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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

Qwest Corporation
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Holly Dean
Manager - Regulatory
Public Policy

September 29, 2004

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

Dear Ms. Washburn:

Enclosed are the August 2004 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

The Service Order Interval Missed Commitment Report enclosed includes all orders completed in August 2004. 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.

Please note that the monthly customer remedy report will be filed at a later date under separate cover.

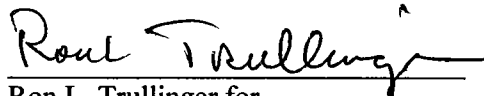
Qwest is reporting one wire center exceeding the benchmark standard for Trouble Reports. The wire center is Castlerock. The reasons for this standard not being met are attached.

Qwest is also restating its "Average Time in Queue for Repair and Res/Bus Office Access" report for July. This restatement is due to missing data from the St. Paul and Denver call centers. This data is now reflected in the new July results.

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 2003/2004 orders reflected in the Service Interval Missed Commitment Report 1, Commitments Met-Company Missed.

MONTH/YEAR	9/03	10/03	11/03	12/03	1/04	2/04	3/04	4/04	5/04	6/04	7/04	8/04
PERCENTAGE	99.7	99.7	99.7	99.6	99.7	99.7	99.7	99.7	99.7	99.7	99.6	99.3

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 2003/2004 orders reflected in the Service Interval Missed Commitment Report 2, 5 Day Greater than 10%.

MONTH/YEAR	9/03	10/03	11/03	12/03	1/04	2/04	3/04	4/04	5/04	6/04	7/04	8/04
RATIOS	0.68	0.64	0.62	0.82	0.85	0.77	0.77	0.82	0.82	0.82	0.85	0.89

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

Year To Date Age Report																
For End of Month August 2004																
Excludes Customer Reasons																
Completed (Met/Missed Due Date)						Year To Date						Open (Missed Due Date)				
August												Still Open				
ORD CNT	AVG AGE	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
Inside Base Rate																
Outside Base Rate																
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
August 2004

The Year-to-date Aging Report reflects the progress made when an order is held due to the lack of company facilities. As of August 31, 2004, Qwest had █ pending held orders due to a lack of company facilities, which were for additional lines.

The Qwest Service Order Interval Missed Commitment Summary Report for August 2004 indicates that we have completed 42,088 (99.1%) orders year to date within 5 business days (new, transfer or change orders with at least one inward line). 376 (0.89%) orders were not completed within 5 business days due to company reasons.

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

- 42,088 orders for lines were completed in August 2004.
- 189,887 total orders were completed in August 2004.
- Qwest missed the commitment/appointment for 860 orders (0.7%) of the total orders completed in August, 2004.
- 376 orders (0.89%) were not completed in 5 business days (376/42,088). These were all held orders. Information on the Aging Report indicates that █ orders were held in August due to a lack of facilities that have since been completed. Therefore, you can conclude that the August 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>	05/04 SOT=NTC Inward R, SB, LB	Not Compl w/i 90 days	Orders Still Open > 60 days (from 8/04 facilities aging report)	Total orders not compl w/i 90 days	90 days (greater than 1%)
State Total	39,822	3	█	6	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] 05/04 SOT=NTC Inward (R, SB, LB): Total of all completed New, Transfer and Changed service orders for May 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 COMMITMENTS SUMMARY
AUGUST 2004

MONTH	TOTAL SOT=NTC	COMPANY MISSED	SUBSCRIBER MISSES	COMMITMENTS MET CO MSSD	Current MO (INWARD) SOT=NTC	TOTAL NOT COMPLETED WITHIN 5 BUSINESS DAYS	5 DAY (Greater than 10%)	90 DAYS NTC (INWARD)	TOTAL NOT COMPLETED WITHIN 90 DAYS	90 DAY (Greater than 1%)
JANUARY	219,501	750	696	99.66%	35,837	305	0.85%	45,881	19	0.04%
FEBRUARY	222,539	701	615	99.68%	36,841	281	0.77%	34,299	2	0.01%
MARCH	226,414	798	755	99.65%	41,356	318	0.77%	34,151	4	0.01%
APRIL	217,159	745	726	99.66%	40,287	329	0.82%	35,837	3	0.01%
MAY	213,226	690	682	99.68%	39,822	328	0.82%	36,481	1	0.00%
JUNE	193,931	758	761	99.61%	42,151	345	0.82%	41,356	4	0.01%
JULY	196,358	801	811	99.59%	45,584	389	0.85%	40,287	7	0.02%
AUGUST	189,887	860	713	99.30%	42,088	376	0.89%	39,822	3	0.01%
SEPTEMBER										
OCTOBER										
NOVEMBER										
DECEMBER										
YTD	1,489,128	5,243	5,046	99.65%	281,878	2,295	0.81%	268,292	40	0.01%
NOTES:										
1) The "Orders, Appointments and Held Orders / Percent Orders Not Met In 5 Business Days" results in the number of total orders handled during the month and the disposition of such.										
2) The "Held Orders / Percent not Met in 90 Days" is a cumulative result; in other words, the result includes held orders from Prior months not yet completed.										

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

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	8/04 TOTAL ORDERS SOT= NTC R,SB,LB	8/04 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
ABERDEEN-HOQUIAM	532	360	1732	1722	2	1	3	99.94%	99.88%	99.83%
AUBURN	833	253	3973	3947	26	12	38	99.70%	99.34%	99.04%
BAINBRIDGE ISLAND	842	206	1177	1170	12	7	19	99.40%	98.97%	98.39%
BATTLEGROUND	687	360	1129	1127	22	2	24	99.82%	98.05%	97.87%
BELFAIR	275	360	565	564	2	5	7	99.11%	99.64%	98.76%
BELLEVUE			5282	5194	21	37	58	99.30%	99.60%	98.90%
GLENCOURT	453	425	1733	1682	9	18	27	98.96%	99.48%	98.44%
SHERWOOD	641	425	3549	3512	12	19	31	99.46%	99.66%	99.13%
BELLINGHAM			4010	3968	20	19	39	99.53%	99.50%	99.03%
LUMMI	758	360	191	191	1	0	1	100.00%	99.48%	99.48%
REGENT	671	360	3819	3777	19	19	38	99.50%	99.50%	99.00%
BLACK DIAMOND	886	360	302	301	2	1	3	99.67%	99.34%	99.01%
BREMERTON			3461	3338	19	8	27	99.77%	99.45%	99.22%
CROSBY	373	360	239	238	8	0	8	100.00%	96.65%	96.65%
BREM ESSEX	830	360	3160	3038	11	8	19	99.75%	99.65%	99.40%
SUNNYSLOPE	674	360	62	62	0	0	0	100.00%	100.00%	100.00%
BUCKLEY	829	360	265	265	3	0	3	100.00%	98.87%	98.87%
CASTLE ROCK	274	360	531	531	7	1	8	99.81%	98.68%	98.49%
CENTRALIA	736	360	1165	1158	3	2	5	99.83%	99.74%	99.57%
CHEHALIS			970	957	10	7	17	99.28%	98.97%	98.25%
CHEHALIS	748	360	787	774	10	6	16	99.23%	98.72%	97.97%
NAPAVINE	262	360	183	183	0	1	1	99.45%	100.00%	99.45%
CLE-ELUM	674	509	250	247	0	2	2	100.00%	100.00%	99.20%
COLFAX	397	509	138	138	1	0	1	100.00%	99.28%	99.28%
COLVILLE	684	509	518	516	6	2	8	99.61%	98.84%	98.46%
COPALIS										
(OCEAN SHORES)	289	360	318	318	3	1	4	99.68%	99.05%	98.74%
COULEE DAM	633	509	164	164	0	0	0	100.00%	100.00%	100.00%
CRYSTAL MTN.	663	360	33	33	0	0	0	100.00%	100.00%	100.00%
DAYTON	382	509	151	150	0	1	1	99.34%	100.00%	99.34%
DEER PARK	276	509	498	495	8	4	12	99.18%	98.38%	97.59%
DES MOINES			4781	4757	13	11	24	99.77%	99.73%	99.50%
DES MOINES	824	206	1779	1771	5	5	10	99.72%	99.72%	99.44%
FEDERAL WAY	839	253	3002	2986	8	6	14	99.80%	99.73%	99.53%
EASTON	656	509	63	61	0	1	1	98.41%	100.00%	98.41%
ELK	292	509	229	227	1	1	2	99.56%	99.56%	99.13%
ENUMCLAW	825	360	860	871	11	3	14	99.65%	98.75%	98.41%
EPHRATA	754	509	307	300	0	0	0	100.00%	100.00%	100.00%
GRAHAM	847	253	2612	2609	9	15	24	99.42%	99.65%	99.09%
GREEN BLUFF	238	509	193	192	2	0	2	100.00%	98.96%	98.96%
HOODSPORT	877	360	168	168	3	1	4	99.39%	98.20%	97.62%
ISSAQUAH	392	425	2089	2073	9	9	18	99.57%	99.57%	99.14%

