



Mark S. Reynolds
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February 27, 2013

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 January 2013 service quality performance reports required of Qwest d/b/a CenturyLink QC 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) CSGP Report

Pursuant to WAC 480-07-160(3), CenturyLink QC requests that portions of these reports be held confidential, as these documents contain valuable commercial information, the release of which would be detrimental to CenturyLink QC.

Please call me on (206) 345-1568 if you have questions or need additional information.

Very truly yours,

Scott Collins for
Mark Reynolds

Enclosures
cc: Lisa Anderl

2013 MAR - 1 AM 10:59
CENTURYLINK
COMMUNICATIONS
DIVISION

Washington Service Quality Summary Report - JANUARY 2013

| METRIC DESCRIPTION | JANUARY 2013 | | |
|---|--------------|-------|---------|
| | NUM | DENOM | RESULT |
| OOS Tickets Cleared Within 48 Hrs | 2,289 | 2,544 | 89.98% |
| OOS Tickets Not Cleared Within 48 Hrs | 255 | 1 | 255 |
| Number of OOS Exemptions | 115 | 1 | 115 |
| All Other Repairs Cleared LT < 72 Hrs | 5,599 | 5,691 | 98.38% |
| All Other Troubles Cleared GTR > 72 Hrs | 92 | 1 | 92 |
| All Other Troubles Cleared GTR > 72 Hrs - Force Majeure | 7 | 1 | 7 |
| Physically Obstructed All Other Troubles Cleared > 72 Hrs | 59 | 1 | 59 |
| Repair Force Majeure Exclusions | 41 | 1 | 41 |
| Repair Physically Obstructed Exclusions | 90 | 1 | 90 |
| Installation Appointments Met | 2,007 | 2,150 | 93.35% |
| Repair Appointments Met | 2,747 | 3,218 | 85.36% |
| Provisioning Missed for Company Reasons | 189 | 1 | 189 |
| Provisioning Missed for Customer Reasons | 529 | 1 | 529 |
| % of Switches Delivering Dial Tone Within 3 seconds | 6,673 | 6,673 | 100.00% |

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - JANUARY 2013
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 | PCT INWARD ORDS COMPLETED WITHIN 180 DAYS |
|------------------------|------------|---------------------|-----------------------------|---|---|---|---|--|--|---|
| STANDARD | | 57 | 0 | | 6 | 99.00% | 0 | 99.00% | | 99.00% |
| ABERDEEN-HOQUIAM | | 128 | 4 | 31.50 | 4 | 89.47% | 0 | 100.00% | | 100.00% |
| AUBURN | | 32 | 1 | 6.00 | 0 | 100.00% | 0 | 100.00% | | 100.00% |
| BAINBRIDGE ISLAND | | 46 | 3 | 20.00 | 3 | 93.48% | 0 | 100.00% | | 100.00% |
| BATTLEGROUND | | 25 | 2 | 25.00 | 0 | 100.00% | 0 | 100.00% | | 100.00% |
| BELFAIR | | 160 | 8 | 79.38 | 4 | 97.50% | 0 | 100.00% | 1 | 99.38% |
| BELLEVUE | | 78 | 1 | 0.00 | 2 | 97.44% | 0 | 100.00% | | 100.00% |
| BELLEVUE GLENCOURT | | 82 | 7 | 90.71 | 2 | 97.56% | 0 | 100.00% | 1 | 98.78% |
| BELLEVUE-SHERWOOD | | 130 | 2 | 38.50 | 3 | 97.69% | 0 | 100.00% | | 100.00% |
| BELLINGHAM | | 12 | 0 | | 1 | 91.67% | 0 | 100.00% | | 100.00% |
| BELLINGHAM LUMMI | | 118 | 2 | 38.50 | 2 | 98.31% | 0 | 100.00% | | 100.00% |
| BELLINGHAM REGENT | | 9 | 3 | 91.67 | 0 | 100.00% | 0 | 100.00% | 1 | 88.89% |
| BLACK DIAMOND | | 131 | 2 | 22.00 | 4 | 96.95% | 0 | 100.00% | | 100.00% |
| BREMERTON | | 9 | 1 | 43.00 | 0 | 100.00% | 0 | 100.00% | | 100.00% |
| BREMERTON CROSBY | | 118 | 1 | 1.00 | 4 | 96.61% | 0 | 100.00% | | 100.00% |
| BREMERTON ESSEX | | 4 | 0 | | 0 | 100.00% | 0 | 100.00% | | 100.00% |
| BREMERTON SUNNYSLOPE | | 21 | 0 | | 1 | 95.24% | 0 | 100.00% | | 100.00% |
| BUCKLEY | | 26 | 0 | | 0 | 100.00% | 0 | 100.00% | | 100.00% |
| CASTLE ROCK | | 64 | 0 | | 0 | 100.00% | 0 | 100.00% | | 100.00% |
| CENTRALIA | | 55 | 1 | 325.00 | 1 | 98.18% | 0 | 100.00% | 1 | 98.18% |
| CHEHALIS | | 41 | 1 | 325.00 | 1 | 97.56% | 0 | 100.00% | 1 | 97.56% |
| CHEHALIS NAPAVALINE | | 14 | 0 | | 0 | 100.00% | 0 | 100.00% | | 100.00% |
| GLE-ELUM | | 11 | 0 | | 0 | 100.00% | 0 | 100.00% | | 100.00% |
| COLFAX | | 12 | 0 | | 0 | 100.00% | 0 | 100.00% | | 100.00% |
| COLVILLE | | 35 | 3 | 56.67 | 1 | 97.14% | 0 | 100.00% | | 100.00% |
| COPALIS(OCEAN SHORES) | | 19 | 0 | | 1 | 94.74% | 0 | 100.00% | | 100.00% |
| COULEE DAM | | 12 | 1 | 74.00 | 0 | 100.00% | 0 | 100.00% | | 100.00% |
| CRYSTAL MTN. | | 6 | 0 | | 1 | 83.33% | 0 | 100.00% | | 100.00% |
| DAYTON | | 10 | 2 | 25.00 | 0 | 100.00% | 0 | 100.00% | | 100.00% |
| DEER PARK | | 32 | 1 | 1.00 | 1 | 96.88% | 0 | 100.00% | | 100.00% |
| DES MOINES | | 136 | 6 | 76.00 | 2 | 98.53% | 0 | 100.00% | 1 | 99.26% |
| DES MOINES FEDERAL WAY | | 46 | 0 | | 0 | 100.00% | 0 | 100.00% | | 100.00% |
| EASTON | | 90 | 6 | 76.00 | 2 | 97.78% | 0 | 100.00% | 1 | 98.89% |
| ELK | | 2 | 0 | | 0 | 100.00% | 0 | 100.00% | | 100.00% |
| ENUNICLAW | | 15 | 1 | 78.00 | 1 | 93.33% | 0 | 100.00% | | 100.00% |
| | | 30 | 1 | 15.00 | 0 | 100.00% | 0 | 100.00% | | 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 - JANUARY 2013
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 | PCT INWARD ORDS COMPLETED WITHIN 180 DAYS |
|-------------------|------------|---------------------|-----------------------------|---|---|---|---|--|--|---|
| STANDARD | | 15 | 1 | 10.00 | 0 | 90.00% | 0 | 99.00% | 0 | 99.00% |
| EPHRATA | | 91 | 3 | 51.00 | 6 | 100.00% | 0 | 100.00% | 0 | 100.00% |
| GRAHAM | | 10 | 2 | 65.50 | 0 | 93.41% | 0 | 100.00% | 0 | 100.00% |
| GREEN BLUFF | | 6 | 0 | 16.00 | 1 | 100.00% | 0 | 100.00% | 0 | 100.00% |
| HOODSPORT | | 56 | 1 | 74.00 | 2 | 100.00% | 0 | 100.00% | 1 | 100.00% |
| ISSAQUAH | | 231 | 6 | 125.00 | 1 | 98.21% | 0 | 100.00% | 0 | 99.57% |
| KENT | | 67 | 2 | 23.00 | 0 | 99.13% | 0 | 100.00% | 1 | 98.51% |
| KENT MERIDIAN | | 24 | 3 | 125.00 | 1 | 100.00% | 0 | 100.00% | 0 | 100.00% |
| KENT O BRIEN | | 140 | 1 | 125.00 | 1 | 99.29% | 0 | 100.00% | 0 | 100.00% |
| KENT ULRICH | | 4 | 0 | 10.67 | 2 | 75.00% | 0 | 100.00% | 0 | 100.00% |
| LIBERTY LAKE | | 151 | 3 | 51.00 | 0 | 98.68% | 0 | 100.00% | 0 | 100.00% |
| LONGVIEW-KELSO | | 3 | 1 | 37.50 | 1 | 100.00% | 0 | 100.00% | 0 | 100.00% |
| LOON LAKE | | 31 | 2 | 5.00 | 1 | 96.77% | 0 | 100.00% | 0 | 100.00% |
| MAPLE VALLEY | | 79 | 2 | 5.00 | 1 | 98.73% | 0 | 100.00% | 0 | 100.00% |
| MOSES LAKE | | 14 | 0 | 5.00 | 0 | 100.00% | 0 | 100.00% | 0 | 100.00% |
| MOSES LAKE AFB | | 65 | 2 | 23.40 | 7 | 98.46% | 0 | 100.00% | 0 | 100.00% |
| MOSES LAKE ALDER | | 6 | 0 | 5.00 | 1 | 83.33% | 0 | 100.00% | 0 | 100.00% |
| NEWMAN LAKE | | 8 | 0 | 23.40 | 0 | 100.00% | 0 | 100.00% | 0 | 100.00% |
| NORTHPORT | | 301 | 5 | 5.50 | 1 | 97.67% | 0 | 100.00% | 0 | 100.00% |
| OLYMPIA | | 14 | 0 | 35.33 | 5 | 92.86% | 0 | 100.00% | 0 | 100.00% |
| OLYMPIA EVERGREEN | | 142 | 2 | 61.50 | 0 | 99.30% | 0 | 100.00% | 0 | 100.00% |
| OLYMPIA LACEY | | 145 | 3 | 48.25 | 0 | 96.55% | 0 | 100.00% | 0 | 100.00% |
| OLYMPIA WHITEHALL | | 46 | 2 | 21.00 | 0 | 100.00% | 0 | 100.00% | 0 | 100.00% |
| OMAK-OKANOGAN | | 19 | 1 | 51.50 | 1 | 100.00% | 0 | 100.00% | 0 | 100.00% |
| OROVILLE | | 36 | 2 | 48.25 | 0 | 97.22% | 0 | 100.00% | 0 | 100.00% |
| OTHELLO | | 117 | 4 | 41.83 | 1 | 100.00% | 0 | 100.00% | 0 | 100.00% |
| PASCO | | 7 | 0 | 21.00 | 0 | 100.00% | 0 | 100.00% | 0 | 100.00% |
| PATEROS | | 8 | 0 | 46.00 | 1 | 100.00% | 0 | 100.00% | 0 | 100.00% |
| POMEROY | | 58 | 6 | 20.33 | 7 | 98.28% | 0 | 100.00% | 0 | 100.00% |
| PT. ANGELES | | 4 | 1 | 3.50 | 1 | 100.00% | 0 | 100.00% | 0 | 100.00% |
| PT. ANGELES JOYCE | | 54 | 5 | 54.00 | 6 | 98.15% | 0 | 100.00% | 0 | 100.00% |
| PT. ANGELES | | 10 | 0 | 3.00 | 1 | 100.00% | 0 | 100.00% | 0 | 100.00% |
| PT. LUDLOW | | 73 | 3 | 20.33 | 7 | 90.41% | 0 | 100.00% | 0 | 100.00% |
| PT. ORCHARD | | 25 | 2 | 54.00 | 6 | 96.00% | 0 | 100.00% | 0 | 100.00% |
| PT. ORCHARD COLBY | | 48 | 1 | 3.00 | 1 | 87.50% | 0 | 100.00% | 0 | 100.00% |
| PT. ORCHARD | | 53 | 1 | 3.00 | 1 | 98.11% | 0 | 100.00% | 0 | 100.00% |
| PT. TOWNSEND | | | | | | | | | | |

