

Qwest Corporation  
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Mark S. Reynolds  
Senior Director – Regulatory  
Policy and Law



April 27, 2006

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 2006 service quality performance reports required of Qwest Corporation in accordance with Docket Nos. UT-921192, UT-950200, UT-991358, UT030704 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 2006. 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% column.

RECEIVED  
REGULATORY DIVISION  
06 APR 23 AM 11:41  
STATE OF WASH.  
UTILITY TRAVEL  
COMM. DIVISION

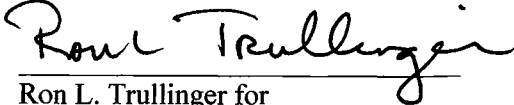
Please note that the Trouble Report statewide Report Rate percentage has been corrected for May 2005. There was a calculation error that only effected the statewide Report Rate and did not effect the wire center calculations. Qwest had reported to the Commission a statewide number of .85 and should have been .86. We had the same problem in March of 2005 which does not show on the current month's report due to the report being a sliding 12 month report. March 2005 was reported as .63 and the statewide number should have been reported as .86. Once again, the calculation did not effect the wire center level results, only the statewide number had a calculation error.

Enclosed is the Pending Order Report as of March 31, 2006, based on data generated for the OP-15A diagnostic measure, as ordered by the Commission in Docket UT-030704.

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 (503) 242-5089 if you have questions or need additional information.

Very truly yours,

By   
Ron L. Trullinger for  
Mark Reynolds

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 2005/2006 orders reflected in the Service Interval Missed Commitment Report 1, Commitments Met-Company Missed.

MONTH/YEAR	04/05	05/05	06/05	07/05	08/05	09/05	10/05	11/05	12/05	01/06	02/06	03/06
PERCENTAGE	99.7	99.6	99.5	99.5	99.3	99.5	99.5	99.4	99.4	99.4	99.5	99.6

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 2005/2006 orders reflected in the Service Interval Missed Commitment Report 2, 5 Day Greater than 10%.

MONTH/YEAR	04/05	05/05	06/05	07/05	08/05	09/05	10/05	11/05	12/05	01/06	02/06	03/06
RATIOS	0.78	1.55	1.90	1.63	2.00	1.51	1.68	1.82	1.98	2.28	1.61	1.28

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



**Qwest Corporation**  
**Reconciliation of the Service Order Interval Missed Commitment and Aging Reports**  
**March 2006**

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, 2006, Qwest had [REDACTED] 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 2006 indicates that we have completed 31,900 (98.72%) orders year to date within 5 business days (new, transfer or change orders with at least one inward line). 408 (1.28%) orders were not completed within 5 business days due to company reasons.

The March Year-to-Date Aging Report indicates that [REDACTED] 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:

- 31,900 orders for lines were completed in March 2006.
- 153,199 total orders were completed in March 2006.
- Qwest missed the commitment/appointment for 561 orders (0.37%) of the total orders completed in March.
- 408 orders (1.28%) were not completed in 5 business days (408/31,900). These were all held orders. Information on the Aging Report indicates that [REDACTED] orders were held in March due to a lack of facilities (846 that have completed and 21 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, [REDACTED] orders (99.54%) have been completed that were originally held due to a lack of facilities, some of these orders may have been taken in 2003. [REDACTED]
- Of the [REDACTED] total orders held due to a lack of facilities to date, [REDACTED] were completed in less than 30 days (91.7%).

<i>VIEW 1</i>	12/05 SOT=NTC Inward R, SB, LB	Not Compl w/i 90 days	Orders Still Open > 60 days (from 03/06 facilities aging report)	Total orders not compl w/i 90 days	90 days (greater than 1%)
State Total	29,537	4	[REDACTED]	10	0.03%

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] 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.

21] 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 2006

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	03/06 TOTAL ORDERS SOT= NTC R,SB,LB	03/06 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	1591	1582	5	14	19	99.12%	99.68%	98.81%
AUBURN	833	253	3137	3111	15	36	51	98.85%	99.52%	98.37%
BAINBRIDGE ISLAND	842	206	855	850	1	12	13	98.59%	99.88%	98.48%
BATTLEGROUND	687	360	1071	1066	14	14	28	98.68%	98.68%	97.39%
BELFAIR	275	360	674	674	2	18	20	97.32%	99.70%	97.03%
BELLEVUE			3625	3566	15	72	87	98.01%	99.59%	97.60%
GLENCOURT	453	425	1142	1122	7	28	35	97.53%	99.37%	96.94%
SHERWOOD	641	425	2483	2444	8	44	52	98.22%	99.67%	97.91%
BELLINGHAM			3137	3106	7	45	52	98.57%	99.78%	98.34%
LUMMI	758	360	184	184	1	4	5	97.81%	99.44%	97.28%
REGENT	671	360	2953	2922	6	41	47	98.61%	99.79%	98.41%
BLACK DIAMOND	886	360	265	264	4	2	6	99.23%	98.48%	97.74%
BREMERTON			3003	2847	9	44	53	98.53%	99.70%	98.24%
CROSBY	373	360	259	258	1	4	5	98.45%	99.61%	98.07%
BREM ESSEX	830	360	2689	2534	8	40	48	98.51%	99.70%	98.21%
SUNNYSLOPE	674	360	55	55	0	0	0	100.00%	100.00%	100.00%
BUCKLEY	829	360	297	295	3	4	7	98.64%	98.98%	97.64%
CASTLE ROCK	274	360	442	442	5	8	13	98.17%	98.85%	97.06%
CENTRALIA	736	360	1023	1010	1	13	14	98.73%	99.90%	98.63%
CHEHALIS			800	796	4	15	19	98.13%	99.50%	97.63%
CHEHALIS	748	360	599	595	1	13	14	97.83%	99.83%	97.66%
NAPAVINE	262	360	201	201	3	2	5	98.99%	98.49%	97.51%
CLE-ELUM	674	509	230	226	0	3	3	98.70%	100.00%	98.70%
COLFAX	397	509	117	117	0	1	1	99.15%	100.00%	99.15%
COLVILLE	684	509	466	461	1	7	8	98.49%	99.78%	98.28%
COPALIS										
(OCEAN SHORES)	289	360	292	292	3	7	10	97.58%	98.95%	96.58%
COULEE DAM	633	509	160	159	0	2	2	98.75%	100.00%	98.75%
CRYSTAL MTN.	663	360	25	24	1	1	2	95.83%	95.83%	92.00%
DAYTON	382	509	164	162	2	2	4	98.77%	98.77%	97.56%
DEER PARK	276	509	485	482	3	7	10	98.55%	99.37%	97.94%
DES MOINES			3937	3918	4	40	44	98.98%	99.90%	98.88%
DES MOINES	824	206	1506	1500	2	19	21	98.74%	99.87%	98.61%
FEDERAL WAY	839	253	2431	2418	2	21	23	99.14%	99.92%	99.05%
EASTON	656	509	24	24	0	0	0	100.00%	100.00%	100.00%
ELK	292	509	232	232	0	6	6	97.41%	100.00%	97.41%
ENUNCLAW	825	360	765	756	4	13	17	98.29%	99.47%	97.78%
EPHRATA	754	509	246	235	0	1	1	99.59%	100.00%	99.59%
GRAHAM	847	253	2109	2105	13	25	38	98.81%	99.38%	98.20%
GREEN BLUFF	238	509	158	158	1	3	4	98.09%	99.35%	97.47%
HOODSPORT	877	360	188	188	2	0	2	100.00%	98.94%	98.94%
ISSAQUAH	392	425	1488	1472	7	27	34	98.18%	99.52%	97.72%
KENT			5083	5043	11	69	80	98.64%	99.78%	98.43%
MERIDIAN	253	360	1696	1678	6	21	27	98.76%	99.64%	98.41%
OBRIEN	251	206	255	248	3	8	11	96.83%	96.79%	95.69%
ULRICH	852	253	3132	3117	2	40	42	98.72%	99.94%	98.66%
LIBERTY LAKE	255	509	96	95	0	0	0	100.00%	100.00%	100.00%
LONGVIEW-KELSO	423	360	3447	3425	6	32	38	99.07%	99.82%	98.90%

Washington Service Order Interval Missed Commitment Report  
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 March 2006

