



Qwest Corporation
512 12th Avenue, Suite 400
Olympia, Washington 98501
Phone: (360) 754-3241
e-mail: Holly.Dean@qwest.com

Holly Dean
Manager - Regulatory
Public Policy

January 27, 2005

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

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

Dear Ms. Washburn:

Enclosed are the December 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,
- 10) Customer Service Guarantee Report

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

RECORDED
05 JAN 01 11:10:04
OFFICE OF THE
SECRETARY
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION

Enclosed is the Pending Order Report as of December 31, 2004, based on data generated for the OP-15A diagnostic measure, as ordered by the Commission in Docket UT-030704.

Also enclosed is historical Customer Service Guarantee Program credit information for 2004 as required in Docket UT-991358, the Seventeenth Supplemental Order.

Qwest's Customer Service Guarantee Program for November is attached. This report was not included with November results due to investigation into held order data credits.

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

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	1/04	2/04	3/04	4/04	5/04	6/04	7/04	8/04	9/04	10/04	11/04	12/04
RATIOS	0.85	0.77	0.77	0.82	0.82	0.82	0.85	0.89	0.96	0.80	0.92	0.81

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

WA Year To Date Age Report For Dec 2004												
For End of Month Dec 2004												
Excludes Customer Reasons												
Completed (Met/Missed Due Date)						Open (Missed Due Date)						
December												
ORD CNT	AVG AGE	Year To Date				AVG AGE	ORD CNT	Still Open				
		< 5 Days	5 <= 30	31 <= 60	> 60			< 5 Days	5 <= 30	31 <= 60	> 60	
Inside Base Rate												
BP												
BR												
BS												
PC												
RP												
RR												
RS												
TOTAL												
Outside Base Rate												
BP												
BR												
BS												
PC												
RP												
RR												
RS												
TOTAL												
Total												
BP												
BR												
BS												
PC												
RP												
RR												
RS												
TOTAL												
						BP - BUSINESS PRIMARY	RP - RESIDENTIAL PRIMARY					
						BS - BUSINESS SECONDARY	RS - RESIDENTIAL SECONDARY					
						BR - BUSINESS REGRADE	RR - RESIDENTIAL REGRADE					
						PC - COIN AND PUBLIC COIN						

Qwest Corporation
Reconciliation of the Service Order Interval Missed Commitment and Aging Reports
December 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 December 31, 2004, 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 December 2004 indicates that we have completed 36,044 (99.2%) orders year to date within 5 business days (new, transfer or change orders with at least one inward line). 293 (0.81%) orders were not completed within 5 business days due to company reasons.

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

- 36,044 orders for lines were completed in December 2004.
- 181,735 total orders were completed in December 2004.
- Qwest missed the commitment/appointment for 612 orders (0.3%) of the total orders completed in December .
- 293 orders (0.81%) were not completed in 5 business days (203/36,044). These were all held orders. Information on the Aging Report indicates that [REDACTED] orders were held in December due to a lack of facilities (831 that have completed + 5 that are still pending less than 30days). Therefore, you can conclude that the December 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 (99.9%) 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 (96%).

<i>VIEW 1</i>	09/04 SOT=NTC Inward R, SB, LB	Not Compl w/i 90 days	Orders Still Open > 60 days (from 12/04 facilities aging report)	Total orders not compl w/i 90 days	90 days (greater than 1%)
State Total	44,720	3	[REDACTED]	5	0.01%

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] 09/04 SOT=NTC Inward (R, SB, LB): Total of all completed New, Transfer and Changed service orders for September 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
DECEMBER 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	99.55%	42,088	376	0.89%	39,822	3	0.01%
SEPTEMBER	199,845	876	872	99.56%	44,720	429	0.96%	42,151	4	0.01%
OCTOBER	182,912	664	867	99.64%	42,000	335	0.80%	45,584	4	0.01%
NOVEMBER	165,953	637	713	99.62%	35,170	324	0.92%	42,088	6	0.01%
DECEMBER	181,735	612	662	99.66%	36,044	293	0.81%	44,720	3	0.01%
YTD	2,409,460	8,992	8,873	99.63%	481,900	4,052	0.84%	482,657	60	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.

*Revised 10/04
**Revised 12/04

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

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	12/04 TOTAL ORDERS SOT= NTC R,SB,LB	12/04 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	1840	1833	2	2	4	99.89%	99.89%	99.78%
AUBURN	833	253	3659	3644	23	12	35	99.67%	99.37%	99.04%
BAINBRIDGE ISLAND	842	206	1279	1277	4	7	11	99.45%	99.69%	99.14%
BATTLEGROUND	687	360	1220	1219	4	2	6	99.84%	99.67%	99.51%
BELFAIR	275	360	613	613	5	1	6	99.84%	99.18%	99.02%
BELLEVUE			4898	4845	11	34	45	99.31%	99.78%	99.03%
GLENCOURT	453	425	1526	1494	5	11	16	99.28%	99.67%	98.95%
SHERWOOD	641	425	3372	3351	6	23	29	99.32%	99.82%	99.14%
BELLINGHAM			3826	3790	8	13	21	99.66%	99.79%	99.45%
LUMMI	758	360	173	173	2	0	2	100.00%	98.84%	98.84%
REGENT	671	360	3653	3617	6	13	19	99.64%	99.84%	99.48%
BLACK DIAMOND	886	360	324	319	2	1	3	99.69%	99.38%	99.07%
BREMERTON			3381	3304	32	13	45	99.62%	99.05%	98.67%
CROSBY	373	360	257	257	2	2	4	99.22%	99.22%	98.44%
BREM ESSEX	830	360	3063	2987	30	11	41	99.64%	99.02%	98.66%
SUNNYSLOPE	674	360	61	60	0	0	0	100.00%	100.00%	100.00%
BUCKLEY	829	360	327	326	6	2	8	99.38%	98.15%	97.55%
CASTLE ROCK	274	360	398	398	0	3	3	99.25%	100.00%	99.25%
CENTRALIA	736	360	1067	1055	3	2	5	99.81%	99.72%	99.53%
CHEHALIS			948	942	1	5	6	99.47%	99.89%	99.37%
CHEHALIS	748	360	737	732	1	3	4	99.59%	99.86%	99.46%
NAPAVINE	262	360	211	210	0	2	2	99.05%	100.00%	99.05%
CLE-ELUM	674	509	241	241	0	0	0	100.00%	100.00%	100.00%
COLFAX	397	509	167	165	0	1	1	99.40%	100.00%	99.40%
COLVILLE	684	509	530	529	1	4	5	99.24%	99.81%	99.06%
COPALIS										
(OCEAN SHORES)	289	360	337	337	4	1	5	99.70%	98.81%	98.52%
COULEE DAM	633	509	174	174	1	1	2	99.42%	99.42%	98.85%
CRYSTAL MTN.	663	360	34	34	0	2	2	94.12%	100.00%	94.12%
DAYTON	382	509	189	188	1	3	4	98.40%	99.46%	97.88%
DEER PARK	276	509	452	450	6	0	6	100.00%	98.67%	98.67%
DES MOINES			4552	4543	8	12	20	99.74%	99.82%	99.56%
DES MOINES	824	206	1819	1815	2	5	7	99.72%	99.89%	99.62%
FEDERAL WAY	839	253	2733	2728	6	7	13	99.74%	99.78%	99.52%
EASTON	656	509	57	57	0	2	2	96.49%	100.00%	96.49%
ELK	292	509	248	247	1	2	3	99.19%	99.59%	98.79%
ENUMCLAW	825	360	898	881	10	0	10	100.00%	98.89%	98.89%
EPHRATA	754	509	277	276	0	1	1	99.64%	100.00%	99.64%
GRAHAM	847	253	2459	2453	5	8	13	99.67%	99.80%	99.47%
GREEN BLUFF	238	509	191	191	0	0	0	100.00%	100.00%	100.00%
HOODSPORT	877	360	219	219	4	1	5	99.53%	98.17%	97.72%
ISSAQUAH	392	425	1916	1911	12	7	19	99.63%	99.37%	99.01%
KENT			6306	6257	24	19	43	99.70%	99.62%	99.32%

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

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	12/04 TOTAL ORDERS SOT= NTC R,SB,LB	12/04 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
MERIDIAN	253	360	2185	2178	15	3	18	99.86%	99.31%	99.18%
OBRLEN	251	206	363	339	4	5	9	98.61%	98.88%	97.52%
ULRICH	852	253	3758	3740	5	11	16	99.71%	99.87%	99.57%
LIBERTY LAKE	255	509	111	111	0	0	0	100.00%	100.00%	100.00%
LONGVIEW-KELSO	423	360	3863	3843	12	6	18	99.84%	99.69%	99.53%
LOON LAKE	233	509	90	90	0	1	1	98.89%	100.00%	98.89%
MAPLE VALLEY	432	425	1163	1160	17	6	23	99.48%	98.53%	98.02%
MOSES LAKE			1571	1545	4	5	9	99.68%	99.75%	99.43%
MOSES LAKE(AFB)	762	509	372	355	1	1	2	99.73%	99.73%	99.46%
MOSES LAKE	765	509	1199	1190	3	4	7	99.67%	99.75%	99.42%
NEWMAN LAKE	226	509	166	166	3	1	4	99.39%	98.18%	97.59%
NORTHPORT	732	509	84	84	1	1	2	98.80%	98.80%	97.62%
OLYMPIA			8630	8194	16	20	36	99.77%	99.81%	99.58%
EVERGREEN	866	360	605	605	1	2	3	99.67%	99.83%	99.50%
LACEY	456	360	4106	4058	10	9	19	99.78%	99.76%	99.54%
WHITEHALL	352	360	3919	3531	5	9	14	99.77%	99.87%	99.64%
OMAK-OKANOGAN	826	509	692	691	2	4	6	99.42%	99.71%	99.13%
OROVILLE	476	509	163	158	0	1	1	99.39%	100.00%	99.39%
OTHELLO	488	509	463	463	1	1	2	99.78%	99.78%	99.57%
PASCO	545	509	2414	2404	9	9	18	99.63%	99.63%	99.25%
PATEROS	923	509	64	63	1	1	2	98.41%	98.41%	96.88%
POMEROY	843	509	73	73	0	0	0	100.00%	100.00%	100.00%
PT. ANGELES			1554	1648	7	4	11	99.76%	99.58%	99.33%
JOYCE	928	360	67	67	1	1	2	98.48%	98.48%	97.01%
PT. ANGELES	452	360	1587	1581	6	3	9	99.81%	99.62%	99.43%
PT. LUDLOW	437	360	203	203	2	1	3	99.50%	99.01%	98.52%
PT. ORCHARD			2357	2346	10	10	20	99.58%	99.58%	99.15%
COLBY	871	360	882	878	4	5	9	99.43%	99.54%	98.98%
PT. ORCHARD	876	360	1475	1468	6	5	11	99.66%	99.59%	99.25%
PT. TOWNSEND	385	360	891	877	1	4	5	99.55%	99.89%	99.44%
PUYALLAP	841	253	4323	4301	17	8	25	99.81%	99.61%	99.42%
RENTON	226	425	6085	5983	29	17	46	99.72%	99.52%	99.24%
RIDGEFIELD	887	360	284	277	2	2	4	99.29%	99.29%	98.59%
ROCHESTER	273	360	668	666	1	1	2	99.85%	99.85%	99.70%
ROY	842	253	279	279	1	2	3	99.28%	99.64%	98.92%
SEATTLE			35181	34611	109	172	281	99.51%	99.69%	99.20%
ATWATER	281	206	2507	2493	8	15	23	99.40%	99.68%	99.08%
CAMPUS	543	206	1210	1207	7	7	14	99.42%	99.42%	98.84%
CHERRY	241	206	4781	4734	8	31	39	99.35%	99.83%	99.18%
DUWAMISH	762	206	1836	1825	8	8	16	99.56%	99.56%	99.13%
EAST	322	206	4819	4801	21	23	44	99.52%	99.56%	99.09%
ELLIOT	441	206	966	948	0	4	4	99.59%	100.00%	99.59%
EMERSON	361	206	3976	3960	9	15	24	99.62%	99.77%	99.40%
LAKEVIEW	522	206	2931	2919	12	15	27	99.49%	99.59%	99.08%

Washington Service Order Interval Missed Commitment Report
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MAIN	223	206	2337	1947	3	17	20	99.27%	99.87%	99.14%
MERCER ISLAND (Adams)	232	206	738	733	1	5	6	99.32%	99.86%	99.19%
PARKWAY	721	206	3217	3205	13	15	28	99.53%	99.59%	99.13%
SUNSET	782	206	2938	2927	12	3	15	99.90%	99.59%	99.49%
WEST	932	206	2925	2912	7	14	21	99.52%	99.76%	99.28%
SEQUIM	683	360	1153	1148	5	4	9	99.65%	99.56%	99.22%
SHELTON	426	360	1665	1662	5	2	7	99.88%	99.70%	99.58%
SILVERDALE	692	360	1603	1597	3	2	5	99.88%	99.81%	99.69%
SPOKANE			16931	16829	45	60	105	99.65%	99.73%	99.38%
CHESTNUT	244	509	444	443	1	2	3	99.55%	99.77%	99.32%
FAIRFAX	325	509	2667	2646	5	13	18	99.51%	99.81%	99.33%
HUDSON	482	509	2408	2402	6	12	18	99.50%	99.75%	99.25%
KEYSTONE	534	509	1718	1712	2	6	8	99.65%	99.88%	99.53%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE							
RIVERSIDE	455	509	3094	3053	14	15	29	99.52%	99.55%	99.06%
WALNUT	922	509	4454	4433	11	9	20	99.80%	99.75%	99.55%
WHITWORTH	466	509	2146	2140	6	3	9	99.86%	99.72%	99.58%
SPRINGDALE	258	509	192	185	1	2	3	98.95%	99.47%	98.44%
SUMNER (BonneyLake)	863	253	2242	2233	9	8	17	99.64%	99.60%	99.24%
TACOMA			23703	23584	61	70	131	99.70%	99.74%	99.45%
FORT LEWIS	964	253	947	945	3	2	5	99.79%	99.68%	99.47%
GREENFIELD	472	253	3472	3463	6	17	23	99.51%	99.83%	99.34%
JUNIPER	582	253	3754	3736	13	6	19	99.84%	99.65%	99.49%
LENNOX	531	253	4715	4697	12	8	20	99.83%	99.75%	99.58%
LOGAN	584	253	1985	1973	6	8	14	99.60%	99.70%	99.29%
MARKET (Fawcett)	272	253	2339	2313	7	12	19	99.49%	99.70%	99.19%
SKYLINE	752	253	1629	1622	3	7	10	99.57%	99.82%	99.39%
WAVERLY-2	922	253	799	794	1	4	5	99.50%	99.87%	99.37%
WAVERLY-7	927	253	4063	4041	10	6	16	99.85%	99.75%	99.61%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA							
VANCOUVER			12176	12112	39	49	88	99.60%	99.68%	99.28%
ORCHARDS	253	360	6302	6270	16	20	36	99.68%	99.75%	99.43%
OXFORD	693	360	3636	3615	14	20	34	99.45%	99.61%	99.06%
SALMON CREEK (VANCVR NO)	573	360	2238	2227	9	9	18	99.60%	99.60%	99.20%
WAITSBURG	337	509	47	47	0	0	0	100.00%	100.00%	100.00%
WALLA WALLA	522	509	1699	1684	3	11	14	99.35%	99.82%	99.18%
WARDEN	349	509	129	129	0	1	1	99.22%	100.00%	99.22%
WINLOCK	785	360	185	184	1	1	2	99.46%	99.46%	98.92%
YAKIMA			5511	5486	17	14	31	99.75%	99.69%	99.44%
CHESTNUT	244	509	4045	4022	8	10	18	99.75%	99.80%	99.56%
WEST	965	509	1466	1464	9	4	13	99.73%	99.38%	99.11%
WC TOTAL			181735	179834	612	662	1274	99.63%	99.66%	99.30%

