



Qwest Corporation  
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(206) 345-1568  
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Mark S. Reynolds  
Senior Director - Regulatory  
Policy and Law

August 27, 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 July 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.

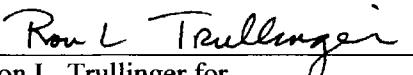
The following reports are enclosed:

- 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 for  
Mark Reynolds

Enclosures

cc: Lisa Anderl

2010 AUG 30 AM 11:00  
OFFICE OF THE SECRETARY  
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION  
1300 S. EVERGREEN PARK DR. SW  
OLYMPIA, WA 98504-7250

Washington Service Quality Summary Report - JULY 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 - JULY 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

Washington Service Quality Summary Report - JULY 2010

JULY 2010			
METRIC DESCRIPTION	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	6681	6860	97.39%
OOS Tickets Not Cleared Within 48 Hrs	179	1	179
Number of OOS Exemptions	131	1	131
All Other Repairs Cleared LT < 72 Hrs	2005	2039	98.33%
All Other Troubles Cleared GTR > 72 Hrs	34	1	34
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	2	1	2
Physically Obstructed All Other Troubles Cleared > 72 Hrs	17	1	17
Repair Force Majeure Exclusions	21	1	21
Repair Physically Obstructed Exclusions	29	1	29
Installation Appointments Met	6554	7022	93.34%
Repair Appointments Met	2954	3522	83.87%
Provisioning Missed for Company Reasons	161	1	161
Provisioning Missed for Customer Reasons	979	1	979
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard