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EXCHANGES	WC	AREA CODE	03/06 TOTAL ORDERS SOT= NTC R,SB,LB	03/06 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
LOON LAKE	233	509	89	89	0	2	2	97.75%	100.00%	97.75%
MAPLE VALLEY	432	425	976	956	8	17	25	98.24%	99.17%	97.44%
MOSES LAKE			1305	1288	8	7	15	99.46%	99.39%	98.85%
MOSES LAKE(AFB)	762	509	240	236	0	1	1	99.58%	100.00%	99.58%
MOSES LAKE	765	509	1065	1052	8	6	14	99.43%	99.24%	98.69%
NEWMAN LAKE	226	509	162	162	3	3	6	98.11%	98.11%	96.30%
NORTHPORT	732	509	87	87	0	2	2	97.70%	100.00%	97.70%
OLYMPIA			7059	6478	36	91	127	98.71%	99.49%	98.20%
EVERGREEN	866	360	453	453	3	5	8	98.89%	99.33%	98.23%
LACEY	456	360	3356	3313	27	45	72	98.65%	99.18%	97.85%
WHITEHALL	352	360	3250	2712	6	41	47	98.74%	99.81%	98.55%
OMAK-OKANOGAN	826	509	604	592	3	8	11	98.67%	99.50%	98.18%
OROVILLE	476	509	166	166	0	0	0	100.00%	100.00%	100.00%
OTHELLO	488	509	436	434	2	4	6	99.08%	99.54%	98.62%
PASCO	545	509	2436	2420	10	39	49	98.39%	99.58%	97.99%
PATEROS	923	509	34	34	1	0	1	100.00%	97.06%	97.06%
POMEROY	843	509	96	96	0	1	1	98.96%	100.00%	98.96%
PT. ANGELES			1408	1387	6	18	24	98.72%	99.57%	98.30%
JOYCE	928	360	70	70	2	0	2	100.00%	97.14%	97.14%
PT. ANGELES	452	360	1338	1317	4	18	22	98.65%	99.70%	98.36%
PT. LUDLOW	437	360	155	155	0	6	6	96.13%	100.00%	96.13%
PT. ORCHARD			2061	2050	7	21	28	98.98%	99.86%	98.64%
COLBY	871	360	780	779	0	7	7	99.10%	100.00%	99.10%
PT. ORCHARD	876	360	1281	1271	7	14	21	98.90%	99.45%	98.36%
PT. TOWNSEND	385	360	1003	987	14	22	36	97.78%	98.57%	96.41%
PUYALLAP	841	253	3437	3409	10	40	50	98.83%	99.71%	98.55%
RENTON	226	425	5098	5061	12	56	68	98.90%	99.76%	98.67%
RIDGEFIELD	887	360	333	332	4	8	12	97.57%	98.77%	96.40%
ROCHESTER	273	360	547	545	2	7	9	98.72%	99.63%	98.35%
ROY	842	253	210	210	1	4	5	98.09%	99.51%	97.62%
SEATTLE			27891	27069	91	480	571	98.28%	99.67%	97.95%
ATWATER	281	206	1791	1774	5	30	35	98.32%	99.72%	98.05%
CAMPUS	543	206	940	937	1	18	19	98.08%	99.89%	97.98%
CHERRY	241	206	4208	4172	10	53	63	98.74%	99.76%	98.50%
DUWAMISH	762	206	1610	1590	15	24	39	98.50%	99.05%	97.58%
EAST	322	206	3632	3618	13	83	96	97.71%	99.63%	97.36%
ELLIOT	441	206	701	694	1	7	8	99.00%	99.86%	98.86%
EMERSON	361	206	3063	3032	5	32	37	98.95%	99.84%	98.79%
LAKEVIEW	522	206	1992	1982	7	41	48	97.93%	99.64%	97.59%
MAIN	223	206	2463	1817	12	72	84	97.06%	99.50%	96.59%
MERCER ISLAND (Adams)	232	206	625	620	3	19	22	96.95%	99.50%	96.48%
PARKWAY	721	206	2649	2637	7	30	37	98.86%	99.73%	98.60%
SUNSET	782	206	2033	2023	4	20	24	99.01%	99.80%	98.82%
WEST	932	206	2184	2173	8	51	59	97.66%	99.62%	97.30%
SEQUIM	683	360	974	970	19	16	35	98.32%	98.02%	96.41%
SHELTON	426	360	1484	1475	3	12	15	99.19%	99.80%	98.99%
SILVERDALE	692	360	1288	1279	6	18	24	98.60%	99.53%	98.14%
SPOKANE			14170	14070	29	170	199	98.80%	99.80%	98.60%

Washington Service Order Interval Missed Commitment Report  
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 March 2006

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EXCHANGES	WC	AREA CODE	03/06 TOTAL ORDERS SOT= NTC R,SB,LB	03/06 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	424	422	4	10	14	97.62%	99.03%	96.70%
FAIRFAX	325	509	2234	2221	3	28	31	98.74%	99.86%	98.61%
HUDSON	482	509	2130	2124	0	18	18	99.15%	100.00%	99.15%
KEYSTONE	534	509	1531	1524	5	10	15	99.34%	99.67%	99.02%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE							
RIVERSIDE	455	509	2421	2389	9	41	50	98.31%	99.63%	97.63%
WALNUT	922	509	3590	3557	6	40	46	98.83%	99.83%	98.72%
WHITWORTH	466	509	1840	1833	2	23	25	98.75%	99.89%	98.64%
SPRINGDALE	258	509	164	163	1	6	7	96.32%	99.37%	95.73%
SUMNER (BonneyLake)	863	253	1781	1774	16	26	42	98.53%	99.09%	97.64%
TACOMA			19404	19164	60	210	270	98.92%	99.69%	98.61%
FORT LEWIS	964	253	703	660	2	9	11	98.71%	99.71%	98.44%
GREENFIELD	472	253	2974	2962	11	26	37	99.12%	99.63%	98.76%
JUNIPER	582	253	3089	3060	4	35	39	98.87%	99.87%	98.74%
LENNOX	531	253	3920	3902	9	32	41	99.18%	99.77%	98.95%
LOGAN	564	253	1544	1537	7	19	26	98.76%	99.54%	98.32%
MARKET (Fawcett)	272	253	2025	1925	4	31	35	98.47%	99.80%	98.27%
SKYLINE	752	253	1277	1271	5	14	19	98.90%	99.60%	98.51%
WAVERLY-2	922	253	740	731	11	13	24	98.22%	98.49%	96.76%
WAVERLY-7	927	253	3132	3116	7	31	38	99.01%	99.77%	98.79%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA							
VANCOUVER			10449	10378	39	149	188	98.57%	99.63%	98.20%
ORCHARDS	253	360	5283	5252	21	69	90	98.69%	99.60%	98.30%
OXFORD	693	360	3353	3322	12	51	63	98.47%	99.64%	98.12%
SALMON CREEK (VANCVR NO)	573	360	1813	1804	6	29	35	98.40%	99.66%	98.07%
WAITSBURG	337	509	59	59	0	0	0	100.00%	100.00%	100.00%
WALLA WALLA	522	509	1619	1602	7	10	17	99.38%	99.56%	98.95%
WARDEN	349	509	153	153	1	1	2	99.34%	99.34%	98.69%
WINLOCK	785	360	216	216	0	6	6	97.22%	100.00%	97.22%
YAKIMA			5552	5485	10	52	62	99.06%	99.82%	98.88%
CHESTNUT	244	509	4168	4110	9	38	47	99.09%	99.78%	98.87%
WEST	965	509	1384	1375	1	14	15	98.99%	99.93%	98.92%
Washington Customers Served by Exchanges in Neighboring States										
Clarkston	751	509	661	659	9	5	14	99.23%	98.63%	97.88%
WC TOTAL			153199	150637	561	2060	2621	98.66%	99.63%	98.29%

Washington Service Order Interval Missed Commitment Report  
 Based on 2003 and 2004 Orders (Report 2, Missed Commitments)  
 March 2006

1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC	AREA CODE	03/06 SOT=NTC INWARD R,SB,LB	03/06 SOT=NTC INWARD R,SB	NOT COMPL W/ 5 DAYS	5 DAYS (Greater than 10%)	SUM OF ORDERS W/ DD > 5 days; Customer Reasons	SUM OF ORDERS W/ DD > 5 DAYS; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	NOT COMPL W/ 90 DAYS	90 DAYS (GRTR THAN 1%)
ABERDEEN-HOQUJAM	532	360	310	309	3	0.97%	24	0	100.00%	0.00%	0	0.00%
AUBURN	833	253	634	628	12	1.89%	96	1	98.96%	1.04%	0	0.00%
BAINBRIDGE ISLAND	842	206	159	155	0	0.00%	29	0	100.00%	0.00%	0	0.00%
BATTLEGROUND	687	360	178	175	3	1.69%	44	2	95.45%	4.55%	0	0.00%
BEFAIR	275	360	130	130	1	0.77%	21	0	100.00%	0.00%	0	0.00%
BELLEVUE			798	781	14	1.75%	150	2	98.67%	1.33%	0	0.00%
GLENCOURT	453	425	268	262	7	2.61%	57	2	96.49%	3.51%	0	0.00%
SHERWOOD	641	425	530	519	7	1.32%	93	0	100.00%	0.00%	0	0.00%
BELLINGHAM			744	733	3	0.40%	111	0	100.00%	0.00%	1	0.13%
LUMMI	758	360	24	24	0	0.00%	4	0	100.00%	0.00%	0	0.00%
REGENT	671	360	720	709	3	0.42%	107	0	100.00%	0.00%	0	0.00%
BLACK DIAMOND	886	360	46	46	3	6.52%	10	1	90.00%	10.00%	1	0.16%
BREMERTON			644	578	5	0.78%	97	1	98.97%	1.03%	0	0.00%
CROSBY	373	360	48	48	1	2.08%	4	0	100.00%	0.00%	0	0.00%
BREM ESSEX	830	360	582	516	4	0.69%	90	1	98.89%	1.11%	0	0.00%
SUNNYSLOPE	674	360	14	14	0	0.00%	3	0	100.00%	0.00%	0	0.00%
BUCKLEY	829	360	33	31	2	6.06%	4	0	100.00%	0.00%	0	0.00%
CASTLE ROCK	274	360	88	88	5	5.68%	12	0	100.00%	0.00%	0	0.00%
CENTRALIA	736	360	223	219	0	0.00%	22	0	100.00%	0.00%	0	0.00%
CHEHALIS			150	148	4	2.67%	16	0	100.00%	0.00%	0	0.00%
CHEHALIS	748	360	122	120	1	0.82%	11	0	100.00%	0.00%	0	0.00%
NAPAVINE	262	360	28	28	3	10.71%	5	0	100.00%	0.00%	0	0.00%
CLE-ELUM	674	509	41	40	0	0.00%	10	0	100.00%	0.00%	0	0.00%
COLFAX	397	509	31	31	0	0.00%	3	0	100.00%	0.00%	0	0.00%
COLVILLE	684	509	99	99	1	1.01%	9	0	100.00%	0.00%	0	0.00%
COPALIS												
(OCEAN SHORES)	289	360	66	66	2	3.03%	13	0	100.00%	0.00%	0	0.00%
COULLEE DAM	633	509	39	38	0	0.00%	5	0	100.00%	0.00%	0	0.00%
CRYSTAL MTN.	663	360	5	5	1	20.00%	1	0	100.00%	0.00%	0	0.00%
DAYTON	382	509	33	33	2	6.06%	4	0	100.00%	25.00%	0	0.00%
DEER PARK	276	509	105	104	3	2.86%	22	1	95.45%	4.55%	0	0.00%
DES MOINES			780	775	4	0.51%	84	1	98.81%	1.19%	0	0.00%
DES MOINES	824	206	301	300	1	0.33%	28	0	100.00%	0.00%	0	0.00%
FEDERAL WAY	839	253	479	475	3	0.63%	56	1	98.21%	1.79%	0	0.00%
EASTON	656	509	8	8	0	0.00%	1	0	100.00%	0.00%	0	0.00%
ELK	292	509	47	47	0	0.00%	5	0	100.00%	0.00%	0	0.00%
ENUMCLAW	825	360	120	116	1	0.83%	23	0	100.00%	0.00%	0	0.00%
EPHRATA	754	509	69	66	0	0.00%	4	0	100.00%	0.00%	0	0.00%
GRAHAM	847	253	368	367	13	3.53%	58	1	98.28%	1.72%	1	0.31%
GREEN BLUFF	238	509	31	31	1	3.23%	8	0	100.00%	0.00%	0	0.00%
HOODSPORT	877	360	35	35	2	5.71%	5	0	100.00%	0.00%	0	0.00%
ISSAQUAH	392	425	322	318	6	1.86%	80	1	98.75%	1.25%	0	0.00%
KENT			1025	1019	9	0.88%	137	3	97.81%	2.19%	0	0.00%
MERIDIAN	253	360	250	249	5	2.00%	38	2	94.74%	5.26%	0	0.00%
OBRIEN	251	206	59	58	3	5.08%	10	1	90.00%	10.00%	0	0.00%
ULRICH	852	253	716	712	1	0.14%	89	0	100.00%	0.00%	0	0.00%
LIBERTY LAKE	255	509	13	12	0	0.00%	1	0	100.00%	0.00%	0	0.00%