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

1	2	3	12	13	14	15	16	17	18	19	12	21	22
	WC	AREA	12/04	12/04	NOT	5 DAY	SUM OF	SUM OF ORDERS	% MET	% Missed	9/04	NOT	90 DAYS
	CODE	CODE	SOT=NTC	SOT=NTC	COMPL	(Greater	ORDERS	W/5DD > 5			SOT=NTC	COMPL	(GRTR
			INWARD	INWARD	W/ 5	than 10%)	W/5DD > 5	Lines or Less Missed			R,S,B,LB	W/ 90	THAN 1%)
			R,S,B	R,S,B	DAYS		Customer	Appt. Company			R,S,B,LB	DAYS	
							Reasons	Reasons					
EXCHANGES													
ABERDEEN-HOQUIAM	532	360	354	352	0	0.00%	43	0	100.00%	0.00%	416	0	0.00%
AUBURN	833	253	734	732	14	1.91%	105	3	97.14%	2.86%	819	0	0.00%
BAINBRIDGE ISLAND	842	206	192	192	2	1.04%	46	0	100.00%	0.00%	266	0	0.00%
BATTLEGROUND	687	360	223	223	2	0.90%	46	0	100.00%	0.00%	249	0	0.00%
BELFAIR	275	360	117	117	1	0.85%	18	1	94.44%	5.56%	162	0	0.00%
BELLEVUE			950	932	10	1.05%	174	0	100.00%	0.00%	1218	0	0.00%
GLENCOURT	453	425	307	299	2	0.65%	51	0	100.00%	0.00%	421	0	0.00%
SHERWOOD	641	425	643	633	8	1.24%	123	0	100.00%	0.00%	797	0	0.00%
BELLINGHAM			849	837	6	0.71%	145	0	100.00%	0.00%	1588	0	0.00%
LUMMI	758	360	26	26	0	0.00%	5	0	100.00%	0.00%	36	0	0.00%
REGENT	671	360	823	811	6	0.73%	140	0	100.00%	0.00%	1552	0	0.00%
BLACK DIAMOND	886	360	50	50	2	4.00%	6	0	100.00%	0.00%	52	0	0.00%
BREMERTON			713	694	7	0.98%	94	3	96.81%	3.19%	899	0	0.00%
CROSBY	373	360	49	49	1	2.04%	9	2	77.78%	22.22%	57	0	0.00%
BREM ESSEX	830	360	649	631	6	0.92%	83	1	98.80%	1.20%	826	0	0.00%
SUNNYSLOPE	674	360	15	14	0	0.00%	2	0	100.00%	0.00%	16	0	0.00%
BUCKLEY	829	360	55	55	1	1.82%	5	0	100.00%	0.00%	49	0	0.00%
CASTLE ROCK	274	360	76	76	1	1.32%	11	0	100.00%	0.00%	112	0	0.00%
CENTRALIA	736	360	218	214	3	1.38%	25	1	96.00%	4.00%	294	0	0.00%
CHEHALIS			203	200	0	0.00%	24	0	100.00%	0.00%	194	0	0.00%
CHEHALIS	748	360	158	156	0	0.00%	15	0	100.00%	0.00%	158	0	0.00%
NAPAVINE	262	360	45	44	0	0.00%	9	0	100.00%	0.00%	36	0	0.00%
CLE-ELUM	674	509	48	48	0	0.00%	4	0	100.00%	0.00%	68	0	0.00%
COLFAX	397	509	31	31	0	0.00%	2	0	100.00%	0.00%	48	0	0.00%
COLVILLE	684	509	115	114	1	0.87%	14	0	100.00%	0.00%	165	0	0.00%
COPALIS													
(OCEAN SHORES)	289	360	81	81	2	2.47%	12	0	100.00%	0.00%	103	0	0.00%
COULEE DAM	633	509	45	45	1	2.22%	5	0	100.00%	0.00%	44	0	0.00%
CRYSTAL MTN.	663	360	15	15	0	0.00%	1	0	100.00%	0.00%	8	0	0.00%
DAYTON	382	509	51	51	0	0.00%	6	1	83.33%	16.67%	28	0	0.00%
DEER PARK	276	509	112	111	3	2.68%	23	1	95.65%	4.35%	113	0	0.00%
DES MOINES			787	785	6	0.76%	103	0	100.00%	0.00%	980	0	0.00%
DES MOINES	824	206	309	308	3	0.97%	35	0	100.00%	0.00%	378	0	0.00%
FEDERAL WAY	839	253	478	477	3	0.63%	68	0	100.00%	0.00%	602	0	0.00%
EASTON	656	509	12	12	0	0.00%	2	0	100.00%	0.00%	6	0	0.00%
ELK	292	509	51	51	1	1.96%	6	1	83.33%	16.67%	51	0	0.00%
ENUMCLAW	825	360	135	134	2	1.48%	21	2	90.48%	9.52%	165	0	0.00%
EPHRATA	754	509	68	67	0	0.00%	9	0	100.00%	0.00%	85	0	0.00%
GRAHAM	847	253	420	415	1	0.24%	56	0	100.00%	0.00%	442	0	0.00%
GREEN BLUFF	238	509	36	36	0	0.00%	5	0	100.00%	0.00%	46	0	0.00%
HOODSPORT	877	360	41	41	2	4.88%	5	1	80.00%	20.00%	50	0	0.00%
ISSAQUAH	392	425	465	463	2	0.43%	125	3	97.60%	2.40%	576	0	0.00%
KENT			1275	1254	17	1.33%	184	2	98.91%	1.09%	1307	0	0.00%
MERIDIAN	253	360	332	328	9	2.71%	57	1	98.25%	1.75%	414	0	0.00%
OBRIEN	251	206	90	80	3	3.33%	19	0	100.00%	0.00%	83	0	0.00%
ULRICH	852	253	853	846	5	0.59%	108	1	99.07%	0.93%	810	0	0.00%
LIBERTY LAKE	255	509	16	16	0	0.00%	4	0	100.00%	0.00%	31	0	0.00%

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

1	2	3	12	13	14	15	16	17	18	19	12	21	22
	WC	AREA	12/04	12/04	NOT	5 DAY	SUM OF	SUM OF ORDERS	% MET	% Missed	9/04	NOT	
	CODE	CODE	SOT=NTC	SOT=NTC	COMPL	(Greater	ORDERS	W/DD >5			SOT=NTC	COMPL	
			INWARD	INWARD	W/ 5	than 10%)	W/DD > 5	Lines or Less			INWARD	W/ 90	
			R,SB,LB	R,SB	DAYS		Customer	Reasons			R,SB,LB	DAYS	(GRTR
							Reasons	Apprt. Company					THAN 1%)
								Reasons					
EXCHANGES													
LONGVIEW-KELSO	423	360	778	769	2	0.28%	68	2	97.06%	2.94%	897	0	0.00%
LOON LAKE	233	509	20	20	0	0.00%	0	0	0.00%	0.00%	24	0	0.00%
MAPLE VALLEY	432	425	201	200	4	1.99%	46	2	95.65%	4.35%	251	0	0.00%
MOSES LAKE			359	353	3	0.84%	30	1	96.67%	3.33%	442	1	0.23%
MOSES LAKE (AFB)	762	509	90	86	2	2.22%	3	0	100.00%	0.00%	107	1	0.93%
MOSES LAKE	765	509	269	267	1	0.37%	27	1	96.30%	3.70%	335	0	0.00%
NEWMAN LAKE	226	509	32	32	1	3.13%	6	1	83.33%	16.67%	44	1	2.27%
NORTHPORT	732	509	20	20	1	5.00%	1	1	0.00%	100.00%	24	0	0.00%
OLYMPIA			1721	1709	6	0.35%	260	5	98.08%	1.92%	2273	0	0.00%
EVERGREEN	866	360	127	127	1	0.79%	21	0	100.00%	0.00%	303	0	0.00%
LACEY	456	360	798	797	4	0.50%	120	3	97.50%	2.50%	977	0	0.00%
WHITEHALL	332	360	796	785	1	0.13%	119	2	98.32%	1.68%	993	0	0.00%
OMAK-OKANOGAN	826	509	148	147	0	0.00%	9	0	100.00%	0.00%	175	0	0.00%
OROVILLE	476	509	49	45	0	0.00%	5	0	100.00%	0.00%	37	0	0.00%
OTHELLO	488	509	90	90	2	2.22%	3	0	100.00%	0.00%	123	0	0.00%
PASCO	545	509	557	554	5	0.90%	57	1	98.25%	1.75%	537	0	0.00%
PATEROS	923	509	20	20	0	0.00%	1	0	100.00%	0.00%	8	0	0.00%
POMEROY	843	509	20	20	0	0.00%	1	0	100.00%	0.00%	19	0	0.00%
PT. ANGELES			285	285	2	0.70%	47	2	95.74%	4.26%	360	0	0.00%
JOYCE	928	360	13	13	1	7.69%	3	0	100.00%	0.00%	28	0	0.00%
PT. ANGELES	452	360	272	272	1	0.37%	44	2	95.45%	4.55%	332	0	0.00%
PT. LUDLOW	437	360	56	56	0	0.00%	14	1	92.86%	7.14%	49	0	0.00%
PT. ORCHARD			423	422	6	1.42%	69	2	97.10%	2.90%	511	0	0.00%
COLBY	871	360	149	149	3	2.01%	31	1	96.77%	3.23%	198	0	0.00%
PT. ORCHARD	876	360	274	273	3	1.09%	38	1	97.37%	2.63%	313	0	0.00%
PT. TOWNSEND	385	360	171	169	1	0.58%	33	0	100.00%	0.00%	256	0	0.00%
PUYALLAP	841	253	796	785	5	0.63%	119	2	98.32%	1.68%	961	0	0.00%
RENTON	226	425	1173	1164	14	1.19%	177	4	97.74%	2.26%	1370	0	0.00%
RIDGEFIELD	887	360	67	64	0	0.00%	12	1	91.67%	8.33%	73	0	0.00%
ROCHESTER	273	360	118	118	1	0.85%	12	0	100.00%	0.00%	141	0	0.00%
ROY	842	253	48	48	1	2.08%	12	0	100.00%	0.00%	56	0	0.00%
SEATTLE			6958	6805	59	0.85%	1035	14	98.65%	1.35%	9369	1	0.01%
ATWATER	281	206	556	556	2	0.36%	88	0	100.00%	0.00%	798	0	0.00%
CAMPUS	543	206	257	257	2	0.78%	35	2	94.29%	5.71%	543	0	0.00%
CHERRY	241	206	888	870	4	0.45%	121	1	99.17%	0.83%	1058	0	0.00%
DUWAMISH	762	206	353	348	3	0.85%	53	1	98.11%	1.89%	402	0	0.00%
EAST	322	206	1027	1020	9	0.88%	129	5	96.12%	3.88%	1369	1	0.07%
ELLIOT	441	206	247	237	0	0.00%	38	0	100.00%	0.00%	315	0	0.00%
EMERSON	361	206	765	759	5	0.65%	117	0	100.00%	0.00%	1045	0	0.00%
LAKEVIEW	522	206	567	564	2	0.35%	113	0	100.00%	0.00%	1003	0	0.00%
MAIN	223	206	557	467	14	2.51%	82	1	98.78%	1.22%	722	0	0.00%
MERCER ISLAND (Adams)	232	206	133	129	2	1.50%	43	0	100.00%	0.00%	197	0	0.00%
PARKWAY	721	206	519	514	5	0.96%	47	2	95.74%	4.26%	541	0	0.00%
SUNSET	782	206	546	544	8	1.47%	87	1	98.85%	1.15%	790	0	0.00%
WEST	932	206	543	540	3	0.55%	82	1	98.78%	1.22%	586	0	0.00%
SEQUIM	683	360	225	222	2	0.89%	38	2	94.74%	5.26%	253	0	0.00%

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

1	2	3	12	13	14	15	16	17	18	19	12	21	22
EXCHANGES	WC CODE	AREA CODE	12/04 SOT=NTC INWARD R,SB,LB	12/04 SOT=NTC INWARD R,SB	NOT COMPL W/I 5 DAYS	5 DAY (Greater than 10%)	SUM OF ORDERS W/DD > 5 days; Customer Reasons	SUM OF ORDERS W/DD > 5 DAYS; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	9/04 SOT=NTC INWARD R,SB,LB	NOT COMPL W/I 90 DAYS	90 DAYS (GRTR THAN 1%)
SHELTON	426	360	343	340	3	0.87%	28	0	100.00%	0.00%	356	0	0.00%
SILVERDALE	692	360	301	297	1	0.33%	51	1	98.04%	1.96%	345	0	0.00%
SPOKANE			3361	3345	26	0.77%	447	4	99.11%	0.89%	4516	0	0.00%
CHESTNUT	244	509	89	89	0	0.00%	13	0	100.00%	0.00%	111	0	0.00%
FAIRFAX	325	509	511	508	3	0.59%	62	0	100.00%	0.00%	622	0	0.00%
HUDSON	482	509	471	469	5	1.06%	42	0	100.00%	0.00%	659	0	0.00%
KEYSTONE	534	509	359	359	4	1.11%	39	0	100.00%	0.00%	477	0	0.00%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE										
RIVERSIDE	455	509	641	638	7	1.09%	103	0	100.00%	0.00%	928	0	0.00%
WALNUT	922	509	905	899	6	0.66%	128	1	99.22%	0.78%	1105	0	0.00%
WHITWORTH	466	509	385	383	1	0.26%	60	3	95.00%	5.00%	614	0	0.00%
SPRINGDALE	258	509	41	37	1	2.44%	7	0	100.00%	0.00%	43	0	0.00%
SUMNER (BonneyLake)	863	253	366	361	6	1.64%	57	1	98.25%	1.75%	395	0	0.00%
TACOMA			4542	4508	22	0.48%	610	5	99.18%	0.82%	5278	0	0.00%
FORT LEWIS	964	253	234	233	0	0.00%	46	0	100.00%	0.00%	260	0	0.00%
GREENFIELD	472	253	653	651	2	0.31%	101	1	99.01%	0.99%	737	0	0.00%
JUNIPER	582	253	755	752	4	0.53%	86	0	100.00%	0.00%	855	0	0.00%
LENNOX	531	253	712	705	5	0.70%	89	2	97.75%	2.25%	898	0	0.00%
LOGAN	564	253	432	426	3	0.69%	66	1	98.48%	1.52%	498	0	0.00%
MARKET (Fawcett)	272	253	536	530	1	0.19%	53	0	100.00%	0.00%	610	0	0.00%
SKYLINE	752	253	328	326	1	0.30%	52	0	100.00%	0.00%	365	0	0.00%
WAVERLY-2	922	253	146	145	1	0.68%	15	0	100.00%	0.00%	188	0	0.00%
WAVERLY-7	927	253	746	740	5	0.67%	102	1	99.02%	0.98%	867	0	0.00%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA										
VANCOUVER			2502	2488	22	0.88%	411	7	98.30%	1.70%	2937	0	0.00%
ORCHARDS	253	360	1239	1231	10	0.81%	209	3	98.56%	1.44%	1508	0	0.00%
OXFORD	693	360	831	828	7	0.84%	93	2	97.85%	2.15%	897	0	0.00%
SALMON CREEK (VANCVR NO)	573	360	432	429	5	1.16%	109	2	98.17%	1.83%	532	0	0.00%
WAITSBURG	337	509	11	11	0	0.00%	1	0	100.00%	0.00%	18	0	0.00%
WALLA WALLA	522	509	378	374	2	0.53%	29	0	100.00%	0.00%	514	0	0.00%
WARDEN	349	509	24	24	0	0.00%	2	0	100.00%	0.00%	28	0	0.00%
WINLOCK	785	360	37	37	0	0.00%	5	0	100.00%	0.00%	45	0	0.00%
YAKIMA			1265	1261	8	0.63%	130	3	97.69%	2.31%	1358	0	0.00%
CHESTNUT WEST	244	509	949	945	3	0.32%	84	2	97.62%	2.38%	1017	0	0.00%
WEST	965	509	316	316	5	1.58%	46	1	97.83%	2.17%	341	0	0.00%
WC TOTAL			36044	35644	293	0.81%	5162	81	98.43%	1.57%	44720	3	0.01%

