

RECEIVED
RECORDS MANAGEMENT UNIT

04 MAY 27 AM 10:55

STATE OF WASHINGTON
OFFICE OF THE ATTORNEY GENERAL
UTIL. AND TRANSP.
COMM. UNIT



17933 N.W. Evergreen Pkwy
P.O. Box 1100
Beaverton, OR 97076

May 26, 2004

Ms. Carole J. Washburn, Executive Secretary
Washington Utilities and
Transportation Commission
Chandler Plaza Building
1300 S. Evergreen Park Drive SW
P.O. Box 47250
Olympia, Washington 98504-7250

Dear Ms. Washburn:

Subject: APRIL SERVICE QUALITY REPORT

Pursuant to WAC 480-120-439, enclosed is the Verizon Northwest Inc. Service Quality Performance Report for April 2004.

Verizon has marked the schedule entitled "Washington State Switched Access Lines" as confidential pursuant to WAC 480-07-160. Verizon considers this exchange level access line detail to be sensitive internal information that would have clear economic value in the hands of Verizon's current and potential competitors. This information could be used by a competitor to its economic benefit in determining whether to enter a certain market.

If you have any questions concerning this information, please contact me at (503) 629-2285.

Very truly yours,

A handwritten signature in cursive script that reads "Dean Randall".

Dean Randall
Specialist – Regulatory

Enclosure

VERIZON NORTHWEST INC.
WAC 480-120-439 Service Quality Performance Reports

WASHINGTON
 (New Rule Reporting July 2003)

OBJ JUL 03 AUG 03 SEP 03 OCT 03 NOV 03 DEC 03 JAN 04 FEB 04 MAR 04 APR 04

Reported To Commission Monthly:

MISSED APPOINTMENTS (WAC 439 sub 3)

| | | | | | | | | | | | |
|---|------|------|------|------|------|------|------|------|------|------|------|
| Total # Fielded Service Orders | None | 5252 | 5047 | 5164 | 5140 | 4060 | 4078 | 4250 | 4116 | 4866 | 4660 |
| # Of Service Orders With Appointments | None | 1243 | 1226 | 1302 | 1360 | 1248 | 1165 | 1262 | 1256 | 1366 | 1366 |
| # Of Service Order Appointments Missed* | None | 553* | 546* | 528* | 653* | 562* | 503* | 560* | 565* | 557* | 544* |
| # Of Excluded Appointments | None | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

*Missed Appointment counts overstated due to technician data entry errors.

| | | | | | | | | | | | |
|---|------|------|------|------|------|------|------|------|------|------|------|
| Total # Dispatched Trouble Tickets | None | 4936 | 4887 | 4937 | 6838 | 5388 | 5751 | 6828 | 4598 | 4867 | 4628 |
| # Of Trouble Tickets With 4 Hour Appointments | None | 415 | 492 | 453 | 506 | 428 | 558 | 554 | 400 | 447 | 434 |
| # Of Trouble Ticket Appointments Missed | None | 13 | 15 | 10 | 21 | 28 | 38 | 36 | 17 | 23 | 19 |
| # Of Excluded Appointments | None | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

INSTALL OF BASIC SERVICE (WAC 439 sub 4)

| | | | | | | | | | | | |
|---|-------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| # Due Dated Installation Service Orders | None | 9054 | 9420 | 9531 | 8480 | 6829 | 7627 | 7512 | 6875 | 8009 | 7172 |
| # Due Dated Serv Orders Not Completed In 5 Days | None | 530 | 454 | 582 | 566 | 642 | 649 | 479 | 343 | 279 | 234 |
| # Customer Requested Service Orders Completed | None | 6020 | 6861 | 5415 | 5565 | 4034 | 4210 | 3966 | 4143 | 5042 | 5465 |
| # C R Service Order Due Dates Missed | None | 148 | 106 | 104 | 161 | 100 | 108 | 107 | 66 | 72 | 62 |
| % Installation Commitments Met | 90.0% | 95.50% | 96.56% | 95.41% | 94.82% | 93.17% | 93.60% | 94.89% | 96.29% | 97.31% | 97.66% |

SUMMARY TROUBLE REPORTS (WAC 438 sub 6)

| | | | | | | | | | | | |
|--------------------------------------|------|---|---|---|---|---|---|---|---|---|---|
| Network Trouble per 100 Access Lines | 4.00 | | | | | | | | | | |
| # Of CO's Missing Objective | 0 | 0 | 2 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 0 |

