

Washington State PUC Report
 Customer Network Trouble Per 100 Switched Access Lines

| | Dec-12 | Dec-12 | Dec-12 |
|--------------------------|--------|--------|--------|
| | Sw | Total | Trbl/ |
| Central Office | Lng | Rpts | 100 |
| ACME | | | |
| ALGER | | | |
| ANACORTES | | | |
| ARLINGTON | | | |
| BENTON CITY | | | |
| BIG LAKE | | | |
| BIRCH BAY | | | |
| BLAINE | | | |
| BOTHELL | | | |
| BREWSTER | | | |
| BRIDGEPORT | | | |
| BURLINGTON | | | |
| CAMANO ISLAND | | | |
| CAMAS | | | |
| CASHMERE | | | |
| CHELAN | | | |
| CLEARVIEW | | | |
| CONCRETE | | | |
| CONWAY | | | |
| COUPEVILLE | | | |
| CURLEW | | | |
| CUSTER | | | |
| DARRINGTON | | | |
| DEMING | | | |
| DUVALL | | | |
| EAST WENATCHEE | | | |
| EDISON | | | |
| ENTIAT | | | |
| EVERETT CASINO | | | |
| EVERETT MAIN | | | |
| EVERSON | | | |
| FAIRFIELD | | | |
| FARMINGTON | | | |
| FERNDALE | | | |
| GARFIELD | | | |
| GEORGE | | | |
| GRANITE FALLS | | | |
| GRAYLAND | | | |
| HALLS LAKE | | | |
| JUANITA | | | |
| KENNEWICK MAIN | | | |
| KENNEWICK MEADOW SPRINGS | | | |
| KENNEWICK HIGHLAND | | | |
| KIRKLAND | | | |
| LA CONNER | | | |
| LAKE GOODWIN | | | |

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| | Dec-12 | Dec-12 | Dec-12 |
|----------------|--------|--------|--------|
| | Sw | Total | Trbl/ |
| Central Office | Lng | Rpts | 100 |
| LAKE STEVENS | | | |
| LAKE WENATCHEE | | | |
| LATAH | | | |
| LAUREL | | | |
| LEAVENWORTH | | | |
| LOOMIS | | | |
| LYMAN | | | |
| LYNDEN | | | |
| MALDEN | | | |
| MANOR WAY | | | |
| MANSFIELD | | | |
| MANSON | | | |
| MAPLE FALLS | | | |
| MARBLEMOUNT | | | |
| MARYSVILLE | | | |
| MOLSON-CHESAW | | | |
| MONROE | | | |
| MOSCOW | | | |
| MOUNT VERNON | | | |
| NACHES | | | |
| NEWPORT | | | |
| NILE | | | |
| NORTH RICHLAND | | | |
| OAK HARBOR | | | |
| OAKESDALE | | | |
| PALOUSE | | | |
| PULLMAN | | | |
| QUINCY | | | |
| REDMOND | | | |
| REPUBLIC | | | |
| RICHLAND | | | |
| RICHMOND BEACH | | | |
| ROCKFORD | | | |
| ROSALIA | | | |
| SAMMAMISH | | | |
| SEDRO WOOLLEY | | | |
| SILVER LAKE | | | |
| SKYKOMISH | | | |
| SNOHOMISH | | | |
| SOAP LAKE | | | |
| STANWOOD | | | |
| STEVENS PASS | | | |
| SULTAN | | | |
| SUMAS | | | |
| TEKOA | | | |
| THORNTON | | | |

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| | Dec-12 | Dec-12 | Dec-12 |
|--------------------------|--------|--------|--------|
| | Sw | Total | Trbl/ |
| Central Office | Lng | Rpts | 100 |
| TONASKET | | | |
| WASHOUGAL | | | |
| WASHOUGAL RIVER | | | |
| WATERVILLE | | | |
| WENATCHEE | | | |
| WEST RICHLAND | | | |
| WESTPORT | | | |
| WOODLAND | | | |
| Washington State: | | | |

