

Washington Service Quality Summary Report - DECEMBER 2012

| METRIC DESCRIPTION | JANUARY 2012 | | | FEBRUARY 2012 | | | MARCH 2012 | | |
|---|--------------|-------|---------|---------------|-------|---------|------------|-------|---------|
| | NUM | DENOM | RESULT | NUM | DENOM | RESULT | NUM | DENOM | RESULT |
| OOS Tickets Cleared Within 48 Hrs | 3,443 | 3,963 | 86.88% | 2,287 | 2,498 | 91.55% | 2,372 | 2,452 | 96.74% |
| OOS Tickets Not Cleared Within 48 Hrs | 520 | 1 | 520 | 211 | 1 | 211 | 80 | 1 | 80 |
| Number of OOS Exemptions | 447 | 1 | 447 | 121 | 1 | 121 | 58 | 1 | 58 |
| All Other Repairs Cleared LT < 72 Hrs | 7,421 | 7,687 | 96.54% | 6,041 | 6,152 | 98.20% | 5,319 | 5,345 | 99.51% |
| All Other Troubles Cleared GTR > 72 Hrs | 266 | 1 | 266 | 111 | 1 | 111 | 26 | 1 | 26 |
| All Other Troubles Cleared GTR > 72 Hrs - Force Majeure | 323 | 1 | 323 | 96 | 1 | 96 | 2 | 1 | 2 |
| Physically Obstructed All Other Troubles Cleared > 72 Hrs | 28 | 1 | 28 | 31 | 1 | 31 | 41 | 1 | 41 |
| Repair Force Majeure Exclusions | 256 | 1 | 256 | 115 | 1 | 115 | 29 | 1 | 29 |
| Repair Physically Obstructed Exclusions | 31 | 1 | 31 | 28 | 1 | 28 | 28 | 1 | 28 |
| Installation Appointments Met | 3,150 | 3,347 | 94.11% | 3,053 | 3,251 | 93.91% | 2,884 | 3,006 | 95.94% |
| Repair Appointments Met | 2,347 | 2,810 | 83.52% | 2,654 | 3,170 | 83.72% | 2,580 | 2,954 | 87.34% |
| Provisioning Missed for Company Reasons | 121 | 1 | 121 | 178 | 1 | 178 | 156 | 1 | 156 |
| Provisioning Missed for Customer Reasons | 685 | 1 | 685 | 638 | 1 | 638 | 652 | 1 | 652 |
| % of Switches Delivering Dial Tone Within 3 seconds | 5,792 | 5,792 | 100.00% | 5,395 | 5,395 | 100.00% | 5,606 | 5,606 | 100.00% |

Washington Service Quality Summary Report - DECEMBER 2012

| METRIC DESCRIPTION | APRIL 2012 | | | MAY 2012 | | | JUNE 2012 | | |
|---|------------|-------|---------|----------|-------|---------|-----------|-------|--------|
| | NUM | DENOM | RESULT | NUM | DENOM | RESULT | NUM | DENOM | RESULT |
| OOS Tickets Cleared Within 48 Hrs | 2,044 | 2,108 | 96.96% | 2,431 | 2,466 | 98.58% | 2,407 | 2,459 | 97.89% |
| OOS Tickets Not Cleared Within 48 Hrs | 64 | 1 | 64 | 35 | 1 | 35 | 52 | 1 | 52 |
| Number of OOS Exemptions | 50 | 1 | 50 | 26 | 1 | 26 | 56 | 1 | 56 |
| All Other Repairs Cleared LT < 72 Hrs | 4,702 | 4,725 | 99.51% | 4,757 | 4,771 | 99.71% | 4,601 | 4,615 | 99.70% |
| All Other Troubles Cleared GTR > 72 Hrs | 23 | 1 | 23 | 14 | 1 | 14 | 14 | 1 | 14 |
| All Other Troubles Cleared GTR > 72 Hrs - Force Majeure | 1 | 1 | 1 | 4 | 1 | 4 | 5 | 1 | 5 |
| Physically Obstructed All Other Troubles Cleared > 72 Hrs | 21 | 1 | 21 | 12 | 1 | 12 | 24 | 1 | 24 |
| Repair Force Majeure Exclusions | 23 | 1 | 23 | 36 | 1 | 36 | 49 | 1 | 49 |
| Repair Physically Obstructed Exclusions | 24 | 1 | 24 | 34 | 1 | 34 | 33 | 1 | 33 |
| Installation Appointments Met | 2,456 | 2,562 | 95.86% | 2,552 | 2,696 | 94.66% | 2,616 | 2,752 | 95.06% |
| Repair Appointments Met | 2,082 | 2,400 | 86.75% | 2,165 | 2,482 | 87.23% | 2,097 | 2,444 | 85.80% |
| Provisioning Missed for Company Reasons | 174 | 1 | 174 | 148 | 1 | 148 | 140 | 1 | 140 |
| Provisioning Missed for Customer Reasons | 523 | 1 | 523 | 601 | 1 | 601 | 556 | 1 | 556 |
| % of Switches Delivering Dial Tone Within 3 seconds | 5,617 | 5,617 | 100.00% | 5,818 | 5,818 | 100.00% | 5,375 | 5,376 | 99.98% |

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - DECEMBER 2012

| METRIC DESCRIPTION | JULY 2012 | | | AUGUST 2012 | | | SEPTEMBER 2012 | | |
|---|-----------|-------|--------|-------------|-------|---------|----------------|-------|---------|
| | NUM | DENOM | RESULT | NUM | DENOM | RESULT | NUM | DENOM | RESULT |
| OOS Tickets Cleared Within 48 Hrs | 2,403 | 2,541 | 94.57% | 2,071 | 2,205 | 93.92% | 1,666 | 1,809 | 92.10% |
| OOS Tickets Not Cleared Within 48 Hrs | 138 | 1 | 138 | 134 | 1 | 134 | 143 | 1 | 143 |
| Number of OOS Exemptions | 84 | 1 | 84 | 76 | 1 | 76 | 58 | 1 | 58 |
| All Other Repairs Cleared LT < 72 Hrs | 4,956 | 4,998 | 99.16% | 4,876 | 4,914 | 99.23% | 3,878 | 3,924 | 98.83% |
| All Other Troubles Cleared GTR > 72 Hrs | 42 | 1 | 42 | 38 | 1 | 38 | 46 | 1 | 46 |
| All Other Troubles Cleared GTR > 72 Hrs - Force Majeure | 2 | 1 | 2 | 5 | 1 | 5 | 2 | 1 | 2 |
| Physically Obstructed All Other Troubles Cleared > 72 Hrs | 31 | 1 | 31 | 21 | 1 | 21 | 33 | 1 | 33 |
| Repair Force Majeure Exclusions | 41 | 1 | 41 | 23 | 1 | 23 | 19 | 1 | 19 |
| Repair Physically Obstructed Exclusions | 48 | 1 | 48 | 44 | 1 | 44 | 29 | 1 | 29 |
| Installation Appointments Met | 2,516 | 2,714 | 92.70% | 2,534 | 2,720 | 93.16% | 2,229 | 2,377 | 93.77% |
| Repair Appointments Met | 2,476 | 2,926 | 84.62% | 2,107 | 2,478 | 85.03% | 1,815 | 2,110 | 86.02% |
| Provisioning Missed for Company Reasons | 173 | 1 | 173 | 165 | 1 | 165 | 141 | 1 | 141 |
| Provisioning Missed for Customer Reasons | 668 | 1 | 668 | 695 | 1 | 695 | 594 | 1 | 594 |
| % of Switches Delivering Dial Tone Within 3 seconds | 5,793 | 5,794 | 99.98% | 5,811 | 5,811 | 100.00% | 5,606 | 5,606 | 100.00% |

