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STATE OF WASH
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Holly Dean
Manager - Regulatory
Public Policy

February 24, 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

Dear Ms. Washburn:

Enclosed are the January 2005 service quality performance reports required of Qwest Corporation in accordance with Docket Nos. UT-921192, UT-950200, UT-991358, 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 January 2005. Information is provided for each exchange and includes orders for primary service, orders held beyond five business days and orders not completed within 90 days. The order count used for this report includes primary and additional line orders. This report includes large business orders and excludes orders where the customer requested a due date greater than five business days, orders where Qwest was ready to install service but the customer was not ready, all orders for company official services and orders for service that were for five or more lines 5 Day Greater than 10% and 90 Day Greater than 1% columns.

Also attached is the restated January through June 2004 Out of Service Summary Report. The data for July through September 2004 was previously restated.

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

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

Very truly yours,



By

Ron L. Trullinger for
Holly Dean

Enclosures

INSTALLATION APPOINTMENTS MET

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

COMPANY NAME: Qwest Corporation

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

MONTH/YEAR	2/04	3/04	4/04	5/04	6/04	7/04	8/04	9/04	10/04	11/04	12/04	01/05
PERCENTAGE	99.7	99.7	99.7	99.7	99.6	99.6	99.6	99.6	99.6	99.6	99.7	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 2004/2005 orders reflected in the Service Interval Missed Commitment Report 2, 5 Day Greater than 10%.

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

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

WA Year To Date Age Report For Jan 2005													
For End of Month Jan 2005													
Excludes Customer Reasons													
Completed (Met/Missed Due Date)				Year To Date				Open (Missed Due Date)					
January				< 5				Still Open					
ORD	CNT	AVG AGE	< 5 Days	5 <= 30	31 <= 60	> 60	ORD	CNT	AVG AGE	< 5 Days	5 <= 30	31 <= 60	> 60
Inside Base Rate													
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
January 2005

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

The Qwest Service Order Interval Missed Commitment Summary Report for January 2005 indicates that we have completed 31,132 (99.2%) orders year to date within 5 business days (new, transfer or change orders with at least one inward line). 240 (0.77%) orders were not completed within 5 business days due to company reasons.

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

- 31,132 orders for lines were completed in January 2005.
- 162,115 total orders were completed in January 2005.
- Qwest missed the commitment/appointment for 442 orders (0.3%) of the total orders completed in January .
- 240 orders (0.77%) were not completed in 5 business days (240/31,132). These were all held orders. Information on the Aging Report indicates that █ orders were held in January due to a lack of facilities (735 that have completed + 6 that are still pending less than 30days). Therefore, you can conclude that the January orders that were not completed within 5 business days were held due to a lack of facilities. In other words, the technicians completed all orders within 5 business days unless they were unable to do so because there were no available facilities.
- Year-to-date, █ orders (99.7%) have been completed that were originally held due to a lack of facilities, some of these orders may have been taken in 2003. █
- Of the █ total orders held due to a lack of facilities to date, █ were completed in less than 30 days (96%).

<i>VIEW 1</i>	10/04 SOT=NTC Inward R, SB, LB	Not Compl w/i 90 days	Orders Still Open > 60 days (from 01/05 facilities aging report)	Total orders not compl w/i 90 days	90 days (greater than 1%)
State Total	42,000	6	█	8	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] 10/04 SOT=NTC Inward (R, SB, LB): Total of all completed New, Transfer and Changed service orders for October 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
JANUARY 2005

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	162,115	442	660	99.73%	31,132	240	0.77%	42,000	6	0.01%
FEBRUARY										
MARCH										
APRIL										
MAY										
JUNE										
JULY										
AUGUST										
SEPTEMBER										
OCTOBER										
NOVEMBER										
DECEMBER										
YTD	162,115	442	660	99.73%	31,132	240	0.77%	42,000	6	0.01%
NOTES:										
1) The "Orders, Appointments and Held Orders / Percent Orders Not Met in 5 Business Days" results in the number of total orders handled during the month and the disposition of such.										
2) The "Held Orders / Percent not Met in 90 Days" is a cumulative result; in other words, the result includes held orders from Prior months not yet completed.										