WASHINGTON REPAIR COMMITMENTS MET
DECEMBER 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	19,151	18,261	890	95.35%	40	79
October	18,384	17,567	817	95.56%	45	82
November	16,776	16,051	725	95.68%	24	66
December	17,967	16,952	1,015	94.35%	41	88
YTD Total	231,334	220,365	10,969	95.26%	790	746
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
DECEMBER 2004

EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Dec-04	Dec-04	Dec-04	Nov-04	Oct-04	Sep-04	Aug-04	Jul-04	Jun-04	May-04	Apr-04	Mar-04	Feb-04	Jan-04	
Report Rate > 4.00																	
ABERDEEN	0	532	16926	247	1.46	1.32	0.90	0.86	1.11	0.87	0.71	0.79	0.87	1.08	0.91	1.26	
AUBURN	0	833	34050	400	1.17	0.78	1.04	1.07	1.12	0.99	1.20	0.83	0.93	1.05	0.81	1.32	
BAINBRIDGE	0	842	14111	196	1.39	1.07	1.13	1.48	1.52	1.24	1.15	1.19	1.10	1.14	1.30	1.88	
BATTLE GROUND	1	687	11454	330	2.88	1.66	1.39	2.12	2.12	1.56	1.79	1.58	1.40	1.28	2.42	4.74	
BELFAIR	0	275	8103	191	2.36	1.40	1.45	2.33	1.51	1.36	2.25	1.20	1.69	1.52	1.13	1.39	
BELLEVUE			72360	616	0.85	0.69	0.68	0.79	2.44	0.69	0.80	0.65	0.64	0.74	0.65	0.95	
GLENCOURT	0	453	27983	161	0.58	0.69	0.60	0.63	0.65	0.56	0.73	0.53	0.61	0.59	0.53	1.01	
SHERWOOD	0	641	44377	455	1.03	0.69	0.73	0.90	3.57	0.78	0.85	0.72	0.66	0.84	0.72	0.90	
BELLINGHAM			43516	329	0.76	0.92	0.77	0.69	0.88	0.65	0.66	0.59	0.55	0.72	0.68	0.70	
LUMMI	0	758	1937	6	0.39	1.03	1.80	1.35	1.09	1.49	0.71	2.05	0.96	0.89	1.14	0.88	
REGENT	0	671	41979	323	0.77	0.92	0.74	0.67	0.87	0.62	0.66	0.53	0.54	0.72	0.66	0.69	
BLACK DIAMOND	0	886	3516	63	1.79	0.91	2.05	1.14	0.88	1.26	1.37	1.35	1.37	1.33	1.10	2.02	
BREMERTON			39723	301	0.76	0.76	0.68	0.72	0.74	0.66	0.69	0.68	0.61	0.82	0.66	0.89	
BREMERTON ESX	0	373	35365	244	0.69	0.71	0.59	0.66	0.62	0.59	0.63	0.64	0.52	0.75	0.58	0.75	
CROSBY	0	830	3521	51	1.45	1.33	1.57	1.26	1.80	1.18	1.32	0.97	1.32	1.53	1.52	2.31	
SUNNYSLOPE	0	674	837	6	0.72	0.60	0.97	0.84	1.08	1.57	0.85	1.34	1.71	1.07	0.59	1.06	
BONNEY LAKE	0	862	Numbers added to Summer														
BUCKLEY	0	829	3350	50	1.49	0.84	1.38	1.14	1.29	1.37	1.21	1.06	0.82	1.28	0.81	1.15	
CASTLEROCK	1	274	4938	111	2.25	2.24	3.71	2.12	4.26	2.01	1.26	1.51	1.62	1.54	1.66	3.19	
CENTRALIA	0	736	10353	128	1.24	1.14	1.03	1.28	1.08	1.37	0.84	0.98	0.93	1.30	1.20	1.13	
CHEHALIS			10726	113	1.05	1.21	0.96	0.89	1.28	1.16	0.95	0.81	0.87	1.44	1.49	1.65	
CHEHALIS	0	748	8113	77	0.95	1.14	0.88	0.85	1.22	1.10	0.99	0.64	0.81	1.34	1.60	1.28	
NAPAVINE	0	262	2613	36	1.38	1.42	1.22	1.00	1.47	1.35	0.84	1.33	1.05	1.75	1.14	2.82	
CLE-ELUM	0	674	3330	23	0.69	0.96	1.42	1.11	2.68	1.05	1.66	0.97	1.14	0.85	0.38	1.22	
COLFAX	0	397	2540	21	0.83	1.37	1.22	2.38	1.23	1.35	1.29	0.70	0.85	1.00	0.91	1.13	
COLVILLE	0	684	7122	61	0.86	0.70	1.04	1.15	2.56	1.21	0.89	1.24	0.59	1.00	0.79	1.13	
PALIS(OCEAN SHORES)	0	289	4131	79	1.91	2.21	1.57	1.62	1.33	1.24	1.03	0.93	1.16	1.49	1.12	2.55	
COULÉE DAM	0	633	2333	25	1.07	0.56	0.94	0.90	1.23	1.32	0.89	1.05	2.09	1.07	0.86	0.69	
CRYSTAL MTN.	0	663	692	26	3.76	0.58	0.88	1.63	1.18	1.04	1.95	0.89	0.60	1.45	1.28	1.42	
DAYTON	0	382	1923	29	1.51	1.26	1.74	2.80	2.36	2.35	1.93	0.95	1.49	0.60	1.58	2.51	
DEER PARK	0	276	6371	69	1.08	1.04	1.06	1.00	1.81	1.27	1.15	1.89	0.75	0.55	0.44	1.34	
DES MOINES			35690	296	0.82	0.75	0.83	0.92	0.85	0.72	0.83	0.95	0.75	0.81	0.77	1.06	
DES MOINES	0	824	14018	122	0.87	0.81	0.90	0.94	0.84	0.71	0.77	0.97	0.81	0.78	0.73	1.11	
FEDERAL WAY	0	839	21872	174	0.80	0.72	0.79	0.91	0.86	0.72	0.87	0.94	0.70	0.82	0.80	1.03	
EASTON	0	656	722	5	0.69	0.70	0.98	1.23	1.92	0.28	0.56	0.97	0.28	0.83	1.10	0.55	
ELK	0	292	2873	23	0.80	1.04	0.90	1.53	1.01	1.01	1.15	1.53	0.66	0.66	0.73	0.76	
ENUMCLAW	0	825	9504	120	1.26	0.80	1.26	1.38	1.19	0.94	0.92	1.06	0.75	1.10	0.89	1.36	
EPHRATA	0	754	3684	32	0.87	1.10	1.26	0.93	0.61	0.84	0.96	0.56	1.17	2.05	0.60	0.98	
GRAHAM	0	847	20012	217	1.08	1.12	0.96	1.01	1.10	1.21	1.58	1.44	1.21	1.34	1.78	1.41	
GREEN BLUFF	0	238	3034	21	0.69	0.86	0.59	1.59	1.52	1.40	2.05	0.79	0.88	2.03	0.93	1.12	
HOODSPORT	0	877	2553	17	0.67	1.06	1.41	0.62	1.52	0.82	1.41	1.41	1.25	0.94	0.86	1.02	
ISSAQUAH	0	392	26672	279	1.05	0.90	0.98	0.88	1.23	0.88	1.18	0.81	0.95	0.87	1.00	1.29	
KENT			62877	501	0.80	0.79	0.79	0.76	0.93	0.82	0.83	0.86	0.70	0.75	0.65	0.91	
KENT MERIDIAN	0	630	22677	230	1.01	1.03	0.94	1.04	1.27	1.31	1.03	1.35	0.96	0.86	0.85	1.20	
KENT O'BRIEN	0	251	11075	33	0.30	0.37	0.27	0.32	0.31	0.40	0.50	0.28	0.21	0.24	0.22	0.34	

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EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Dec-04	Dec-04	Dec-04	Nov-04	Oct-04	Sep-04	Aug-04	Jul-04	Jun-04	May-04	Apr-04	Mar-04	Feb-04	Jan-04		
Report Rate > 4.00																		
KENT ULRICH	0	852	29125	238	0.82	0.75	0.88	0.72	0.90	0.60	0.82	0.71	0.69	0.85	0.65	0.90		
LIBERTY LAKE	0	255	1629	5	0.31	0.55	0.37	0.61	0.49	0.55	0.49	1.57	0.84	0.18	0.41	1.06		
LONGVIEW-KELSO	0	423	32235	365	1.13	1.09	1.23	1.25	1.48	1.05	1.10	0.94	1.03	1.32	1.23	1.52		
LOON LAKE	0	233	1448	18	1.24	0.83	0.82	0.87	0.78	1.25	1.19	1.27	1.28	0.54	0.95	0.88		
MAPLE VALLEY	0	432	13397	137	1.02	0.95	0.70	2.19	0.81	0.81	0.82	1.14	0.83	1.27	0.94	2.35		
MOSES LAKE			14703	180	1.22	0.96	0.95	1.09	1.63	1.17	1.72	1.09	1.00	1.15	1.08	1.31		
MOSES LAKE AFB	0	762	2624	29	1.11	0.68	1.17	0.75	0.94	1.05	1.15	0.84	0.68	1.17	1.05	1.68		
MOSES LAKE	0	765	12079	151	1.25	1.02	0.90	1.16	1.78	1.20	1.85	1.15	1.07	1.14	1.06	1.23		
NEWMAN LAKE	0	226	2578	16	0.62	0.31	0.70	0.96	0.93	1.46	1.65	1.26	1.03	1.20	0.78	1.08		
NORTHPORT	0	732	1022	18	1.76	2.16	1.08	1.36	2.35	1.86	0.59	1.58	1.10	2.09	0.69	0.69		
OLYMPIA			96109	819	0.85	0.79	0.83	0.85	0.83	0.87	0.85	0.80	0.76	0.89	0.90	1.10		
EVERGREEN	0	866	7519	93	1.24	1.33	0.96	1.59	1.00	1.29	1.00	1.05	0.80	1.32	0.90	2.39		
LACEY	0	456	42521	376	0.88	0.59	0.77	0.77	0.73	0.85	0.82	0.71	0.68	0.74	0.79	1.01		
WHITEHALL	0	352	46069	350	0.76	0.87	0.88	0.82	0.90	0.82	0.86	0.83	0.83	0.96	0.99	0.96		
OMAK-OKANOGAN	0	826	7482	96	1.28	0.95	0.97	1.08	1.54	0.83	1.08	1.22	1.02	1.59	0.96	1.32		
OROVILLE	0	476	1859	17	0.91	0.86	1.50	1.71	1.55	1.22	1.17	1.16	0.95	1.05	0.94	1.04		
OTHELLO	1	488	4640	71	1.53	2.05	1.22	1.20	2.83	1.97	2.54	2.95	2.21	3.04	5.18	3.25		
PASCO	0	545	20413	189	0.93	1.09	1.70	1.29	1.73	0.78	2.12	1.29	1.18	1.32	1.28	2.41		
PATEROS	0	923	828	5	0.60	0.84	0.12	0.60	1.54	0.71	1.06	0.71	0.59	1.88	0.59	1.17		
POMEROY	0	843	1343	22	1.64	0.83	1.41	2.01	2.06	1.85	1.40	0.95	1.10	2.02	1.29	3.75		
PT-ANGELES			19507	207	1.06	1.00	0.87	1.13	1.20	0.82	0.85	0.84	0.83	1.26	1.21	1.30		
JOYCE	0	928	1258	26	2.07	0.79	1.34	1.87	1.95	2.73	2.44	1.65	1.88	0.93	1.01	1.79		
PT. ANGELES	0	452	18249	181	0.99	1.02	0.84	1.08	1.15	0.69	0.74	0.79	0.76	1.28	1.22	1.26		
PT. LUDLOW	0	437	2901	27	0.93	0.94	1.57	1.04	1.21	1.18	1.12	1.04	0.76	1.13	1.12	0.67		
PT. ORCHARD			23799	261	1.10	1.07	1.02	1.07	1.02	0.98	1.08	1.71	0.88	0.97	1.06	1.21		
COLBY	0	871	9189	110	1.20	1.13	1.01	0.94	1.09	1.06	1.20	1.12	0.89	0.85	1.01	1.22		
PT. ORCHARD	0	876	14610	151	1.03	1.04	1.03	1.15	0.98	0.93	1.00	2.07	0.86	1.04	1.09	1.20		
PT. TOWNSEND	0	385	11947	118	0.99	0.86	0.87	1.03	1.47	0.94	1.26	1.17	0.76	0.79	0.90	1.13		
PUYALLUP	0	841	40660	422	1.04	0.91	2.00	0.96	1.08	0.87	0.92	0.88	0.84	0.99	0.85	0.92		
RENTON	0	226	57814	586	1.01	0.84	0.84	0.78	0.89	0.76	0.78	0.79	0.78	0.97	0.92	1.38		
RIDGEFIELD	2	887	3845	112	2.91	1.33	4.18	6.65	2.45	1.83	2.36	1.69	1.90	1.72	1.47	2.74		
ROCHESTER	0	273	6260	73	1.17	1.26	1.72	1.86	1.82	1.31	1.01	1.34	0.94	0.96	0.77	1.68		
ROY	0	843	2775	44	1.59	1.29	1.67	1.45	1.60	1.31	1.16	1.44	0.75	0.82	1.22	2.08		
SEATTLE			417341	2836	0.68	0.66	0.68	0.73	0.78	0.68	0.70	0.65	0.59	0.72	0.64	0.94		
ATWATER	0	281	33279	227	0.68	0.62	0.51	0.63	0.82	0.75	0.71	0.64	0.58	0.57	0.47	0.64		
CAMPUS	0	543	15570	69	0.44	0.51	0.63	0.76	0.69	0.63	0.70	0.41	0.51	0.60	0.48	0.63		
CHERRY	0	241	44835	391	0.87	0.73	0.78	0.79	1.04	0.83	0.90	0.88	0.75	1.07	1.01	1.80		
DUWAMISH	0	655	17753	123	0.69	0.81	0.84	0.90	0.92	0.69	0.74	0.65	0.71	0.96	0.73	1.20		
EAST	0	322	46080	378	0.82	0.82	1.03	0.93	0.88	0.82	0.87	0.76	0.60	0.74	0.78	1.01		
ELLIOT	0	441	11913	36	0.30	0.22	0.39	0.28	0.24	0.33	0.44	0.36	0.39	0.52	0.25	0.38		
EMERSON	0	417	45136	312	0.69	0.61	0.68	0.79	0.95	0.72	0.66	0.67	0.61	0.76	0.66	1.14		
LAKEVIEW	0	522	39210	284	0.72	0.72	0.72	0.77	0.85	0.68	0.74	0.78	0.61	0.62	0.67	0.97		
MAIN	0	223	61577	122	0.20	0.17	0.20	0.21	0.22	0.24	0.29	0.30	0.20	0.25	0.25	0.22		
MERCER ISLAND (ADAMS)	0	232	12790	112	0.88	0.92	0.76	1.20	0.99	1.03	1.21	0.86	0.73	0.90	0.74	0.99		
PARKWAY	0	723	24290	260	1.07	1.30	0.84	1.03	1.04	0.95	0.97	0.86	0.96	1.20	1.07	1.39		