WASHINGTON STATE PUC REPORT

Customer Network Trouble Per 100 Switched Access Lines

Threshold is less than = 4

| CENTRAL OFF. LOCATION | Jan-12 | Feb-12 | Mar-12 | Apr-12 | May-12 | Jun-12 | Jul-12 | Aug-12 | Sep-12 | Oct-12 | Nov-12 | Dec-12 |
|--------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| ACME | | | | | | | | | | | | |
| ALGER | | | | | | | | | | | | |
| ANACORTES | | | | | | | | | | | | |
| ARLINGTON | | | | | | | | | | | | |
| BENTON CITY | | | | | | | | | | | | |
| BIG LAKE | | | | | | | | | | | | |
| BIRCH BAY | | | | | | | | | | | | |
| BLAINE | | | | | | | | | | | | |
| BOTHELL | | | | | | | | | | | | |
| BREWSTER | | | | | | | | | | | | |
| BRIDGEPORT | | | | | | | | | | | | |
| BURLINGTON | | | | | | | | | | | | |
| CAMANO ISLAND | | | | | | | | | | | | |
| CAMAS | | | | | | | | | | | | |
| CASHMERE | | | | | | | | | | | | |
| CHELAN | | | | | | | | | | | | |
| CLEARVIEW | | | | | | | | | | | | |
| CONCRETE | | | | | | | | | | | | |
| CONWAY | | | | | | | | | | | | |
| COUPEVILLE | | | | | | | | | | | | |
| CURLEW | | | | | | | | | | | | |
| CUSTER | | | | | | | | | | | | |
| DARRINGTON | | | | | | | | | | | | |
| DEMING | | | | | | | | | | | | |
| DUVALL | | | | | | | | | | | | |
| EAST WENATCHEE | | | | | | | | | | | | |
| EDISON | | | | | | | | | | | | |
| ENTIAT | | | | | | | | | | | | |
| EVERETT CASINO | | | | | | | | | | | | |
| EVERETT MAIN | | | | | | | | | | | | |
| EVERSON | | | | | | | | | | | | |
| FAIRFIELD | | | | | | | | | | | | |
| FARMINGTON | | | | | | | | | | | | |
| FERNDALE | | | | | | | | | | | | |
| GARFIELD | | | | | | | | | | | | |
| GEORGE | | | | | | | | | | | | |
| GRANITE FALLS | | | | | | | | | | | | |
| GRAYLAND | | | | | | | | | | | | |
| HALLS LAKE | | | | | | | | | | | | |
| JUANITA | | | | | | | | | | | | |
| KENNEWICK MAIN | | | | | | | | | | | | |
| KENNEWICK MEADOW SPRINGS | | | | | | | | | | | | |
| KENNEWICK HIGHLAND | | | | | | | | | | | | |
| KIRKLAND | | | | | | | | | | | | |
| LA CONNER | | | | | | | | | | | | |
| LAKE GOODWIN | | | | | | | | | | | | |
| LAKE STEVENS | | | | | | | | | | | | |
| LAKE WENATCHEE | | | | | | | | | | | | |
| LATAH | | | | | | | | | | | | |
| LAUREL | | | | | | | | | | | | |
| LEAVENWORTH | | | | | | | | | | | | |
| LOOMIS | | | | | | | | | | | | |
| LYMAN | | | | | | | | | | | | |
| LYNDEN | | | | | | | | | | | | |
| MALDEN | | | | | | | | | | | | |
| MANOR WAY | | | | | | | | | | | | |
| MANSFIELD | | | | | | | | | | | | |
| MANSON | | | | | | | | | | | | |
| MAPLE FALLS | | | | | | | | | | | | |
| MARBLEMOUNT | | | | | | | | | | | | |