Washington Service Order Interval Missed Commitment Report  
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 March 2006

1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC	AREA CODE	03/06 SOT=NTC INWARD R,S,B,LB	03/06 SOT=NTC INWARD R,S,B	NOT COMPL W/ 5 DAYS	5 DAYS (Greater than 10%)	SUM OF ORDERS W/IDD > 5 days; Customer Reasons	SUM OF ORDERS W/IDD > 5 Days; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	NOT COMPL W/ 90 DAYS	90 DAYS (GRTR THAN 1%)
LONGVIEW-KELSO	423	360	708	700	2	0.28%	67	0	100.00%	0.00%	0	0.00%
LOONLAKE	233	509	23	23	0	0.00%	1	0	100.00%	0.00%	0	0.00%
MAPLE VALLEY	432	425	191	187	3	1.57%	49	1	97.96%	2.04%	0	0.00%
MOSES LAKE			329	320	7	2.13%	31	1	96.77%	3.23%	0	0.00%
MOSES LAKE(AFB)	762	509	58	55	0	0.00%	6	0	100.00%	0.00%	0	0.00%
MOSES LAKE	765	509	271	265	7	2.58%	25	1	96.00%	4.00%	0	0.00%
NEWMAN LAKE	226	509	22	22	1	4.55%	6	1	83.33%	16.67%	0	0.00%
NORTHPORT	732	509	15	15	0	0.00%	0	0	0.00%	0.00%	0	0.00%
OLYMPIA			1437	1396	24	1.67%	236	4	98.31%	1.69%	0	0.00%
EVERGREEN	866	360	99	99	2	2.02%	14	0	100.00%	0.00%	0	0.00%
LACEY	456	360	707	702	18	2.55%	112	3	97.32%	2.68%	0	0.00%
WHITEHALL	362	360	631	595	4	0.63%	110	1	99.09%	0.91%	0	0.00%
OMAK-OKANOGAN	826	509	147	144	2	1.36%	14	2	85.71%	14.29%	0	0.00%
OROVILLE	476	509	31	31	0	0.00%	5	0	100.00%	0.00%	0	0.00%
OTHELLO	488	509	105	105	2	1.90%	7	0	100.00%	0.00%	0	0.00%
PASCO	545	509	586	583	11	1.88%	37	0	100.00%	0.00%	0	0.00%
PATEROS	923	509	3	3	1	33.33%	0	0	0.00%	0.00%	0	0.00%
POMEROY	843	509	25	25	0	0.00%	4	0	100.00%	0.00%	0	0.00%
PT. ANGELES			305	301	5	1.64%	45	0	100.00%	0.00%	0	0.00%
JOYCE	928	360	14	14	2	14.29%	3	0	100.00%	0.00%	0	0.00%
PT. ANGELES	452	360	291	287	3	1.03%	42	0	100.00%	0.00%	0	0.00%
PT. LUDLOW	437	360	31	31	0	0.00%	6	0	100.00%	0.00%	0	0.00%
PT. ORCHARD			387	382	4	1.03%	52	1	98.08%	1.92%	0	0.00%
COLBY	871	360	161	160	0	0.00%	19	0	100.00%	0.00%	0	0.00%
PT. ORCHARD	876	360	226	222	4	1.77%	33	1	96.97%	3.03%	0	0.00%
PT. TOWNSEND	385	360	202	201	5	2.48%	32	0	100.00%	0.00%	0	0.00%
PUYALLAP	841	253	730	722	6	0.82%	118	2	98.31%	1.69%	0	0.00%
RENTON	226	425	1021	1008	10	0.98%	155	2	98.71%	1.29%	0	0.00%
RIDGEFIELD	887	360	60	59	4	6.67%	9	2	77.78%	22.22%	0	0.00%
ROCHESTER	273	360	100	98	2	2.00%	21	0	100.00%	0.00%	0	0.00%
ROY	842	253	32	32	1	3.13%	5	0	100.00%	0.00%	0	0.00%
SEATTLE			5968	5795	55	0.92%	971	8	99.18%	0.82%	0	0.00%
ATWATER	281	206	408	402	2	0.49%	84	0	100.00%	0.00%	0	0.00%
CAMPUS	543	206	215	214	0	0.00%	44	0	100.00%	0.00%	0	0.00%
CHERRY	241	206	844	833	6	0.71%	101	0	100.00%	0.00%	0	0.00%
DUWAMISH	762	206	299	291	2	0.67%	51	1	98.04%	1.96%	0	0.00%
EAST	322	206	793	787	7	0.88%	114	2	98.25%	1.75%	0	0.00%
ELLIOT	441	206	225	221	2	0.89%	38	0	100.00%	0.00%	0	0.00%
EMERSON	361	206	621	615	4	0.64%	102	2	98.04%	1.96%	0	0.00%
LAKEVIEW	522	206	432	428	4	0.93%	107	1	99.07%	0.93%	0	0.00%
MAIN	223	206	640	521	7	1.09%	106	1	99.06%	0.94%	0	0.00%
MERCER ISLAND												
(Adams)	232	206	131	131	2	1.53%	23	0	100.00%	0.00%	0	0.00%
PARKWAY	721	206	446	443	4	0.90%	49	1	97.96%	2.04%	0	0.00%
SUNSET	782	206	403	401	7	1.74%	68	0	100.00%	0.00%	0	0.00%
WEST	932	206	511	508	8	1.57%	84	0	100.00%	0.00%	0	0.00%
SEQUIM	683	360	219	216	6	2.74%	36	1	97.22%	2.78%	0	0.00%

Washington Service Order Interval Missed Commitment Report  
 Based on 2003 and 2004 Orders (Report 2. Missed Commitments)  
 March 2006

1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC	AREA	03/06	03/06 SOT=NTC	NOT COMPL	5 DAYS	SUM OF	SUM OF ORDERS W/DD >5	% MET	% Missed	NOT	90 DAYS
	CODE	CODE	SOT=NTC	INWARD R,SB	W/ 5 DAYS	(Greater	ORDERS	DAYS; CR; 5 Lines or Less			COMPL	(GRTR
			INWARD	INWARD R,SB	W/ 5 DAYS	than 10%)	W/DD > 5	Missed Appt. Company			W/ 90	THAN
			R,SB,LB	INWARD R,SB	W/ 5 DAYS		Customer	Reasons			DAYS	1%)
							Reasons	Reasons				
SHELTON	426	360	290	279	3	1.07%	29	0	100.00%	0.00%	0	0.00%
SILVERDALE	692	360	268	265	5	1.87%	36	0	100.00%	0.00%	0	0.00%
SPOKANE			2981	2958	28	0.94%	378	6	98.41%	1.59%	1	0.03%
CHESTNUT	244	509	102	101	4	3.92%	10	0	100.00%	0.00%	0	0.00%
FAIRFAX	325	509	444	442	3	0.68%	50	2	96.00%	4.00%	0	0.00%
HUDSON	482	509	471	471	0	0.00%	43	0	100.00%	0.00%	0	0.00%
KEYSTONE	534	509	320	320	3	0.94%	45	1	97.78%	2.22%	0	0.00%
MORAN	441	509	<b>NUMBERS ADDED TO RIVERSIDE</b>									
RIVERSIDE	455	509	543	537	10	1.84%	81	3	96.30%	3.70%	1	0.18%
WALNUT	922	509	732	720	5	0.68%	90	0	100.00%	0.00%	0	0.00%
WHITWORTH	466	509	368	367	3	0.82%	59	0	100.00%	0.00%	0	0.00%
SPRINGDALE	258	509	28	27	1	3.57%	1	0	100.00%	0.00%	0	0.00%
SUMNER (Bonney Lake)	863	253	329	328	13	3.95%	56	3	94.64%	5.36%	0	0.00%
TACOMA			3843	3774	55	1.43%	495	12	97.53%	2.47%	1	0.03%
FORT LEWIS	964	253	174	156	1	0.57%	22	0	100.00%	0.00%	0	0.00%
GREENFIELD	472	253	595	591	11	1.85%	68	0	100.00%	0.00%	0	0.00%
JUNIPER	582	253	599	593	4	0.67%	53	2	96.23%	3.77%	0	0.00%
LENOX	531	253	690	681	9	1.30%	103	2	98.06%	1.94%	0	0.00%
LOGAN	564	253	306	305	6	1.96%	36	0	100.00%	0.00%	0	0.00%
MARKET (Fawcett)	272	253	434	418	3	0.69%	54	2	96.30%	3.70%	0	0.00%
SKYLINE	752	253	256	254	4	1.56%	46	2	95.65%	4.35%	0	0.00%
WAVERLY-2	922	253	172	169	8	4.65%	21	3	85.71%	14.29%	0	0.00%
WAVERLY-7	927	253	617	607	9	1.46%	82	1	98.78%	1.22%	1	0.17%
TOUCHET	394	509	<b>NUMBERS ADDED TO WALLA WALLA</b>									
VANCOUVER			2309	2284	26	1.13%	370	6	98.38%	1.62%	0	0.00%
ORCHARDS	253	360	1135	1123	14	1.23%	194	3	98.45%	1.55%	0	0.00%
OXFORD	693	360	837	828	8	0.96%	117	1	99.15%	0.85%	0	0.00%
SALMON CREEK												
(VANCVR NO)	573	360	337	333	4	1.19%	59	2	96.61%	3.39%	0	0.00%
WAITSBURG	337	509	7	7	0	0.00%	1	0	100.00%	0.00%	0	0.00%
WALLA WALLA	522	509	366	362	6	1.64%	58	3	94.83%	5.17%	0	0.00%
WARDEN	349	509	39	39	1	2.56%	4	0	100.00%	0.00%	0	0.00%
WINLOCK	785	360	44	44	0	0.00%	7	0	100.00%	0.00%	0	0.00%
YAKIMA			1173	1147	10	0.85%	112	0	100.00%	0.00%	0	0.00%
CHESTNUT	244	509	861	841	8	0.93%	71	0	100.00%	0.00%	0	0.00%
WEST	965	509	312	306	2	0.64%	41	0	100.00%	0.00%	0	0.00%
Washington Customers												
Served by Exchanges in												
Neighboring States												
Clarkston	751	509	182	181	9	4.95%	15	0	100.00%	0.00%	0	0.00%
<b>WC TOTAL</b>			31900	31325	408	1.28%	4568	70	98.47%	1.53%	4	0.01%