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EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Dec-04	Dec-04	Dec-04	Nov-04	Oct-04	Sep-04	Aug-04	Jul-04	Jun-04	May-04	Apr-04	Mar-04	Feb-04	Jan-04		
Report Rate >	4.00																	
SUNSET	0	782	34889	241	0.69	0.58	0.67	0.74	0.65	0.55	0.52	0.55	0.51	0.68	0.50	0.72		
WEST	0	932	30019	281	0.94	0.93	0.97	0.99	1.11	0.98	0.88	0.83	0.93	0.92	0.75	1.13		
SEQUIM	0	683	14932	155	1.04	1.49	1.59	1.07	0.98	1.26	0.91	0.98	0.98	0.80	2.06	1.15		
SHELTON	0	427	17080	179	1.05	1.22	1.01	1.29	1.14	1.06	1.26	0.98	0.99	0.89	1.16	1.26		
SILVERDALE	0	692	17902	158	0.88	0.85	0.76	0.66	0.87	0.69	0.65	0.78	0.54	0.66	0.77	0.97		
SPOKANE			168392	1313	0.74	0.75	0.74	0.95	0.99	0.90	0.95	1.30	0.77	0.72	0.88	0.83		
CHESTNUT	0	244	3672	32	0.87	0.68	1.26	1.12	2.09	0.91	3.13	2.15	0.85	0.56	1.13	0.96		
FAIRFAX	0	325	26102	179	0.69	0.77	0.67	0.85	1.11	0.77	0.96	1.03	0.70	0.81	0.87	0.98		
HUDSON	0	482	20089	124	0.62	0.67	0.57	0.68	0.67	0.75	0.89	1.59	0.66	0.63	0.59	0.73		
KEYSTONE	0	534	17351	102	0.59	0.58	0.76	0.76	0.98	0.87	0.87	1.62	0.82	0.69	0.73	0.87		
MORAN	0	441	Numbers added to Riverside															
RIVERSIDE	0	455	27183	314	0.84	0.73	0.73	0.89	0.88	0.75	0.85	1.23	0.65	0.76	0.77	1.17		
WALNUT	0	922	48009	330	0.69	0.78	0.67	0.89	0.99	0.90	0.88	1.08	0.70	0.59	0.48	0.72		
WHITWORTH	0	466	25986	232	0.89	0.91	1.01	1.54	1.14	1.37	1.02	1.50	1.04	0.91	0.69	0.95		
SPRINGDALE	0	288	1714	40	2.33	1.77	2.48	1.59	1.41	3.38	3.47	2.56	2.03	0.81	1.04	1.22		
SUMNER	0	863	23382	235	1.01	1.22	1.64	1.01	1.02	0.86	0.98	0.84	1.26	1.15	0.95	1.40		
TACOMA			196584	1684	0.84	0.78	0.91	1.00	1.02	0.85	0.96	0.90	0.95	1.14	0.92	1.28		
FORT LEWIS	0	964	5607	61	1.09	0.70	0.74	0.55	0.54	0.64	0.82	0.48	0.44	0.84	0.84	1.48		
GREENFIELD	0	472	25471	269	1.06	0.95	1.09	0.96	1.31	0.91	1.50	0.95	0.98	1.26	1.22	1.58		
JUNIPER	0	581	29133	252	0.86	0.86	1.03	1.22	1.22	1.06	0.92	0.84	1.09	1.29	1.10	1.54		
LENNOX	0	531	33317	363	1.09	0.95	1.19	1.09	1.28	1.12	1.17	1.44	1.46	1.68	1.11	1.44		
LOGAN	0	564	18873	134	0.71	0.84	0.86	0.95	0.90	0.71	0.76	0.79	0.77	0.95	0.83	1.23		
MARKET/FAWCETT	0	272	21592	120	0.56	0.57	0.66	0.68	0.62	0.58	0.52	0.76	0.64	0.64	0.72	0.87		
SKYLINE	0	752	17667	130	0.74	0.73	0.83	0.93	0.99	0.74	0.74	0.75	0.90	0.86	0.80	1.22		
WAVERLY-2	0	922	8713	78	0.90	0.68	0.93	1.05	0.76	0.62	0.91	1.06	0.82	0.98	0.67	1.25		
WAVERLY-7	0	927	36211	247	0.68	0.60	0.67	1.06	0.85	0.76	0.91	0.68	0.76	1.03	0.71	1.01		
TOUCHET			Numbers added to Walla Walla															
VANCOUVER			111898	1198	1.07	1.02	1.00	0.94	1.21	1.00	1.09	1.07	0.88	1.13	1.24	1.60		
ORCHARDS	0	253	57924	608	1.05	1.05	0.97	0.95	1.20	0.91	1.15	1.18	0.87	1.14	1.20	1.55		
OXFORD	0	693	31164	339	1.09	1.02	1.09	0.92	1.11	1.12	1.05	1.02	0.93	1.13	1.32	1.44		
SALMON CREEK (VANCOUVER NORTH)	0	573	22610	251	1.11	0.96	0.98	0.95	1.37	1.06	0.99	0.83	0.81	1.09	1.24	1.96		
WAITSBURG	0	337	757	11	1.45	1.70	1.17	1.96	3.00	1.82	1.29	1.91	0.76	1.36	1.69	2.27		
WALLA WALLA /TOUCHET	0	522	22020	161	0.73	0.77	1.02	0.67	1.00	0.73	1.00	0.78	0.77	0.81	0.90	1.47		
WARDEN	0	349	1386	15	1.08	0.50	2.20	1.20	3.05	1.98	0.91	1.04	1.10	1.08	1.68	2.29		
WINLOCK	0	785	2293	34	1.48	1.65	1.97	1.80	1.14	0.57	1.71	0.70	0.96	0.73	0.81	1.72		
YAKIMA			53908	352	0.65	0.84	0.74	0.70	0.97	1.05	0.93	0.83	0.79	0.77	0.71	0.90		
CHESTNUT	0	248	36554	248	0.68	0.97	0.79	0.68	0.98	1.17	0.97	0.79	0.77	0.78	0.73	0.97		
WEST	0	965	17354	104	0.60	0.55	0.64	0.73	0.95	0.78	0.85	0.92	0.84	0.74	0.67	0.77		
TOTALS			1887952	17068	0.90	0.85	0.91	0.94	1.09	0.88	0.93	0.91	0.80	0.92	0.87	1.17		

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ANCR Red Orange Yellow Report							
Ticket ID	Escalation Code	Failure Category	Incident Date	Restore Date	Total No. of Hours OOS	Geography Affected	Failure Description
WA.041213.003	YELLOW	INTERCOM	13DEC2004:05:15:00	17DEC2004:00:37:00	91:22:00		NESPELEM TRIBAL PD PSAP HAS A DUAL ALI LINK FAILURE ONLY NESPELEM TRIBAL PD PSAP HAS THE EMERGENCY ALI LOOKUP PROCEDURE, ALI LINKS RESTORED ONCE BUT WENT BACK DOWN AGAIN 15:50 THE PSAP IS WAITING FOR THEIR SUPERVISOR TO RETURN FROM VACATION 12/14 14:15 CALLED 911 AND PSAP SAID TO CHECK ON 12/15/12/15 CALL PSAP AND THEY ARE STILL WAITING FOR THE VENDOR-- VENDOR RESTORED THE EQUIPMENT

WASHINGTON ANSWER TIME PERFORMANCE REPORT
DECEMBER 2004

BUSINESS OFFICE ACCESS- (CSG/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				72.97%	27.02%	
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				84.75%	15.25%	

*Corrected data at Dec04 reporting

**Revised total line 12/04 due to spreadsheet cells not populating correctly. All monthly data correct, only total line updated.

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

	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
JULY		62,319,252	24		4,273,402	16		66,592,654	23		10,823,178	18
AUGUST		66,412,084	26		14,340,263	51		80,752,347	29		11,165,494	18
SEPTEMBER		58,257,891	23		7,933,241	30		66,191,132	24		9,341,731	17
OCTOBER		40,467,812	18		5,798,975	24		46,266,787	18		13,087,873	25
NOVEMBER		76,793,608	35		6,614,259	29		83,407,867	34		11,448,863	26
DECEMBER		33,028,649	16		2,230,825	10		35,259,474	15		8,151,573	19

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
DECEMBER 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%

	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	12,646	12,513	98.95%	133	131
*August	16,964	15,825	93.29%	1,139	223
*September	13,865	13,642	98.39%	223	182
October	13,523	13,374	98.90%	149	164
November	12,112	12,016	99.21%	96	135
December	12,947	12,719	98.24%	228	203
JULY-DEC 04 TOTAL	82,057	80,089	97.60%	1,968	1,038

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	5,165	5,138	27	99.48%	5	37
*August	5,360	5,277	83	98.45%	5	50
*September	5,171	5,125	46	99.11%	3	49
October	4,784	4,759	25	99.48%	1	39
November	4,584	4,560	24	99.48%	1	34
December	4,900	4,852	48	99.02%	6	40
YTD TOTAL	64,599	63,125	370	97.72%	242	545

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.

*Revised 12/04

**Jan-Jun 04 will be restated at a later date.

WASHINGTON E911, LOCAL AND TOLL TRUNK BLOCKING
DECEMBER 2004

Trunks Blocking > 1% for the month of Dec 2004		E911 Blocking					
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result Dec04	Explanation/Details of Action Taken, Turnk Servicing Response - Dec04
NOTHING TO REPORT							
		Percent of trunks meeting standard:				100.00%	
		Total number of trunks:				120	
		Number of trunks out of compliance for the month:				0	

Trunks Blocking > 1% for the month of Dec 2004		Local Trunk Blocking					
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result Dec04	Explanation/Details of Action Taken, Turnk Servicing Response - Dec04
NOTHING TO REPORT							
		Percent of trunks meeting standard:				100.00%	
		Total number of trunks:				330	
		Number of trunks out of compliance for the month:				0	

Trunks Blocking > .5% for the month of Dec 2004		Toll Trunk Blocking					
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result Dec04	Explanation/Details of Action Taken, Turnk Servicing Response - Dec04
	168			two way	GOS	2.43%	
	216			two way	GOS	0.53%	Blkd 122804 1300hr only. Sent TGSR 010705.
	24			two way	TOLL-DDD	4.65%	
	24			two way	TOLL-DDD	3.18%	
AP077288	72	BMTNWA01DS0	STTLWA06C9T	two way	TOLL-DDD	4.48%	Blocking on all study weeks during December. Order NOM031838 +24 tks Due: 12/07/04. There was carryover blocking that was not reset after augment so additional blocking shows on last study week of December but no actual blocking occurred. No additional blocking from last month of December to present. TGSRs sent on 12/9 and 1/6/05.
		Percent of trunks meeting standard:				98.70%	
		Total number of trunks:				387	
		Number of trunks out of compliance for the month:				5	

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	1,919,042	37,656,739	5,599	0.01%
October, 2004	1,910,850	38,537,827	6,177	0.02%
November, 2004	1,907,442	53,325,631	4,973	0.01%
December, 2004	1,887,952	38,022,512	3,448	0.01%
YTD Total		489,776,675	73,123	0.01%
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
DECEMBER 2004

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
ABERDEEN-HOQUIAM	532	360	330075	7	0.00%
ATWATER	281	206	599371	1	0.00%
AUBURN	833	253	699475	138	0.02%
BLACK DIAMOND	REMOTE OF AUBURN				
BAINBRIDGE ISLAND	842	206	332210	44	0.01%
BATTLEGROUND	687	360	199509	160	0.08%
BELFAIR	275	360	136921	0	0.00%
BONNEY LAKE	862	253	253627	0	0.00%
BREMERTON ESSEX	373	360	779341	4	0.00%
BUCKLEY	829	360	54401	0	0.00%
CAMPUS	543	206	325213	1	0.00%
CASTLE ROCK	274	360	95520	18	0.02%
CENTRALIA	736	360	216842	0	0.00%
CHEHALIS	748	360	148816	0	0.00%
CHERRY	241	206	968341	199	0.02%
CLE-ELUM	674	509	43585	0	0.00%
COLBY	871	360	170223	66	0.04%
COLFAX	397	509	32627	0	0.00%
COLVILLE	684	509	123771	8	0.01%
NORTHPORT	REMOTE OF COLVILLE				
COULEE DAM	633	509	36594	0	0.00%
CROSBY	830	360	59962	0	0.00%
CRYSTAL MTN.	663	360	6223	0	0.00%
DAYTON	382	509	24924	0	0.00%
DEER PARK	276	509	115862	0	0.00%
DES MOINES	824	206	291653	65	0.02%
DUWAMISH	762	206	381681	0	0.00%
EAST	322	206	665410	55	0.01%
EASTON	656	509	8254	0	0.00%
ELK	292	509	52249	0	0.00%
ELLIOT	441	206	215784	0	0.00%
EMERSON	361	206	807281	0	0.00%
ENUMCLAW	825	360	158123	0	0.00%
EPHRATA	754	509	52858	0	0.00%
FAIRFAX	325	509	597644	147	0.02%
CHESTNUT	REMOTE OF FAIRFAX				
FEDERAL WAY	839	253	509525	139	0.03%
FORT LEWIS	964	253	117953	2	0.00%
GLENCOURT	453	425	663767	19	0.00%
GRAHAM	847	253	230231	16	0.01%
GREEN BLUFF	238	509	54548	0	0.00%
GREENFIELD	472	253	738740	28	0.00%
HUDSON	482	509	486313	1	0.00%
ISSAQUAH	392	425	570786	13	0.00%
JOYCE	928	360	12112	0	0.00%
JUNIPER	582	253	628511	48	0.01%
KENT MERIDIAN	630	253	429083	189	0.04%
KENT OBRIEN	251	206	304837	5	0.00%
KENT ULRICH	852	253	574237	79	0.01%
KEYSTONE	534	509	499756	0	0.00%
LACEY	456	360	752937	136	0.02%
LAKEVIEW	522	206	515975	25	0.00%
LENNOX	531	253	844921	4	0.00%
LIBERTY LAKE	255	509	23929	0	0.00%
LOGAN	564	253	347609	40	0.01%
LONGVIEW-KELSO	423	360	713347	0	0.00%
LOON LAKE	233	509	16396	0	0.00%
MAIN (Seattle)	223	206	1392006	39	0.00%
MAPLE VALLEY	432	425	215395	64	0.03%
MARKET (Fawcett)	272	253	627332	4	0.00%
MERCER ISLAND (Adams)	232	206	323217	14	0.00%
MOSES LAKE	762	509	241491	0	0.00%
MOSES LAKE (AFB)	765	509	59187	0	0.00%
NAPAVINE	262	360	48964	0	0.00%