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
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|---------------------|-------------------------------|---------------------------|--------------------------------------|---|---|---|--|---|--|---------------------------------------|-------------------------------|--------------------------------|---|
| | | | | | INWARD ORDS NOT COMPLETED WITHIN 5 DAYS | INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE | INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE | INWARD ORDS NOT COMPLETED WITHIN 5 DAYS | INWARD ORDS WITHIN 90 DAYS | INWARD ORDS COMPLETED WITHIN 180 DAYS | | | |
| STANDARD | | 148 | 6 | 60.00 | 0 | 0 | 0 | 0 | 0 | 0 | 99.00% | 100.00% | 99.00% |
| PUYALLAP | | 244 | 8 | 39.13 | 8 | 0 | 0 | 0 | 0 | 0 | 100.00% | 100.00% | 100.00% |
| RENTON | | 14 | 0 | | 0 | 0 | 0 | 0 | 0 | 0 | 100.00% | 100.00% | 100.00% |
| RIDGEFIELD | | 28 | 0 | | 1 | 0 | 0 | 0 | 0 | 0 | 96.43% | 100.00% | 100.00% |
| ROCHESTER | | 14 | 1 | 11.00 | 0 | 0 | 0 | 0 | 0 | 0 | 100.00% | 100.00% | 100.00% |
| ROY | | 1,142 | 25 | 34.28 | 19 | 0 | 0 | 0 | 0 | 0 | 98.34% | 100.00% | 100.00% |
| SEATTLE | | 71 | 1 | 34.00 | 2 | 0 | 0 | 0 | 0 | 0 | 97.18% | 100.00% | 100.00% |
| | SEATTLE ATWATER | 40 | 0 | | 0 | 0 | 0 | 0 | 0 | 0 | 100.00% | 100.00% | 100.00% |
| | SEATTLE CAMPUS | 191 | 7 | 28.86 | 4 | 0 | 0 | 0 | 0 | 0 | 97.91% | 100.00% | 100.00% |
| | SEATTLE CHERRY | 59 | 2 | 49.00 | 1 | 0 | 0 | 0 | 0 | 0 | 98.31% | 100.00% | 100.00% |
| | SEATTLE DUWAMISH | 152 | 4 | 42.50 | 3 | 0 | 0 | 0 | 0 | 0 | 98.03% | 100.00% | 100.00% |
| | SEATTLE EAST | 25 | 1 | 4.00 | 0 | 0 | 0 | 0 | 0 | 0 | 100.00% | 100.00% | 100.00% |
| | SEATTLE ELLIOT | 118 | 1 | 7.00 | 1 | 0 | 0 | 0 | 0 | 0 | 99.15% | 100.00% | 100.00% |
| | SEATTLE EMERSON | 85 | 1 | 52.00 | 1 | 0 | 0 | 0 | 0 | 0 | 98.82% | 100.00% | 100.00% |
| | SEATTLE LAKEVIEW | 115 | 1 | 23.00 | 5 | 0 | 0 | 0 | 0 | 0 | 95.65% | 100.00% | 100.00% |
| | SEATTLE MAIN | 26 | 0 | | 0 | 0 | 0 | 0 | 0 | 0 | 100.00% | 100.00% | 100.00% |
| | SEATTLE MERCER ISLAND (ADAMS) | 107 | 2 | 7.00 | 1 | 0 | 0 | 0 | 0 | 0 | 99.07% | 100.00% | 100.00% |
| | SEATTLE PARKWAY | 69 | 2 | 11.00 | 1 | 0 | 0 | 0 | 0 | 0 | 98.55% | 100.00% | 100.00% |
| | SEATTLE SUNSET | 84 | 3 | 77.00 | 0 | 0 | 0 | 0 | 0 | 0 | 100.00% | 100.00% | 100.00% |
| | SEATTLE WEST | 60 | 3 | 72.67 | 0 | 0 | 0 | 0 | 0 | 0 | 100.00% | 100.00% | 100.00% |
| SEQUIM | | 67 | 5 | 26.00 | 0 | 0 | 0 | 0 | 0 | 0 | 100.00% | 100.00% | 100.00% |
| SHELTON | | 55 | 0 | | 1 | 0 | 0 | 0 | 0 | 0 | 98.18% | 100.00% | 100.00% |
| SILVERDALE | | 681 | 19 | 52.84 | 10 | 0 | 0 | 0 | 0 | 0 | 98.53% | 100.00% | 99.71% |
| SPOKANE | | 12 | 0 | | 0 | 0 | 0 | 0 | 0 | 0 | 100.00% | 100.00% | 100.00% |
| | SPOKANE CHESTNUT | 94 | 1 | 33.00 | 3 | 0 | 0 | 0 | 0 | 0 | 96.81% | 100.00% | 100.00% |
| | SPOKANE FAIRFAX | 120 | 3 | 20.00 | 0 | 0 | 0 | 0 | 0 | 0 | 100.00% | 100.00% | 100.00% |
| | SPOKANE HUDSON | 64 | 1 | 48.00 | 0 | 0 | 0 | 0 | 0 | 0 | 100.00% | 100.00% | 100.00% |
| | SPOKANE KEYSTONE | 24 | 3 | 4.00 | 0 | 0 | 0 | 0 | 0 | 0 | 100.00% | 100.00% | 100.00% |
| | SPOKANE MORAN | 100 | 2 | 30.00 | 2 | 0 | 0 | 0 | 0 | 0 | 98.00% | 100.00% | 100.00% |
| | SPOKANE RIVERSIDE | 165 | 5 | 80.00 | 2 | 0 | 0 | 0 | 0 | 0 | 98.79% | 100.00% | 99.39% |
| | SPOKANE WALNUT | 102 | 4 | 97.75 | 3 | 0 | 0 | 0 | 0 | 0 | 97.06% | 100.00% | 99.02% |
| | SPOKANE WHITWORTH | 13 | 2 | 88.50 | 0 | 0 | 0 | 0 | 0 | 0 | 100.00% | 100.00% | 100.00% |
| SPRINGDALE | | 74 | 2 | 17.50 | 0 | 0 | 0 | 0 | 0 | 0 | 100.00% | 100.00% | 100.00% |
| SUMNER (BONNEYLAKE) | | 775 | 23 | 33.39 | 13 | 0 | 0 | 0 | 0 | 0 | 98.32% | 100.00% | 100.00% |
| TACOMA | | 28 | 0 | | 1 | 0 | 0 | 0 | 0 | 0 | 96.43% | 100.00% | 100.00% |
| | TACOMA FORT LEWIS | 149 | 5 | 16.00 | 2 | 0 | 0 | 0 | 0 | 0 | 98.66% | 100.00% | 100.00% |
| | TACOMA GREENFIELD | | | | | | | | | | | | |