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

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	1/05 TOTAL ORDERS SOT= NTC R,SB,LB	1/05 TOTAL ORDERS SOT=NTC R,SB	Company Misses R,SB,LB	Subscriber Misses R,SB,LB	Combined Misses R,SB,LB	COMMITTS MET Subscriber Missed R,SB,LB	COMMITTS MET Company Missed R,SB,LB	COMMITTS MET (Combined Missed) R,SB,LB
ABERDEEN-HOQUIAM	532	360	1621	1618	0	3	3	99.81%	100.00%	99.81%
AUBURN	833	253	3209	3180	15	12	27	99.62%	99.53%	99.16%
BAINBRIDGE ISLAND	842	206	1044	1042	6	3	9	99.71%	99.42%	99.14%
BATTLEGROUND	687	360	925	921	6	4	10	99.56%	99.35%	98.92%
BELFAIR	275	360	551	549	1	5	6	99.09%	99.82%	98.91%
BELLEVUE			4209	4168	9	18	27	99.57%	99.79%	99.36%
GLENOCOURT	453	425	1317	1293	4	11	15	99.16%	99.69%	98.86%
SHERWOOD	641	425	2892	2875	5	7	12	99.76%	99.83%	99.59%
BELLINGHAM			3337	3310	7	14	21	99.58%	99.79%	99.37%
LUMMI	758	360	140	139	0	0	0	100.00%	100.00%	100.00%
REGENT	671	360	3197	3171	7	14	21	99.56%	99.78%	99.34%
BLACK DIAMOND	886	360	287	286	3	1	4	99.65%	98.95%	98.61%
BREMERTON			3174	3046	13	45	58	98.58%	99.59%	98.17%
CROSBY	373	360	231	231	5	0	5	100.00%	97.84%	97.84%
BREM ESSEX	830	360	2897	2769	8	45	53	98.44%	99.72%	98.17%
SUNNYSLOPE	674	360	46	46	0	0	0	100.00%	100.00%	100.00%
BUCKLEY	829	360	292	291	2	2	2	100.00%	99.32%	99.32%
CASTLE ROCK	274	360	451	451	2	2	4	99.55%	99.55%	99.11%
CENTRALIA	736	360	969	962	7	4	11	99.58%	99.27%	98.86%
CHEHALIS			830	819	5	2	7	99.76%	99.40%	99.16%
CHEHALIS	748	360	650	639	3	1	4	99.85%	99.54%	99.38%
NAPAVINE	262	360	180	180	2	1	3	99.44%	98.88%	98.33%
CLE-ELUM	674	509	192	191	0	1	1	99.48%	100.00%	99.48%
COLFAX	397	509	120	120	0	0	0	100.00%	100.00%	100.00%
COLVILLE	684	509	473	473	2	1	3	99.79%	99.58%	99.37%
COPALIS										
(OCEAN SHORES)	289	360	293	293	5	1	6	99.65%	98.29%	97.95%
COULEE DAM	633	509	147	147	0	0	0	100.00%	100.00%	100.00%
CRYSTAL MTN.	663	360	37	37	1	2	3	94.44%	97.14%	91.89%
DAYTON	382	509	142	142	0	0	0	100.00%	100.00%	100.00%
DEER PARK	276	509	435	435	5	1	6	99.77%	98.85%	98.62%
DES MOINES			4048	4035	4	14	18	99.65%	99.90%	99.56%
DES MOINES	824	206	1583	1577	3	7	10	99.56%	99.81%	99.37%
FEDERAL WAY	839	253	2465	2458	1	7	8	99.72%	99.96%	99.68%
EASTON										
ELK	656	509	32	32	0	0	0	100.00%	100.00%	100.00%
ENUMCLAW	292	509	205	205	0	0	0	100.00%	100.00%	100.00%
EPHRATA	825	360	737	735	1	1	2	99.86%	99.86%	99.73%
GRAHAM	754	509	250	246	0	0	0	100.00%	100.00%	100.00%
GRAHAM	847	253	2114	2111	10	10	20	99.52%	99.52%	99.05%
GREEN BLUFF	238	509	166	166	1	2	3	98.79%	99.39%	98.19%
HOODSPORT	877	360	163	163	3	1	4	99.38%	98.15%	97.55%
ISSAQUAH	392	425	1688	1681	1	7	8	99.59%	99.94%	99.53%
KENT			5616	5584	16	27	43	99.52%	99.72%	99.23%

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

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	1/05 TOTAL ORDERS SOT= NTC R,SB,LB	1/05 TOTAL ORDERS SOT=NTC R,SB	Company Misses R,SB,LB	Subscriber Misses R,SB,LB	Combined Misses R,SB,LB	COMMITTS MET Subscriber Missed R,SB,LB	COMMITTS MET Company Missed R,SB,LB	COMMITTS MET (Combined Missed) R,SB,LB
MERIDIAN	253	360	1993	1987	7	10	17	99.50%	99.65%	99.15%
OBRIEN	251	206	267	256	0	4	4	98.50%	100.00%	98.50%
ULRICH	852	253	3356	3341	9	13	22	99.61%	99.73%	99.34%
LIBERTY LAKE	255	509	88	88	0	0	0	100.00%	100.00%	100.00%
LONGVIEW-KELSO	423	360	3312	3286	5	10	15	99.70%	99.85%	99.55%
LOON LAKE	233	509	75	74	0	0	0	100.00%	100.00%	100.00%
MAPLE VALLEY	432	425	1058	1057	2	4	6	99.62%	99.81%	99.43%
MOSES LAKE			1346	1332	5	2	7	99.85%	99.63%	99.48%
MOSES LAKE(AFB)	762	509	277	265	1	1	2	99.64%	99.64%	99.28%
MOSES LAKE	765	509	1069	1067	4	1	5	99.91%	99.63%	99.53%
NEWMAN LAKE	226	509	158	158	0	0	0	100.00%	100.00%	100.00%
NORTHPORT	732	509	55	55	0	0	0	100.00%	100.00%	100.00%
OLYMPIA			7813	7355	11	26	37	99.67%	99.86%	99.53%
EVERGREEN	866	360	552	552	0	3	3	99.46%	100.00%	99.46%
LACEY	456	360	3670	3632	6	10	16	99.73%	99.84%	99.56%
WHITEHALL	352	360	3591	3171	5	13	18	99.64%	99.86%	99.50%
OMAK-OKANOGAN	826	509	577	576	2	5	7	99.13%	99.65%	98.79%
OROVILLE	476	509	134	132	0	0	0	100.00%	100.00%	100.00%
OTHELLO	488	509	479	479	1	1	2	99.79%	99.79%	99.58%
PASCO	545	509	2173	2159	7	12	19	99.45%	99.68%	99.13%
PATEROS	923	509	59	59	0	1	1	98.31%	100.00%	98.31%
POMEROY	843	509	91	91	0	0	0	100.00%	100.00%	100.00%
PT. ANGELES			1463	1462	1	6	7	99.59%	99.93%	99.52%
JOYCE	928	360	61	61	0	0	0	100.00%	100.00%	100.00%
PT. ANGELES	452	360	1402	1401	1	6	7	99.57%	99.93%	99.50%
PT. LUDLOW	437	360	168	168	2	0	2	100.00%	98.81%	98.81%
PT. ORCHARD			2165	2156	9	12	21	99.45%	99.58%	99.03%
COLBY	871	360	850	850	1	5	6	99.41%	99.88%	99.29%
PT. ORCHARD	876	360	1315	1306	8	7	15	99.46%	99.39%	98.86%
PT. TOWNSEND	385	360	824	817	3	8	11	99.03%	99.63%	98.67%
PUYALLAP	841	253	4023	4008	20	11	31	99.73%	99.50%	99.23%
RENTON	226	425	5539	5518	12	14	26	99.75%	99.78%	99.53%
RIDGEFIELD	887	360	281	281	2	3	5	98.92%	99.28%	98.22%
ROCHESTER	273	360	551	550	0	0	0	100.00%	100.00%	100.00%
ROY	842	253	243	243	0	2	2	99.18%	100.00%	99.18%
SEATTLE			30766	30247	84	141	225	99.54%	99.73%	99.27%
ATWATER	281	206	2213	2202	8	11	19	99.50%	99.64%	99.14%
CAMPUS	543	206	1052	1045	2	11	13	98.95%	99.81%	98.76%
CHERRY	241	206	4362	4316	17	17	34	99.61%	99.61%	99.22%
DUWAMISH	762	206	1630	1619	6	6	12	99.63%	99.63%	99.26%
EAST	322	206	4133	4126	9	24	33	99.42%	99.78%	99.20%
ELLIOT	441	206	831	820	3	5	8	99.40%	99.64%	99.04%
EMERSON	361	206	3526	3507	5	5	10	99.86%	99.86%	99.72%
LAKEVIEW	522	206	2568	2556	11	11	22	99.57%	99.57%	99.14%