WASHINGTON DIAL TONE
DECEMBER 2004

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
NEWMAN LAKE	226	509	48149	0	0.00%
OCEAN SHORES	289	360	50731	0	0.00%
OMAK-OKANOGAN	826	509	116541	0	0.00%
ORCHARDS	253	360	1012607	105	0.01%
OROVILLE	476	509	25065	0	0.00%
OTHELLO	488	509	109802	0	0.00%
PARKWAY	721	206	686546	334	0.05%
PASCO	545	509	434994	4	0.00%
PATEROS	923	509	9052	0	0.00%
POMEROY	843	509	20262	0	0.00%
PT. ANGELES	452	360	331798	4	0.00%
PT. LUDLOW	437	360	50235	0	0.00%
PT. ORCHARD	876	360	298002	104	0.03%
SUNNYSLOPE	REMOTE OF PT. ORCHARD				
PT. TOWNSEND	385	360	284778	0	0.00%
PUYALLAP	841	253	733954	0	0.00%
REGENT	671	360	1108399	79	0.01%
LUMMI	REMOTE OF REGENT				
RENTON	226	425	1030647	199	0.02%
RIDGEFIELD	887	360	57118	0	0.00%
RIVERSIDE	455	509	530972	80	0.02%
MORAN	REMOTE OF RIVERSIDE				
ROCHESTER	273	360	136684	0	0.00%
ROY	843	253	58972	0	0.00%
SEQUIM	683	360	184192	3	0.00%
SHELTON	426	360	360593	100	0.03%
HOODSPORT	REMOTE OF SHELTON				
SHERWOOD	641	425	938961	47	0.01%
SILVERDALE	692	360	319391	65	0.02%
SKYLINE	752	253	324206	0	0.00%
SPRINGDALE	258	509	32006	0	0.00%
SUMNER (BonneyLake)	863	253	256671	50	0.02%
BONNEY LAKE	REMOTE OF SUMNER				
SUNSET	782	206	485858	66	0.01%
VANCOUVER NO. SALMON CRK(NO)	573	360	355215	44	0.01%
VANCOUVER OXFORD	693	360	817525	44	0.01%
WAITSBURG	337	509	13396	0	0.00%
WALLA WALLA (incl Touchet)	522	509	696963	9	0.00%
TOUCHET	REMOTE OF WALLA WALLA				
WALNUT	922	509	833175	0	0.00%
WARDEN	349	509	31313	0	0.00%
WAVERLY-2	922	253	243907	5	0.00%
WAVERLY-7	927	253	648093	86	0.01%
WEST	965	509	497886	0	0.00%
WHITEHALL	352	360	778002	122	0.02%
EVERGREEN	REMOTE OF WHITEHALL				
WHITWORTH	466	509	407730	82	0.02%
WINLOCK	785	360	39577	26	0.07%
YAKIMA CHESTNUT	244	509	1231356	10	0.00%
YAKIMA WEST	965	509	463713	2	0.00%
TOTAL			38022512	3448	0.01%

Washington Commission Complaint Report
December 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			
<p>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.</p>						
<p>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.</p>						

Missed Appointments/Commitments - Install Residence (New Connect/Reconnect orders)

Measurement Period	Number of Scheduled Appointments (dispatched orders)	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched orders)	Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	Scheduled Commitments (non-dispatched orders) missed due to customer reasons	Number Exclusions
July, 2004							
August, 2004							
September, 2004							
October, 2004							
November, 2004							
December, 2004							
YTD Total	95267	2796	2783	922483	623	681	3464

Missed Appointments/Commitments - Install Business (New Connect/Reconnect orders)

Measurement Period	Number of Scheduled Appointments (dispatched orders)	Scheduled Appointments (dispatched orders) missed due to Company reasons	Scheduled Appointments (dispatched orders) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched orders)	Scheduled Commitments (non-dispatched orders) missed due to Company	Scheduled Commitments (non-dispatched orders) missed due to	Number Exclusions
July, 2004							
August, 2004							
September, 2004							
October, 2004							
November, 2004							
December, 2004							
YTD Total	24964	851	1000	73976	180	174	1174

Missed Appointments/Commitments - Repair Residence

Measurement Period	Number of Scheduled Appointments (dispatched tickets)	Number of Scheduled Appointment (dispatched tickets) missed due to Company reasons	Number of Scheduled Appointment (dispatched tickets) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched tickets)	Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	Scheduled Commitments (non-dispatched tickets) missed due to customer	Number Exclusions
July, 2004							
August, 2004							
September, 2004							
October, 2004							
November, 2004							
December, 2004							
YTD Total	72109	4326	382	28309	508	4	645

Missed Appointments/Commitments - Repair Business

Measurement Period	Number of Scheduled Appointments (dispatched tickets)	Scheduled Appointment (dispatched tickets) missed due to Company reasons	Scheduled Appointment (dispatched tickets) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched tickets)	Scheduled Commitments (non-dispatched tickets) missed due to Company	Scheduled Commitments (non-dispatched tickets) missed due to	Number Exclusions
July, 2004							
August, 2004							
September, 2004							
October, 2004							
November, 2004							
December, 2004							
YTD Total	8214	713	64	3929	66	0	123

Missed Appointment/Commitment Credits Paid - Install Residence/Business (New Connect/Reconnect)

Measurement Period	Number of residence customers receiving credits for company missed appointments/commitments-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/commitments-Install	Total amount of missed appointments credits paid	Month Credit Paid Upon Credit Issued/Bill Date
July, 2004						
August, 2004						
September, 2004						
October, 2004						
November, 2004						
December, 2004						
YTD Total	3673	\$197,325.00		1411	\$81,806.00	

Missed Appointment/Commitment Credits Paid - Repair

Measurement Period	Number of residence customers receiving credits for company missed appointments/commitments-Repair	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date	Number of business customers receiving credits for company missed appointments/commitments-Repair	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date
July, 2004						
August, 2004						
September, 2004						
October, 2004						
November, 2004						
December, 2004						
YTD Total	5490	\$274,500.00		671	\$33,550.00	

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

Delayed Primary Exchange Alternative

Residence	July	Aug	Sep	Oct	Nov	Dec	YTD # of Credits Paid
# of completed orders for installation of primary service							
# of completed orders for primary service installed w/ 5 bus. days							
# of credits-First Month's Charge (HO Recur)							
Amount of credit-First Month's Charge (HO Recur)							
# of credits-Installation (HO NonRecur)							
Amount of credits-Installation (HO NonRecur)							
# of \$100 Bill Credits							
Amount of \$100 Bill Credits							
# of Voice Mail Recurring Credits							
Amount of Voice Mail Recurring Credits							
# of Voice Mail Nonrecurring Credits							
Amount of Voice Mail Nonrecurring Credits							
# of Cellular loaners							
Amount of cellular vouchers							
# of Remote Call Fwrding-Recuring							
Amount of Remote Call Fwrding-Recuring							
# of Remote Call Fwrding-Non-Recuring							
Amount of Remote Call Fwrding-Non-Recuring credits							
YTD Total Number of Credits Paid							
YTD Total Amount of Credit Paid	\$50,750	\$65,734	\$71,736	\$66,274	\$49,954	\$41,429	\$345,877.00
# of Paging Credits							
Amount of Paging Credits Paid							

Delayed Primary Exchange Alternative

Business	July	Aug	Sep	Oct	Nov	Dec	YTD # of Credits Paid
# of completed orders for installation of primary service							
# of completed orders for primary service installed w/ 5 bus. days							
# of credits-First Month's Charge (HO Recur)							
Amount of credit-First Month's Charge (HO RECUR)							
# of credits-Installation (HO NONRECUR)							
Amount of credits-Installation							
# of \$100 Bill Credits							
Amount of \$100 Bill Credits							
# of Voice Mail Recurring Credits							
Amount of Voice Mail Credits Recurring							
# of Voice Mail Nonrecurring Credits							
Amount of Voice Mail Nonrecurring Credits							
# of Cellular loaners							
Amount of cellular vouchers							
# of Remote Call Frwding- Recurring							
Amount of Remote Call Frwding- Recurring							
# of Remote Call Frwding-Non- Recurring							
Amount of Remote Call Frwding- Non- Recurring Credits							
YTD Total Number of Credits Paid							
YTD Total Amount of Credit Paid	\$19,298	\$21,488	\$23,183	\$19,379	\$23,932	\$22,004	\$129,284.00
# of Paging Credits							
Amount of Paging Credits Paid							

REPORT: Out of Service
Customer Bill Credits

Total OOS January - June 2004

Measurement Period	Condition not Cleared in 2 working days; # tickets missed(oos rpt)	#Credits Paid (Actual)	Amount of Credit Paid (\$5.00 credit)	Condition lasting more than 7 Calendar Days; # tickets missed.(oos rpt)	#Credits Paid (Actual)	Total Amount of Credit Paid (One month's recurring charge, plus associated regulated features)	Month Credit Paid Upon Credit Issued/Bill Date
January, 2004							
February, 2004							
March, 2004							
April, 2004							
May, 2004							
June, 2004							
YTD Total	979	792	\$3,960.00	20	19	\$370.52	
Residence July - December							
July, 2004							
August, 2004							
September, 2004							
October, 2004							
November, 2004							
December, 2004							
YTD Total	1231	1373	\$6,864.64	47	44	\$719.47	
Business July - December							
July, 2004							
August, 2004							
September, 2004							
October, 2004							
November, 2004							
December, 2004							
YTD Total	92	72	\$360.00	2	2	\$36.02	

Baseline: Each customer with an out-of-service condition not cleared within two working days will receive a \$5.00 credit. Each customer with an out-of-service condition lasting more than seven calendar days will receive credit of the monthly recurring charge. Credits do not apply due to emergency situations, unavoidable catastrophes, force majeure, work stoppage, inside wiring or customer premise equipment.

REPORT: Trouble Report Rate Bill Credits

Total Trouble Report Rate January - June 2004

Measurement Period	Exchange Out of Compliance	# of Customers Served	Actual Working Numbers Paid	Month Credit Paid
January, 2004				
February, 2004				
March, 2004				
April, 2004				
May, 2004				
June, 2004				
YTD Total	0	0	0	N/A
Residence				
Measurement Period				
July, 2004				
August, 2004				
September, 2004				
October, 2004				
November, 2004				
December, 2004				
YTD Total	1	3195	2422	
Business				
Measurement Period				
July, 2004				
August, 2004				
September, 2004				
October, 2004				
November, 2004				
December, 2004				
YTD Total	1	632	1404	
Baseline: Exceeds trouble report standard of 4.0 for month and either of the preceding month or four in 12 months. Credits do not apply related to customer premise equipment, emergency situations, extraordinary or abnormal conditions or disruptions caused by persons or entities other than Qwest.				

REPORT: Dial Tone Speed Bill Credits

Measurement Period	Wire Center Out of Compliance	# of Customers Served	Total Amount of Credit Paid (One month's recurring charge, plus associated regulated features)	Month Credit Paid
January, 2004				
February, 2004				
March, 2004				
April, 2004				
May, 2004				
June, 2004				
July, 2004				
August, 2004				
September, 2004				
October, 2004				
November, 2004				
December, 2004				
YTD Total	0	0	0	N/A
Baseline: All customers within a wire center will receive one month's recurring charge credit for any month in which customers within the wire center are unable to obtain dial tone within three seconds on at least 98% of calls placed during a normal busy hour. Credits do not apply due to emergency situations, unavoidable catastrophes, force majeure, work stoppage, inside wiring or customer premise equipment. Credits do not apply in any office served by an analog switch.				

WASHINGTON OUT OF SERVICE (LT 2 and 7 DAY)
DECEMBER 2004

EXCHANGE	WC	AREA CODE	2 DAY DATA					7 DAY DATA										
			Number of Tickets Out of Service Less Than 2 Working Days	Out of Service Cleared in 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Wkng Dys) RES	# Missed (Less Than 2 Wkng Dys) BUS	# Missed (Less Than 2 Wkng Dys) TOT	% Missed (Less Than 2 Wkng Dys)	Total Expts	Number of Tickets Out of Service Less Than 7 Cal Days	Out of Service Cleared in 7 Cal Days	% Out of Service <= 7 Cal Days	# Missed (Less Than 7 Days) RES	# Missed (Less Than 7 Days) BUS	# Missed (Less Than 7 Days) TOT	% Missed (Less Than 7 Days)	Total Expts
ABERDEEN-HOQUIAM	532	360	202	202	100.00%	0	0	0	0.00%	0	202	202	100.00%	0	0	0	0.00%	0
AUBURN	833	253	284	275	96.83%	8	1	9	3.17%	3	287	287	100.00%	0	0	0	0.00%	0
BAINBRIDGE ISLAND	842	206	139	138	99.28%	1	0	1	0.72%	1	140	140	100.00%	0	0	0	0.00%	0
BATTLEGROUND	687	360	268	267	99.63%	1	0	1	0.37%	0	268	268	100.00%	0	0	0	0.00%	0
BELFAIR	275	360	146	141	96.58%	5	0	5	3.42%	0	146	145	99.32%	1	0	1	0.68%	0
BELLEVUE			744	736	98.92%	8	0	8	1.08%	6	749	749	100.00%	0	0	0	0.00%	1
GLENCOURT	453	425	119	118	99.16%	1	0	1	0.84%	4	122	122	100.00%	0	0	0	0.00%	1
SHERWOOD	641	425	625	618	98.88%	7	0	7	1.12%	2	627	627	100.00%	0	0	0	0.00%	0
BELLINGHAM			277	277	100.00%	0	0	0	0.00%	0	277	277	100.00%	0	0	0	0.00%	0
LUMMI	758	360	5	5	100.00%	0	0	0	0.00%	0	5	5	100.00%	0	0	0	0.00%	0
REGENT	671	360	272	272	100.00%	0	0	0	0.00%	0	272	272	100.00%	0	0	0	0.00%	0
BLACK DIAMOND	896	360	88	86	97.73%	2	0	2	2.27%	0	88	88	100.00%	0	0	0	0.00%	0
BONNEY LAKE			NUMBERS ADDED TO SUMMER															
BREMERTON			244	244	100.00%	0	0	0	0.00%	2	246	246	100.00%	0	0	0	0.00%	0
CROSBY	830	360	35	35	100.00%	0	0	0	0.00%	2	37	37	100.00%	0	0	0	0.00%	0
BREMERTON ESSEX	373	360	205	205	100.00%	0	0	0	0.00%	0	205	205	100.00%	0	0	0	0.00%	0
SUNNYSLOPE	674	360	4	4	100.00%	0	0	0	0.00%	0	4	4	100.00%	0	0	0	0.00%	0
BUCKLEY	829	360	44	41	93.18%	3	0	3	6.82%	0	44	44	100.00%	0	0	0	0.00%	0
CASTLE ROCK	274	360	72	72	100.00%	0	0	0	0.00%	1	73	73	100.00%	0	0	0	0.00%	0
CENTRALIA	736	360	103	102	99.03%	1	0	1	0.97%	0	103	103	100.00%	0	0	0	0.00%	0
CHEHALIS			80	80	100.00%	0	0	0	0.00%	0	80	80	100.00%	0	0	0	0.00%	0
CHEHALIS	748	360	52	52	100.00%	0	0	0	0.00%	0	52	52	100.00%	0	0	0	0.00%	0
NAPAVINE	262	360	28	28	100.00%	0	0	0	0.00%	0	28	28	100.00%	0	0	0	0.00%	0
CLE-ELIUM	674	509	19	19	100.00%	0	0	0	0.00%	0	19	19	100.00%	0	0	0	0.00%	0
COLFAX	397	509	14	14	100.00%	0	0	0	0.00%	0	14	14	100.00%	0	0	0	0.00%	0
COLVILLE	684	509	52	51	98.08%	1	0	1	1.92%	0	52	52	100.00%	0	0	0	0.00%	0
COPALIS(OCEAN SHORES)	289	360	62	62	100.00%	0	0	0	0.00%	0	62	62	100.00%	0	0	0	0.00%	0
COULLEE DAM	633	509	18	18	100.00%	0	0	0	0.00%	0	18	18	100.00%	0	0	0	0.00%	0
CRYSTAL MTN.	663	360	27	25	92.59%	1	1	2	7.41%	1	28	28	100.00%	0	0	0	0.00%	0
DAYTON	382	509	25	25	100.00%	0	0	0	0.00%	0	25	25	100.00%	0	0	0	0.00%	0
DEER PARK	276	509	61	61	100.00%	0	0	0	0.00%	0	61	61	100.00%	0	0	0	0.00%	0
DES MOINES			216	215	99.54%	1	0	1	0.46%	0	216	216	100.00%	0	0	0	0.00%	0
DES MOINES	824	206	92	92	100.00%	0	0	0	0.00%	0	92	92	100.00%	0	0	0	0.00%	0
FEDERAL WAY	839	253	124	123	99.19%	1	0	1	0.81%	0	124	124	100.00%	0	0	0	0.00%	0
EASTON	656	509	1	1	100.00%	0	0	0	0.00%	0	1	1	100.00%	0	0	0	0.00%	0
ELK	292	509	14	14	100.00%	0	0	0	0.00%	0	14	14	100.00%	0	0	0	0.00%	0
ENUNCLAW	825	360	86	84	97.67%	1	1	2	2.33%	1	87	86	98.85%	1	0	1	1.15%	0
EPHRATA	754	509	24	24	100.00%	0	0	0	0.00%	0	24	24	100.00%	0	0	0	0.00%	0
GRAHAM	847	253	174	172	98.85%	2	0	2	1.15%	1	175	175	100.00%	0	0	0	0.00%	0
GREEN BLUFF	238	509	15	15	100.00%	0	0	0	0.00%	0	15	15	100.00%	0	0	0	0.00%	0
HOODSPORT	877	360	16	16	100.00%	0	0	0	0.00%	0	16	16	100.00%	0	0	0	0.00%	0
ISSAQUAH	392	425	213	212	99.53%	1	0	1	0.47%	1	214	214	100.00%	0	0	0	0.00%	0
KENT			374	363	97.06%	9	2	11	2.94%	1	375	375	100.00%	0	0	0	0.00%	0
MERIDIAN	630	253	160	155	96.88%	5	0	5	3.13%	1	161	161	100.00%	0	0	0	0.00%	0