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
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from RSOR and OP15A

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|---------------------------------|-----------------------------|---------------------------|--------------------------------------|---|---|---|--|--|--|---|---|
| | | | | | PCT INWARD ORDS COMPLETED WITHIN 5 DAYS | PCT INWARD ORDS COMPLETED > 90 DAYS FROM DUE DATE | PCT INWARD ORDS COMPLETED > 180 DAYS FROM DUE DATE | PCT INWARD ORDS COMPLETED WITHIN 90 DAYS | PCT INWARD ORDS COMPLETED > 180 DAYS FROM DUE DATE | | |
| STANDARD | | | | | | | | | | | |
| | TACOMA JUNIPER | 103 | 2 | 7.50 | 4 | 0 | 0 | 0 | 0 | 0 | 99.00% |
| | TACOMA LENNOX | 136 | 3 | 44.00 | 1 | 0 | 0 | 0 | 0 | 0 | 100.00% |
| | TACOMA LOGAN | 72 | 0 | | 1 | 0 | 0 | 0 | 0 | 0 | 100.00% |
| | TACOMA MARKET (FAWCETT) | 101 | 7 | 57.00 | 1 | 0 | 0 | 0 | 0 | 0 | 100.00% |
| | TACOMA SKYLINE | 51 | 1 | 30.00 | 1 | 0 | 0 | 0 | 0 | 0 | 100.00% |
| | TACOMA WAVERLY-2 | 17 | 1 | 2.00 | 0 | 0 | 0 | 0 | 0 | 0 | 100.00% |
| | TACOMA WAVERLY-7 | 118 | 4 | 27.50 | 2 | 0 | 0 | 0 | 0 | 0 | 100.00% |
| | | 507 | 13 | 31.31 | 6 | 0 | 0 | 0 | 0 | 0 | 100.00% |
| | VANCOUVER ORCHARDS | 260 | 7 | 32.29 | 3 | 0 | 0 | 0 | 0 | 0 | 100.00% |
| | VANCOUVER OXFORD | 180 | 2 | 35.00 | 3 | 0 | 0 | 0 | 0 | 0 | 100.00% |
| | VANCOUVER SALMON CRK(NORTH) | 67 | 4 | 27.75 | 0 | 0 | 0 | 0 | 0 | 0 | 100.00% |
| | | 2 | 0 | | 0 | 0 | 0 | 0 | 0 | 0 | 100.00% |
| WAITSBURG | | | | | | | | | | | |
| | WALLA WALLA (INCL TOUCHET) | 77 | 1 | 47.00 | 0 | 0 | 0 | 0 | 0 | 0 | 100.00% |
| WARDEN | | | | | | | | | | | |
| | WINLOCK | 9 | 2 | 229.00 | 0 | 0 | 0 | 0 | 0 | 0 | 100.00% |
| YAKIMA | | | | | | | | | | | |
| | YAKIMA CHESTNUT | 266 | 6 | 40.17 | 1 | 0 | 0 | 0 | 0 | 0 | 100.00% |
| | YAKIMA WEST | 207 | 4 | 47.50 | 1 | 0 | 0 | 0 | 0 | 0 | 100.00% |
| | | 59 | 2 | 25.50 | 0 | 0 | 0 | 0 | 0 | 0 | 100.00% |
| Exchanges in Neighboring States | | | | | | | | | | | |
| | CLARKSTON | 14 | 1 | 24.00 | 0 | 0 | 0 | 0 | 0 | 0 | 100.00% |
| TOTALS | | 6,832 | 204 | 45.63 | 125 | 0 | 0 | 0 | 0 | 8 | 99.88% |