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

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	8/04 TOTAL ORDERS SOT= NTC R,SB,LB	8/04 TOTAL ORDERS SOT=NTC R,SB	Company Misses R,SB,LB	Subscriber Misses R,SB,LB	Combined Misses R,SB,LB	COMMENTS MET Subscriber Missed R,SB,LB	COMMENTS MET Company Missed R,SB,LB	COMMENTS MET (Combined Missed) R,SB,LB
KENT			6660	6585	24	18	42	99.73%	99.64%	99.37%
MERIDIAN	253	360	2462	2458	13	10	23	99.59%	99.47%	99.07%
OBRIEN	251	206	308	288	1	1	2	99.67%	99.67%	99.35%
ULRICH	852	253	3890	3839	10	7	17	99.82%	99.74%	99.56%
LIBERTY LAKE	255	509	121	120	0	0	0	100.00%	100.00%	100.00%
LONGVIEW-KELSO	423	360	4271	4253	12	15	27	99.65%	99.72%	99.37%
LOON LAKE	233	509	106	106	0	1	1	99.06%	100.00%	99.06%
MAPLE VALLEY	432	425	1184	1176	3	5	8	99.58%	99.75%	99.32%
MOSES LAKE			1490	1467	7	4	11	99.73%	99.53%	99.26%
MOSES LAKE(AFB)	762	509	301	293	1	1	2	99.67%	99.67%	99.34%
MOSES LAKE	765	509	1189	1174	6	3	9	99.75%	99.49%	99.24%
NEWMAN LAKE	226	509	171	171	0	0	0	100.00%	100.00%	100.00%
NORTHPORT	732	509	79	78	2	0	2	100.00%	97.47%	97.47%
OLYMPIA			8962	8530	27	19	46	99.79%	99.70%	99.49%
EVERGREEN	866	360	570	568	4	1	5	99.82%	99.30%	99.12%
LACEY	456	360	4318	4272	14	10	24	99.77%	99.68%	99.44%
WHITEHALL	352	360	4074	3690	9	8	17	99.80%	99.78%	99.58%
OMAK-OKANOGAN	826	509	719	715	3	4	7	99.44%	99.58%	99.03%
OROVILLE	476	509	130	125	0	0	0	100.00%	100.00%	100.00%
OTHELLO	488	509	478	471	2	0	2	100.00%	99.58%	99.58%
PASCO	545	509	2329	2311	18	12	30	99.48%	99.22%	98.71%
PATEROS	923	509	54	54	0	0	0	100.00%	100.00%	100.00%
POMEROY	843	509	104	103	3	0	3	100.00%	97.12%	97.12%
PT. ANGELES			1540	1526	5	8	13	99.48%	99.68%	99.16%
JOYCE	928	360	87	86	2	0	2	100.00%	97.70%	97.70%
PT. ANGELES	452	360	1453	1440	3	8	11	99.45%	99.79%	99.24%
PT. LUDLOW	437	360	194	193	4	2	6	98.95%	97.92%	96.91%
PT. ORCHARD			2353	2337	8	4	12	99.83%	99.66%	99.49%
COLBY	871	360	866	865	3	0	3	100.00%	99.65%	99.65%
PT. ORCHARD	876	360	1487	1472	5	4	9	99.73%	99.66%	99.39%
PT. TOWNSEND	385	360	947	934	12	2	14	99.79%	98.73%	98.52%
PUYALLAP	841	253	4768	4736	18	18	36	99.62%	99.62%	99.24%
RENTON	226	425	6340	6282	31	26	57	99.59%	99.51%	99.10%
RIDGEFIELD	887	360	267	263	3	0	3	100.00%	98.88%	98.88%
ROCHESTER	273	360	645	644	5	2	7	99.69%	99.22%	98.91%
ROY	842	253	281	281	2	2	4	99.28%	99.28%	98.58%
SEATTLE			36918	36108	170	200	370	99.46%	99.54%	99.00%
ATWATER	281	206	2723	2694	13	22	35	99.19%	99.52%	98.71%
CAMPUS	543	206	1345	1335	2	8	10	99.40%	99.85%	99.26%
CHERRY	241	206	4947	4890	9	21	30	99.57%	99.82%	99.39%
DUWAMISH	762	206	1901	1867	5	9	14	99.53%	99.74%	99.26%
EAST	322	206	5115	5088	20	30	50	99.41%	99.61%	99.02%
ELLIOT	441	206	988	960	0	7	7	99.29%	100.00%	99.29%

Washington Service Order Interval Missed Commitment Report
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EMERSON	361	206	4182	4160	16	20	36	99.52%	99.62%	99.14%
LAKEVIEW	522	206	3231	3208	10	18	28	99.44%	99.69%	99.13%
MAIN	223	206	2629	2141	48	26	74	98.99%	98.16%	97.19%
MERCER ISLAND (Adams)	232	206	801	793	5	5	10	99.37%	99.37%	98.75%
PARKWAY	721	206	3113	3064	20	12	32	99.61%	99.36%	98.97%
SUNSET	782	206	3077	3062	9	10	19	99.67%	99.71%	99.38%
WEST	932	206	2866	2846	13	12	25	99.58%	99.54%	99.13%
SEQUIM	683	360	1151	1146	13	9	22	99.21%	98.86%	98.09%
SHELTON	426	360	1608	1597	1	7	8	99.56%	99.94%	99.50%
SILVERDALE	692	360	1802	1791	9	3	12	99.83%	99.50%	99.33%
SPOKANE			17277	17174	79	48	127	99.72%	99.54%	99.26%
CHESTNUT	244	509	506	505	5	0	5	100.00%	99.01%	99.01%
FAIRFAX	325	509	2802	2790	13	11	24	99.61%	99.53%	99.14%
HUDSON	482	509	2452	2447	4	5	9	99.80%	99.84%	99.63%
KEYSTONE	534	509	1840	1821	4	6	10	99.67%	99.78%	99.46%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE							
RIVERSIDE	455	509	3124	3090	22	17	39	99.46%	99.30%	98.75%
WALNUT	922	509	4459	4432	11	7	18	99.84%	99.75%	99.60%
WHITWORTH	466	509	2094	2089	20	2	22	99.90%	99.04%	98.95%
SPRINGDALE	258	509	182	179	1	3	4	98.34%	99.44%	97.80%
SUMNER (BonneyLake)	863	253	2337	2332	13	12	25	99.48%	99.44%	98.93%
TACOMA			25220	25039	62	60	122	99.76%	99.75%	99.52%
FORT LEWIS	964	253	1070	1067	1	3	4	99.72%	99.91%	99.63%
GREENFIELD	472	253	3631	3608	10	9	19	99.75%	99.72%	99.48%
JUNIPER	582	253	4002	3974	7	5	12	99.87%	99.82%	99.70%
LENNOX	531	253	4975	4964	10	17	27	99.66%	99.80%	99.46%
LOGAN	564	253	2108	2092	5	4	9	99.81%	99.76%	99.57%
MARKET (Fawcett)	272	253	2539	2474	8	8	16	99.68%	99.68%	99.37%
SKYLINE	752	253	1839	1834	2	3	5	99.84%	99.89%	99.73%
WAVERLY-2	922	253	899	892	1	1	2	99.89%	99.89%	99.78%
WAVERLY-7	927	253	4157	4134	18	10	28	99.76%	99.57%	99.33%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA							
VANCOUVER			13592	13456	91	48	139	99.65%	99.33%	98.98%
ORCHARDS	253	360	7217	7138	70	21	91	99.71%	99.03%	98.74%
OXFORD	693	360	3971	3925	16	20	36	99.49%	99.60%	99.09%
SALMON CREEK (VANCVR NO)	573	360	2404	2393	5	7	12	99.71%	99.79%	99.50%
WAITSBURG	337	509	61	61	0	0	0	100.00%	100.00%	100.00%
WALLA WALLA	522	509	1733	1711	1	5	6	99.71%	99.94%	99.65%
WARDEN	349	509	147	146	1	0	1	100.00%	99.32%	99.32%
WINLOCK	785	360	194	194	0	1	1	99.48%	100.00%	99.48%
YAKIMA			5518	5480	15	22	37	99.60%	99.73%	99.33%

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

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	8/04 TOTAL ORDERS SOT= NTC R,SB,LB	8/04 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
CHESTNUT	244	509	4092	4058	11	14	25	99.66%	99.73%	99.39%
WEST	965	509	1426	1422	4	8	12	99.44%	99.72%	99.16%
WC TOTAL			189887	187436	860	713	1573	99.62%	99.55%	99.17%

Washington Service Order Interval Missed Commitment Report
 Based on 2003 and 2004 Orders (Report 2. Missed Commitments)
 August 2004

