



Qwest Corporation
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Holly Dean
Manager - Regulatory
Public Policy

April 27, 2005

Carole Washburn, Secretary
Washington Utilities and
Transportation Commission
1300 S. Evergreen Park Dr. SW
Olympia, Washington 98504-7250

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

Dear Ms. Washburn:

Enclosed are the March 2005 service quality performance reports required of Qwest Corporation in accordance with Docket Nos. UT-921192, UT-950200, UT-991358, UT-030704 and WAC 480-120-438 – 480-120-440.

The following reports are enclosed:

- 1) Installation Commitments Met/Held Orders,
- 2) Repair Commitments Met,
- 3) Trouble Report,
- 4) Abnormal Trouble Conditions Report,
- 5) Answer Time Performance,
- 6) Out of Service Report – 48 hours/Cleared Greater than 72 hours,
- 7) Trunk Blocking Reports,
- 8) Dial Tone Report,
- 9) Customer Complaint Report,
- 10) Customer Service Guarantee Report

The Service Order Interval Missed Commitment Report enclosed includes all orders completed in March 2005. Information is provided for each exchange and includes orders for primary service, orders held beyond five business days and orders not completed within 90 days. The order count used for this report includes primary and additional line orders. This report includes large business orders and excludes orders where the customer requested a due date greater than five business days, orders where Qwest was ready to install service but the customer was not ready, all orders for company official services and orders for service that were for five or more lines 5 Day Greater than 10% and 90 Day Greater than 1% columns.

RECEIVED
COMMUNICATIONS
SECTION
APR 28 2005

Enclosed is the Pending Order Report as of March 31, 2005, based on data generated for the OP-15A diagnostic measure, as ordered by the Commission in Docket UT-030704.

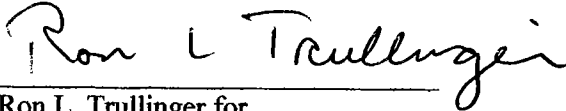
Also attached is the February 2005 Dial Tone Report which was left out in error with last months filing.

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

Please call me on (360) 754-3241 if you have questions or need additional information.

Very truly yours,

By



Ron L. Trullinger for
Holly Dean

Enclosures

INSTALLATION APPOINTMENTS MET

The Installation Appointments Met report measures the percentage of appointments for the connection of service met on the commitment date. Beginning with May 1993, report each month's results, adding subsequent months' data until 12 months of data is reported. After that point, add the current month data and delete the 13 month old data in order to always report percentages for 12 months.

COMPANY NAME: Qwest Corporation

- Calculations are based on 2004/2005 orders reflected in the Service Interval Missed Commitment Report 1, Commitments Met-Company Missed.

MONTH/YEAR	4/04	5/04	6/04	7/04	8/04	9/04	10/04	11/04	12/04	01/05	02/05	03/05
PERCENTAGE	99.7	99.7	99.6	99.6	99.6	99.6	99.6	99.6	99.7	99.7	99.7	99.8

Month reflects calculation based on residence, small business and large business orders.

HELD ORDERS

The Held Orders report lists the number of requests for primary exchange service that is not filled on or before the commitment date. State the number of held orders expressed as a ratio per one hundred new or reestablished lines ordered. Begin reporting with May 1993, ratios. After ratios for 12 months have been reported, subsequent reports should add the current month's data and delete the 13 month's data in order to continue reporting the most current 12 month of results. Beginning with January 1996 a new method of determining this statistic is used, making it not comparable to prior months.

COMPANY NAME: Qwest Corporation

- Calculations are based on 2004/2005 orders reflected in the Service Interval Missed Commitment Report 2, 5 Day Greater than 10%.

MONTH/YEAR	4/04	5/04	6/04	7/04	8/04	9/04	10/04	11/04	12/04	1/05	2/05	3/05
RATIOS	0.82	0.82	0.82	0.85	0.89	0.96	0.80	0.92	0.81	0.77	0.70	.69

Month reflects calculation based on residence, small business and large business orders.

Note: This report contains POTS Service
 State: Washington

For The Month of March 2005

WA Year To Date Age Report For Mar 2005																		
For End of Month Mar 2005																		
Excludes Customer Reasons																		
Completed (Met/Missed Due Date)																		
March																		
ORD CNT	AVG AGE	< 5 Days	5 <= 30	31 <= 60	> 60	ORD CNT	AVG AGE	< 5 Days	5 <= 30	31 <= 60	> 60	ORD CNT	AVG AGE	< 5 Days	5 <= 30	31 <= 60	> 60	
																		Year To Date
Still Open																		
Inside Base Rate																		
Outside Base Rate																		
TOTAL																		
BP																		
BR																		
BS																		
PC																		
RP																		
RR																		
RS																		
TOTAL																		
BP																		
BR																		
BS																		
PC																		
RP																		
RR																		
RS																		
TOTAL																		

BP - BUSINESS PRIMARY RP - RESIDENTIAL PRIMARY
 BS - BUSINESS SECONDARY RS - RESIDENTIAL SECONDARY
 BR - BUSINESS REGRADE RR - RESIDENTIAL REGRADE
 PC - COIN AND PUBLIC COIN

Qwest Corporation
Reconciliation of the Service Order Interval Missed Commitment and Aging Reports
March 2005

The Year-to-date Aging Report reflects the progress made when an order is held due to the lack of company facilities. As of March 31, 2005, Qwest had █ pending held orders over 30 days old due to a lack of company facilities, all of which were for additional lines.

The Qwest Service Order Interval Missed Commitment Summary Report for March 2005 indicates that we have completed 37,092 (99.3%) orders year to date within 5 business days (new, transfer or change orders with at least one inward line). 255 (0.69%) orders were not completed within 5 business days due to company reasons.

The March Year-to-Date Aging Report indicates that █ total orders through March have been completed that were originally held due to a lack of facilities. By working with the March Service Order Interval Missed Commitment Summary and the March Year-to-Date Report the following conclusions can be drawn:

- 37,092 orders for lines were completed in March 2005.
- 167,213 total orders were completed in March 2005.
- Qwest missed the commitment/appointment for 402 orders (0.2%) of the total orders completed in March .
- 255 orders (0.69%) were not completed in 5 business days (255/37,092). These were all held orders. Information on the Aging Report indicates that █ orders were held in March due to a lack of facilities (808 that have completed + 7 that are still pending). Therefore, you can conclude that the March orders that were not completed within 5 business days were held due to a lack of facilities. In other words, the technicians completed all orders within 5 business days unless they were unable to do so because there were no available facilities.
- Year-to-date, █ orders (99.9%) have been completed that were originally held due to a lack of facilities, some of these orders may have been taken in 2003. █
- Of the █ total orders held due to a lack of facilities to date, █ were completed in less than 30 days (96%).

<i>VIEW 1</i>	12/04 SOT=NTC Inward R, SB, LB	Not Compl w/i 90 days	Orders Still Open > 60 days (from 03/05 facilities aging report)	Total orders not compl w/i 90 days	90 days (greater than 1%)
State Total	36,044	8	█	10	0.02%

Completed Order Detail, (Report 1)

Column #

- 1] EXCHANGE: Exchange/wire center name.
- 2] WC: Wire center number.
- 3]. AREA CODE: NPA for the exchange or wire center.
- 4] SOT=NTC; (IF>00): Total of all completed New, Transfer and Changed service orders for month reported; residence, small business, large business.
- 5] SOT=NTC; (IF>00): Total of all completed New, Transfer and Changed service orders for month reported; residence, small business.
- 6] COMPANY MISSED: Number of service orders in column 4 that the installation appointment was missed due to company reasons.
- 7] SUBSCRIBER MISSED: Number of service orders in column 4 that the installation appointment was missed due to subscriber reasons.
- 8] COMBINED MISSED: Number of service orders in columns 6 and 7 that the installation appointment was missed due to company and subscriber reasons.
- 9] COMMITMENTS SUBSCRIBER MISSED: Percentage of installation appointments met by the company but missed due to customer reasons (column 4 less column 7 divided by column 4).
- 10] COMMITMENTS MET COMPANY MISSED: Percentage of installation appointments met by the company (column 4 less column 6 divided by column 4).
- 11] COMMITMENTS MET COMBINED MISSED: Percentage of installations met by the company excluding appointments missed because of company or customer reasons (column 4 less column 8 divided by column 4).

Missed Commitment Information (Report 2)

- 12] SOT=NTC (R, SB, LB): Total completed New, Transfer and Change service orders with at least one inward line, residence, small business, large business.
- 13] SOT=NTC (R, SB): Total completed New, Transfer and Change service orders with at least one inward line, residence and small business.
- 14] TOTAL NOT COMPLETED WITHIN 5 DAYS: The number of orders in column 12 that were not completed due to company reasons within 5 business days. The amounts in this column are the counts by wire center of all orders that were held at some time during the month, some of these orders were completed within 5 business days and some counts may include orders held for customer reasons.
- 15] PERCENT NOT MET IN 5 DAYS GREATER THAN 10%: Percentage of orders that were not completed within 5 business days (column 14 divided by column 12).
- 16] TOTAL NUMBER OF ORDERS WITH DUE DATES GREATER THAN 5 BUSINESS DAYS because the customer requested.

17] TOTAL NUMBER OF ORDERS WITH A DUE DATE GREATER THAN 5 BUSINESS DAYS because of customer reasons, with 5 lines or less, appointment missed for company reasons.

18] PERCENTAGE MET: Sum of orders with due dates greater than 5 business days for customer reasons (column 16) less orders with due dates greater than 5 business days for customer reasons (column 17) divided by the total number of orders with due dates greater than 5 business days because of customer reasons (divided by column 16).

19] PERCENTAGE MISSED: Total number of orders not completed in 5 days (column 14) plus the total number of orders with due dates greater than 5 Days, for customer reasons, missed for company reasons (column 17) divided by the number by the current month's total inward line orders (column 12).

20] 12/04 SOT=NTC Inward (R, SB, LB): Total of all completed New, Transfer and Changed service orders for December 2004 with at least one inward line, residential, small business, large business.

21] TOTAL NOT COMPLETED IN 90 DAYS: The number of open held orders that are more than 90 days old at the end of the month.

22] PERCENT NOT MET IN 90 DAYS: Percentage of orders that were not completed within 90 calendar days (column 21 divided by column 20).

Washington Service Order Interval Missed Commitment Report
Based on 2003 and 2004 Orders (Report 1, Completed Orders)
March 2005

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	3/05 TOTAL ORDERS SOT=NTC R,SB,LB	3/05 TOTAL ORDERS SOT=NTC R,SB	Company Misses R,SB,LB	Subscriber Misses R,SB,LB	Combined Misses R,SB,LB	COMMITTS Subscriber Missed R,SB,LB	COMMITTS Company Missed R,SB,LB	COMMITTS (Combined Missed) R,SB,LB
ABERDEEN-HOQUIAM	532	360	1652	1649	2	7	9	99.58%	99.88%	99.46%
AUBURN	833	253	3547	3428	10	15	25	99.58%	99.72%	99.30%
BAINBRIDGE ISLAND	842	206	1067	1065	5	9	14	99.15%	99.53%	98.69%
BATTLEGROUND	687	360	987	982	5	3	8	99.69%	99.49%	99.19%
BELFAIR	275	360	564	564	4	1	5	99.82%	99.29%	99.11%
BELLEVUE			4880	4186	11	18	29	99.59%	99.75%	99.34%
GLENCOURT	453	425	1330	1303	5	6	11	99.55%	99.62%	99.17%
SHERWOOD	641	425	3050	2883	6	12	18	99.61%	99.80%	99.41%
BELLINGHAM			3257	3240	3	12	15	99.63%	99.91%	99.54%
LUMMI	758	360	149	149	0	0	0	100.00%	100.00%	100.00%
REGENT	671	360	3108	3091	3	12	15	99.61%	99.90%	99.52%
BLACK DIAMOND	886	360	298	298	2	1	3	99.66%	99.33%	98.99%
BREMERTON			3115	2934	6	8	14	99.74%	99.81%	99.55%
CROSBY	373	360	214	214	0	1	1	99.53%	100.00%	99.53%
BREM ESSEX	830	360	2850	2669	6	7	13	99.75%	99.79%	99.54%
SUNNYSLOPE	674	360	51	51	0	0	0	100.00%	100.00%	100.00%
BUCKLEY	829	360	277	272	1	1	2	99.64%	99.64%	99.28%
CASTLE ROCK	274	360	335	334	1	0	1	100.00%	99.70%	99.70%
CENTRALIA	736	360	1022	1017	4	4	8	99.61%	99.61%	99.22%
CHEHALIS			935	928	5	3	8	99.68%	99.47%	99.14%
CHEHALIS	748	360	702	697	3	2	5	99.71%	99.57%	99.29%
NAPAVINE	262	360	233	231	2	1	3	99.57%	99.14%	98.71%
CLE-ELUM	674	509	224	223	0	1	1	99.55%	100.00%	99.55%
COLFAX	397	509	129	129	0	0	0	100.00%	100.00%	100.00%
COLVILLE	684	509	475	470	0	0	0	100.00%	100.00%	100.00%
COPALIS										
(OCEAN SHORES)	289	360	322	321	0	0	0	100.00%	100.00%	100.00%
COULEE DAM	633	509	145	143	0	2	2	98.62%	100.00%	98.62%
CRYSTAL MTN.	663	360	31	31	0	0	0	100.00%	100.00%	100.00%
DAYTON	382	509	169	167	1	0	1	100.00%	99.41%	99.41%
DEER PARK	276	509	478	478	2	1	3	99.79%	99.58%	99.37%
DES MOINES			4429	4410	8	10	18	99.77%	99.82%	99.59%
DES MOINES	824	206	1656	1650	2	8	10	99.52%	99.88%	99.40%
FEDERAL WAY	839	253	2773	2760	6	2	8	99.93%	99.78%	99.71%
EASTON	656	509	37	37	0	0	0	100.00%	100.00%	100.00%
ELK	292	509	221	221	0	0	0	100.00%	100.00%	100.00%
ENUMCLAW	825	360	769	765	1	4	5	99.48%	99.87%	99.35%
EPHRATA	754	509	287	286	0	0	0	100.00%	100.00%	100.00%
GRAHAM	847	253	2229	2228	3	3	6	99.87%	99.87%	99.73%
GREEN BLUFF	238	509	157	157	1	0	1	100.00%	99.36%	99.36%
HOODSPORT	877	360	174	174	1	0	1	100.00%	99.43%	99.43%
ISSAQUAH	392	425	1674	1658	10	7	17	99.58%	99.40%	98.98%
KENT			5909	5566	13	14	27	99.76%	99.78%	99.54%

Washington Service Order Interval Missed Commitment Report
Based on 2003 and 2004 Orders (Report 1, Completed Orders)
March 2005