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Washington Service Quality Summary Report - DECEMBER 2012

| METRIC DESCRIPTION | OCTOBER 2012 | | | NOVEMBER 2012 | | | DECEMBER 2012 | | |
|---|--------------|-------|--------|---------------|-------|---------|---------------|-------|---------|
| | NUM | DENOM | RESULT | NUM | DENOM | RESULT | NUM | DENOM | RESULT |
| OOS Tickets Cleared Within 48 Hrs | 2,235 | 2,358 | 94.78% | 2,598 | 3,196 | 81.29% | 2,088 | 2,659 | 78.53% |
| OOS Tickets Not Cleared Within 48 Hrs | 123 | 1 | 123 | 598 | 1 | 598 | 571 | 1 | 571 |
| Number of OOS Exemptions | 63 | 1 | 68 | 161 | 1 | 161 | 167 | 1 | 167 |
| All Other Repairs Cleared LT < 72 Hrs | 5,330 | 5,380 | 99.07% | 6,584 | 6,699 | 98.28% | 5,669 | 5,847 | 96.96% |
| All Other Troubles Cleared GTR > 72 Hrs | 50 | 1 | 50 | 115 | 1 | 115 | 178 | 1 | 178 |
| All Other Troubles Cleared GTR > 72 Hrs - Force Majeure | 0 | 1 | 0 | 5 | 1 | 5 | 8 | 1 | 8 |
| Physically Obstructed All Other Troubles Cleared > 72 Hrs | 26 | 1 | 26 | 79 | 1 | 79 | 82 | 1 | 82 |
| Repair Force Majeure Exclusions | 30 | 1 | 30 | 99 | 1 | 99 | 63 | 1 | 63 |
| Repair Physically Obstructed Exclusions | 35 | 1 | 35 | 78 | 1 | 78 | 73 | 1 | 73 |
| Installation Appointments Met | 2,592 | 2,770 | 93.57% | 2,189 | 2,351 | 93.11% | 1,803 | 1,941 | 92.89% |
| Repair Appointments Met | 2,309 | 2,697 | 85.61% | 2,818 | 3,275 | 86.05% | 2,485 | 2,963 | 83.87% |
| Provisioning Missed for Company Reasons | 151 | 1 | 151 | 146 | 1 | 146 | 170 | 1 | 170 |
| Provisioning Missed for Customer Reasons | 600 | 1 | 600 | 583 | 1 | 583 | 530 | 1 | 530 |
| % of Switches Delivering Dial Tone Within 3 seconds | 5,749 | 5,750 | 99.98% | 5,612 | 5,612 | 100.00% | 6,007 | 6,007 | 100.00% |

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - DECEMBER 2012
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 | | | | | | 99.00% | | 99.00% | |
| ABERDEEN-HOQUIAM | | 58 | 1 | 3.00 | 1 | 98.28% | 0 | 100.00% | 0 |
| AUBURN | | 124 | 3 | 52.00 | 4 | 96.77% | 0 | 100.00% | 0 |
| BAINBRIDGE ISLAND | | 42 | 0 | | 1 | 97.62% | 0 | 100.00% | 0 |
| BATTLEGROUND | | 47 | 2 | 4.00 | 2 | 95.74% | 0 | 100.00% | 0 |
| BELFAIR | | 31 | 2 | 10.50 | 0 | 100.00% | 0 | 100.00% | 0 |
| BELLEVUE | | 170 | 4 | 142.50 | 5 | 97.06% | 0 | 100.00% | 1 |
| | | 57 | 0 | | 0 | 100.00% | 0 | 100.00% | 0 |
| BELLEVUE GLENCOURT | | | | 142.50 | 5 | 95.58% | 0 | 100.00% | 1 |
| BELLEVUE-SHERWOOD | | 113 | 4 | 56.50 | 3 | 97.69% | 0 | 100.00% | 0 |
| BELLINGHAM | | 130 | 2 | | 0 | 100.00% | 0 | 100.00% | 0 |
| | | 12 | 0 | | 0 | | | | |
| BELLINGHAM LUMMI | | | | 56.50 | 3 | 97.46% | 0 | 100.00% | 0 |
| BELLINGHAM REGENT | | 118 | 2 | | 0 | 100.00% | 0 | 100.00% | 0 |
| | | 5 | 2 | 126.00 | 0 | 100.00% | 0 | 100.00% | 0 |
| BLACK DIAMOND | | 125 | 5 | 6.80 | 2 | 98.40% | 0 | 100.00% | 0 |
| BREMERTON | | 20 | 1 | 17.00 | 1 | 95.00% | 0 | 100.00% | 0 |
| | | 101 | 4 | 4.25 | 1 | 99.01% | 0 | 100.00% | 0 |
| BREMERTON CROSBY | | | | | 0 | 100.00% | 0 | 100.00% | 0 |
| BREMERTON ESSEX | | 4 | 0 | | 0 | 100.00% | 0 | 100.00% | 0 |
| BREMERTON SUNNYSLOPE | | | | | 0 | 100.00% | 0 | 100.00% | 0 |
| | | 11 | 0 | | 0 | 100.00% | 0 | 100.00% | 0 |
| BUCKLEY | | 19 | 0 | | 0 | 100.00% | 0 | 100.00% | 0 |
| CASTLE ROCK | | 42 | 0 | | 0 | 100.00% | 0 | 100.00% | 0 |
| CENTRALIA | | 49 | 1 | 299.00 | 0 | 100.00% | 0 | 100.00% | 1 |
| CHEHALIS | | 39 | 1 | 299.00 | 0 | 100.00% | 0 | 100.00% | 1 |
| | | 10 | 0 | | 0 | 100.00% | 0 | 100.00% | 0 |
| CHEHALIS | | 6 | 0 | | 0 | 100.00% | 0 | 100.00% | 0 |
| | | 8 | 0 | | 0 | 100.00% | 0 | 100.00% | 0 |
| CLE-ELUM | | 34 | 2 | 52.50 | 0 | 100.00% | 0 | 100.00% | 0 |
| COLFAX | | 13 | 0 | | 3 | 76.92% | 0 | 100.00% | 0 |
| COLVILLE | | 15 | 1 | 48.00 | 1 | 93.33% | 0 | 100.00% | 0 |
| COPALIS(OCEAN SHORES) | | 7 | 0 | | 2 | 71.43% | 0 | 100.00% | 0 |
| COULEE DAM | | 7 | 2 | 1.00 | 0 | 100.00% | 0 | 100.00% | 0 |
| CRYSTAL MTN | | | | | | | | | |
| DAYTON | | | | | | | | | |

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 - DECEMBER 2012
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% | |
| DEER PARK | | 40 | 0 | | 3 | 92.50% | 0 | 100.00% | |
| DES MOINES | | 121 | 8 | 54.00 | 1 | 99.17% | 0 | 100.00% | |
| | DES MOINES | 54 | 0 | | 0 | 100.00% | 0 | 100.00% | |
| | DES MOINES FEDERAL WAY | 67 | 8 | 54.00 | 1 | 98.51% | 0 | 100.00% | |
| EASTON | | 4 | 0 | | 0 | 100.00% | 0 | 100.00% | |
| ELK | | 14 | 1 | 52.00 | 1 | 92.86% | 0 | 100.00% | |
| ENUMCLAW | | 26 | 0 | | 0 | 100.00% | 0 | 100.00% | |
| EPHRATA | | 13 | 0 | | 0 | 100.00% | 0 | 100.00% | |
| GRAHAM | | 69 | 7 | 23.14 | 2 | 97.10% | 0 | 100.00% | |
| GREEN BLUFF | | 9 | 2 | 39.50 | 1 | 88.89% | 0 | 100.00% | |
| HOODSPORT | | 9 | 0 | | 0 | 100.00% | 0 | 100.00% | |
| ISSAGUAH | | 47 | 2 | 54.00 | 1 | 97.87% | 0 | 100.00% | |
| KENT | | 230 | 4 | 86.50 | 3 | 98.70% | 0 | 100.00% | 1 |
| | KENT MERIDIAN | 81 | 2 | 106.50 | 2 | 97.53% | 0 | 100.00% | 1 |
| | KENT O BRIEN | 18 | 1 | 34.00 | 0 | 100.00% | 0 | 100.00% | |
| | KENT ULRICH | 131 | 1 | 99.00 | 1 | 99.24% | 0 | 100.00% | |
| LIBERTY LAKE | | 2 | 2 | 37.00 | 0 | 100.00% | 0 | 100.00% | |
| LONGVIEW-KELSO | | 129 | 1 | 7.00 | 4 | 96.90% | 0 | 100.00% | |
| LOON LAKE | | 3 | 1 | 25.00 | 0 | 100.00% | 0 | 100.00% | |
| MAPLE VALLEY | | 35 | 2 | 13.00 | 3 | 91.43% | 0 | 100.00% | |
| MOSES LAKE | | 60 | 3 | 12.00 | 1 | 98.33% | 0 | 100.00% | |
| | MOSES LAKE AFB | 8 | 0 | | 0 | 100.00% | 0 | 100.00% | |
| | MOSES LAKE ALDER | 52 | 3 | 12.00 | 1 | 98.08% | 0 | 100.00% | |
| NEWMAN LAKE | | 7 | 1 | 11.00 | 0 | 100.00% | 0 | 100.00% | |
| NORTHPORT | | 8 | 0 | | 1 | 87.50% | 0 | 100.00% | |
| OLYMPIA | | 272 | 6 | 25.33 | 8 | 97.06% | 0 | 100.00% | |
| | OLYMPIA EVERGREEN | 14 | 0 | | 2 | 85.71% | 0 | 100.00% | |
| | OLYMPIA LACEY | 123 | 2 | 6.50 | 2 | 98.37% | 0 | 100.00% | |
| | OLYMPIA WHITEHALL | 135 | 4 | 34.75 | 4 | 97.04% | 0 | 100.00% | |