WASHINGTON OUT OF SERVICE (LT 2 and 7 DAY)
DECEMBER 2004

EXCHANGE	WC	AREA CODE	2 DAY DATA					7 DAY DATA					Total Expts	Total Expts				
			Number of Tickets Out of Service Less Than 2 Working Days	Out of Service Cleared in 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Wkrng Dys) RES	# Missed (Less Than 2 Wkrng Dys) BUS	# Missed (Less Than 2 Wkrng Dys) TOT	% Missed (Less Than 2 Wkrng Dys)	Number of Tickets Out of Service Less Than 7 Cal Days	Out of Service Cleared in 7 Cal Days	% Out Of Service <= 7 Cal Days			# Missed (Less Than 7 Days) RES	# Missed (Less Than 7 Days) BUS	# Missed (Less Than 7 Days) TOT	% Missed (Less Than 7 Days)
OBRIEN	251	206	21	21	100.00%	0	0	0	0	0.00%	0	21	21	100.00%	0	0	0	0.00%
ULRICH	852	253	193	187	96.89%	4	2	6	3.11%	0	193	193	100.00%	0	0	0	0.00%	
LIBERTY LAKE	255	509	5	5	100.00%	0	0	0	0.00%	0	5	5	100.00%	0	0	0	0.00%	
LONGVIEW-KELSO	423	360	254	251	98.82%	3	0	3	1.18%	0	254	254	100.00%	0	0	0	0.00%	
LOON LAKE	233	509	19	19	100.00%	0	0	0	0.00%	0	19	19	100.00%	0	0	0	0.00%	
MAPLE VALLEY	432	425	101	96	95.05%	4	1	5	4.95%	3	103	103	100.00%	0	0	0	0.00%	
MOSES LAKE			148	148	100.00%	0	0	0	0.00%	1	149	149	100.00%	0	0	0	0.00%	
MOSES LAKE(AFB)	765	509	26	26	100.00%	0	0	0	0.00%	0	26	26	100.00%	0	0	0	0.00%	
MOSES LAKE	762	509	122	122	100.00%	0	0	0	0.00%	1	123	123	100.00%	0	0	0	0.00%	
NEWMAN LAKE	226	509	14	14	100.00%	0	0	0	0.00%	0	14	14	100.00%	0	0	0	0.00%	
NORTHPORT	732	509	12	12	100.00%	0	0	0	0.00%	1	13	13	100.00%	0	0	0	0.00%	
OLYMPIA			614	611	99.51%	3	0	3	0.49%	0	614	613	99.84%	1	0	1	0.16%	
EVERGREEN	866	360	63	63	100.00%	0	0	0	0.00%	0	63	63	100.00%	0	0	0	0.00%	
LACEY	456	360	295	293	99.32%	2	0	2	0.68%	0	295	294	99.66%	1	0	1	0.34%	
WHITEHALL	352	360	256	255	99.61%	1	0	1	0.39%	0	256	256	100.00%	0	0	0	0.00%	
OMAK-OKANOGAN	826	509	89	89	100.00%	0	0	0	0.00%	1	90	90	100.00%	0	0	0	0.00%	
ORVILLE	478	509	12	12	100.00%	0	0	0	0.00%	0	12	12	100.00%	0	0	0	0.00%	
OTHELLO	488	509	58	58	100.00%	0	0	0	0.00%	0	58	58	100.00%	0	0	0	0.00%	
PASCO	545	509	141	140	99.29%	1	0	1	0.71%	0	141	141	100.00%	0	0	0	0.00%	
PATEROS	923	509	6	6	100.00%	0	0	0	0.00%	0	6	6	100.00%	0	0	0	0.00%	
POMEROY	843	509	15	15	100.00%	0	0	0	0.00%	0	15	15	100.00%	0	0	0	0.00%	
PT. ANGELES			142	141	99.30%	0	1	1	0.70%	0	142	142	100.00%	0	0	0	0.00%	
JOYCE	928	360	19	19	100.00%	0	0	0	0.00%	0	19	19	100.00%	0	0	0	0.00%	
PT. ANGELES	452	360	123	122	99.19%	0	1	1	0.81%	0	123	123	100.00%	0	0	0	0.00%	
PT. LUDLOW	437	360	20	18	90.00%	2	0	2	10.00%	0	20	20	100.00%	0	0	0	0.00%	
PT. ORCHARD			183	182	99.45%	1	0	1	0.55%	1	183	183	100.00%	0	0	0	0.00%	
COLBY	871	360	76	75	98.68%	1	0	1	1.32%	1	76	76	100.00%	0	0	0	0.00%	
PT. ORCHARD	876	360	107	107	100.00%	0	0	0	0.00%	0	107	107	100.00%	0	0	0	0.00%	
PT. TOWNSEND	385	360	82	82	100.00%	0	0	0	0.00%	0	82	82	100.00%	0	0	0	0.00%	
PUYALLAP	841	253	311	310	99.68%	0	1	1	0.32%	0	311	310	99.68%	0	1	1	0.32%	
RENTON	226	425	440	423	96.14%	16	1	17	3.86%	0	440	439	99.77%	1	0	1	0.23%	
RIDGEFIELD	887	360	83	83	100.00%	0	0	0	0.00%	0	83	83	100.00%	0	0	0	0.00%	
ROCHESTER	273	360	39	39	100.00%	0	0	0	0.00%	0	39	39	100.00%	0	0	0	0.00%	
ROY	843	253	28	28	100.00%	0	0	0	0.00%	1	29	29	100.00%	0	0	0	0.00%	
SEATTLE			2104	2034	96.67%	68	2	70	3.33%	7	2111	2108	99.86%	3	0	3	0.14%	
ATWATER	281	206	163	157	96.32%	6	0	6	3.68%	0	163	163	100.00%	0	0	0	0.00%	
CAMPUS	543	206	49	47	95.92%	2	0	2	4.08%	0	49	49	100.00%	0	0	0	0.00%	
CHERRY	241	206	306	302	98.69%	4	0	4	1.31%	0	306	306	100.00%	0	0	0	0.00%	
DUWAMISH	762	206	89	87	97.75%	2	0	2	2.25%	0	89	89	100.00%	0	0	0	0.00%	
EAST	322	206	302	289	95.70%	12	1	13	4.30%	4	306	306	100.00%	0	0	0	0.00%	
ELLIOT	441	206	28	28	100.00%	0	0	0	0.00%	0	28	28	100.00%	0	0	0	0.00%	
EMERSON	361	206	217	208	95.85%	9	0	9	4.15%	0	217	216	99.54%	1	0	1	0.46%	
LAKEVIEW	522	206	184	176	95.65%	8	0	8	4.35%	2	186	185	99.46%	1	0	1	0.54%	
MAIN	223	206	91	90	98.90%	0	1	1	1.10%	0	91	91	100.00%	0	0	0	0.00%	
MERCER ISLAND (Adams)	232	206	89	86	96.63%	3	0	3	3.37%	0	89	89	100.00%	0	0	0	0.00%	

WASHINGTON OUT OF SERVICE (LT 2 and 7 DAY)
DECEMBER 2004

EXCHANGE	WC CODE	2 DAY DATA										7 DAY DATA									
		Area	Number of Tickets of Service Less Than 2 Working Days	Out of Service Cleared in 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Working Days) RES	# Missed (Less Than 2 Working Days) BUS	# Missed (Less Than 2 Working Days) TOT	% Missed (Less Than 2 Working Days)	Total Expts	Number of Tickets of Service Less Than 7 Cal Days	Out of Service Cleared in 7 Cal Days	% Out Of Service <= 7 Cal Days	# Missed (Less Than 7 Days) RES	# Missed (Less Than 7 Days) BUS	# Missed (Less Than 7 Days) TOT	% Missed (Less Than 7 Days)	Total Expts			
PARKWAY	721	206	205	203	99.02%	2	2	0	2	0	0	0.98%	0	205	204	99.51%	1	0	1	0.49%	0
SUNSET	782	206	178	168	94.38%	10	10	0	10	0	10	5.62%	0	178	178	100.00%	0	0	0	0.00%	0
WEST	932	206	203	193	95.07%	10	0	0	10	0	10	4.93%	1	204	204	100.00%	0	0	0	0.00%	0
SEQUIM	683	360	103	103	100.00%	0	0	0	0	0	0	0.00%	0	103	103	100.00%	0	0	0	0.00%	0
SHELTON	426	360	130	128	98.46%	2	0	0	2	0	2	1.54%	1	131	131	100.00%	0	0	0	0.00%	0
SILVERDALE	692	360	100	98	98.00%	2	0	0	2	0	2	2.00%	0	100	100	100.00%	0	0	0	0.00%	0
SPOKANE			983	968	98.47%	15	0	0	15	0	15	1.53%	5	988	988	100.00%	0	0	0	0.00%	0
CHESTNUT	244	509	22	22	100.00%	0	0	0	0	0	0	0.00%	0	22	22	100.00%	0	0	0	0.00%	0
FAIRFAX	325	509	134	133	99.25%	1	0	0	1	0	1	0.75%	1	135	135	100.00%	0	0	0	0.00%	0
HUDSON	482	509	105	103	98.10%	2	0	0	2	0	2	1.90%	1	106	106	100.00%	0	0	0	0.00%	0
KEYSTONE	534	509	76	76	100.00%	0	0	0	0	0	0	0.00%	0	76	76	100.00%	0	0	0	0.00%	0
MORAN																					
NUMBERS ADDED TO RIVERSIDE																					
RIVERSIDE	455	509	233	228	97.85%	5	0	0	5	0	5	4.13%	1	234	234	100.00%	0	0	0	0.00%	0
WALNUT	922	509	240	237	98.75%	3	0	0	3	0	3	1.25%	0	240	240	100.00%	0	0	0	0.00%	0
WHITWORTH	466	509	173	169	97.69%	4	0	0	4	0	4	2.31%	2	175	175	100.00%	0	0	0	0.00%	0
SPRINGDALE	258	509	37	37	100.00%	0	0	0	0	0	0	0.00%	0	37	37	100.00%	0	0	0	0.00%	0
SUMNER (Bonney Lake)	863	253	178	177	99.44%	1	0	0	1	0	1	0.56%	0	178	178	100.00%	0	0	0	0.00%	0
TACOMA			1216	1204	99.01%	11	1	1	12	1	12	0.99%	1	1216	1216	100.00%	0	0	0	0.00%	0
FORT LEWIS	964	253	41	41	100.00%	0	0	0	0	0	0	0.00%	0	41	41	100.00%	0	0	0	0.00%	0
GREENFIELD	472	253	192	190	98.96%	1	1	1	2	1	2	1.04%	0	192	192	100.00%	0	0	0	0.00%	0
JUNIPER	582	253	207	203	98.07%	4	0	0	4	0	4	1.93%	1	207	207	100.00%	0	0	0	0.00%	1
LENNOX	531	253	253	250	98.81%	3	0	0	3	0	3	1.19%	0	253	253	100.00%	0	0	0	0.00%	0
LOGAN	564	253	91	90	98.90%	1	0	0	1	0	1	1.10%	0	91	91	100.00%	0	0	0	0.00%	0
MARKET (Fawcett)	272	253	95	95	100.00%	0	0	0	0	0	0	0.00%	0	95	95	100.00%	0	0	0	0.00%	0
SKYLINE	752	253	92	91	98.91%	1	0	0	1	0	1	1.09%	0	92	92	100.00%	0	0	0	0.00%	0
WAVERLY-2	922	253	71	71	100.00%	0	0	0	0	0	0	0.00%	0	71	71	100.00%	0	0	0	0.00%	0
WAVERLY-7	927	253	174	173	99.43%	1	0	0	1	0	1	0.57%	0	174	174	100.00%	0	0	0	0.00%	0
TOUCHET																					
NUMBERS ADDED TO WALLA WALLA																					
VANCOUVER			920	908	98.70%	12	0	0	12	0	12	1.30%	0	920	920	100.00%	0	0	0	0.00%	0
ORCHARDS	253	360	470	462	98.30%	8	0	0	8	0	8	1.70%	0	470	470	100.00%	0	0	0	0.00%	0
OXFORD	693	360	276	273	98.91%	3	0	0	3	0	3	1.09%	0	276	276	100.00%	0	0	0	0.00%	0
SALMON CRK(NORTH)	573	360	174	173	99.43%	1	0	0	1	0	1	0.57%	0	174	174	100.00%	0	0	0	0.00%	0
WAITSBURG	337	509	9	9	100.00%	0	0	0	0	0	0	0.00%	0	9	9	100.00%	0	0	0	0.00%	0
WALLA WALLA (incl Touchet)			116	116	100.00%	0	0	0	0	0	0	0.00%	0	116	116	100.00%	0	0	0	0.00%	0
WARDEN	349	509	9	9	100.00%	0	0	0	0	0	0	0.00%	0	9	9	100.00%	0	0	0	0.00%	0
WINLOCK	785	360	24	24	100.00%	0	0	0	0	0	0	0.00%	0	24	24	100.00%	0	0	0	0.00%	0
YAKIMA			262	262	100.00%	0	0	0	0	0	0	0.00%	1	263	263	100.00%	0	0	0	0.00%	0
CHESTNUT	244	509	181	181	100.00%	0	0	0	0	0	0	0.00%	1	182	182	100.00%	0	0	0	0.00%	0
WEST	965	509	81	81	100.00%	0	0	0	0	0	0	0.00%	0	81	81	100.00%	0	0	0	0.00%	0
Totals			13109	12911	98.49%	186	12	198	186	12	198	1.51%	41	13146	13138	99.94%	7	1	8	0.06%	4

WASHINGTON OUT OF SERVICE CREDITS SUMMARY (LT 2 AND 7 DAY)
DECEMBER 2004

OOS Report		MOOSA Credits Paid
OOS Tickets	198	189 Credits Paid
Disp. 7, 8, 9 Tickets**	13	17 Previous Pending Paid
Eligible Tickets	185	172
		15 Pending Credits To Be Paid
		187
		2 Clarkston Credits Paid
		185