1	2	3	12	13	14	15	16	17	18	19	20	21	22
EXCHANGES	WC	AREA CODE	8/04 SOT=NTC INWARD R,S,B,LB	8/04 SOT=NTC INWARD R,SB	NOT COMPL W/I 5 DAYS	5 DAY (Greater than 10%)	SUM OF ORDERS WIDD > 5 days; Customer Reasons	SUM OF ORDERS WIDD > 5 DAYS; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	5/04 SOT=NTC INWARD R,S,B,LB	NOT COMPL W/I 90 DAYS	90 DAYS (GRTR THAN 1%)
ABERDEEN-HOQUIAM	532	360	386	384	2	0.52%	43	0	100.00%	0.00%	353	0	0.00%
AUBURN	833	253	814	804	8	0.98%	227	11	95.15%	4.85%	743	0	0.00%
BAINBRIDGE ISLAND	842	206	246	245	2	0.81%	56	2	96.43%	3.57%	218	0	0.00%
BATTLEGROUND	687	360	246	246	2	0.81%	126	5	96.03%	3.97%	208	0	0.00%
BELFAIR	275	360	97	96	2	2.06%	23	0	100.00%	0.00%	140	0	0.00%
BELLEVUE			1213	1192	13	1.07%	281	1	99.64%	0.36%	1213	0	0.00%
GLENCOURT	453	425	405	391	7	1.73%	113	0	99.12%	0.88%	390	0	0.00%
SHERWOOD	641	425	808	801	6	0.74%	168	0	100.00%	0.00%	823	0	0.00%
BELLINGHAM			1201	1192	6	0.50%	386	8	97.93%	2.07%	975	1	0.10%
LUMMI	758	360	33	33	0	0.00%	9	1	88.89%	11.11%	44	0	0.00%
REGENT	671	360	1168	1159	6	0.51%	377	7	98.14%	1.86%	931	1	0.11%
BLACK DIAMOND	886	360	58	58	2	3.45%	17	0	100.00%	0.00%	57	0	0.00%
BREMERTON			840	808	6	0.71%	111	3	97.30%	2.70%	701	0	0.00%
CROSBY	373	360	63	63	4	6.35%	11	2	81.82%	18.18%	637	0	0.00%
BREM ESSEX	830	360	764	732	2	0.26%	97	1	98.97%	1.03%	13	0	0.00%
SUNNYSLOPE	674	360	13	13	0	0.00%	3	0	100.00%	0.00%	56	0	0.00%
BUCKLEY	829	360	39	39	2	5.13%	8	0	100.00%	0.00%	84	0	0.00%
CASTLE ROCK	274	360	106	106	2	1.89%	14	2	85.71%	14.29%	262	0	0.00%
CENTRALIA	736	360	264	262	1	0.38%	34	0	100.00%	0.00%	167	0	0.00%
CHEHALIS			224	222	4	1.79%	43	0	100.00%	0.00%	135	0	0.00%
CHEHALIS	748	360	191	189	4	2.09%	34	0	100.00%	0.00%	32	0	0.00%
NAPAVINE	262	360	33	33	0	0.00%	9	0	100.00%	0.00%	60	0	0.00%
CLE-ELUM	674	509	82	82	0	0.00%	13	0	100.00%	0.00%	41	0	0.00%
COLFAX	397	509	50	50	1	2.00%	6	0	100.00%	0.00%	127	0	0.00%
COLVILLE	684	509	142	140	2	1.41%	31	2	93.55%	6.45%	104	0	0.00%
COPALIS													
(OCEAN SHORES)	289	360	88	88	2	2.27%	15	1	93.33%	6.67%	42	0	0.00%
COULLEE DAM	633	509	45	45	0	0.00%	8	0	100.00%	0.00%	13	0	0.00%
CRYSTAL MTN.	663	360	9	9	0	0.00%	2	0	100.00%	0.00%	31	0	0.00%
DAYTON	382	509	32	32	0	0.00%	4	0	100.00%	0.00%	116	1	0.86%
DEER PARK	276	509	136	135	5	3.68%	28	2	92.86%	7.14%	906	0	0.00%
DES MOINES			916	908	8	0.87%	183	1	99.45%	0.55%	361	0	0.00%
DES MOINES	824	206	363	361	4	1.10%	78	0	100.00%	0.00%	545	0	0.00%
FEDERAL WAY	839	253	553	547	4	0.72%	105	1	99.05%	0.95%	15	0	0.00%
EASTON	656	509	18	18	0	0.00%	2	0	100.00%	0.00%	42	0	0.00%
ELK	292	509	48	48	1	2.08%	7	0	100.00%	0.00%	150	0	0.00%
ENUMCLAW	825	360	201	198	1	0.50%	59	4	93.22%	6.78%	75	0	0.00%
EPHRATA	754	509	64	62	0	0.00%	5	0	100.00%	0.00%	458	0	0.00%
GRAHAM	847	253	448	447	5	1.12%	130	4	96.92%	3.08%	40	0	0.00%
GREEN BLUFF	238	509	38	38	1	2.63%	11	1	90.91%	9.09%	59	0	0.00%
HOODSPORT	877	360	45	45	2	4.44%	3	0	100.00%	0.00%	550	0	0.00%
ISSAQUAH	392	425	553	552	5	0.90%	165	3	98.18%	1.82%	1340	0	0.00%
KENT			1337	1321	9	0.67%	370	7	98.11%	1.89%	409	0	0.00%
MERIDIAN	253	360	425	422	5	1.18%	134	3	97.76%	2.24%	98	0	0.00%
OBRIEN	251	206	77	71	0	0.00%	20	1	95.00%	5.00%		0	0.00%

Washington Service Order Interval Missed Commitment Report
 Based on 2003 and 2004 Orders (Report 2. Missed Commitments)
 August 2004

1	2	3	12	13	14	15	16	17	18	19	20	21	22
EXCHANGES	WC	AREA CODE	8/04 SOT=NTC INWARD R,S,B,LB	8/04 SOT=NTC INWARD R,SB	NOT COMPL W/I 5 DAYS	5 DAY (Greater than 10%)	SUM OF ORDERS WIDD > 5 days; Customer Reasons	SUM OF ORDERS WIDD > 5 Days or Less Missed Appt. Company Reasons	% MET	% Missed	5/04 SOT=NTC INWARD R,S,B,LB	NOT COMPL W/I 90 DAYS	90 DAYS (GRTR THAN 1%)
ULRICH	852	253	835	828	4	0.48%	216	3	98.61%	1.39%	833	0	0.00%
LIBERTY LAKE	255	509	23	22	0	0.00%	4	0	100.00%	0.00%	24	0	0.00%
LONGVIEW-KELSO	423	360	859	853	8	0.93%	92	0	100.00%	0.00%	798	0	0.00%
LOON LAKE	233	509	25	25	0	0.00%	6	0	100.00%	0.00%	37	0	0.00%
MAPLE VALLEY	432	425	220	218	4	1.82%	88	0	100.00%	0.00%	240	0	0.00%
MOSES LAKE			374	363	4	1.07%	57	1	98.25%	1.75%	341	0	0.00%
MOSES LAKE(AFB)	762	509	76	72	0	0.00%	9	0	100.00%	0.00%	59	0	0.00%
MOSES LAKE	765	509	298	291	4	1.34%	48	1	97.92%	2.08%	282	0	0.00%
NEWMAN LAKE	226	509	35	35	0	0.00%	4	0	100.00%	0.00%	45	0	0.00%
NORTHPORT	732	509	21	21	2	9.52%	5	0	100.00%	0.00%	24	0	0.00%
OLYMPIA			2042	2003	10	0.49%	399	9	97.74%	2.26%	1810	0	0.00%
EVERGREEN	866	360	153	151	0	0.00%	30	1	96.67%	3.33%	127	0	0.00%
LACEY	456	360	979	972	2	0.20%	214	6	97.20%	2.80%	895	0	0.00%
WHITEHALL	352	360	910	880	8	0.88%	155	2	98.71%	1.29%	788	0	0.00%
OMAK-OKANOGAN	826	509	161	161	4	2.48%	22	0	100.00%	0.00%	181	0	0.00%
OROVILLE	476	509	36	36	0	0.00%	4	0	100.00%	0.00%	46	0	0.00%
OTHELLO	488	509	114	113	2	1.75%	14	0	100.00%	0.00%	113	0	0.00%
PASCO	545	509	481	476	12	2.49%	48	4	91.67%	8.33%	480	0	0.00%
PATEROS	923	509	20	20	0	0.00%	0	0	0.00%	0.00%	15	0	0.00%
POMEROY	843	509	31	31	2	6.45%	3	1	66.67%	33.33%	14	0	0.00%
PT. ANGELES			390	385	3	0.77%	66	0	100.00%	0.00%	382	0	0.00%
JOYCE	928	360	17	17	1	5.88%	2	0	100.00%	0.00%	24	0	0.00%
PT. ANGELES	452	360	373	368	2	0.54%	64	0	100.00%	0.00%	358	0	0.00%
PT. LUDLOW	437	360	56	56	1	1.79%	18	1	94.44%	5.56%	53	0	0.00%
PT. ORCHARD			498	493	3	0.60%	96	1	98.96%	1.04%	474	0	0.00%
COLBY	871	360	172	171	3	1.74%	42	1	97.62%	2.38%	164	0	0.00%
PT. ORCHARD	876	360	326	322	0	0.00%	54	0	100.00%	0.00%	310	0	0.00%
PT. TOWNSEND	385	360	232	230	2	0.86%	48	3	93.75%	6.25%	250	0	0.00%
PUYALLAP	841	253	1008	989	8	0.79%	196	1	99.49%	0.51%	858	0	0.00%
RENTON	226	425	1417	1403	16	1.13%	413	12	97.09%	2.91%	1369	0	0.00%
RIDGEFIELD	887	360	78	74	7	8.97%	35	0	100.00%	0.00%	69	0	0.00%
ROCHESTER	273	360	131	130	2	1.53%	21	0	100.00%	0.00%	92	0	0.00%
ROY	842	253	56	56	2	3.57%	24	2	91.67%	8.33%	41	0	0.00%
SEATTLE			8335	8148	57	0.68%	1450	22	98.48%	1.52%	7875	0	0.00%
ATWATER	281	206	707	703	6	0.85%	118	4	96.61%	3.39%	656	0	0.00%
CAMPUS	543	206	390	389	5	1.28%	66	0	100.00%	0.00%	322	0	0.00%
CHERRY	241	206	1030	1004	3	0.29%	143	0	100.00%	0.00%	974	0	0.00%
DUWAMISH	762	206	374	355	5	1.34%	50	0	100.00%	0.00%	316	0	0.00%
EAST	322	206	1221	1216	11	0.90%	206	4	98.06%	1.94%	1163	0	0.00%
ELLIOT	441	206	296	289	0	0.00%	42	0	100.00%	0.00%	369	0	0.00%
EMERSON	361	206	917	913	7	0.76%	167	3	98.20%	1.80%	853	0	0.00%
LAKEVIEW	522	206	833	827	5	0.60%	182	4	97.80%	2.20%	693	0	0.00%
MAIN	223	206	678	579	4	0.59%	97	1	98.97%	1.03%	613	0	0.00%
MERCER ISLAND (Adams)	232	206	181	179	1	0.55%	50	2	96.00%	4.00%	201	0	0.00%