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| 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% | |
| OMAK-OKANOGAN | | 36 | 3 | 23.67 | 3 | 91.67% | 0 | 100.00% | 0 |
| OROVILLE | | 11 | 0 | | 0 | 100.00% | 0 | 100.00% | 0 |
| OTHELLO | | 37 | 2 | 45.50 | 2 | 94.59% | 0 | 100.00% | 0 |
| PASCO | | 67 | 4 | 50.50 | 0 | 100.00% | 0 | 100.00% | 0 |
| PATEROS | | 2 | 0 | | 0 | 100.00% | 0 | 100.00% | 0 |
| POMEROY | | 7 | 0 | | 0 | 100.00% | 0 | 100.00% | 0 |
| PT. ANGELES | | 43 | 2 | 66.00 | 0 | 100.00% | 0 | 100.00% | 0 |
| | PT ANGELES JOYCE | 2 | 0 | | 0 | 100.00% | 0 | 100.00% | 0 |
| | PT. ANGELES | 41 | 2 | 66.00 | 0 | 100.00% | 0 | 100.00% | 0 |
| PT. LUDLOW | | 10 | 0 | 14.00 | 2 | 96.77% | 0 | 100.00% | 0 |
| PT. ORCHARD | | 62 | 2 | 0.00 | 0 | 100.00% | 0 | 100.00% | 0 |
| | PORT ORCHARD COLBY | 14 | 1 | 28.00 | 2 | 95.83% | 0 | 100.00% | 0 |
| | PT. ORCHARD | 48 | 1 | 0.00 | 2 | 95.45% | 0 | 100.00% | 0 |
| PT. TOWNSEND | | 44 | 1 | 61.17 | 3 | 97.14% | 0 | 100.00% | 0 |
| PUYALLAP | | 105 | 6 | 14.07 | 7 | 96.30% | 0 | 100.00% | 0 |
| RENTON | | 189 | 14 | | 0 | 100.00% | 0 | 100.00% | 0 |
| RIDGEFIELD | | 14 | 0 | | 0 | 100.00% | 0 | 100.00% | 0 |
| ROCHESTER | | 25 | 0 | | 0 | 100.00% | 0 | 100.00% | 0 |
| ROY | | 14 | 0 | | 0 | 100.00% | 0 | 100.00% | 0 |
| SEATTLE | | 1,042 | 32 | 21.41 | 15 | 98.56% | 0 | 100.00% | 0 |
| | SEATTLE ATWATER | 66 | 2 | 4.50 | 0 | 100.00% | 0 | 100.00% | 0 |
| | SEATTLE CAMPUS | 31 | 0 | | 0 | 100.00% | 0 | 100.00% | 0 |
| | SEATTLE CHERRY | 159 | 9 | 18.22 | 4 | 97.48% | 0 | 100.00% | 0 |
| | SEATTLE DUWAMISH | 81 | 2 | 41.50 | 2 | 97.53% | 0 | 100.00% | 0 |
| | SEATTLE EAST | 125 | 6 | 29.33 | 1 | 99.20% | 0 | 100.00% | 0 |
| | SEATTLE ELLIOT | 33 | 1 | 0.00 | 0 | 100.00% | 0 | 100.00% | 0 |
| | SEATTLE EMERSON | 86 | 2 | 1.50 | 0 | 100.00% | 0 | 100.00% | 0 |
| | SEATTLE LAKEVIEW | 80 | 1 | 30.00 | 1 | 98.75% | 0 | 100.00% | 0 |
| | SEATTLE MAIN | 109 | 3 | 10.67 | 2 | 98.17% | 0 | 100.00% | 0 |

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|---------------------|-------------------------------|---------------------|-----------------------------|---|---|---|---|--|--|
| STANDARD | SEATTLE MERCER ISLAND (ADAMS) | 30 | 0 | | 1 | 90.00% | 0 | 99.00% | |
| | SEATTLE PARKWAY | 88 | 2 | 12.00 | 0 | 96.67% | 0 | 100.00% | |
| | SEATTLE SUNSET | 79 | 1 | 11.00 | 3 | 100.00% | 0 | 100.00% | |
| | SEATTLE WEST | 75 | 3 | 51.00 | 1 | 96.20% | 0 | 100.00% | |
| SEQUIM | | 52 | 3 | 75.33 | 2 | 98.67% | 0 | 100.00% | |
| | | 58 | 2 | 23.00 | 2 | 96.15% | 0 | 100.00% | |
| | | 55 | 0 | | 0 | 96.55% | 0 | 100.00% | |
| | | 657 | 17 | 54.94 | 15 | 100.00% | 0 | 100.00% | 3 |
| SHELTON | SPOKANE CHESTNUT | 8 | 0 | | 0 | 97.72% | 0 | 100.00% | |
| | SPOKANE FAIRFAX | 86 | 3 | 12.67 | 2 | 100.00% | 0 | 100.00% | |
| | SPOKANE HUDSON | 97 | 2 | 35.50 | 1 | 97.67% | 0 | 100.00% | |
| | SPOKANE KEYSTONE | 65 | 1 | 26.00 | 5 | 98.97% | 0 | 100.00% | |
| SILVERDALE | SPOKANE MORAN | 29 | 0 | | 1 | 92.31% | 0 | 100.00% | |
| | SPOKANE RIVERSIDE | 100 | 4 | 8.25 | 1 | 96.55% | 0 | 100.00% | |
| | SPOKANE WALNUT | 180 | 3 | 106.67 | 3 | 99.00% | 0 | 100.00% | 1 |
| | SPOKANE WHITWORTH | 92 | 4 | 111.50 | 2 | 98.33% | 0 | 100.00% | 2 |
| SPRINGDALE | | 4 | 2 | 62.50 | 0 | 97.83% | 0 | 100.00% | |
| | | 50 | 2 | 3.50 | 2 | 100.00% | 0 | 100.00% | |
| | | 718 | 29 | 24.17 | 9 | 96.00% | 0 | 100.00% | |
| | | 22 | 1 | 11.00 | 0 | 98.75% | 0 | 100.00% | |
| SUMMER (BONNEYLAKE) | TACOMA FORT LEWIS | 112 | 5 | 15.40 | 1 | 100.00% | 0 | 100.00% | |
| | TACOMA GREENFIELD | 94 | 5 | 8.40 | 2 | 99.11% | 0 | 100.00% | |
| | TACOMA JUNIPER | 114 | 3 | 28.33 | 3 | 97.87% | 0 | 100.00% | |
| | TACOMA LENNOX | 62 | 1 | 7.00 | 1 | 97.37% | 0 | 100.00% | |
| TACOMA | TACOMA LOGAN | 85 | 6 | 53.33 | 0 | 98.39% | 0 | 100.00% | |
| | TACOMA MARKET (FAWCETT) | 81 | 2 | 7.50 | 0 | 100.00% | 0 | 100.00% | |
| | TACOMA SKYLINE | 24 | 0 | | 2 | 100.00% | 0 | 100.00% | |
| | TACOMA WAVERLY-2 | 124 | 6 | 24.00 | 0 | 91.67% | 0 | 100.00% | |
| VANCOUVER | TACOMA WAVERLY-7 | 423 | 10 | 29.30 | 8 | 100.00% | 0 | 100.00% | |