WASHINGTON STATE PUC REPORT

Customer Network Trouble Per 100 Switched Access Lines

| Threshold is less than = 4 | | | | | | | | | | | | |
|----------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| CENTRAL OFF. LOCATION | Jan-12 | Feb-12 | Mar-12 | Apr-12 | May-12 | Jun-12 | Jul-12 | Aug-12 | Sep-12 | Oct-12 | Nov-12 | Dec-12 |
| MARYSVILLE | | | | | | | | | | | | |
| MOLSON-CHESAW | | | | | | | | | | | | |
| MONROE | | | | | | | | | | | | |
| MOSCOW | | | | | | | | | | | | |
| MOUNT VERNON | | | | | | | | | | | | |
| NACHES | | | | | | | | | | | | |
| NEWPORT | | | | | | | | | | | | |
| NILE | | | | | | | | | | | | |
| NORTH RICHLAND | | | | | | | | | | | | |
| OAK HARBOR | | | | | | | | | | | | |
| OAKESDALE | | | | | | | | | | | | |
| PALOUSE | | | | | | | | | | | | |
| PULLMAN | | | | | | | | | | | | |
| QUINCY | | | | | | | | | | | | |
| REDMOND | | | | | | | | | | | | |
| REPUBLIC | | | | | | | | | | | | |
| RICHLAND | | | | | | | | | | | | |
| RICHMOND BEACH | | | | | | | | | | | | |
| ROCKFORD | | | | | | | | | | | | |
| ROSALIA | | | | | | | | | | | | |
| SAMMAMISH | | | | | | | | | | | | |
| SEDRO WOOLLEY | | | | | | | | | | | | |
| SILVER LAKE | | | | | | | | | | | | |
| SKYKOMISH | | | | | | | | | | | | |
| SNOHOMISH | | | | | | | | | | | | |
| SOAP LAKE | | | | | | | | | | | | |
| STANWOOD | | | | | | | | | | | | |
| STEVENS PASS | | | | | | | | | | | | |
| SULTAN | | | | | | | | | | | | |
| SUMAS | | | | | | | | | | | | |
| TEKOA | | | | | | | | | | | | |
| THORNTON | | | | | | | | | | | | |
| TONASKET | | | | | | | | | | | | |
| WASHOUGAL | | | | | | | | | | | | |
| WASHOUGAL RIVER | | | | | | | | | | | | |
| WATERVILLE | | | | | | | | | | | | |
| WENATCHEE | | | | | | | | | | | | |
| WEST RICHLAND | | | | | | | | | | | | |
| WESTPORT | | | | | | | | | | | | |
| WOODLAND | | | | | | | | | | | | |
| WASHINGTON | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| | | | | | | | | | | | | |

Each CO is not to exceed 4 tpls per 100 lns per mth for 2 consecutive mths nor should they exceed this for 4 months in any 12 mth period.