Washington Orders Summary - JULY 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		112	0		0	100.00%	0	100.00%	
AUBURN		216	3	22.67	2	99.07%	0	100.00%	
BAINBRIDGE ISLAND		85	0		0	100.00%	0	100.00%	
BATTLEGROUND		73	0		0	100.00%	0	100.00%	
BELFAIR		61	0		0	100.00%	0	100.00%	
BELLEVUE		284	8	26.50	5	98.24%	0	100.00%	
	BELLEVUE GLENCOURT	121	4	43.25	1	99.17%	0	100.00%	
	BELLEVUE-SHERWOOD	163	4	9.75	4	97.55%	0	100.00%	
BELLINGHAM		263	2	43.50	3	98.86%	0	100.00%	
	BELLINGHAM LUMMI	24	1	52.00	1	95.83%	0	100.00%	
	BELLINGHAM REGENT	239	1	35.00	2	99.16%	0	100.00%	
BLACK DIAMOND		21	2	29.00	1	95.24%	0	100.00%	
BREMERTON		303	1	2.00	2	99.34%	0	100.00%	
	BREMERTON CROSBY	22	0		1	95.45%	0	100.00%	
	BREMERTON ESSEX	276	1	2.00	1	99.64%	0	100.00%	
	BREMERTON SUNNYSLOPE	5	0		0	100.00%	0	100.00%	
BUCKLEY		15	0		0	100.00%	0	100.00%	
CASTLE ROCK		29	0		0	100.00%	0	100.00%	
CENTRALIA		85	1	1.00	2	97.65%	0	100.00%	
CHEHALIS		72	0		0	100.00%	0	100.00%	
	CHEHALIS	53	0		0	100.00%	0	100.00%	
	CHEHALIS NAPAVINE	19	0		0	100.00%	0	100.00%	
CLE-ELUM		19	0		0	100.00%	0	100.00%	
COLFAX		22	0		2	90.91%	0	100.00%	
COLVILLE		55	1	1.00	0	100.00%	0	100.00%	
COPALIS(OCEAN SHORES)		31	0		1	96.77%	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 - JULY 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		23	2	121.50	3	86.96%	0	100.00%	
CRYSTAL MTN.		4	0		0	100.00%	0	100.00%	
DAYTON		11	0		0	100.00%	0	100.00%	
DEER PARK		52	0		0	100.00%	0	100.00%	
DES MOINES		286	4	57.00	0	100.00%	0	100.00%	
	DES MOINES	110	1	44.00	0	100.00%	0	100.00%	
	DES MOINES FEDERAL WAY	176	3	61.33	0	100.00%	0	100.00%	
EASTON		7	0		0	100.00%	0	100.00%	
ELK		14	4	78.25	1	92.86%	0	100.00%	
ENUMCLAW		58	0		3	94.83%	0	100.00%	
EPHRATA		26	1	32.00	0	100.00%	0	100.00%	
GRAHAM		100	3	23.00	2	98.00%	0	100.00%	
GREEN BLUFF		18	0		1	94.44%	0	100.00%	