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|---------------------------------|-----------------------------|---------------------------|--------------------------------------|---|---|--|--|---|---|
| | | | | | | | | | |
| STANDARD | | 214 | 4 | 44.00 | 3 | 90.00% | 0 | 99.00% | |
| | VANCOUVER ORCHARDS | 140 | 2 | 43.50 | 2 | 98.60% | 0 | 100.00% | |
| | VANCOUVER OXFORD | 69 | 4 | 7.50 | 3 | 98.57% | 0 | 100.00% | |
| | VANCOUVER SALMON CRK(NORTH) | 3 | 0 | | 0 | 95.65% | 0 | 100.00% | |
| WAITSBURG | | 71 | 1 | 21.00 | 4 | 100.00% | 0 | 100.00% | |
| WALLA WALLA (INCL TOUCHET) | | 5 | 2 | 205.00 | 0 | 94.37% | 0 | 100.00% | 1 |
| WARDEN | | 8 | 2 | 14.00 | 1 | 100.00% | 0 | 100.00% | |
| WINLOCK | | 200 | 9 | 17.33 | 0 | 87.50% | 0 | 100.00% | |
| YAKIMA | | 146 | 7 | 18.00 | 0 | 100.00% | 0 | 100.00% | |
| | YAKIMA CHESTNUT | 54 | 2 | 15.00 | 0 | 100.00% | 0 | 100.00% | |
| | YAKIMA WEST | | | | | | | | |
| Exchanges in Neighboring States | | 27 | 1 | 2.00 | 2 | 92.59% | 0 | 100.00% | |
| CLARKSTON | | 6,080 | 213 | 36.82 | 132 | 97.83% | 0 | 100.00% | 8 |
| TOTALS | | | | | | | | | |

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 - DECEMBER 2012

| WIRECENTER | | STD | EXD | LINES | RPTS | DEC-12 | NOV-12 | OCT-12 | SEP-12 | AUG-12 | JUL-12 | JUN-12 | MAY-12 | APR-12 | MAR-12 | FEB-12 | JAN-12 |
|------------------------|--|-----|--------|-------|------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | | CNT | | | | 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 |
| ABERDEEN-HOQUIAM | | 0 | 7,233 | 87 | | 1.20 | 1.52 | 1.65 | 0.65 | 1.50 | 1.06 | 0.89 | 0.78 | 0.71 | 1.03 | 1.44 | 1.28 |
| AUBURN | | 0 | 12,571 | 174 | | 1.38 | 1.27 | 0.97 | 0.78 | 0.95 | 0.81 | 0.94 | 0.93 | 0.76 | 1.05 | 1.30 | 1.90 |
| BAINBRIDGE ISLAND | | 0 | 6,996 | 89 | | 1.27 | 1.70 | 0.97 | 1.12 | 1.13 | 0.94 | 1.04 | 1.03 | 0.71 | 0.93 | 0.90 | 1.07 |
| BATTLEGROUND | | 0 | 6,864 | 134 | | 1.95 | 1.42 | 1.36 | 1.21 | 1.09 | 0.63 | 0.99 | 0.85 | 0.73 | 1.10 | 0.94 | 1.20 |
| BELFAIR | | 0 | 4,777 | 70 | | 1.47 | 1.97 | 0.98 | 1.04 | 1.31 | 2.05 | 1.34 | 1.39 | 0.70 | 0.85 | 0.86 | 1.11 |
| BELLEVUE | | 0 | 26,848 | 224 | | 0.83 | 0.94 | 0.71 | 0.43 | 0.58 | 0.59 | 0.62 | 0.57 | 0.63 | 0.57 | 0.71 | 0.70 |
| BELLEVUE GLENACOURT | | 0 | 11,243 | 68 | | 0.60 | 0.79 | 0.49 | 0.36 | 0.49 | 0.47 | 0.48 | 0.54 | 0.69 | 0.51 | 0.54 | 0.52 |
| BELLEVUE-SHERWOOD | | 0 | 15,605 | 156 | | 1.00 | 1.04 | 0.88 | 0.48 | 0.65 | 0.68 | 0.73 | 0.58 | 0.59 | 0.62 | 0.84 | 0.82 |
| BELLINGHAM | | 0 | 17,797 | 90 | | 0.51 | 0.62 | 0.64 | 0.40 | 0.52 | 0.72 | 0.29 | 0.38 | 0.38 | 0.56 | 0.41 | 0.52 |
| BELLINGHAM LUMMI | | 0 | 1,042 | 13 | | 1.25 | 0.95 | 2.84 | 0.38 | 0.37 | 0.46 | 0.27 | 0.64 | 0.09 | 0.72 | 0.81 | 0.54 |
| BELLINGHAM REGENT | | 0 | 16,755 | 77 | | 0.46 | 0.60 | 0.51 | 0.40 | 0.53 | 0.74 | 0.30 | 0.37 | 0.40 | 0.55 | 0.39 | 0.52 |
| BLACK DIAMOND | | 0 | 1,708 | 14 | | 0.82 | 1.68 | 1.83 | 1.48 | 1.47 | 1.58 | 1.39 | 1.15 | 1.09 | 1.67 | 2.56 | 3.33 |
| BREMERTON | | 0 | 23,195 | 175 | | 0.75 | 0.82 | 0.51 | 0.37 | 0.60 | 0.39 | 0.39 | 0.41 | 0.40 | 0.45 | 0.38 | 0.65 |
| BREMERTON CROSBY | | 0 | 2,373 | 58 | | 2.44 | 3.19 | 2.09 | 1.16 | 1.73 | 1.14 | 1.22 | 1.08 | 1.20 | 1.07 | 0.59 | 1.10 |
| BREMERTON ESSEX | | 0 | 20,318 | 109 | | 0.54 | 0.54 | 0.32 | 0.29 | 0.45 | 0.30 | 0.27 | 0.32 | 0.32 | 0.39 | 0.35 | 0.61 |
| BREMERTON SUNNYSLOPE | | 0 | 504 | 8 | | 1.59 | 0.99 | 0.79 | 0.00 | 1.16 | 0.77 | 1.34 | 0.96 | 0.19 | 0.19 | 0.74 | 0.00 |
| BUCKLEY | | 0 | 1,413 | 12 | | 0.85 | 1.54 | 1.53 | 1.72 | 1.55 | 1.46 | 1.97 | 1.62 | 0.77 | 3.44 | 1.83 | 1.32 |
| CASTLE ROCK | | 0 | 2,716 | 72 | | 2.65 | 3.45 | 2.54 | 1.51 | 1.83 | 2.38 | 2.01 | 2.05 | 1.72 | 1.33 | 1.38 | 2.02 |
| CENTRALIA | | 0 | 4,794 | 46 | | 0.96 | 1.28 | 1.15 | 0.85 | 1.21 | 0.96 | 0.93 | 1.55 | 0.94 | 1.36 | 0.83 | 1.44 |
| CHEHALIS | | 0 | 6,883 | 51 | | 0.74 | 1.18 | 0.96 | 1.44 | 0.92 | 0.81 | 1.09 | 1.39 | 1.15 | 1.21 | 1.00 | 1.51 |
| CHEHALIS | | 0 | 4,908 | 34 | | 0.69 | 0.99 | 0.86 | 1.30 | 0.79 | 0.80 | 1.15 | 1.36 | 1.27 | 1.30 | 1.05 | 1.55 |
| CHEHALIS NAPAVINE | | 0 | 1,975 | 17 | | 0.86 | 1.66 | 1.20 | 1.79 | 1.24 | 0.84 | 0.94 | 1.47 | 0.83 | 0.98 | 0.88 | 1.41 |
| CLE-ELUM | | 0 | 2,178 | 24 | | 1.10 | 1.00 | 1.13 | 0.98 | 0.85 | 0.85 | 0.49 | 0.48 | 0.83 | 0.69 | 1.03 | 0.85 |
| COLFAX | | 0 | 1,813 | 32 | | 1.77 | 1.10 | 1.26 | 0.55 | 0.71 | 1.47 | 1.09 | 0.75 | 0.48 | 1.22 | 1.16 | 0.89 |
| COLVILLE | | 0 | 5,582 | 53 | | 0.95 | 1.46 | 0.71 | 0.65 | 0.72 | 1.86 | 1.13 | 0.69 | 0.99 | 0.53 | 0.94 | 0.53 |
| COPALIS(OCEAN SHORES) | | 0 | 2,463 | 47 | | 1.91 | 2.35 | 1.24 | 0.91 | 0.86 | 1.29 | 1.28 | 0.92 | 1.57 | 1.31 | 1.52 | 1.11 |
| COULLEE DAM | | 0 | 1,651 | 34 | | 2.06 | 1.88 | 1.67 | 2.65 | 2.00 | 3.18 | 1.54 | 0.86 | 0.86 | 1.88 | 1.52 | 0.56 |
| CRYSTAL MTN. | | 0 | 535 | 18 | | 3.36 | 1.13 | 0.19 | 0.74 | 1.46 | 0.55 | 0.55 | 1.10 | 0.92 | 0.73 | 1.28 | 2.00 |
| DAYTON | | 0 | 1,448 | 4 | | 0.28 | 1.43 | 0.88 | 0.54 | 1.41 | 0.87 | 0.53 | 0.79 | 1.89 | 1.62 | 1.87 | 1.60 |
| DEER PARK | | 0 | 4,565 | 51 | | 1.12 | 1.81 | 2.49 | 0.92 | 3.17 | 1.63 | 2.25 | 2.51 | 1.86 | 1.16 | 0.69 | 0.95 |
| DES MOINES | | 0 | 12,492 | 143 | | 1.14 | 1.27 | 0.85 | 0.70 | 0.71 | 0.69 | 0.74 | 0.62 | 0.77 | 0.66 | 1.04 | 1.04 |
| DES MOINES | | 0 | 4,950 | 52 | | 1.05 | 1.36 | 0.67 | 0.63 | 0.70 | 0.52 | 0.87 | 0.70 | 0.80 | 0.75 | 1.11 | 1.14 |
| DES MOINES FEDERAL WAY | | 0 | 7,542 | 91 | | 1.21 | 1.21 | 0.96 | 0.74 | 0.72 | 0.81 | 0.66 | 0.57 | 0.76 | 0.60 | 1.00 | 0.97 |
| EASTON | | 0 | 474 | 0 | | 0.00 | 0.63 | 1.05 | 0.83 | 1.66 | 1.44 | 1.22 | 2.06 | 0.21 | 0.41 | 1.41 | 0.81 |