WASHINGTON REPAIR COMMITMENTS MET  
MARCH 2006

Measurement Period 2006	# of Repair Tickets	Repair Commitments Met	Repair Commitments Missed	% Met	Force Majeure Exclusions	Physically Obstructed Exclusions
January	24,987	20,993	3,994	84.02%	501	193
February	18,337	16,826	1,511	91.76%	110	85
March	15,972	15,282	690	95.68%	25	48
April						
May						
June						
July						
August						
September						
October						
November						
December						
<b>YTD Total</b>	<b>59,296</b>	<b>53,101</b>	<b>6,195</b>	<b>89.55%</b>	<b>636</b>	<b>326</b>
<b>Baseline (WAC 480-120-439(3)):</b> The missed repair appointment report must state the number of appointments						
missed; made and the number of allowed appointments exclusions.						

WASHINGTON TROUBLE REPORT

MARCH 2006

EXCHANGE	#	WC	ALINES	#RPTS	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Mar-06	Mar-06	Mar-06	Feb-06	Jan-06	Dec-05	Nov-05	Oct-05	Sep-05	Aug-05	Jul-05	Jun-05	May-05	Apr-05		
Report Rate > 4.00					0	0	4	0	0	0	1	1	0	0	0	0		
ABERDEEN	0	532	15884	206	1.30	2.19	1.80	1.22	1.07	1.17	0.84	0.78	0.77	0.71	0.82	0.70		
AUBURN	0	833	32026	239	0.75	0.88	1.31	1.15	0.96	0.77	0.81	1.01	1.10	1.05	1.05	1.06		
BAINBRIDGE	0	842	13636	145	1.06	1.10	1.55	1.10	0.98	1.10	0.99	1.14	1.14	0.98	1.18	0.96		
BATTLE GROUND	0	687	11510	157	1.36	1.69	2.21	1.37	1.49	1.47	2.71	1.41	1.30	1.48	1.34	1.84		
BELFAIR	1	275	8131	83	1.02	1.58	4.27	1.77	1.54	1.91	1.46	1.80	1.97	1.66	1.60	1.27		
BELLEVUE	0	66404	66404	425	0.64	0.68	0.82	0.73	0.83	0.73	0.61	0.73	0.72	0.63	0.69	0.63		
GLENCOURT	0	453	25821	120	0.46	0.52	0.79	0.65	0.56	0.73	0.56	0.69	0.59	0.45	0.56	0.48		
SHERWOOD	0	641	40583	305	0.75	0.78	0.84	0.78	1.01	0.73	0.64	0.76	0.80	0.75	0.78	0.73		
BELLINGHAM	0	41529	41529	190	0.46	0.66	0.57	0.74	0.53	0.57	0.97	0.65	0.59	0.86	0.50	0.56		
LUMMI	0	758	1496	9	0.60	0.60	2.20	0.93	1.56	0.79	1.11	1.52	0.98	1.11	1.30	1.18		
REGENT	0	671	40033	181	0.45	0.66	0.51	0.73	0.49	0.56	0.55	0.61	0.57	0.85	0.47	0.54		
BLACK DIAMOND	0	886	3462	46	1.33	1.35	1.90	1.66	1.72	1.31	1.54	1.28	0.86	1.37	1.14	1.35		
BREMERTON	0	39017	39017	245	0.63	0.86	0.88	0.83	0.74	0.70	0.58	0.48	0.59	0.60	0.55	0.52		
BREMERTON ESX	0	373	34680	200	0.58	0.69	0.81	1.57	0.67	0.59	0.45	0.41	0.48	0.52	0.53	0.49		
CROSBY	0	830	3502	37	1.06	2.31	1.42	0.76	1.43	1.80	1.97	1.11	1.63	1.34	0.85	0.80		
SUNNYSLOPE	0	674	835	8	0.96	1.81	1.46	0.86	0.49	0.49	0.12	0.85	0.85	0.84	0.53	0.72		
BONNEY LAKE	0	Numbers added to Summer																
BUCKLEY	0	829	3160	37	1.17	1.03	1.37	1.55	1.23	2.54	1.35	2.28	1.73	0.85	1.30	0.87		
CASTLEROCK	0	274	5002	91	1.82	1.95	2.89	2.36	2.68	2.11	2.18	2.53	2.01	1.99	2.90	3.55		
CENTRALIA	0	736	9848	97	0.98	0.92	1.86	1.25	1.72	1.01	0.72	1.12	0.78	1.03	1.04	0.74		
CHEHALIS	0	10533	10533	97	0.92	1.07	1.77	1.39	1.27	1.09	0.90	1.40	0.85	0.96	1.11	0.71		
CHEHALIS	0	748	7877	76	0.96	1.07	1.87	1.25	1.33	0.96	1.00	1.36	0.77	0.88	1.28	0.66		
NAPAVINE	0	262	2656	21	0.79	1.08	1.45	1.79	1.09	1.50	0.60	1.54	1.10	1.18	0.57	0.88		
CLE-ELIJM	0	674	3371	18	0.53	0.83	1.19	1.04	0.92	1.27	1.30	0.74	1.31	0.75	0.57	1.02		
COLFAX	0	397	2461	30	1.22	0.69	3.11	1.70	3.07	1.45	1.21	1.21	1.36	1.97	0.56	0.64		
COLVILLE	0	684	7203	68	0.94	1.17	1.69	1.23	1.26	0.99	1.22	1.26	1.09	1.56	0.83	0.66		
COPALIS(OCEAN SHORES)	0	289	4134	52	1.26	3.30	2.19	1.86	1.28	2.74	2.19	1.20	1.37	1.51	1.70	0.82		
COULEE DAM	0	633	2257	14	0.62	0.92	1.80	2.32	0.83	1.62	0.39	0.91	1.65	1.22	1.04	0.91		
CRYSTAL MTN.	2	663	690	9	1.30	2.02	1.59	1.02	2.77	1.93	5.74	6.14	1.47	1.34	2.84	0.89		
DAYTON	0	382	1877	24	1.28	1.06	1.28	1.16	1.41	1.25	0.67	1.71	1.41	1.57	1.23	1.60		
DEER PARK	0	276	6527	60	0.92	0.62	1.43	0.98	0.84	1.10	1.18	1.27	1.31	2.02	0.84	1.11		
DES MOINES	0	33394	33394	305	0.91	0.79	1.19	0.86	0.91	0.82	0.84	0.75	0.85	0.82	0.73	0.77		
DES MOINES	0	824	12941	97	0.75	0.77	1.14	0.99	0.88	0.73	0.83	0.72	0.83	0.78	0.68	0.83		
FEDERAL WAY	0	839	20453	208	1.02	0.81	1.22	0.78	0.93	0.88	0.85	0.78	0.86	0.85	0.77	0.74		
EASTON	0	656	728	3	0.41	0.69	0.83	1.36	0.54	1.37	0.69	0.96	0.69	0.28	0.70	0.28		
ELK	0	292	2909	19	0.65	0.82	2.09	0.79	1.47	1.27	1.00	1.31	1.24	1.18	0.97	0.91		
ENUMCLAW	0	825	9114	102	1.12	1.30	1.35	1.55	1.16	1.20	1.26	0.92	0.98	0.81	1.06	0.94		
EPHRATA	1	754	3495	30	0.86	1.51	4.99	0.85	1.13	1.30	1.10	1.12	0.84	1.54	1.39	0.91		
GRAHAM	0	847	19268	224	1.16	1.01	1.46	1.44	1.16	1.24	0.94	1.23	0.92	1.10	1.21	0.87		
GREEN BLUFF	0	238	2995	21	0.70	0.93	1.89	0.86	0.96	0.79	1.62	0.69	1.32	0.63	1.12	0.93		
HOODSPORT	0	877	2533	22	0.87	1.65	1.37	1.48	0.93	1.42	0.80	1.40	1.37	1.23	1.20	1.17		
ISSAQUAH	0	392	25521	137	0.54	0.69	1.00	0.77	0.72	0.83	0.75	0.85	0.66	0.79	0.87	0.61		