HOODSPORT		21	2	19.00	0	100.00%	0	100.00%	
ISSAQUAH		121	1	11.00	1	99.17%	0	100.00%	
KENT		358	4	40.50	6	98.32%	0	100.00%	
	KENT MERIDIAN	75	1	109.00	3	96.00%	0	100.00%	
	KENT O BRIEN	56	1	11.00	1	98.21%	0	100.00%	
	KENT ULRICH	227	2	21.00	2	99.12%	0	100.00%	
LIBERTY LAKE		3	0		0	100.00%	0	100.00%	
LONGVIEW-KELSO		261	4	85.25	0	100.00%	0	100.00%	1
LOON LAKE		12	0		0	100.00%	0	100.00%	
MAPLE VALLEY		30	0		0	100.00%	0	100.00%	
MOSES LAKE		136	3	12.00	0	100.00%	0	100.00%	
	MOSES LAKE AFB	31	1	8.00	0	100.00%	0	100.00%	
	MOSES LAKE ALDER	105	2	14.00	0	100.00%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders  
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STANDARD						90.00%		99.00%	
NEWMAN LAKE		11	0		0	100.00%	0	100.00%	
NORTHPORT		20	1	26.00	0	100.00%	0	100.00%	
OLYMPIA		503	7	39.14	3	99.40%	0	100.00%	
	OLYMPIA EVERGREEN	40	0		1	97.50%	0	100.00%	
	OLYMPIA LACEY	215	4	27.00	1	99.53%	0	100.00%	
	OLYMPIA WHITEHALL	248	3	55.33	1	99.60%	0	100.00%	
OMAK-OKANOGAN		73	1	7.00	2	97.26%	0	100.00%	
OROVILLE		24	0		1	95.83%	0	100.00%	
OTHELLO		52	9	61.11	3	94.23%	0	100.00%	
PASCO		218	7	44.57	3	98.62%	0	100.00%	
PATEROS		10	0		0	100.00%	0	100.00%	
POMEROY		12	0		0	100.00%	0	100.00%	
PT. ANGELES		138	1	55.00	2	98.55%	0	100.00%	
	PT ANGELES JOYCE	10	1	55.00	1	90.00%	0	100.00%	
	PT. ANGELES	128	0		1	99.22%	0	100.00%	
PT. LUDLOW		15	0		1	93.33%	0	100.00%	
PT. ORCHARD		139	2	89.00	0	100.00%	0	100.00%	
	PORT ORCHARD COLBY	41	0		0	100.00%	0	100.00%	
	PT. ORCHARD	98	2	89.00	0	100.00%	0	100.00%	
PT. TOWNSEND		110	1	17.00	0	100.00%	0	100.00%	
PUYALLAP		214	5	37.80	1	99.53%	0	100.00%	
RENTON		378	5	37.20	9	97.62%	0	100.00%	
RIDGEFIELD		24	2	25.50	0	100.00%	0	100.00%	
ROCHESTER		36	1	19.00	0	100.00%	0	100.00%	
ROY		20	0		0	100.00%	0	100.00%	
SEATTLE		2073	31	53.16	27	98.70%	0	100.00%	1