WASHINGTON TROUBLE REPORT RATE - DECEMBER 2012

| WIRECENTER | | STD | EXD | LINES | RPTS | DEC-12 | RATE | OCT-12 | SEP-12 | AUG-12 | JUL-12 | JUN-12 | MAY-12 | APR-12 | MAR-12 | FEB-12 | JAN-12 |
|-------------------|--|-----|--------|-------|------|--------|------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | | CNT | | | | RATE | RATE | RATE | RATE | RATE | RATE | RATE | RATE | RATE | RATE | RATE | RATE |
| STANDARD | | 0 | 4,188 | 60 | | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 |
| ENUMCLAW | | 0 | 2,144 | 23 | | 1.07 | 1.04 | 0.97 | 1.90 | 1.53 | 1.27 | 1.27 | 1.27 | 1.28 | 1.69 | 3.08 | 1.74 |
| EPHRATA | | 0 | 7,776 | 98 | | 1.26 | 1.46 | 1.13 | 1.17 | 0.94 | 0.87 | 1.16 | 1.16 | 0.80 | 1.71 | 1.84 | 1.63 |
| GRAHAM | | 0 | 1,930 | 21 | | 1.09 | 1.75 | 0.51 | 0.96 | 1.05 | 1.19 | 1.33 | 1.27 | 0.63 | 1.11 | 1.11 | 1.20 |
| GREEN BLUFF | | 0 | 1,426 | 35 | | 2.45 | 1.60 | 1.03 | 0.67 | 0.60 | 0.92 | 0.65 | 0.71 | 0.63 | 1.01 | 0.56 | 0.31 |
| HOODSPORT | | 0 | 10,961 | 90 | | 0.82 | 0.92 | 0.56 | 0.51 | 0.75 | 0.69 | 0.53 | 0.71 | 0.57 | 0.83 | 0.92 | 1.01 |
| ISSAQUAH | | 0 | 24,609 | 281 | | 1.14 | 1.18 | 0.74 | 0.53 | 0.72 | 0.70 | 0.79 | 0.80 | 0.76 | 0.75 | 1.16 | 1.40 |
| KENT | | 0 | 8,152 | 114 | | 1.40 | 1.54 | 0.93 | 0.49 | 0.83 | 0.86 | 0.86 | 0.95 | 0.76 | 0.91 | 1.49 | 1.71 |
| KENT MERIDIAN | | 0 | 5,522 | 31 | | 0.56 | 0.34 | 0.25 | 0.12 | 0.34 | 0.21 | 0.23 | 0.19 | 0.24 | 0.34 | 0.33 | 0.46 |
| KENT O BRIEN | | 0 | 10,935 | 136 | | 1.24 | 1.34 | 0.85 | 0.77 | 0.82 | 0.82 | 1.01 | 0.99 | 1.02 | 0.83 | 1.32 | 1.64 |
| KENT ULRICH | | 0 | 605 | 3 | | 0.50 | 1.14 | 1.93 | 0.95 | 0.63 | 1.39 | 0.46 | 0.76 | 0.31 | 0.15 | 0.45 | 0.15 |
| LIBERTY LAKE | | 0 | 14,895 | 262 | | 1.76 | 1.98 | 1.41 | 1.08 | 0.99 | 1.00 | 1.04 | 1.11 | 1.17 | 1.40 | 1.29 | 1.94 |
| LONGVIEW-KELSO | | 0 | 875 | 13 | | 1.49 | 0.80 | 1.02 | 2.43 | 2.06 | 0.86 | 2.67 | 1.39 | 1.07 | 0.53 | 0.74 | 0.84 |
| LOON LAKE | | 0 | 5,178 | 90 | | 1.74 | 1.34 | 1.06 | 0.62 | 0.89 | 0.99 | 0.92 | 1.17 | 0.90 | 1.18 | 1.29 | 1.09 |
| MAPLE VALLEY | | 0 | 8,743 | 91 | | 1.04 | 1.01 | 1.10 | 0.71 | 1.14 | 1.27 | 1.12 | 0.83 | 0.83 | 0.78 | 1.07 | 0.72 |
| MOSES LAKE | | 0 | 1,440 | 12 | | 0.83 | 0.75 | 0.82 | 0.20 | 0.87 | 1.13 | 1.56 | 0.51 | 0.89 | 0.76 | 0.45 | 0.94 |
| MOSES LAKE AFB | | 0 | 7,303 | 79 | | 1.08 | 1.06 | 1.15 | 0.81 | 1.19 | 1.30 | 1.04 | 0.89 | 0.81 | 0.78 | 1.20 | 0.67 |
| MOSES LAKE ALDER | | 0 | 1,083 | 14 | | 1.29 | 1.28 | 1.46 | 0.53 | 0.79 | 1.21 | 1.21 | 0.60 | 0.93 | 1.34 | 0.41 | 0.91 |
| NEWMAN LAKE | | 1 | 916 | 18 | | 1.97 | 1.30 | 1.82 | 0.75 | 1.18 | 4.62 | 1.40 | 1.40 | 0.54 | 0.32 | 0.32 | 0.32 |
| NORTHPORT | | 0 | 36,909 | 319 | | 0.86 | 0.98 | 0.96 | 0.58 | 0.64 | 0.77 | 0.68 | 0.90 | 0.66 | 0.70 | 1.03 | 1.46 |
| OLYMPIA | | 0 | 2,722 | 51 | | 1.87 | 1.81 | 1.14 | 0.99 | 1.71 | 1.27 | 1.13 | 1.62 | 0.86 | 0.93 | 1.40 | 1.92 |
| OLYMPIA EVERGREEN | | 0 | 16,550 | 115 | | 0.69 | 0.84 | 1.01 | 0.47 | 0.59 | 0.81 | 0.69 | 0.90 | 0.66 | 0.67 | 1.11 | 1.06 |
| OLYMPIA LACEY | | 0 | 17,637 | 153 | | 0.87 | 0.98 | 0.88 | 0.63 | 0.53 | 0.66 | 0.61 | 0.78 | 0.62 | 0.69 | 0.89 | 1.75 |
| OLYMPIA WHITEHALL | | 0 | 5,608 | 109 | | 1.94 | 1.75 | 1.45 | 1.36 | 1.78 | 2.33 | 1.14 | 0.95 | 1.60 | 0.92 | 1.02 | 1.17 |
| OMAK-OKANOGAN | | 0 | 1,521 | 31 | | 2.04 | 3.73 | 1.76 | 0.91 | 1.74 | 2.30 | 1.84 | 1.39 | 1.13 | 1.07 | 0.81 | 0.93 |
| OROVILLE | | 0 | 3,201 | 53 | | 1.66 | 2.30 | 1.69 | 0.73 | 1.03 | 1.46 | 2.01 | 1.26 | 1.36 | 1.07 | 1.35 | 1.10 |
| OTHELLO | | 0 | 10,362 | 107 | | 1.03 | 1.13 | 0.78 | 0.60 | 0.50 | 0.82 | 0.80 | 0.83 | 1.00 | 0.90 | 0.95 | 0.74 |
| PASCO | | 0 | 608 | 8 | | 1.32 | 0.49 | 1.78 | 1.12 | 0.63 | 2.04 | 0.78 | 0.78 | 1.24 | 1.39 | 1.22 | 1.36 |
| PATEROS | | 0 | 1,087 | 20 | | 1.84 | 2.58 | 2.38 | 1.74 | 0.90 | 3.20 | 3.35 | 1.85 | 2.11 | 3.15 | 2.27 | 3.12 |
| POMEROY | | 0 | 10,603 | 104 | | 0.98 | 1.04 | 0.75 | 0.74 | 0.68 | 0.82 | 0.54 | 0.62 | 0.55 | 0.70 | 0.91 | 1.10 |
| PT. ANGELES | | 0 | 887 | 23 | | 2.59 | 2.02 | 0.78 | 3.77 | 1.43 | 1.77 | 0.44 | 0.88 | 0.66 | 1.76 | 1.97 | 2.50 |
| PT ANGELES JOYCE | | 0 | 9,716 | 81 | | 0.83 | 0.95 | 0.75 | 0.47 | 0.62 | 0.73 | 0.55 | 0.59 | 0.54 | 0.61 | 0.82 | 0.98 |
| PT. ANGELES | | 0 | 1,879 | 18 | | 0.96 | 0.63 | 0.63 | 0.57 | 1.02 | 0.96 | 0.81 | 1.31 | 0.40 | 0.80 | 0.54 | 0.64 |
| PT. LUDLOW | | 0 | 11,019 | 176 | | 1.60 | 1.77 | 1.18 | 0.69 | 1.06 | 1.03 | 1.32 | 1.03 | 1.23 | 1.08 | 1.03 | 1.19 |
| PT. ORCHARD | | | | | | | | | | | | | | | | | |