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

1	2	3	12	13	14	15	16	17	18	19	20	21	22
EXCHANGES	WC	AREA CODE	8/04 SOT=NTC INWARD R,SB,LB	8/04 SOT=NTC INWARD R,SB	NOT COMPL W/I 5 DAYS	5 DAY (Greater than 10%)	SUM OF ORDERS WIDD > 5 days; Customer Reasons	SUM OF ORDERS WIDD > 5 Days or Less Missed Appt. Company Reasons	% MET	% Missed	5/04 SOT=NTC INWARD R,SB,LB	NOT COMPL W/I 90 DAYS	90 DAYS (GRTR THAN 1%)
PARKWAY	721	206	465	456	4	0.85%	66	1	98.48%	1.52%	474	0	0.00%
SUNSET	782	206	680	678	2	0.29%	139	2	98.56%	1.44%	661	0	0.00%
WEST	932	206	563	560	4	0.71%	124	1	99.19%	0.81%	580	0	0.00%
SEQUIM	683	360	282	280	4	1.42%	76	1	98.68%	1.32%	276	0	0.00%
SHELTON	426	360	335	333	0	0.00%	48	0	100.00%	0.00%	330	0	0.00%
SILVERDALE	692	360	434	431	5	1.15%	62	0	98.39%	1.61%	342	0	0.00%
SPOKANE			4027	4007	39	0.97%	1318	30	97.72%	2.28%	3911	0	0.00%
CHESTNUT	244	509	144	143	0	0.00%	33	1	96.97%	3.03%	107	0	0.00%
FAIRFAX	325	509	600	596	11	1.83%	202	7	96.53%	3.47%	570	0	0.00%
HUDSON	482	509	567	566	3	0.53%	163	2	98.77%	1.23%	557	0	0.00%
KEYSTONE	534	509	382	378	2	0.52%	95	2	97.89%	2.11%	383	0	0.00%
MORAN	441	509											
RIVERSIDE	455	509	842	840	7	0.83%	316	8	97.47%	2.53%	835	0	0.00%
WALNUT	922	509	977	971	13	1.33%	317	1	99.68%	0.32%	980	0	0.00%
WHITWORTH	466	509	515	513	3	0.58%	192	9	95.31%	4.69%	479	0	0.00%
SPRINGDALE	258	509	35	33	2	5.71%	6	0	100.00%	0.00%	39	0	0.00%
SUNNER (BonneyLake)	863	253	453	450	4	0.88%	88	1	98.86%	1.14%	464	0	0.00%
TACOMA			4970	4926	32	0.64%	1105	13	98.82%	1.18%	4821	1	0.02%
FORT LEWIS	964	253	285	284	2	0.70%	79	0	100.00%	0.00%	239	0	0.00%
GREENFIELD	472	253	677	674	5	0.74%	170	1	99.41%	0.59%	709	0	0.00%
JUNIPER	582	253	832	825	4	0.48%	140	3	97.86%	2.14%	818	0	0.00%
LENOX	531	253	860	858	6	0.70%	178	3	98.31%	1.69%	784	0	0.00%
LOGAN	564	253	445	437	3	0.67%	137	0	100.00%	0.00%	437	0	0.00%
MARKET (Fawcett)	272	253	601	588	4	0.67%	136	1	99.26%	0.74%	555	0	0.00%
SKYLINE	752	253	373	372	1	0.27%	122	1	99.18%	0.82%	346	0	0.00%
WAVERLY-2	922	253	143	142	1	0.70%	9	0	100.00%	0.00%	161	0	0.00%
WAVERLY-7	927	253	754	746	6	0.80%	134	4	97.01%	2.99%	772	1	0.13%
TOUCHET	394	509											
VANCOUVER			2958	2926	37	1.25%	1233	41	96.67%	3.33%	2756	0	0.00%
ORCHARDS	253	360	1491	1471	25	1.68%	700	34	95.14%	4.86%	1444	0	0.00%
OXFORD	693	360	921	913	8	0.87%	296	6	97.97%	2.03%	837	0	0.00%
SALMON CREEK (VANCVR NO)	573	360	546	542	4	0.73%	237	1	99.58%	0.42%	475	0	0.00%
WAITSBURG	337	509	12	12	0	0.00%	0	0	0.00%	0.00%	13	0	0.00%
WALLA WALLA	522	509	471	463	2	0.42%	68	1	98.53%	1.47%	441	0	0.00%
WARDEN	349	509	32	32	0	0.00%	2	0	100.00%	0.00%	37	0	0.00%
WINLOCK	785	360	46	46	0	0.00%	7	0	100.00%	0.00%	41	0	0.00%
YAKIMA			1404	1395	8	0.57%	170	2	98.82%	1.18%	1374	0	0.00%
CHESTNUT	244	509	1008	999	8	0.79%	101	1	99.01%	0.99%	1045	0	0.00%
WEST	965	509	396	396	0	0.00%	69	1	98.55%	1.45%	329	0	0.00%
WC TOTAL			42088	41547	376	0.89%	9707	204	97.90%	2.10%	39822	3	0.01%

WASHINGTON REPAIR COMMITMENTS MET
AUGUST 2004

Measurement Period 2004	# of Repair Tickets	Repair Commitments Met	Repair Commitments Missed	% Met	Force Majeure Exclusions	Physically Obstructed Exclusions
January	25,762	24,261	1501	94.17%	95	79
February	18,154	17,329	825	95.46%	42	57
March	19,257	18,602	655	96.60%	37	39
April	16,876	16,287	589	96.51%	48	28
May	19,167	18,139	1,028	94.64%	171	48
June	19,557	18,799	758	96.12%	79	45
July	17,885	17,104	781	95.63%	47	52
August	22,398	21,013	1,385	93.82%	121	83
September						
October						
November						
December						
YTD Total	159,056	151,534	7,522	95.27%	640	431
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 - AUGUST 2004

EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Aug-04	Aug-04	Aug-04	Jul-04	Jun-04	May-04	Apr-04	Mar-04	Feb-04	Jan-04	Dec-03	Nov-03	Oct-03	Sep-03		
Report Rate > 4.00																		
ABERDEEN	0	532	17084	189	1.11	0.87	0.71	0.79	0.87	1.08	0.91	1.26	1.15	1.41	1.99	0.95		
AUBURN	0	833	34433	385	1.12	0.99	1.20	0.83	0.93	1.05	0.81	1.32	0.93	0.92	1.23	0.92		
BAINBRIDGE	0	842	14161	215	1.52	1.24	1.15	1.19	1.10	1.14	1.30	1.88	1.73	1.79	1.53	1.11		
BATTLE GROUND	1	687	11359	241	2.12	1.56	1.79	1.58	1.40	1.28	2.42	4.74	1.40	1.23	2.03	2.38		
BELFAIR	0	275	8122	123	1.51	1.36	2.25	1.20	1.69	1.52	1.13	1.39	1.54	1.38	2.13	1.32		
BELLEVUE			74002	1803	2.44	0.69	0.80	0.65	0.64	0.74	0.65	0.95	0.76	0.94	1.03	0.91		
GLENCOURT	0	453	28737	186	0.65	0.56	0.73	0.53	0.61	0.59	0.53	1.01	0.63	0.62	0.80	0.60		
SHERWOOD	0	641	45265	1617	3.57	0.78	0.85	0.72	0.66	0.84	0.72	0.90	0.84	1.14	1.17	1.10		
BELLINGHAM			43406	383	0.88	0.65	0.66	0.59	0.55	0.72	0.68	0.70	0.57	0.66	1.05	0.82		
LUMMI	0	758	1562	17	1.09	1.49	0.71	2.05	0.96	0.89	1.14	0.88	1.02	0.90	0.89	1.01		
REGENT	0	671	41844	366	0.87	0.62	0.66	0.53	0.54	0.72	0.66	0.69	0.56	0.65	1.05	0.81		
BLACK DIAMOND	1	886	3517	31	0.88	1.26	1.37	1.35	1.37	1.33	1.10	2.02	4.42	0.93	1.41	1.52		
BREMERTON			40257	296	0.74	0.66	0.69	0.68	0.61	0.82	0.66	0.89	0.71	0.90	0.89	0.61		
BREMERTON ESX	0	373	35916	224	0.62	0.59	0.63	0.64	0.52	0.75	0.58	0.75	0.64	0.88	0.88	0.57		
CROSBY	0	830	3506	63	1.80	1.18	1.32	0.97	1.32	1.53	1.52	2.31	1.39	1.15	0.94	0.96		
SUNNYSLOPE	0	674	835	9	1.08	1.57	0.85	1.34	1.71	1.07	0.59	1.06	1.05	0.58	1.26	1.02		
BONNEY LAKE	0	862	Numbers added to Summer															
BUCKLEY	0	829	3342	43	1.29	1.37	1.21	1.06	0.82	1.28	0.81	1.15	1.35	1.05	1.71	1.29		
CASTLEROCK	1	274	4930	210	4.26	2.01	1.26	1.51	1.62	1.54	1.66	3.19	2.13	3.69	1.79	2.01		
CENTRALIA	0	736	10431	113	1.08	1.37	0.84	0.98	0.93	1.30	1.20	1.13	1.03	1.09	1.30	0.91		
CHEHALIS			10674	137	1.28	1.16	0.95	0.81	0.87	1.44	1.49	1.65	1.15	1.01	1.19	0.99		
CHEHALIS	0	748	8088	99	1.22	1.10	0.99	0.64	0.81	1.34	1.60	1.28	1.10	0.97	1.29	0.79		
NAPAVINE	0	262	2586	38	1.47	1.35	0.84	1.33	1.05	1.75	1.14	2.82	1.27	1.17	0.87	1.66		
CLE-ELUM	0	674	3327	89	2.68	1.05	1.66	0.97	1.14	0.85	0.38	1.22	1.72	0.86	1.34	1.17		
COLFAX	0	397	2520	31	1.23	1.35	1.29	0.70	0.85	1.00	0.91	1.13	1.46	0.89	1.17	1.51		
COLVILLE	0	684	7110	182	2.56	1.21	0.89	1.24	0.59	1.00	0.79	1.13	0.54	0.77	1.33	0.80		
PALIS(OCEAN SHORES)	0	289	4125	55	1.33	1.24	1.03	0.93	1.16	1.49	1.12	2.55	1.14	1.14	1.38	1.91		
COULLEE DAM	0	633	2352	29	1.23	1.32	0.89	1.05	2.09	1.07	0.86	0.69	0.94	0.93	0.32	0.83		
CRYSTAL MTN.	0	663	676	8	1.18	1.04	1.95	0.89	0.60	1.45	1.28	1.42	2.28	1.00	1.15	1.00		
DAYTON	0	382	1949	46	2.36	2.35	1.93	0.95	1.49	0.60	1.58	2.51	1.33	0.98	1.13	1.17		
DEER PARK	0	276	6301	114	1.81	1.27	1.15	1.89	0.75	0.55	0.44	1.34	1.02	0.98	1.11	0.95		
DES MOINES			36581	311	0.85	0.72	0.83	0.95	0.75	0.81	0.77	1.06	0.87	0.90	1.05	0.84		
DES MOINES	0	824	14288	120	0.84	0.71	0.77	0.97	0.81	0.78	0.73	1.11	0.86	1.02	1.22	0.86		
FEDERAL WAY	0	839	22303	191	0.86	0.72	0.87	0.94	0.70	0.82	0.80	1.03	0.87	0.82	0.94	0.82		
EASTON	0	656	731	14	1.92	0.28	0.56	0.97	0.28	0.83	1.10	0.55	1.25	0.41	0.68	0.41		
ELK	0	292	2878	29	1.01	1.01	1.15	1.53	0.66	0.66	0.73	0.76	1.14	0.97	1.24	1.11		
ENUMCLAW	0	825	9669	115	1.19	0.94	0.92	1.06	0.75	1.10	0.89	1.36	1.83	0.74	1.34	1.45		
EPHRATA	0	754	3788	23	0.61	0.84	0.96	0.56	1.17	2.05	0.60	0.98	0.71	0.44	1.11	0.84		
GRAHAM	0	847	20118	221	1.10	1.21	1.58	1.44	1.21	1.34	1.78	1.41	1.22	0.87	1.58	0.90		
GREEN BLUFF	0	238	3025	46	1.52	1.40	2.05	0.79	0.88	2.03	0.93	1.12	0.84	0.58	1.29	1.58		

EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Aug-04	Aug-04	Aug-04	Jul-04	Jun-04	May-04	Apr-04	Mar-04	Feb-04	Jan-04	Dec-03	Nov-03	Oct-03	Rate	Rate	Rate
Report Rate > 4.00																		
HOODSPORT	0	877	2559	39	1.52	0.82	1.02	1.41	1.25	0.94	0.86	1.02	0.74	1.91	0.54	1.36		
ISSAQUAH	0	392	26724	330	1.23	0.88	1.18	0.81	0.95	0.87	1.00	1.29	1.25	0.98	1.18	1.01		
KENT			64221	596	0.93	0.82	0.83	0.86	0.70	0.75	0.65	0.91	0.97	0.81	1.14	0.71		
KENT MERIDIAN	0	630	22759	289	1.27	1.31	1.03	1.35	0.96	0.86	0.85	1.20	1.16	0.97	1.48	0.80		
KENT OBRIEN	0	251	11288	35	0.31	0.40	0.50	0.28	0.21	0.24	0.22	0.34	0.29	0.31	0.55	0.22		
KENT ULRICH	0	852	30174	272	0.90	0.60	0.82	0.71	0.69	0.85	0.65	0.90	1.08	0.89	1.12	0.82		
LIBERTY LAKE	0	255	1633	8	0.49	0.55	0.49	1.57	0.84	0.18	0.41	1.06	0.71	1.00	0.93	0.46		
LONGVIEW-KELSO	0	423	32537	482	1.48	1.05	1.10	0.94	1.03	1.32	1.23	1.52	1.21	1.05	1.21	1.06		
LOON LAKE	0	233	1514	27	1.78	1.25	1.19	1.27	1.28	0.54	0.95	0.88	0.82	0.55	1.01	0.91		
MAPLE VALLEY	0	432	13369	106	0.79	0.81	0.82	1.14	0.83	1.27	0.94	2.35	1.82	0.99	1.37	0.90		
MOSES LAKE			14848	242	1.63	1.17	1.72	1.09	1.00	1.15	1.06	1.31	1.49	0.81	0.81	1.18		
MOSES LAKE AFB	0	762	2665	25	0.94	1.05	1.15	0.84	0.68	1.17	1.05	1.68	0.97	0.55	0.63	1.19		
MOSES LAKE	0	765	12183	217	1.78	1.20	1.85	1.15	1.07	1.14	1.06	1.23	1.61	0.86	0.85	1.18		
NEWMAN LAKE	0	226	2594	24	0.93	1.46	1.65	1.26	1.03	1.20	0.78	1.08	0.52	0.59	0.55	0.87		
NORTHPORT	0	732	1021	24	2.35	1.86	0.59	1.58	1.10	2.09	0.69	0.69	1.09	1.38	1.38	0.78		
OLYMPIA			96960	803	0.83	0.87	0.85	0.80	0.76	0.89	0.90	1.10	1.01	0.84	1.12	0.84		
EVERGREEN	0	866	7334	73	1.00	1.29	1.00	1.05	0.80	1.32	0.90	2.39	2.38	1.59	1.48	1.24		
LACEY	0	456	42864	311	0.73	0.85	0.82	0.71	0.68	0.74	0.79	1.01	0.78	0.63	0.96	0.69		
WHITEHALL	0	352	46762	419	0.90	0.82	0.86	0.83	0.83	0.96	0.99	0.96	1.00	0.91	1.21	0.92		
OMAK-OKANOGAN	0	826	7620	117	1.54	0.83	1.08	1.22	1.02	1.59	0.96	1.32	0.87	0.53	0.89	0.97		
OROVILLE	0	476	1873	29	1.55	1.22	1.17	1.16	0.95	1.05	0.94	1.04	1.14	1.54	2.39	2.36		
OTHELLO	1	488	4766	135	2.83	1.97	2.54	2.95	2.21	3.04	5.18	3.25	3.45	1.38	1.40	1.33		
PASCO	0	545	20482	354	1.73	1.78	2.12	1.29	1.18	1.32	1.28	2.41	1.79	0.83	0.88	1.21		
PATEROS	0	923	845	13	1.54	0.71	1.06	0.71	0.59	1.88	0.59	1.17	0.71	0.47	0.45	0.90		
POMEROY	0	843	1358	28	2.06	1.85	1.40	0.95	1.10	2.02	1.29	3.75	2.82	0.99	3.20	1.57		
PT. ANGELES			19675	236	1.20	0.82	0.85	0.84	0.83	1.26	1.21	1.30	1.21	1.16	1.46	1.07		
JOYCE	0	928	1279	25	1.95	2.73	2.44	1.65	1.88	0.93	1.01	1.79	3.57	1.77	2.58	1.97		
PT. ANGELES	0	452	18396	211	1.15	0.69	0.74	0.79	0.76	1.28	1.22	1.26	1.05	1.11	1.38	1.00		
PT. LUDLOW	0	437	2882	35	1.21	1.18	1.12	1.04	0.76	1.13	1.12	0.67	0.58	0.95	2.00	0.67		
PT. ORCHARD			23971	245	1.02	0.98	1.08	1.71	0.88	0.97	1.06	1.21	0.93	1.07	1.26	0.87		
COLBY	0	871	9282	101	1.09	1.06	1.20	1.12	0.89	0.85	1.01	1.22	0.85	1.38	1.32	0.81		
PT. ORCHARD	0	876	14689	144	0.98	0.93	1.00	2.07	0.86	1.04	1.09	1.20	0.98	0.87	1.22	0.90		
PT. TOWNSEND	0	385	11997	176	1.47	0.94	1.26	1.17	0.76	0.79	0.90	1.13	0.83	0.72	1.34	0.99		
PUYALLUP	0	841	41017	444	1.08	0.87	0.92	0.88	0.84	0.99	0.85	0.92	0.90	0.89	0.99	0.94		
RENTON	0	226	58251	518	0.89	0.76	0.78	0.79	0.78	0.97	0.92	1.38	1.12	1.06	1.42	0.94		
RIDGEFIELD	0	887	3829	94	2.45	1.83	2.36	1.69	1.90	1.72	1.47	2.74	1.57	1.25	2.61	1.62		
ROCHESTER	0	273	6247	114	1.82	1.31	1.01	1.34	0.94	0.96	0.77	1.68	0.94	0.89	1.29	1.04		
ROY	0	843	2747	44	1.60	1.31	1.16	1.44	0.75	0.82	1.22	2.08	1.68	1.25	1.59	1.17		
SEATTLE			427235	3348	0.78	0.68	0.70	0.65	0.59	0.72	0.64	0.94	0.72	1.02	1.02	0.68		
ATWATER	0	281	34234	282	0.82	0.75	0.71	0.64	0.58	0.57	0.47	0.64	0.60	0.70	0.79	0.64		

EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Aug-04	Aug-04	Aug-04	Jul-04	Jun-04	May-04	Apr-04	Mar-04	Feb-04	Jan-04	Dec-03	Nov-03	Oct-03	Sep-03		
Report Rate > 4.00																		
CAMPUS	0	543	16275	112	0.69	0.63	0.70	0.41	0.51	0.60	0.48	0.63	0.70	1.47	0.75	0.76		
CHERRY	0	241	45648	474	1.04	0.83	0.90	0.88	0.75	1.07	1.01	1.80	0.94	1.14	1.73	1.00		
DUWAMISH	0	655	18028	165	0.92	0.69	0.74	0.65	0.71	0.96	0.73	1.20	0.83	1.25	0.98	0.73		
EAST	0	322	47321	417	0.88	0.82	0.87	0.76	0.60	0.74	0.78	1.01	0.80	1.18	1.27	0.76		
ELLIOT	0	441	12858	31	0.24	0.33	0.44	0.36	0.39	0.52	0.25	0.38	0.26	0.46	0.44	0.41		
EMERSON	0	417	45812	433	0.95	0.72	0.66	0.67	0.61	0.76	0.66	1.14	0.94	1.11	1.21	0.86		
LAKEVIEW	0	522	39843	340	0.85	0.68	0.74	0.78	0.61	0.62	0.67	0.97	0.79	1.35	1.27	0.71		
MAIN	0	223	63538	140	0.22	0.24	0.29	0.30	0.20	0.25	0.25	0.22	0.16	0.22	0.27	0.23		
MERCER ISLAND (ADAMS)	0	232	12965	128	0.99	1.03	1.21	0.86	0.73	0.90	0.74	0.99	0.75	1.15	0.98	0.79		
PARKWAY	0	723	24608	257	1.04	0.95	0.97	0.86	0.96	1.20	1.07	1.39	1.44	1.43	1.48	0.91		
SUNSET	0	782	35627	232	0.65	0.55	0.52	0.55	0.51	0.68	0.50	0.72	0.69	1.43	0.81	0.57		
WEST	0	932	30478	337	1.11	0.98	0.88	0.83	0.93	0.92	0.75	1.13	0.73	1.01	1.10	0.68		
SEQUIM	0	683	14884	146	0.98	1.26	0.91	0.98	0.98	0.80	2.06	1.15	1.15	1.01	1.35	1.01		
SHELTON	0	427	17088	195	1.14	1.06	1.26	0.98	0.99	0.89	1.16	1.26	1.00	1.02	1.42	0.80		
SILVERDALE	0	692	18180	158	0.87	0.69	0.65	0.78	0.54	0.66	0.77	0.97	0.66	1.28	0.73	0.47		
SPOKANE			179952	1784	0.99	0.90	0.95	1.30	0.77	0.72	0.68	0.83	0.87	0.67	0.71	0.80		
CHESTNUT	0	244	3728	78	2.09	0.91	3.13	2.15	0.85	0.56	1.13	0.96	0.91	1.61	1.13	1.05		
FAIRFAX	0	325	26202	291	1.11	0.77	0.96	1.03	0.70	0.81	0.87	0.98	1.01	0.64	0.66	0.75		
HUDSON	0	482	20301	136	0.67	0.75	0.89	1.59	0.66	0.63	0.59	0.73	0.76	0.58	0.60	0.79		
KEYSTONE	0	534	17533	172	0.98	0.87	0.87	1.62	0.82	0.69	0.73	0.87	0.76	0.75	0.61	0.66		
MORAN	0	441	Numbers added to Riverside															
RIVERSIDE	0	455	37672	330	0.88	0.75	0.85	1.23	0.65	0.76	0.77	1.17	0.86	0.68	0.68	0.74		
WALNUT	0	922	48434	480	0.99	0.90	0.88	1.08	0.70	0.59	0.48	0.72	0.84	0.68	0.69	0.83		
WHITWORTH	0	466	26082	297	1.14	1.37	1.02	1.50	1.04	0.91	0.69	0.95	0.94	0.59	0.90	0.93		
SPRINGDALE	0	258	1699	24	1.41	3.38	3.47	2.56	2.03	0.81	1.04	1.22	0.93	1.52	1.57	1.05		
SUMNER	0	863	23529	241	1.02	0.86	0.98	0.84	1.26	1.15	0.95	1.40	1.10	0.80	1.33	0.97		
TACOMA			199844	2032	1.02	0.85	0.96	0.90	0.95	1.14	0.92	1.28	1.03	1.10	1.39	0.97		
FORT LEWIS	0	964	5705	31	0.54	0.64	0.82	0.48	0.44	0.84	0.84	1.48	0.81	0.81	0.80	0.59		
GREENFIELD	0	472	25880	340	1.31	0.91	1.50	0.95	0.98	1.26	1.22	1.58	1.08	1.52	1.59	1.17		
JUNIPER	0	581	29733	362	1.22	1.06	0.92	0.84	1.09	1.29	1.10	1.54	1.21	1.20	1.46	1.13		
LENNOX	0	531	33666	431	1.28	1.12	1.17	1.44	1.46	1.68	1.11	1.44	1.18	1.10	1.48	1.35		
LOGAN	0	564	19001	171	0.90	0.71	0.76	0.79	0.77	0.95	0.83	1.23	0.97	1.13	1.34	0.94		
MARKET/FAWCETT	0	272	22220	138	0.62	0.58	0.52	0.76	0.64	0.64	0.72	0.87	0.67	0.83	1.21	0.61		
SKYLINE	0	752	17815	176	0.99	0.74	0.74	0.75	0.90	0.86	0.80	1.22	1.26	1.04	1.53	0.85		
WAVERLY-2	0	922	8954	68	0.76	0.62	0.91	1.06	0.82	0.98	0.67	1.25	0.88	0.83	1.75	0.87		
WAVERLY-7	0	927	36870	315	0.85	0.76	0.91	0.68	0.76	1.03	0.71	1.01	0.91	1.03	1.18	0.74		
TOUCHET			Numbers added to Walla Walla															
VANCOUVER			13317	1366	1.21	1.00	1.09	1.07	0.86	1.13	1.24	1.60	1.13	1.09	1.02	1.15		
ORCHARDS	0	253	58656	701	1.20	0.91	1.15	1.18	0.87	1.14	1.20	1.55	1.19	1.12	1.04	1.23		