| WASHINGTON STATE SWITCHED ACCESS LINES | | | | | | | | | | Confidential per WAC 480-07-160 | | | | |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------------------------------|--------|--------|----------|----------|
| Central Office | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Jul-04 | Aug-04 | Sep-04 | Oct-04 | Nov-04 | Dec-04 | YTD 2004 | |
| ACME | | | | | | | | | | | | | 0 | NW1ACME |
| ALGER | | | | | | | | | | | | | 0 | NW1ALGR |
| ANACORTES | | | | | | | | | | | | | 0 | NW1ANCR |
| ARLINGTON | | | | | | | | | | | | | 0 | NW1ARTN |
| BENTON CITY | | | | | | | | | | | | | 0 | NW1BNCY |
| BIG LAKE | | | | | | | | | | | | | 0 | NW1BGLK |
| BIRCH BAY | | | | | | | | | | | | | 0 | NW1BRBA |
| BLAINE | | | | | | | | | | | | | 0 | NW1BLAN |
| BOTHELL | | | | | | | | | | | | | 0 | NW1BOTH |
| BREWSTER | | | | | | | | | | | | | 0 | NW1BRWS |
| BRIDGEPORT | | | | | | | | | | | | | 0 | NW1BRPT |
| BURLINGTON | | | | | | | | | | | | | 0 | NW1BURL |
| BURLINGTON CONTEL | | | | | | | | | | | | | 0 | NW1BURC |
| CAMANO ISLAND | | | | | | | | | | | | | 0 | NW1CMIS |
| CAMAS | | | | | | | | | | | | | 0 | NW1CAMS |
| CASHMERE | | | | | | | | | | | | | 0 | NW1CSHR |
| CHELAN | | | | | | | | | | | | | 0 | NW1CHLN |
| CLEARVIEW | | | | | | | | | | | | | 0 | NW1CLVW |
| CONCRETE | | | | | | | | | | | | | 0 | NW1CNCR |
| CONWAY | | | | | | | | | | | | | 0 | NW1CNWY |
| COUPEVILLE | | | | | | | | | | | | | 0 | NW1CPVL |
| CURLEW | | | | | | | | | | | | | 0 | NW1CRLW |
| CUSTER | | | | | | | | | | | | | 0 | NW1CSTR |
| DARRINGTON | | | | | | | | | | | | | 0 | NW1DRTN |
| DEMING | | | | | | | | | | | | | 0 | NW1DMNG |
| DUVALL | | | | | | | | | | | | | 0 | NW1DULL |
| EAST WENATCHEE | | | | | | | | | | | | | 0 | NW1EWNC |
| EDISON | | | | | | | | | | | | | 0 | NW1EDSN |
| ENTIAT | | | | | | | | | | | | | 0 | NW1ENTT |
| EVERETT CASINO | | | | | | | | | | | | | 0 | NW1CSNO |
| EVERETT MAIN | | | | | | | | | | | | | 0 | NW1EVRT |
| EVERSON | | | | | | | | | | | | | 0 | NW1EVSN |
| FAIRFIELD | | | | | | | | | | | | | 0 | NW1FRFD |
| FARMINGTON | | | | | | | | | | | | | 0 | NW1FRTN |
| FERNDALE | | | | | | | | | | | | | 0 | NW1FNDL |
| GARFIELD | | | | | | | | | | | | | 0 | NW1GRFD |
| GEORGE | | | | | | | | | | | | | 0 | NW1GERG |
| GRANITE FALLS | | | | | | | | | | | | | 0 | NW1GRFL |
| GRAYLAND | | | | | | | | | | | | | 0 | NW1GRLD |
| HALLS LAKE | | | | | | | | | | | | | 0 | NW1HLLK |
| JUANITA | | | | | | | | | | | | | 0 | NW1JUNT |
| KENNEWICK MAIN | | | | | | | | | | | | | 0 | NW1KNWC |
| KENNEWICK MEADOW | | | | | | | | | | | | | 0 | NW1MSPG |
| KENNEWICK-HIGHLAN | | | | | | | | | | | | | 0 | NW1HIGH |
| KIRKLAND | | | | | | | | | | | | | 0 | NW1KRLD |
| LA CONNER | | | | | | | | | | | | | 0 | NW1LACN |
| LAKE GOODWIN | | | | | | | | | | | | | 0 | NW1LKGW |
| LAKE STEVENS | | | | | | | | | | | | | 0 | NW1LKST |
| LAKE WENATCHEE | | | | | | | | | | | | | 0 | NW1LKWN |
| LATAH | | | | | | | | | | | | | 0 | NW1LATH |
| LAUREL | | | | | | | | | | | | | 0 | NW1LARL |
| LEAVENWORTH | | | | | | | | | | | | | 0 | NW1LVWO |
| LOOMIS | | | | | | | | | | | | | 0 | NW1LOMS |
| LYMAN | | | | | | | | | | | | | 0 | NW1HMTN |
| LYNDEN | | | | | | | | | | | | | 0 | NW1LYND |
| MALDEN | | | | | | | | | | | | | 0 | NW1MLDN |
| MANOR WAY | | | | | | | | | | | | | 0 | NW1MRWY |
| MANSFIELD | | | | | | | | | | | | | 0 | NW1MNFN |
| MANSON | | | | | | | | | | | | | 0 | NW1MNSN |
| MAPLE FALLS | | | | | | | | | | | | | 0 | NW1MPFL |
| MARBLEMOUNT | | | | | | | | | | | | | 0 | NW1MRBL |
| MARYSVILLE | | | | | | | | | | | | | 0 | NW1MYVI |
| MOLSON-CHESAW | | | | | | | | | | | | | 0 | NW1MLSN |
| MONROE | | | | | | | | | | | | | 0 | NW1MONR |
| MOSCOW | | | | | | | | | | | | | 0 | NW1MSCW |
| MOUNT VERNON | | | | | | | | | | | | | 0 | NW1MTVC |
| NACHES | | | | | | | | | | | | | 0 | NW1NCHS |
| NEWPORT | | | | | | | | | | | | | 0 | NW1NWPT |
| NILE | | | | | | | | | | | | | 0 | NW1NILE |
| NORTH RICHLAND | | | | | | | | | | | | | 0 | NW1INTRD |
| OAK HARBOR | | | | | | | | | | | | | 0 | NW1OKHR |
| OAKESDALE | | | | | | | | | | | | | 0 | NW1OKDL |
| PULLMAN | | | | | | | | | | | | | 0 | NW1PLMN |
| QUINCY | | | | | | | | | | | | | 0 | NW1QNCY |
| REDMOND | | | | | | | | | | | | | 0 | NW1RDMD |
| REPUBLIC | | | | | | | | | | | | | 0 | NW1RPBL |
| RICHLAND | | | | | | | | | | | | | 0 | NW1RCLD |
| RICHMOND BEACH | | | | | | | | | | | | | 0 | NW1RCBH |
| ROCKFORD | | | | | | | | | | | | | 0 | NW1RCFR |
| ROSALIA | | | | | | | | | | | | | 0 | NW1ROSL |
| SAMMAMISH | | | | | | | | | | | | | 0 | NW1SMISH |
| SEDRO WOOLLEY | | | | | | | | | | | | | 0 | NW1SWLY |

| WASHINGTON STATE SWITCHED ACCESS LINES | | | | | | | | | | Confidential per WAC 480-07-160 | | | | |
|--|---------|---------|---------|---------|--------|--------|--------|--------|--------|---------------------------------|--------|--------|----------|---------|
| Central Office | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Jul-04 | Aug-04 | Sep-04 | Oct-04 | Nov-04 | Dec-04 | YTD 2004 | |
| SEDRO-WOOLEY CONT | | | | | | | | | | | | | 0 | NW1SWLC |
| SILVER LAKE | | | | | | | | | | | | | 0 | NW1SLLK |
| SKYKOMISH | | | | | | | | | | | | | 0 | NW1SKYK |
| SNOHOMISH | | | | | | | | | | | | | 0 | NW1SNHS |
| SOAP LAKE | | | | | | | | | | | | | 0 | NW1SOLK |
| STANWOOD | | | | | | | | | | | | | 0 | NW1STWD |
| STEVENS PASS | | | | | | | | | | | | | 0 | NW1STPS |
| SULTAN | | | | | | | | | | | | | 0 | NW1SULT |
| SUMAS | | | | | | | | | | | | | 0 | NW1SUMS |
| TEKOA | | | | | | | | | | | | | 0 | NW1TEKO |
| THORNTON | | | | | | | | | | | | | 0 | NW1HTN |
| TONASKET | | | | | | | | | | | | | 0 | NW1TNSK |
| WASHOUGAL | | | | | | | | | | | | | 0 | NW1WSHG |
| WASHOUGAL RIVER | | | | | | | | | | | | | 0 | NW1WSHR |
| WATERVILLE | | | | | | | | | | | | | 0 | NW1WTVL |
| WENATCHEE | | | | | | | | | | | | | 0 | NW1WNTC |
| WEST RICHLAND | | | | | | | | | | | | | 0 | NW1WRLD |
| WESTPORT | | | | | | | | | | | | | 0 | NW1WSPT |
| WOODLAND | | | | | | | | | | | | | 0 | NW1WDLT |
| | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| Total Lines: | 0 | 0 | 0 | 0 | | | | | | | | | | |
| Total Reports: | 7951 | 5428 | 5861 | 5812 | | | | | | | | | | |
| Reports per 100 Lines: | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | | | | | | | | | | |