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	3/05 TOTAL ORDERS SOT=NTC R,SB,LB	3/05 TOTAL ORDERS SOT=NTC R,SB	Company Misses R,SB,LB	Subscriber Misses R,SB,LB	Combined Misses R,SB,LB	COMMITTS Subscriber Missed R,SB,LB	COMMITTS Company Missed R,SB,LB	COMMITTS MET (Combined Missed) R,SB,LB
MERIDIAN	253	360	1873	1870	9	4	13	99.79%	99.52%	99.31%
O'BRIEN	251	206	607	290	0	5	5	99.18%	100.00%	99.18%
ULRICH	852	253	3429	3406	4	5	9	99.85%	99.88%	99.74%
LIBERTY LAKE	255	509	83	82	0	0	0	100.00%	100.00%	100.00%
LONGVIEW-KELSO	423	360	3466	3436	4	6	10	99.83%	99.88%	99.71%
LOON LAKE	233	509	84	83	0	1	1	98.81%	100.00%	98.81%
MAPLE VALLEY	432	425	977	971	4	3	7	99.69%	99.59%	99.28%
MOSES LAKE			1475	1441	7	2	9	99.86%	99.53%	99.39%
MOSES LAKE(AFB)	762	509	318	291	1	0	1	100.00%	99.69%	99.69%
MOSES LAKE	765	509	1157	1150	6	2	8	99.83%	99.48%	99.31%
NEWMAN LAKE	226	509	136	136	1	0	1	100.00%	99.26%	99.26%
NORTHPORT	732	509	82	82	0	0	0	100.00%	100.00%	100.00%
OLYMPIA			7793	7283	23	17	40	99.78%	99.70%	99.49%
EVERGREEN	866	360	560	560	0	5	5	99.11%	100.00%	99.11%
LACEY	456	360	3749	3676	11	5	16	99.87%	99.71%	99.57%
WHITEHALL	352	360	3484	3047	12	7	19	99.80%	99.65%	99.45%
OMAK-OKANOGAN	826	509	553	553	0	1	1	99.82%	100.00%	99.82%
OROVILLE	476	509	148	148	1	1	2	99.32%	99.32%	98.65%
OTHELLO	488	509	514	511	2	1	3	99.80%	99.61%	99.42%
PASCO	545	509	2450	2439	8	20	28	99.18%	99.67%	98.86%
PATEROS	923	509	60	60	0	0	0	100.00%	100.00%	100.00%
POMEROY	843	509	68	68	1	0	1	100.00%	98.53%	98.53%
PT. ANGELES			1575	1568	2	4	6	99.75%	99.87%	99.62%
JOYCE	928	360	80	80	1	0	1	100.00%	98.75%	98.75%
PT. ANGELES	452	360	1495	1488	1	4	5	99.73%	99.93%	99.67%
PT. LUDLOW	437	360	169	168	1	0	1	100.00%	99.41%	99.41%
PT. ORCHARD			2179	2167	9	5	14	99.77%	99.59%	99.36%
COLBY	871	360	846	845	3	3	6	99.64%	99.64%	99.29%
PT. ORCHARD	876	360	1333	1322	6	2	8	99.85%	99.55%	99.40%
PT. TOWNSEND	385	360	879	871	8	4	12	99.54%	99.09%	98.63%
PUYALLAP	841	253	4057	4031	16	13	29	99.68%	99.60%	99.29%
RENTON	226	425	5932	5529	20	8	28	99.86%	99.66%	99.53%
RIDGEFIELD	887	360	261	258	0	1	1	99.62%	100.00%	99.62%
ROCHESTER	273	360	560	558	0	0	0	100.00%	100.00%	100.00%
ROY	842	253	241	241	4	2	6	99.16%	98.33%	97.51%
SEATTLE			31282	30348	65	161	226	99.49%	99.79%	99.28%
ATWATER	281	206	2259	2251	6	9	15	99.60%	99.73%	99.34%
CAMPUS	543	206	1107	1092	1	6	7	99.46%	99.91%	99.37%
CHERRY	241	206	4493	4452	13	26	39	99.42%	99.71%	99.13%
DUWAMISH	762	206	1942	1558	1	9	10	99.54%	99.95%	99.49%
EAST	322	206	4108	4100	10	33	43	99.19%	99.75%	98.95%
ELLIOT	441	206	881	873	0	2	2	99.77%	100.00%	99.77%
EMERSON	361	206	3523	3502	8	10	18	99.72%	99.77%	99.49%
LAKEVIEW	522	206	2406	2381	6	23	29	99.04%	99.75%	98.79%

Washington Service Order Interval Missed Commitment Report
Based on 2003 and 2004 Orders (Report 1, Completed Orders)
March 2005

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	3/05 TOTAL ORDERS SOT= NTC R,SB,LB	3/05 TOTAL ORDERS SOT=NTC R,SB	Company Misses R,SB,LB	Subscriber Misses R,SB,LB	Combined Misses R,SB,LB	COMMITTS Subscriber Missed R,SB,LB	COMMITTS Company Missed R,SB,LB	COMMITTS MET (Combined Missed) R,SB,LB
	223	206	2365	1972	4	19	23	99.20%	99.83%	99.03%
MERCER ISLAND (Adams) PARKWAY	232	206	633	629	4	3	7	99.52%	99.37%	98.89%
SUNSET WEST	721	206	2731	2723	7	11	18	99.60%	99.74%	99.34%
	782	206	2448	2442	3	4	7	99.84%	99.88%	99.71%
	932	206	2386	2373	2	6	8	99.75%	99.92%	99.66%
SEQUIM	683	360	990	989	2	2	4	99.80%	99.80%	99.60%
SHELTON	426	360	1493	1491	5	6	11	99.60%	99.66%	99.26%
SILVERDALE	692	360	1499	1490	1	4	5	99.73%	99.93%	99.67%
SPOKANE			15426	15323	27	44	71	99.71%	99.82%	99.54%
CHESTNUT FAIRFAX	244	509	461	461	1	1	2	99.78%	99.78%	99.57%
HUDSON	325	509	2500	2483	6	8	14	99.68%	99.76%	99.44%
KEYSTONE	482	509	2357	2349	2	5	7	99.79%	99.91%	99.70%
MORAN	534	509	1682	1670	2	3	5	99.82%	99.88%	99.70%
RIVERSIDE	441	509	NUMBERS ADDED TO RIVERSIDE							
WALNUT	455	509	2515	2473	5	14	19	99.44%	99.80%	99.24%
WHITWORTH	922	509	3990	3970	9	8	17	99.80%	99.77%	99.57%
SPRINGDALE	466	509	1921	1917	2	5	7	99.74%	99.90%	99.64%
SUMNER (BonneyLake)	258	509	153	153	1	4	5	97.37%	99.33%	96.73%
TACOMA	863	253	2001	1983	8	2	10	99.90%	99.60%	99.50%
FORT LEWIS	964	253	21850	21727	33	69	102	99.68%	99.85%	99.53%
GREENFIELD	472	253	911	908	1	6	7	99.34%	99.89%	99.23%
JUNIPER	582	253	3317	3307	6	18	24	99.46%	99.82%	99.28%
LENOX	531	253	3592	3573	5	7	12	99.80%	99.86%	99.67%
LOGAN	564	253	4258	4247	4	5	9	99.88%	99.91%	99.79%
MARKET (Fawcett)	272	253	1808	1801	3	7	10	99.61%	99.83%	99.45%
SKYLINE	752	253	2224	2180	4	16	20	99.28%	99.82%	99.10%
WAVERLY-2	922	253	1427	1416	3	2	5	99.86%	99.79%	99.65%
WAVERLY-7	927	253	710	705	1	3	4	99.58%	99.86%	99.44%
TOUCHET	394	509	3603	3590	6	5	11	99.86%	99.83%	99.69%
VANCOUVER			NUMBERS ADDED TO WALLA WALLA							
ORCHARDS	253	360	11093	11028	33	48	81	99.57%	99.70%	99.27%
OXFORD	693	360	5976	5946	13	21	34	99.65%	99.78%	99.43%
SALMON CREEK (VANCVR NO)	573	360	3227	3204	15	19	34	99.41%	99.53%	98.95%
WAITSBURG	337	509	1890	1878	5	8	13	99.58%	99.73%	99.31%
WALLA WALLA	522	509	67	67	0	1	1	98.51%	100.00%	98.51%
WARDEN	349	509	1705	1675	6	3	9	99.82%	99.65%	99.47%
WINLOCK	785	360	176	176	1	1	2	99.43%	99.43%	98.86%
YAKIMA			184	184	1	2	3	98.91%	99.45%	98.37%
			5498	5456	6	10	16	99.82%	99.89%	99.71%
CHESTNUT WEST	244	509	4156	4117	4	8	12	99.81%	99.90%	99.71%
	965	509	1342	1339	2	2	4	99.85%	99.85%	99.70%

Washington Service Order Interval Missed Commitment Report
 Based on 2003 and 2004 Orders (Report 1, Completed Orders)

March 2005

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	3/05 TOTAL ORDERS SOT= NTC R,SB,LB	3/05 TOTAL ORDERS SOT=NTC R,SB	Company Misses R,SB,LB	Subscriber Misses R,SB,LB	Combined Misses R,SB,LB	COMMITTS MET Subscriber Missed R,SB,LB	COMMITTS MET Company Missed R,SB,LB	COMMITTS MET (Combined Missed) R,SB,LB
Washington Customers Served by Exchanges in Neighboring States										
Clarkston	751	509	759	758	3	2	5	99.74%	99.60%	99.34%
WC TOTAL			167213	163893	402	572	974	99.66%	99.76%	99.42%

Washington Service Order Interval Missed Commitment Report
 Based on 2003 and 2004 Orders (Report 2, Missed Commitments)
 March 2005

1	2	3	12	13	14	15	16	17	18	19	12	21	22
	WC	AREA CODE	3/05 SOT=NTC INWARD R,S,B,LB	3/05 SOT=NTC INWARD R,SB	NOT COMPL W/ 5 DAYS	5 DAY (Greater than 10%)	SUM OF ORDERS W/DD > 5 days; Customer Reasons	SUM OF ORDERS W/DD > 5 Days or Less Missed Appt. Company Reasons	% MET	% Missed	12/04 SOT=NTC INWARD R,S,B,LB	NOT COMPL W/ 90 DAYS	90 DAYS (GRTR THAN 1%)
EXCHANGES													
ABERDEEN-HOQUIAM	532	360	355	354	2	0.56%	31	0	100.00%	0.00%	354	0	0.00%
AUBURN	833	253	766	765	9	1.17%	95	1	98.95%	1.05%	734	2	0.27%
BAINBRIDGE ISLAND	842	206	192	192	2	1.04%	43	1	97.67%	2.33%	192	0	0.00%
BATTLEGROUND	687	360	230	227	1	0.43%	54	1	98.15%	1.85%	223	0	0.00%
BELFAIR	275	360	139	139	4	2.88%	18	1	94.44%	5.56%	117	0	0.00%
BELLEVUE			1026	1011	3	0.29%	182	1	99.45%	0.55%	950	0	0.00%
GLENCOURT	453	425	355	349	2	0.56%	67	1	98.51%	1.49%	307	0	0.00%
SHERWOOD	641	425	671	662	1	0.15%	115	1	100.00%	0.00%	643	0	0.00%
BELLINGHAM			807	803	4	0.50%	131	1	99.24%	0.76%	849	0	0.00%
LUMMI	758	360	29	29	0	0.00%	5	0	100.00%	0.00%	26	0	0.00%
REGENT	671	360	778	774	4	0.51%	126	1	99.21%	0.79%	823	0	0.00%
BLACK DIAMOND	886	360	63	63	1	1.59%	13	0	100.00%	0.00%	50	0	0.00%
BREMERTON			749	677	4	0.53%	90	1	98.89%	1.11%	713	0	0.00%
CROSBY	373	360	51	51	1	1.95%	6	0	100.00%	0.00%	49	0	0.00%
BREM ESSEX	830	360	689	617	3	0.44%	84	1	98.81%	1.19%	649	0	0.00%
SUNNYSLOPE	674	360	9	9	0	0.00%	0	0	0.00%	0.00%	15	0	0.00%
BUCKLEY	829	360	54	51	0	0.00%	14	0	100.00%	0.00%	55	0	0.00%
CASTLE ROCK	274	360	73	72	1	1.37%	10	0	100.00%	0.00%	76	0	0.00%
CENTRALIA	736	360	236	233	2	0.85%	19	1	94.74%	5.26%	218	0	0.00%
CHEHALIS			197	195	2	1.02%	25	0	100.00%	0.00%	203	0	0.00%
CHEHALIS	748	360	146	145	2	1.37%	18	0	100.00%	0.00%	158	0	0.00%
NAPAVINE	262	360	51	50	0	0.00%	7	0	100.00%	0.00%	45	0	0.00%
CLE-ELUM	674	509	60	59	0	0.00%	3	0	100.00%	0.00%	48	0	0.00%
COLFAX	397	509	33	33	0	0.00%	3	0	100.00%	0.00%	31	0	0.00%
COLVILLE	684	509	118	118	0	0.00%	13	0	100.00%	0.00%	115	0	0.00%
COPALIS													
(OCEAN SHORES)	289	360	86	86	0	0.00%	8	0	100.00%	0.00%	81	0	0.00%
COULTEE DAM	633	509	37	37	0	0.00%	6	0	100.00%	0.00%	45	0	0.00%
CRYSTAL MTN.	663	360	4	4	0	0.00%	0	0	0.00%	0.00%	15	0	0.00%
DAYTON	382	509	35	33	0	0.00%	3	0	100.00%	0.00%	51	0	0.00%
DEER PARK	276	509	113	113	0	0.00%	15	0	100.00%	0.00%	112	0	0.00%
DES MOINES			852	845	6	0.70%	95	0	100.00%	0.00%	787	0	0.00%
DES MOINES	824	206	317	314	3	0.95%	38	0	100.00%	0.00%	309	0	0.00%
FEDERAL WAY	839	253	535	531	3	0.56%	57	0	100.00%	0.00%	478	0	0.00%
EASTON	656	509	8	8	0	0.00%	0	0	0.00%	0.00%	12	0	0.00%
ELK	292	509	38	38	0	0.00%	5	0	100.00%	0.00%	51	0	0.00%
ENUMCLAW	825	360	132	130	0	0.00%	21	0	100.00%	0.00%	135	0	0.00%
EPHRATA	754	509	84	83	0	0.00%	5	0	100.00%	0.00%	68	0	0.00%
GRAHAM	847	253	372	372	1	0.27%	57	1	98.25%	1.75%	420	0	0.00%
GREEN BLUFF	238	509	23	23	0	0.00%	3	0	100.00%	0.00%	36	0	0.00%
HOODSPORT	877	360	48	48	0	0.00%	8	0	100.00%	0.00%	41	0	0.00%
ISSAQUAH	392	425	462	455	8	1.73%	112	1	99.11%	0.89%	465	0	0.00%
KENT			1198	1173	10	0.83%	173	1	99.42%	0.58%	1275	0	0.00%
MERIDIAN	253	360	314	311	5	1.59%	49	1	97.96%	2.04%	332	0	0.00%
O'BRIEN	251	206	79	63	1	1.27%	13	0	100.00%	0.00%	90	0	0.00%
ULRICH	852	253	805	799	4	0.50%	111	0	100.00%	0.00%	853	0	0.00%

Washington Service Order Interval Missed Commitment Report
 Based on 2003 and 2004 Orders (Report 2, Missed Commitments)
 March 2005

