE JAN-10	RATE DEC-09	RATE NOV-09	RATE OCT-09	RATE SEP-09	RATE AUG-09	RATE JUL-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	10029	76	0.76	0.61	0.63	0.80	0.84	1.24	1.12	1.94	1.14	0.85	0.69	0.73		
AUBURN	0	17714	172	0.97	0.81	0.58	0.79	0.82	1.18	0.94	0.99	0.91	0.77	1.06	0.72		
BAINBRIDGE ISLAND	0	9487	93	0.98	0.95	0.83	1.04	0.88	1.32	1.07	1.30	0.96	0.56	0.92	0.79		
BATTLEGROUND	0	8521	88	1.03	0.88	0.65	0.60	0.76	0.96	0.76	1.26	0.64	0.86	0.74	0.98		
BELFAIR	0	6148	67	1.09	0.73	0.76	1.06	0.62	1.16	1.72	1.00	1.16	1.22	1.27	1.87		
BELLEVUE	0	36849	255	0.69	0.59	0.65	0.68	0.57	0.64	0.67	0.74	0.83	0.64	0.64	0.67		
		BELLEVUE GLENCOURT	0	15371	87	0.57	0.43	0.56	0.53	0.54	0.49	0.48	0.69	0.71	0.48	0.41	0.42
		BELLEVUE-SHERWOOD	0	21478	168	0.78	0.70	0.72	0.78	0.59	0.75	0.81	0.78	0.90	0.75	0.79	0.84
BELLINGHAM	0	25425	116	0.46	0.41	0.44	0.48	0.35	0.44	0.49	0.66	0.47	0.39	0.40	0.46		
		BELLINGHAM LUMMI	0	1244	12	0.96	0.88	0.72	0.48	0.48	0.39	1.18	1.34	0.47	0.69	0.70	0.69
		BELLINGHAM REGENT	0	24181	104	0.43	0.38	0.43	0.48	0.34	0.44	0.46	0.62	0.47	0.37	0.38	0.44
BLACK DIAMOND	0	2315	39	1.68	1.55	0.98	1.30	1.59	1.74	0.98	1.86	2.09	1.20	1.23	0.90		
BREMERTON	0	29325	124	0.42	0.45	0.46	0.52	0.67	0.73	0.65	0.74	0.61	0.50	0.65	0.54		
		BREMERTON CROSBY	0	2898	28	0.97	1.07	1.06	1.19	2.24	2.10	1.68	1.31	1.20	1.27	1.80	0.83
		BREMERTON ESSEX	0	25792	91	0.35	0.38	0.39	0.45	0.47	0.58	0.52	0.67	0.54	0.42	0.51	0.48
		BREMERTON SUNNYSLOPE	0	635	5	0.79	0.47	0.31	0.46	1.39	0.46	1.23	1.24	0.77	0.30	1.35	1.80
BUCKLEY	0	1913	27	1.41	1.04	1.02	1.16	1.51	2.00	1.38	2.00	1.51	2.06	1.35	1.51		
CASTLE ROCK	0	3461	55	1.59	1.09	1.09	1.33	3.88	3.09	1.87	2.89	1.82	1.07	1.19	1.50		
CENTRALIA	0	6471	49	0.76	0.60	0.84	0.77	1.01	1.30	1.13	1.11	1.38	1.03	0.79	0.90		
CHEHALIS	0	8340	106	1.27	1.42	1.21	1.07	1.18	1.60	1.38	1.21	1.08	1.82	0.73	1.05		
		CHEHALIS	0	6014	76	1.26	1.12	1.32	0.98	1.21	1.18	0.92	1.18	1.14	1.95	0.65	1.10
		CHEHALIS NAPAIVINE	0	2326	30	1.29	2.18	0.94	1.31	1.09	2.71	2.57	1.29	0.91	1.47	0.94	0.93
CLE-ELUM	0	2634	20	0.76	0.41	0.53	0.67	0.48	0.85	0.70	1.02	0.58	0.86	0.85	0.78		
COLFAX	0	2141	19	0.89	1.03	2.09	0.83	1.15	1.05	1.18	1.54	1.49	0.76	2.01	1.34		
COLVILLE	0	6481	72	1.11	1.14	2.71	0.65	0.78	1.03	0.69	0.52	0.82	0.80	0.98	1.52		
COPALIS(OCEAN SHORES)	0	3208	80	2.49	0.96	0.77	1.03	1.21	1.38	1.79	3.08	2.02	0.96	1.99	1.49		
COULEE DAM	1	1988	51	2.57	1.10	0.95	4.99	1.35	2.19	1.24	1.63	2.07	1.02	0.88	1.11		
CRYSTAL MTN.	0	574	6	1.05	0.87	0.86	0.51	0.34	1.00	1.66	0.50	1.67	2.16	0.16	0.33		
DAYTON	0	1723	13	0.75	0.93	1.50	0.69	1.10	0.69	1.26	1.37	1.26	2.06	2.23	0.75		
DEER PARK	0	5697	111	1.95	1.17	1.10	0.98	0.74	0.68	1.02	0.64	0.88	0.96	2.99	1.60		
DES MOINES	0	18331	152	0.83	0.83	0.77	0.94	0.93	0.98	0.86	1.08	0.97	0.72	0.83	0.67		
		DES MOINES	0	7169	64	0.89	1.05	0.83	0.76	0.78	0.86	0.96	1.15	0.87	0.68	1.01	0.78
		DES MOINES FEDERAL WAY	0	11162	88	0.79	0.70	0.73	1.06	1.03	1.06	0.80	1.04	1.03	0.74	0.72	0.60