Source: 5 and 90 day data from RSOR completed orders  
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Washington Orders Summary - JULY 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	112	0		2	98.21%	0	100.00%	
	SEATTLE CAMPUS	78	0		2	97.44%	0	100.00%	
	SEATTLE CHERRY	329	5	83.00	2	99.39%	0	100.00%	1
	SEATTLE DUWAMISH	132	1	127.00	3	97.73%	0	100.00%	
	SEATTLE EAST	269	6	36.17	0	100.00%	0	100.00%	
	SEATTLE ELLIOT	69	2	42.00	0	100.00%	0	100.00%	
	SEATTLE EMERSON	200	4	52.75	1	99.50%	0	100.00%	
	SEATTLE LAKEVIEW	155	2	61.50	5	96.77%	0	100.00%	
	SEATTLE MAIN	251	3	15.33	5	98.01%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	48	0		1	97.92%	0	100.00%	
	SEATTLE PARKWAY	172	3	48.33	2	98.84%	0	100.00%	
	SEATTLE SUNSET	121	1	115.00	4	96.69%	0	100.00%	
	SEATTLE WEST	137	4	41.25	0	100.00%	0	100.00%	
SEQUIM		92	1	237.00	0	100.00%	0	100.00%	1
SHELTON		123	5	55.00	1	99.19%	0	100.00%	
SILVERDALE		92	0		0	100.00%	0	100.00%	
SPOKANE		1231	18	28.94	13	98.94%	0	100.00%	
	SPOKANE CHESTNUT	27	1	5.00	1	96.30%	0	100.00%	
	SPOKANE FAIRFAX	162	3	34.33	0	100.00%	0	100.00%	
	SPOKANE HUDSON	190	4	11.00	1	99.47%	0	100.00%	
	SPOKANE KEYSTONE	125	2	19.00	0	100.00%	0	100.00%	
	SPOKANE MORAN	55	1	82.00	2	96.36%	0	100.00%	
	SPOKANE RIVERSIDE	198	3	36.33	1	99.49%	0	100.00%	
	SPOKANE WALNUT	307	3	45.00	5	98.37%	0	100.00%	
	SPOKANE WHITWORTH	167	1	5.00	3	98.20%	0	100.00%	
SPRINGDALE		24	0		0	100.00%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders  
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STANDARD						90.00%		99.00%	
SUMNER (BONNEYLAKE)		94	4	34.00	3	96.81%	0	100.00%	
TACOMA		1285	20	34.25	16	98.75%	0	100.00%	
	TACOMA FORT LEWIS	60	5	6.60	1	98.33%	0	100.00%	
	TACOMA GREENFIELD	212	3	104.33	7	96.70%	0	100.00%	
	TACOMA JUNIPER	221	2	45.50	3	98.64%	0	100.00%	
	TACOMA LENNOX	205	2	67.50	4	98.05%	0	100.00%	
	TACOMA LOGAN	78	0		0	100.00%	0	100.00%	
	TACOMA MARKET (FAWCETT)	198	3	21.00	0	100.00%	0	100.00%	
	TACOMA SKYLINE	98	0		0	100.00%	0	100.00%	
	TACOMA WAVERLY-2	27	2	8.50	0	100.00%	0	100.00%	
	TACOMA WAVERLY-7	186	3	11.00	1	99.46%	0	100.00%	
VANCOUVER		806	15	43.73	4	99.50%	0	100.00%	
	VANCOUVER ORCHARDS	363	3	5.00	2	99.45%	0	100.00%	
	VANCOUVER OXFORD	289	9	70.44	1	99.65%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	154	3	2.33	1	99.35%	0	100.00%	
WAITSBURG		5	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		154	4	76.25	2	98.70%	0	100.00%	
WARDEN		11	0		0	100.00%	0	100.00%	
WINLOCK		16	0		0	100.00%	0	100.00%	
YAKIMA		531	7	56.43	3	99.44%	0	100.00%	
	YAKIMA CHESTNUT	399	6	59.50	3	99.25%	0	100.00%	
	YAKIMA WEST	132	1	38.00	0	100.00%	0	100.00%	
Exchanges in Neighboring States									
CLARKSTON		56	0		3	94.64%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders  
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STANDARD						90.00%		99.00%	
TOTALS		11877	193	44.68	132	98.89%	0	100.00%	3
<b>Coulee Dam order not completed within 5 days due to low volume ( 2 out of 23)</b>									
<b>Longview Kelso order held over 180 days should have been cancelled.</b>									
<b>Seattle Cherry order held over 180 days due to an engineering order being worked. RFS for Eng Order is 8/27</b>									
<b>Sequim order held over 180 days due to Qwest waiting on State road job.</b>									

Source: 5 and 90 day data from RSOR completed orders  
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WASHINGTON TROUBLE REPORT RATE - JULY 2010