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

| | | Apr-04 | Apr-04 |
|-----------------------|---------|-----------|---------------|
| | | Sw Lns | Total Rpts |
| Central Office | | | |
| ACME | NW1ACME | 1,423 | 12 |
| ALGER | NW1ALGR | 1,187 | 12 |
| ANACORTES | NW1ANCR | 12,388 | 84 |
| ARLINGTON | NW1ARTN | 12,730 | 89 |
| BENTON CITY | NW1BNCY | 2,839 | 54 |
| BIG LAKE | NW1BGLK | 1,492 | 13 |
| BIRCH BAY | NW1BRBA | 3,532 | 27 |
| BLAINE | NW1BLAN | 2,948 | 18 |
| BOTHELL | NW1BOTH | 63,382 | 296 |
| BREWSTER | NW1BRWS | 1,792 | 21 |
| BRIDGEPORT | NW1BRPT | 1,135 | 4 |
| BURLINGTON | NW1BURL | 1,884 | 15 |
| BURLINGTON CONTEL | NW1BURC | 7,210 | 31 |
| CAMANO ISLAND | NW1CMIS | 8,080 | 55 |
| CAMAS | NW1CAMS | 9,503 | 60 |
| CASHMERE | NW1CSHR | 3,755 | 24 |
| CHELAN | NW1CHLN | 3,995 | 33 |
| CLEARVIEW | NW1CLVW | 5,504 | 66 |
| CONCRETE | NW1CNCR | 1,335 | 28 |
| CONWAY | NW1CNWY | 1,406 | 4 |
| COUPEVILLE | NW1CPVL | 5,639 | 73 |
| CURLEW | NW1CRLW | 778 | 31 |
| CUSTER | NW1CSTR | 2,134 | 11 |
| DARRINGTON | NW1DRTN | 1,628 | 8 |
| DEMING | NW1DMNG | 1,941 | 9 |
| DUVALL | NW1DULL | 11,068 | 115 |
| EAST WENATCHEE | NW1EWNC | 12,043 | 80 |
| EDISON | NW1EDSN | 1,411 | 18 |
| ENTIAT | NW1ENTT | 1,725 | 13 |
| EVERETT CASINO | NW1CSNO | 46,757 | 300 |
| EVERETT MAIN | NW1EVRT | 25,330 | 104 |
| EVERSON | NW1EVSN | 2,980 | 15 |
| FAIRFIELD | NW1FRFD | 528 | 5 |
| FARMINGTON | NW1FRTN | 130 | |
| FERNDALE | NW1FNDL | 7,516 | 91 |
| GARFIELD | NW1GRFD | 469 | 5 |
| GEORGE | NW1GERG | 1,086 | 8 |
| GRANITE FALLS | NW1GRFL | 5,265 | 104 |
| GRAYLAND | NW1GRLD | 1,356 | 7 |
| HALLS LAKE | NW1HLLK | 57,347 | 288 |
| JUANITA | NW1JUNT | 24,594 | 143 |
| KENNEWICK MAIN | NW1KNWC | 18,366 | 149 |
| KENNEWICK MEADOW | NW1MSPG | 8,858 | 50 |
| KENNEWICK-HIGHLAN | NW1HIGH | 20,223 | 135 |
| KIRKLAND | NW1KRLD | 24,461 | 127 |
| LA CONNER | NW1LACN | 3,108 | 18 |
| LAKE GOODWIN | NW1LKGW | 8,116 | 104 |
| LAKE STEVENS | NW1LKST | 18,599 | 214 |
| LAKE WENATCHEE | NW1LKWN | 1,761 | 9 |
| LATAH | NW1LATH | 146 | |
| LAUREL | NW1LARL | 2,646 | 17 |
| LEAVENWORTH | NW1LVWO | 4,346 | 63 |

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

| | | Apr-04 | Apr-04 |
|--------------------------|---------|----------------|---------------|
| | | Sw Lns | Total Rpts |
| Central Office | | | |
| LOOMIS | NW1LOMS | 271 | 6 |
| LYMAN | NW1HMTN | 1,849 | 40 |
| LYNDEN | NW1LYND | 7,297 | 32 |
| MALDEN | NW1MLDN | 172 | 2 |
| MANOR WAY | NW1MRWY | 27,107 | 118 |
| MANSFIELD | NW1MNFD | 276 | 3 |
| MANSON | NW1MNSN | 2,448 | 23 |
| MAPLE FALLS | NW1MPFL | 1,900 | 15 |
| MARBLEMOUNT | NW1MRBL | 347 | 11 |
| MARYSVILLE | NW1MYVI | 30,768 | 198 |
| MOLSON-CHESAW | NW1MLSN | 371 | 5 |
| MONROE | NW1MONR | 12,540 | 130 |
| MOSCOW | NW1MSCW | 13,050 | 81 |
| MOUNT VERNON | NW1MTVR | 18,470 | 102 |
| NACHES | NW1NCHS | 1,017 | 5 |
| NEWPORT | NW1NWPT | 6,078 | 75 |
| NILE | NW1NILE | 654 | 2 |
| NORTH RICHLAND | NW1NTRD | 4,479 | 37 |
| OAK HARBOR | NW1OKHR | 19,774 | 111 |
| OAKESDALE | NW1OKDL | 362 | 6 |
| PULLMAN | NW1PLMN | 12,222 | 69 |
| QUINCY | NW1QNCY | 4,543 | 157 |
| REDMOND | NW1RDMD | 45,574 | 164 |
| REPUBLIC | NW1RPBL | 1,965 | 24 |
| RICHLAND | NW1RCLD | 13,227 | 86 |
| RICHMOND BEACH | NW1RCBH | 15,329 | 74 |
| ROCKFORD | NW1RCFR | 752 | 5 |
| ROSALIA | NW1ROSL | 603 | 14 |
| SAMMAMISH | NW1SMSH | 14,352 | 81 |
| SEDRO WOOLLEY | NW1SWLY | 2,124 | 13 |
| SEDRO-WOOLEY CONT | NW1SWLC | 6,829 | 59 |
| SILVER LAKE | NW1SLLK | 24,058 | 120 |
| SKYKOMISH | NW1SKYK | 448 | 19 |
| SNOHOMISH | NW1SNHS | 10,046 | 131 |
| SOAP LAKE | NW1SOLK | 1,732 | 14 |
| STANWOOD | NW1STWD | 6,039 | 84 |
| STEVENS PASS | NW1STPS | 100 | 1 |
| SULTAN | NW1SULT | 5,560 | 51 |
| SUMAS | NW1SUMS | 1,309 | 9 |
| TEKOA | NW1TEKO | 875 | 8 |
| THORNTON | NW1THTN | 98 | 2 |
| TONASKET | NW1TNSK | 2,608 | 21 |
| WASHOUGAL | NW1WSHG | 6,077 | 98 |
| WASHOUGAL RIVER | NW1WSHR | 1,305 | 8 |
| WATERVILLE | NW1WTVL | 851 | 13 |
| WENATCHEE | NW1WNTC | 21,334 | 125 |
| WEST RICHLAND | NW1WRLD | 4,211 | 39 |
| WESTPORT | NW1WSPT | 2,124 | 20 |
| WOODLAND | NW1WDLT | 5,492 | 41 |
| Washington State: | | 830,892 | 5,812 |