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 - JANUARY 2013

| WIRECENTER | STD EXD CNT | LINES | RPTS | RATE JAN-13 | RATE DEC-12 | RATE NOV-12 | RATE OCT-12 | RATE SEP-12 | RATE AUG-12 | RATE JUL-12 | RATE JUN-12 | RATE MAY-12 | RATE APR-12 | RATE MAR-12 | RATE FEB-12 |
|------------------------|-------------------|--------|------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| STANDARD | 0 | 7,147 | 81 | 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 | 12,382 | 166 | 1.34 | 1.38 | 1.27 | 0.97 | 0.78 | 0.95 | 0.81 | 0.94 | 0.93 | 0.76 | 1.05 | 1.30 |
| AUBURN | 0 | 6,943 | 89 | 1.28 | 1.27 | 1.70 | 0.97 | 1.12 | 1.13 | 0.94 | 1.04 | 1.03 | 0.71 | 0.93 | 0.90 |
| BAINBRIDGE ISLAND | 0 | 6,791 | 112 | 1.65 | 1.95 | 1.42 | 1.36 | 1.21 | 1.09 | 0.63 | 0.99 | 0.85 | 0.73 | 1.10 | 0.94 |
| BATTLEGROUND | 0 | 4,718 | 75 | 1.59 | 1.47 | 1.97 | 0.98 | 1.04 | 1.31 | 2.05 | 1.34 | 1.39 | 0.70 | 0.85 | 0.86 |
| BELFAIR | 0 | 26,519 | 235 | 0.89 | 0.83 | 0.94 | 0.71 | 0.43 | 0.58 | 0.59 | 0.62 | 0.57 | 0.63 | 0.57 | 0.71 |
| BELLEVUE | 0 | 11,137 | 59 | 0.53 | 0.60 | 0.79 | 0.49 | 0.36 | 0.49 | 0.47 | 0.48 | 0.54 | 0.69 | 0.51 | 0.54 |
| BELLEVUE GLENCOURT | 0 | 15,382 | 176 | 1.14 | 1.00 | 1.04 | 0.88 | 0.48 | 0.65 | 0.68 | 0.73 | 0.58 | 0.59 | 0.62 | 0.84 |
| BELLEVUE-SHERWOOD | 0 | 17,587 | 111 | 0.63 | 0.51 | 0.62 | 0.64 | 0.40 | 0.52 | 0.72 | 0.29 | 0.38 | 0.38 | 0.56 | 0.41 |
| BELLINGHAM | 0 | 1,031 | 6 | 0.58 | 1.25 | 0.95 | 2.84 | 0.38 | 0.37 | 0.46 | 0.27 | 0.64 | 0.09 | 0.72 | 0.81 |
| BELLINGHAM LUMMI | 0 | 16,556 | 105 | 0.63 | 0.46 | 0.60 | 0.51 | 0.40 | 0.53 | 0.74 | 0.30 | 0.37 | 0.40 | 0.55 | 0.39 |
| BELLINGHAM REGENT | 0 | 1,683 | 14 | 0.83 | 0.82 | 1.68 | 1.83 | 1.48 | 1.47 | 1.58 | 1.39 | 1.15 | 1.09 | 1.67 | 2.56 |
| BLACK DIAMOND | 0 | 23,074 | 153 | 0.66 | 0.75 | 0.82 | 0.51 | 0.37 | 0.60 | 0.39 | 0.39 | 0.41 | 0.40 | 0.45 | 0.38 |
| BREMERTON | 0 | 2,342 | 31 | 1.32 | 2.44 | 3.19 | 2.09 | 1.16 | 1.73 | 1.14 | 1.22 | 1.08 | 1.20 | 1.07 | 0.59 |
| BREMERTON CROSBY | 0 | 20,230 | 114 | 0.56 | 0.54 | 0.54 | 0.32 | 0.29 | 0.45 | 0.30 | 0.27 | 0.32 | 0.32 | 0.39 | 0.35 |
| BREMERTON ESSEX | 0 | 502 | 8 | 1.59 | 1.59 | 0.99 | 0.79 | 0.00 | 1.16 | 0.77 | 1.34 | 0.96 | 0.19 | 0.19 | 0.74 |
| BREMERTON SUNNYSLOPE | 0 | 1,410 | 16 | 1.13 | 0.85 | 1.54 | 1.53 | 1.72 | 1.55 | 1.46 | 1.97 | 1.62 | 0.77 | 3.44 | 1.83 |
| BUCKLEY | 0 | 2,696 | 60 | 2.23 | 2.65 | 3.45 | 2.54 | 1.51 | 1.83 | 2.38 | 2.01 | 2.05 | 1.72 | 1.33 | 1.38 |
| CASTLE ROCK | 0 | 4,744 | 67 | 1.41 | 0.96 | 1.28 | 1.15 | 0.85 | 1.21 | 0.96 | 0.93 | 1.55 | 0.94 | 1.36 | 0.83 |
| CENTRALIA | 0 | 6,810 | 81 | 1.19 | 0.74 | 1.18 | 0.96 | 1.44 | 0.92 | 0.81 | 1.09 | 1.39 | 1.15 | 1.21 | 1.00 |
| CHEHALIS | 0 | 4,845 | 59 | 1.22 | 0.69 | 0.99 | 0.86 | 1.30 | 0.79 | 0.80 | 1.15 | 1.36 | 1.27 | 1.30 | 1.05 |
| CHEHALIS | 0 | 1,965 | 22 | 1.12 | 0.86 | 1.66 | 1.20 | 1.79 | 1.24 | 0.84 | 0.94 | 1.47 | 0.83 | 0.98 | 0.88 |
| CHEHALIS NAPAVINE | 0 | 2,162 | 17 | 0.79 | 1.10 | 1.00 | 1.13 | 0.98 | 0.85 | 0.85 | 0.49 | 0.48 | 0.83 | 0.69 | 1.03 |
| CLE-ELUM | 0 | 1,803 | 27 | 1.50 | 1.77 | 1.10 | 1.26 | 0.55 | 0.71 | 1.47 | 1.09 | 0.75 | 0.48 | 1.22 | 1.16 |
| COLFAX | 0 | 5,540 | 43 | 0.78 | 0.95 | 1.46 | 0.71 | 0.65 | 0.72 | 1.86 | 1.13 | 0.69 | 0.99 | 0.53 | 0.94 |
| COLVILLE | 0 | 2,432 | 46 | 1.89 | 1.91 | 2.35 | 1.24 | 0.91 | 0.86 | 1.29 | 1.28 | 0.92 | 1.57 | 1.31 | 1.52 |
| COPALIS(OCEAN SHORES) | 0 | 1,648 | 25 | 1.52 | 2.06 | 1.88 | 1.67 | 2.65 | 2.00 | 3.18 | 1.54 | 0.86 | 0.86 | 1.88 | 1.52 |
| COULEE DAM | 0 | 541 | 12 | 2.22 | 3.36 | 1.13 | 0.19 | 0.74 | 1.46 | 0.55 | 0.55 | 1.10 | 0.92 | 0.73 | 1.28 |
| CRYSTAL MTN. | 0 | 1,442 | 10 | 0.69 | 0.28 | 1.43 | 0.88 | 0.54 | 1.41 | 0.87 | 0.53 | 0.79 | 1.89 | 1.62 | 1.87 |
| DAYTON | 0 | 4,520 | 34 | 0.75 | 1.12 | 1.81 | 2.49 | 0.92 | 3.17 | 1.63 | 2.25 | 2.51 | 1.86 | 1.16 | 0.69 |
| DEER PARK | 0 | 12,332 | 159 | 1.29 | 1.14 | 1.27 | 0.85 | 0.70 | 0.71 | 0.69 | 0.74 | 0.62 | 0.77 | 0.66 | 1.04 |
| DES MOINES | 0 | 4,880 | 64 | 1.31 | 1.05 | 1.36 | 0.67 | 0.63 | 0.70 | 0.52 | 0.87 | 0.70 | 0.80 | 0.75 | 1.11 |
| DES MOINES FEDERAL WAY | 0 | 7,452 | 95 | 1.27 | 1.21 | 1.21 | 0.96 | 0.74 | 0.72 | 0.81 | 0.66 | 0.57 | 0.76 | 0.60 | 1.00 |