WASHINGTON TROUBLE REPORT - AUGUST 2004

EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Aug-04	Aug-04	Aug-04	Aug-04	Aug-04	Aug-04	Aug-04	Aug-04	Aug-04	Aug-04	Aug-04	Aug-04	Aug-04	Aug-04	Aug-04
Report Rate > 4.00																	
OXFORD	0	693	32004	355	1.11	1.12	1.05	1.02	0.93	1.13	1.32	1.44	1.16	1.10	1.06	0.95	
SALMON CREEK (VANCOUVER NORTH)	0	573	22657	310	1.37	1.06	0.99	0.83	0.81	1.09	1.24	1.96	0.95	1.01	0.94	1.24	
WAITSBURG	0	337	767	23	3.00	1.82	1.29	1.91	0.76	1.36	1.69	2.27	1.79	1.32	1.32	1.65	
WALLA WALLA /TOUCHET	0	522	22217	223	1.00	0.73	1.00	0.78	0.77	0.81	0.90	1.47	1.07	0.56	0.99	1.16	
WARDEN	0	349	1412	43	3.05	1.98	0.91	1.04	1.10	1.08	1.68	2.29	3.04	1.55	0.99	1.83	
WINLOCK	0	785	2279	26	1.14	0.57	1.71	0.70	0.96	0.73	0.81	1.72	1.41	0.90	1.29	2.42	
YAKIMA			54560	528	0.97	1.05	0.93	0.83	0.79	0.77	0.71	0.90	0.87	0.61	0.84	0.69	
CHESTNUT	0	248	37051	362	0.98	1.17	0.97	0.79	0.77	0.78	0.73	0.97	0.88	0.64	0.78	0.72	
WEST	0	965	17509	166	0.95	0.78	0.85	0.92	0.84	0.74	0.67	0.77	0.86	0.55	0.97	0.61	
TOTALS			1923381	20882	1.09	0.88	0.93	0.91	0.80	0.92	0.87	1.17	0.97	0.96	1.12	0.89	

Abnormal Trouble Conditions Report
August 2004

Ticket ID	Escalation Code	Failure Category	Incident Date	Restore Date	Total No. of Hours OOS	Geography Affected	Failure Description
WA.040822.001	YELLOW	CABLE	22AUG2004:08:00:00	26AUG2004:17:30:00	105:30:00		THREE PULP CABLES WERE DAMAGED BY WATER DUE TO A FAILURE OF THE AIR SUPPLY SYSTEMS FEEDING THE CABLES. IT IS SUSPECTED THAT THE UNSTABLE SUBSTRATE SHIFTED CAUSING A FAILURE OF THE CONDUIT STRUCTURE AND A MAJOR PUNCTURE OF THE AIR SUPPLY PIPES. TECHNICIANS WORKED AROUND THE CLOCK TO RESTORE THE CABLES.

WASHINGTON ANSWER TIME PERFORMANCE REPORT
August 2004

BUSINESS OFFICE ACCESS- (CSB/NBA) 2004						
Baseline: Except in periods of emergency, the Company shall answer 80% of repair/business office calls within 30 seconds.						
Measurement Period	TOTAL # of CALLS ANSWERED	Calls Answered in 30Sec.	Calls NOT Answered in 30 Sec.	Percent Answered in 30 seconds	Percent NOT Answered in 30 seconds	Exceptions (Why measurement was missed; when; how long it lasted; steps taken to prevent)
January*				47.20%	52.80%	
February				71.30%	28.70%	
March				83.50%	16.46%	
April				84.36%	15.64%	
May				79.71%	20.29%	
June				71.76%	28.24%	
Jan-June Totals				72.31%	27.69%	
REPAIR BUREAU ACCESS - 2004						
Measurement Period						
January				84.10%	15.90%	
February				84.70%	15.30%	
March				85.57%	14.43%	
April				84.38%	15.62%	
May				84.73%	15.27%	
June				85.00%	15.00%	
Jan-June Totals				84.76%	15.24%	

*Revised 2/04

WASHINGTON AVERAGE TIME IN QUEUE IN SECONDS
FOR REPAIR AND RES/BUS OFFICE ACCESS
AUGUST 2004

	RES		BUS		RES/BUS WEIGHTED TOTALS			REPAIR	
	Volume	Average	Volume	Average	Volume	Time in Queue	Average	Volume	Average
JULY		24		16		66,592,654	23		18
AUGUST		26		51		80,752,347	29		18
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									

Benchmark: WAC 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 2004

Measurement Period 2004	Total # of Out Of Service Tickets	Number of Tickets Out of Services Less Than 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Wrkng Dys)	% Missed (Less Than 2 Wrkng Dys)	Out of Service Less Than 7 Days	% Less Than 7 Days	# Missed (Less Than 7 Days)	% Missed (Less Than 7 Days)
January	18,504	18,119	97.92%	385	2.08%	18,499	99.97%	5	0.03%
February	12,496	12,395	99.19%	101	0.81%	12,496	100.00%	0	0.00%
March	13,294	13,231	99.53%	63	0.47%	13,291	0.98%	3	0.02%
April	11,979	11,909	99.42%	70	0.58%	11,975	99.97%	4	0.03%
May	14,058	13,806	98.21%	252	1.79%	14,056	99.99%	2	0.01%
June	14,162	14,054	99.24%	108	0.76%	14,156	99.96%	6	0.04%
JAN-JUNE TOTAL	84,493	83,514	98.84%	979	1.16%	84,473	99.98%	20	0.02%

Baseline: All reported interruptions of telecommunications service shall be restored within two businesses days, excluding Sundays and holidays, except interruptions caused by extraordinary or abnormal conditions of operation.

	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
July	12,645	12,513	98.96%	132	3
August	16,965	15,827	93.29%	1,138	9
September					
October					
November					
December					
JULY-DEC 04 TOTAL	29,610	28,340	95.71%	1,270	12

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 2004	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	7,342	7,264	37	98.94%	78	53
February	5,686	5,653	8	99.42%	33	63
March	5,989	4,971	5	99.70%	18	45
April	4,919	4,899	10	99.59%	20	44
May	5,236	5,189	53	99.10%	47	39
June	5,463	5,438	4	99.54%	25	52
July	5,233	5,206	10	99.48%	27	96
August	5497	5,414	15	98.49%	83	127
September						
October						
November						
December						
YTD TOTAL	45,365	44,034	142	97.07%	331	519

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 E911, LOCAL AND TOLL TRUNK BLOCKING
AUGUST 2004

TOLL TRUNK BLOCKING							
Toll Trunks Blocking > .5% for the month of Aug 2004							
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Aug04	Explanation/Details of Action Taken, Turnk Servicing Response - Aug04
	119			two way	GOS	2.25%	SPKNWA01C9T Blkd 082304 1700 & 082404 1100 hr. 082604 1300, 082704 1200,1800-1900 hr. 0 blkg now. Sent Service Advisory TGSR 090804.
	119			two way	GOS	2.25%	SPKNWA01C9T Blkd 082304 1700 & 082404 1100 hr. 082604 1300, 082704 1200,1800-1900 hr. 0 blkg now. Sent Service Advisory TGSR 090804.
	168			two way	GOS	0.98%	BLOCKED 8/2/04 @20:00 and on 8/23/04 study week during hours 12-14 and 18. No other blocking for the month. Service Advisory TGSR sent on 8/17/04 and 9/8/04.
	264			two way	GOS	2.07%	Blocked on 08/17/04 1800 hr and had a mass calling event on 8/30/04 1000 hr. TGSR sent on 8/4/04 and 9/9/04.
	120			two way	GOS	4.21%	
	312			two way	GOS	2.90%	
	264			two way	GOS	2.64%	
	312			two way	GOS	2.60%	
	192			two way	GOS	2.24%	
	192			two way	GOS	2.31%	
	216			two way	GOS	1.99%	
	216			two way	GOS	1.83%	
	360			two way	GOS	1.72%	
	216			two way	GOS	1.64%	
	240			two way	GOS	1.60%	
	240			two way	GOS	1.60%	
	240			two way	GOS	1.57%	
	336			two way	GOS	1.51%	
	264			two way	GOS	1.43%	
	264			two way	GOS	1.40%	
	108			two way	GOS	1.37%	
	360			two way	GOS	1.29%	
	120			two way	GOS	1.25%	
	192			two way	GOS	1.17%	
	384			two way	GOS	1.15%	
	144			two way	GOS	1.15%	
	142			two way	GOS	1.02%	
	264			two way	GOS	0.96%	
	360			two way	GOS	0.89%	
	336			two way	GOS	0.82%	
	360			two way	GOS	0.78%	
	168			two way	GOS	0.77%	
		Percent of trunk meeting standard:					91.98%
		Total number of trunks:					387
		Number of trunks out of compliance for the month:					32