WASHINGTON TROUBLE REPORT RATE - JUNE 2010

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JUN-10	RATE MAY-10	RATE APR-10	RATE MAR-10	RATE FEB-10	RATE JAN-10	RATE DEC-09	RATE NOV-09	RATE OCT-09	RATE SEP-09	RATE AUG-09	RATE JUL-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	559	6	1.07	0.36	0.18	0.18	1.06	1.06	1.22	0.52	3.45	1.54	1.36	1.35		
ELK	0	2365	36	1.52	1.17	1.16	1.59	1.14	1.29	1.68	1.44	1.52	1.07	2.53	1.85		
ENUMCLAW	0	5863	93	1.59	1.10	0.87	1.09	0.82	1.17	1.14	1.29	0.99	1.53	1.19	0.92		
EPHRATA	0	2790	38	1.36	2.18	0.49	1.65	1.01	1.17	0.69	0.99	0.99	0.98	0.88	0.67		
GRAHAM	0	10676	99	0.93	0.82	0.56	1.02	1.12	1.58	1.21	0.85	1.16	1.26	0.78	1.13		
GREEN BLUFF	0	2385	16	0.67	0.54	0.75	0.50	0.46	0.87	0.66	0.74	0.69	1.05	1.53	1.23		
HOODSPORT	0	1939	20	1.03	1.28	1.48	0.56	0.71	1.55	0.90	0.99	0.93	0.78	1.50	2.29		
ISSAQUAH	0	15302	118	0.77	0.53	0.62	0.57	0.43	1.15	0.62	0.75	0.87	0.68	0.60	0.55		
KENT	0	33702	246	0.73	0.79	0.60	0.64	0.66	0.87	0.75	0.75	0.84	0.61	0.70	0.69		
		KENT MERIDIAN	0	11607	104	0.90	0.97	0.65	0.79	0.78	1.09	0.91	0.88	1.14	0.76	0.85	0.93
		KENT O BRIEN	0	7124	23	0.32	0.29	0.35	0.27	0.22	0.28	0.38	0.23	0.29	0.17	0.21	0.33
		KENT ULRICH	0	14971	119	0.79	0.89	0.68	0.69	0.79	0.97	0.80	0.90	0.86	0.71	0.81	0.67
LIBERTY LAKE	0	869	4	0.46	0.57	0.34	0.34	0.34	0.33	0.44	0.42	0.11	0.21	0.61	1.10		
LONGVIEW-KELSO	0	20416	236	1.16	1.00	1.21	0.98	1.05	1.67	1.18	1.22	1.02	1.14	1.29	1.13		
LOON LAKE	0	1143	14	1.22	1.14	0.79	0.70	0.44	0.69	1.47	0.43	0.68	0.58	0.66	1.14		
MAPLE VALLEY	0	7447	53	0.71	0.64	0.60	0.49	0.62	0.76	0.89	0.88	0.85	0.72	0.85	0.63		
MOSES LAKE	0	11462	139	1.21	1.23	0.95	1.22	0.75	1.25	0.96	0.93	1.19	1.01	1.15	0.94		
		MOSES LAKE AFB	0	1870	15	0.80	1.59	0.74	1.04	0.57	0.98	0.87	0.82	0.92	1.05	1.49	0.89
		MOSES LAKE ALDER	0	9592	124	1.29	1.16	0.99	1.26	0.78	1.30	0.97	0.95	1.24	1.00	1.08	0.95
NEWMAN LAKE	0	1479	11	0.74	1.00	0.86	0.26	0.39	0.45	0.95	0.32	1.01	1.06	0.99	0.98		
NORTHPORT	0	998	15	1.50	0.80	0.80	0.80	0.80	1.60	0.89	3.16	0.88	1.46	1.45	1.66		
OLYMPIA	0	52269	335	0.64	0.48	0.65	0.56	0.59	0.96	0.71	0.76	0.68	0.60	0.76	0.71		
		OLYMPIA EVERGREEN	0	4064	39	0.96	0.90	1.40	0.90	1.01	1.31	1.11	1.19	0.91	0.65	2.57	1.31
		OLYMPIA LACEY	0	22902	128	0.56	0.40	0.49	0.50	0.57	0.66	0.68	0.57	0.56	0.73	0.70	
		OLYMPIA WHITEHALL	0	25303	168	0.66	0.49	0.67	0.55	0.54	0.99	0.69	0.77	0.76	0.63	0.50	0.62
OMAK-OKANOGAN	0	6693	100	1.49	1.39	1.34	1.51	1.71	2.46	1.05	1.05	1.49	1.33	2.12	1.97		
OROVILLE	0	1710	27	1.58	1.58	1.68	0.75	1.44	2.41	1.78	2.62	2.12	1.93	2.44	1.75		
OTHELLO	0	3994	79	1.98	1.96	1.59	2.13	2.60	2.17	1.47	1.24	1.70	2.32	2.31	1.76		
PASCO	0	14727	141	0.96	0.92	0.89	0.79	0.93	1.33	0.77	0.57	0.81	0.60	0.80	0.95		
PATEROS	0	726	14	1.93	1.24	0.95	0.41	1.24	1.23	1.92	1.36	1.60	1.20	0.53	2.11		
POMEROY	0	1229	32	2.60	2.76	0.97	2.02	0.97	2.48	1.44	2.07	1.67	0.94	1.57	1.72		
PT. ANGELES	0	14110	120	0.85	0.74	0.97	0.80	0.68	1.20	1.13	1.29	0.94	0.67	0.74	1.20		
		PT ANGELES JOYCE	0	1057	10	0.95	1.32	1.98	1.03	1.50	0.93	1.94	3.04	1.84	1.92	1.45	1.45