WASHINGTON TROUBLE REPORT RATE - JANUARY 2013

| WIRECENTER | STD EXD CNT | LINES CNT | RPTS | RATE | | | | | | | | | | | | | |
|-------------------|-------------------|--------------|------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------|------|
| | | | | JAN-13 | DEC-12 | NOV-12 | OCT-12 | SEP-12 | AUG-12 | JUL-12 | JUN-12 | MAY-12 | APR-12 | MAR-12 | FEB-12 | | |
| STANDARD | 0 | 471 | 7 | 4.00 | 4.00 | 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 | 4,156 | 58 | 1.49 | 0.00 | 0.63 | 1.05 | 0.83 | 1.66 | 1.44 | 1.22 | 2.06 | 0.21 | 0.41 | 1.41 | 1.41 | 1.41 |
| ENUMCLAW | 0 | 2,123 | 12 | 0.57 | 1.07 | 0.65 | 0.09 | 0.27 | 0.49 | 1.90 | 1.53 | 1.27 | 1.28 | 1.69 | 3.08 | 0.30 | 0.30 |
| EPHRATA | 0 | 7,683 | 93 | 1.21 | 1.26 | 1.42 | 1.46 | 1.13 | 1.17 | 0.94 | 0.87 | 1.16 | 0.80 | 1.71 | 1.84 | 1.84 | 1.84 |
| GRAHAM | 0 | 1,920 | 29 | 1.51 | 1.09 | 1.75 | 0.97 | 0.51 | 0.96 | 1.05 | 1.19 | 1.33 | 1.27 | 0.63 | 1.11 | 1.11 | 1.11 |
| GREEN BLUFF | 0 | 1,415 | 19 | 1.34 | 2.45 | 1.60 | 1.03 | 0.67 | 0.60 | 0.92 | 0.65 | 0.71 | 0.63 | 1.01 | 0.56 | 0.56 | 0.56 |
| HOODSPORT | 0 | 10,829 | 131 | 1.21 | 0.82 | 0.92 | 0.56 | 0.51 | 0.75 | 0.69 | 0.53 | 0.71 | 0.57 | 0.83 | 0.92 | 0.92 | 0.92 |
| ISSAQUAH | 0 | 24,352 | 229 | 0.94 | 1.14 | 1.18 | 0.74 | 0.53 | 0.72 | 0.70 | 0.79 | 0.80 | 0.76 | 0.75 | 1.16 | 1.16 | 1.16 |
| KENT | 0 | 8,081 | 94 | 1.16 | 1.40 | 1.54 | 0.93 | 0.49 | 0.83 | 0.86 | 0.86 | 0.95 | 0.76 | 0.91 | 1.49 | 1.49 | 1.49 |
| KENT MERIDIAN | 0 | 5,503 | 24 | 0.44 | 0.56 | 0.34 | 0.25 | 0.12 | 0.34 | 0.21 | 0.23 | 0.19 | 0.24 | 0.34 | 0.33 | 0.33 | 0.33 |
| KENT O BRIEN | 0 | 10,768 | 111 | 1.03 | 1.24 | 1.34 | 0.85 | 0.77 | 0.82 | 0.82 | 1.01 | 0.99 | 1.02 | 0.83 | 1.32 | 1.32 | 1.32 |
| KENT ULRICH | 0 | 605 | 3 | 0.50 | 0.50 | 1.14 | 1.93 | 0.95 | 0.63 | 1.39 | 0.46 | 0.76 | 0.31 | 0.15 | 0.45 | 0.45 | 0.45 |
| LIBERTY LAKE | 0 | 14,625 | 222 | 1.52 | 1.76 | 1.98 | 1.41 | 1.08 | 0.99 | 1.00 | 1.04 | 1.11 | 1.17 | 1.40 | 1.29 | 1.29 | 1.29 |
| LONGVIEW-KELSO | 0 | 858 | 6 | 0.70 | 1.49 | 0.80 | 1.02 | 2.43 | 2.06 | 0.86 | 2.67 | 1.39 | 1.07 | 0.53 | 0.74 | 0.74 | 0.74 |
| LOON LAKE | 0 | 5,125 | 71 | 1.39 | 1.74 | 1.34 | 1.06 | 0.62 | 0.89 | 0.99 | 0.92 | 1.17 | 0.90 | 1.18 | 1.29 | 1.29 | 1.29 |
| MAPLE VALLEY | 0 | 8,636 | 72 | 0.83 | 1.04 | 1.01 | 1.10 | 0.71 | 1.14 | 1.27 | 1.12 | 0.83 | 0.83 | 0.78 | 1.07 | 1.07 | 1.07 |
| MOSES LAKE | 0 | 1,422 | 10 | 0.70 | 0.83 | 0.75 | 0.82 | 0.20 | 0.87 | 1.13 | 1.56 | 0.51 | 0.89 | 0.76 | 0.45 | 0.45 | 0.45 |
| MOSES LAKE AFB | 0 | 7,214 | 62 | 0.86 | 1.08 | 1.06 | 1.15 | 0.81 | 1.19 | 1.30 | 1.04 | 0.89 | 0.81 | 0.78 | 1.20 | 1.20 | 1.20 |
| MOSES LAKE ALDER | 0 | 1,075 | 5 | 0.47 | 1.29 | 1.28 | 1.46 | 0.53 | 0.79 | 1.21 | 1.21 | 0.60 | 0.93 | 1.34 | 0.41 | 0.41 | 0.41 |
| NEWMAN LAKE | 1 | 916 | 10 | 1.09 | 1.97 | 1.30 | 1.82 | 0.75 | 1.18 | 4.62 | 1.40 | 1.40 | 0.54 | 0.32 | 0.32 | 0.32 | 0.32 |
| NORTHPORT | 0 | 36,491 | 327 | 0.90 | 0.86 | 0.98 | 0.96 | 0.58 | 0.64 | 0.77 | 0.68 | 0.90 | 0.66 | 0.70 | 1.03 | 1.03 | 1.03 |
| OLYMPIA | 0 | 2,661 | 35 | 1.32 | 1.87 | 1.81 | 1.14 | 0.99 | 1.71 | 1.27 | 1.13 | 1.62 | 0.86 | 0.93 | 1.40 | 1.40 | 1.40 |
| OLYMPIA EVERGREEN | 0 | 16,386 | 124 | 0.76 | 0.69 | 0.84 | 1.01 | 0.47 | 0.59 | 0.81 | 0.69 | 0.90 | 0.66 | 0.67 | 1.11 | 1.11 | 1.11 |
| OLYMPIA LACEY | 0 | 17,444 | 168 | 0.96 | 0.87 | 0.98 | 0.88 | 0.63 | 0.53 | 0.66 | 0.61 | 0.78 | 0.62 | 0.69 | 0.89 | 0.89 | 0.89 |
| OLYMPIA WHITEHALL | 0 | 5,571 | 90 | 1.62 | 1.94 | 1.75 | 1.45 | 1.36 | 1.78 | 2.33 | 1.14 | 0.95 | 1.60 | 0.92 | 1.02 | 1.02 | 1.02 |
| OMAK-OKANOGAN | 0 | 1,526 | 29 | 1.90 | 2.04 | 3.73 | 1.76 | 0.91 | 1.74 | 2.30 | 1.84 | 1.39 | 1.13 | 1.07 | 0.81 | 0.81 | 0.81 |
| OROVILLE | 0 | 3,179 | 43 | 1.35 | 1.66 | 2.30 | 1.69 | 0.73 | 1.03 | 1.46 | 2.01 | 1.26 | 1.36 | 1.07 | 1.35 | 1.35 | 1.35 |
| OTHELLO | 0 | 10,226 | 116 | 1.13 | 1.03 | 1.13 | 0.78 | 0.60 | 0.50 | 0.82 | 0.80 | 0.83 | 1.00 | 0.90 | 0.95 | 0.95 | 0.95 |
| PASCO | 0 | 607 | 7 | 1.15 | 1.32 | 0.49 | 1.78 | 1.12 | 0.63 | 2.04 | 0.78 | 0.78 | 1.24 | 1.39 | 1.22 | 1.22 | 1.22 |
| PATEROS | 0 | 1,091 | 10 | 0.92 | 1.84 | 2.58 | 2.38 | 1.74 | 0.90 | 3.20 | 3.35 | 1.85 | 2.11 | 3.15 | 2.27 | 2.27 | 2.27 |
| POMEROY | 0 | 10,472 | 86 | 0.82 | 0.98 | 1.04 | 0.75 | 0.74 | 0.68 | 0.82 | 0.54 | 0.62 | 0.55 | 0.70 | 0.91 | 0.91 | 0.91 |
| PT. ANGELES | 0 | 880 | 22 | 2.50 | 2.59 | 2.02 | 0.78 | 3.77 | 1.43 | 1.77 | 0.44 | 0.88 | 0.66 | 1.76 | 1.97 | 1.97 | 1.97 |
| PT ANGELES JOYCE | 0 | 9,592 | 64 | 0.67 | 0.83 | 0.95 | 0.75 | 0.47 | 0.62 | 0.73 | 0.55 | 0.59 | 0.54 | 0.61 | 0.82 | 0.82 | 0.82 |
| PT. ANGELES | 0 | | | | | | | | | | | | | | | | |