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JUL-10	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		
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	9902	61	0.62	0.76	0.61	0.63	0.80	0.84	1.24	1.12	1.94	1.14	0.85	0.69		
AUBURN	0	17472	140	0.80	0.97	0.81	0.58	0.79	0.82	1.18	0.94	0.99	0.91	0.77	1.06		
BAINBRIDGE ISLAND	0	9400	102	1.09	0.98	0.95	0.83	1.04	0.88	1.32	1.07	1.30	0.96	0.56	0.92		
BATTLEGROUND	0	8455	63	0.75	1.03	0.88	0.65	0.60	0.76	0.96	0.76	1.26	0.64	0.86	0.74		
BELFAIR	0	6114	74	1.21	1.09	0.73	0.76	1.06	0.62	1.16	1.72	1.00	1.16	1.22	1.27		
BELLEVUE	0	36105	239	0.66	0.69	0.59	0.65	0.68	0.57	0.64	0.67	0.74	0.83	0.64	0.64		
		BELLEVUE GLENCOURT	0	15094	95	0.63	0.57	0.43	0.56	0.53	0.54	0.49	0.48	0.69	0.71	0.48	0.41
		BELLEVUE-SHERWOOD	0	21011	144	0.69	0.78	0.70	0.72	0.78	0.59	0.75	0.81	0.78	0.90	0.75	0.79
BELLINGHAM	0	25041	120	0.48	0.46	0.41	0.44	0.48	0.35	0.44	0.49	0.66	0.47	0.39	0.40		
		BELLINGHAM LUMMI	0	1234	6	0.49	0.96	0.88	0.72	0.48	0.48	0.39	1.18	1.34	0.47	0.69	0.70
		BELLINGHAM REGENT	0	23807	114	0.48	0.43	0.38	0.43	0.48	0.34	0.44	0.46	0.62	0.47	0.37	0.38
BLACK DIAMOND	0	2291	19	0.83	1.68	1.55	0.98	1.30	1.59	1.74	0.98	1.86	2.09	1.20	1.23		
BREMERTON	0	28905	213	0.74	0.42	0.45	0.46	0.52	0.67	0.73	0.65	0.74	0.61	0.50	0.65		
		BREMERTON CROSBY	0	2888	32	1.11	0.97	1.07	1.06	1.19	2.24	2.10	1.68	1.31	1.20	1.27	1.80
		BREMERTON ESSEX	0	25393	171	0.67	0.35	0.38	0.39	0.45	0.47	0.58	0.52	0.67	0.54	0.42	0.51
		BREMERTON SUNNYSLOPE	0	624	10	1.60	0.79	0.47	0.31	0.46	1.39	0.46	1.23	1.24	0.77	0.30	1.35
BUCKLEY	0	1897	62	3.27	1.41	1.04	1.02	1.16	1.51	2.00	1.38	2.00	1.51	2.06	1.35		
CASTLE ROCK	0	3430	23	0.67	1.59	1.09	1.09	1.33	3.88	3.09	1.87	2.89	1.82	1.07	1.19		
CENTRALIA	0	6353	74	1.16	0.76	0.60	0.84	0.77	1.01	1.30	1.13	1.11	1.38	1.03	0.79		
CHEHALIS	0	8258	76	0.92	1.27	1.42	1.21	1.07	1.18	1.60	1.38	1.21	1.08	1.82	0.73		
		CHEHALIS	0	5942	48	0.81	1.26	1.12	1.32	0.98	1.21	1.18	0.92	1.18	1.14	1.95	0.65
		CHEHALIS NAPAVINE	0	2316	28	1.21	1.29	2.18	0.94	1.31	1.09	2.71	2.57	1.29	0.91	1.47	0.94
CLE-ELUM	0	2610	14	0.54	0.76	0.41	0.53	0.67	0.48	0.85	0.70	1.02	0.58	0.86	0.85		
COLFAX	0	2130	28	1.31	0.89	1.03	2.09	0.83	1.15	1.05	1.18	1.54	1.49	0.76	2.01		
COLVILLE	0	6453	57	0.88	1.11	1.14	2.71	0.65	0.78	1.03	0.69	0.52	0.82	0.80	0.98		
COPALIS(OCEAN SHORES)	0	3180	32	1.01	2.49	0.96	0.77	1.03	1.21	1.38	1.79	3.08	2.02	0.96	1.99		
COULEE DAM	1	1986	44	2.22	2.57	1.10	0.95	4.99	1.35	2.19	1.24	1.63	2.07	1.02	0.88		
CRYSTAL MTN.	0	570	2	0.35	1.05	0.87	0.86	0.51	0.34	1.00	1.66	0.50	1.67	2.16	0.16		
DAYTON	0	1705	23	1.35	0.75	0.93	1.50	0.69	1.10	0.69	1.26	1.37	1.26	2.06	2.23		
DEER PARK	0	5619	62	1.10	1.95	1.17	1.10	0.98	0.74	0.68	1.02	0.64	0.88	0.96	2.99		
DÉS MOINES	0	17953	136	0.76	0.83	0.83	0.77	0.94	0.93	0.98	0.86	1.08	0.97	0.72	0.83		
		DÉS MOINES	0	6969	55	0.79	0.89	1.05	0.83	0.76	0.78	0.86	0.96	1.15	0.87	0.68	1.01
		DÉS MOINES FEDERAL WAY	0	10984	81	0.74	0.79	0.70	0.73	1.06	1.03	1.06	0.80	1.04	1.03	0.74	0.72