WASHINGTON STATE PUC REPORT

Customer Network Trouble Per 100 Switched Access Lines

| Threshold is less than = | May-03 | Jun-03 | Jul-03 | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 | Jan-04 | Feb-04 | Mar-04 | Apr-04 | |
|--------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|
| CENTRAL OFF. LOCATION | | | | | | | | | | | | | |
| ACME | 0.14 | 1.29 | 1.29 | 0.93 | 1.21 | 1.83 | 1.12 | 0.84 | 0.64 | 0.99 | 2.41 | 0.84 | NW1ACME |
| ALGER | 1.09 | 2.50 | 1.09 | 0.25 | 1.18 | 2.60 | 0.59 | 1.76 | 0.84 | 1.17 | 2.01 | 1.01 | NW1ALGR |
| ANACORTES | 0.78 | 0.55 | 0.63 | 0.56 | 0.72 | 0.87 | 0.80 | 0.65 | 0.71 | 0.72 | 0.4 | 0.68 | NW1ANCR |
| ARLINGTON | 0.48 | 0.89 | 0.72 | 1.06 | 0.83 | 1.57 | 1.13 | 0.64 | 0.87 | 0.62 | 0.91 | 0.70 | NW1ARTN |
| BENTON CITY | 1.19 | 1.51 | 1.13 | 2.89 | 1.74 | 1.35 | 1.49 | 2.39 | 1.48 | 1.09 | 2.16 | 1.90 | NW1BNCY |
| BIG LAKE | 1.69 | 0.94 | 1.88 | 1.21 | 1.21 | 0.87 | 0.67 | 2.75 | 0.68 | 2.43 | 0.47 | 0.87 | NW1BGLK |
| BIRCH BAY | 0.64 | 0.88 | 0.86 | 0.49 | 0.86 | 0.89 | 0.95 | 1.09 | 0.57 | 0.60 | 0.65 | 0.76 | NW1BRBA |
| BLAINE | 0.51 | 0.54 | 0.87 | 0.81 | 0.61 | 1.19 | 0.97 | 0.67 | 0.54 | 0.67 | 0.82 | 0.61 | NW1BLAN |
| BOTHELL | 0.47 | 0.53 | 0.53 | 0.51 | 0.42 | 0.57 | 0.47 | 0.60 | 0.68 | 0.53 | 0.46 | 0.47 | NW1BOTH |
| BREWSTER | 0.27 | 0.60 | 0.72 | 0.61 | 0.99 | 1.65 | 0.39 | 0.22 | 0.88 | 0.28 | 0.95 | 1.17 | NW1BRWS |
| BRIDGEPORT | 0.76 | 1.45 | 0.76 | 1.10 | 1.95 | 1.63 | 0.96 | 1.76 | 0.62 | 0.89 | 1.15 | 0.35 | NW1BRPT |
| BURLINGTON | 0.30 | 1.18 | 0.72 | 0.67 | 0.73 | 1.56 | 0.94 | 0.74 | 0.43 | 1.02 | 0.43 | 0.80 | NW1BURL |
| BURLINGTON CONTEL | 0.54 | 0.39 | 0.67 | 0.63 | 0.68 | 0.69 | 0.69 | 0.62 | 0.58 | 0.37 | 0.48 | 0.43 | NW1BURC |
| CAMANO ISLAND | 0.47 | 0.44 | 0.63 | 0.84 | 1.50 | 0.63 | 0.57 | 0.54 | 0.62 | 0.44 | 1.78 | 0.68 | NW1CMIS |
| CAMAS | 1.25 | 0.68 | 0.72 | 0.69 | 0.64 | 1.44 | 1.04 | 1.01 | 1.45 | 1.26 | 0.9 | 0.63 | NW1CAMS |
| CASHMERE | 0.28 | 0.59 | 0.62 | 0.47 | 0.73 | 0.73 | 0.42 | 0.58 | 1.72 | 0.61 | 0.4 | 0.64 | NW1CSHR |
| CHELAN | 1.00 | 0.75 | 1.28 | 0.91 | 1.23 | 0.85 | 0.76 | 0.54 | 0.77 | 0.77 | 0.55 | 0.83 | NW1CHLN |
| CLEARVIEW | 0.67 | 0.83 | 0.80 | 0.94 | 0.96 | 1.30 | 1.00 | 0.65 | 1.45 | 0.85 | 0.55 | 1.20 | NW1CLVW |
| CONCRETE | 1.59 | 1.75 | 1.25 | 0.88 | 3.01 | 4.18 | 1.76 | 1.98 | 2.58 | 4.01 | 1.34 | 2.10 | NW1CNCR |
| CONWAY | 0.50 | 0.57 | 1.08 | 0.93 | 0.57 | 1.07 | 0.93 | 0.79 | 0.57 | 0.71 | 0.64 | 0.28 | NW1CNWY |
| COUPEVILLE | 0.64 | 0.78 | 0.60 | 0.98 | 0.92 | 1.29 | 1.75 | 0.97 | 0.99 | 0.64 | 0.97 | 1.29 | NW1CPVL |
| CURLEW | 2.54 | 1.98 | 1.80 | 1.40 | 4.35 | 2.96 | 1.42 | 1.28 | 1.92 | 2.93 | 4.08 | 3.98 | NW1CRLW |
| CUSTER | 0.59 | 2.81 | 0.92 | 0.92 | 0.58 | 2.45 | 0.34 | 0.76 | 0.72 | 1.14 | 0.8 | 0.52 | NW1CSTR |
| DARRINGTON | 1.23 | 0.49 | 0.37 | 1.11 | 0.92 | 2.33 | 1.35 | 1.82 | 1.58 | 0.73 | 0.43 | 0.49 | NW1DRTN |
| DEMING | 0.99 | 1.36 | 1.10 | 0.94 | 0.63 | 1.73 | 1.05 | 1.36 | 1.15 | 0.68 | 1.09 | 0.46 | NW1DMNG |
| DUVALL | 0.88 | 1.00 | 1.88 | 0.89 | 0.86 | 1.04 | 1.36 | 1.26 | 3.25 | 1.31 | 1.07 | 1.04 | NW1DULL |
| EAST WENATCHEE | 0.98 | 0.84 | 0.78 | 0.90 | 1.04 | 0.81 | 0.79 | 0.67 | 0.72 | 0.48 | 0.46 | 0.66 | NW1EWNC |
| EDISON | 1.21 | 1.91 | 1.12 | 0.35 | 0.70 | 1.47 | 0.78 | 1.06 | 1.13 | 0.78 | 0.92 | 1.28 | NW1EDSN |
| ENTIAT | 0.58 | 0.41 | 0.99 | 1.10 | 0.86 | 0.57 | 0.74 | 0.69 | 0.86 | 0.52 | 1.04 | 0.75 | NW1ENTT |