WASHINGTON TROUBLE REPORT RATE - JANUARY 2013

| WIRECENTER | | STD EXT CNT | LINES | RPTS | JAN-13 | DEC-12 | NOV-12 | OCT-12 | SEP-12 | AUG-12 | JUL-12 | JUN-12 | MAY-12 | APR-12 | MAR-12 | FEB-12 |
|-------------|-------------------------------|-------------------|---------|------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | | | | | RATE | RATE | RATE | RATE | RATE | RATE | RATE | RATE | RATE | RATE | RATE | RATE |
| 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. LUDLOW | | 0 | 1,864 | 18 | 0.97 | 0.96 | 0.63 | 0.63 | 0.57 | 1.02 | 0.96 | 0.81 | 1.31 | 0.40 | 0.80 | 0.54 |
| PT. ORCHARD | | 0 | 10,890 | 195 | 1.79 | 1.60 | 1.77 | 1.18 | 0.69 | 1.06 | 1.03 | 1.32 | 1.03 | 1.23 | 1.08 | 1.03 |
| | PORT ORCHARD COLBY | 0 | 4,021 | 98 | 2.44 | 2.13 | 2.40 | 1.36 | 0.92 | 1.28 | 0.96 | 1.74 | 1.19 | 0.84 | 1.20 | 1.34 |
| | PT. ORCHARD | 0 | 6,869 | 97 | 1.41 | 1.28 | 1.39 | 1.07 | 0.56 | 0.94 | 1.07 | 1.07 | 0.94 | 1.46 | 1.01 | 0.84 |
| | PT. TOWNSEND | 0 | 8,402 | 78 | 0.93 | 2.96 | 1.03 | 0.67 | 0.71 | 1.25 | 0.80 | 0.78 | 0.90 | 0.57 | 0.85 | 0.74 |
| | PUYALLAP | 0 | 13,837 | 155 | 1.12 | 0.78 | 1.11 | 0.83 | 0.86 | 0.77 | 0.84 | 0.91 | 1.07 | 0.69 | 0.82 | 1.25 |
| | RENTON | 0 | 22,079 | 264 | 1.20 | 1.23 | 1.44 | 1.09 | 0.81 | 0.94 | 0.75 | 0.91 | 0.75 | 0.77 | 1.04 | 1.18 |
| | RIDGEFIELD | 0 | 2,261 | 23 | 1.02 | 1.23 | 1.97 | 1.47 | 1.12 | 1.29 | 2.25 | 0.88 | 2.09 | 0.67 | 1.28 | 1.44 |
| | ROCHESTER | 0 | 3,125 | 58 | 1.86 | 1.49 | 2.54 | 2.00 | 0.86 | 2.25 | 1.92 | 0.59 | 0.70 | 1.13 | 1.90 | 1.60 |
| | SEATTLE | 0 | 166,360 | 1198 | 0.72 | 0.64 | 0.86 | 0.61 | 0.43 | 0.48 | 0.53 | 0.52 | 0.52 | 0.53 | 0.66 | 0.61 |
| | SEATTLE ATWATER | 0 | 11,515 | 42 | 0.36 | 0.38 | 0.45 | 0.42 | 0.33 | 0.35 | 0.44 | 0.29 | 0.37 | 0.38 | 0.36 | 0.39 |
| | SEATTLE CAMPUS | 0 | 5,792 | 36 | 0.62 | 0.24 | 0.46 | 0.37 | 0.35 | 0.28 | 0.30 | 0.37 | 0.47 | 0.30 | 0.42 | 0.34 |
| | SEATTLE CHERRY | 0 | 18,622 | 211 | 1.13 | 0.96 | 1.55 | 1.08 | 0.51 | 0.78 | 0.91 | 0.91 | 0.86 | 0.77 | 1.21 | 1.35 |
| | SEATTLE DUWAMISH | 0 | 8,159 | 71 | 0.87 | 0.66 | 1.00 | 0.69 | 0.50 | 0.47 | 0.40 | 0.49 | 0.46 | 0.68 | 0.78 | 0.78 |
| | SEATTLE EAST | 0 | 17,977 | 125 | 0.70 | 0.59 | 0.70 | 0.46 | 0.37 | 0.50 | 0.55 | 0.47 | 0.46 | 0.49 | 0.67 | 0.43 |
| | SEATTLE ELLIOT | 0 | 4,765 | 7 | 0.15 | 0.23 | 0.29 | 0.31 | 0.40 | 0.20 | 0.20 | 0.26 | 0.12 | 0.14 | 0.23 | 0.21 |
| | SEATTLE EMERSON | 0 | 17,161 | 163 | 0.95 | 0.73 | 1.03 | 0.67 | 0.56 | 0.64 | 0.56 | 0.47 | 0.55 | 0.54 | 0.57 | 0.48 |
| | SEATTLE LAKEVIEW | 0 | 15,355 | 137 | 0.89 | 0.77 | 0.93 | 0.63 | 0.47 | 0.55 | 0.53 | 0.57 | 0.60 | 0.60 | 0.85 | 0.79 |
| | SEATTLE LAKEVIEW | 0 | 25,223 | 48 | 0.19 | 0.14 | 0.19 | 0.21 | 0.21 | 0.08 | 0.16 | 0.13 | 0.19 | 0.17 | 0.16 | 0.14 |
| | SEATTLE MAIN | 0 | 5,417 | 28 | 0.52 | 0.81 | 1.22 | 1.04 | 0.55 | 0.65 | 0.84 | 0.84 | 0.59 | 0.33 | 0.79 | 0.70 |
| | SEATTLE MERCER ISLAND (ADAMS) | 0 | 11,542 | 102 | 0.88 | 1.16 | 1.25 | 0.82 | 0.56 | 0.60 | 0.71 | 0.84 | 0.77 | 0.96 | 1.13 | 1.09 |
| | SEATTLE PARKWAY | 0 | 12,855 | 136 | 1.06 | 0.72 | 0.93 | 0.60 | 0.48 | 0.50 | 0.67 | 0.61 | 0.45 | 0.69 | 0.54 | 0.43 |
| | SEATTLE SUNSET | 0 | 11,977 | 92 | 0.77 | 0.86 | 1.15 | 0.75 | 0.47 | 0.62 | 0.54 | 0.66 | 0.75 | 0.67 | 0.87 | 0.67 |
| | SEATTLE WEST | 0 | 9,212 | 80 | 0.87 | 0.84 | 1.00 | 0.66 | 0.45 | 1.00 | 0.79 | 0.77 | 0.68 | 0.43 | 0.56 | 0.64 |
| | SEATTLE WEST | 0 | 9,021 | 123 | 1.36 | 1.12 | 1.32 | 0.89 | 0.65 | 1.14 | 0.85 | 0.87 | 0.93 | 1.00 | 1.08 | 1.27 |
| | SEATTLE WEST | 0 | 7,706 | 109 | 1.41 | 1.06 | 0.88 | 0.74 | 0.47 | 0.64 | 0.52 | 0.44 | 0.59 | 0.70 | 0.70 | 0.71 |
| | SEATTLE WEST | 0 | 69,674 | 733 | 1.05 | 1.11 | 1.34 | 1.01 | 0.65 | 0.97 | 1.01 | 0.97 | 0.74 | 0.82 | 1.01 | 0.82 |
| | SEATTLE WEST | 0 | 1,649 | 15 | 0.91 | 1.92 | 3.08 | 0.98 | 0.97 | 1.14 | 1.13 | 2.18 | 0.61 | 1.16 | 0.77 | 1.08 |
| | SEATTLE WEST | 0 | 9,615 | 99 | 1.03 | 1.09 | 1.66 | 1.15 | 0.71 | 1.09 | 1.13 | 1.18 | 0.82 | 0.95 | 1.18 | 1.02 |
| | SEATTLE WEST | 0 | 7,613 | 113 | 1.48 | 1.70 | 1.51 | 1.23 | 0.91 | 1.23 | 0.91 | 1.21 | 0.97 | 1.11 | 1.44 | 0.96 |
| | SEATTLE WEST | 0 | 6,524 | 54 | 0.83 | 1.06 | 1.25 | 0.66 | 0.54 | 0.74 | 0.85 | 0.83 | 0.55 | 0.63 | 1.23 | 0.78 |
| | SEATTLE WEST | 0 | 4,668 | 38 | 0.81 | 0.89 | 0.94 | 0.66 | 0.46 | 0.86 | 1.00 | 0.99 | 0.54 | 0.87 | 0.71 | 0.70 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | 10,068 | 113 | 1.12 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.86 | 0.84 | 0.54 | 0.71 | 1.02 | 0.79 |
| | SEATTLE WEST | 0 | | | | | | | | | | | | | | |