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EXCHANGE	#	WC	ALINES	#RPTS	Mar-06	Feb-06	Jan-06	Dec-05	Nov-05	Oct-05	Sep-05	Aug-05	Jul-05	Jun-05	May-05	Apr-05
Report Rate > 4.00	0				0	0	4	0	0	0	1	1	0	0	0	0
KENT	0		58424	565	0.97	1.01	1.61	0.86	0.80	0.80	0.75	0.78	0.75	0.79	0.79	0.62
KENT MERIDIAN	0	630	21375	380	1.78	1.70	2.95	1.16	1.01	1.03	1.01	0.97	1.08	0.91	0.95	0.79
KENT O'BRIEN	0	251	10033	40	0.40	0.25	0.32	0.30	0.26	0.35	0.17	0.29	0.28	0.36	0.25	0.22
KENT ULRICH	0	852	27016	145	0.54	0.75	1.03	0.83	0.85	0.78	0.76	0.81	0.67	0.85	0.86	0.65
LIBERTY LAKE	0	255	1527	8	0.52	0.45	1.15	0.51	0.63	1.14	0.88	0.75	1.13	0.81	0.56	0.44
LONGVIEW-KELSO	0	423	31682	496	1.57	1.82	2.20	1.60	1.74	1.49	1.46	1.36	1.10	1.36	1.23	1.29
LOON LAKE	0	233	1430	9	0.63	0.77	1.61	0.91	1.11	0.83	0.47	0.87	1.13	2.34	2.06	1.18
MAPLE VALLEY	0	432	12996	96	0.74	2.46	1.26	0.89	0.99	0.65	0.90	1.13	1.43	0.85	0.78	0.96
MOSES LAKE	0		14132	184	1.30	1.16	3.70	1.74	1.65	1.59	1.06	1.94	1.28	1.42	1.43	1.18
MOSES LAKE AFB	0	762	2348	19	0.81	0.47	2.82	0.93	0.89	0.97	1.04	1.22	0.75	0.99	1.26	0.68
MOSES LAKE	0	765	11784	165	1.40	1.29	3.88	1.90	1.81	1.72	1.07	2.09	1.38	1.51	1.46	1.28
NEWMAN LAKE	0	226	2466	32	1.30	1.48	1.99	0.64	1.46	0.63	0.55	1.04	0.77	1.13	1.01	0.93
NORTHPORT	0	732	1053	8	0.76	1.43	1.99	3.23	1.05	0.96	1.73	1.74	1.15	3.19	1.56	1.08
OLYMPIA	0		90006	733	0.84	0.83	1.24	1.03	0.88	0.83	0.74	0.84	0.78	0.87	0.67	0.73
EVERGREEN	0	866	7169	49	0.68	0.97	2.00	0.85	1.33	1.20	1.17	1.04	0.82	0.92	0.51	0.90
LACEY	0	456	40257	357	0.89	0.92	0.99	1.09	0.81	0.75	0.71	0.95	0.82	0.85	0.70	0.66
WHITEHALL	0	352	42580	347	0.81	0.73	1.35	0.99	0.88	0.85	0.70	0.72	0.74	0.89	0.67	0.76
OMAK-OKANOGAN	0	826	7383	85	1.15	1.28	2.45	1.77	1.06	1.43	1.36	1.49	2.47	1.22	0.95	0.88
OROVILLE	0	476	1846	19	1.03	1.13	1.78	1.30	0.76	1.13	1.24	1.28	0.97	1.24	1.29	0.96
OTHELLO	1	488	4478	80	1.79	1.82	4.77	1.98	2.03	2.19	1.27	2.25	2.01	2.18	1.66	1.36
PASCO	0	545	20537	291	1.42	0.81	1.65	1.41	1.14	1.15	1.26	1.52	1.44	1.16	0.88	0.90
PATEROS	0	923	827	11	1.33	1.43	1.79	0.85	1.32	0.60	1.55	2.49	1.55	1.08	1.20	0.36
POMEROY	0	843	1338	30	2.24	1.80	2.65	3.71	2.07	1.70	2.43	3.12	1.90	2.64	1.83	1.54
PT-ANGELES	0		18946	140	0.74	0.96	1.42	0.96	1.04	1.16	0.78	1.20	0.94	1.04	0.88	0.75
JOYCE	0	928	1255	19	1.51	3.03	4.00	1.60	2.17	2.07	3.71	0.86	1.63	1.80	1.33	0.79
PT. ANGELES	0	452	17691	121	0.68	0.81	1.24	0.91	0.96	1.10	0.57	1.22	0.89	0.98	0.85	0.75
PT. LUDLOW	0	437	2916	24	0.82	1.30	1.23	1.09	1.00	0.55	0.89	1.16	0.62	1.21	0.42	0.83
PT. ORCHARD	0		23143	199	0.86	1.34	1.78	1.25	1.23	1.21	0.84	0.95	1.01	1.08	0.96	0.86
COLBY	0	871	8894	84	0.94	1.19	1.76	1.06	1.02	1.38	0.80	0.86	0.81	0.94	1.00	0.77
PT. ORCHARD	0	876	14249	115	0.81	1.44	1.79	1.36	1.36	1.10	0.87	1.01	1.13	1.17	0.93	0.92
PT. TOWNSEND	0	385	11837	100	0.84	0.93	1.04	1.08	1.10	1.14	0.75	1.05	0.91	0.98	1.58	0.88
PUYALLUP	0	841	38017	388	1.02	1.18	1.40	1.15	0.98	0.93	0.84	0.83	0.90	0.96	0.78	0.69
RENTON	0	226	54845	428	0.78	0.96	1.11	0.83	0.84	0.81	0.82	1.01	0.99	0.78	0.90	0.62
RIDGEFIELD	0	887	3925	59	1.50	2.08	2.80	1.26	1.86	1.44	1.65	1.12	1.48	1.49	2.04	1.35
ROCHESTER	0	273	6160	46	0.75	1.59	1.91	1.31	1.25	3.87	1.02	1.32	1.05	1.45	1.42	1.77
ROY	0	843	2775	46	1.66	1.22	2.10	1.94	1.72	1.08	1.05	0.90	0.83	1.05	0.97	2.05
SEATTLE	0		384864	2584	0.67	0.71	0.89	0.63	0.68	0.61	0.60	0.65	0.58	0.65	0.65	0.60
ATWATER	0	281	29648	164	0.55	0.62	0.68	0.56	0.49	0.48	0.47	0.53	0.58	0.49	0.54	0.44
CAMPUS	0	543	13923	66	0.47	0.41	0.47	0.39	0.69	0.63	0.62	0.70	0.52	0.53	0.48	0.65
CHERRY	0	241	42398	344	0.81	1.03	1.33	0.90	1.05	0.75	0.68	0.81	0.80	0.76	0.90	0.78
DUWAMISH	0	655	16585	100	0.60	0.68	1.06	0.69	0.59	0.75	1.14	0.83	0.59	0.75	0.81	0.76
EAST	0	322	41399	301	0.73	0.66	0.97	0.78	0.81	0.76	0.74	0.74	0.66	0.70	0.76	0.76
ELLIOT	0	441	10605	38	0.36	0.24	0.27	0.30	0.43	0.42	0.39	0.33	0.26	0.22	0.26	0.31

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EXCHANGE	#	WC	ALINES	#RPTS	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Mar-06	Mar-06	Mar-06	Feb-06	Jan-06	Dec-05	Nov-05	Oct-05	Sep-05	Aug-05	Jul-05	Jun-05	May-05	Apr-05		
Report Rate > 4.00					0	0	4	0	0	0	1	1	0	0	0	0	0	0
EMERSON	0	417	41717	290	0.70	0.77	0.92	0.77	0.66	0.61	0.58	0.70	0.59	0.67	0.52	0.60		
LAKEVIEW	0	522	35619	321	0.90	0.64	1.25	0.65	0.62	0.57	0.62	0.56	0.69	0.68	0.77	0.62		
MAIN	0	223	57899	138	0.24	0.17	0.21	0.16	0.16	0.19	0.17	0.23	0.22	0.16	0.19	0.19		
MERCER ISLAND (ADAMS)	0	232	12006	144	1.20	1.15	1.30	0.91	1.03	1.05	0.70	1.03	0.66	0.80	0.71	0.70		
PARKWAY	0	723	23486	250	1.06	1.31	1.57	1.08	1.15	1.08	1.10	1.05	0.90	1.29	1.49	1.09		
SUNSET	0	782	31610	163	0.52	0.99	0.73	0.51	0.63	0.55	0.43	0.50	0.49	0.62	0.61	0.48		
WEST	0	932	27969	265	0.95	0.93	1.06	0.64	0.94	0.75	0.82	0.99	0.68	1.10	0.66	0.73		
SEQUIM	0	683	14804	153	1.03	1.01	1.17	0.85	1.14	1.23	0.77	1.16	0.76	1.04	0.87	0.64		
SHELTON	0	427	16671	192	1.15	1.35	1.66	1.04	1.19	1.57	0.92	1.05	0.93	2.29	0.89	0.91		
SILVERDALE	0	692	17205	92	0.53	0.76	0.85	0.89	0.68	0.68	0.85	1.02	0.84	0.68	0.62	0.60		
SPOKANE	0	170917	1306	1306	0.76	0.65	1.36	0.87	0.75	0.85	0.73	0.94	0.91	0.84	0.78	0.71		
CHESTNUT	0	244	3535	51	1.44	1.86	1.66	1.32	0.96	1.12	1.09	1.31	1.15	0.89	0.83	1.06		
FAIRFAX	0	325	24752	204	0.82	0.78	1.49	0.84	0.83	0.87	0.66	0.71	0.96	0.68	0.85	0.63		
HUDSON	0	482	18910	153	0.81	0.65	1.32	0.57	0.63	0.75	0.63	0.84	0.77	0.83	0.73	0.50		
KEYSTONE	0	534	16827	135	0.80	0.51	1.66	0.97	0.81	0.84	0.71	0.85	0.79	0.85	1.06	1.08		
MORAN	0		Numbers added to Riverside															
RIVERSIDE	0	455	34822	241	0.69	0.67	1.56	0.86	0.87	0.93	0.80	0.89	0.72	0.72	0.83	0.70		
WALNUT	0	922	46499	313	0.67	0.52	1.14	1.01	0.71	0.82	0.65	0.98	0.93	1.03	0.59	0.67		
WHITWORTH	0	466	25572	209	0.82	0.67	1.19	0.75	0.62	0.79	0.89	1.24	1.28	0.78	0.88	0.74		
SPRINGDALE	0	258	1756	12	0.68	1.77	1.89	1.09	0.98	1.79	1.16	3.76	2.34	3.34	1.17	0.71		
SUMNER	0	863	22378	173	0.77	1.18	1.45	1.32	1.18	1.29	0.91	1.17	1.11	1.03	0.98	1.28		
TACOMA	0		185455	1499	0.81	1.06	1.38	1.10	0.99	0.88	0.78	0.87	0.98	0.88	0.83	0.78		
FORT LEWIS	0	964	6744	27	0.40	1.05	0.67	0.70	0.58	0.72	0.77	0.72	0.63	0.72	0.45	0.71		
GREENFIELD	0	472	24135	271	1.12	1.07	1.47	1.33	1.10	1.09	0.74	0.98	0.95	0.96	1.14	1.03		
JUNIPER	0	581	26595	218	0.82	1.66	1.51	1.12	1.14	0.92	0.80	0.94	1.08	0.91	0.85	0.70		
LENNOX	0	531	31295	303	0.97	1.59	2.46	1.69	1.37	1.24	1.27	1.28	1.28	1.13	1.12	0.92		
LOGAN	0	564	17907	171	0.95	0.81	1.36	1.09	0.79	0.75	0.85	1.05	0.77	0.66	0.77	0.67		
MARKET/FAWCETT	0	272	20068	122	0.61	0.72	0.87	0.53	0.68	0.60	0.45	0.43	0.51	0.60	0.45	0.67		
SKYLINE	0	752	16800	102	0.61	0.60	0.95	0.88	0.78	0.75	0.57	0.67	0.71	0.70	0.72	0.62		
WAVERLY-2	0	922	8369	67	0.80	0.87	1.49	1.44	0.94	0.61	0.76	0.80	0.74	0.75	0.71	1.26		
WAVERLY-7	0	927	33542	218	0.65	0.71	0.86	0.80	0.93	0.75	0.60	0.69	0.76	0.99	0.70	0.63		
TOUCHET	0		Numbers added to Walla Walla															
VANCOUVER	0		105902	994	0.94	1.01	1.47	1.10	1.07	1.31	0.98	1.95	1.15	1.05	1.31	0.85		
ORCHARDS	0	253	54308	529	0.97	1.02	1.42	1.03	1.04	1.33	1.10	1.09	1.37	1.18	1.61	0.82		
OXFORD	0	693	29600	272	0.92	1.07	1.52	1.25	1.14	1.29	0.85	0.96	0.91	0.91	1.04	0.93		
SALMON CREEK (VANCOUVER NORTH)	0	573	21994	193	0.88	0.88	1.52	1.07	1.04	1.27	0.88	1.06	0.95	0.94	0.93	0.81		
WAITSBURG	0	337	753	8	1.06	1.57	1.05	0.91	1.05	1.71	0.53	1.85	0.92	0.66	1.32	1.96		
WALLA WALLA																		
TOUCHET	0	522	21311	184	0.86	0.88	1.00	0.81	0.84	0.87	0.67	0.87	0.84	0.82	0.98	0.72		
WARDEN	1	349	1335	17	1.27	1.80	6.76	3.04	3.17	2.25	1.15	1.80	0.87	1.23	0.94	1.17		
WINLOCK	0	785	2339	26	1.11	0.81	1.59	1.64	1.99	1.86	0.78	1.66	1.21	0.99	1.17	1.30		