1	2	3	12	13	14	15	16	17	18	19	12/04	21	22
EXCHANGES	WC	AREA CODE	3/05 SOT=NTC INWARD R,SB,LB	3/05 SOT=NTC INWARD R,SB	NOT COMPL W/I 5 DAYS	5 DAY (Greater than 10%)	SUM OF ORDERS W/DD > 5 days; Customer Reasons	SUM OF ORDERS W/DD > 5 Days or Less Missed Appt. Company Reasons	% MET	% Missed	SOT=NTC INWARD R,SB,LB	NOT COMPL W/I 90 DAYS	90 DAYS (GTR THAN 1%)
LIBERTY LAKE	255	509	17	17	0	0.00%	1	0	100.00%	0.00%	16	0	0.00%
LONGVIEW-KELSO	423	360	823	801	3	0.36%	74	0	100.00%	0.00%	778	0	0.00%
LOON LAKE	233	509	22	21	0	0.00%	5	0	100.00%	0.00%	20	0	0.00%
MAPLE VALLEY	432	425	194	192	2	1.03%	41	0	100.00%	0.00%	201	0	0.00%
MOSES LAKE	339	509	332	332	3	0.88%	31	1	96.77%	3.23%	359	0	0.00%
MOSES LAKE (AFB)	762	509	65	62	1	1.54%	5	0	100.00%	0.00%	90	0	0.00%
MOSES LAKE	765	509	274	270	2	0.73%	26	1	96.15%	3.85%	269	0	0.00%
NEWMAN LAKE	226	509	29	29	0	0.00%	6	1	83.33%	16.67%	32	0	0.00%
NORTHPORT	732	509	18	18	0	0.00%	1	0	100.00%	0.00%	20	0	0.00%
OLYMPIA	1801	509	1766	1766	12	0.67%	268	3	98.88%	1.12%	1721	0	0.00%
EVERGREEN	866	360	136	136	0	0.00%	22	0	100.00%	0.00%	127	0	0.00%
LACEY	456	360	919	908	6	0.65%	120	2	98.33%	1.67%	798	0	0.00%
WHITEHALL	352	360	746	722	6	0.80%	126	1	99.21%	0.79%	796	0	0.00%
OMAK-OKANOGAN	826	509	139	139	1	0.72%	15	0	100.00%	0.00%	148	0	0.00%
OROVILLE	476	509	58	58	2	3.45%	3	0	100.00%	0.00%	49	0	0.00%
OTHELLO	488	509	129	127	1	0.78%	10	0	100.00%	0.00%	90	0	0.00%
PASCO	545	509	581	577	7	1.20%	59	2	96.61%	3.39%	557	0	0.00%
PATEROS	923	509	15	15	0	0.00%	0	0	100.00%	0.00%	20	0	0.00%
POMEROY	843	509	17	17	0	0.00%	2	0	100.00%	0.00%	20	0	0.00%
PT. ANGELES	333	360	330	330	2	0.60%	44	0	100.00%	0.00%	285	0	0.00%
JOYCE	928	360	10	10	1	10.00%	2	0	100.00%	0.00%	13	0	0.00%
PT. ANGELES	452	360	323	320	1	0.31%	42	0	100.00%	0.00%	272	0	0.00%
PT. LUDLOW	437	360	38	38	1	2.63%	8	0	100.00%	0.00%	56	0	0.00%
PT. ORCHARD	459	360	457	457	6	1.31%	46	1	97.83%	2.17%	423	0	0.00%
COLBY	871	360	175	175	3	1.71%	20	0	100.00%	0.00%	149	0	0.00%
PT. ORCHARD	876	360	284	282	3	1.06%	26	1	96.15%	3.85%	274	0	0.00%
PT. TOWNSEND	385	360	216	212	2	0.93%	41	4	90.24%	9.76%	171	0	0.00%
PUYALLAP	841	253	883	874	3	0.34%	143	2	98.60%	1.40%	796	0	0.00%
RENTON	226	425	1221	1213	9	0.74%	177	3	98.31%	1.69%	1173	0	0.00%
RIDGEFIELD	887	360	61	61	0	0.00%	8	0	100.00%	0.00%	67	0	0.00%
ROCHESTER	273	360	124	122	0	0.00%	11	0	100.00%	0.00%	118	0	0.00%
ROY	842	253	42	42	2	4.76%	7	0	100.00%	0.00%	48	0	0.00%
SEATTLE	7028	206	6836	6836	63	0.75%	955	4	99.58%	0.42%	6958	4	0.06%
ATWATER	281	206	525	522	3	0.57%	90	0	100.00%	0.00%	556	0	0.00%
CAMPUS	543	206	272	271	1	0.37%	29	0	100.00%	0.00%	257	0	0.00%
CHERRY	241	206	957	946	6	0.63%	112	1	99.11%	0.89%	888	0	0.00%
DUWAMISH	762	206	297	295	0	0.00%	29	0	100.00%	0.00%	353	0	0.00%
EAST	322	206	950	949	8	0.84%	109	0	100.00%	0.00%	1027	1	0.10%
ELLIOT	441	206	277	274	1	0.36%	28	0	100.00%	0.00%	247	0	0.00%
EMERSON	361	206	793	790	6	0.76%	95	1	98.95%	1.05%	765	0	0.00%
LAKEVIEW	522	206	565	556	4	0.71%	88	1	98.86%	1.14%	567	0	0.00%
LAKEVIEW MAIN	223	206	696	696	16	2.30%	139	0	100.00%	0.00%	557	2	0.36%
MERCER ISLAND (Adams)	232	206	141	140	2	1.42%	28	0	100.00%	0.00%	133	0	0.00%
PARKWAY	721	206	532	528	3	0.56%	57	0	100.00%	0.00%	519	0	0.00%
SUNSET	782	206	511	508	3	0.59%	71	0	100.00%	0.00%	546	0	0.00%
WEST	932	206	512	508	0	0.00%	80	1	98.75%	1.25%	543	1	0.18%

Washington Service Order Interval Missed Commitment Report
 Based on 2003 and 2004 Orders (Report 2, Missed Commitments)
 March 2005

1	2	3	12	13	14	15	16	17	18	19	12/04	21	22
EXCHANGES	WC	AREA CODE	3/05 SOT=NTC INWARD R,SB,LB	3/05 SOT=NTC INWARD R,SB	NOT COMPL W/I 5 DAYS	5 DAY (Greater than 10%)	SUM OF ORDERS W/DD > 5 days; Customer Reasons	SUM OF ORDERS W/DD > 5 Days or Less Missed Appt. Company Reasons	% MET	% Missed	SOT=NTC INWARD R,SB,LB	NOT COMPL W/I 90 DAYS	90 DAYS (GRTR THAN 1%)
SEQUIM	683	360	233	232	0	0.00%	46	0	100.00%	0.00%	225	0	0.00%
SHELTON	426	360	302	300	5	1.66%	37	1	97.30%	2.70%	343	0	0.00%
SILVERDALE	692	360	303	301	1	0.33%	57	0	100.00%	0.00%	301	0	0.00%
SPOKANE			3435	3401	19	0.55%	431	2	99.54%	0.46%	3361	1	0.03%
CHESTNUT FAIRFAX	244	509	105	105	0	0.00%	7	0	100.00%	0.00%	89	0	0.00%
HUDSON	325	509	531	528	4	0.75%	66	1	98.48%	1.52%	511	0	0.00%
KEYSTONE	482	509	505	503	1	0.20%	42	1	97.62%	2.38%	471	0	0.00%
MORAN	534	509	396	392	3	0.76%	53	0	100.00%	0.00%	359	1	0.28%
RIVERSIDE	441	509	NUMBERS ADDED TO RIVERSIDE										
WALNUT	455	509	618	606	6	0.97%	80	0	100.00%	0.00%	641	0	0.00%
WHITWORTH	922	509	869	860	4	0.46%	111	0	100.00%	0.00%	905	0	0.00%
SPRINGDALE	466	509	411	407	1	0.24%	72	0	100.00%	0.00%	385	0	0.00%
SUMNER (BonneyLake)	258	509	29	29	0	0.00%	0	0	100.00%	0.00%	41	0	0.00%
TACOMA	863	253	393	384	5	1.27%	58	0	100.00%	0.00%	366	0	0.00%
FORT LEWIS	994	253	4666	4638	26	0.56%	607	4	99.34%	0.66%	4542	1	0.02%
GREENFIELD	472	253	237	235	3	1.27%	36	0	100.00%	0.00%	234	0	0.00%
JUNIPER	582	253	701	698	6	0.86%	79	1	98.73%	1.27%	653	0	0.00%
LENNOX	531	253	798	792	7	0.88%	97	0	100.00%	0.00%	755	0	0.00%
LOGAN	564	253	770	769	3	0.39%	78	0	100.00%	0.00%	712	0	0.00%
MARKET (Fawcett)	272	253	432	430	1	0.23%	76	0	100.00%	0.00%	432	0	0.00%
SKYLINE	752	253	555	548	2	0.36%	64	1	98.44%	1.56%	536	1	0.19%
WAVERLY-2	922	253	291	288	2	0.69%	48	1	97.92%	2.08%	328	0	0.00%
WAVERLY-7	927	253	138	136	0	0.00%	21	0	100.00%	0.00%	146	0	0.00%
TOUCHET	394	509	744	742	2	0.27%	108	1	99.07%	0.93%	746	0	0.00%
VANCOUVER			NUMBERS ADDED TO WALLA WALLA										
ORCHARDS OXFORD	253	360	2567	2541	18	0.70%	371	6	98.38%	1.62%	2502	0	0.00%
SALMON CREEK (VANCVR NO)	693	360	1359	1347	7	0.52%	214	3	98.60%	1.40%	1239	0	0.00%
WAITSBURG			788	780	6	0.76%	84	3	96.43%	3.57%	831	0	0.00%
WALLA WALLA	573	360	420	414	5	1.19%	73	0	100.00%	0.00%	432	0	0.00%
WARDEN	337	509	14	14	0	0.00%	2	0	100.00%	0.00%	11	0	0.00%
WINLOCK	522	509	372	366	3	0.81%	32	0	100.00%	0.00%	378	0	0.00%
YAKIMA	349	509	55	55	0	0.00%	5	1	80.00%	20.00%	24	0	0.00%
	785	360	40	40	2	5.00%	5	0	100.00%	0.00%	37	0	0.00%
CHESTNUT WEST	244	509	1318	1302	4	0.30%	106	1	99.06%	0.94%	1265	0	0.00%
	965	509	992	978	3	0.30%	64	0	100.00%	0.00%	949	0	0.00%
			326	324	1	0.31%	42	1	97.62%	2.38%	316	0	0.00%
Washington Customers Served by Exchanges in Neighboring States													
Clarkston	751	509	188	188	3	1.60%	14	0	100.00%	0.00%	0	0	0.00%
WC TOTAL			37092	36525	255	0.69%	4982	47	99.06%	0.94%	36044	8	0.02%

WASHINGTON REPAIR COMMITMENTS MET
MARCH 2005

Measurement Period 2005	# of Repair Tickets	Repair Commitments Met	Repair Commitments Missed	% Met	Force Majeure Exclusions	Physically Obstructed Exclusions
January	18,241	17,147	1094	94.00%	51	105
February	13,348	12,805	543	95.93%	29	62
March	17,068	16,465	603	96.47%	48	55
April						
May						
June						
July						
August						
September						
October						
November						
December						
YTD Total	48,657	46,417	2,240	95.40%	128	222
Baseline (WAC 480-120-439(3)): The missed repair appointment report must state the number of appointments						
missed; made and the number of allowed appointments exclusions.						

WASHINGTON TROUBLE REPORT
MARCH 2005

EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	
			Mar-05	Mar-05	Mar-05	Feb-05	Jan-05	Dec-04	Nov-04	Oct-04	Sep-04	Aug-04	Jul-04	Jun-04	May-04	Apr-04			
Report Rate > 4.00					0	0	0	0	0	1	1	1	0	0	0	0	0	0	
ABERDEEN	0	532	16744	182	1.09	0.62	1.01	1.46	1.32	0.90	0.86	1.11	0.87	0.71	0.79	0.87	0.79	0.87	
AUBURN	0	833	33748	344	1.02	1.01	1.21	1.17	0.78	1.04	1.07	1.12	0.99	1.20	0.83	0.93	0.83	0.93	
BAINBRIDGE	0	842	14014	248	1.77	1.11	1.38	1.39	1.07	1.13	1.48	1.52	1.24	1.15	1.19	1.10	1.19	1.10	
BATTLE GROUND	0	687	11513	117	1.02	0.82	2.13	2.88	1.66	1.39	2.12	2.12	1.56	1.79	1.58	1.40	1.58	1.40	
BELFAIR	0	275	8119	85	1.05	1.32	2.14	2.36	1.40	1.45	2.33	1.51	1.36	2.25	1.20	1.69	1.20	1.69	
BELLEVUE	0		71117	490	0.69	1.11	1.11	0.85	0.69	0.68	0.79	2.44	0.69	0.80	0.65	0.64	0.65	0.64	
GLENCOURT	0	453	27588	147	0.53	0.48	0.61	0.58	0.69	0.60	0.63	0.65	0.56	0.73	0.53	0.61	0.53	0.61	
SHERWOOD	0	641	43529	343	0.79	1.05	1.43	1.03	0.69	0.73	0.90	3.57	0.78	0.85	0.72	0.66	0.72	0.66	
BELLINGHAM	0		43180	272	0.63	0.66	0.66	0.76	0.92	0.77	0.69	0.88	0.65	0.66	0.59	0.55	0.66	0.55	
LUMMI	0	758	1534	15	0.98	1.18	1.17	0.39	1.03	1.80	1.35	1.09	1.49	0.71	2.05	0.96	0.71	0.96	
REGENT	0	671	41646	257	0.62	0.54	0.64	0.77	0.92	0.74	0.67	0.87	0.62	0.66	0.53	0.54	0.66	0.53	
BLACK DIAMOND	0	886	3510	47	1.34	2.57	1.48	1.79	0.91	2.05	1.14	0.88	1.26	1.37	1.35	1.37	1.35	1.37	
BREMERTON	0		39560	259	0.65	0.84	0.84	0.76	0.76	0.68	0.72	0.74	0.66	0.69	0.68	0.61	0.68	0.61	
BREMERTON ESX	0	373	35197	217	0.62	1.22	0.77	0.69	0.71	0.59	0.66	0.62	0.59	0.63	0.64	0.52	0.64	0.52	
CROSBY	0	830	3527	38	1.08	0.45	1.44	1.45	1.33	1.57	1.26	1.80	1.18	1.32	0.97	1.32	0.97	1.32	
SUNNYSLOPE	0	674	836	4	0.48	0.83	1.67	0.72	0.60	0.97	0.84	1.08	1.57	0.85	1.34	1.71	0.85	1.71	
BONNEY LAKE		862			Numbers added to Summit														
BUCKLEY	0	829	3332	55	1.65	1.68	1.29	1.49	0.84	1.38	1.14	1.29	1.37	1.21	1.06	0.82	1.21	0.82	
CASTLEROCK	1	274	4938	72	1.46	1.59	1.74	2.25	2.24	3.71	2.12	4.26	2.01	1.26	1.51	1.62	1.26	1.62	
CENTRALIA	0	736	10259	90	0.88	0.68	1.21	1.24	1.14	1.03	1.28	1.08	1.37	0.84	0.98	0.93	0.84	0.98	
CHEHALIS	0		10678	106	0.99	1.02	1.02	1.05	1.21	0.96	0.89	1.28	1.16	0.95	0.81	0.87	0.95	0.81	
CHEHALIS	0	748	8051	80	0.99	0.78	0.85	0.95	1.14	0.88	0.85	1.22	1.10	0.99	0.64	0.81	0.99	0.64	
NAPAVINE	0	262	2627	26	0.99	0.84	1.53	1.38	1.42	1.22	1.00	1.47	1.35	0.84	1.33	1.05	0.84	1.33	
CLE-ELUM	0	674	3342	30	0.90	0.60	0.93	0.69	0.96	1.42	1.11	2.68	1.05	1.66	0.97	1.14	1.66	0.97	
COLFAX	0	397	2522	23	0.91	0.59	0.79	0.83	1.37	1.22	2.38	1.23	1.35	1.29	0.70	0.85	1.29	0.70	
COLVILLE	0	684	7116	76	1.07	0.80	0.72	0.86	0.70	1.04	1.15	2.56	1.21	0.89	1.24	0.59	0.89	1.24	
PALIS(OCEAN SHORES)	0	289	4167	42	1.01	1.22	1.90	1.91	2.21	1.57	1.62	1.33	1.24	1.03	0.93	1.16	1.03	0.93	
COULEE DAM	0	633	2299	31	1.35	0.43	0.78	1.07	0.56	0.94	0.90	1.23	1.32	0.89	1.05	2.09	0.89	1.05	
CRYSTAL MTN.	0	663	682	10	1.47	1.57	0.85	3.76	0.58	0.88	1.63	1.18	1.04	1.95	0.89	0.60	1.95	0.89	
DAYTON	0	382	1917	29	1.51	0.78	1.04	1.51	1.26	1.74	2.80	2.36	2.35	1.93	0.95	1.49	1.93	0.95	
DEER PARK	0	276	6402	60	0.94	1.15	0.73	1.08	1.04	1.06	1.00	1.81	1.27	1.15	1.89	0.75	1.15	1.89	
DES MOINES	0		35325	260	0.74	0.93	0.93	0.82	0.75	0.83	0.92	0.85	0.72	0.83	0.95	0.75	0.83	0.95	
DES MOINES	0	824	13794	112	0.81	0.70	1.09	0.87	0.81	0.90	0.94	0.84	0.71	0.77	0.97	0.81	0.77	0.97	
FEDERAL WAY	0	839	21531	148	0.69	0.62	0.84	0.80	0.72	0.79	0.91	0.86	0.72	0.87	0.94	0.70	0.87	0.94	
EASTON	0	656	710	1	0.14	0.42	0.97	0.69	0.70	0.98	1.23	1.92	0.28	0.56	0.97	0.28	0.56	0.97	
ELK	0	292	2874	20	0.70	0.66	0.94	0.80	1.04	0.90	1.53	1.01	1.01	1.15	1.53	0.66	1.15	1.53	
ENUMCLAW	0	825	9458	82	0.87	0.65	1.26	1.26	0.80	1.26	1.38	1.19	0.94	0.92	1.06	0.66	0.94	1.06	
EPHRATA	0	754	3634	57	1.57	0.99	1.23	0.87	1.10	1.26	0.93	0.61	0.84	0.96	0.56	1.17	0.96	0.56	
GRAHAM	0	847	19945	184	0.92	1.12	1.26	1.08	1.12	0.96	1.01	1.10	1.21	1.58	1.44	1.21	1.58	1.44	
GREEN BLUFF	0	238	3011	22	0.73	0.83	0.99	0.69	0.86	0.59	1.59	1.52	1.40	2.05	0.79	0.88	2.05	0.79	