| EVERETT CASINO | 0.52 | 0.57 | 0.79 | 0.52 | 0.57 | 0.76 | 0.64 | 0.54 | 0.58 | 0.49 | 0.49 | 0.64 | NW1CSNO |
| EVERETT MAIN | 0.48 | 0.56 | 0.57 | 0.48 | 0.48 | 0.76 | 0.78 | 0.56 | 0.58 | 0.47 | 0.43 | 0.41 | NW1EVRT |
| EVERSON | 0.61 | 0.30 | 0.51 | 0.61 | 0.58 | 1.25 | 0.98 | 1.01 | 0.91 | 0.75 | 0.64 | 0.50 | NW1EVSN |
| FAIRFIELD | 0.54 | 1.27 | 1.28 | 0.18 | 0.73 | 2.02 | 1.29 | 2.22 | 2.03 | 0.93 | 1.68 | 0.95 | NW1FRFD |
| FARMINGTON | 2.40 | 1.60 | 2.44 | 4.92 | 3.25 | 3.15 | 3.88 | 0.78 | 2.31 | 3.05 | 1.53 | | NW1FRTN |
| FERNDAL | 0.72 | 1.11 | 1.46 | 1.01 | 1.12 | 1.89 | 1.04 | 0.93 | 0.94 | 0.92 | 1.16 | 1.21 | NW1FNLD |
| GARFIELD | 0.67 | 1.56 | 1.57 | 2.44 | 2.20 | 1.74 | 1.54 | 6.46 | 2.23 | 3.50 | 2.6 | 1.07 | NW1GRFD |
| GEORGE | 2.68 | 1.96 | 2.67 | 2.39 | 1.15 | 1.24 | 0.99 | 2.08 | 1.91 | 1.20 | 1.19 | 0.74 | NW1GERG |
| GRANITE FALLS | 2.30 | 1.53 | 1.05 | 0.82 | 1.21 | 1.70 | 1.73 | 1.34 | 3.05 | 0.93 | 1.7 | 1.98 | NW1GRFL |
| GRAYLAND | 0.65 | 0.66 | 0.80 | 0.44 | 1.39 | 0.80 | 0.73 | 1.18 | 0.96 | 0.66 | 1.1 | 0.52 | NW1GRLD |
| HALLS LAKE | 0.46 | 0.53 | 0.49 | 0.51 | 0.54 | 0.76 | 0.67 | 0.59 | 0.90 | 0.43 | 0.41 | 0.50 | NW1HLLK |
| JUANITA | 0.52 | 0.61 | 0.43 | 0.75 | 0.59 | 0.81 | 0.53 | 0.66 | 0.77 | 0.43 | 0.59 | 0.58 | NW1JUNT |
| KENNEWICK MAIN | 0.66 | 1.02 | 0.95 | 1.10 | 0.85 | 1.12 | 0.85 | 1.30 | 2.13 | 1.11 | 1.01 | 0.81 | NW1KNWC |
| KENNEWICK MEADOW | 1.62 | 1.53 | 0.70 | 1.44 | 0.77 | 1.39 | 0.69 | 0.66 | 1.03 | 0.58 | 0.64 | 0.56 | NW1MSPG |
| KENNEWICK-HIGHLAN | 0.75 | 0.57 | 0.75 | 0.71 | 0.70 | 0.76 | 0.65 | 0.92 | 1.51 | 0.85 | 0.63 | 0.67 | NW1HIGH |
| KIRKLAND | 0.64 | 0.93 | 0.64 | 0.60 | 0.73 | 1.37 | 0.65 | 0.80 | 0.76 | 0.53 | 1.69 | 0.52 | NW1KRLD |
| LA CONNER | 0.54 | 0.51 | 0.80 | 0.90 | 0.97 | 1.03 | 0.54 | 1.15 | 0.90 | 0.81 | 0.97 | 0.58 | NW1LACN |
| LAKE GOODWIN | 0.88 | 0.73 | 1.27 | 1.18 | 0.77 | 1.51 | 1.07 | 1.01 | 1.18 | 0.92 | 0.71 | 1.28 | NW1LKGW |
| LAKE STEVENS | 0.94 | 0.78 | 0.80 | 0.69 | 0.84 | 0.95 | 2.00 | 0.88 | 0.92 | 0.81 | 0.89 | 1.15 | NW1LKST |
| LAKE WENATCHEE | 0.84 | 1.01 | 1.40 | 0.34 | 0.78 | 0.56 | 0.62 | 0.68 | 1.36 | 0.51 | 0.51 | 0.51 | NW1LKWN |
| LATAH | 0.72 | 2.14 | 0.71 | 0.70 | | 0.70 | 0.69 | 0.68 | 3.45 | 2.05 | 0.68 | | NW1LATH |
| LAUREL | 0.54 | 0.50 | 0.69 | 0.61 | 0.53 | 1.14 | 0.83 | 0.46 | 0.91 | 0.91 | 1.82 | 0.64 | NW1LARL |
| LEAVENWORTH | 1.02 | 0.88 | 2.59 | 1.46 | 1.43 | 1.59 | 0.75 | 0.80 | 1.24 | 0.53 | 0.57 | 1.45 | NW1LVWO |
| LOOMIS | 0.76 | 1.53 | 2.68 | 1.89 | 2.26 | 2.17 | 0.74 | 0.74 | 1.49 | 0.74 | 0.74 | 2.21 | NW1LOMS |
| LYMAN | 1.67 | 0.97 | 1.52 | 1.41 | 2.42 | 13.14 | 4.32 | 2.11 | 2.45 | 2.41 | 1.85 | 2.16 | NW1HMTN |
| LYNDEN | 0.67 | 0.73 | 0.63 | 0.74 | 0.61 | 0.55 | 0.44 | 0.63 | 0.77 | 0.48 | 0.67 | 0.44 | NW1LYND |
| MALDEN | | 1.17 | 2.30 | 1.71 | 5.59 | 2.84 | 2.29 | 0.56 | 0.57 | 0.57 | 1.74 | 1.16 | NW1MLDN |
| MANOR WAY | 0.78 | 0.55 | 0.47 | 0.48 | 0.70 | 0.64 | 0.57 | 0.55 | 0.76 | 0.46 | 0.48 | 0.44 | NW1MRWY |
| MANSFIELD | 2.92 | 1.82 | 3.27 | 1.85 | 3.66 | 2.57 | 4.35 | 3.62 | 5.11 | 0.72 | 0.72 | 1.09 | NW1MNSN |
| MANSON | 1.10 | 1.09 | 1.65 | 1.64 | 1.12 | 2.00 | 0.93 | 0.56 | 0.97 | 0.69 | 0.33 | 0.94 | NW1MNSN |
| MAPLE FALLS | 0.84 | 0.67 | 1.34 | 0.66 | 1.26 | 1.90 | 0.70 | 1.27 | 1.22 | 1.00 | 0.42 | 0.79 | NW1MPFL |
| MARBLEMOUNT | 2.00 | 0.56 | 0.85 | 0.84 | 1.13 | 1.11 | 0.85 | 3.41 | 2.85 | 0.28 | 2.59 | 3.17 | NW1MRBL |