Regulatory Reporting Out Of Service Report		MOOSA Credits Details
198 Total OOS not cleared within 2 days		2 Day Credits
8 2 day not pd due to 7 day pd*		181 2 Day Paid Credits
190		2 Clarkston 2 Day Credits Paid
8 Total OOS not cleared within 7 days		17 Previous Pending Credits Paid
198		162 Total 2 Day Credits Paid
13 Disp 7,8,9, tickets**		7 Day Credits
185 Credits Owed		8 7 Day Credits Paid
		0 Clarkston 7 Day Credits Paid
		0 Previous Pending Credits Paid
		8 Total 7 Day Credits Paid
		Total 2 and 7 Day Credits Paid
		170
		15 Credits To Be Paid
		185

** Repair tickets with a Disposition Code 7, 8 or 9 will not be given credit, no trouble found when clearing the report

Disposition Code 7 = Test OK, verify OK

Disposition Code 8 = Found OK In

Disposition Code 9 = Found OK Out

December 2004 Pending Order Report OP-15A

Washington Pending Orders based on OP-15A Diagnostic Measure
as of December 31, 2004

Exchange	Total Orders Completed for Month SOT = NTC R, SB, L	SOT = NTC Total Pending Inward Orders as of 31DEC2004	Percent of Orders Pending as of 31DEC2004	Average Age of Pending Inward Orders (Business days) as of 31DEC2004	Inward Orders not Completed > 90 days from Due Date as of 31DEC2004	Inward Orders not Completed > 180 days from Due Date as of 31DEC2004
ABERDEEN-HOQUIAM	1840	2	0.11%	17.5	0	0
AUBURN	3659	3	0.08%	10.33	0	0
BAINBRIDGE ISLAND	1279	0	0.00%	0	0	0
BATTLEGROUND	1220	3	0.25%	14.33	0	0
BELFAIR	613	0	0.00%	0	0	0
BELLEVUE	4898	6	0.12%	55.17	2	0
BLLVWAGL	1526	3	0.20%	58.33	1	0
BLLVWASH	3372	3	0.09%	52	1	0
BELLINGHAM	3826	2	0.05%	4	0	0
BLHMWA01	3653	2	0.05%	4	0	0
BLHMWALU	173	0	0.00%	0	0	0
BLACK DIAMOND	324	0	0.00%	0	0	0
BREMERTON	3381	4	0.12%	47.5	1	0
BMTNWA01	3063	4	0.13%	47.5	1	0
CRSBWA01	257	0	0.00%	0	0	0
SNYSWA01	61	0	0.00%	0	0	0
BUCKLEY	327	0	0.00%	0	0	0
CASTLE ROCK	398	0	0.00%	0	0	0
CENTRALIA	1067	2	0.19%	42	0	0
CHEHALIS	948	4	0.42%	17.5	0	0
CHHLWA01	737	3	0.41%	14	0	0
NPVNWA01	211	1	0.47%	28	0	0
CLE ELUM	241	2	0.82%	26.5	0	0
COLFAX	167	1	0.60%	36	0	0
COLVILLE	530	3	0.56%	38	1	0
COPALIS(OCEAN SHORES)	337	0	0.00%	0	0	0
COULEE DAM	174	0	0.00%	0	0	0
CRYSTAL MOUNTAIN	34	0	0.00%	0	0	0
DAYTON	189	1	0.53%	64	1	0
DEER PARK	452	1	0.22%	20	0	0
DES MOINES	4552	4	0.09%	48.5	1	0
DESMWA01	1819	3	0.16%	48.33	1	0
FDWYWA01	2733	1	0.04%	49	0	0
EASTON	57	0	0.00%	0	0	0
ELK	248	1	0.40%	22	0	0
ENUMCLAW	898	1	0.11%	35	0	0
EPHRATA	277	0	0.00%	0	0	0
GRAHAM	2459	7	0.28%	25.29	1	0
GREEN BLUFF	191	0	0.00%	0	0	0
HOODSPORT	219	3	1.35%	40.67	1	0
ISSAQUAH	1916	3	0.16%	36	1	0
KENT	6306	7	0.11%	14.71	0	0
KENTWA01	3758	4	0.11%	11.75	0	0
KENTWAME	2185	3	0.14%	18.67	0	0
KENTWAOB	363	0	0.00%	0	0	0
LIBERTY LAKE	111	0	0.00%	0	0	0
LONGVIEW-KELSO	3863	1	0.03%	74	0	0
LOON LAKE	90	0	0.00%	0	0	0
MAPLE VALLEY	1163	2	0.17%	3	0	0
MOSES LAKE	1571	1	0.06%	12	0	0
MSLKWA01	1199	1	0.08%	12	0	0
MSLKWAAB	372	0	0.00%	0	0	0
NEWMAN LAKE	166	0	0.00%	0	0	0
NORTHPORT	84	2	2.33%	51.5	1	0
OLYMPIA	8630	12	0.14%	40	3	1
LACYWA01	4106	7	0.17%	43.43	2	1
OLYMWA02	3919	4	0.10%	32.25	1	0
OLYMWAEV	605	1	0.17%	47	0	0
OMAK-OKANOGAN	692	2	0.29%	16	0	0
OROVILLE	163	0	0.00%	0	0	0

Washington Pending Orders based on OP-15A Diagnostic Measure
as of December 31, 2004

Exchange	Total Orders Completed for Month SOT = NTC R, SB, L	SOT = NTC Total Pending Inward Orders as of 31DEC2004	Percent of Orders Pending as of 31DEC2004	Average Age of Pending Inward Orders (Business days) as of 31DEC2004	Inward Orders not Completed > 90 days from Due Date as of 31DEC2004	Inward Orders not Completed > 180 days from Due Date as of 31DEC2004
OTHELLO	463	0	0.00%	0	0	0
PASCO	2414	6	0.25%	14.67	0	0
PATEROS	64	0	0.00%	0	0	0
POMEROY	73	0	0.00%	0	0	0
PORT ANGELES	1654	0	0.00%	0	0	0
JOYCWA01	67	0	0.00%	0	0	0
PTANWA01	1587	0	0.00%	0	0	0
PORT LUDLOW	203	0	0.00%	0	0	0
PORT ORCHARD	2357	3	0.13%	36	1	0
COLBWA01	882	1	0.11%	15	0	0
PTORWAFE	1475	2	0.14%	46.5	1	0
PORT TOWNSEND	891	1	0.11%	1	0	0
PUYALLAP	4323	5	0.12%	49	2	0
RENTON	6085	4	0.07%	22	0	0
RIDGEFIELD	284	2	0.70%	34	1	0
ROCHESTER	668	0	0.00%	0	0	0
ROY	279	0	0.00%	0	0	0
SEATTLE	35181	41	0.12%	21.71	3	0
MRISWA01	738	3	0.40%	29.33	0	0
STTLWA03	4819	9	0.19%	15.44	0	0
STTLWA04	3976	4	0.10%	15.25	0	0
STTLWA05	2507	1	0.04%	21	0	0
STTLWA06	2337	2	0.09%	82	1	0
STTLWACA	1210	0	0.00%	0	0	0
STTLWACH	4781	5	0.10%	38.8	1	0
STTLWADU	1836	3	0.16%	9.33	0	0
STTLWael	966	1	0.10%	4	0	0
STTLWALA	2931	2	0.07%	4.5	0	0
STTLWAPA	3217	7	0.22%	21.57	1	0
STTLWASU	2938	3	0.10%	10.33	0	0
STTLWAWe	2925	1	0.03%	0	0	0
SEQUIM	1153	0	0.00%	0	0	0
SHELTON	1665	7	0.42%	45.57	2	0
SILVERDALE	1603	4	0.25%	29.25	1	0
SPOKANE	16931	12	0.07%	32.58	3	0
SPKNWA01	2268	2	0.09%	3	0	0
SPKNWACH	444	0	0.00%	0	0	0
SPKNWafa	2667	1	0.04%	9	0	0
SPKNWAHD	2408	1	0.04%	3	0	0
SPKNWAKY	1718	2	0.12%	3.5	0	0
SPKNWAMO	826	3	0.36%	61	2	0
SPKNWAWA	4454	1	0.02%	97	1	0
SPKNWAWH	2146	2	0.09%	43	0	0
SPRINGDALE	192	1	0.52%	51	0	0
SUMNER (BONNEYLake)	2242	5	0.22%	23.8	1	0
TACOMA	23703	22	0.09%	28.32	2	1
TACMWafa	2339	3	0.13%	34.33	0	0
TACMWaFL	947	2	0.21%	33.5	0	0
TACMWAGF	3472	3	0.09%	37.67	1	0
TACMWaju	3754	2	0.05%	17	0	0
TACMWale	4715	5	0.11%	49.2	1	1
TACMWALO	1985	1	0.05%	15	0	0
TACMWASy	1629	1	0.06%	4	0	0
TACMWAWA	799	2	0.25%	2	0	0
TACMWAWV	4063	3	0.07%	12.33	0	0
UNKNOWN	1	5	83.33%	17.4	0	0
NONQWEST	1	2	66.67%	6.5	0	0
UNKNOWN	0	3	100.00%	24.67	0	0
VANCOUVER	12176	26	0.21%	23.04	2	0
ORCHWA01	6302	11	0.17%	18.09	1	0

Washington Pending Orders based on OP-15A Diagnostic Measure
as of December 31, 2004

Exchange	Total Orders Completed for Month SOT = NTC R, SB, L	SOT = NTC Total Pending Inward Orders as of 31DEC2004	Percent of Orders Pending as of 31DEC2004	Average Age of Pending Inward Orders (Business days) as of 31DEC2004	Inward Orders not Completed > 90 days from Due Date as of 31DEC2004	Inward Orders not Completed > 180 days from Due Date as of 31DEC2004
VANCWA01	3636	7	0.19%	36.71	1	0
VANCWANO	2238	8	0.36%	17.88	0	0
WAITSBURG	47	0	0.00%	0	0	0
WALLA WALLA (INCL TOUCH)	1699	4	0.23%	12.5	0	0
WARDEN	129	0	0.00%	0	0	0
WINLOCK	185	0	0.00%	0	0	0
YAKIMA	5511	11	0.20%	34.91	2	0
YAKMWA02	4045	8	0.20%	25.75	1	0
YAKMWAVE	1466	3	0.20%	59.33	1	0
State Totals	181735	234	0.13%	28.58	33	2

Washington Customer Service Guarantee Program Credits—Historical Information
January – December 2004 (pursuant to UT-991358, Seventeenth Supplemental Order)

Washington Customer Service Guarantee Program Credits-- Historical Information
 January - December 2004 (pursuant to UT-991358, Seventeenth Supplemental Order)

I. Credit for missed Guaranteed Appointment or Guaranteed Commitments (Section 2.2.2.B.1.e)	2004
Missed Commitment Installation	
Missed Commitment Repair	
II. Delayed Primary Basic Exchange Alternative (Section 2.2.2.B.2)	
Remote Call Forwarding	
Voice Messaging	
Cellular Loaner	
\$100 Bill Credit	
Held Order Recurring	
Held Order Non-Recurring	
III. Out of Service Trouble Condition Credit(Section 2.2.2.B.3)	
Additional Out of Service Adjusted	
(2/7 Day OOS Credit)	
IV. No Dial Tone Credit (Section 2.2.2.B.4)	
Performance Results within Standard - No Credit Applied	
V. Trouble Report Rate Credit (Section 2.2.2.B.5)	
Performance Results within Standard - No Credit Applied	
TOTAL	\$1,995,940.00

November 2004 Customer Service Guarantee Program Report

WASHINGTON OUT OF SERVICE (LT 2 and 7 DAY)
NOVEMBER 2004

EXCHANGE	WC	AREA CODE	2 DAY DATA					7 DAY DATA					Total Expts	Total Expts		
			Number of Tickets Out of Service Less Than 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Wkng Dys) RES	# Missed (Less Than 2 Wkng Dys) BUS	# Missed (Less Than 2 Wkng Dys) TOT	% Missed (Less Than 2 Wkng Dys)	Total Expts	Number of Tickets Out of Service Less Than 7 Cal Days	% Out Of Service <= 7 Cal Days	# Missed (Less Than 7 Days) RES			# Missed (Less Than 7 Days) BUS	# Missed (Less Than 7 Days) TOT
ABERDEEN-HOQUIAM	532	360	151	100.00%	0	0	0	0	0.00%	0	151	100.00%	0	0	0.00%	0
AUBURN	833	253	206	98.06%	4	0	4	1.94%	0	0	206	99.51%	1	0	0.49%	0
BAINBRIDGE ISLAND	842	206	102	99.02%	1	0	1	0.98%	0	0	102	100.00%	0	0	0.00%	0
BATTLEGROUND	687	360	132	99.24%	1	0	1	0.76%	1	1	133	100.00%	0	0	0.00%	0
BELFAIR	275	360	69	98.55%	1	0	1	1.45%	0	0	69	100.00%	0	0	0.00%	0
BELLEVUE			374	98.93%	4	0	4	1.07%	2	2	376	100.00%	0	0	0.00%	0
GLENCOURT	453	425	142	98.59%	2	0	2	1.41%	0	0	142	100.00%	0	0	0.00%	0
SHERWOOD	641	425	232	99.14%	2	0	2	0.86%	2	2	234	100.00%	0	0	0.00%	0
BELLINGHAM			295	100.00%	0	0	0	0.00%	0	0	295	100.00%	0	0	0.00%	0
LUMMI	758	360	10	100.00%	0	0	0	0.00%	0	0	10	100.00%	0	0	0.00%	0
REGENT	671	360	285	100.00%	0	0	0	0.00%	0	0	285	100.00%	0	0	0.00%	0
BLACK DIAMOND	886	360	18	100.00%	0	0	0	0.00%	0	0	18	100.00%	0	0	0.00%	0
BONNEY LAKE																
NUMBERS ADDED TO SUMMER																
BREMERTON			240	99.17%	2	0	2	0.83%	1	1	241	100.00%	0	0	0.00%	0
CROSBY	830	360	32	100.00%	0	0	0	0.00%	0	0	32	100.00%	0	0	0.00%	0
BREMERTON ESSEX	373	360	205	99.02%	2	0	2	0.98%	1	1	206	100.00%	0	0	0.00%	0
SUNNYSLOPE	674	360	3	100.00%	0	0	0	0.00%	0	0	3	100.00%	0	0	0.00%	0
BUCKLEY	829	360	20	100.00%	0	0	0	0.00%	0	0	20	100.00%	0	0	0.00%	0
CASTLE ROCK	274	360	76	98.68%	1	0	1	1.32%	0	0	76	100.00%	0	0	0.00%	0
CENTRALIA	736	360	92	100.00%	0	0	0	0.00%	1	1	93	100.00%	0	0	0.00%	0
CHEHALIS			91	98.90%	1	0	1	1.10%	0	0	91	100.00%	0	0	0.00%	0
CHEHALIS	748	360	65	98.46%	1	0	1	1.54%	0	0	65	100.00%	0	0	0.00%	0
NAPAVINE	672	360	26	100.00%	0	0	0	0.00%	0	0	26	100.00%	0	0	0.00%	0
CLE-ELUM	674	360	28	100.00%	0	0	0	0.00%	0	0	28	100.00%	0	0	0.00%	0
COLFAX	397	509	28	100.00%	0	0	0	0.00%	0	0	28	100.00%	0	0	0.00%	0
COLVILLE	684	509	32	100.00%	0	0	0	0.00%	0	0	32	100.00%	0	0	0.00%	0
COPALIS(OCEAN SHORES)	289	360	67	98.51%	1	0	1	1.49%	0	0	67	100.00%	0	0	0.00%	0
COULEE DAM	633	509	9	100.00%	0	0	0	0.00%	0	0	9	100.00%	0	0	0.00%	0
CRYSTAL MTN.	663	360	4	75.00%	1	0	1	25.00%	1	1	5	100.00%	0	0	0.00%	0
DAYTON	382	509	18	100.00%	0	0	0	0.00%	0	0	18	100.00%	0	0	0.00%	0
DEER PARK	276	509	47	97.92%	1	0	1	2.08%	0	0	48	100.00%	0	0	0.00%	0
DES MOINES			204	99.51%	1	0	1	0.49%	0	0	204	100.00%	0	0	0.00%	0
DES MOINES	824	206	83	100.00%	0	0	0	0.00%	0	0	83	100.00%	0	0	0.00%	0
FEDERAL WAY	839	253	121	99.17%	1	0	1	0.83%	0	0	121	100.00%	0	0	0.00%	0
EASTON	656	509	4	100.00%	0	0	0	0.00%	0	0	4	100.00%	0	0	0.00%	0
ELK	292	509	29	100.00%	0	0	0	0.00%	0	0	29	100.00%	0	0	0.00%	0
ENUMCLAW	825	360	54	100.00%	0	0	0	0.00%	0	0	54	100.00%	0	0	0.00%	0
EPHRATA	754	509	37	100.00%	0	0	0	0.00%	0	0	37	100.00%	0	0	0.00%	0
GRAHAM	847	253	177	99.44%	1	0	1	0.56%	0	0	177	100.00%	0	0	0.00%	0
GREEN BLUFF	238	509	21	100.00%	0	0	0	0.00%	0	0	21	100.00%	0	0	0.00%	0
HOODSPORT	877	360	25	100.00%	0	0	0	0.00%	0	0	25	100.00%	0	0	0.00%	0
ISSAQUAH	392	425	197	100.00%	0	0	0	0.00%	0	0	197	100.00%	0	0	0.00%	0
KENT			417	99.76%	1	0	1	0.24%	2	2	419	100.00%	0	0	0.00%	0
MERIDIAN	630	253	216	99.54%	1	0	1	0.46%	2	2	218	100.00%	0	0	0.00%	0