WASHINGTON TROUBLE REPORT
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EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Mar-05	Mar-05	Mar-05	Feb-05	Jan-05	Dec-04	Nov-04	Oct-04	Sep-04	Aug-04	Jul-04	Jun-04	May-04	Apr-04		
Report Rate >	4.00				0	0	0	0	0	1	1	1	0	0	0	0	0	0
HOODSPORT	0	877	2572	9	0.35	0.82	0.94	0.67	1.06	1.41	0.62	1.52	0.82	1.02	1.41	1.25		
ISSAQUAH	0	392	26433	189	0.72	0.47	1.00	1.05	0.90	0.98	0.88	1.23	0.88	1.18	0.81	0.95		
KENT	0		62104	372	0.60	0.83	0.83	0.80	0.79	0.79	0.76	0.93	0.82	0.83	0.86	0.70		
KENT MERIDIAN	0	630	22543	161	0.71	0.88	1.11	1.01	1.03	0.94	1.04	1.27	1.31	1.03	1.35	0.96		
KENT O'BRIEN	0	251	10916	16	0.15	0.20	0.35	0.30	0.37	0.27	0.32	0.31	0.40	0.50	0.28	0.21		
KENT ULRICH	0	852	28645	195	0.68	0.54	0.80	0.82	0.75	0.88	0.72	0.90	0.60	0.82	0.71	0.69		
LIBERTY LAKE	0	255	1608	8	0.50	0.31	0.25	0.31	0.55	0.37	0.61	0.49	0.55	0.49	1.57	0.84		
LONGVIEW-KELSO	0	423	32131	429	1.34	1.01	1.16	1.13	1.09	1.23	1.25	1.48	1.05	1.10	0.94	1.03		
LOON LAKE	0	233	1428	14	0.98	1.32	0.49	1.24	0.83	0.82	0.87	1.78	1.25	1.19	1.27	1.28		
MAPLE VALLEY	0	432	13348	103	0.77	0.66	0.85	1.02	0.95	0.70	2.19	0.79	0.81	0.82	1.14	0.83		
MOSES LAKE	0		14463	168	1.16	1.08	1.08	1.22	0.96	0.95	1.09	1.63	1.17	1.72	1.09	1.00		
MOSES LAKE AFB	0	762	2501	18	0.72	0.50	0.88	1.11	0.68	1.17	0.75	0.94	1.05	1.15	0.84	0.68		
MOSES LAKE	0	765	11962	150	1.25	0.96	1.12	1.25	1.02	0.90	1.16	1.78	1.20	1.85	1.15	1.07		
NEWMAN LAKE	0	226	2565	20	0.78	0.50	0.74	0.62	0.31	0.70	0.96	0.93	1.46	1.65	1.26	1.03		
NORTHPORT	0	732	1016	14	1.38	0.78	0.69	1.76	2.16	1.08	1.36	2.35	1.86	0.59	1.58	1.10		
OLYMPIA	0		95484	846	0.89	0.98	0.98	0.85	0.79	0.83	0.85	0.83	0.87	0.85	0.80	0.76		
EVERGREEN	0	866	7485	56	0.75	0.80	1.15	1.24	1.33	0.96	1.59	1.00	1.29	1.00	1.05	0.80		
LACEY	0	456	42213	355	0.84	0.65	0.97	0.88	0.59	0.77	0.77	0.73	0.85	0.82	0.71	0.68		
WHITEHALL	0	352	45786	435	0.95	0.80	0.96	0.76	0.87	0.88	0.82	0.90	0.82	0.86	0.83	0.83		
OMAK-OKANOGAN	0	826	7479	81	1.08	0.79	0.90	1.28	0.95	0.97	1.08	1.54	0.83	1.08	1.22	1.02		
OROVILLE	0	476	1871	29	1.55	0.65	0.96	0.91	0.86	1.50	1.71	1.55	1.22	1.17	1.16	0.95		
OTHELLO	0	488	4620	123	2.66	1.66	2.15	1.53	2.05	1.22	1.20	2.83	1.97	2.54	2.95	2.21		
PASCO	0	545	20584	182	0.88	0.78	1.13	0.93	1.09	1.70	1.29	1.73	1.78	2.12	1.29	1.18		
PATEROS	0	923	831	8	0.96	0.36	0.60	0.60	0.84	0.12	0.60	1.54	0.71	1.06	0.71	0.59		
POMEROY	0	843	1363	22	1.61	0.74	1.04	1.64	0.83	1.41	2.01	2.06	1.85	1.40	0.95	1.10		
PT. ANGELES	0		19371	156	0.81	1.67	1.67	1.06	1.00	0.87	1.13	1.20	0.82	0.85	0.84	0.83		
JOYCE	1	928	1258	20	1.59	2.46	5.98	2.07	0.79	1.34	1.87	1.95	2.73	2.44	1.65	1.88		
PT. ANGELES	0	452	18113	136	0.75	0.86	1.37	0.99	1.02	0.84	1.08	1.15	0.69	0.74	0.79	0.76		
PT. LUDLOW	0	437	2874	15	0.52	0.73	0.83	0.93	0.94	1.57	1.04	1.21	1.18	1.12	1.04	0.76		
PT. ORCHARD	0		23720	253	1.07	1.14	1.14	1.10	1.07	1.02	1.07	1.02	0.98	1.08	1.71	0.88		
COLBY	0	871	9169	121	1.32	1.07	1.37	1.20	1.13	1.01	0.94	1.09	1.06	1.20	1.12	0.89		
PT. ORCHARD	0	876	14551	132	0.91	0.80	1.00	1.03	1.04	1.03	1.15	0.98	0.93	1.00	2.07	0.86		
PT. TOWNSEND	0	385	11957	111	0.93	0.64	0.96	0.99	0.86	0.87	1.03	1.47	0.94	1.26	1.17	0.76		
PUYALLUP	0	841	40305	294	0.73	0.71	0.93	1.04	0.91	2.00	0.96	1.08	0.87	0.92	0.88	0.84		
RENTON	0	226	57266	435	0.76	0.64	1.03	1.01	0.84	0.84	0.78	0.89	0.76	0.78	0.79	0.78		
RIDGEFIELD	2	887	3855	64	1.66	2.92	1.95	2.91	1.33	4.18	6.65	2.45	1.83	2.36	1.69	1.90		
ROCHESTER	0	273	6271	59	0.94	0.93	1.74	1.17	1.26	1.72	1.86	1.82	1.31	1.01	1.34	0.94		
ROY	0	843	2765	32	1.16	0.90	1.12	1.59	1.29	1.67	1.45	1.60	1.31	1.16	1.44	0.75		
SEATTLE	0		409806	2685	0.66	0.71	0.71	0.68	0.66	0.68	0.73	0.78	0.68	0.70	0.65	0.59		
ATWATER	0	281	32602	176	0.54	0.45	0.54	0.68	0.62	0.51	0.63	0.82	0.75	0.71	0.64	0.58		

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EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Mar-05	Mar-05	Feb-05	Jan-05	Dec-04	Nov-04	Oct-04	Sep-04	Aug-04	Jul-04	Jun-04	May-04	Apr-04			
Report Rate > 4.00					0	0	0	0	1	1	1	0	0	0	0	0	0	0
CAMPUS	0	543	15252	60	0.39	0.48	0.44	0.51	0.63	0.76	0.69	0.63	0.70	0.41	0.54			
CHERRY	0	241	44371	368	0.83	1.18	0.87	0.73	0.78	0.79	1.04	0.83	0.90	0.88	0.75			
DUWAMISH	0	655	16325	119	0.73	0.56	0.69	0.81	0.84	0.90	0.92	0.69	0.74	0.65	0.71			
EAST	0	322	45062	367	0.81	0.59	0.82	0.82	1.03	0.93	0.88	0.82	0.87	0.76	0.60			
ELLIOT	0	441	11526	32	0.28	0.26	0.30	0.22	0.39	0.28	0.24	0.33	0.44	0.36	0.39			
EMERSON	0	417	44467	301	0.68	0.56	0.69	0.61	0.68	0.79	0.95	0.72	0.66	0.67	0.61			
LAKEVIEW	0	522	38599	340	0.88	0.56	0.72	0.72	0.72	0.77	0.85	0.68	0.74	0.78	0.61			
MAIN	0	223	60908	119	0.20	0.16	0.20	0.17	0.20	0.21	0.22	0.24	0.29	0.30	0.20			
MERCER ISLAND (ADAMS)	0	232	12666	102	0.81	0.70	0.88	0.92	0.76	1.20	0.99	1.03	1.21	0.86	0.73			
PARKWAY	0	723	24108	298	1.24	0.76	1.07	1.30	0.84	1.03	1.04	0.95	0.97	0.86	0.96			
SUNSET	0	782	34352	171	0.50	0.56	0.69	0.58	0.67	0.74	0.65	0.55	0.52	0.55	0.51			
WEST	0	932	29568	232	0.78	0.59	0.94	0.93	0.97	0.99	1.11	0.98	0.88	0.83	0.93			
SEQUIM	0	683	14885	109	0.73	0.79	1.04	1.49	1.59	1.07	0.98	1.26	0.91	0.98	0.98			
SHELTON	0	427	16982	172	1.01	0.86	1.05	1.22	1.01	1.29	1.14	1.06	1.26	0.98	0.99			
SILVERDALE	0	692	17788	105	0.59	0.63	0.88	0.85	0.76	0.66	0.87	0.69	0.65	0.78	0.54			
SPOKANE	0		177665	1301	0.73	0.63	0.74	0.75	0.74	0.95	0.99	0.90	0.95	1.30	0.77			
CHESTNUT	0	244	3675	34	0.93	0.95	0.87	0.68	1.26	1.12	2.09	0.91	3.13	2.15	0.85			
FAIRFAX	0	325	26013	256	0.98	0.68	0.69	0.77	0.67	0.85	1.11	0.77	0.96	1.03	0.70			
HUDSON	0	482	19966	146	0.73	0.36	0.62	0.67	0.57	0.68	0.67	0.75	0.89	1.59	0.66			
KEYSTONE	0	534	17395	107	0.62	0.44	0.59	0.58	0.76	0.76	0.98	0.87	0.87	1.62	0.82			
MORAN	0	441			Numbers added to Riverside													
RIVERSIDE	0	455	36884	231	0.63	0.00	0.84	0.73	0.73	0.89	0.88	0.75	0.85	1.23	0.65			
WALNUT	0	922	47832	326	0.68	0.46	0.69	0.78	0.67	0.89	0.99	0.90	0.88	1.08	0.70			
WHITWORTH	0	466	25900	201	0.78	0.51	0.89	0.91	1.01	1.54	1.14	1.37	1.02	1.50	1.04			
SPRINGDALE	0	258	1700	18	1.06	0.58	2.33	1.77	2.48	1.59	1.41	3.38	3.47	2.56	2.03			
SUMNER	0	863	23233	209	0.90	0.76	1.01	1.22	1.64	1.01	1.02	0.86	0.98	0.84	1.26			
TACOMA	0		194818	1859	0.95	0.97	0.84	0.78	0.91	1.00	1.02	0.85	0.96	0.90	0.95			
FORT LEWIS	0	964	5656	29	0.51	0.58	1.09	0.70	0.74	0.55	0.54	0.64	0.82	0.48	0.44			
GREENFIELD	0	472	25165	492	1.96	0.95	1.06	0.95	1.09	0.96	1.31	0.91	1.50	0.95	0.98			
JUNIPER	0	581	28745	268	0.93	0.80	0.86	0.86	1.03	1.22	1.22	1.06	0.92	0.84	1.09			
LENNOX	0	531	33042	372	1.13	0.85	1.09	0.95	1.19	1.09	1.28	1.12	1.17	1.44	1.46			
LOGAN	0	564	18829	152	0.81	0.55	0.71	0.84	0.86	0.95	0.90	0.71	0.76	0.79	0.77			
MARKET/FAWCETT	0	272	21342	137	0.64	0.51	0.56	0.57	0.66	0.68	0.62	0.58	0.52	0.76	0.64			
SKYLINE	0	752	17554	144	0.82	0.56	0.74	0.73	0.83	0.93	0.99	0.74	0.74	0.75	0.90			
WAVERLY-2	0	922	8618	77	0.89	0.89	0.90	0.68	0.93	1.05	0.76	0.62	0.91	1.06	0.82			
WAVERLY-7	0	927	35867	188	0.52	0.54	0.68	0.60	0.67	1.06	0.85	0.76	0.91	0.68	0.76			
TOUCHET					Numbers added to Walla Walla													
VANCOUVER	0		110962	1157	1.04	1.05	1.07	1.02	1.00	0.94	1.21	1.00	1.09	1.07	0.88			
ORCHARDS	0	253	57371	590	1.03	1.02	1.05	1.05	0.97	0.95	1.20	0.91	1.15	1.18	0.87			

WASHINGTON TROUBLE REPORT
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EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Mar-05	Mar-05	Mar-05	Feb-05	Jan-05	Dec-04	Nov-04	Oct-04	Sep-04	Aug-04	Jul-04	Jun-04	May-04	Apr-04		
Report Rate > 4.00			0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OXFORD	0	693	30924	353	1.14	0.74	1.04	1.09	1.02	1.09	0.92	1.11	1.12	1.05	1.02	0.93		
SALMON CREEK (VANCOUVER NORTH)	0	573	22667	214	0.94	0.79	1.01	1.11	0.96	0.98	0.95	1.37	1.06	0.99	0.83	0.81		
WAITSBURG	0	337	763	5	0.66	0.65	0.39	1.45	1.70	1.17	1.96	3.00	1.82	1.29	1.91	0.76		
WALLA WALLA /TOUCHET	0	522	21841	202	0.92	0.67	0.80	0.73	0.77	1.02	0.67	1.00	0.73	1.00	0.78	0.77		
WARDEN	0	349	1389	15	1.08	0.94	1.23	1.08	0.50	2.20	1.20	3.05	1.98	0.91	1.04	1.10		
WINLOCK	0	785	2311	23	1.00	1.39	2.01	1.48	1.65	1.97	1.80	1.14	0.57	1.71	0.70	0.96		
YAKIMA	0		53723	374	0.70	0.70	0.70	0.65	0.84	0.74	0.70	0.97	1.05	0.93	0.83	0.79		
CHESTNUT	0	248	36357	284	0.78	0.53	0.69	0.68	0.97	0.79	0.68	0.98	1.17	0.97	0.79	0.77		
WEST	0	965	17366	90	0.52	0.35	0.71	0.60	0.55	0.64	0.73	0.95	0.78	0.85	0.92	0.84		
Washington Customers Served by Exchanges in Neighboring States	0																	
CLARKSTON	0	751	8391	88	1.05	0.71	0.89											
TOTALS			1888657	15652	0.63	0.68	0.92	0.90	0.85	0.91	0.94	1.09	0.88	0.93	0.91	0.80		

WASHINGTON ANCR REPORT
MARCH 2005

WASHINGTON ANCR - MARCH 2005
ANCR Red Orange Yellow Report

Ticket ID	Escalation Code	Failure Category	Incident Date	Restore Date	Total No. of Hours OOS	Geography Affected	Failure Description
There are no incident reports greater than 48 hours for this month							

WASHINGTON AVERAGE TIME IN QUEUE IN SECONDS
 FOR REPAIR AND RES/BUS OFFICE ACCESS
 MARCH 2005

	RES			BUS			RES/BUS COMBINED TOTALS			REPAIR		
	Volume	Time in Queue	Average	Volume	Time in Queue	Average	Volume	Time in Queue	Average	Volume	Time in Queue	Average
January		28,894,011	14		3,379,035	15		32,273,046	14		8,768,809	20
February		43,301,914	23		2,490,920	12		45,792,834	22		10,994,954	30
March		38,303,010	19		978,176	4		39,281,186	17		9,669,312	25
April												
May												
June												
JULY												
AUGUST												
SEPTEMBER												
OCTOBER												
NOVEMBER												
DECEMBER												

Benchmark: 480-120-133 (2)(c). Each month the average time until a live representative answers a call must not exceed 60 seconds from the time the caller selects the appropriate option to speak to a live representative.