WASHINGTON TROUBLE REPORT RATE - DECEMBER 2012

| WIRECENTER | | STD | EXD | CNT | DEC-12 | RATE | RPTS | SEP-12 | RATE | AUG-12 | RATE | JUN-12 | RATE | MAY-12 | RATE | APR-12 | RATE | MAR-12 | RATE | FEB-12 | RATE | JAN-12 | |
|--------------|-------------------------------|-----|---------|-------|--------|------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|
| STANDARD | | 0 | 4,077 | 87 | 4.00 | 2.13 | 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 | 4.00 | 4.00 | 4.00 |
| | PORT ORCHARD COLBY | 0 | 6,942 | 89 | 1.28 | 2.96 | 1.03 | 0.67 | 0.71 | 1.25 | 0.80 | 0.78 | 0.91 | 1.07 | 0.94 | 1.19 | 0.84 | 1.20 | 1.01 | 0.84 | 1.09 | 1.37 | 1.37 |
| | PT. ORCHARD | 0 | 14,007 | 109 | 0.78 | 1.11 | 0.83 | 0.86 | 0.77 | 0.84 | 0.84 | 0.91 | 0.91 | 0.78 | 0.90 | 0.57 | 0.69 | 0.82 | 0.85 | 0.74 | 0.74 | 0.74 | 0.74 |
| PT. TOWNSEND | | 0 | 22,312 | 274 | 1.23 | 1.44 | 1.09 | 0.81 | 0.94 | 0.94 | 0.75 | 0.91 | 0.88 | 0.75 | 0.77 | 0.77 | 0.77 | 1.04 | 1.04 | 1.18 | 1.20 | 1.20 | 1.20 |
| PUYALLAP | | 0 | 2,273 | 28 | 1.23 | 1.97 | 1.47 | 1.12 | 1.29 | 1.29 | 2.25 | 0.88 | 0.88 | 2.09 | 0.67 | 0.67 | 1.13 | 1.28 | 1.44 | 1.18 | 1.44 | 1.95 | |
| RENTON | | 0 | 3,164 | 47 | 1.49 | 2.54 | 2.00 | 0.86 | 2.25 | 2.25 | 1.92 | 0.59 | 0.59 | 0.70 | 0.70 | 1.13 | 1.90 | 1.60 | 1.60 | 1.60 | 1.60 | 1.65 | |
| RIDGEFIELD | | 0 | 168,005 | 1,067 | 0.64 | 0.86 | 0.61 | 0.43 | 0.48 | 0.48 | 0.53 | 0.52 | 0.52 | 0.52 | 0.52 | 0.53 | 0.66 | 0.66 | 0.61 | 0.61 | 0.61 | 0.67 | |
| ROCHESTER | | 0 | 11,636 | 44 | 0.38 | 0.45 | 0.42 | 0.33 | 0.35 | 0.35 | 0.44 | 0.29 | 0.29 | 0.37 | 0.37 | 0.38 | 0.36 | 0.36 | 0.39 | 0.39 | 0.39 | 0.35 | |
| SEATTLE | | 0 | 5,825 | 14 | 0.24 | 0.46 | 0.37 | 0.35 | 0.28 | 0.28 | 0.30 | 0.37 | 0.37 | 0.47 | 0.47 | 0.30 | 0.42 | 0.42 | 0.34 | 0.34 | 0.34 | 0.49 | |
| | SEATTLE ATWATER | 0 | 18,833 | 180 | 0.96 | 1.55 | 1.08 | 0.51 | 0.78 | 0.78 | 0.91 | 0.91 | 0.91 | 0.86 | 0.77 | 0.77 | 1.21 | 1.21 | 1.35 | 1.48 | 1.48 | 1.48 | |
| | SEATTLE CAMPUS | 0 | 8,216 | 54 | 0.66 | 1.00 | 0.69 | 0.50 | 0.47 | 0.47 | 0.40 | 0.49 | 0.49 | 0.46 | 0.46 | 0.68 | 0.78 | 0.78 | 0.78 | 0.78 | 0.78 | 0.79 | |
| | SEATTLE CHERRY | 0 | 18,183 | 107 | 0.59 | 0.70 | 0.46 | 0.37 | 0.50 | 0.50 | 0.55 | 0.47 | 0.47 | 0.46 | 0.46 | 0.49 | 0.67 | 0.67 | 0.43 | 0.43 | 0.43 | 0.55 | |
| | SEATTLE DUWAMISH | 0 | 4,853 | 11 | 0.23 | 0.29 | 0.31 | 0.40 | 0.20 | 0.20 | 0.20 | 0.26 | 0.26 | 0.12 | 0.12 | 0.14 | 0.23 | 0.23 | 0.21 | 0.21 | 0.21 | 0.17 | |
| | SEATTLE EAST | 0 | 17,326 | 126 | 0.73 | 1.03 | 0.67 | 0.56 | 0.64 | 0.64 | 0.56 | 0.47 | 0.47 | 0.55 | 0.55 | 0.54 | 0.57 | 0.57 | 0.48 | 0.48 | 0.48 | 0.69 | |
| | SEATTLE ELLIOT | 0 | 15,503 | 119 | 0.77 | 0.93 | 0.63 | 0.47 | 0.55 | 0.55 | 0.53 | 0.57 | 0.57 | 0.60 | 0.60 | 0.60 | 0.85 | 0.85 | 0.79 | 0.79 | 0.79 | 1.03 | |
| | SEATTLE EMERSON | 0 | 25,418 | 35 | 0.14 | 0.19 | 0.21 | 0.21 | 0.08 | 0.08 | 0.16 | 0.13 | 0.13 | 0.19 | 0.19 | 0.17 | 0.16 | 0.16 | 0.14 | 0.14 | 0.14 | 0.14 | |