WASHINGTON TROUBLE REPORT RATE - JULY 2010

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE JUL-10	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
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	557	3	0.54	1.07	0.36	0.18	0.18	1.06	1.06	1.22	0.52	3.45	1.54	1.36
ELK		0	2326	70	3.01	1.52	1.17	1.16	1.59	1.14	1.29	1.68	1.44	1.52	1.07	2.53
ENUMCLAW		0	5801	99	1.71	1.59	1.10	0.87	1.09	0.82	1.17	1.14	1.29	0.99	1.53	1.19
EPHRATA		0	2759	19	0.69	1.36	2.18	0.49	1.65	1.01	1.17	0.69	0.99	0.99	0.98	0.88
GRAHAM		0	10524	73	0.69	0.93	0.82	0.56	1.02	1.12	1.58	1.21	0.85	1.16	1.26	0.78
GREEN BLUFF		0	2368	35	1.48	0.67	0.54	0.75	0.50	0.46	0.87	0.66	0.74	0.69	1.05	1.53
HOODSPORT		0	1939	20	1.03	1.03	1.28	1.48	0.56	0.71	1.55	0.90	0.99	0.93	0.78	1.50
ISSAQUAH		0	15070	92	0.61	0.77	0.53	0.62	0.57	0.43	1.15	0.62	0.75	0.87	0.68	0.60
KENT		0	33097	305	0.92	0.73	0.79	0.60	0.64	0.66	0.87	0.75	0.75	0.84	0.61	0.70
	KENT MERIDIAN	0	11366	149	1.31	0.90	0.97	0.65	0.79	0.78	1.09	0.91	0.88	1.14	0.76	0.85
	KENT O BRIEN	0	7071	24	0.34	0.32	0.29	0.35	0.27	0.22	0.28	0.38	0.23	0.29	0.17	0.21
	KENT ULRICH	0	14660	132	0.90	0.79	0.89	0.68	0.69	0.79	0.97	0.80	0.90	0.86	0.71	0.81
LIBERTY LAKE		0	856	6	0.70	0.46	0.57	0.34	0.34	0.34	0.33	0.44	0.42	0.11	0.21	0.61
LONGVIEW-KELSO		0	20198	220	1.09	1.16	1.00	1.21	0.98	1.05	1.67	1.18	1.22	1.02	1.14	1.29
LOON LAKE		0	1136	14	1.23	1.22	1.14	0.79	0.70	0.44	0.69	1.47	0.43	0.68	0.58	0.66
MAPLE VALLEY		0	7343	73	0.99	0.71	0.64	0.60	0.49	0.62	0.76	0.89	0.88	0.85	0.72	0.85
MOSES LAKE		0	11322	110	0.97	1.21	1.23	0.95	1.22	0.75	1.25	0.96	0.93	1.19	1.01	1.15
	MOSES LAKE AFB	0	1831	14	0.76	0.80	1.59	0.74	1.04	0.57	0.98	0.87	0.82	0.92	1.05	1.49
	MOSES LAKE ALDER	0	9491	96	1.01	1.29	1.16	0.99	1.26	0.78	1.30	0.97	0.95	1.24	1.00	1.08
NEWMAN LAKE		0	1442	6	0.42	0.74	1.00	0.86	0.26	0.39	0.45	0.95	0.32	1.01	1.06	0.99
NORTHPORT		0	1010	11	1.09	1.50	0.80	0.80	0.80	0.80	1.60	0.89	3.16	0.88	1.46	1.45
OLYMPIA		0	51489	400	0.78	0.64	0.48	0.65	0.56	0.59	0.96	0.71	0.76	0.68	0.60	0.76
	OLYMPIA EVERGREEN	0	4011	78	1.94	0.96	0.90	1.40	0.90	1.01	1.31	1.11	1.19	0.91	0.65	2.57
	OLYMPIA LACEY	0	22502	116	0.52	0.56	0.40	0.49	0.50	0.57	0.87	0.66	0.68	0.57	0.56	0.73
	OLYMPIA WHITEHALL	0	24976	206	0.82	0.66	0.49	0.67	0.55	0.54	0.99	0.69	0.77	0.76	0.63	0.50
OMAK-OKANOGAN		0	6652	115	1.73	1.49	1.39	1.34	1.51	1.71	2.46	1.05	1.05	1.49	1.33	2.12
OROVILLE		0	1708	25	1.46	1.58	1.58	1.68	0.75	1.44	2.41	1.78	2.62	2.12	1.93	2.44
OTHELLO		0	3946	59	1.50	1.98	1.96	1.59	2.13	2.60	2.17	1.47	1.24	1.70	2.32	2.31
PASCO		0	14564	155	1.06	0.96	0.92	0.89	0.79	0.93	1.33	0.77	0.57	0.81	0.60	0.80
PATEROS		0	723	6	0.83	1.93	1.24	0.95	0.41	1.24	1.23	1.92	1.36	1.60	1.20	0.53
POMEROY		0	1230	30	2.44	2.60	2.76	0.97	2.02	0.97	2.48	1.44	2.07	1.67	0.94	1.57
PT. ANGELES		0	14006	91	0.65	0.85	0.74	0.97	0.80	0.68	1.20	1.13	1.29	0.94	0.67	0.74
	PT ANGELES JOYCE	0	1045	13	1.24	0.95	1.32	1.98	1.03	1.50	0.93	1.94	3.04	1.84	1.92	1.45