WASHINGTON TROUBLE REPORT RATE - JUNE 2010

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE JUN-10	RATE MAY-10	RATE APR-10	RATE MAR-10	RATE FEB-10	RATE JAN-10	RATE DEC-09	RATE NOV-09	RATE OCT-09	RATE SEP-09	RATE AUG-09	RATE JUL-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	13053	110	0.84	0.69	0.89	0.78	0.61	1.22	1.06	1.15	0.87	0.57	0.69	1.18
PT. LUDLOW		0	2345	25	1.07	0.38	0.59	0.59	0.50	1.25	0.87	0.83	0.37	0.65	0.89	0.56
PT. ORCHARD		0	15749	149	0.95	0.89	0.63	0.92	0.84	1.26	1.22	1.16	1.05	0.93	0.94	1.02
	PORT ORCHARD COLBY	0	5885	78	1.33	0.62	0.58	0.82	0.86	1.14	0.97	1.12	1.04	1.14	0.95	0.95
	PT. ORCHARD	0	9864	71	0.72	1.05	0.67	0.98	0.83	1.33	1.37	1.19	1.06	0.80	0.93	1.07
PT. TOWNSEND		0	10281	91	0.89	0.66	0.98	0.74	0.96	0.72	0.86	0.86	0.85	0.63	0.76	0.88
PUYALLAP		0	19377	175	0.90	0.80	0.61	0.73	0.91	1.19	0.93	1.04	0.96	0.57	0.82	0.75
RENTON		0	30971	233	0.75	0.66	0.69	0.83	0.70	0.95	0.86	1.05	0.93	0.78	0.95	0.97
RIDGEFIELD		0	2900	18	0.62	1.23	0.81	0.54	0.96	1.79	1.41	0.88	1.03	0.80	2.03	1.10
ROCHESTER		0	4170	38	0.91	1.27	0.74	0.94	1.49	1.79	1.95	2.67	1.33	1.35	0.82	1.69
ROY		0	2097	31	1.48	0.90	2.03	2.43	1.07	2.00	0.51	1.34	1.42	0.73	1.80	1.03
SEATTLE		0	226844	1287	0.57	0.59	0.56	0.59	0.53	0.72	0.62	0.83	0.67	0.52	0.58	0.54
	SEATTLE ATWATER	0	16226	74	0.46	0.43	0.46	0.53	0.43	0.71	0.59	0.68	0.59	0.30	0.40	0.41
	SEATTLE CAMPUS	0	8398	37	0.44	0.42	0.50	0.67	0.43	0.67	0.35	0.81	0.45	0.33	0.45	0.42
	SEATTLE CHERRY	0	25718	173	0.67	0.68	0.70	0.69	0.82	0.95	1.06	1.03	0.90	0.69	0.84	0.75