Washington Service Order Interval Missed Commitment Report
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MAIN	223	206	2154	1782	4	22	26	98.98%	99.81%	98.79%	
MERCER ISLAND (Adams)	232	206	643	639	1	1	2	99.84%	99.84%	99.69%	
PARKWAY	721	206	2711	2704	8	11	19	99.59%	99.70%	99.30%	
SUNSET	782	206	2534	2528	3	4	7	99.84%	99.88%	99.72%	
WEST	932	206	2409	2403	7	13	20	99.46%	99.71%	99.17%	
SEQUIM	683	360	954	945	3	8	11	99.16%	99.68%	98.85%	
SHELTON	426	360	1372	1364	4	1	5	99.93%	99.71%	99.64%	
SILVERDALE	692	360	1526	1520	3	4	7	99.74%	99.80%	99.54%	
SPOKANE			14944	14847	23	64	87	99.57%	99.85%	99.42%	
CHESTNUT	244	509	459	459	0	1	1	99.78%	100.00%	99.78%	
FAIRFAX	325	509	2365	2342	5	25	30	98.94%	99.79%	98.73%	
HUDSON	482	509	2212	2203	1	8	9	99.64%	99.95%	99.59%	
KEYSTONE	534	509	1607	1595	4	6	10	99.63%	99.75%	99.38%	
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE								
RIVERSIDE	455	509	2687	2653	4	17	21	99.37%	99.85%	99.22%	
WALNUT	922	509	3759	3748	7	4	11	99.89%	99.81%	99.71%	
WHITWORTH	466	509	1855	1847	2	3	5	99.84%	99.89%	99.73%	
SPRINGDALE	258	509	139	138	0	0	0	100.00%	100.00%	100.00%	
SUMNER (BonneyLake)	863	253	1976	1972	10	3	13	99.85%	99.49%	99.34%	
TACOMA			21099	21002	49	76	125	99.64%	99.77%	99.41%	
FORT LEWIS	964	253	992	982	0	3	3	99.70%	100.00%	99.70%	
GREENFIELD	472	253	3192	3175	9	17	26	99.47%	99.72%	99.19%	
JUNIPER	582	253	3327	3315	6	9	15	99.73%	99.82%	99.55%	
LENNOX	531	253	4330	4326	12	11	23	99.75%	99.72%	99.47%	
LOGAN	564	253	1659	1653	3	12	15	99.28%	99.82%	99.10%	
MARKET (Fawcett)	722	253	2107	2083	6	10	16	99.52%	99.71%	99.24%	
SKYLINE	752	253	1350	1347	1	4	5	99.70%	99.93%	99.63%	
WAVERLY-2	922	253	733	727	4	1	5	99.86%	99.45%	99.32%	
WAVERLY-7	927	253	3409	3394	8	9	17	99.74%	99.76%	99.50%	
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA								
VANCOUVER			11067	11018	44	47	91	99.58%	99.60%	99.18%	
ORCHARDS	253	360	5827	5799	32	20	52	99.65%	99.45%	99.11%	
OXFORD	693	360	3220	3205	9	19	28	99.41%	99.72%	99.13%	
SALMON CREEK (VANCVR NO)	573	360	2020	2014	3	8	11	99.60%	99.85%	99.46%	
WAITSBURG	337	509	58	58	1	0	1	100.00%	98.28%	98.28%	
WALLA WALLA	522	509	1629	1621	4	4	8	99.75%	99.75%	99.51%	
WARDEN	349	509	138	138	0	0	0	100.00%	100.00%	100.00%	
WINLOCK	785	360	198	196	1	0	1	100.00%	99.49%	99.49%	
YAKIMA			5157	5137	7	13	20	99.78%	99.86%	99.61%	
CHESTNUT	244	509	3810	3792	3	11	14	99.71%	99.92%	99.63%	
WEST	965	509	1347	1345	4	2	6	99.85%	99.70%	99.55%	

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

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	1/05 TOTAL ORDERS SOT= NTC R,SB,LB	1/05 TOTAL ORDERS SOT=NTC R,SB	Company Misses R,SB,LB	Subscriber Misses R,SB,LB	Combined Misses R,SB,LB	COMMITTS MET Subscriber Missed R,SB,LB	COMMITTS MET Company Missed R,SB,LB	COMMITTS MET (Combined Missed) R,SB,LB
Washington Customers Served by Exchanges in Neighboring States										
Clarkston	751	509	660	655	2	1	3	99.85%	99.70%	99.55%
WC TOTAL			162115	160401	442	660	1102	99.59%	99.73%	99.32%