WASHINGTON STATE SWITCHED ACCESS LINES

| Central Office | Jan-12 | Feb-12 | Mar-12 | Apr-12 | May-12 | Jun-12 | Jul-12 | Aug-12 | Sep-12 | Oct-12 | Nov-12 | Dec-12 |
|--------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| ACME | | | | | | | | | | | | |
| ALGER | | | | | | | | | | | | |
| ANACORTES | | | | | | | | | | | | |
| ARLINGTON | | | | | | | | | | | | |
| BENTON CITY | | | | | | | | | | | | |
| BIG LAKE | | | | | | | | | | | | |
| BIRCH BAY | | | | | | | | | | | | |
| BLAINE | | | | | | | | | | | | |
| BOTHELL | | | | | | | | | | | | |
| BREWSTER | | | | | | | | | | | | |
| BRIDGEPORT | | | | | | | | | | | | |
| BURLINGTON | | | | | | | | | | | | |
| CAMANO | | | | | | | | | | | | |
| CAMAS | | | | | | | | | | | | |
| CASHMERE | | | | | | | | | | | | |
| CHELAN | | | | | | | | | | | | |
| CLEARVIEW | | | | | | | | | | | | |
| CONCRETE | | | | | | | | | | | | |
| CONWAY | | | | | | | | | | | | |
| COUPEVILLE | | | | | | | | | | | | |
| CURLEW | | | | | | | | | | | | |
| CUSTER | | | | | | | | | | | | |
| DARRINGTON | | | | | | | | | | | | |
| DEMING | | | | | | | | | | | | |
| DUVALL 1 | | | | | | | | | | | | |
| EAST WENATCHEE | | | | | | | | | | | | |
| EDISON | | | | | | | | | | | | |
| ENTIAT | | | | | | | | | | | | |
| EVERETT CASINO | | | | | | | | | | | | |
| EVERETT MAIN | | | | | | | | | | | | |
| EVERSON | | | | | | | | | | | | |
| FAIRFIELD | | | | | | | | | | | | |
| FARMINGTON | | | | | | | | | | | | |
| FERNDALE | | | | | | | | | | | | |
| GARFIELD | | | | | | | | | | | | |
| GEORGE | | | | | | | | | | | | |
| GRANITE FALLS | | | | | | | | | | | | |
| GRAYLAND | | | | | | | | | | | | |
| HALLS LAKE | | | | | | | | | | | | |
| JUANITA | | | | | | | | | | | | |
| KENNEWICK MAIN | | | | | | | | | | | | |
| KENNEWICK MEADOW S | | | | | | | | | | | | |
| KENNEWICK-HIGHLAND | | | | | | | | | | | | |
| KIRKLAND | | | | | | | | | | | | |
| LA CONNER | | | | | | | | | | | | |
| LAKE GOODWIN | | | | | | | | | | | | |
| LAKE STEVENS | | | | | | | | | | | | |
| LAKE WENATCHEE | | | | | | | | | | | | |
| LATAH | | | | | | | | | | | | |
| LAUREL | | | | | | | | | | | | |
| LEAVENWORTH | | | | | | | | | | | | |
| LOOMIS | | | | | | | | | | | | |
| LYMAN | | | | | | | | | | | | |
| LYNDEN | | | | | | | | | | | | |
| MALDEN | | | | | | | | | | | | |
| MANOR WAY | | | | | | | | | | | | |
| MANSFIELD | | | | | | | | | | | | |
| MANSON | | | | | | | | | | | | |
| MAPLE FALLS | | | | | | | | | | | | |
| MARBLEMOUNT | | | | | | | | | | | | |
| MARYSVILLE | | | | | | | | | | | | |
| MOLSON-CHESAW | | | | | | | | | | | | |
| MONROE | | | | | | | | | | | | |
| MOSCOW | | | | | | | | | | | | |
| MOUNT VERNON | | | | | | | | | | | | |
| NACHES | | | | | | | | | | | | |
| NEWPORT | | | | | | | | | | | | |

WASHINGTON STATE SWITCHED ACCESS LINES

| Central Office | Jan-12 | Feb-12 | Mar-12 | Apr-12 | May-12 | Jun-12 | Jul-12 | Aug-12 | Sep-12 | Oct-12 | Nov-12 | Dec-12 |
|-----------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| NILE | | | | | | | | | | | | |
| NORTH RICHLAND | | | | | | | | | | | | |
| OAK HARBOR | | | | | | | | | | | | |
| OAKSDALE | | | | | | | | | | | | |
| PALOUSE | | | | | | | | | | | | |
| PULLMAN | | | | | | | | | | | | |
| QUINCY | | | | | | | | | | | | |
| REDMOND | | | | | | | | | | | | |
| REPUBLIC | | | | | | | | | | | | |
| RICHLAND | | | | | | | | | | | | |
| RICHMOND BEACH | | | | | | | | | | | | |
| ROCKFORD | | | | | | | | | | | | |
| ROSALIA | | | | | | | | | | | | |
| SAMMAMISH | | | | | | | | | | | | |
| SEDRO WOOLLEY | | | | | | | | | | | | |
| SILVER LAKE | | | | | | | | | | | | |
| SKYKOMISH | | | | | | | | | | | | |
| SNOHOMISH | | | | | | | | | | | | |
| SOAP LAKE | | | | | | | | | | | | |
| STANWOOD | | | | | | | | | | | | |
| STEVENS PASS | | | | | | | | | | | | |
| SULTAN | | | | | | | | | | | | |
| SUMAS | | | | | | | | | | | | |
| TEKOA | | | | | | | | | | | | |
| THORNTON | | | | | | | | | | | | |
| TONASKET | | | | | | | | | | | | |
| WASHOUGAL | | | | | | | | | | | | |
| WASHOUGAL RIVER | | | | | | | | | | | | |
| WATERVILLE | | | | | | | | | | | | |
| WENATCHEE | | | | | | | | | | | | |
| WEST RICHLAND | | | | | | | | | | | | |
| WESTPORT | | | | | | | | | | | | |
| WOODLAND | | | | | | | | | | | | |
| Total Lines | <hr/> <hr/> | | | | | | | | | | | |