	SEATTLE DUWAMISH	0	10768	115	1.07	0.95	0.74	0.81	0.85	0.93	0.88	1.36	0.84	0.56	0.64	0.57
	SEATTLE EAST	0	24373	138	0.57	0.62	0.56	0.62	0.52	0.72	0.63	1.02	0.73	0.72	0.64	0.61
	SEATTLE ELLIOT	0	6443	7	0.11	0.25	0.17	0.20	0.31	0.28	0.28	0.46	0.27	0.21	0.19	0.20
	SEATTLE EMERSON	0	23914	234	0.98	0.78	0.58	0.54	0.57	0.68	0.70	0.84	0.76	0.57	0.69	0.57
	SEATTLE LAKEVIEW	0	20729	103	0.50	0.56	0.63	0.53	0.47	0.79	0.55	0.86	0.90	0.60	0.73	0.83
	SEATTLE MAIN	0	33089	51	0.15	0.18	0.16	0.17	0.16	0.17	0.21	0.16	0.17	0.16	0.15	0.16
	SEATTLE MERCER ISLAND (ADAMS)	0	7645	64	0.84	0.53	0.62	0.76	0.68	0.95	0.68	0.92	0.74	0.67	0.73	0.49
	SEATTLE PARKWAY	0	15557	114	0.73	0.96	0.93	1.27	1.16	1.33	0.95	1.19	0.97	0.84	0.85	0.76
	SEATTLE SUNSET	0	17339	76	0.44	0.52	0.51	0.61	0.40	0.79	0.52	0.99	0.63	0.49	0.51	0.49
	SEATTLE WEST	0	16645	101	0.61	0.85	0.80	0.61	0.41	0.76	0.58	0.85	0.69	0.56	0.68	0.58
SEQUIM		0	12063	82	0.68	0.55	0.64	0.78	0.76	0.93	0.86	0.95	0.94	0.76	0.61	0.85
SHELTON		0	12207	138	1.13	1.12	1.04	0.86	1.01	1.38	1.31	0.84	1.12	1.08	0.96	0.96
SILVERDALE		0	11061	79	0.71	0.61	0.58	0.71	0.82	0.91	0.54	0.74	0.65	0.56	0.62	0.69
SPOKANE		0	100765	1000	0.99	0.87	0.82	0.75	0.87	1.06	1.01	0.73	1.06	0.77	0.89	0.93
	SPOKANE CHESTNUT	0	2248	26	1.16	1.09	1.29	1.53	1.35	2.43	3.63	1.03	0.90	1.13	1.53	1.00
	SPOKANE FAIRFAX	0	14102	174	1.23	1.29	1.01	0.84	1.29	1.53	1.13	0.91	1.36	0.90	0.87	1.05
	SPOKANE HUDSON	0	11093	106	0.96	0.71	0.91	1.06	1.20	1.20	1.07	0.85	1.05	0.82	0.93	0.77
	SPOKANE KEYSTONE	0	10035	120	1.20	0.83	0.91	0.57	0.78	0.95	1.18	0.73	1.27	0.74	0.85	0.89