WASHINGTON OUT OF SERVICE SUMMARY
MARCH 2005

Measurement Period 2005	Total # of Out Of Service Tickets	Out of Service Cleared 48 Hours	% Out Of Service <= 48 Hours	Out of Service Not Cleared in 48 Hours	# Of Exemptions				
January	13,081	12,876	98.43%	205	199				
February	9,545	9,473	99.25%	72	112				
March	12,453	12,382	99.43%	71	107				
April									
May									
June									
July									
August									
September									
October									
November									
December									
	35,079	34,731	99.01%	348	418				
Baseline(WAC 480-120-439(9)/480-120-440(1)): A company must repair all out-of-service interruptions within 48 hours, excluding Sundays and holidays, unless physically obstructed from doing so or due to interruptions caused by extraordinary or abnormal conditions of operation.									
Measurement Period 2005	All Other Repair Tickets	All Other Repairs Cleared LT <=72 Hours	All Other Repairs Cleared GTR > 72 Hours	% All Other Repairs Cleared <= 72 Hours	Force Majeure All Other Troubles Cleared GTR > 72 Hours	Non Force Majeure All Troubles Cleared GTR > 72 Hours			
January	5,075	5,040	35	99.31%	2	40			
February	3,748	3,731	17	99.55%	2	32			
March	4,576	4,563	13	99.72%	0	35			
April									
May									
June									
July									
August									
September									
October									
November									
December									
YTD TOTAL	13,399	13,334	65	99.51%	4	107			
Baseline: (WAC 480-120-439(9)/480-120-440(2)): All "other" regulated service interruptions must be repaired within seventy-two hours unless the company is unable to make the repair because it is physically obstructed from doing so or because of force majeure, in which case the repair must be made as soon as practicable.									

WASHINGTON TOLL, LOCAL AND E911 TRUNK BLOCKING
MARCH 2005

Trunks Blocking > .5% for the month of Mar 2005		TOLL TRUNK BLOCKING						
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Mar05	Explanantion/Details of Action Taken, Trunk Servicing Response - Mar05	
AP077413	240			two way	GOS	1.53%	Blocking occurred on 3/15/05 on hour 9 and 11 only. We have had no blocking in current study periods. TGSR sent on 3/16/05	
AP077429	144			two way	GOS	0.78%		
AP081503	240			two way	GOS	1.11%		
		Percent of trunks meeting standard:					99.22%	
		Total number of trunks:					387	
		Number of trunks out of compliance for the month:					3	

Trunks Blocking > 1% for the month of Mar 2005		LOCAL TRUNK BLOCKING						
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Results Mar05	Explanantion/Details of Action Taken, Trunk Servicing Response - Mar05	
AP062022	238			two way	LOCAL	2.11%		
		Percent of trunks meeting standard:					99.69%	
		Total number of trunks:					330	
		Number of trunks out of compliance for the month:					1	

Trunks Blocking > 1% for the month of Mar 2005		E911 TRUNK BLOCKING						
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Results Mar05	Explanantion/Details of Action Taken, Trunk Servicing Response - Mar05	
AP064827	2			one way	E911	32.30%	Blocking every week in March. We have sent TGSRs to the 911 group on 3/10/05 and 3/17/05 to notify of the blocking.	
AP069365	2			one way	E911	1.67%	Blocking occurred on 3/25/05 for only 1 call. No other blocking throughout the entire month. TGSR sent on 4/7/05	
AP068029	2			one way	E911	1.46%		
		Percent of trunks meeting standard:					97.50%	
		Total number of trunks:					120	
		Number of trunks out of compliance for the month:					3	

Key =
GOS: Grade of Service
Toll-DDD: Direct Distance Dial
TGSR: Trunk Group Service Request Form

DIAL TONE
NETWORK CONGESTION MONTHLY REPORT
MARCH 2005

Measurement Period	# ACCESS LINES	DIAL TONE SPEED TESTS	DIAL TONE DELAYS	PERCENT (Greater than 10%)
January	1,902,908	38,021,739	6,083	0.02%
February	1,897,897	34,096,954	5,089	0.01%
March	1,888,657	38,446,090	5,470	0.01%
April				
May				
June				
July				
August				
September				
October				
November				
December				
YTD Total	5,689,462	110,564,783	16,642	0.02%
Baseline: Sufficient dial central office capacity and equipment shall be provided to meet the requirement of dial tone within three seconds on at least 98% of calls placed. Credits do not apply during periods of emergency or catastrophe, extraordinary or abnormal conditions of operations, such as those resulting from work stoppage, holidays, civil unrest, force majeure or disruptions of service caused by persons or entities other than Qwest.				

WASHINGTON DIAL TONE REPORT
MARCH 2005

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
ABERDEEN-HOQUIAM	532	360	353343	5	0.00%
ATWATER	281	206	592993	3	0.00%
AUBURN	833	253	663489	101	0.02%
BLACK DIAMOND	REMOTE OF AUBURN				
BAINBRIDGE ISLAND	842	206	343145	33	0.01%
BATTLEGROUNDS	687	360	210967	225	0.11%
BELFAIR	275	360	141329	0	0.00%
BONNEY LAKE	862	253	254609	1	0.00%
BREMERTON ESSEX	373	360	803567	4	0.00%
BUCKLEY	829	360	57201	0	0.00%
CAMPUS	543	206	326769	0	0.00%
CASTLE ROCK	274	360	106326	362	0.34%
CENTRALIA	736	360	229616	1	0.00%
CHEHALIS	748	360	157287	0	0.00%
CHERRY	241	206	943191	272	0.03%
CLE-ELUM	674	509	44162	0	0.00%
COLBY	871	360	182067	100	0.05%
COLFAX	397	509	35584	0	0.00%
COLVILLE	684	509	126653	3	0.00%
NORTHPORT	REMOTE OF COLVILLE				
COULEE DAM	633	509	40447	0	0.00%
CROSBY	830	360	66058	13	0.02%
CRYSTAL MTN.	663	360	4941	0	0.00%
DAYTON	382	509	26922	0	0.00%
DEER PARK	276	509	135831	0	0.00%
DES MOINES	824	206	295130	111	0.04%
DUWAMISH	762	206	371658	0	0.00%
EAST	322	206	657495	100	0.02%
EASTON	656	509	8378	0	0.00%
ELK	292	509	53852	0	0.00%
ELLIOT	441	206	224518	4	0.00%
EMERSON	361	206	797339	0	0.00%
ENUMCLAW	825	360	161798	0	0.00%
EPHRATA	754	509	48256	0	0.00%
FAIRFAX	325	509	571580	243	0.04%
CHESTNUT	REMOTE OF FAIRFAX				
FEDERAL WAY	839	253	486833	173	0.04%
FORT LEWIS	964	253	117061	0	0.00%
GLENCOURT	453	425	644002	11	0.00%
GRAHAM	847	253	406350	57	0.01%
GREEN BLUFF	238	509	59302	0	0.00%
GREENFIELD	472	253	668421	52	0.01%
HUDSON	482	509	484831	1	0.00%
ISSAQUAH	392	425	544754	3	0.00%
JOYCE	928	360	15752	0	0.00%
JUNIPER	582	253	603268	83	0.01%
KENT MERIDIAN	630	253	442011	310	0.07%
KENT OBRIEN	251	206	317512	7	0.00%
KENT ULRICH	852	253	593178	102	0.02%
KEYSTONE	534	509	497559	0	0.00%
LACEY	456	360	817459	117	0.01%
LAKEVIEW	522	206	512562	28	0.01%
LENNOX	531	253	883033	3	0.00%
LIBERTY LAKE	255	509	24808	0	0.00%
LOGAN	564	253	334116	64	0.02%
LONGVIEW-KELSO	423	360	727382	5	0.00%
LOON LAKE	233	509	16661	0	0.00%
MAIN (Seattle)	223	206	1469428	58	0.00%
MAPLE VALLEY	432	425	233758	92	0.04%
MARKET (Fawcett)	272	253	613932	5	0.00%
MERCER ISLAND (Adams)	232	206	310049	10	0.00%
MOSES LAKE	762	509	285057	5	0.00%
MOSES LAKE (AFB)	765	509	61938	0	0.00%

WASHINGTON DIAL TONE REPORT
MARCH 2005

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
NAPAVINE	262	360	50541	0	0.00%
NEWMAN LAKE	226	509	51739	0	0.00%
OCEAN SHORES	289	360	59489	0	0.00%
OMAK-OKANOGAN	826	509	118931	0	0.00%
ORCHARDS	253	360	1028791	226	0.02%
OROVILLE	476	509	25620	0	0.00%
OTHELLO	488	509	120748	0	0.00%
PARKWAY	721	206	675676	427	0.06%
PASCO	545	509	466680	4	0.00%
PATEROS	923	509	9289	0	0.00%
POMEROY	843	509	21397	0	0.00%
PT. ANGELES	452	360	313566	5	0.00%
PT. LUDLOW	437	360	44664	0	0.00%
PT. ORCHARD	876	360	323911	130	0.04%
SUNNYSLOPE	REMOTE OF PT. ORCHARD				
PT. TOWNSEND	385	360	281858	3	0.00%
PUYALLAP	841	253	708067	0	0.00%
REGENT	671	360	1073591	104	0.01%
LUMMI	REMOTE OF REGENT				
RENTON	226	425	1075087	220	0.02%
RIDGEFIELD	887	360	56045	0	0.00%
RIVERSIDE	455	509	568288	52	0.01%
MORAN	REMOTE OF RIVERSIDE				
ROCHESTER	273	360	148481	0	0.00%
ROY	843	253	65060	87	0.13%
SEQUIM	683	360	175668	3	0.00%
SHELTON	426	360	385117	241	0.06%
HOODSPORT	REMOTE OF SHELTON				
SHERWOOD	641	425	877753	72	0.01%
SILVERDALE	692	360	331923	62	0.02%
SKYLINE	752	253	330303	0	0.00%
SPRINGDALE	258	509	41053	0	0.00%
SUMNER (BonneyLake)	863	253	257988	16	0.01%
BONNEY LAKE	REMOTE OF SUMNER				
SUNSET	782	206	497726	613	0.12%
VANCOUVER NO. SALMON CRK(NO)	573	360	352461	15	0.00%
VANCOUVER OXFORD	693	360	843444	29	0.00%
WAITSBURG	337	509	15382	0	0.00%
WALLA WALLA (incl Touche	522	509	683172	3	0.00%
TOUCHET	REMOTE OF WALLA WALLA				
WALNUT	922	509	857772	0	0.00%
WARDEN	349	509	33316	0	0.00%
WAVERLY-2	922	253	238443	12	0.01%
WAVERLY-7	927	253	627023	93	0.01%
WEST	965	509	516431	0	0.00%
WHITEHALL	352	360	811326	160	0.02%
EVERGREEN	REMOTE OF WHITEHALL				
WHITWORTH	466	509	400383	89	0.02%
WINLOCK	785	360	40300	25	0.06%
YAKIMA CHESTNUT	244	509	1228973	3	0.00%
YAKIMA WEST	965	509	405096	9	0.00%
TOTAL			38446090	5470	0.01%

Washington Commission Complaint Report
March 2005

Date Complaint Opened	Date of Violation	Violation Cited*	# of Occurrences	Commission Complaint Number	Type of Complaint	Disputes/Comments
<i>Nothing to report</i>						
Total for month						
0						
Baseline: Provide a complete and detailed response to the Commission Consumer Affairs staff						
in accordance with the WAC 480-120-166, within two business days of receipt of a commission inquiry for service affecting complaints and within						
five business days for non-service affecting complaints.						
Note: This report only reflects Washington customer complaints for the period reported, where						
the WUTC assessed a violation in 2004 based on non-compliance with WAC 480-120-166 or the merger agreement commitment						
(UT-991358) to provide a complete and detailed response within two business days for service affecting complaints and within five business days for						
non-service affecting complaints. Qwest can only report violations by the WUTC staff, which are forwarded to Qwest, as the complaint						
is being worked or once the complaint is closed by the WUTC.						

Washington Customer Service Guarantee Program Credits
March 2005

Missed Appointments/Commitments - Install Residence (New Connect/Reconnect orders)									
Measurement Period	Number of Scheduled Appointments (dispatched orders)	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	Number of Scheduled Appointments (dispatched orders) missed due to (non-dispatched orders)	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	Number of Scheduled Appointments (dispatched orders) missed due to (non-dispatched orders)	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
YTD Total	37908	727	1031	391640	236	258	1289		
Missed Appointments/Commitments - Install Business (New Connect/Reconnect orders)									
Measurement Period	Number of Scheduled Appointments (dispatched orders)	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	Number of Scheduled Appointments (dispatched orders) missed due to (non-dispatched orders)	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	Number of Scheduled Appointments (dispatched orders) missed due to (non-dispatched orders)	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
YTD Total	11547	253	474	33855	61	74	548		

Washington Customer Service Guarantee Program Credits
March 2005

Missed Appointments/Commitments - Repair Residence		Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.		Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.		Number of Scheduled Commitments (non-dispatched tickets)		Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons		Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons		Number Exclusions			
Measurement Period	Number of Scheduled Appointments (dispatched tickets)	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets)	Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	Number Exclusions	Number of Scheduled Commitments (non-dispatched tickets)	Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	Number Exclusions	Number of Scheduled Commitments (non-dispatched tickets)	Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	Number Exclusions
January, 2005															
February, 2005															
March, 2005															
April, 2005															
May, 2005															
June, 2005															
July, 2005															
August, 2005															
September, 2005															
October, 2005															
November, 2005															
December, 2005															
YTD Total	32587	1755	185	10521	119	0	294								
Missed Appointments/Commitments - Repair Business		Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.		Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.		Number of Scheduled Commitments (non-dispatched tickets)		Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons		Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons		Number Exclusions			
Measurement Period	Number of Scheduled Appointments (dispatched tickets)	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets)	Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	Number Exclusions	Number of Scheduled Commitments (non-dispatched tickets)	Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	Number Exclusions	Number of Scheduled Commitments (non-dispatched tickets)	Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	Number Exclusions
January, 2005															
February, 2005															
March, 2005															
April, 2005															
May, 2005															
June, 2005															
July, 2005															
August, 2005															
September, 2005															
October, 2005															
November, 2005															
December, 2005															
YTD Total	4000	334	37	1549	32	0	56								

Missed Appointment/Commitment Credits Paid - Install Residence/Business (New Connect/Reconnect)		Number of RESIDENCE customers receiving credits for company missed appointments/com mitments-Install		Total amount of missed appointments credits paid		Month Credit Paid Upon Credit Issued/Bill Date		Number of BUSINESS customers receiving credits for company missed appointments/co mmitments-Install		Total amount of missed appointments credits paid.		Month Credit Paid Upon Credit Issued/Bill Date	
Measurement Period													
January, 2005													
February, 2005													
March, 2005													
April, 2005													
May, 2005													
June, 2005													
July, 2005													
August, 2005													
September, 2005													
October, 2005													
November, 2005													
December, 2005													
YTD Total		1080		\$57,500				494		\$28,400			
Missed Appointment/Commitment Credits Paid - Repair													
Measurement Period		Number of RESIDENCE customers receiving credits for company missed appointments/com mitments-Repair		Total amount of missed appointments credits paid.		Month Credit Paid Upon Credit Issued/Bill Date		Number of BUSINESS customers receiving credits for company missed appointments-Repair		Total amount of missed appointments credits paid.		Month Credit Paid Upon Credit Issued/Bill Date	
January, 2005													
February, 2005													
March, 2005													
April, 2005													
May, 2005													
June, 2005													
July, 2005													
August, 2005													
September, 2005													
October, 2005													
November, 2005													
December, 2005													
YTD Total		2074		\$103,700				291		\$14,550			

Baseline: WN U-40 2.2.2.B.1.b. / WN U-40 2.2.2.B.1.c a \$50 credit will be offered if the company fails to keep a guaranteed appointment or commitment.