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Report Rate > 4.00	0				0	0	4	0	0	0	1	1	0	0	0	0
YAKIMA	0		52577	359	0.68	0.65	1.65	0.93	0.89	0.82	0.78	0.95	0.97	0.74	1.10	0.77
CHESTNUT	0	248	35531	263	0.74	0.70	1.74	0.97	0.96	0.90	0.78	0.72	0.98	0.71	1.26	0.79
WEST	0	965	17046	96	0.56	0.53	1.48	0.85	0.73	0.65	0.79	1.43	0.95	0.78	0.77	0.73
Washington Customers Served by Exchanges in Neighboring States																
CLARKSTON	0	751	8064	72	0.89	0.95	1.95	1.85	0.84	1.13	1.05	1.45	1.56	1.55	1.38	1.11
	10															
<b>TOTALS</b>			<b>1807639</b>	<b>14964</b>	<b>0.83</b>	<b>0.93</b>	<b>1.33</b>	<b>0.97</b>	<b>0.92</b>	<b>0.91</b>	<b>0.81</b>	<b>0.92</b>	<b>0.87</b>	<b>0.89</b>	<b>0.86</b>	<b>0.76</b>



WASHINGTON AVERAGE TIME IN QUEUE IN SECONDS  
 FOR REPAIR AND RES/BUS OFFICE ACCESS  
 MARCH 2006

	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		78,876,342	41		6,118,330	28		89,994,672	40		7,821,332	20
February		29,953,931	19		4,743,100	25		34,697,031	19		6,546,003	22
March		34,176,583	18		5,031,188	24		39,207,771	19		11,256,470	36
April												
May												
June												
JULY												
AUGUST												
SEPTEMBER												
OCTOBER												
NOVEMBER												
DECEMBER												

WASHINGTON OUT OF SERVICE SUMMARY  
MARCH 2006

Measurement Period 2006	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	18,814	17,613	93.62%	1,201	566	
February	14,010	13,704	97.82%	306	191	
March	11,984	11,904	99.33%	80	102	
April						
May						
June						
July						
August						
September						
October						
November						
December						
	<b>44,808</b>	<b>43,221</b>	<b>96.46%</b>	<b>1,587</b>	<b>859</b>	
<b>Baseline(WAC 480-120-439(9)/480-120-440(1)):</b> 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 2006	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	6,196	5,906	290	95.32%	48	57
February	4,300	4,238	62	98.56%	1	30
March	3,930	3,909	21	99.47%	1	28
April						
May						
June						
July						
August						
September						
October						
November						
December						
<b>YTD TOTAL</b>	<b>14,426</b>	<b>14,053</b>	<b>373</b>	<b>97.41%</b>	<b>50</b>	<b>115</b>
<b>Baseline: (WAC 480-120-439 (9)/480-120-440(2)):</b> 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  
March 2006

Trunks Blocking > 1% for the month of Mar 2006

E911

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for Mar06	Explanantion/Details of Action Taken, Trunk Servicing Response -Mar06
AP088805	3			one way	E911	2.73%	BLOCKED HOUR 11 WEEK OF 3/27/06 SA ISSUED 4/7/06 NO BLOCKING SINCE
AP088634	1			one way	E911	3.75%	CARRYOVER BLOCKING HOUR 7 WEEK OF 3/13/06 CAP TGSR ISSUED 3/23/06 NO BLOCKING SINCE
AP088626	2			one way	E911	21.40%	CAP TGSR'S HAVE BEEN ISSUED 2/9/06 AND 3/16/06
Percent of trunks meeting standard:						97.63%	
Total number of trunk groups:						127	
Number of trunk groups out of compliance for the month:						3	

Trunks Blocking > 1% for the month of Mar 2006

LOCAL

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for Mar06	Explanantion/Details of Action Taken, Trunk Servicing Response -Mar06
NOTHING TO REPORT							
Percent of trunks meeting standard:						100.00%	
Total number of trunk groups:						339	
Number of trunk groups out of compliance for the month:						0	

Trunks Blocking > .5% for the month of Mar 2006

TOLL

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for Mar06	Explanantion/Details of Action Taken, Trunk Servicing Response -Mar06
AP072405	240			two way	GOS	0.54%	BLOCKED HOUR 9 WEEK OF 3/20/06 SA ISSUED 3/10/06
AP080805	276			two way	TOLL-DDD	0.80%	BLOCKED HOURS 19-20 WEEK OF 3/27/06 WILL CONTINUE TO WATCH MAY NEED 24 MORE TRKS
AP077417	192			two way	GOS	0.87%	BLOCKED HOUR 19 WEEK OF 3/13/06 NOM039363 +24 DD 5/25/06 PENDING TGSR ISSUED 3/27/06
AP072420	264			two way	GOS	1.67%	BLOCKED HOUR 15,18 WEEK OF 3/27/06 SA ISSUED 4/3/06
AP072418	216			two way	GOS	2.11%	BLOCKED HOUR 9 WEEK OF 3/13/06 AND 3/20/06 SA ISSUED 3/10/06
AP072428	336			two way	GOS	2.44%	BLOCKED HOUR 19 WEEK OF 3/13/06 AND HOUR 17 WEEK OF 3/20/06
AP081949	24			one way	GOS	2.71%	BLOCKED HOUR 8 WEEK OF 3/6/06 HOUR 9 WEEK OF 3/13/06 HOURS 9,18 WEEK OF 3/20/06
Percent of trunks meeting standard:						98.14%	
Total number of trunk groups:						378	
Number of trunk groups out of compliance for the month:						7	

DIAL TONE  
NETWORK CONGESTION MONTHLY REPORT  
2006

Measurement Period	# ACCESS LINES	DIAL TONE SPEED TESTS	DIAL TONE DELAYS	PERCENT (Greater than 10%)
January	1,830,330	32,412,600	2,553	0.01%
February	1,823,291	30,090,982	1,979	0.01%
March	1,807,639	33,333,339	2,032	0.01%
April				
May				
June				
July				
August				
September				
October				
November				
December				
YTD Total		95,836,921	6,564	0.01%
<b>Baseline:</b> 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 2006

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
ABERDEEN-HOQUIAM	532	360	416225	4	0.00%
AUBURN	833	253	636117	84	0.01%
<b>BLACK DIAMOND</b>	<b>REMOTE OF AUBURN</b>				
BAINBRIDGE ISLAND	842	206	323164	22	0.01%
BATTLEGROUND	687	360	213261	44	0.02%
BELFAIR	275	360	135793	3	0.00%
BELLEVUE GLENCOURT	453	425	556596	8	0.00%
BELLEVUE-SHERWOOD	641	425	478961	20	0.00%
BELLINGHAM REGENT	671	360	983903	46	0.00%
<b>LUMMI</b>	<b>REMOTE OF REGENT</b>				
BREMERTON CROSBY	830	360	68524	0	0.00%
BREMERTON ESSEX	373	360	603047	2	0.00%
BUCKLEY	829	360	52484	0	0.00%
CASTLE ROCK	274	360	104694	0	0.00%
CENTRALIA	736	360	183086	1	0.00%
CHEHALIS	748	360	144459	0	0.00%
CHEHALIS NAPA VINE	262	360	49288	0	0.00%
CLE-ELUM	674	509	39714	0	0.00%
COLFAX	397	509	22994	0	0.00%
COLVILLE	684	509	106651	3	0.00%
<b>NORTHPORT</b>	<b>REMOTE OF COLLVILLE</b>				
COPALIS(OCEAN SHORES)	289	360	78891	0	0.00%
COULEE DAM	633	509	38020	0	0.00%
CRYSTAL MTN.	663	360	6832	0	0.00%
DAYTON	382	509	24762	0	0.00%
DEER PARK	276	509	117888	0	0.00%
DES MOINES	824	206	263733	4	0.00%
DES MOINES FEDERAL WA	839	253	427191	141	0.03%
EASTON	656	509	6127	0	0.00%
ELK	292	509	62248	43	0.07%
ENUMCLAW	825	360	150237	0	0.00%
EPHRATA	754	509	45218	0	0.00%
GRAHAM	847	253	427366	53	0.01%
GREEN BLUFF	238	509	53693	0	0.00%
ISSAQUAH	392	425	388574	6	0.00%
KENT MERIDIAN	630	253	330056	113	0.03%
KENT O'BRIEN	251	206	266528	1	0.00%
KENT ULRICH	852	253	517906	46	0.01%
LIBERTY LAKE	255	509	17360	0	0.00%
LONGVIEW-KELSO	423	360	664449	15	0.00%
LOON LAKE	233	509	15359	0	0.00%
MAPLE VALLEY	432	425	155500	10	0.01%
MOSES LAKE AFB	765	509	40167	0	0.00%
MOSES LAKE ALDER	762	509	251103	10	0.00%
NEWMAN LAKE	226	509	40077	0	0.00%
OLYMPIA LACEY	456	360	688922	29	0.00%
OLYMPIA WHITEHALL	352	360	957733	20	0.00%
<b>EVERGREEN</b>	<b>REMOTE OF WHITEHALL</b>				
OMAK-OKANOGAN	826	509	108577	0	0.00%
OROVILLE	476	509	27648	0	0.00%
OTHELLO	488	509	91684	0	0.00%
PASCO	545	509	535095	0	0.00%
PATEROS	923	509	9587	0	0.00%
POMEROY	843	509	12459	0	0.00%
PORT ORCHARD COLBY	871	360	154385	14	0.01%
PT ANGELES JOYCE	928	360	19002	0	0.00%
PT. ANGELES	452	360	222227	3	0.00%
PT. LUDLOW	437	360	43471	0	0.00%
PT. ORCHARD	876	360	274280	27	0.01%
<b>SUNNYSLOPE</b>	<b>REMOTE OF PT. ORCHARD</b>				
PT. TOWNSEND	385	360	267795	7	0.00%
PUYALLAP	841	253	713992	1	0.00%
RENTON	226	425	821395	70	0.01%