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

1	2	3	12	13	14	15	16	17	18	19	12	21	22
EXCHANGES	WC	AREA	1/05	1/05	NOT	5 DAY	SUM OF	SUM OF ORDERS	% MET	% Missed	10/04	NOT	90 DAYS
	CODE	CODE	SOT=NTC	SOT=NTC	COMPL	(Greater	ORDERS	W/DD > 5			SOT=NTC	COMPL	(GRTR
			INWARD	INWARD	W/I 5	than 10%)	W/DD > 5	Lines or Less Missed			R,SB,LB	W/I 90	THAN 1%)
			R,SB,LB	R,SB	DAYS		Customer	Apppt. Company			R,SB,LB	DAYS	
							Reasons	Reasons					
ABERDEEN-HOQUIAM	532	360	313	311	0	0.00%	17	0	100.00%	0.00%	423	0	0.00%
AUBURN	833	253	594	582	8	1.35%	60	1	98.33%	1.67%	826	0	0.00%
BAINBRIDGE ISLAND	842	206	161	161	1	0.62%	28	0	100.00%	0.00%	194	0	0.00%
BATTLEGROUND	687	360	172	171	4	2.33%	26	1	96.15%	3.85%	206	0	0.00%
BELFAIR	275	360	107	106	0	0.00%	9	0	100.00%	0.00%	161	0	0.00%
BELLEVUE			790	777	6	0.76%	94	0	100.00%	0.00%	1116	0	0.00%
GLENCOURT	453	425	296	285	0	0.00%	41	0	100.00%	0.00%	382	0	0.00%
SHERWOOD	641	425	494	492	6	1.21%	53	0	100.00%	0.00%	734	0	0.00%
BELLINGHAM			763	753	0	0.00%	83	1	98.89%	1.20%	1138	0	0.00%
LUMMI	758	360	27	27	0	0.00%	1	0	100.00%	0.00%	36	0	0.00%
REGENT	671	360	736	726	0	0.00%	82	1	98.78%	1.22%	1102	0	0.00%
BLACK DIAMOND	886	360	54	53	1	1.85%	5	0	100.00%	0.00%	58	0	0.00%
BREMERTON			791	732	10	1.26%	73	1	98.63%	1.37%	833	0	0.00%
CROSBY	373	360	55	55	4	7.27%	6	1	83.33%	16.67%	57	0	0.00%
BREM ESSEX	830	360	725	666	6	0.83%	66	0	100.00%	0.00%	763	0	0.00%
SUNNYSLOPE	674	360	11	11	0	0.00%	1	0	100.00%	0.00%	13	0	0.00%
BUCKLEY	829	360	36	35	1	2.78%	3	0	100.00%	0.00%	59	0	0.00%
CASTLE ROCK	274	360	78	78	1	1.28%	6	0	100.00%	0.00%	85	0	0.00%
CENTRALIA	736	360	243	240	2	0.82%	11	0	100.00%	0.00%	287	0	0.00%
CHEHALIS			160	154	1	0.63%	15	1	93.33%	6.67%	220	0	0.00%
CHEHALIS	748	360	126	120	1	0.79%	12	1	91.67%	8.33%	163	0	0.00%
NAPAVINE	262	360	34	34	0	0.00%	3	0	100.00%	0.00%	57	0	0.00%
CLE-ELUM	674	509	40	40	0	0.00%	3	0	100.00%	0.00%	64	0	0.00%
COLFAX	397	509	34	34	0	0.00%	2	0	100.00%	0.00%	56	0	0.00%
COLVILLE	684	509	95	95	1	1.05%	12	1	91.67%	8.33%	150	0	0.00%
COPALIS													
(OCEAN SHORES)	289	360	79	79	1	1.27%	9	1	88.89%	11.11%	99	0	0.00%
COULEE DAM	633	509	31	31	0	0.00%	5	0	100.00%	0.00%	59	0	0.00%
CRYSTAL MTN.	663	360	15	15	1	6.67%	0	0	0.00%	0.00%	14	0	0.00%
DAYTON	382	509	30	30	0	0.00%	1	0	100.00%	0.00%	36	0	0.00%
DEER PARK	276	509	90	90	2	2.22%	10	1	90.00%	10.00%	115	1	0.87%
DES MOINES			653	648	4	0.61%	67	0	100.00%	0.00%	892	0	0.00%
DES MOINES	824	206	263	261	3	1.14%	25	0	100.00%	0.00%	317	0	0.00%
FEDERAL WAY	839	253	390	387	1	0.26%	42	0	100.00%	0.00%	575	0	0.00%
EASTON	656	509	3	3	0	0.00%	0	0	0.00%	0.00%	7	0	0.00%
ELK	292	509	34	34	0	0.00%	1	0	100.00%	0.00%	57	0	0.00%
ENUMCLAW	825	360	124	123	1	0.81%	14	0	100.00%	0.00%	167	0	0.00%
EPHRATA	754	509	52	50	0	0.00%	7	0	100.00%	0.00%	72	0	0.00%
GRAHAM	847	253	310	309	5	1.61%	42	1	97.62%	2.38%	413	0	0.00%
GREEN BLUFF	238	509	22	22	0	0.00%	5	1	80.00%	20.00%	43	0	0.00%
HOODSPORT	877	360	35	35	2	5.71%	6	1	83.33%	16.67%	46	0	0.00%
ISSAQUAH	392	425	340	337	1	0.29%	69	0	100.00%	0.00%	588	0	0.00%
KENT			918	905	6	0.65%	87	3	96.35%	3.45%	1264	0	0.00%
MERIDIAN	253	360	260	256	5	1.92%	28	2	92.86%	7.14%	356	0	0.00%
OBRIEN	251	206	57	51	0	0.00%	18	0	100.00%	0.00%	64	0	0.00%
ULRICH	852	253	601	598	1	0.17%	41	1	97.56%	2.44%	844	0	0.00%