Washington Customer Service Guarantee Program Credits
March 2005

Delayed Primary Exchange Alternative	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD # of credits paid
Residence													
# of completed orders for installation of primary service													87625
# of completed orders for primary service installed w/i 5 bus. days													87107
# of credits-First Month's Charge(HO Recurring)													626
Amount of credit-First Month's Charge(HO Recur)													\$7,763.00
# of credits-Installation (HO NonRecur)													627
Amount of credits-Installation (Ho NonRecur)													\$19,282.00
# of \$100 Bill Credits													626
Amount of \$100 Bill Credits													\$67,600.00
# of Voice Mail Recurring Credits													0
Amount of Voice Mail Recurring Credits													\$0.00
# of Voice Mail Nonrecurring Credits													0
Amount of Voice Mail Nonrecurring Credits													\$0.00
#Cell Loaners													0
Amount of cell vouchers													\$132.00
# of Remote Call Fwrding- Recurring													4
Amount of Remote Call Fwrding- Recurring													\$64.00
# of Remote Call Fwrding- Non- Recurring													0
Amount of Remote Call Fwrding- Non- Recurring													\$0.00
YTD Total Number of Credits Paid	0	0	0	0	0	0	0	0	0	0	0	0	1883
YTD Total Amount of Credits Paid	\$36,672	\$30,179	\$27,990	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$94,841.00

Washington Customer Service Guarantee Program Credits
March 2005

Delayed Primary Exchange Alternative	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD # of credits paid
Business													
# of completed orders for installation of primary service													11802
# of completed orders for primary service installed w/15 bus. days													11606
# of credits-First Month's Charge(HO Recurring)													193
Amount of credit-First Month's Charge(HO Recur)													\$8,417.00
# of credits-Installation (HO NonRecur)													193
Amount of credits-Installation (Ho NonRecur)													\$15,024.00
# of \$100 Bill Credits													193
Amount of \$100 Bill Credits													\$23,300.00
# of Voice Mail Recurring Credits													0
Amount of Voice Mail Recurring Credits													\$0.00
# of Voice Mail Nonrecurring Credits													0
Amount of Voice Mail Nonrecurring Credits													\$0.00
#Cell Loaners													0
Amount of cell vouchers													\$103.00
# of Remote Call Fwrding- Recurring													0
Amount of Remote Call Fwrding- Recurring													\$0.00
# of Remote Call Fwrding- Non- Recurring													0
Amount of Remote Call Fwrding- Non- Recurring													\$0.00
YTD Total Number of Credits Paid				0	0	0	0	0	0	0	0	0	579
YTD Total Amount of Credits Paid	\$15,239	\$14,418	\$17,187	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$46,844.00

Washington Customer Service Guarantee Program Credits
March 2005

REPORT: Out of Service Customer Bill Credits									
Measurement Period	Condition not Cleared in 2 working days; # tickets missed	#Credits Paid (Actual)	Amount of Credit Paid (\$5.00 credit)	Condition lasting more than 7 Calendar Days; # tickets missed. (Actual)	#Credits Paid (Actual)	Total Amount of Credit Paid (One month's recurring charge, plus associated regulated features)	Month Credit Paid Upon Credit Issued/Bill Date		
Residence									
January, 2005							5		
February, 2005							5		
March, 2005							5		
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
Total	384	318	\$1,587.15	20	15	\$212.43			
Business									
January, 2005							5		
February, 2005							5		
March, 2005							5		
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
Total	42	32	\$159.30	2	1	\$19.08			
Total OOS									
January, 2005							5		
February, 2005							5		
March, 2005							5		
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
Total	426	350	\$1,746.45	22	16	\$231.51			
Baseline: Each customer with an out-of-service condition not cleared within two working days will receive a \$5.00 credit. Each customer with an out-of-service condition lasting more than seven calendar days will receive credit of the monthly recurring charge. Credits do not apply due to emergency situations, unavoidable catastrophes, force majeure, work stoppage, inside wiring or customer premise equipment.									
**Repair tickets with a Disposition Code of 7, 8 or 9 will not be given credit; no trouble found when clearing the report Disposition Code 7 = Test OK, verify OK. Disposition Code 8 - Found OK In. Disposition Code 9 = Found OK Out.									

Washington Customer Service Guarantee Program Credits
March 2005

REPORT: Trouble Report Rate Bill Credits							
Total Trouble Report Rate							
Measurement Period	Exchange Out of Compliance	# of Customers Served	Actual Working Numbers Paid	Month Credit Paid			
January, 2005							
February, 2005							
March, 2005							
April, 2005							
May, 2005							
June, 2004							
July, 2005							
August, 2005							
September, 2005							
October, 2005							
November, 2005							
December, 2005							
YTD Total		0	0	N/A			
Residence							
Measurement Period							
January, 2005							
February, 2005							
March, 2005							
April, 2005							
May, 2005							
June, 2005							
July, 2005							
August, 2005							
September, 2005							
October, 2005							
November, 2005							
December, 2005							
YTD Total		0	0	NA			
Business							
Measurement Period							
January, 2005							
February, 2005							
March, 2005							
April, 2005							
May, 2005							
June, 2005							
July, 2005							
August, 2005							
September, 2005							
October, 2005							
November, 2005							
December, 2005							
YTD Total		0	0	NA			
Baseline: Exceeds trouble report standard of 4.0 for month and either of the preceding month or four in 12 months. Credits do not apply related to customer premise equipment, emergency situations, extraordinary or abnormal conditions or disruptions caused by persons or entities other than Qwest.							

Washington Customer Service Guarantee Program Credits
March 2005

REPORT: Dial Tone Speed Bill Credits						
Measurement Period	Wire Center Out of Compliance	# of Customers Served	Total Amount of Credit Paid (One month's recurring charge, plus associated regulated features)	Month Credit Paid		
January, 2005						
February, 2005						
March, 2005						
April, 2005						
May, 2005						
June, 2005						
July, 2005						
August, 2005						
September, 2005						
October, 2005						
November, 2005						
December, 2005						
YTD Total		0	0	N/A		

Baseline: All customers within a wire center will receive one month's recurring charge credit for any month in which customers within the wire center are unable to obtain dial tone within three seconds on at least 98% of calls placed during a normal busy hour. Credits do not apply due to emergency situations, unavoidable catastrophes, force majeure, work stoppage, inside wiring or customer premise equipment. Credits do not apply in any office serviced by an analog switch.

WASHINGTON OUT OF SERVICE (LT 2 and 7 DAY)

MARCH 2005

EXCHANGE	WC	AREA CODE	2 DAY DATA						7 DAY DATA										
			Number of Tickets Out of Service Less Than 2 Working Days	Out of Service Cleared in 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Working Days) RES	# Missed (Less Than 2 Working Days) BUS	# Missed (Less Than 2 Working Days) TOT	% Missed (Less Than 2 Working Days)	Total Expts	Number of Tickets Out of Service Less Than 7 Cal Days	Out of Service Cleared in 7 Cal Days	% Out Of Service <= 7 Cal Days	# Missed (Less Than 7 Days) RES	# Missed (Less Than 7 Days) BUS	# Missed (Less Than 7 Days) TOT	% Missed (Less Than 7 Days)	Total Expts	
ABERDEEN-HOQUIAM	532	360	141	141	100.00%	0	0	0	0	0.00%	0	141	141	100.00%	0	0	0	0.00%	0
AUBURN	833	253	382	379	99.21%	2	1	3	0.79%	0	382	382	100.00%	0	0	0	0.00%	0	
BAINBRIDGE ISLAND	842	206	232	230	99.14%	2	0	2	0.86%	1	233	233	100.00%	0	0	0	0.00%	0	
BATTLEGROUND	687	360	97	97	100.00%	0	0	0	0.00%	0	97	97	100.00%	0	0	0	0.00%	0	
BELFAIR	275	360	52	51	98.08%	1	0	1	1.92%	2	54	54	100.00%	0	0	0	0.00%	0	
BELLEVUE			359	356	99.16%	2	1	3	0.84%	1	360	360	100.00%	0	0	0	0.00%	0	
GLENCOURT	453	425	114	111	97.37%	2	1	3	2.63%	1	115	115	100.00%	0	0	0	0.00%	0	
SHERWOOD	641	425	245	245	100.00%	0	0	0	0.00%	0	245	245	100.00%	0	0	0	0.00%	0	
BELLINGHAM			204	201	98.53%	2	1	3	1.47%	0	204	203	99.51%	1	0	1	0.11%	0	
LUMMI	758	360	9	8	88.89%	1	0	1	11.11%	0	9	8	88.89%	1	0	1	11.11%	0	
REGENT	671	360	195	193	98.97%	1	1	2	1.03%	0	195	195	100.00%	0	0	0	0.00%	0	
BLACK DIAMOND	886	360	26	25	96.15%	0	1	1	3.85%	0	26	26	100.00%	0	0	0	0.00%	0	
BONNEY LAKE																			
BREMERTON			187	186	99.47%	1	0	1	0.53%	0	187	187	100.00%	0	0	0	0.00%	0	
CROSBY	830	360	27	26	96.30%	1	0	1	3.70%	0	27	27	100.00%	0	0	0	0.00%	0	
BREMERTON																			
ESSEX	373	360	157	157	100.00%	0	0	0	0.00%	0	157	157	100.00%	0	0	0	0.00%	0	
SUNNYSLOPE	674	360	3	3	100.00%	0	0	0	0.00%	0	3	3	100.00%	0	0	0	0.00%	0	
BUCKLEY	829	360	40	40	100.00%	0	0	0	0.00%	0	40	40	100.00%	0	0	0	0.00%	0	
CASTLE ROCK	274	360	39	39	100.00%	0	0	0	0.00%	1	40	40	100.00%	0	0	0	0.00%	0	
CENTRALIA	736	360	63	63	100.00%	0	0	0	0.00%	0	63	63	100.00%	0	0	0	0.00%	0	
CHEHALIS			79	79	100.00%	0	0	0	0.00%	0	79	79	100.00%	0	0	0	0.00%	0	
CHEHALIS	748	360	54	54	100.00%	0	0	0	0.00%	0	54	54	100.00%	0	0	0	0.00%	0	
NAPAVINE	262	360	25	25	100.00%	0	0	0	0.00%	0	25	25	100.00%	0	0	0	0.00%	0	
CLE-ELUM	674	509	26	26	100.00%	0	0	0	0.00%	0	26	26	100.00%	0	0	0	0.00%	0	
COLFAX	397	509	15	15	100.00%	0	0	0	0.00%	0	15	15	100.00%	0	0	0	0.00%	0	
COLVILLE	684	509	55	55	100.00%	0	0	0	0.00%	1	56	56	100.00%	0	0	0	0.00%	0	
COPALIS(OCEAN SHORES)	289	360	29	29	100.00%	0	0	0	0.00%	0	29	29	100.00%	0	0	0	0.00%	0	
COULEE DAM	633	509	27	27	100.00%	0	0	0	0.00%	0	27	27	100.00%	0	0	0	0.00%	0	
CRYSTAL MTN.	663	360	7	6	85.71%	1	0	1	14.29%	0	7	7	100.00%	0	0	0	0.00%	0	
DAYTON	382	509	21	21	100.00%	0	0	0	0.00%	0	21	21	100.00%	0	0	0	0.00%	0	
DEER PARK	276	509	49	49	100.00%	0	0	0	0.00%	0	49	49	100.00%	0	0	0	0.00%	0	
DES MOINES			176	175	99.43%	1	0	1	0.57%	0	176	176	100.00%	0	0	0	0.00%	0	
DES MOINES	824	206	78	78	100.00%	0	0	0	0.00%	0	78	78	100.00%	0	0	0	0.00%	0	
FEDERAL WAY	839	253	98	97	98.98%	1	0	1	1.02%	0	98	98	100.00%	0	0	0	0.00%	0	
EASTON	656	509	0	0	100.00%	0	0	0	0.00%	0	0	0	100.00%	0	0	0	0.00%	0	
ELK	292	509	11	11	100.00%	0	0	0	0.00%	0	11	11	100.00%	0	0	0	0.00%	0	
ENUMCLAW	825	360	60	60	100.00%	0	0	0	0.00%	0	60	60	100.00%	0	0	0	0.00%	0	
EPHRATA	754	509	47	47	100.00%	0	0	0	0.00%	0	47	47	100.00%	0	0	0	0.00%	0	
GRAHAM	847	253	125	124	99.20%	1	0	1	0.80%	1	126	126	100.00%	0	0	0	0.00%	0	
GREEN BLUFF	238	509	21	21	100.00%	0	0	0	0.00%	0	21	21	100.00%	0	0	0	0.00%	0	
HOODSPORT	877	360	36	36	100.00%	0	0	0	0.00%	0	36	36	100.00%	0	0	0	0.00%	0	
ISSAQUAH	392	425	124	124	100.00%	0	0	0	0.00%	0	124	124	100.00%	0	0	0	0.00%	0	