WASHINGTON TROUBLE REPORT RATE - JANUARY 2013

| WIRECENTER | | STD EXD CNT | LINES | RPTS | JAN-13 RATE | DEC-12 RATE | NOV-12 RATE | OCT-12 RATE | SEP-12 RATE | AUG-12 RATE | JUL-12 RATE | JUN-12 RATE | MAY-12 RATE | APR-12 RATE | MAR-12 RATE | FEB-12 RATE |
|------------|---------------------------------|-------------------|---------|------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| STANDARD | | 0 | 19,051 | 158 | 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 WALNUT | 0 | 10,486 | 143 | 1.36 | 1.31 | 1.10 | 1.03 | 0.79 | 1.34 | 1.20 | 0.82 | 0.93 | 0.64 | 0.85 | 0.70 |
| | SPOKANE WHITWORTH | 1 | 1,400 | 41 | 2.93 | 2.05 | 1.39 | 3.30 | 1.16 | 4.80 | 2.49 | 3.05 | 2.11 | 3.81 | 0.85 | 1.11 |
| | SPRINGDALE | 0 | 7,955 | 73 | 0.92 | 1.09 | 1.21 | 0.97 | 0.50 | 1.15 | 1.39 | 0.98 | 1.09 | 0.79 | 1.05 | 1.81 |
| | SUMNER (BONNEYLAKE) | 0 | 77,447 | 808 | 1.04 | 1.07 | 1.20 | 0.86 | 0.72 | 0.65 | 0.73 | 0.66 | 0.79 | 0.69 | 0.82 | 0.99 |
| | TACOMA | 0 | 1,575 | 6 | 0.38 | 0.57 | 0.51 | 0.36 | 0.24 | 0.35 | 0.35 | 0.88 | 0.64 | 0.41 | 0.40 | 0.34 |
| | TACOMA FORT LEWIS | 0 | 10,374 | 127 | 1.22 | 1.31 | 1.38 | 1.14 | 0.77 | 0.77 | 0.85 | 0.64 | 1.16 | 0.93 | 1.01 | 0.99 |
| | TACOMA GREENFIELD | 0 | 10,684 | 108 | 1.01 | 0.99 | 1.28 | 0.88 | 0.82 | 0.68 | 1.13 | 0.69 | 0.78 | 0.70 | 0.89 | 1.09 |
| | TACOMA JUNIPER | 0 | 12,594 | 154 | 1.22 | 1.48 | 1.20 | 1.05 | 0.83 | 0.83 | 0.78 | 0.70 | 1.03 | 0.99 | 1.05 | 1.50 |
| | TACOMA LENNOX | 0 | 7,851 | 74 | 0.94 | 1.08 | 1.27 | 0.64 | 0.44 | 0.75 | 0.58 | 0.59 | 0.43 | 0.57 | 0.63 | 0.79 |
| | TACOMA LOGAN | 0 | 9,401 | 49 | 0.52 | 0.60 | 1.11 | 0.51 | 0.54 | 0.50 | 0.50 | 0.51 | 0.47 | 0.41 | 0.44 | 0.72 |
| | TACOMA MARKET (FAWCETT) | 0 | 7,974 | 118 | 1.48 | 1.29 | 1.39 | 1.07 | 0.46 | 0.47 | 0.71 | 0.75 | 0.85 | 0.69 | 0.91 | 0.97 |
| | TACOMA SKYLINE | 0 | 3,260 | 51 | 1.56 | 0.96 | 1.16 | 0.74 | 1.11 | 0.52 | 0.71 | 0.56 | 0.97 | 0.41 | 0.87 | 1.02 |
| | TACOMA WAVERLY-2 | 0 | 13,734 | 121 | 0.88 | 0.85 | 1.02 | 0.81 | 0.93 | 0.57 | 0.61 | 0.72 | 0.68 | 0.60 | 0.75 | 0.85 |
| | TACOMA WAVERLY-7 | 0 | 45,096 | 465 | 1.03 | 0.99 | 1.13 | 0.91 | 0.65 | 0.77 | 0.63 | 0.73 | 0.90 | 0.75 | 0.91 | 0.78 |
| | VANCOUVER | 0 | 22,934 | 212 | 0.92 | 0.90 | 1.08 | 0.91 | 0.59 | 0.74 | 0.57 | 0.73 | 0.80 | 0.66 | 0.76 | 0.61 |
| | VANCOUVER ORCHARDS | 0 | 12,941 | 123 | 0.95 | 1.08 | 1.18 | 0.91 | 0.65 | 0.85 | 0.65 | 0.83 | 1.07 | 0.95 | 1.03 | 0.81 |
| | VANCOUVER OXFORD | 0 | 9,221 | 130 | 1.41 | 1.07 | 1.18 | 0.91 | 0.81 | 0.71 | 0.74 | 0.58 | 0.94 | 0.69 | 1.10 | 1.15 |
| | VANCOUVER SALMON CRK(NORTH) | 1 | 398 | 3 | 0.75 | 2.00 | 4.25 | 1.00 | 1.00 | 0.49 | 0.98 | 2.91 | 1.21 | 2.64 | 1.91 | 2.35 |
| | WATTSBURG | 0 | 9,666 | 71 | 0.73 | 0.78 | 1.44 | 1.02 | 0.59 | 0.68 | 0.68 | 1.04 | 0.94 | 1.01 | 0.92 | 0.67 |
| | WALLA WALLA (INCL TOUCHET) | 0 | 804 | 16 | 1.99 | 2.21 | 2.30 | 1.68 | 0.47 | 0.94 | 1.05 | 0.80 | 1.60 | 1.35 | 1.12 | 0.99 |
| | WARDEN | 0 | 1,680 | 26 | 1.55 | 1.95 | 1.35 | 1.59 | 0.77 | 1.11 | 0.58 | 0.98 | 1.37 | 0.91 | 1.71 | 0.86 |
| | WINLOCK | 0 | 26,528 | 171 | 0.64 | 0.77 | 0.72 | 0.85 | 0.73 | 0.90 | 1.19 | 0.69 | 1.10 | 0.88 | 0.65 | 0.63 |
| | YAKIMA | 0 | 17,412 | 120 | 0.69 | 0.70 | 0.69 | 0.81 | 0.69 | 0.82 | 1.03 | 0.65 | 1.14 | 0.98 | 0.63 | 0.67 |
| | YAKIMA CHESTNUT | 0 | 9,116 | 51 | 0.56 | 0.91 | 0.77 | 0.92 | 0.80 | 1.06 | 1.51 | 0.77 | 1.01 | 0.70 | 0.68 | 0.56 |
| | YAKIMA WEST | 0 | 3,814 | 46 | 1.21 | 1.57 | 1.43 | 1.90 | 1.00 | 1.08 | 1.09 | 1.21 | 1.24 | 0.96 | 1.20 | 0.86 |
| | Exchanges in Neighboring States | 0 | 808,095 | 8135 | 1.01 | 1.03 | 1.17 | 0.90 | 0.66 | 0.82 | 0.84 | 0.79 | 0.80 | 0.75 | 0.85 | 0.90 |
| | CLARKSTON | 0 | | | | | | | | | | | | | | |
| | TOTALS | 0 | | | | | | | | | | | | | | |

WASHINGTON TRUNK BLOCKING SUMMARY - JANUARY 2013

| TRUNK | # OF TRK GRPS | # OF TRK GRPS EXCEEDING STANDARD | % OF TRK GRPS BLOCKED |
|-------|---------------|----------------------------------|-----------------------|
| E911 | 127 | 0 | 0.00% |
| LOCAL | 351 | 0 | 0.00% |
| TOLL | 372 | 2 | 0.54% |

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Blanks in the report indicate no activity for the measure.