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

1	2	3	12	13	14	15	16	17	18	19	12	21	22
EXCHANGES	WC	AREA	1/05	1/05	NOT	5 DAY	SUM OF	SUM OF ORDERS	% MET	% Missed	10/04	NOT	90 DAYS
	CODE	CODE	SOT=NTC	SOT=NTC	COMPL	(Greater	ORDERS	W/DD > 5			SOT=NTC	COMPL	(GRTR
			INWARD	INWARD	W/I 5	than 10%)	W/DD > 5	Lines or Less Missed			R,SB,LB	W/I 90	THAN 1%)
			R,SB,LB	R,SB	DAYS		Customer	Appr. Company			R,SB,LB	DAYS	
							Reasons	Reasons					
LIBERTY LAKE	255	509	9	9	0	0.00%	0	0	0	0.00%	28	0	0.00%
LONGVIEW-KELSO	423	360	673	668	3	0.45%	46	0	100.00%	0.00%	892	0	0.00%
LOON LAKE	233	509	8	8	0	0.00%	0	0	0.00%	0.00%	25	0	0.00%
MAPLE VALLEY	432	425	167	166	0	0.00%	31	0	100.00%	0.00%	225	0	0.00%
MOSES LAKE			312	305	2	0.64%	17	0	100.00%	0.00%	374	0	0.00%
MOSES LAKE(AFB)	762	509	69	63	0	0.00%	2	0	100.00%	0.00%	71	0	0.00%
MOSES LAKE	765	509	243	242	2	0.82%	15	0	100.00%	0.00%	303	0	0.00%
NEWMAN LAKE	226	509	20	20	0	0.00%	1	0	100.00%	0.00%	30	0	0.00%
NORTHPORT	732	509	12	12	0	0.00%	1	0	100.00%	0.00%	24	0	0.00%
OLYMPIA			1497	1467	6	0.40%	163	2	98.77%	1.23%	2095	1	0.05%
EVERGREEN	866	360	121	121	1	0.83%	11	0	100.00%	0.00%	225	0	0.00%
LACEY	456	360	682	684	3	0.43%	70	0	100.00%	0.00%	915	0	0.00%
WHITEHALL	352	360	684	662	2	0.29%	82	2	97.56%	2.44%	955	1	0.10%
OMAK-OKANOGAN	826	509	121	121	1	0.83%	4	0	100.00%	0.00%	169	0	0.00%
OROVILLE	476	509	41	39	0	0.00%	6	0	100.00%	0.00%	43	0	0.00%
OTHELLO	488	509	96	96	1	1.04%	8	0	100.00%	0.00%	101	0	0.00%
PASCO	545	509	493	489	5	1.01%	35	0	100.00%	0.00%	634	0	0.00%
PATEROS	923	509	17	17	0	0.00%	1	0	100.00%	0.00%	20	0	0.00%
POMEROY	843	509	21	21	0	0.00%	1	0	100.00%	0.00%	14	0	0.00%
PT. ANGELES			263	262	2	0.76%	20	0	100.00%	0.00%	397	0	0.00%
JOYCE	928	360	10	10	0	0.00%	0	0	0.00%	0.00%	15	0	0.00%
PT. ANGELES	452	360	253	252	2	0.79%	20	0	100.00%	0.00%	382	0	0.00%
PT. LUDLOW	437	360	32	32	0	0.00%	5	0	100.00%	0.00%	48	0	0.00%
PT. ORCHARD			404	401	6	1.49%	40	2	95.00%	5.00%	501	0	0.00%
COLBY	871	360	157	157	3	1.91%	22	0	100.00%	0.00%	203	0	0.00%
PT. ORCHARD	876	360	247	244	3	1.21%	18	2	88.89%	11.11%	298	0	0.00%
PT. TOWNSEND	385	360	182	180	2	1.10%	30	0	100.00%	0.00%	259	0	0.00%
PUYALLAP	841	253	712	706	3	0.42%	89	1	98.88%	1.12%	889	0	0.00%
RENTON	226	425	1037	1029	10	0.96%	127	0	100.00%	0.00%	1322	0	0.00%
RIDGEFIELD	887	360	64	64	1	1.56%	5	0	100.00%	0.00%	75	0	0.00%
ROCHESTER	273	360	101	101	0	0.00%	15	0	100.00%	0.00%	148	0	0.00%
ROY	842	253	31	31	0	0.00%	2	0	100.00%	0.00%	46	0	0.00%
SEATTLE			5978	5821	59	0.99%	692	6	99.13%	0.87%	8353	0	0.00%
ATWATER	281	206	482	478	1	0.21%	68	0	100.00%	0.00%	719	0	0.00%
CAMPUS	543	206	240	240	2	0.82%	28	0	100.00%	0.00%	430	0	0.00%
CHERRY	241	206	779	760	13	1.67%	68	0	100.00%	0.00%	1010	0	0.00%
DUWAMISH	762	206	283	275	3	1.06%	23	0	100.00%	0.00%	404	0	0.00%
EAST	322	206	822	821	3	0.36%	86	1	98.84%	1.16%	1179	0	0.00%
ELLIOT	441	206	233	232	1	0.43%	27	0	100.00%	0.00%	324	0	0.00%
EMERSON	361	206	639	632	3	0.47%	66	0	100.00%	0.00%	915	0	0.00%
LAKEVIEW	522	206	474	471	6	1.27%	65	1	98.46%	1.54%	765	0	0.00%
MAIN	223	206	597	501	15	2.51%	73	1	98.63%	1.37%	696	0	0.00%
MERCER ISLAND (Adams)	232	206	125	125	0	0.00%	18	0	100.00%	0.00%	167	0	0.00%
PARKWAY	721	206	400	396	7	1.75%	47	1	97.87%	2.13%	526	0	0.00%
SUNSET	782	206	455	451	0	0.00%	61	0	100.00%	0.00%	632	0	0.00%
WEST	932	206	445	439	5	1.12%	62	2	96.77%	3.23%	586	0	0.00%