WASHINGTON TROUBLE REPORT RATE - JULY 2010

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE JUL-10	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
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	12961	78	0.60	0.84	0.69	0.89	0.78	0.61	1.22	1.06	1.15	0.87	0.57	0.69
PT. LUDLOW		0	2321	16	0.69	1.07	0.38	0.59	0.59	0.50	1.25	0.87	0.83	0.37	0.65	0.89
PT. ORCHARD		0	15531	117	0.75	0.95	0.89	0.63	0.92	0.84	1.26	1.22	1.16	1.05	0.93	0.94
	PORT ORCHARD COLBY	0	5808	53	0.91	1.33	0.62	0.58	0.82	0.86	1.14	0.97	1.12	1.04	1.14	0.95
	PT. ORCHARD	0	9723	64	0.66	0.72	1.05	0.67	0.98	0.83	1.33	1.37	1.19	1.06	0.80	0.93
PT. TOWNSEND		0	10215	62	0.61	0.89	0.66	0.98	0.74	0.96	0.72	0.86	0.86	0.85	0.63	0.76
PUYALLAP		0	19116	107	0.56	0.90	0.80	0.61	0.73	0.91	1.19	0.93	1.04	0.96	0.57	0.82
RENTON		0	30446	177	0.58	0.75	0.66	0.69	0.83	0.70	0.95	0.86	1.05	0.93	0.78	0.95
RIDGEFIELD		0	2879	25	0.87	0.62	1.23	0.81	0.54	0.96	1.79	1.41	0.88	1.03	0.80	2.03
ROCHESTER		0	4120	54	1.31	0.91	1.27	0.74	0.94	1.49	1.79	1.95	2.67	1.33	1.35	0.82
ROY		0	2069	19	0.92	1.48	0.90	2.03	2.43	1.07	2.00	0.51	1.34	1.42	0.73	1.80
SEATTLE		0	223312	1216	0.54	0.57	0.59	0.56	0.59	0.53	0.72	0.62	0.83	0.67	0.52	0.58
	SEATTLE ATWATER	0	16050	58	0.36	0.46	0.43	0.46	0.53	0.43	0.71	0.59	0.68	0.59	0.30	0.40
	SEATTLE CAMPUS	0	8224	22	0.27	0.44	0.42	0.50	0.67	0.43	0.67	0.35	0.81	0.45	0.33	0.45
	SEATTLE CHERRY	0	25352	208	0.82	0.67	0.68	0.70	0.69	0.82	0.95	1.06	1.03	0.90	0.69	0.84
	SEATTLE DUWAMISH	0	10594	99	0.93	1.07	0.95	0.74	0.81	0.85	0.93	0.88	1.36	0.84	0.56	0.64
	SEATTLE EAST	0	24030	129	0.54	0.57	0.62	0.56	0.62	0.52	0.72	0.63	1.02	0.73	0.72	0.64
	SEATTLE ELLIOT	0	6312	11	0.17	0.11	0.25	0.17	0.20	0.31	0.28	0.28	0.46	0.27	0.21	0.19
	SEATTLE EMERSON	0	23534	162	0.69	0.98	0.78	0.58	0.54	0.57	0.68	0.70	0.84	0.76	0.57	0.69
	SEATTLE LAKEVIEW	0	20387	122	0.60	0.50	0.56	0.63	0.53	0.47	0.79	0.55	0.86	0.90	0.60	0.73
	SEATTLE MAIN	0	32699	48	0.15	0.15	0.18	0.16	0.17	0.16	0.17	0.21	0.16	0.17	0.16	0.15
	SEATTLE MERCER ISLAND (ADAMS)	0	7483	51	0.68	0.84	0.53	0.62	0.76	0.68	0.95	0.68	0.92	0.74	0.67	0.73
	SEATTLE PARKWAY	0	15240	124	0.81	0.73	0.96	0.93	1.27	1.16	1.33	0.95	1.19	0.97	0.84	0.85
	SEATTLE SUNSET	0	17075	84	0.49	0.44	0.52	0.51	0.61	0.40	0.79	0.52	0.99	0.63	0.49	0.51
	SEATTLE WEST	0	16332	98	0.60	0.61	0.85	0.80	0.61	0.41	0.76	0.58	0.85	0.69	0.56	0.68
SEQUIM		0	11941	102	0.85	0.68	0.55	0.64	0.78	0.76	0.93	0.86	0.95	0.94	0.76	0.61
SHELTON		0	12052	133	1.10	1.13	1.12	1.04	0.86	1.01	1.38	1.31	0.84	1.12	1.08	0.96
SILVERDALE		0	10894	67	0.62	0.71	0.61	0.58	0.71	0.82	0.91	0.54	0.74	0.65	0.56	0.62
SPOKANE		0	99330	943	0.95	0.99	0.87	0.82	0.75	0.87	1.06	1.01	0.73	1.06	0.77	0.89
	SPOKANE CHESTNUT	0	2224	19	0.85	1.16	1.09	1.29	1.53	1.35	2.43	3.63	1.03	0.90	1.13	1.53
	SPOKANE FAIRFAX	0	13895	102	0.73	1.23	1.29	1.01	0.84	1.29	1.53	1.13	0.91	1.36	0.90	0.87
	SPOKANE HUDSON	0	10878	110	1.01	0.96	0.71	0.91	1.06	1.20	1.20	1.07	0.85	1.05	0.82	0.93
	SPOKANE KEYSTONE	0	9845	68	0.69	1.20	0.83	0.91	0.57	0.78	0.95	1.18	0.73	1.27	0.74	0.85