| | SEATTLE LAKEVIEW | 0 | 5,455 | 44 | 0.81 | 1.22 | 1.04 | 0.55 | 0.65 | 0.65 | 0.84 | 0.84 | 0.84 | 0.59 | 0.59 | 0.33 | 0.79 | 0.79 | 0.70 | 0.70 | 0.70 | 0.58 | |
| | SEATTLE MAIN | 0 | 11,667 | 135 | 1.16 | 1.25 | 0.82 | 0.56 | 0.60 | 0.60 | 0.71 | 0.84 | 0.84 | 0.77 | 0.77 | 0.96 | 1.13 | 1.09 | 1.09 | 1.09 | 1.09 | 0.85 | |
| | SEATTLE MERCER ISLAND (ADAMS) | 0 | 12,973 | 94 | 0.72 | 0.93 | 0.60 | 0.48 | 0.50 | 0.50 | 0.67 | 0.61 | 0.61 | 0.45 | 0.45 | 0.69 | 0.54 | 0.54 | 0.43 | 0.43 | 0.43 | 0.59 | |
| | SEATTLE PARKWAY | 0 | 12,117 | 104 | 0.86 | 1.15 | 0.75 | 0.47 | 0.62 | 0.62 | 0.54 | 0.66 | 0.66 | 0.75 | 0.75 | 0.67 | 0.67 | 0.87 | 0.87 | 0.67 | 0.67 | 0.61 | |
| | SEATTLE SUNSET | 0 | 9,311 | 78 | 0.84 | 1.00 | 0.66 | 0.45 | 1.00 | 1.00 | 0.79 | 0.77 | 0.77 | 0.68 | 0.68 | 0.43 | 0.56 | 0.56 | 0.64 | 0.64 | 0.64 | 0.93 | |
| | SEATTLE WEST | 0 | 9,099 | 102 | 1.12 | 1.32 | 0.89 | 0.65 | 1.14 | 1.14 | 0.85 | 0.87 | 0.87 | 0.93 | 0.93 | 1.00 | 1.08 | 1.08 | 1.27 | 1.27 | 1.27 | 1.77 | |
| SEQUIIM | | 0 | 7,808 | 83 | 1.06 | 0.88 | 0.74 | 0.47 | 0.64 | 0.64 | 0.52 | 0.44 | 0.44 | 0.59 | 0.59 | 0.70 | 0.70 | 0.70 | 0.71 | 0.71 | 0.71 | 1.01 | |
| SHELTON | | 0 | 70,453 | 780 | 1.11 | 1.34 | 1.01 | 0.65 | 0.97 | 0.97 | 1.01 | 0.97 | 0.97 | 0.74 | 0.74 | 0.82 | 1.01 | 1.01 | 0.82 | 0.82 | 0.82 | 0.84 | |
| SILVERDALE | | 0 | 1,671 | 32 | 1.92 | 3.08 | 0.98 | 0.97 | 1.14 | 1.14 | 1.13 | 2.18 | 2.18 | 0.61 | 0.61 | 1.15 | 1.15 | 1.15 | 1.08 | 1.08 | 1.08 | 2.15 | |
| SPOKANE | | 0 | 9,728 | 106 | 1.09 | 1.66 | 1.15 | 0.71 | 1.09 | 1.09 | 1.13 | 1.18 | 1.18 | 0.82 | 0.82 | 0.95 | 1.18 | 1.18 | 1.02 | 1.02 | 1.02 | 0.89 | |
| | SPOKANE CHESTNUT | 0 | 7,693 | 131 | 1.70 | 1.51 | 1.23 | 0.91 | 1.23 | 1.23 | 0.91 | 1.21 | 1.21 | 0.97 | 0.97 | 1.11 | 1.44 | 1.44 | 0.96 | 0.96 | 0.96 | 0.92 | |
| | SPOKANE FAIRFAX | 0 | 6,634 | 70 | 1.06 | 1.25 | 0.66 | 0.54 | 0.74 | 0.74 | 0.85 | 0.83 | 0.83 | 0.55 | 0.55 | 0.63 | 1.23 | 1.23 | 0.78 | 0.78 | 0.78 | 0.82 | |
| | SPOKANE HUDSON | 0 | 4,723 | 42 | 0.89 | 0.94 | 0.66 | 0.46 | 0.86 | 0.86 | 1.00 | 0.99 | 0.99 | 0.54 | 0.54 | 0.87 | 0.71 | 0.71 | 0.70 | 0.70 | 0.70 | 1.05 | |
| | SPOKANE KEYSTONE | 0 | 10,185 | 99 | 0.97 | 1.30 | 0.88 | 0.46 | 0.73 | 0.73 | 0.86 | 0.84 | 0.84 | 0.54 | 0.54 | 0.71 | 1.02 | 1.02 | 0.79 | 0.79 | 0.79 | 0.73 | |
| | SPOKANE MORAN | 0 | 19,203 | 161 | 0.84 | 1.25 | 1.10 | 0.59 | 0.81 | 0.81 | 1.00 | 0.85 | 0.85 | 0.72 | 0.72 | 0.83 | 0.86 | 0.86 | 0.78 | 0.78 | 0.78 | 0.82 | |
| | SPOKANE RIVERSIDE | 0 | 10,616 | 139 | 1.31 | 1.10 | 1.03 | 0.79 | 1.34 | 1.34 | 1.20 | 0.82 | 0.82 | 0.93 | 0.93 | 0.64 | 0.64 | 0.85 | 0.85 | 0.70 | 0.70 | 0.58 | |
| | SPOKANE WALNUT | 0 | 1,415 | 29 | 2.05 | 1.39 | 3.30 | 1.16 | 4.80 | 4.80 | 2.49 | 3.05 | 3.05 | 2.11 | 2.11 | 3.81 | 3.81 | 3.81 | 1.11 | 1.11 | 1.11 | 1.05 | |
| | SPOKANE WHITWORTH | 1 | | | | | | | | | | | | | | | | | | | | | |