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

1	2	3	12	13	14	15	16	17	18	19	12	21	22
EXCHANGES	WC CODE	AREA CODE	1/05 SOT=NTC INWARD R,SB,LB	1/05 SOT=NTC INWARD R,SB	NOT COMPL W/I 5 DAYS	5 DAY (Greater than 10%)	SUM OF ORDERS W/DD > 5 days; Customer Reasons	SUM OF ORDERS W/DD > 5 DAYS; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	10/04 SOT=NTC INWARD R,SB,LB	NOT COMPL W/I 90 DAYS	90 DAYS (GRTR THAN 1%)
SEQUIM	683	360	214	211	1	0.47%	30	1	96.67%	3.33%	288	0	0.00%
SHELTON	426	360	269	266	4	1.49%	29	0	100.00%	0.00%	379	0	0.00%
SILVERDALE	692	360	287	287	1	0.35%	36	0	100.00%	0.00%	378	0	0.00%
SPOKANE			2827	2800	14	0.50%	271	2	99.26%	0.74%	4025	0	0.00%
CHESTNUT	244	509	85	85	0	0.00%	6	0	100.00%	0.00%	110	0	0.00%
FAIRFAX	325	509	444	438	1	0.23%	35	0	100.00%	0.00%	595	0	0.00%
HUDSON	405	509	402	402	2	0.49%	26	0	100.00%	0.00%	570	0	0.00%
KEYSTONE	534	509	336	334	2	0.60%	51	0	100.00%	0.00%	412	0	0.00%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE										
RIVERSIDE	455	509	577	567	5	0.87%	58	0	100.00%	0.00%	779	0	0.00%
WALNUT	922	509	689	686	3	0.44%	63	2	96.83%	3.17%	1068	0	0.00%
WHITWORTH	509	509	291	288	1	0.34%	32	0	100.00%	0.00%	491	0	0.00%
SPRINGDALE	258	509	26	26	0	0.00%	2	0	100.00%	0.00%	46	0	0.00%
SUMNER (BonneyLake)	863	253	303	301	4	1.32%	36	1	97.22%	2.78%	445	0	0.00%
TACOMA			3816	3776	30	0.79%	405	5	98.77%	1.23%	5010	2	0.04%
FORT LEWIS	964	253	242	236	2	0.83%	33	0	100.00%	0.00%	243	0	0.00%
GREENFIELD	472	253	560	553	7	1.25%	52	0	100.00%	0.00%	673	0	0.00%
JUNIPER	582	253	623	617	2	0.32%	50	0	100.00%	0.00%	894	0	0.00%
LENNOX	531	253	686	684	4	0.58%	54	1	98.15%	1.85%	817	1	0.12%
LOGAN	564	253	333	331	4	1.20%	43	2	95.35%	4.65%	446	1	0.22%
MARKET (Fawcett)	272	253	428	422	4	0.93%	57	1	98.25%	1.75%	638	0	0.00%
SKYLINE	752	253	223	223	0	0.00%	32	0	100.00%	0.00%	326	0	0.00%
WAVERLY-2	922	253	119	115	2	1.68%	21	1	95.24%	4.76%	165	0	0.00%
WAVERLY-7	927	253	602	595	5	0.83%	63	0	100.00%	0.00%	808	0	0.00%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA										
VANCOUVER			2279	2264	15	0.66%	281	4	98.58%	1.42%	2987	2	0.07%
ORCHARDS	253	360	1161	1154	10	0.86%	145	1	99.31%	0.69%	1521	0	0.00%
OXFORD	693	360	733	727	4	0.55%	79	1	98.73%	1.27%	946	1	0.11%
SALMON CREEK (VANCVR NO)	573	360	385	383	1	0.26%	57	2	96.49%	3.51%	520	1	0.19%
WAITSBURG	337	509	13	13	1	7.69%	0	0	0.00%	0.00%	15	0	0.00%
WALLA WALLA	522	509	344	341	4	1.16%	21	1	95.24%	4.76%	457	0	0.00%
WARDEN	349	509	28	28	0	0.00%	1	0	100.00%	0.00%	36	0	0.00%
WINLOCK	785	360	41	41	0	0.00%	1	1	100.00%	100.00%	50	0	0.00%
YAKIMA			1110	1105	6	0.54%	73	2	97.26%	2.74%	1424	0	0.00%
CHESTNUT	244	509	829	825	2	0.24%	48	2	95.83%	4.17%	1060	0	0.00%
WEST	965	509	281	280	4	1.42%	25	0	100.00%	0.00%	364	0	0.00%
Washington Customers Served by Exchanges in Neighboring States													
Clarkston	751	509	117	115	0	0.00%	10	0	100.00%	0.00%		0	0.00%
WC TOTAL			31132	30672	240	0.77%	3305	42	98.73%	1.27%	42000	6	0.01%

WASHINGTON REPAIR COMMITMENTS MET
JANUARY 2005

Measurement Period 2005	# of Repair Tickets	Repair Commitments Met	Repair Commitments Missed	% Met	Force Majeure Exclusions	Physically Obstructed Exclusions
January	18,241	17,147	1094	94.00%	51	105
February						
March						
April						
May						
June						
July						
August						
September						
October						
November						
December						
YTD Total	18,241	17,147	1,094	94.00%	51	105
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
JANUARY 2005

EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Jan-05	Jan-05	Jan-05	Dec-04	Nov-04	Oct-04	Sep-04	Aug-04	Jul-04	Jun-04	May-04	Apr-04	Mar-04	Feb-04		
Report Rate > 4.00				0														
ABERDEEN	0	532	16857	170	1.01	1.46	1.32	0.90	0.86	1.11	0.87	0.71	0.79	0.87	1.08	0.91		
AUBURN	0	833	34023	410	1.21	1.17	0.78	1.04	1.07	1.12	0.99	1.20	0.83	0.93	1.05	0.81		
BAINBRIDGE	0	842	14093	195	1.38	1.39	1.07	1.13	1.48	1.52	1.24	1.15	1.19	1.10	1.14	1.30		
BATTLE GROUND	0	687	11453	244	2.13	2.88	1.66	1.39	2.12	2.12	1.56	1.79	1.58	1.40	1.28	2.42		
BELFAIR	0	275	8099	173	2.14	2.36	1.40	1.45	2.33	1.51	1.36	2.25	1.20	1.69	1.52	1.13		
BELLEVUE	0		71970	800	1.11	0.85	0.99	0.68	0.79	2.44	0.69	0.80	0.65	0.64	0.74	0.65		
GLENCOURT	0	453	27857	170	0.61	0.58	0.69	0.60	0.63	0.65	0.56	0.73	0.53	0.61	0.59	0.53		
SHERWOOD	0	641	44113	630	1.43	1.03	0.69	0.73	0.90	3.57	0.78	0.85	0.72	0.66	0.84	0.72		
BELLINGHAM	0		43504	285	0.66	0.75	0.92	0.77	0.69	0.88	0.65	0.66	0.59	0.55	0.72	0.68		
LUMMI	0	758	1534	18	1.17	0.39	1.03	1.80	1.35	1.09	1.49	0.71	2.05	0.96	0.89	1.14		
REGENT	0	671	41970	267	0.64	0.77	0.92	0.74	0.67	0.87	0.62	0.66	0.53	0.54	0.72	0.66		
BLACK DIAMOND	0	886	3503	52	1.48	1.79	0.91	2.05	1.14	0.88	1.26	1.37	1.35	1.37	1.33	1.10		
BREMERTON	0		39785	336	0.84	0.76	0.76	0.68	0.72	0.74	0.66	0.69	0.68	0.61	0.82	0.66		
BREMERTON ESX	0	373	35416	271	0.77	0.69	0.71	0.59	0.66	0.62	0.59	0.63	0.64	0.52	0.75	0.58		
CROSBY	0	830	3532	51	1.44	1.45	1.33	1.57	1.26	1.80	1.18	1.32	0.97	1.32	1.53	1.52		
SUNNYSLOPE	0	674	837	14	1.67	0.72	0.60	0.97	0.84	1.08	1.57	0.85	1.34	1.71	1.07	0.59		
BONNEY LAKE	0	862	Numbers added to Summer															
BUCKLEY	0	829	3337	43	1.29	1.49	0.84	1.38	1.14	1.29	1.37	1.21	1.06	0.82	1.28	0.81		
CASTLEROCK	1	274	4936	86	1.74	2.25	2.24	3.71	2.12	4.26	2.01	1.26	1.51	1.62	1.54	1.66		
CENTRALIA	0	736	10360	125	1.21	1.24	1.14	1.03	1.28	1.08	1.37	0.84	0.98	0.93	1.30	1.20		
CHEHALIS	0		10719	109	1.02	1.05	1.21	0.96	0.89	1.28	1.16	0.95	0.81	0.87	1.44	1.49		
CHEHALIS	0	748	8106	69	0.85	0.95	1.14	0.88	0.85	1.22	1.10	0.99	0.64	0.81	1.34	1.60		
NAPAVINE	0	262	2613	40	1.53	1.38	1.42	1.22	1.00	1.47	1.35	0.84	1.33	1.05	1.75	1.14		
CLE-ELUM	0	674	3331	31	0.93	0.69	0.96	1.42	1.11	2.68	1.05	1.66	0.97	1.14	0.85	0.38		
COLFAX	0	397	2544	20	0.79	0.83	1.37	1.22	2.38	1.23	1.35	1.29	0.70	0.85	1.00	0.91		
COLVILLE	0	684	7121	51	0.72	0.86	0.70	1.04	1.15	2.56	1.21	0.89	1.24	0.59	1.00	0.79		
PALIS(OCEAN SHORES)	0	289	4154	79	1.90	1.91	2.21	1.57	1.62	1.33	1.24	1.03	0.93	1.16	1.49	1.12		
COULEE DAM	0	633	2319	18	0.78	1.07	0.56	0.94	0.90	1.23	1.32	0.89	1.05	2.09	1.07	0.86		
CRYSTAL MTN.	0	663	704	6	0.85	3.76	0.58	0.88	1.63	1.18	1.04	1.95	0.89	0.60	1.45	1.28		
DAYTON	0	382	1921	20	1.04	1.51	1.26	1.74	2.80	2.36	2.35	1.93	0.95	1.49	0.60	1.58		
DEER PARK	0	276	6406	47	0.73	1.08	1.04	1.06	1.00	1.81	1.27	1.15	1.89	0.75	0.55	0.44		
DES MOINES	0		35741	334	0.93	0.82	0.75	0.83	0.92	0.85	0.72	0.83	0.95	0.75	0.81	0.77		
DES MOINES	0	824	13990	152	1.09	0.87	0.81	0.90	0.94	0.84	0.71	0.77	0.97	0.81	0.78	0.73		
FEDERAL WAY	0	839	21751	182	0.84	0.80	0.72	0.79	0.91	0.86	0.72	0.87	0.94	0.70	0.82	0.80		
EASTON	0	656	718	7	0.97	0.69	0.70	0.98	1.23	1.92	0.28	0.56	0.97	0.28	0.83	1.10		
ELK	0	292	2877	27	0.94	0.80	1.04	0.90	1.53	1.01	1.01	1.15	1.53	0.66	0.66	0.73		
ENUMCLAW	0	825	9521	120	1.26	1.26	0.80	1.26	1.38	1.19	0.94	0.92	1.06	0.75	1.10	0.89		
EPHRATA	0	754	3662	45	1.23	0.87	1.10	1.26	0.93	0.61	0.84	0.96	0.56	1.17	2.05	0.60		
GRAHAM	0	847	20026	252	1.26	1.08	1.12	0.96	1.01	1.10	1.21	1.58	1.44	1.21	1.34	1.78		