WASHINGTON TROUBLE REPORT RATE - JULY 2010

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JUL-10	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
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	6347	38	0.60	0.59	0.83	0.67	0.58	0.70	1.03	0.76	0.62	0.62	0.61	0.79
SPOKANE RIVERSIDE	0	14184	211	1.49	1.28	0.76	0.70	0.69	0.94	1.09	0.92	0.75	1.09	0.61	0.76
SPOKANE WALNUT	0	27219	239	0.88	0.81	0.85	0.75	0.66	0.62	0.71	0.83	0.60	1.04	0.79	0.87
SPOKANE WHITWORTH	0	14738	156	1.06	0.86	0.74	0.73	0.75	0.66	1.02	0.84	0.71	0.89	0.76	1.05
SPRINGDALE	2	1667	61	3.66	1.56	5.10	1.62	0.78	2.27	3.71	4.27	1.70	1.93	2.03	1.68
SUMNER (BONNEYLAKE)	0	11405	86	0.75	1.17	0.81	0.90	1.39	0.84	1.09	1.03	0.84	0.92	0.74	0.84
TACOMA	0	106890	775	0.73	0.84	0.86	0.76	0.77	0.72	1.04	0.82	0.95	0.86	0.77	0.83
TACOMA FORT LEWIS	0	2346	14	0.60	0.45	0.41	0.28	0.67	0.94	0.50	0.53	0.83	0.46	0.52	0.72
TACOMA GREENFIELD	0	14478	152	1.05	0.93	1.24	1.10	0.93	0.80	1.33	1.04	1.23	0.99	0.95	0.94
TACOMA JUNIPER	0	14644	125	0.85	0.82	1.13	0.83	0.70	0.88	1.11	0.93	0.89	1.04	0.78	1.03
TACOMA LENNOX	0	17657	125	0.71	1.16	0.80	0.83	0.99	0.77	1.17	0.79	1.14	1.07	1.07	1.07
TACOMA LOGAN	0	10587	63	0.60	0.57	0.52	0.61	0.95	0.65	1.05	0.81	0.90	0.80	0.83	0.66
TACOMA MARKET (FAWCETT)	0	12779	75	0.59	0.48	0.70	0.65	0.57	0.50	0.63	0.62	0.86	0.69	0.46	0.57
TACOMA SKYLINE	0	10497	70	0.67	0.92	1.15	0.86	0.65	0.69	0.86	0.58	1.01	0.65	0.63	0.65
TACOMA WAVERLY-2	0	4786	18	0.38	1.32	0.96	0.90	0.71	0.90	1.36	1.92	0.86	1.00	0.70	0.79
TACOMA WAVERLY-7	0	19116	133	0.70	0.74	0.60	0.51	0.65	0.64	1.02	0.60	0.70	0.70	0.65	0.74
VANCOUVER	0	60754	505	0.83	0.87	0.81	0.81	0.86	0.85	1.09	1.09	1.09	0.95	0.91	0.87
VANCOUVER ORCHARDS	0	30318	227	0.75	0.87	0.74	0.68	0.81	0.77	0.96	1.01	1.25	1.00	0.96	0.82
VANCOUVER OXFORD	0	17757	181	1.02	0.97	1.09	1.00	0.92	0.90	1.22	1.19	0.98	0.99	0.95	0.76
VANCOUVER SALMON CRK(NORTH)	0	12679	97	0.77	0.75	0.57	0.86	0.88	0.95	1.23	1.14	0.86	0.78	0.76	1.16
WAITSBURG	0	502	7	1.39	0.79	0.20	0.19	0.38	1.13	1.13	0.00	0.75	2.23	1.09	1.08
WALLA WALLA (INCL TOUCHET)	0	13208	103	0.78	1.24	0.73	0.63	1.01	0.70	1.26	0.71	0.75	0.92	0.59	1.14
WARDEN	0	1060	9	0.85	1.29	1.56	0.83	1.11	1.66	2.20	1.00	1.71	2.14	0.78	1.12
WINLOCK	0	1949	34	1.74	1.48	2.03	0.81	0.90	1.16	1.80	1.69	1.54	2.08	1.13	1.07
YAKIMA	0	36260	243	0.67	0.70	0.78	0.64	0.68	0.75	1.11	0.64	0.57	0.68	0.83	0.78
YAKIMA CHESTNUT	0	24187	163	0.67	0.71	0.77	0.62	0.67	0.76	1.19	0.68	0.62	0.70	0.82	0.76
YAKIMA WEST	0	12073	80	0.66	0.66	0.79	0.69	0.70	0.73	0.95	0.55	0.49	0.65	0.85	0.80
Exchanges in Neighboring States															
CLARKSTON	0	5508	55	1.00	1.53	0.67	0.85	0.77	0.71	1.39	0.87	0.84	1.00	1.02	1.20
TOTALS	0	1101324	8617	0.78	0.83	0.77	0.73	0.76	0.75	1.02	0.85	0.92	0.88	0.74	0.83

WASHINGTON TRUNK BLOCKING SUMMARY - JULY 2010

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	118	0	0.00%
LOCAL	367	0	0.00%
TOLL	368	0	0.00%

WASHINGTON TRUNK BLOCKING - JULY 2010

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
Nothing to report							