WASHINGTON DIAL TONE REPORT  
MARCH 2006

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
RIDGEFIELD	887	360	56468	0	0.00%
RIVERSIDE	455	509	502844	32	0.01%
MORAN	REMOTE OF RIVERSIDE				
ROCHESTER	273	360	137241	0	0.00%
ROY	843	253	61850	0	0.00%
SEATTLE ATWATER	281	206	527607	14	0.00%
SEATTLE CAMPUS	543	206	253871	0	0.00%
SEATTLE CHERRY	241	206	859147	91	0.01%
SEATTLE DUWAMISH	762	206	435270	0	0.00%
SEATTLE EAST	322	206	541730	5	0.00%
SEATTLE ELLIOT	441	206	194782	0	0.00%
SEATTLE EMERSON	361	206	619989	0	0.00%
SEATTLE LAKEVIEW	522	206	376788	7	0.00%
SEATTLE MAIN	223	206	1207617	31	0.00%
SEATTLE MERCER ISLAND	232	206	254139	6	0.00%
SEATTLE PARKWAY	721	206	521494	184	0.04%
SEATTLE SUNSET	782	206	367709	31	0.01%
SEATTLE WEST	965	509	509936	0	0.00%
SEQUIM	683	360	164612	1	0.00%
SHELTON	426	360	349715	113	0.03%
HOODSPORT	REMOTE OF SHELTON				
SILVERDALE	692	360	254986	50	0.02%
SPOKANE FAIRFAX	325	509	427025	54	0.01%
CHESTNUT	REMOTE OF FAIRFAX				
SPOKANE HUDSON	482	509	429089	0	0.00%
SPOKANE KEYSTONE	534	509	436486	0	0.00%
SPOKANE WALNUT	922	509	739101	0	0.00%
SPOKANE WHITWORTH	466	509	369589	38	0.01%
SPRINGDALE	258	509	43728	0	0.00%
SUMNER (BONNEYLAKE)	863	253	412373	13	0.00%
BONNEY LAKE	REMOTE OF SUMNER				
TACOMA FORT LEWIS	964	253	91966	1	0.00%
TACOMA GREENFIELD	472	253	651712	49	0.01%
TACOMA JUNIPER	582	253	538713	46	0.01%
TACOMA LENNOX	531	253	738387	11	0.00%
TACOMA LOGAN	564	253	321443	27	0.01%
TACOMA MARKET (FAWCE	272	253	549907	9	0.00%
TACOMA SKYLINE	752	253	313971	0	0.00%
TACOMA WAVERLY-2	922	253	222900	1	0.00%
TACOMA WAVERLY-7	927	253	511177	16	0.00%
VANCOUVER ORCHARDS	253	360	947210	51	0.01%
VANCOUVER OXFORD	693	360	719119	12	0.00%
VANCOUVER SALMON CR	573	360	273603	11	0.00%
WAITSBURG	337	509	14856	0	0.00%
WALLA WALLA (INCL TOUC	522	509	662813	18	0.00%
TOUCHET	REMOTE OF WALLA WALLA				
WARDEN	349	509	32699	0	0.00%
WINLOCK	785	360	42659	253	0.59%
YAKIMA CHESTNUT	244	509	800149	5	0.00%
YAKIMA WEST	965	509	388371	2	0.00%
TOTAL			3333339	2032	0.01%

Washington Commission Complaint Report  
March 2006

Date Complaint Opened	Date of Violation	Violation Cited*	# of Occurrences	Commission Complaint Number	Type of Complaint	Disputes/Comments
<i>Nothing to report</i>						
<b>Total for month</b>						
0						
<p><b>Baseline:</b> 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.</p>						
<p><b>Note:</b> 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.</p>						

Washington Customer Service Guarantee Program Credits  
March 2006

Missed Appointments/Commitments - Install Residence (New Connect/Reconnect 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 Commitments (non-dispatched orders) missed due to Company reasons		Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons		Number Exclusions	
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 Commitments (non-dispatched orders)	Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	Number Exclusions	Number Exclusions	Number Exclusions	Number Exclusions	Number Exclusions	Number Exclusions	Number Exclusions	Number Exclusions	Number Exclusions	Number Exclusions
January, 2006																
February, 2006																
March, 2006																
April, 2006																
May, 2006																
June, 2006																
July, 2006																
August, 2006																
September, 2006																
October, 2006																
November, 2006																
December, 2006																
YTD Total	43558	1285	2893	360133	363	1388	4281									
Missed Appointments/Commitments - Install Business (New Connect/Reconnect 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 Commitments (non-dispatched orders) missed due to Company reasons		Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons		Number Exclusions	
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 Commitments (non-dispatched orders)	Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	Number Exclusions	Number Exclusions	Number Exclusions	Number Exclusions	Number Exclusions	Number Exclusions	Number Exclusions	Number Exclusions	Number Exclusions	Number Exclusions
January, 2006																
February, 2006																
March, 2006																
April, 2006																
May, 2006																
June, 2006																
July, 2006																
August, 2006																
September, 2006																
October, 2006																
November, 2006																
December, 2006																
YTD Total	11806	538	1301	33193	63	432	1733									

Washington Customer Service Guarantee Program Credits  
March 2006

Missed Appointments/Commitments - Repair Residence									
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 of Scheduled Commitments (non-dispatched tickets) missed due to Exclusions		
January, 2006									
February, 2006									
March, 2006									
April, 2006									
May, 2006									
June, 2006									
July, 2006									
August, 2006									
September, 2006									
October, 2006									
November, 2006									
December, 2006									
YTD Total	41172	4723	233	11496	662	12	810		
Missed Appointments/Commitments - Repair Business									
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 of Scheduled Commitments (non-dispatched tickets) missed due to Exclusions		
January, 2006									
February, 2006									
March, 2006									
April, 2006									
May, 2006									
June, 2006									
July, 2006									
August, 2006									
September, 2006									
October, 2006									
November, 2006									
December, 2006									
YTD Total	4949	707	77	1679	103	4	152		

Washington Customer Service Guarantee Program Credits  
March 2006

Missed Appointments/Commitment Credits Paid - Install Residence/Business (New Connect/Reconnect)		Number of RESIDENCE customers receiving credits for company missed appointments/com- mits-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/com- mits-Install		Total amount of missed appointments credits paid.		Month Credit Paid Upon Credit Issued/Bill Date	
Measurement Period													
January, 2006													
February, 2006													
March, 2006													
April, 2006													
May, 2006													
June, 2006													
July, 2006													
August, 2006													
September, 2006													
October, 2006													
November, 2006													
December, 2006													
YTD Total		1701		\$52,151				651		\$29,801			
<b>Missed Appointments/Commitment Credits Paid - Repair</b>													
Measurement Period													
January, 2006													
February, 2006													
March, 2006													
April, 2006													
May, 2006													
June, 2006													
July, 2006													
August, 2006													
September, 2006													
October, 2006													
November, 2006													
December, 2006													
YTD Total		6282		\$157,050				751		\$37,550			

Baseline: WN U-40 2.2.B.1.b. / WN U-40 2.2.B.1.c a \$50 credit will be offered if the company fails to keep a guaranteed appointment or commitment. Effective 10/30/05 the amount of the credit changed from \$50.00 to \$25.00

Washington Customer Service Guarantee Program Credits  
March 2006

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													77607
# of completed orders for primary service installed w/ 5 bus. days													76584
# of credits-First Month's Charge(HO Recurring)													57
Amount of credit-First Month's Charge(HO Recur)													\$705
<b>Eff 10/30/05 the Held Order Recurring Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.</b>													
# of credits-Installation (HO NonRecur)													610
Amount of credits-Installation (Ho NonRecur)													\$18,508
# of \$100 Bill Credits													53
Amount of \$100 Bill Credits													\$5,700
<b>Eff 10/30/05 the \$100 Bill Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.</b>													
# of Voice Mail Recurring Credits													0
Amount of Voice Mail Recurring Credits													\$0
# of Voice Mail Nonrecurring Credits													0
Amount of Voice Mail Nonrecurring Credits													\$0
#Cell Loaners													0
Amount of cell vouchers*													\$44
<b>*Note: Cellular vouchers are paid to Verizon, for Qwest customers located in Washington using Verizon wireless loaner telephones.</b>													
<b>Eff 10/30/05 the Cellular Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.</b>													
# of Remote Call Fwding-Recurring													2
Amount of Remote Call Fwding-Recurring													\$32
# of Remote Call Fwding-Non-Recurring													0
Amount of Remote Call Fwding-Non-Recurring													\$0
YTD Total Number of Credits Paid													722
YTD Total Amount of Credits Paid	\$13,222	\$6,815	\$4,952										\$24,989