WASHINGTON STATE PUC REPORT

Customer Network Trouble Per 100 Switched Access Lines

| Threshold is less than = | May-03 | Jun-03 | Jul-03 | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 | Jan-04 | Feb-04 | Mar-04 | Apr-04 | |
|--------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------|
| CENTRAL OFF. LOCATION | | | | | | | | | | | | | |
| MARYSVILLE | 0.53 | 0.50 | 0.68 | 0.70 | 0.61 | 1.31 | 0.63 | 0.59 | 0.62 | 0.58 | 0.63 | 0.64 | NW1MYVI |
| MOLSON-CHESAW | 1.10 | 3.54 | 2.19 | 2.18 | 1.34 | 2.13 | 2.41 | 0.81 | 1.89 | 0.54 | 1.89 | 1.35 | NW1MLSN |
| MONROE | 1.29 | 0.72 | 0.79 | 0.72 | 0.65 | 0.87 | 0.94 | 1.12 | 1.66 | 0.55 | 0.8 | 1.04 | NW1MONR |
| MOSCOW | 0.48 | 0.53 | 0.58 | 0.65 | 0.57 | 0.50 | 0.37 | 0.76 | 0.82 | 0.72 | 0.42 | 0.62 | NW1MSCW |
| MOUNT VERNON | 0.41 | 0.59 | 0.58 | 0.54 | 0.64 | 1.22 | 0.86 | 0.62 | 0.56 | 0.63 | 0.67 | 0.55 | NW1MTVR |
| NACHES | 0.20 | 0.59 | 0.29 | 0.87 | 0.29 | 0.49 | 0.30 | 0.10 | 0.58 | 0.20 | 0.39 | 0.49 | NW1NCHS |
| NEWPORT | 0.98 | 1.23 | 1.38 | 1.85 | 1.25 | 1.29 | 0.85 | 0.97 | 1.04 | 0.79 | 0.76 | 1.23 | NW1NWPT |
| NILE | 0.31 | 0.76 | 2.62 | 1.99 | 1.22 | 0.46 | 1.23 | 0.92 | 1.07 | 0.30 | 1.06 | 0.31 | NW1NILE |
| NORTH RICHLAND | 0.28 | 0.63 | 0.43 | 0.67 | 0.52 | 0.67 | 0.26 | 0.65 | 1.13 | 0.57 | 0.42 | 0.83 | NW1NTRD |
| OAK HARBOR | 0.61 | 0.65 | 0.64 | 0.68 | 1.31 | 1.19 | 0.80 | 0.69 | 0.75 | 0.56 | 0.57 | 0.56 | NW1OKHR |
| OAKESDALE | 8.27 | 4.03 | 1.36 | 1.66 | 3.07 | 0.83 | 1.94 | 3.31 | 5.52 | 3.33 | 3.06 | 1.66 | NW1OKDL |
| PULLMAN | 0.57 | 1.14 | 0.89 | 0.96 | 1.21 | 0.84 | 0.67 | 0.92 | 0.99 | 0.83 | 0.79 | 0.56 | NW1PLMN |
| QUINCY | 1.04 | 1.09 | 1.94 | 1.66 | 0.89 | 1.66 | 0.59 | 0.99 | 2.35 | 1.19 | 1.53 | 3.46 | NW1QNCY |
| REDMOND | 0.39 | 0.48 | 0.48 | 0.54 | 0.54 | 0.46 | 0.46 | 0.45 | 0.52 | 0.42 | 0.42 | 0.36 | NW1RDMD |
| REPUBLIC | 0.74 | 0.69 | 1.28 | 0.65 | 0.54 | 0.89 | 0.64 | 1.20 | 0.70 | 0.70 | 1.19 | 1.22 | NW1RPBL |
| RICHLAND | 0.60 | 0.71 | 0.58 | 0.59 | 0.54 | 0.54 | 0.70 | 1.39 | 1.36 | 0.85 | 0.7 | 0.65 | NW1RCLD |
| RICHMOND BEACH | 0.42 | 0.40 | 0.47 | 0.61 | 0.43 | 0.98 | 1.18 | 0.60 | 0.69 | 0.57 | 0.41 | 0.48 | NW1RCBH |
| ROCKFORD | 1.75 | 1.88 | 2.16 | 1.62 | 0.67 | 0.81 | 0.54 | 1.07 | 1.87 | 0.80 | 0.8 | 0.66 | NW1RCFR |
| ROSALIA | 1.48 | 2.96 | 0.49 | 6.17 | 9.30 | 3.10 | 2.44 | 1.31 | 2.65 | 3.16 | 2.5 | 2.32 | NW1ROSL |
| SAMMAMISH | 0.68 | 0.77 | 0.93 | 0.76 | 0.90 | 1.27 | 0.66 | 1.07 | 0.81 | 0.59 | 0.5 | 0.56 | NW1SM SH |
| SEDRO WOOLLEY | 0.54 | 0.72 | 0.59 | 0.59 | 0.92 | 1.16 | 0.78 | 0.88 | 0.61 | 0.28 | 0.61 | 0.61 | NW1SWLY |
| SEDRO-WOOLEY CONT | 0.68 | 0.98 | 0.64 | 0.61 | 0.70 | 1.31 | 0.82 | 0.74 | 0.91 | 0.76 | 0.79 | 0.86 | NW1SWLC |
| SILVER LAKE | 0.48 | 0.57 | 0.54 | 0.44 | 0.52 | 0.55 | 0.54 | 0.46 | 0.46 | 0.43 | 0.5 | 0.50 | NW1SLLK |
| SKYKOMISH | | 0.66 | 0.44 | 1.77 | 0.44 | 1.55 | 2.01 | 2.02 | 1.12 | 0.67 | 0.67 | 4.24 | NW1SKYK |
| SNOHOMISH | 0.80 | 0.60 | 0.81 | 1.27 | 0.74 | 1.68 | 1.30 | 1.50 | 2.15 | 0.75 | 0.74 | 1.30 | NW1SNHS |
| SOAP LAKE | 0.68 | 1.03 | 1.21 | 0.92 | 1.61 | 1.79 | 0.63 | 0.92 | 1.05 | 0.76 | 1.11 | 0.81 | NW1SOLK |
| STANWOOD | 1.24 | 1.16 | 0.81 | 0.58 | 1.23 | 1.96 | 0.69 | 1.65 | 0.41 | 0.59 | 0.48 | 1.39 | NW1STWD |
| STEVENS PASS | 2.17 | | 1.08 | 2.15 | | 5.38 | 2.11 | 1.03 | 1.00 | | | 1.00 | NW1STPS |
| SULTAN | 0.66 | 0.68 | 1.24 | 0.74 | 0.86 | 1.32 | 2.92 | 3.56 | 1.85 | 1.27 | 0.67 | 0.92 | NW1SULT |
| SUMAS | 0.84 | 0.61 | 0.46 | 0.86 | 0.62 | 1.32 | 0.54 | 0.61 | 0.92 | 0.77 | 0.46 | 0.69 | NW1SUMS |
| TEKOA | 3.71 | 0.79 | 1.46 | 0.90 | 1.69 | 1.35 | 1.24 | 1.59 | 3.39 | 1.37 | 1.81 | 0.91 | NW1TEKO |
| THORNTON | | 1.04 | | 1.05 | 1.06 | | 2.13 | 1.05 | 2.08 | 5.21 | 1.03 | 2.04 | NW1THTN |
| TONASKET | 1.28 | 2.59 | 2.05 | 1.12 | 1.90 | 1.58 | 1.50 | 1.38 | 1.34 | 0.96 | 1.38 | 0.81 | NW1TNSK |
| WASHOUGAL | 0.88 | 1.23 | 1.35 | 0.81 | 1.33 | 2.09 | 1.39 | 1.65 | 1.44 | 0.91 | 2.55 | 1.61 | NW1WSHG |
| WASHOUGAL RIVER | 0.70 | 1.09 | 1.33 | 1.01 | 1.78 | 2.01 | 2.24 | 1.69 | 2.79 | 1.24 | 1.08 | 0.61 | NW1WSHR |
| WATERVILLE | 0.58 | 2.22 | 0.58 | 1.05 | 1.40 | 1.52 | 0.46 | 0.23 | 0.93 | 0.94 | 1.18 | 1.53 | NW1WTVL |
| WENATCHEE | 0.67 | 0.93 | 0.73 | 0.84 | 0.61 | 0.70 | 0.46 | 0.65 | 0.50 | 0.54 | 0.62 | 0.59 | NW1WNTC |
| WEST RICHLAND | 0.65 | 2.03 | 1.52 | 0.94 | 1.66 | 0.94 | 0.96 | 1.54 | 1.73 | 1.29 | 1.25 | 0.93 | NW1WRLD |
| WESTPORT | 0.62 | 0.66 | 0.80 | 0.47 | 0.66 | 1.13 | 0.66 | 0.80 | 0.80 | 0.52 | 1.08 | 0.94 | NW1WSPT |
| WOODLAND | 0.81 | 1.06 | 0.67 | 1.20 | 0.83 | 0.96 | 0.92 | 1.08 | 1.64 | 1.07 | 1.13 | 0.75 | NW1WDL D |
| 4 | | | | | | | | | | | | | |