WASHINGTON OUT OF SERVICE (LT 2 and 7 DAY)
MARCH 2005

EXCHANGE	WC CODE	AREA CODE	2 DAY DATA					7 DAY DATA					Total Expts	Total Expins						
			Number of Tickets Out of Service Less Than 2 Working Days	Out of Service Cleared in 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Wkrng Dys) RES	# Missed (Less Than 2 Wkrng Dys) BUS	# Missed (Less Than 2 Wkrng Dys) TOT	% Missed (Less Than 2 Wkrng Dys)	Total Expts	Number of Tickets Out of Service Less Than 7 Cal Days	Out of Service Cleared in 7 Cal Days			% Out Of Service <= 7 Cal Days	# Missed (Less Than 7 Days) RES	# Missed (Less Than 7 Days) BUS	# Missed (Less Than 7 Days) TOT	% Missed (Less Than 7 Days)	
KENT			290	290	100.00%	0	0	0	0	0.00%	0	0	0	290	100.00%	0	0	0	0	0.00%
MERIDIAN	630	253	143	143	100.00%	0	0	0	0	0.00%	0	0	143	100.00%	0	0	0	0	0.00%	
OBRIEN	251	206	12	12	100.00%	0	0	0	0	0.00%	0	0	12	100.00%	0	0	0	0	0.00%	
ULRICH	882	253	135	135	100.00%	0	0	0	0	0.00%	0	0	135	100.00%	0	0	0	0	0.00%	
LIBERTY LAKE	255	509	7	7	100.00%	0	0	0	0	0.00%	0	0	7	100.00%	0	0	0	0	0.00%	
LONGVIEW-																				
KELSO	423	360	320	320	100.00%	0	0	0	0	0.00%	0	0	320	100.00%	0	0	0	0	0.00%	
LOON LAKE	233	509	12	12	100.00%	0	0	0	0	0.00%	0	0	12	100.00%	0	0	0	0	0.00%	
MAPLE VALLEY	432	425	72	70	97.22%	2	2	2	2	2.78%	0	0	72	100.00%	0	0	0	0	0.00%	
MOSES LAKE			127	126	99.21%	1	1	1	1	0.79%	0	0	127	100.00%	0	0	0	0	0.00%	
MOSES																				
LAKE(AFB)	765	509	10	10	100.00%	0	0	0	0	0.00%	0	0	10	100.00%	0	0	0	0	0.00%	
MOSES LAKE	762	509	117	116	99.15%	1	1	1	1	0.85%	0	0	117	100.00%	0	0	0	0	0.00%	
NEWMAN LAKE	226	509	15	15	100.00%	0	0	0	0	0.00%	0	0	15	100.00%	0	0	0	0	0.00%	
NORTHPORT	732	509	7	7	100.00%	0	0	0	0	0.00%	0	0	7	100.00%	0	0	0	0	0.00%	
OLYMPIA			678	673	99.26%	5	5	5	5	0.74%	0	0	678	100.00%	0	0	0	0	0.00%	
EVERGREEN	866	360	33	32	96.97%	1	1	1	1	3.03%	0	0	33	100.00%	0	0	0	0	0.00%	
LACEY	456	360	289	285	98.62%	4	4	4	4	1.38%	0	0	289	100.00%	0	0	0	0	0.00%	
WHITEHALL	352	360	356	356	100.00%	0	0	0	0	0.00%	0	0	356	100.00%	0	0	0	0	0.00%	
OMAK-																				
OKANOGAN	826	509	49	49	100.00%	0	0	0	0	0.00%	0	0	49	100.00%	0	0	0	0	0.00%	
OROVILLE	476	509	21	21	100.00%	0	0	0	0	0.00%	0	0	21	100.00%	0	0	0	0	0.00%	
OTHELLO	488	509	115	114	99.13%	1	1	1	1	0.87%	0	0	115	100.00%	0	0	0	0	0.00%	
PASCO	545	509	131	129	98.47%	2	2	2	2	1.53%	0	0	131	100.00%	0	0	0	0	0.00%	
PATEROS	923	509	7	7	100.00%	0	0	0	0	0.00%	0	0	7	100.00%	0	0	0	0	0.00%	
POMEROY	843	509	20	20	100.00%	0	0	0	0	0.00%	0	0	20	100.00%	0	0	0	0	0.00%	
PT. ANGELES			97	97	100.00%	0	0	0	0	0.00%	0	0	97	100.00%	0	0	0	0	0.00%	
JOYCE	928	360	13	13	100.00%	0	0	0	0	0.00%	0	0	13	100.00%	0	0	0	0	0.00%	
PT. ANGELES	452	360	84	84	100.00%	0	0	0	0	0.00%	0	0	84	100.00%	0	0	0	0	0.00%	
PT. LUDLOW	437	360	12	12	100.00%	0	0	0	0	0.00%	0	0	12	100.00%	0	0	0	0	0.00%	
PT. ORCHARD			172	171	99.42%	1	1	1	1	0.58%	1	1	173	100.00%	0	0	0	0	0.00%	
COLBY	871	360	92	92	100.00%	0	0	0	0	0.00%	0	0	92	100.00%	0	0	0	0	0.00%	
PT. ORCHARD	876	360	80	79	98.75%	1	1	1	1	1.25%	1	1	81	100.00%	0	0	0	0	0.00%	
PT. TOWNSEND	385	360	91	91	100.00%	0	0	0	0	0.00%	0	0	91	100.00%	0	0	0	0	0.00%	
PUYALLAP	841	253	199	198	99.50%	1	1	1	1	0.50%	1	1	200	100.00%	0	0	0	0	0.00%	
RENTON	226	425	341	338	99.12%	3	3	3	3	0.88%	0	0	341	100.00%	0	0	0	0	0.00%	
RIDGEFIELD	887	360	45	45	100.00%	0	0	0	0	0.00%	0	0	45	100.00%	0	0	0	0	0.00%	
ROCHESTER	273	360	48	48	100.00%	0	0	0	0	0.00%	0	0	48	100.00%	0	0	0	0	0.00%	
ROY	843	253	22	21	95.45%	1	1	1	1	4.55%	0	0	22	100.00%	0	0	0	0	0.00%	
SEATTLE			2109	2084	98.81%	24	1	25	1	1.19%	4	4	2113	99.95%	1	1	0	0	0.0037	
ATWATER	281	206	171	171	100.00%	0	0	0	0	0.00%	0	0	171	100.00%	0	0	0	0	0.00%	
CAMPUS	543	206	43	41	95.35%	1	1	2	1	4.65%	0	0	43	100.00%	0	0	0	0	0.00%	
CHERRY	241	206	316	315	99.68%	1	1	1	1	0.32%	1	1	317	100.00%	0	0	0	0	0.00%	
DUWAMISH	762	206	95	94	98.95%	1	1	1	1	1.05%	0	0	95	100.00%	0	0	0	0	0.00%	
EAST	322	206	290	283	97.59%	7	0	7	0	2.41%	0	0	290	100.00%	0	0	0	0	0.00%	
ELLIOT	441	206	24	24	100.00%	0	0	0	0	0.00%	0	0	24	100.00%	0	0	0	0	0.00%	

WASHINGTON OUT OF SERVICE (LT 2 and 7 DAY)
MARCH 2005

EXCHANGE	WC	AREA CODE	2 DAY DATA					7 DAY DATA					Total Expts						
			Number of Tickets of Service Less Than 2 Working Days	Out of Service Cleared in 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Working Days) RES	# Missed (Less Than 2 Working Days) BUS	# Missed (Less Than 2 Working Days) TOT	% Missed (Less Than 2 Working Days)	Total Expts	Number of Tickets of Service Less Than 7 Cal Days	Out of Service Cleared in 7 Cal Days		% Out Of Service <= 7 Cal Days	# Missed (Less Than 7 Days) RES	# Missed (Less Than 7 Days) BUS	# Missed (Less Than 7 Days) TOT	% Missed (Less Than 7 Days)	
EMERSON	361	206	231	229	99.13%	2	2	0	2	0	0.87%	0	231	231	100.00%	0	0	0	0.00%
LAKEVIEW	522	206	267	262	98.13%	5	5	0	5	0	1.87%	1	268	267	99.63%	1	0	1	0.37%
MAIN	223	206	88	88	100.00%	0	0	0	0	0	0.00%	1	89	89	100.00%	0	0	0	0.00%
MERCER ISLAND (Adams)	232	206	73	73	100.00%	0	0	0	0	0	0.00%	0	73	73	100.00%	0	0	0	0.00%
PARKWAY	721	206	233	227	97.42%	6	6	0	6	0	2.58%	1	234	234	100.00%	0	0	0	0.00%
SUNSET	782	206	123	122	99.19%	1	1	0	1	0	0.81%	0	123	123	100.00%	0	0	0	0.00%
WEST	932	206	155	155	100.00%	0	0	0	0	0	0.00%	0	155	155	100.00%	0	0	0	0.00%
SEQUIM	683	360	70	70	100.00%	0	0	0	0	0	0.00%	1	71	71	100.00%	0	0	0	0.00%
SHELTON	426	360	158	158	100.00%	0	0	0	0	0	0.00%	0	158	158	100.00%	0	0	0	0.00%
SILVERDALE	692	360	73	72	98.63%	1	1	0	1	0	1.37%	0	73	73	100.00%	0	0	0	0.00%
SPOKANE			1081	1075	99.44%	6	6	0	6	0	0.56%	0	1081	1081	100.00%	0	0	0	0.00%
CHESTNUT	244	509	26	26	100.00%	0	0	0	0	0	0.00%	0	26	26	100.00%	0	0	0	0.00%
FAIRFAX	325	509	206	205	99.51%	1	1	0	1	0	0.49%	0	206	206	100.00%	0	0	0	0.00%
HUDSON	482	509	114	111	97.37%	3	3	0	3	0	2.63%	0	114	114	100.00%	0	0	0	0.00%
KEYSTONE	534	509	78	78	100.00%	0	0	0	0	0	0.00%	0	78	78	100.00%	0	0	0	0.00%
MORAN	NUMBERS ADDED TO RIVERSIDE																		
RIVERSIDE	455	509	172	172	100.00%	0	0	0	0	0	0.00%	0	172	172	100.00%	0	0	0	0.00%
WALNUT	922	509	346	345	99.71%	1	1	0	1	0	0.29%	0	346	346	100.00%	0	0	0	0.00%
WHITWORTH	466	509	139	138	99.28%	1	1	0	1	0	0.72%	0	139	139	100.00%	0	0	0	0.00%
SPRINGDALE	258	509	26	26	100.00%	0	0	0	0	0	0.00%	0	26	26	100.00%	0	0	0	0.00%
SUMNER (BonneyLake)	863	253	152	152	100.00%	0	0	0	0	0	0.00%	0	152	152	100.00%	0	0	0	0.00%
TACOMA			1455	1449	99.59%	6	6	0	6	0	0.41%	2	1456	1455	99.93%	1	0	1	0.0089
FORT LEWIS	964	253	20	20	100.00%	0	0	0	0	0	0.00%	0	20	20	100.00%	0	0	0	0.00%
GREENFIELD	472	253	403	401	99.50%	2	2	0	2	0	0.50%	0	403	403	100.00%	0	0	0	0.00%
JUNIPER	582	253	235	234	99.57%	1	1	0	1	0	0.43%	0	235	235	100.00%	0	0	0	0.00%
LENNOX	531	253	282	282	100.00%	0	0	0	0	0	0.00%	0	282	282	100.00%	0	0	0	0.00%
LOGAN	564	253	123	122	99.19%	1	1	0	1	0	0.81%	1	124	124	100.00%	0	0	0	0.00%
MARKET (Fawcett)	272	253	96	96	100.00%	0	0	0	0	0	0.00%	0	96	96	100.00%	0	0	0	0.00%
SKYLINE	752	253	112	110	98.21%	2	2	0	2	0	1.79%	0	112	111	99.11%	1	0	1	0.89%
WAVERLY-2	922	253	56	56	100.00%	0	0	0	0	0	0.00%	1	56	56	100.00%	0	0	0	0.00%
WAVERLY-7	927	253	128	128	100.00%	0	0	0	0	0	0.00%	0	128	128	100.00%	0	0	0	0.00%
TOUCHET	NUMBERS ADDED TO WALLA-WALLA																		
VANCOUVER			1059	1051	99.24%	7	7	0	7	0	0.66%	3	1062	1062	100.00%	0	0	0	0.00%
ORCHARDS	253	360	465	464	99.78%	1	1	0	1	0	0.22%	3	468	468	100.00%	0	0	0	0.00%
OXFORD	693	360	254	249	98.03%	4	4	0	4	0	1.57%	0	254	254	100.00%	0	0	0	0.00%
SALMON																			
CRK(NORTH)	573	360	340	338	99.41%	2	2	0	2	0	0.59%	0	340	340	100.00%	0	0	0	0.00%
WAITSBURG	337	509	5	5	100.00%	0	0	0	0	0	0.00%	0	5	5	100.00%	0	0	0	0.00%
WALLA WALLA (incl Touchet)	522	509	335	335	100.00%	0	0	0	0	0	0.00%	0	335	335	100.00%	0	0	0	0.00%
WARDEN	349	509	14	14	100.00%	0	0	0	0	0	0.00%	0	14	14	100.00%	0	0	0	0.00%
WINLOCK	785	360	16	16	100.00%	0	0	0	0	0	0.00%	0	16	16	100.00%	0	0	0	0.00%
YAKIMA			300	300	100.00%	0	0	0	0	0	0.00%	0	300	300	100.00%	0	0	0	0.00%

WASHINGTON OUT OF SERVICE (LT 2 and 7 DAY)
MARCH 2005

EXCHANGE	WC	AREA CODE	2 DAY DATA					7 DAY DATA									
			Number of Tickets Out of Service Less Than 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Working Days) RES	# Missed (Less Than 2 Working Days) BUS	# Missed (Less Than 2 Working Days) TOT	% Missed (Less Than 2 Working Days)	Total Expts	Number of Tickets Out of Service Less Than 7 Cal Days	Out of Service Cleared in 7 Cal Days	% Out Of Service <= 7 Cal Days	# Missed (Less Than 7 Days) RES	# Missed (Less Than 7 Days) BUS	# Missed (Less Than 7 Days) TOT	% Missed (Less Than 7 Days)	Total Expts
CHESTNUT WEST	244	509	222	100.00%	0	0	0	0.00%	0	222	222	100.00%	0	0	0	0.00%	0
	965	509	78	100.00%	0	0	0	0.00%	0	78	78	100.00%	0	0	0	0.00%	0
Washington Customers Served by Exchanges in Neighboring States																	
Clarkston	751	509	60	100.00%	0	0	0	0.00%	0	60	60	100.00%	0	0	0	0.00%	0
Totals			12541	99.36%	74	6	80	0.64%	19	12559	12556	99.98%	3	0	3	0.02%	1

WASHINGTON OUT OF SERVICE CREDITS SUMMARY (LT 2 AND 7 DAY)
MARCH 2005

OOS Report		MOOSA Credits Paid	
OOS Tickets	80	69	TOTAL CREDITS PAID
Disp. 7, 8, 9 Tickets**	8	0	Previous Pending Paid (MOOSA only) meaning PUC metric captured the out of service in the month it occurred however, MOOSA didn't pay the credit due in that month but rather in this later month.
ELIGIBLE 2 DAY TICKETS	69	67	2 DAY Credits Paid (Total with PUC&MOOSA in source) Matches to PUC metric - meaning customer experienced out of service in the same month that they received the credit.
ELIGIBLE 7 DAY TICKETS	3	2	7 DAY Credits Paid (Total with PUC&MOOSA in source) Matches to PUC metric - meaning customer experienced out of service in the same month that they received the credit.
TOTAL ELIGIBLE TICKETS	72	3	Pending Credits To Be Paid (PUC only in source) Customer experienced OOS as captured by PUC metric in current month, however MOOSA will credit in a later month.
		72	

**Repair tickets with a Disposition Code of 7,8 or 9 will not be given credit; no trouble found when clearing the report
Disposition Code 7 = Test OK, verify OK
Disposition Code 8 = Found OK In
Disposition Code 9 = Found OK Out

March 2005 Pending Order Report OP-15A

Washington Pending Orders based on OP-15A Diagnostic Measure
as of March 31, 2005