WASHINGTON TROUBLE REPORT RATE - JUNE 2010

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JUN-10	RATE MAY-10	RATE APR-10	RATE MAR-10	RATE FEB-10	RATE JAN-10	RATE DEC-09	RATE NOV-09	RATE OCT-09	RATE SEP-09	RATE AUG-09	RATE JUL-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
	0	6410	38	0.59	0.83	0.67	0.58	0.70	1.03	0.76	0.62	0.62	0.61	0.79	0.55
	0	14356	184	1.28	0.76	0.70	0.69	0.94	1.09	0.92	0.75	1.09	0.61	0.76	0.79
	0	27593	223	0.81	0.85	0.75	0.66	0.62	0.71	0.83	0.60	1.04	0.79	0.87	1.06
	0	14928	129	0.86	0.74	0.73	0.75	0.66	1.02	0.84	0.71	0.89	0.76	1.05	1.02
SPRINGDALE	3	1669	26	1.56	5.10	1.62	0.78	2.27	3.71	4.27	1.70	1.93	2.03	1.68	4.15
SUMNER (BONNEYLAKE)	0	11577	136	1.17	0.81	0.90	1.39	0.84	1.09	1.03	0.84	0.92	0.74	0.84	0.75
TACOMA	0	108931	910	0.84	0.86	0.76	0.77	0.72	1.04	0.82	0.95	0.86	0.77	0.83	0.79
	0	2437	11	0.45	0.41	0.28	0.67	0.94	0.50	0.53	0.83	0.46	0.52	0.72	1.04
	0	14832	138	0.93	1.24	1.10	0.93	0.80	1.33	1.04	1.23	0.99	0.95	0.94	0.70
	0	14840	121	0.82	1.13	0.83	0.70	0.88	1.11	0.93	0.89	1.04	0.78	1.03	1.19
	0	17948	209	1.16	0.80	0.83	0.99	0.77	1.17	0.79	1.14	1.07	1.07	1.07	0.84
	0	10838	62	0.57	0.52	0.61	0.95	0.65	1.05	0.81	0.90	0.80	0.83	0.66	0.65
	0	12973	62	0.48	0.70	0.65	0.57	0.50	0.63	0.62	0.86	0.69	0.46	0.57	0.51
	0	10619	98	0.92	1.15	0.86	0.65	0.69	0.86	0.58	1.01	0.65	0.63	0.65	0.78
	0	4941	65	1.32	0.96	0.90	0.71	0.90	1.36	1.92	0.86	1.00	0.70	0.79	0.85
	0	19503	144	0.74	0.60	0.51	0.65	0.64	1.02	0.60	0.70	0.70	0.65	0.74	0.70
VANCOUVER	0	61528	537	0.87	0.81	0.81	0.86	0.85	1.09	1.09	1.09	0.95	0.91	0.87	0.87
	0	30748	266	0.87	0.74	0.68	0.81	0.77	0.96	1.01	1.25	1.00	0.96	0.82	0.89
	0	17959	175	0.97	1.09	1.00	0.92	0.90	1.22	1.19	0.98	0.99	0.95	0.76	0.91
	0	12821	96	0.75	0.57	0.86	0.88	0.95	1.23	1.14	0.86	0.78	0.76	1.16	0.76
WAITSBURG	0	507	4	0.79	0.20	0.19	0.38	1.13	1.13	0.00	0.75	2.23	1.09	1.08	2.71
WALLA WALLA (INCL TOUCHET)	0	13354	166	1.24	0.73	0.63	1.01	0.70	1.26	0.71	0.75	0.92	0.59	1.14	1.06
WARDEN	0	1083	14	1.29	1.56	0.83	1.11	1.66	2.20	1.00	1.71	2.14	0.78	1.12	1.10
WINLOCK	0	1962	29	1.48	2.03	0.81	0.90	1.16	1.80	1.69	1.54	2.08	1.13	1.07	1.41
YAKIMA	0	36676	256	0.70	0.78	0.64	0.68	0.75	1.11	0.64	0.57	0.68	0.83	0.78	0.77
	0	24491	175	0.71	0.77	0.62	0.67	0.76	1.19	0.68	0.62	0.70	0.82	0.76	0.65
	0	12185	81	0.66	0.79	0.69	0.70	0.73	0.95	0.55	0.49	0.65	0.85	0.80	1.01
Exchanges in Neighboring States															
CLARKSTON	0	5559	85	1.53	0.67	0.85	0.77	0.71	1.39	0.87	0.84	1.00	1.02	1.20	1.18
TOTALS	0	1117304	9292	0.83	0.77	0.73	0.76	0.75	1.02	0.85	0.92	0.88	0.74	0.83	0.81