WASHINGTON TROUBLE REPORT RATE - DECEMBER 2012

| WIRECENTER | STD EXD CNT | LINES | RPTS | DEC-12 | NOV-12 | OCT-12 | SEP-12 | AUG-12 | JUL-12 | JUN-12 | MAY-12 | APR-12 | MAR-12 | FEB-12 | JAN-12 |
|---------------------------------|-------------------|---------|-------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | | | | RATE | RATE | RATE | RATE | RATE | RATE | RATE | RATE | RATE | RATE | RATE | RATE |
| STANDARD | 0 | 8,062 | 88 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 |
| SUMNER (BONNEYLAKE) | 0 | 78,422 | 839 | 1.09 | 1.21 | 0.97 | 0.50 | 1.15 | 1.39 | 0.98 | 1.09 | 0.79 | 1.05 | 1.81 | 1.57 |
| TACOMA | 0 | 1,573 | 9 | 0.57 | 0.51 | 0.36 | 0.24 | 0.35 | 0.35 | 0.66 | 0.79 | 0.69 | 0.82 | 0.99 | 1.13 |
| TACOMA FORT LEWIS | 0 | 10,459 | 137 | 1.31 | 1.38 | 1.14 | 0.77 | 0.77 | 0.85 | 0.64 | 1.16 | 0.93 | 1.01 | 0.99 | 1.36 |
| TACOMA GREENFIELD | 0 | 10,842 | 107 | 0.99 | 1.28 | 0.88 | 0.82 | 0.68 | 1.13 | 0.69 | 0.78 | 0.70 | 0.89 | 1.09 | 1.26 |
| TACOMA JUNIPER | 0 | 12,760 | 189 | 1.48 | 1.20 | 1.05 | 0.83 | 0.83 | 0.78 | 0.70 | 1.03 | 0.99 | 1.05 | 1.50 | 1.73 |
| TACOMA LENNOX | 0 | 7,983 | 86 | 1.08 | 1.27 | 0.64 | 0.44 | 0.75 | 0.58 | 0.59 | 0.43 | 0.57 | 0.63 | 0.79 | 1.11 |
| TACOMA LOGAN | 0 | 9,510 | 57 | 0.60 | 1.11 | 0.51 | 0.54 | 0.50 | 0.50 | 0.51 | 0.47 | 0.41 | 0.44 | 0.72 | 0.57 |
| TACOMA MARKET (FAWGETT) | 0 | 8,044 | 104 | 1.29 | 1.39 | 1.07 | 0.46 | 0.47 | 0.71 | 0.75 | 0.85 | 0.69 | 0.91 | 0.97 | 1.12 |
| TACOMA SKYLINE | 0 | 3,327 | 32 | 0.96 | 1.16 | 0.74 | 1.11 | 0.52 | 0.71 | 0.56 | 0.97 | 0.41 | 0.87 | 1.02 | 0.80 |
| TACOMA WAVERLY-2 | 0 | 13,924 | 118 | 0.85 | 1.02 | 0.81 | 0.93 | 0.57 | 0.61 | 0.72 | 0.68 | 0.60 | 0.75 | 0.85 | 0.86 |
| TACOMA WAVERLY-7 | 0 | 45,516 | 449 | 0.99 | 1.13 | 0.91 | 0.65 | 0.77 | 0.63 | 0.73 | 0.90 | 0.75 | 0.91 | 0.78 | 1.21 |
| VANCOUVER | 0 | 23,139 | 208 | 0.90 | 1.08 | 0.91 | 0.59 | 0.74 | 0.57 | 0.73 | 0.80 | 0.66 | 0.76 | 0.61 | 1.05 |
| VANCOUVER ORCHARDS | 0 | 13,052 | 141 | 1.08 | 1.18 | 0.91 | 0.65 | 0.85 | 0.65 | 0.83 | 1.07 | 0.95 | 1.03 | 0.81 | 1.24 |
| VANCOUVER OXFORD | 0 | 9,325 | 100 | 1.07 | 1.18 | 0.91 | 0.81 | 0.71 | 0.74 | 0.58 | 0.94 | 0.69 | 1.10 | 1.15 | 1.59 |
| VANCOUVER SALMON CRK(NORTH) | 1 | 401 | 8 | 2.00 | 4.25 | 1.00 | 1.00 | 0.49 | 0.98 | 2.91 | 1.21 | 2.64 | 1.91 | 2.35 | 1.87 |
| WAITSBURG | 0 | 9,818 | 77 | 0.78 | 1.44 | 1.02 | 0.59 | 0.68 | 0.68 | 1.04 | 0.94 | 1.01 | 0.92 | 0.67 | 0.69 |
| WALLA WALLA (INCL TOUCHET) | 0 | 815 | 18 | 2.21 | 2.30 | 1.68 | 0.47 | 0.94 | 1.05 | 0.80 | 1.60 | 1.35 | 1.12 | 0.99 | 0.87 |
| WARDEN | 0 | 1,688 | 33 | 1.95 | 1.35 | 1.59 | 0.77 | 1.11 | 0.58 | 0.98 | 1.37 | 0.91 | 1.71 | 0.86 | 1.58 |
| WINLOCK | 0 | 26,850 | 208 | 0.77 | 0.72 | 0.85 | 0.73 | 0.90 | 1.19 | 0.69 | 1.10 | 0.88 | 0.65 | 0.63 | 0.46 |
| YAKIMA | 0 | 17,609 | 124 | 0.70 | 0.69 | 0.81 | 0.69 | 0.82 | 1.03 | 0.65 | 1.14 | 0.98 | 0.63 | 0.67 | 0.46 |
| YAKIMA CHESTNUT | 0 | 9,241 | 84 | 0.91 | 0.77 | 0.92 | 0.80 | 1.06 | 1.51 | 0.77 | 1.01 | 0.70 | 0.68 | 0.56 | 0.48 |
| YAKIMA WEST | 0 | 3,887 | 61 | 1.57 | 1.43 | 1.90 | 1.00 | 1.08 | 1.09 | 1.21 | 1.24 | 0.96 | 1.20 | 0.86 | 1.35 |
| Exchanges in Neighboring States | 0 | 816,903 | 8,382 | 1.03 | 1.17 | 0.90 | 0.66 | 0.82 | 0.84 | 0.79 | 0.80 | 0.75 | 0.85 | 0.90 | 1.03 |
| CLARKSTON | 0 | | | | | | | | | | | | | | |
| TOTALS | 0 | | | | | | | | | | | | | | |

WASHINGTON TRUNK BLOCKING SUMMARY - DECEMBER 2012

| 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% |

WASHINGTON TRUNK BLOCKING - DECEMBER 2012

| 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 | 10.30% | 1x blkng xmas eve 12/24/12@0800-0900hr issued sa tgsr to customer |
| AP072421 | 168 | | | TOLL | TWO_WAY | 1.75% | 1x blkng 12/17/12@1800hr issued sa tgsr to customer |

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Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2012

| MEASURE | MARKET UNIT | OCT-12 | NOV-12 | DEC-12 |
|--|-------------|--------|--------|--------|
| 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 | | | |
| Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons. | RES | | | |

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2012

| MEASURE | MARKET UNIT | OCT-12 | NOV-12 | DEC-12 |
|---|-------------|--------|--------|--------|
| Number of Scheduled Appointments (dispatched orders) | 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 | | | |
| Number of customers receiving credits for company missed appointments/commitments-Install | BUS | | | |

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Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2012

| MEASURE | MARKET UNIT | OCT-12 | NOV-12 | DEC-12 |
|--|-------------|--------|--------|--------|
| Number of Scheduled Appointments (dispatched orders) | RES | | | |
| 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 Frwding-Non-Recurring | RES | | | |
| Amount of Remote Call Frwding-Non-Recurring | RES | | | |
| Count of All Orders | BUS | | | |
| WA Completed Orders for Primary Service installed within 5 business days | BUS | | | |

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Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2012

| MEASURE | MARKET UNIT | OCT-12 | NOV-12 | DEC-12 |
|--|-------------|--------|--------|--------|
| Number of Scheduled Appointments (dispatched orders) | RES | | | |
| 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 | | | |
| 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, Foliage, etc.) | RES | | | |

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Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2012

| MEASURE | MARKET UNIT | OCT-12 | NOV-12 | DEC-12 |
|--|-------------|--------|--------|--------|
| Number of Scheduled Appointments (dispatched orders) | 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 | | | |
| 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 | | | |

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Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2012

| MEASURE | MARKET UNIT | OCT-12 | NOV-12 | DEC-12 |
|--|-------------|--------|--------|--------|
| Number of Scheduled Appointments (dispatched orders) | 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, Foliage, 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 credits | 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 | | | |
| 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, Foliage, etc.) | BUS | | | |
| No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date | BUS | | | |
| | | | | |