Washington Customer Service Guarantee Program Credits  
March 2006

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													11308
# of completed orders for primary service installed w/ 5 bus. days													10808
# of credits-First Month's Charge(HO Recurring)													15
Amount of credit-First Month's Charge(HO Recur)													\$772
<b>Eff 10/30/05 the Held Order Recurring Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.</b>													
# of credits-Installation (HO NonRecur)													239
Amount of credits-Installation (Ho NonRecur)													\$18,720
# of \$100 Bill Credits													13
Amount of \$100 Bill Credits													\$1,450
<b>Eff 10/30/05 the \$100 Bill Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.</b>													
# of Voice Mail Recurring Credits													0
Amount of Voice Mail Recurring Credits													\$0
# of Voice Mail Nonrecurring Credits													0
Amount of Voice Mail Nonrecurring Credits													\$0
#Cell Loaners													0
Amount of cell vouchers*													\$43
<b>*Note: Cellular vouchers are paid to Verizon, for Qwest customers located in Washington using Verizon wireless loaner telephones.</b>													
<b>Eff 10/30/05 the Cellular Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.</b>													
# of Remote Call Fwrdg-Recurring													0
Amount of Remote Call Fwrdg-Recurring													\$0
# of Remote Call Fwrdg-Non-Recurring													0
Amount of Remote Call Fwrdg-Non-Recurring													\$0
YTD Total Number of Credits Paid													267
YTD Total Amount of Credits Paid	\$8,729	\$6,730	\$5,526										\$20,985



Pending Order Report  
As of March 31, 2006

Washington Pending Orders based upon OP-15A diagnostic Measure  
as of March 31, 2006

Washington Pending Orders Per Month for Mar, 2006						
Exchange	Total Orders Completed for Month SOT = NTC R, SB, L	SOT = NTC Total Pending Inward Orders as of 31MAR2006	Percent of Orders Pending as of 31MAR2006	Average Age of Pending Inward Orders (Business days) as of 31MAR2006	Inward Orders not Completed > 90 days from Due Date as of 31MAR2006	Inward Orders not Completed > 180 days from Due Date as of 31MAR2006
ABERDEEN-HOQUIAM	1591	1	0.06%	82	1	0
AUBURN	3137	5	0.16%	33.4	1	0
BAINBRIDGE ISLAND	855	2	0.23%	42.5	1	0
BATTLEGROUND	1071	4	0.37%	9.25	0	0
BELFAIR	674	0	0.00%	0	0	0
BELLEVUE	3625	4	0.11%	15	0	0
BLLVWAGL	1142	1	0.09%	13	0	0
BLLVWASH	2483	3	0.12%	15.67	0	0
BELLINGHAM	3137	3	0.10%	37.67	0	0
BLHMWA01	2953	2	0.07%	27.5	0	0
BLHMWALU	184	1	0.54%	58	0	0
BLACK DIAMOND	265	0	0.00%	0	0	0
BREMERTON	3003	5	0.17%	59.4	2	0
BMTNWA01	2689	5	0.19%	59.4	2	0
CRSBWA01	259	0	0.00%	0	0	0
SNYSWA01	55	0	0.00%	0	0	0
BUCKLEY	297	1	0.34%	66	0	0
CASTLE ROCK	442	3	0.67%	17.33	0	0
CENTRALIA	1023	0	0.00%	0	0	0
CHEHALIS	800	1	0.12%	69	0	0
CHHLWA01	599	1	0.17%	69	0	0
NPVNWA01	201	0	0.00%	0	0	0
CLE ELUM	230	1	0.43%	84	1	0
COLFAX	117	0	0.00%	0	0	0
COLVILLE	466	0	0.00%	0	0	0
COPALIS(OCEAN SHORES)	292	2	0.68%	68	1	0
COULEE DAM	160	0	0.00%	0	0	0
CRYSTAL MOUNTAIN	25	0	0.00%	0	0	0
DAYTON	164	0	0.00%	0	0	0
DEER PARK	485	0	0.00%	0	0	0
DES MOINES	3937	1	0.03%	67	0	0
DESMWA01	1506	0	0.00%	0	0	0
FDWYWA01	2431	1	0.04%	67	0	0
EASTON	24	0	0.00%	0	0	0
ELK	232	1	0.43%	25	0	0
ENUMCLAW	765	0	0.00%	0	0	0
EPHRATA	246	0	0.00%	0	0	0
GRAHAM	2109	1	0.05%	31	0	0
GREEN BLUFF	158	0	0.00%	0	0	0
HOODSPORT	188	0	0.00%	0	0	0
ISSAQUAH	1488	4	0.27%	8	0	0
KENT	5083	4	0.08%	41.75	1	0
KENTWA01	3132	2	0.06%	7	0	0
KENTWAME	1696	1	0.06%	53	0	0
KENTWAOB	255	1	0.39%	100	1	0
LIBERTY LAKE	96	1	1.03%	25	0	0
LONGVIEW-KELSO	3447	4	0.12%	25	1	0
LOON LAKE	89	0	0.00%	0	0	0
MAPLE VALLEY	976	0	0.00%	0	0	0
MOSES LAKE	1305	1	0.08%	2	0	0
MSLKWA01	1065	1	0.09%	2	0	0
MSLKWAAB	240	0	0.00%	0	0	0
NEWMAN LAKE	162	0	0.00%	0	0	0
NORTHPORT	87	0	0.00%	0	0	0
OLYMPIA	7059	8	0.11%	19.13	0	0
LACYWA01	3356	6	0.18%	14.83	0	0
OLYMWA02	3250	1	0.03%	39	0	0
OLYMWA03	453	1	0.22%	25	0	0
OMAK-OKANOGAN	604	2	0.33%	7.5	0	0
OROVILLE	166	4	2.35%	33.5	1	0
OTHELLO	436	0	0.00%	0	0	0
PASCO	2436	5	0.20%	15	0	0
PATEROS	34	0	0.00%	0	0	0

Washington Pending Orders based upon OP-15A diagnostic Measure  
as of March 31, 2006

Washington Pending Orders Per Month for Mar, 2006						
Exchange	Total Orders Completed for Month SOT = NTC R, SB, L	SOT = NTC Total Pending Inward Orders as of 31MAR2006	Percent of Orders Pending as of 31MAR2006	Average Age of Pending Inward Orders (Business days) as of 31MAR2006	Inward Orders not Completed > 90 days from Due Date as of 31MAR2006	Inward Orders not Completed > 180 days from Due Date as of 31MAR2006
POMEROY	96	0	0.00%	0	0	0
PORT ANGELES	1408	2	0.14%	60	0	0
JOYCWA01	70	1	1.41%	62	0	0
PTANWA01	1338	1	0.07%	58	0	0
PORT LUDLOW	155	0	0.00%	0	0	0
PORT ORCHARD	2061	3	0.15%	25	0	0
COLBWA01	780	0	0.00%	0	0	0
PTORWAFE	1281	3	0.23%	25	0	0
PORT TOWNSEND	1003	2	0.20%	5.5	0	0
PUYALLAP	3437	4	0.12%	21.25	0	0
RENTON	5098	3	0.06%	13.33	0	0
RIDGEFIELD	333	1	0.30%	6	0	0
ROCHESTER	547	1	0.18%	8	0	0
ROY	210	0	0.00%	0	0	0
SEATTLE	27891	40	0.14%	32.5	7	0
MRISWA01	625	2	0.32%	73.5	1	0
STTLWA03	3632	8	0.22%	33.25	2	0
STTLWA04	3063	5	0.16%	30.2	2	0
STTLWA05	1791	5	0.28%	24.2	0	0
STTLWA06	2463	2	0.08%	5.5	0	0
STTLWACA	940	1	0.11%	51	0	0
STTLWACH	4208	3	0.07%	36.33	0	0
STTLWADU	1610	4	0.25%	20.75	0	0
STTLWAEI	701	1	0.14%	8	0	0
STTLWALA	1992	3	0.15%	12.67	0	0
STTLWAPA	2649	2	0.08%	35	0	0
STTLWASU	2033	3	0.15%	68.33	2	0
STTLWAWA	2184	1	0.05%	40	0	0
SEQUIM	974	0	0.00%	0	0	0
SHELTON	1484	2	0.13%	2	0	0
SILVERDALE	1288	0	0.00%	0	0	0
SPOKANE	14170	25	0.18%	33.52	5	0
SPKNWA01	1718	4	0.23%	20.5	0	0
SPKNWACH	424	1	0.24%	67	0	0
SPKNWAFI	2234	5	0.22%	50.4	3	0
SPKNWAHD	2130	4	0.19%	21.5	1	0
SPKNWAKY	1531	3	0.20%	27.33	0	0
SPKNWAMO	703	1	0.14%	16	0	0
SPKNWAWA	3590	5	0.14%	37.2	1	0
SPKNWAWH	1840	2	0.11%	33.5	0	0
SPRINGDALE	164	0	0.00%	0	0	0
SUMNER (BONNEYLAKE)	1781	3	0.17%	32	1	0
TACOMA	19404	31	0.16%	29.68	5	0
TACMWAFI	2025	5	0.25%	42.4	1	0
TACMWAFI	703	1	0.14%	0	0	0
TACMWAGF	2974	1	0.03%	2	0	0
TACMWAJU	3089	0	0.00%	0	0	0
TACMWALE	3920	3	0.08%	68.33	1	0
TACMWALO	1544	2	0.13%	49.5	1	0
TACMWASY	1277	3	0.23%	5	0	0
TACMWAWA	740	4	0.54%	9.75	0	0
TACMWAWV	3132	12	0.38%	29	2	0
VANCOUVER	10449	25	0.24%	20.2	2	0
ORCHWA01	5283	5	0.09%	13.2	0	0
VANCWA01	3353	10	0.30%	25.9	2	0
VANCWANO	1813	10	0.55%	18	0	0
WAITSBURG	59	1	1.67%	49	0	0
WALLA WALLA (INCL TOUC)	1619	2	0.12%	3.5	0	0
WARDEN	153	0	0.00%	0	0	0
WINLOCK	216	0	0.00%	0	0	0
YAKIMA	5552	9	0.16%	28.89	2	0
YAKMWA02	4168	8	0.19%	29.13	2	0
YAKMWAWA	1384	1	0.07%	27	0	0

Washington Pending Orders based upon OP-15A diagnostic Measure  
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Washington Pending Orders Per Month for Mar, 2006						
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<b>Washington Customers Served by Exchanges in Neighboring States</b>						
CLARKSTON	661	0	0.00%	0	0	0
State Totals	153199	222	0.14%	28.82	32	0