WASHINGTON TRUNK BLOCKING - JANUARY 2013

| TRUNK GROUP ID | CIS | A LOCATION | Z LOCATION | TYPE OF CALLS CARRIED | DIRECTION | % BLOCK | DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE |
|----------------|-----|------------|------------|-----------------------|-----------|---------|--|
| AP072420 | 168 | | | TOLL | TWO_WAY | 1.24% | 1x blkng 01/24/13-1200 issued sa tgsr to customer |
| AP072421 | 168 | | | TOLL | TWO_WAY | 1.81% | 2x blkng 01/14/13-1800, 01/15/13-1600 issued sa tgsr to customer |

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JANUARY 2013

| MEASURE | MARKET UNIT | JAN-13 | FEB-13 | MAR-13 |
|--|-------------|--------|--------|--------|
| Number of Scheduled Appointments (dispatched orders) | RES | | | |
| Number of Scheduled Appointments (dispatched orders) missed due to Company reasons | RES | | | |
| Number of Scheduled Appointments (dispatched orders) missed due to customer reasons | RES | | | |
| Number of Scheduled Commitments (non-dispatched orders) | RES | | | |
| Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons | RES | | | |
| Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons | RES | | | |
| Number Exclusions | RES | | | |
| Number of Scheduled Appointments (dispatched orders) | BUS | | | |
| Number of Scheduled Appointments (dispatched orders) missed due to Company reasons | BUS | | | |
| Number of Scheduled Appointments (dispatched orders) missed due to customer reasons | BUS | | | |
| Number of Scheduled Commitments (non-dispatched orders) | BUS | | | |
| Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons | BUS | | | |
| Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons | BUS | | | |
| Number Exclusions | BUS | | | |
| Number of Scheduled Appointments (dispatched tickets) | RES | | | |
| Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons. | RES | | | |

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JANUARY 2013

| MEASURE | MARKET UNIT | JAN-13 | FEB-13 | MAR-13 |
|---|-------------|--------|--------|--------|
| Number of Scheduled Appointments (dispatched orders) | RES | | | |
| Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons. | RES | | | |
| Number of Scheduled Commitments (non-dispatched tickets) | RES | | | |
| Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons | RES | | | |
| Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons | RES | | | |
| Number Exclusions | RES | | | |
| Number of Scheduled Appointments (dispatched tickets) | BUS | | | |
| Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons. | BUS | | | |
| Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons. | BUS | | | |
| Number of Scheduled Commitments (non-dispatched tickets) | BUS | | | |
| Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons | BUS | | | |
| Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons | BUS | | | |
| Number Exclusions | BUS | | | |
| Total amount of missed appointments credits paid | RES | | | |
| Number of customers receiving credits for company missed appointments/commitments-install | RES | | | |
| Total amount of missed appointments credits paid | BUS | | | |

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JANUARY 2013

| MEASURE | MARKET UNIT | JAN-13 | FEB-13 | MAR-13 |
|---|-------------|--------|--------|--------|
| Number of Scheduled Appointments (dispatched orders) | RES | | | |
| Number of customers receiving credits for company missed appointments/commitments-Install | BUS | | | |
| Total amount of missed appointments credits paid | RES | | | |
| Number of customers receiving credits for company missed appointments/commitments-Repair | RES | | | |
| Total amount of missed appointments credits paid | BUS | | | |
| Number of customers receiving credits for company missed appointments/commitments-Repair | BUS | | | |
| Count of All Orders | RES | | | |
| WA Completed Orders for Primary Service installed within 5 business days | RES | | | |
| Number of credits-First Month's Charge(HO Recurring) | RES | | | |
| Amount of credit-First Month's Charge(HO Recur) | RES | | | |
| Number of credits-Installation (HO NonRecur) | RES | | | |
| Amount of credits-Installation (Ho NonRecur) | RES | | | |
| Number of Voice Mail Nonrecurring Credits | RES | | | |
| Amount of Voice Mail Nonrecurring Credits | RES | | | |
| Number of Remote Call Fwrding-Non-Recurring | RES | | | |
| Amount of Remote Call Fwrding-Non-Recurring | RES | | | |

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JANUARY 2013

| MEASURE | MARKET UNIT | JAN-13 | FEB-13 | MAR-13 |
|---|-------------|--------|--------|--------|
| Number of Scheduled Appointments (dispatched orders) | RES | | | |
| Count of All Orders | BUS | | | |
| WA Completed Orders for Primary Service installed within 5 business days | BUS | | | |
| Number of credits-First Month's Charge(HO Recurring) | BUS | | | |
| Amount of credit-First Month's Charge(HO Recur) | BUS | | | |
| Number of credits-Installation (HO NonRecur) | BUS | | | |
| Amount of credits-Installation (Ho NonRecur) | BUS | | | |
| Number of Voice Mail Nonrecurring Credits | BUS | | | |
| Amount of Voice Mail Nonrecurring Credits | BUS | | | |
| Number of Remote Call Fwrding-Non-Recurring | BUS | | | |
| Amount of Remote Call Fwrding-Non-Recurring | BUS | | | |
| Number of out of service repair reports cleared within two working days | RES | | | |
| Percentage of out of service repair reports cleared within two working days | RES | | | |
| Number of out of service repair reports not cleared within two working days minus exceptions. | RES | | | |
| Percentage of out of service repair reports not cleared within two working days minus exceptions. | RES | | | |
| Total amount of two day out of service condition credits | RES | | | |

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JANUARY 2013

| MEASURE | MARKET UNIT | JAN-13 | FEB-13 | MAR-13 |
|--|-------------|--------|--------|--------|
| Number of Scheduled Appointments (dispatched orders) | RES | | | |
| Total amount of two day out of service condition credit exceptions | RES | | | |
| No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor | RES | | | |
| Number of two day out of service condition credit exceptions for Weather Related Events | RES | | | |
| Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foilage, etc.) | RES | | | |
| No. of two day OOS credit exceptions because customer requested date beyond standard commitment date | RES | | | |
| Number of out of service repair reports cleared within two working days | BUS | | | |
| Percentage of out of service repair reports cleared within two working days | BUS | | | |
| Number of out of service repair reports not cleared within two working days minus exceptions. | BUS | | | |
| Percentage of out of service repair reports not cleared within two working days minus exceptions. | BUS | | | |
| Total amount of two day out of service condition credits | BUS | | | |
| Total amount of two day out of service condition credit exceptions | BUS | | | |
| No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor | BUS | | | |
| Number of two day out of service condition credit exceptions for Weather Related Events | BUS | | | |
| Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foilage, etc.) | BUS | | | |
| No. of two day OOS credit exceptions because customer requested date beyond standard commitment date | BUS | | | |

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JANUARY 2013

| MEASURE | MARKET UNIT | JAN-13 | FEB-13 | MAR-13 |
|--|-------------|--------|--------|--------|
| Number of Scheduled Appointments (dispatched orders) | RES | | | |
| Number of out of service repair reports cleared within seven calendar days | RES | | | |
| Percentage of out of service repair reports cleared within seven calendar days | RES | | | |
| Number of out of service repair reports not cleared within seven calendar days minus exceptions. | RES | | | |
| Percentage of out of service repair reports not cleared within seven calendar days minus exceptions. | RES | | | |
| Total amount of seven day out of service condition credits | RES | | | |
| Total amount of seven day out of service condition credit exceptions | RES | | | |
| No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor | RES | | | |
| Number of seven day out of service condition credit exceptions for Weather Related Events | RES | | | |
| Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foilage, etc.) | RES | | | |
| No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date | RES | | | |
| Number of out of service repair reports cleared within seven calendar days | BUS | | | |
| Percentage of out of service repair reports cleared within seven calendar days | BUS | | | |
| Number of out of service repair reports not cleared within seven calendar days minus exceptions. | BUS | | | |
| Percentage of out of service repair reports not cleared within seven calendar days minus exceptions. | BUS | | | |
| Total amount of seven day out of service condition credit exceptions | BUS | | | |
| No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor | BUS | | | |

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JANUARY 2013

| MEASURE | MARKET UNIT | JAN-13 | FEB-13 | MAR-13 |
|--|-------------|--------|--------|--------|
| Number of Scheduled Appointments (dispatched orders) | RES | | | |
| Number of seven day out of service condition credit exceptions for Weather Related Events | BUS | | | |
| Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foilage, etc.) | BUS | | | |
| No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date | BUS | | | |

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