Exchange	Total Orders Completed for Month SOT = NTC R, SB, L	SOT = NTC Total Pending Inward Orders as of 31MAR2005	Percent of Orders Pending as of 31MAR2005	Average Age of Pending Inward Orders (Business days) as of 31MAR2005	Inward Orders not Completed > 90 days from Due Date as of 31MAR2005	Inward Orders not Completed > 180 days from Due Date as of 31MAR2005
ABERDEEN-HOQUIAM	1652	1	0.06%	100	1	0
AUBURN	3547	1	0.03%	7	0	0
BAINBRIDGE ISLAND	1067	4	0.37%	24.25	0	0
BATTLEGROUND	987	3	0.30%	4.67	0	0
BELFAIR	564	6	1.05%	12.33	0	0
BELLEVUE	4380	6	0.14%	19.17	0	0
BLLVWAGL	1330	3	0.23%	20.33	0	0
BLLVWASH	3050	3	0.10%	18	0	0
BELLINGHAM	3257	4	0.12%	7.25	0	0
BLHMWA01	3108	4	0.13%	7.25	0	0
BLHMWALU	149	0	0.00%	0	0	0
BLACK DIAMOND	298	3	1.00%	19.67	0	0
BREMERTON	3115	5	0.16%	43	2	0
BMTNWA01	2850	5	0.18%	43	2	0
CRSBWA01	214	0	0.00%	0	0	0
SNYSWA01	51	0	0.00%	0	0	0
BUCKLEY	277	0	0.00%	0	0	0
CASTLE ROCK	335	2	0.59%	19	0	0
CENTRALIA	1022	0	0.00%	0	0	0
CHEHALIS	935	5	0.53%	15.4	0	0
CHHLWA01	702	4	0.57%	19.25	0	0
NPVNWA01	233	1	0.43%	0	0	0
CLE ELUM	224	1	0.44%	75	1	0
COLFAX	129	2	1.53%	88	1	0
COLVILLE	475	1	0.21%	69	1	0
COPALIS(OCEAN SHOF	322	1	0.31%	22	0	0
COULEE DAM	145	0	0.00%	0	0	0
CRYSTAL MOUNTAIN	31	0	0.00%	0	0	0
DAYTON	169	1	0.59%	11	0	0
DEER PARK	478	2	0.42%	27.5	0	0
DES MOINES	4429	3	0.07%	20.33	0	0
DESMWA01	1656	1	0.06%	13	0	0
FDWYWA01	2773	2	0.07%	24	0	0
EASTON	37	0	0.00%	0	0	0
ELK	221	2	0.90%	44.5	1	0
ENUMCLAW	769	0	0.00%	0	0	0
EPHRATA	287	1	0.35%	44	0	0
GRAHAM	2229	7	0.31%	58.57	2	1
GREEN BLUFF	157	0	0.00%	0	0	0
HOODSPORT	174	2	1.14%	100	1	1
ISSAQUAH	1674	4	0.24%	23.5	1	0
KENT	5909	5	0.08%	34.4	0	0
KENTWA01	3429	3	0.09%	50.33	0	0
KENTWAME	1873	2	0.11%	10.5	0	0
KENTWA0B	607	0	0.00%	0	0	0
LIBERTY LAKE	83	0	0.00%	0	0	0
LONGVIEW-KELSO	3466	3	0.09%	10.67	0	0
LOON LAKE	84	0	0.00%	0	0	0
MAPLE VALLEY	977	1	0.10%	82	1	0
MOSES LAKE	1475	3	0.20%	30.33	1	0
MSLKWA01	1157	2	0.17%	39	1	0
MSLKWAAB	318	1	0.31%	13	0	0
NEWMAN LAKE	136	0	0.00%	0	0	0
NORTHPORT	82	0	0.00%	0	0	0
OLYMPIA	7793	18	0.23%	45.61	5	2
LACYWA01	3749	9	0.24%	53.89	3	1
OLYMWAO2	3484	7	0.20%	44.43	2	1
OLYMWAEV	560	2	0.36%	12.5	0	0
OMAK-OKANOGAN	553	2	0.36%	83.5	1	0
OROVILLE	148	0	0.00%	0	0	0

Washington Pending Orders based on OP-15A Diagnostic Measure
as of March 31, 2005

Exchange	Total Orders Completed for Month SOT = NTC R, SB, L	SOT = NTC Total Pending Inward Orders as of 31MAR2005	Percent of Orders Pending as of 31MAR2005	Average Age of Pending Inward Orders (Business days) as of 31MAR2005	Inward Orders not Completed > 90 days from Due Date as of 31MAR2005	Inward Orders not Completed > 180 days from Due Date as of 31MAR2005
OTHELLO	514	2	0.39%	22.5	0	0
PASCO	2450	17	0.69%	22.65	0	0
PATEROS	60	0	0.00%	0	0	0
POMEROY	68	1	1.45%	5	0	0
PORT ANGELES	1575	4	0.25%	4.5	0	0
JOYCWA01	80	0	0.00%	0	0	0
PTANWA01	1495	4	0.27%	4.5	0	0
PORT LUDLOW	169	0	0.00%	0	0	0
PORT ORCHARD	2179	4	0.18%	51.25	1	1
COLBWA01	846	0	0.00%	0	0	0
PTORWAFE	1333	4	0.30%	51.25	1	1
PORT TOWNSEND	879	2	0.23%	11.5	0	0
PUYALLAP	4057	7	0.17%	50.57	2	1
RENTON	5932	7	0.12%	29.86	1	0
RIDGEFIELD	261	2	0.76%	30.5	0	0
ROCHESTER	560	0	0.00%	0	0	0
ROY	241	1	0.41%	15	0	0
SEATTLE	31282	40	0.13%	37.5	8	1
MRISWA01	633	0	0.00%	0	0	0
STTLWA03	4108	9	0.22%	40.22	2	0
STTLWA04	3523	4	0.11%	40	1	0
STTLWA05	2259	3	0.13%	43.67	1	0
STTLWA06	2365	5	0.21%	48.6	1	1
STTLWACA	1107	1	0.09%	19	0	0
STTLWACH	4493	7	0.16%	35.29	1	0
STTLWADU	1942	1	0.05%	39	0	0
STTLWael	881	2	0.23%	60	1	0
STTLWALA	2406	1	0.04%	6	0	0
STTLWAPA	2731	4	0.15%	9.25	0	0
STTLWASU	2448	2	0.08%	68	1	0
STTLWAWe	2386	1	0.04%	0	0	0
SEQUIM	990	2	0.20%	22.5	0	0
SHELTON	1493	11	0.73%	49.55	3	2
SILVERDALE	1499	0	0.00%	0	0	0
SPOKANE	15426	19	0.12%	25.53	2	1
SPKNWA01	1806	2	0.11%	28	0	0
SPKNWACH	461	0	0.00%	0	0	0
SPKNWAFa	2500	1	0.04%	2	0	0
SPKNWAHD	2357	1	0.04%	50	0	0
SPKNWAKY	1682	3	0.18%	32.67	1	0
SPKNWAMO	709	2	0.28%	76	1	1
SPKNWAWA	3990	8	0.20%	13.25	0	0
SPKNWAWH	1921	2	0.10%	10.5	0	0
SPRINGDALE	153	1	0.65%	2	0	0
SUMNER (BONNEYLAK)	2001	2	0.10%	70.5	1	1
TACOMA	21850	37	0.17%	29.54	2	1
TACMWAFa	2224	5	0.22%	27.2	0	0
TACMWAFL	911	2	0.22%	43	0	0
TACMWAGF	3317	9	0.27%	39.89	1	1
TACMWAJU	3592	3	0.08%	13	0	0
TACMWALe	4258	4	0.09%	23.5	0	0
TACMWALo	1808	4	0.22%	42.5	0	0
TACMWASy	1427	1	0.07%	68	1	0
TACMWAWA	710	5	0.70%	4.4	0	0
TACMWAWV	3603	4	0.11%	29.75	0	0
UNKNOWN	63	1	1.56%	59	0	0
NONQWEST	19	0	0.00%	0	0	0
UNKNOWN	44	1	2.22%	59	0	0
VANCOUVER	11093	14	0.13%	30.29	1	1
ORCHWA01	5976	3	0.05%	42.33	0	0

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as of March 31, 2005

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VANCWA01	3227	7	0.22%	41.29	1	1
VANCWANO	1890	4	0.21%	2	0	0
WAITSBURG	67	0	0.00%	0	0	0
WALLA WALLA (INCL T	1705	2	0.12%	13.5	0	0
WARDEN	176	0	0.00%	0	0	0
WINLOCK	184	0	0.00%	0	0	0
YAKIMA	5498	7	0.13%	26.86	1	0
YAKMWA02	4156	6	0.14%	25.17	1	0
YAKMWAVE	1342	1	0.07%	37	0	0
Washington Customers Served by Exchanges in Neighboring States						
CLARKSTON	759	3	0.39%	8	0	0
State Totals	167213	284	0.17%	32.71	41	13

Summary of the 13 Inward Orders not Completed > 180 days from Due Date as of March 31, 2005:

- 9 are pending for customer reasons
- 2 were cancelled in April 2005
- 1 is pending cancel in April 2005
- 1 has been completed in April 2005

February 2005
Dial Tone Report

DIAL TONE
NETWORK CONGESTION MONTHLY REPORT
2005

Measurement Period	# ACCESS LINES	DIAL TONE SPEED TESTS	DIAL TONE DELAYS	PERCENT (Greater than 10%)
January	1,902,908	38,021,739	6,083	0.02%
February	1,897,897	34,096,954	5,089	0.01%
March				
April				
May				
June				
July				
August				
September				
October				
November				
December				
YTD Total	3,800,805	72,118,693	11,172	0.02%
Baseline: Sufficient dial central office capacity and equipment shall be provided to meet the requirement				
of dial tone within three seconds on at least 98% of calls placed. Credits do not				
apply during periods of emergency or catastrophe, extraordinary or abnormal conditions of operations,				
such as those resulting from work stoppage, holidays, civil unrest, force majeure or disruptions of service				
caused by persons or entities other than Qwest.				

WASHINGTON DIAL TONE
FEBRUARY 2005

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
ABERDEEN-HOQUIAM	532	360	293189	0	0.00%
ATWATER	281	206	534622	0	0.00%
AUBURN	833	253	630399	152	0.02%
BLACK DIAMOND	REMOTE OF AUBURN				
BAINBRIDGE ISLAND	842	206	293848	27	0.01%
BATTLEGROUND	687	360	183577	105	0.06%
BELFAIR	275	360	123719	0	0.00%
BONNEY LAKE	862	253	231479	0	0.00%
BREMERTON ESSEX	373	360	750256	3	0.00%
BUCKLEY	829	360	47347	0	0.00%
CAMPUS	543	206	286767	0	0.00%
CASTLE ROCK	274	360	89485	262	0.29%
CENTRALIA	736	360	190602	2	0.00%
CHEHALIS	748	360	132546	1	0.00%
CHERRY	241	206	826810	227	0.03%
CLE-ELUM	674	509	39052	0	0.00%
COLBY	871	360	154231	89	0.06%
COLFAX	397	509	28846	0	0.00%
COLVILLE	684	509	116632	3	0.00%
NORTHPORT	REMOTE OF COLVILLE				
COULEE DAM	633	509	34426	0	0.00%
CROSBY	830	360	54383	0	0.00%
CRYSTAL MTN.	663	360	4830	0	0.00%
DAYTON	382	509	23485	0	0.00%
DEER PARK	276	509	114142	0	0.00%
DES MOINES	824	206	275769	28	0.01%
DUWAMISH	762	206	349516	0	0.00%
EAST	322	206	568014	32	0.01%
EASTON	656	509	7076	0	0.00%
ELK	292	509	49513	41	0.08%
ELLIOT	441	206	195530	1	0.00%
EMERSON	361	206	692223	0	0.00%
ENUMCLAW	825	360	136576	0	0.00%
EPHRATA	754	509	42631	0	0.00%
FAIRFAX	325	509	558254	213	0.04%
CHESTNUT	REMOTE OF FAIRFAX				
FEDERAL WAY	839	253	463061	118	0.03%
FORT LEWIS	964	253	115506	0	0.00%
GLENCOURT	453	425	557575	2	0.00%
GRAHAM	847	253	386488	48	0.01%
GREEN BLUFF	238	509	48055	0	0.00%
GREENFIELD	472	253	684557	1180	1.73%
HUDSON	482	509	433257	0	0.00%
ISSAQUAH	392	425	484364	24	0.00%
JOYCE	928	360	13779	0	0.00%
JUNIPER	582	253	591092	75	0.01%
KENT MERIDIAN	630	253	386976	280	0.07%
KENT OBRIEN	251	206	276224	5	0.00%
KENT ULRICH	852	253	524144	41	0.01%
KEYSTONE	534	509	445098	0	0.00%
LACEY	456	360	705632	60	0.01%
LAKEVIEW	522	206	463123	37	0.01%
LENNOX	531	253	775481	6	0.00%
LIBERTY LAKE	255	509	22162	0	0.00%
LOGAN	564	253	316052	41	0.01%
LONGVIEW-KELSO	423	360	620266	0	0.00%
LOON LAKE	233	509	14826	0	0.00%
Main (Seattle)	223	206	1268246	48	0.00%
MAPLE VALLEY	432	425	202128	74	0.04%
MARKET (Fawcett)	272	253	552777	20	0.00%
MERCER ISLAND (Adams)	232	206	274805	8	0.00%
MOSES LAKE	762	509	221389	1	0.00%
MOSES LAKE (AFB)	765	509	57563	0	0.00%
NAPAVINE	262	360	47166	0	0.00%

WASHINGTON DIAL TONE
FEBRUARY 2005

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
NEWMAN LAKE	226	509	44529	0	0.00%
OCEAN SHORES	289	360	51637	0	0.00%
OMAK-OKANOAGAN	826	509	104065	0	0.00%
ORCHARDS	253	360	919475	284	0.03%
OROVILLE	476	509	20955	0	0.00%
OTHELLO	488	509	105469	0	0.00%
PARKWAY	721	206	616653	335	0.05%
PASCO	545	509	407656	0	0.00%
PATEROS	923	509	8051	0	0.00%
POMEROY	843	509	17866	0	0.00%
PT. ANGELES	452	360	286612	2	0.00%
PT. LUDLOW	437	360	40956	0	0.00%
PT. ORCHARD	876	360	273189	96	0.04%
SUNNYSLOPE	REMOTE OF PT. ORCHARD				
PT. TOWNSEND	385	360	247025	3	0.00%
PUYALLAP	841	253	645034	1	0.00%
REGENT	671	360	972083	82	0.01%
LUMMI	REMOTE OF REGENT				
RENTON	226	425	911405	167	0.02%
RIDGEFIELD	887	360	52703	0	0.00%
RIVERSIDE	455	509	458389	74	0.02%
MORAN	REMOTE OF RIVERSIDE				
ROCHESTER	273	360	125841	0	0.00%
ROY	843	253	54564	33	0.06%
SEQUIM	683	360	159759	2	0.00%
SHELTON	426	360	278872	107	0.04%
HOODSPORT	REMOTE OF SHELTON				
SHERWOOD	641	425	790394	46	0.01%
SILVERDALE	692	360	288278	54	0.02%
SKYLINE	752	253	284500	0	0.00%
SPRINGDALE	258	509	31174	0	0.00%
SUMNER (BonneyLake)	863	253	222324	10	0.00%
BONNEY LAKE	REMOTE OF SUMNER				
SUNSET	782	206	443573	109	0.02%
VANCOUVER NO. SALMON CRK(NO)	573	360	329809	18	0.01%
VANCOUVER OXFORD	693	360	754449	13	0.00%
WAITSBURG	337	509	12123	0	0.00%
WALLA WALLA (incl Touchet)	522	509	604992	3	0.00%
TOUCHET	REMOTE OF WALLA WALLA				
WALNUT	922	509	739914	1	0.00%
WARDEN	349	509	30508	0	0.00%
WAVERLY-2	922	253	217520	7	0.00%
WAVERLY-7	927	253	602592	75	0.01%
WEST	965	509	450775	0	0.00%
WHITEHALL	352	360	706419	151	0.02%
EVERGREEN	REMOTE OF WHITEHALL				
WHITWORTH	466	509	343143	121	0.04%
WINLOCK	785	360	38078	30	0.08%
YAKIMA CHESTNUT	244	509	1076827	11	0.00%
YAKIMA WEST	965	509	315207	0	0.00%
TOTAL			34096954	5089	0.01%