WASHINGTON PUC REPORT

INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE

April 2004

| CO's | CO Code | April 2004 | | | | CR Orders Missed |
|--------------------|---------|--------------------|-------------------------------------|---------------------|---|------------------|
| | | G | H | I | J | |
| | | Due Dated 1 Orders | Due Dated Orders Not Comp in 5 Days | Completed CR Orders | | |
| ALGER | NW1ALGR | 10 | 1 | | 4 | |
| ANACORTES | NW1ANCR | 89 | 3 | 101 | | |
| ARLINGTON | NW1ARTN | 105 | 6 | 81 | | 1 |
| BIG LAKE | NW1BGLK | 13 | | 14 | | |
| BLAINE | NW1BLAN | 24 | | 24 | | |
| BENTON CITY | NW1BNCY | 26 | | 11 | | |
| BOTHELL | NW1BOTH | 355 | 6 | 373 | | 6 |
| BIRCH BAY | NW1BRBA | 30 | 1 | 36 | | 1 |
| BRIDGEPORT | NW1BRPT | 18 | | 8 | | |
| BREWSTER | NW1BRWS | 15 | | 7 | | |
| BURLINGTON CONTEL | NW1BURC | 71 | 5 | 37 | | 2 |
| BURLINGTON | NW1BURL | 20 | 1 | 11 | | |
| CAMAS | NW1CAMS | 89 | 2 | 66 | | |
| CHELAN | NW1CHLN | 36 | 1 | 20 | | |
| CLEARVIEW | NW1CLVW | 31 | 4 | 30 | | |
| CAMANO ISLAND | NW1CMIS | 58 | 6 | 48 | | |
| CONCRETE | NW1CNCR | 18 | 1 | 12 | | |
| CONWAY | NW1CNWY | 6 | | 4 | | |
| COUPEVILLE | NW1CPVL | 36 | | 42 | | 1 |
| CURLEW | NW1CRLW | 5 | 1 | 6 | | |
| CASHMERE | NW1CSHR | 41 | | 28 | | |
| EVERETT CASINO | NW1CSNO | 704 | 19 | 466 | | 3 |
| CUSTER | NW1CSTR | 20 | 1 | 11 | | 1 |
| DEMING | NW1DMNG | 14 | | 4 | | |
| DARRINGTON | NW1DRTN | 18 | 2 | 7 | | |
| DUVALL 1 | NW1DULL | 41 | | 53 | | |
| EDISON | NW1EDSN | 8 | 1 | 10 | | |
| ENTIAT | NW1ENTT | 15 | | 13 | | |
| EVERETT MAIN | NW1EVRT | 265 | 6 | 147 | | 1 |
| EVERSON | NW1EVSN | 28 | 2 | 17 | | |
| EAST WENATCHEE | NW1EWNC | 127 | | 74 | | |
| FERNDALE | NW1FNDL | 64 | 5 | 40 | | |
| FAIRFIELD | NW1FRFD | 1 | | 2 | | |
| FARMINGTON | NW1FRTN | 2 | | | | |
| GEORGE | NW1GERG | 17 | | 7 | | 1 |
| GARFIELD | NW1GRFD | 2 | | | | |
| GRANITE FALLS | NW1GRFL | 59 | 1 | 28 | | |
| GRAYLAND | NW1GRLD | 10 | | 5 | | |
| KENNEWICK-HIGHLAND | NW1HIGH | 238 | 10 | 120 | | 1 |
| HALLS LAKE | NW1HLLK | 481 | 15 | 380 | | 8 |
| LYMAN | NW1HMTN | 16 | | 8 | | |