WASHINGTON E911, LOCAL AND TOLL TRUNK BLOCKING
AUGUST 2004

LOCAL TRUNK BLOCKING							
Trunks Blocking > 1% for the month of Aug 2004							
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Aug04	Explanation/Details of Action Taken, Turnk Servicing Response - Aug04
					LOCAL		
NOTHING TO REPORT							
		Percent of trunk meeting standard:				100.00%	
		Total number of trunks:				198	
		Number of trunks out of compliance for the month:				0	
E911 BLOCKING							
Trunks Blocking > 1% for the month of Aug 2004							
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Aug04	Explanation/Details of Action Taken, Turnk Servicing Response - Aug04
	2			one way	E911	8.00%	
	2			one way	E911	5.75%	
	3			one way	E911	5.37%	
	4			one way	E911	3.01%	
	2			one way	E911	1.30%	Blocked during the 8/23/04 study week only. This group blocks about once per month. Latest TGSR sent to 911 group on 8/26/04.
		Percent of trunk meeting standard:				95.96%	
		Total number of trunks:				124	
		Nuber of trunks out of compliance for the month:				5	

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

Dial Tone
Network Congestion Monthly Report
2004

Measurement Period	# ACCESS LINES	DIAL TONE SPEED TESTS	DIAL TONE DELAYS	PERCENT (Greater than 10%)
January, 2004	2,005,469	40,438,604	11,183	0.03%
February, 2004	1,998,555	38,529,743	8,447	0.02%
March, 2004	1,987,150	42,779,748	10,323	0.02%
April, 2004	1,967,449	41,547,511	6,064	0.01%
May, 2004	1,954,540	40,018,844	6,239	0.02%
June, 2004	1,941,527	40,427,958	3,998	0.01%
July, 2004	1,926,713	38,459,784	3,130	0.01%
August, 2004	1,923,381	40,031,774	3,542	0.01%
September, 2004				
October, 2004				
November, 2004				
December, 2004				
YTD Total		322,233,966	52,926	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
AUGUST 2004

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
ABERDEEN-HOQUIAM	532	360	359290	2	0.00%
ATWATER	281	206	610420	7	0.00%
AUBURN	833	253	695326	57	0.01%
BLACK DIAMOND	REMOTE OF AUBURN				
BAINBRIDGE ISLAND	842	206	340275	68	0.02%
BATTLEGROUND	687	360	217182	155	0.07%
BELFAIR	275	360	154906	0	0.00%
BONNEY LAKE	862	253	273612	0	0.00%
BREMERTON ESSEX	373	360	814458	13	0.00%
BUCKLEY	829	360	59122	0	0.00%
CAMPUS	543	206	333028	10	0.00%
CASTLE ROCK	274	360	105694	22	0.02%
CENTRALIA	736	360	233941	1	0.00%
CHEHALIS	748	360	158899	0	0.00%
CHERRY	241	206	968923	178	0.02%
CLE-ELUM	674	509	49474	0	0.00%
COLBY	871	360	184504	25	0.01%
COLFAX	397	509	35801	0	0.00%
COLVILLE	684	509	145945	3	0.00%
NORTHPORT	REMOTE OF COLVILLE				
COULEE DAM	633	509	44392	0	0.00%
CROSBY	830	360	68889	0	0.00%
CRYSTAL MTN.	663	360	5791	0	0.00%
DAYTON	382	509	34259	0	0.00%
DEER PARK	276	509	132012	0	0.00%
DES MOINES	824	206	291835	69	0.02%
DUWAMISH	762	206	376101	0	0.00%
EAST	322	206	747583	54	0.01%
EASTON	656	509	10185	0	0.00%
ELK	292	509	57508	0	0.00%
ELLIOT	441	206	232230	0	0.00%
EMERSON	361	206	816659	0	0.00%
ENUMCLAW	825	360	172778	0	0.00%
EPHRATA	754	509	60010	0	0.00%
FAIRFAX	325	509	661988	86	0.01%
CHESTNUT	REMOTE OF FAIRFAX				
FEDERAL WAY	839	253	527951	120	0.02%
FORT LEWIS	964	253	128414	0	0.00%
GLENCOURT	453	425	744980	6	0.00%
GRAHAM	847	253	428339	82	0.02%
GREEN BLUFF	238	509	57429	0	0.00%
GREENFIELD	472	253	738475	132	0.02%
HUDSON	482	509	522889	0	0.00%
ISSAQUAH	392	425	613787	36	0.01%
JOYCE	928	360	18964	0	0.00%
JUNIPER	582	253	660944	87	0.01%
KENT MERIDIAN	630	253	451355	263	0.06%
KENT OBRIEN	251	206	324764	8	0.00%
KENT ULRICH	852	253	590182	85	0.01%
KEYSTONE	534	509	443132	0	0.00%
LACEY	456	360	808731	54	0.01%
LAKEVIEW	522	206	552371	25	0.00%
LENNOX	531	253	888395	7	0.00%
LIBERTY LAKE	255	509	27224	0	0.00%
LOGAN	564	253	338361	111	0.03%
LONGVIEW-KELSO	423	360	748103	0	0.00%
LOON LAKE	233	509	22460	0	0.00%
MAIN (Seattle)	223	206	1521998	168	0.01%
MAPLE VALLEY	432	425	241434	82	0.03%
MARKET (Fawcett)	272	253	626624	8	0.00%
MERCER ISLAND (Adams)	232	206	348352	51	0.01%
MOSES LAKE	762	509	325581	4	0.00%
MOSES LAKE (AFB)	765	509	58913	0	0.00%

WASHINGTON DIAL TONE REPORT
AUGUST 2004

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
NAPAVINE	262	360	52864	0	0.00%
NEWMAN LAKE	226	509	54746	0	0.00%
OCEAN SHORES	289	360	69735	0	0.00%
OMAK-OKANOGAN	826	509	131060	0	0.00%
ORCHARDS	253	360	1071013	152	0.01%
OROVILLE	476	509	31147	0	0.00%
OTHELLO	488	509	141828	0	0.00%
PARKWAY	721	206	665929	113	0.02%
PASCO	545	509	487857	0	0.00%
PATEROS	923	509	11896	0	0.00%
POMEROY	843	509	22076	0	0.00%
PT. ANGELES	452	360	329927	5	0.00%
PT. LUDLOW	437	360	50617	0	0.00%
PT. ORCHARD	876	360	326131	74	0.02%
SUNNYSLOPE	REMOTE OF PT. ORCHARD				
PT. TOWNSEND	385	360	301596	10	0.00%
PUYALLAP	841	253	801661	1	0.00%
REGENT	671	360	1144023	165	0.01%
LUMMI	REMOTE OF REGENT				
RENTON	226	425	1079033	146	0.01%
RIDGEFIELD	887	360	62982	0	0.00%
RIVERSIDE	455	509	589991	69	0.01%
MORAN	REMOTE OF RIVERSIDE				
ROCHESTER	273	360	139405	0	0.00%
ROY	843	253	63369	0	0.00%
SEQUIM	683	360	192507	3	0.00%
SHELTON	426	360	396544	130	0.03%
HOODSPORT	REMOTE OF SHELTON				
SHERWOOD	641	425	952536	74	0.01%
SILVERDALE	692	360	338109	41	0.01%
SKYLINE	752	253	338729	0	0.00%
SPRINGDALE	258	509	37147	0	0.00%
SUMNER (BonneyLake)	863	253	230502	24	0.01%
BONNEY LAKE	REMOTE OF SUMNER				
SUNSET	782	206	516054	99	0.02%
VANCOUVER NO. SALMON CRK(NO)	573	360	372980	24	0.01%
VANCOUVER OXFORD	693	360	829192	13	0.00%
WAITSBURG	337	509	16256	0	0.00%
WALLA WALLA (incl Touchet)	522	509	674061	14	0.00%
TOUCHET	REMOTE OF WALLA WALLA				
WALNUT	922	509	911162	0	0.00%
WARDEN	349	509	36125	0	0.00%
WAVERLY-2	922	253	259102	13	0.01%
WAVERLY-7	927	253	680869	50	0.01%
WEST	965	509	517107	0	0.00%
WHITEHALL	352	360	830512	104	0.01%
EVERGREEN	REMOTE OF WHITEHALL				
WHITWORTH	466	509	451338	132	0.03%
WINLOCK	785	360	44018	0	0.00%
YAKIMA CHESTNUT	244	509	1185732	5	0.00%
YAKIMA WEST	965	509	379134	2	0.00%
TOTAL			40031774	3542	0.01%

Washington Commission Complaint Report
August 2004

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.						
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Washington Wire Centers Exceeding 4% Statewide Trouble Report Standard

August 2004

Wire Centers that Exceed the 4.0% Statewide Trouble Report Standard
August 2004

EXCHANGE	Access Lines	# of Trouble Reports	Report Rate	Facilities Impacted/Reasons Out of Compliance
Report Rate > 4.00	Aug-04	Aug-04	Aug-04	
Castlerock	4930	210	4.26%	76 troubles were caused by cable related repairs, and 61 troubles were related to inside customer premise repairs.

Washington Average Time in Queue in Seconds for Repair and Bus/Res Office Access

July 2004

WASHINGTON AVERAGE TIME IN QUEUE IN SECONDS
 FOR REPAIR AND RES/BUS OFFICE ACCESS
 JULY 2004
 RESTATED

	RES		BUS		RES/BUS WEIGHTED TOTALS			REPAIR	
	Volume	Average	Volume	Average	Volume	Time in Queue	Average	Volume	Average
JULY		24		16		66,592,654	23		18
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									

Benchmark: WAC 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.