WASHINGTON TRUNK BLOCKING SUMMARY - JUNE 2010

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED	
E911	118	0	0.00%	
LOCAL	347	0	0.00%	
TOLL	368	1	0.27%	

WASHINGTON TRUNK BLOCKING - JUNE 2010

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP074015	168			TOLL	TWO_WAY	3.80%	Carryover blocking hr 19 week of 6/21/10 issued sa

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JUNE 2010

MEASURE	MARKET UNIT	JAN-10	FEB-10	MAR-10	APR-10	MAY-10	JUN-10	YTD
Number of Scheduled Appointments (dispatched orders)	RES							52502
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	RES							426
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	RES							2463
Number of Scheduled Commitments (non-dispatched orders)	RES							402863
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	RES							111
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	RES							1146
Number Exclusions	RES							3609
Number of Scheduled Appointments (dispatched orders)	BUS							11129
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	BUS							246
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	BUS							1212
Number of Scheduled Commitments (non-dispatched orders)	BUS							39472
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	BUS							102
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	BUS							660
Number Exclusions	BUS							1872
Number of Scheduled Appointments (dispatched tickets)	RES							41288
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	RES							2519
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	RES							118
Number of Scheduled Commitments (non-dispatched tickets)	RES							9518
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	RES							213
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	RES							0
Number Exclusions	RES							281

Redacted Copy  
Blanks in the report indicate no activity for the measure.



WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JUNE 2010

MEASURE	MARKET UNIT	JAN-10	FEB-10	MAR-10	APR-10	MAY-10	JUN-10	YTD
Number of Scheduled Appointments (dispatched orders)	RES							52502
Number of Scheduled Appointments (dispatched tickets)	BUS							6764
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	BUS							762
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	BUS							124
Number of Scheduled Commitments (non-dispatched tickets)	BUS							1516
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	BUS							62
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	BUS							2
Number Exclusions	BUS							199
Total amount of missed appointments credits paid	RES							\$21,450.00
Number of customers receiving credits for company missed appointments/commitments-Install	RES							857
Total amount of missed appointments credits paid	BUS							\$20,175.00
Number of customers receiving credits for company missed appointments/commitments-Install	BUS							359
Total amount of missed appointments credits paid	RES							\$45,450.00
Number of customers receiving credits for company missed appointments/commitments-Repair	RES							1814
Total amount of missed appointments credits paid	BUS							\$12,200.00
Number of customers receiving credits for company missed appointments/commitments-Repair	BUS							246
Count of All Orders	RES							63824
WA Completed Orders for Primary Service installed within 5 business days	RES							63376
Number of credits-First Month's Charge(HO Recurring)	RES							270

Redacted Copy  
Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JUNE 2010

MEASURE	MARKET UNIT	JAN-10	FEB-10	MAR-10	APR-10	MAY-10	JUN-10	YTD
Number of Scheduled Appointments (dispatched orders)	RES							52502
Amount of credit-First Month's Charge(HO Recur)	RES							\$3,645.00
Number of credits-Installation (HO NonRecur)	RES							270
Amount of credits-Installation (Ho NonRecur)	RES							\$8,370.00
Number of Voice Mail Nonrecurring Credits	RES							3
Amount of Voice Mail Nonrecurring Credits	RES							\$14.00
Number of Remote Call Frwding-Non-Recurring	RES							5
Amount of Remote Call Frwding-Non-Recurring	RES							\$250.00
Count of All Orders	BUS							12878
WA Completed Orders for Primary Service installed within 5 business days	BUS							12627
Number of credits-First Month's Charge(HO Recurring)	BUS							124
Amount of credit-First Month's Charge(HO Recur)	BUS							\$5,404.89
Number of credits-Installation (HO NonRecur)	BUS							124
Amount of credits-Installation (Ho NonRecur)	BUS							\$9,648.00
Number of Voice Mail Nonrecurring Credits	BUS							377
Amount of Voice Mail Nonrecurring Credits	BUS							\$10,150.00
Number of Remote Call Frwding-Non-Recurring	BUS							226
Amount of Remote Call Frwding-Non-Recurring	BUS							\$14,350.00
Number of out of service repair reports cleared within two working days	RES							37066
Percentage of out of service repair reports cleared within two working days	RES							97.81%
Number of out of service repair reports not cleared within two working days minus exceptions.	RES							830

Redacted Copy  
Blanks in the report indicate no activity for the measure.