WASHINGTON OUT OF SERVICE (LT 2 and 7 DAY)
NOVEMBER 2004

EXCHANGE	WC CODE	AREA CODE	2 DAY DATA					7 DAY DATA					Total Expts	Total Expts				
			Number of Tickets of Service Less Than 2 Working Days	Out of Service Cleared in 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Working Days) RES	# Missed (Less Than 2 Working Days) BUS	# Missed (Less Than 2 Working Days) TOT	% Missed (Less Than 2 Working Days)	Total Expts	Number of Tickets of Service Less Than 7 Cal Days	Out of Service Cleared in 7 Cal Days			% Out Of Service <= 7 Cal Days	# Missed (Less Than 7 Days) RES	# Missed (Less Than 7 Days) BUS	# Missed (Less Than 7 Days) TOT
OBRIEN	251	206	26	26	100.00%	0	0	0	0	0.00%	0	26	26	100.00%	0	0	0	0.00%
ULRICH	852	253	175	175	100.00%	0	0	0	0	0.00%	0	175	175	100.00%	0	0	0	0.00%
LIBERTY LAKE	255	509	6	6	100.00%	0	0	0	0	0.00%	0	6	6	100.00%	0	0	0	0.00%
LONGVIEW-KELSO	423	360	248	247	99.60%	1	0	1	0	0.40%	0	248	248	100.00%	0	0	0	0.00%
LOON LAKE	233	509	7	7	100.00%	0	0	0	0	0.00%	0	7	7	100.00%	0	0	0	0.00%
MAPLE VALLEY	432	425	92	92	100.00%	0	0	0	0	0.00%	0	92	92	100.00%	0	0	0	0.00%
MOSES LAKE			105	104	99.05%	1	0	1	0	0.95%	0	105	105	100.00%	0	0	0	0.00%
MOSES LAKE(AFB)	765	509	12	11	91.67%	1	0	1	0	8.33%	0	12	12	100.00%	0	0	0	0.00%
MOSES LAKE	762	509	93	93	100.00%	0	0	0	0	0.00%	0	93	93	100.00%	0	0	0	0.00%
NEWMAN LAKE	226	509	6	6	100.00%	0	0	0	0	0.00%	0	6	6	100.00%	0	0	0	0.00%
NORTHPORT	732	509	10	10	100.00%	0	0	0	0	0.00%	0	10	10	100.00%	0	0	0	0.00%
OLYMPIA			563	562	99.82%	1	0	1	0	0.18%	0	563	563	100.00%	0	0	0	0.00%
EVERGREEN	866	360	67	66	98.51%	1	0	1	0	1.49%	0	67	67	100.00%	0	0	0	0.00%
LACEY	456	360	193	193	100.00%	0	0	0	0	0.00%	0	193	193	100.00%	0	0	0	0.00%
WHITEHALL	352	360	303	303	100.00%	0	0	0	0	0.00%	0	303	303	100.00%	0	0	0	0.00%
OMAK-OKANOGAN	826	509	51	51	100.00%	0	0	0	0	0.00%	0	51	51	100.00%	0	0	0	0.00%
OROVILLE	476	509	23	23	100.00%	0	0	0	0	0.00%	0	23	23	100.00%	0	0	0	0.00%
OTHELLO	488	509	79	78	98.73%	1	0	1	0	1.27%	1	80	80	100.00%	0	0	0	0.00%
PASCO			157	155	98.73%	2	0	2	0	1.27%	0	157	157	100.00%	0	0	0	0.00%
PATEROS	923	509	5	5	100.00%	0	0	0	0	0.00%	0	5	5	100.00%	0	0	0	0.00%
POMEROY	843	509	6	6	100.00%	0	0	0	0	0.00%	0	6	6	100.00%	0	0	0	0.00%
PT. ANGELES			138	137	99.28%	1	0	1	0	0.72%	0	138	138	100.00%	0	0	0	0.00%
JOYCE	928	360	8	8	100.00%	0	0	0	0	0.00%	0	8	8	100.00%	0	0	0	0.00%
PT. ANGELES	452	360	130	129	99.23%	1	0	1	0	0.77%	0	130	130	100.00%	0	0	0	0.00%
PT. LUDLOW	437	360	31	31	100.00%	0	0	0	0	0.00%	0	31	31	100.00%	0	0	0	0.00%
PT. ORCHARD			183	181	98.91%	1	0	1	0	1.09%	0	183	183	100.00%	0	0	0	0.00%
COLBY	871	360	75	74	98.67%	1	0	1	0	1.33%	0	75	75	100.00%	0	0	0	0.00%
PT. ORCHARD	876	360	108	107	99.07%	0	1	1	0	0.93%	0	108	108	100.00%	0	0	0	0.00%
PT. TOWNSEND	385	360	77	76	98.70%	0	1	1	0	1.30%	1	78	78	100.00%	0	0	0	0.00%
PUYALLAP	841	253	274	271	98.91%	3	0	3	0	1.09%	1	275	275	100.00%	0	0	0	0.00%
RENTON	226	425	371	369	99.46%	2	0	2	0	0.54%	0	371	371	100.00%	0	0	0	0.00%
RIDGEFIELD	887	360	28	28	100.00%	0	0	0	0	0.00%	0	28	28	100.00%	0	0	0	0.00%
ROCHESTER	273	360	66	66	100.00%	0	0	0	0	0.00%	0	66	66	100.00%	0	0	0	0.00%
ROY	843	253	31	31	100.00%	0	0	0	0	0.00%	0	31	31	100.00%	0	0	0	0.00%
SEATTLE			2059	2015	97.86%	37	0	37	0	2.14%	5	2064	2062	99.90%	2	0	2	0.073
ATWATER	281	206	140	133	95.00%	5	2	7	0	5.00%	0	140	140	100.00%	0	0	0	0.00%
CAMPUS	543	206	66	62	93.94%	4	0	4	0	6.06%	1	67	67	100.00%	0	0	0	0.00%
CHERRY	241	206	241	238	98.76%	3	0	3	0	1.24%	1	242	242	100.00%	0	0	0	0.00%
DUWAMISH	762	206	107	106	99.07%	1	0	1	0	0.93%	0	107	107	100.00%	0	0	0	0.00%
EAST	322	206	287	281	97.91%	6	0	6	0	2.09%	1	288	287	99.65%	1	0	1	0.35%
ELLIOT	441	206	20	20	100.00%	0	0	0	0	0.00%	0	20	20	100.00%	0	0	0	0.00%
EMERSON	361	206	193	187	96.89%	5	1	6	0	3.11%	0	193	193	100.00%	0	0	0	0.00%
LAKEVIEW	522	206	210	205	97.62%	4	1	5	0	2.38%	1	211	211	100.00%	0	0	0	0.00%
MAIN	223	206	71	71	100.00%	0	0	0	0	0.00%	1	72	72	100.00%	0	0	0	0.00%
MERCER ISLAND (Adams)	232	206	94	93	98.94%	0	1	1	0	1.06%	0	94	94	100.00%	0	0	0	0.00%

WASHINGTON OUT OF SERVICE (LT 2 and 7 DAY)
NOVEMBER 2004

EXCHANGE	WC	AREA CODE	2 DAY DATA					7 DAY DATA					Total Expts				
			Number of Tickets of Service Less Than 2 Working Days	Out of Service Cleared in 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Wkng Dys) RES	# Missed (Less Than 2 Wkng Dys) BUS	# Missed (Less Than 2 Wkng Dys) TOT	% Missed (Less Than 2 Wkng Dys)	Total Expts	Number of Tickets of Service Less Than 7 Cal Days	Out of Service Cleared in 7 Cal Days		% Out Of Service <= 7 Cal Days	# Missed (Less Than 7 Days) RES	# Missed (Less Than 7 Days) BUS	# Missed (Less Than 7 Days) TOT
PARKWAY	721	206	265	264	99.62%	1	1	0	0	0.38%	0	0	0	1	0	1	0.38%
SUNSET WEST	782	206	155	151	97.42%	3	1	4	0	2.58%	0	0	0	0	0	0	0.00%
SEQUIM	683	360	182	182	100.00%	0	0	0	0	0.00%	0	0	0	0	0	0	0.00%
SHELTON	426	360	161	160	99.38%	1	0	1	1	0.62%	1	0	0	0	0	0	0.00%
SILVERDALE	692	360	102	100	98.04%	2	0	2	0	1.96%	0	0	0	0	0	0	0.00%
SPOKANE			1056	1043	98.77%	13	0	13	0	1.23%	0	0	0	0	0	0	0.00%
CHESTNUT	244	509	18	18	100.00%	0	0	0	0	0.00%	0	0	0	0	0	0	0.00%
FAIRFAX	325	509	192	191	99.48%	1	0	1	0	0.52%	0	0	0	0	0	0	0.00%
HUDSON	482	509	101	101	100.00%	0	0	0	0	0.00%	0	0	0	0	0	0	0.00%
KEYSTONE	534	509	67	65	97.01%	2	0	2	0	2.99%	0	0	0	0	0	0	0.00%
MORAIN NUMBERS ADDED TO RIVERSIDE																	
RIVERSIDE	455	509	186	184	98.92%	2	0	2	0	2.97%	0	0	0	0	0	0	0.00%
WALNUT	922	509	292	286	97.95%	6	0	6	0	2.05%	0	0	0	0	0	0	0.00%
WHITWORTH	466	509	200	198	99.00%	2	0	2	0	1.00%	0	0	0	0	0	0	0.00%
SPRINGDALE	258	509	23	23	100.00%	0	0	0	0	0.00%	0	0	0	0	0	0	0.00%
SUMNER (BonneyLake)	863	253	231	229	99.13%	1	1	2	0	0.87%	0	0	0	0	0	0	0.00%
TACOMA			1173	1162	99.06%	10	1	11	2	0.94%	2	0	0	0	0	0	0.00%
FORT LEWIS	964	253	33	33	100.00%	0	0	0	0	0.00%	0	0	0	0	0	0	0.00%
GREENFIELD	472	253	175	171	97.71%	4	0	4	1	2.29%	0	0	0	0	0	0	0.00%
JUNIPER	582	253	226	225	99.56%	1	0	1	1	0.44%	1	0	0	0	0	0	0.00%
LENOX	531	253	236	234	99.15%	2	0	2	0	0.85%	0	0	0	0	0	0	0.00%
LOGAN	564	253	111	110	99.10%	1	0	1	0	0.90%	0	0	0	0	0	0	0.00%
MARKET (Fawcett)	272	253	99	98	98.99%	1	0	1	0	1.01%	0	0	0	0	0	0	0.00%
SKYLINE	752	253	97	97	100.00%	0	0	0	0	0.00%	0	0	0	0	0	0	0.00%
WAVERLY-2	922	253	38	36	94.74%	1	1	2	0	5.26%	0	0	0	0	0	0	0.00%
WAVERLY-7	927	253	158	158	100.00%	0	0	0	0	0.00%	0	0	0	0	0	0	0.00%
TOUCHET NUMBERS ADDED TO WALLA, WALLA																	
VANCOUVER			883	871	98.64%	11	1	12	2	1.36%	2	0	0	0	0	0	0.00%
ORCHARDS	253	360	483	475	98.34%	8	0	8	2	1.66%	2	0	0	0	0	0	0.00%
OXFORD	693	360	246	243	98.78%	3	0	3	0	1.22%	0	0	0	0	0	0	0.00%
SALMON CRK(NORTH)	573	360	154	153	99.35%	0	1	1	0	0.65%	0	0	0	0	0	0	0.00%
WAITSBURG	337	509	16	16	100.00%	0	0	0	0	0.00%	0	0	0	0	0	0	0.00%
WALLA WALLA (incl Touchet)	522	509	129	128	99.22%	1	0	1	0	0.78%	0	0	0	0	0	0	0.00%
WARDEN	349	509	6	6	100.00%	0	0	0	0	0.00%	0	0	0	0	0	0	0.00%
WINLOCK	785	360	27	27	100.00%	0	0	0	0	0.00%	0	0	0	0	0	0	0.00%
YAKIMA			355	354	99.72%	1	0	1	1	0.28%	1	0	0	0	0	0	0.00%
CHESTNUT WEST	244	509	274	273	99.64%	1	0	1	1	0.36%	1	0	0	0	0	0	0.00%
WEST	965	509	81	81	100.00%	0	0	0	0	0.00%	0	0	0	0	0	0	0.00%
Totals			12225	12102	98.99%	111	12	123	22	1.01%	22	3	1	4	1	4	0.03%

WASHINGTON OUT OF SERVICE CREDITS SUMMARY (LT 2 AND 7 DAY)
NOVEMBER 2004

OOS Report		MOOSA Credits Paid
OOS Tickets		116 Credits Paid
Disp. 7, 8, 9 Tickets**	123	14 Previous Pending Paid
Eligible Tickets	9	102
	114	12 Pending Credits To Be Paid
		114
		0 Clarkston Credits Paid
		114

Regulatory Reporting Out Of Service Report		MOOSA Credits Details
123 Total OOS not cleared within 2 days		2 Day Credits
5 2 day not pd due to 7 day pd*		113 2 Day Paid Credits
118		0 Clarkston 2 Day Credits Paid
5 Total OOS not cleared within 7 days		14 Previous Pending Credits Paid
123		99 Total 2 Day Credits Paid
9 Disp 7,8.,9, tickets**		7 Day Credits
114 Credits Owed		3 7 Day Credits Paid
		0 Clarkston 7 Day Credits Paid
		0 Previous Pending Credits Paid
		3 Total 7 Day Credits Paid
		102 Total 2 and 7 Day Credits Paid
		12 Credits To Be Paid
		114

** Repair tickets with a Disposition Code of 7, 8 or 9 will not be given credit; no trouble found when clearing the report

Disposition Code 7 = Test OK, Verify OK

Disposition Code 8 = Found OK In

Disposition Code 9 = Found OK Out