WASHINGTON PUC REPORT

INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE

April 2004

| CO's | CO Code | April 2004 | | | | CR Orders Missed |
|--------------------|---------|-----------------------|--|------------------------|---|------------------|
| | | G | H | I | J | |
| | | Due Dated I Orders | Due Dated Orders Not Comp in 5 Days | Completed CR Orders | | |
| JUANITA | NW1JUNT | 192 | 4 | 170 | 5 | |
| KENNEWICK MAIN | NW1KNWC | 237 | 7 | 157 | 2 | |
| KIRKLAND | NW1KRLD | 152 | 3 | 151 | 2 | |
| LA CONNER | NW1LACN | 26 | 1 | 14 | | |
| LAUREL | NW1LARL | 18 | 1 | 17 | | |
| LATAH | NW1LATH | 1 | | 2 | | |
| LAKE GOODWIN | NW1LKGW | 52 | | 44 | | |
| LAKE STEVENS | NW1LKST | 128 | 2 | 104 | 4 | |
| ACME | NW1ACME | 6 | | 7 | | |
| LAKE WENATCHEE | NW1LKWN | 9 | | 8 | | |
| WSU | NW1XWSU | | | | | |
| LOOMIS | NW1LOMS | 3 | | 1 | | |
| LEAVENWORTH | NW1LVWO | 41 | 2 | 32 | | |
| LYNDEN | NW1LYND | 59 | | 54 | 1 | |
| MALDEN | NW1MLDN | 3 | 1 | 1 | | |
| MOLSON-CHEW | NW1MLSN | 2 | | 1 | | |
| MANSFIELD | NW1MNF | | | 1 | | |
| MANSON | NW1MNSN | 19 | 3 | 19 | | |
| MONROE | NW1MONR | 114 | 4 | 81 | | |
| MAPLE FALLS | NW1MPFL | 30 | 1 | 13 | | |
| MARBLEMOUNT | NW1MRBL | 8 | | 2 | | |
| MANOR WAY | NW1MRWY | 273 | 8 | 261 | 1 | |
| KENNEWICK MEADOW S | NW1MSPG | 57 | 2 | 53 | 1 | |
| MT VERNON CONTEL | NW1MTVC | 137 | 10 | 107 | 3 | |
| MOUNT VERNON | NW1MTVR | 50 | 7 | 22 | 1 | |
| MARYSVILLE | NW1MYVI | 257 | 8 | 205 | 2 | |
| NACHES | NW1NCHS | 9 | | 2 | | |
| NILE | NW1NILE | 7 | | 2 | | |
| NORTH RICHLAND | NW1NTRD | 26 | 1 | 22 | | |
| OAKSDALE | NW1OKDL | 2 | 1 | 3 | | |
| OAK HARBOR | NW1OKHR | 272 | 8 | 146 | | |
| PULLMAN | NW1PLMN | 72 | 5 | 56 | | |
| QUINCY | NW1QNCY | 60 | | 25 | 1 | |
| RICHMOND BEACH | NW1RCBH | 95 | 3 | 97 | 1 | |
| ROCKFORD | NW1RCFR | 3 | | 2 | | |
| RICHLAND | NW1RCLD | 155 | 2 | 109 | 1 | |
| REDMOND | NW1RDMD | 256 | 10 | 283 | 2 | |
| ROSALIA | NW1ROSL | 4 | | 3 | | |
| REPUBLIC | NW1RPBL | 21 | 3 | 13 | | |
| SKYKOMISH | NW1SKYK | 5 | | 1 | | |
| SILVER LAKE | NW1SLLK | 187 | 4 | 205 | 3 | |

WASHINGTON PUC REPORT

INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE

April 2004

| CO's | CO Code | April 2004 | | | | CR Orders Missed |
|---------------------|----------|--------------------|-------------------------------------|---------------------|---|------------------|
| | | G | H | I | J | |
| | | Due Dated I Orders | Due Dated Orders Not Comp in 5 Days | Completed CR Orders | | |
| SAMMAMISH | NW1SMISH | 92 | 3 | 103 | | |
| SNOHOMISH | NW1SNHS | 80 | 2 | 66 | | 3 |
| SOAP LAKE | NW1SOLK | 25 | | 12 | | |
| STEVENS PASS | NW1STPS | 2 | | | | |
| STANWOOD | NW1STWD | 56 | 8 | 41 | | |
| SULTAN | NW1SULT | 46 | 1 | 37 | | |
| SUMAS | NW1SUMS | 10 | | 11 | | |
| SEDRO-WOOLEY CONTEL | NW1SWLC | 68 | 3 | 36 | | 2 |
| SEDRO WOOLLEY | NW1SWLY | 28 | 1 | 9 | | |
| TEKOA | NW1TEKO | 16 | | 8 | | |
| THORNTON | NW1THTN | | | | | |
| TONASKET | NW1TNSK | 26 | 1 | 11 | | |
| WOODLAND | NW1WDLA | 44 | 1 | 22 | | 1 |
| WENATCHEE | NW1WNTC | 252 | 7 | 170 | | |
| WEST RICHLAND | NW1WRLD | 29 | | 30 | | |
| WASHOUGAL | NW1WSHG | 76 | 4 | 40 | | |
| WASHOUGAL RIVER | NW1WSHR | 9 | 1 | 7 | | |
| WESTPORT | NW1WSPT | 33 | 1 | 8 | | |
| WATERVILLE | NW1WTVL | 6 | | 3 | | |
| | | 7172 | 234 | 5465 | | 62 |