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EXCHANGE	#	WC	ALINES	#Rpts	RATE												RATE	
					Jan-05	Dec-04	Nov-04	Oct-04	Sep-04	Aug-04	Jul-04	Jun-04	May-04	Apr-04	Mar-04	Feb-04		
Report Rate > 4.00					0													
GREEN BLUFF	0	238	3029	30	0.99	0.69	0.86	0.59	1.59	1.52	1.40	2.05	0.79	0.88	2.03	0.93		
HOODSPORT	0	877	2555	24	0.94	0.67	1.06	1.41	0.62	1.52	0.82	1.02	1.41	1.25	0.94	0.86		
ISSAQUAH	0	392	26599	267	1.00	1.05	0.90	0.98	0.88	1.23	0.88	1.18	0.81	0.95	0.87	1.00		
KENT	0		62705	522	0.83	0.80	0.79	0.79	0.76	0.93	0.82	0.83	0.86	0.70	0.75	0.65		
KENT MERIDIAN	0	630	22624	252	1.11	1.01	1.03	0.94	1.04	1.27	1.31	1.03	1.35	0.96	0.86	0.85		
KENT OBRIEN	0	251	11075	39	0.35	0.30	0.37	0.27	0.32	0.31	0.40	0.50	0.28	0.21	0.24	0.22		
KENT ULRICH	0	852	29006	231	0.80	0.82	0.75	0.88	0.72	0.90	0.60	0.82	0.71	0.69	0.85	0.65		
LIBERTY LAKE	0	255	1618	4	0.25	0.31	0.55	0.37	0.61	0.49	0.55	0.49	1.57	0.84	0.18	0.41		
LONGVIEW-KELSO	0	423	32216	373	1.16	1.13	1.09	1.23	1.25	1.48	1.05	1.10	0.94	1.03	1.32	1.23		
LOON LAKE	0	233	1439	7	0.49	1.24	0.83	0.82	0.87	1.78	1.25	1.19	1.27	1.28	0.54	0.95		
MAPLE VALLEY	0	432	13418	114	0.85	1.02	0.95	0.70	2.19	0.79	0.81	0.82	1.14	0.83	1.27	0.94		
MOSES LAKE	0		14697	158	1.08	1.22	0.96	0.95	1.09	1.63	1.17	1.72	1.09	1.00	1.15	1.06		
MOSES LAKE AFB	0	762	2624	23	0.88	1.11	0.68	1.17	0.75	0.94	1.05	1.15	0.84	0.68	1.17	1.05		
MOSES LAKE	0	765	12073	135	1.12	1.25	1.02	0.90	1.16	1.78	1.20	1.85	1.15	1.07	1.14	1.06		
NEWMAN LAKE	0	226	2583	19	0.74	0.62	0.31	0.70	0.96	0.93	1.46	1.65	1.26	1.03	1.20	0.78		
NORTHPORT	0	732	1021	7	0.69	1.76	2.16	1.08	1.36	2.35	1.86	0.59	1.58	1.10	2.09	0.69		
OLYMPIA	0		96112	943	0.98	0.85	0.79	0.83	0.85	0.83	0.87	0.85	0.80	0.76	0.89	0.90		
EVERGREEN	0	866	7537	87	1.15	1.24	1.33	0.96	1.59	1.00	1.29	1.00	1.05	0.80	1.32	0.90		
LACEY	0	456	42492	413	0.97	0.88	0.59	0.77	0.77	0.73	0.85	0.82	0.71	0.68	0.74	0.79		
WHITEHALL	0	352	46083	443	0.96	0.76	0.87	0.88	0.82	0.90	0.82	0.86	0.83	0.83	0.96	0.99		
OMAK-OKANOGAN	0	826	7481	67	0.90	1.28	0.95	0.97	1.08	1.54	0.83	1.08	1.22	1.02	1.59	0.96		
OROVILLE	0	476	1867	18	0.96	0.91	0.86	1.50	1.71	1.55	1.22	1.17	1.16	0.95	1.05	0.94		
OTHELLO	1	488	4650	100	2.15	1.53	2.05	1.22	1.20	2.83	1.97	2.54	2.95	2.21	3.04	5.18		
PASCO	0	545	20472	232	1.13	0.93	1.09	1.70	1.29	1.73	1.78	2.12	1.29	1.18	1.32	1.28		
PATEROS	0	923	834	5	0.60	0.60	0.84	0.12	0.60	1.54	0.71	1.06	0.71	0.59	1.88	0.59		
POMEROY	0	843	1352	14	1.04	1.64	0.83	1.41	2.01	2.06	1.85	1.40	0.95	1.10	2.02	1.29		
PT-ANGELES	0		19504	325	1.67	1.06	1.00	0.87	1.13	1.20	0.82	0.85	0.84	0.83	1.26	1.21		
JOYCE	1	928	1254	75	5.98	2.07	0.79	1.34	1.87	1.95	2.73	2.44	1.65	1.88	0.93	1.01		
PT. ANGELES	0	452	18250	250	1.37	0.99	1.02	0.84	1.08	1.15	0.69	0.74	0.79	0.76	1.28	1.22		
PT. LUDLOW	0	437	2895	24	0.83	0.93	0.94	1.57	1.04	1.21	1.18	1.12	1.04	0.76	1.13	1.12		
PT. ORCHARD	0		23806	272	1.14	1.10	1.07	1.02	1.07	1.02	0.98	1.08	1.71	0.88	0.97	1.06		
COLBY	0	871	9217	126	1.37	1.20	1.13	1.01	0.94	1.09	1.06	1.20	1.12	0.89	0.85	1.01		
PT. ORCHARD	0	876	14589	146	1.00	1.03	1.04	1.03	1.15	0.98	0.93	1.00	2.07	0.86	1.04	1.09		
PT. TOWNSEND	0	385	11960	115	0.96	0.99	0.86	0.87	1.03	1.47	0.94	1.26	1.17	0.76	0.79	0.90		
PUYALLUP	0	841	40576	376	0.93	1.04	0.91	2.00	0.96	1.08	0.87	0.92	0.88	0.84	0.99	0.85		
RENTON	0	226	57666	594	1.03	1.01	0.84	0.84	0.78	0.89	0.76	0.78	0.79	0.78	0.97	0.92		
RIDGEFIELD	2	887	3839	75	1.95	2.91	1.33	4.18	6.65	2.45	1.83	2.36	1.69	1.90	1.72	1.47		
ROCHESTER	0	273	6252	109	1.74	1.17	1.26	1.72	1.86	1.82	1.31	1.01	1.34	0.94	0.96	0.77		
ROY	0	843	2779	31	1.12	1.59	1.29	1.67	1.45	1.60	1.31	1.16	1.44	0.75	0.82	1.22		

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EXCHANGE	#	WC	ALINES	#Rpts	RATE	Dec-04	Nov-04	Oct-04	Sep-04	Aug-04	Jul-04	Jun-04	May-04	Apr-04	Mar-04	RATE
Report Rate > 4.00			Jan-05	Jan-05	Jan-05	Jan-05	Jan-05	Jan-05	Jan-05	Jan-05	Jan-05	Jan-05	Jan-05	Jan-05	Jan-05	Jan-05
SEATTLE	0		415/36	2965	0.71	0.68	0.66	0.68	0.73	0.78	0.68	0.70	0.65	0.59	0.72	0.64
ATWATER	0	281	33131	180	0.54	0.68	0.62	0.51	0.63	0.82	0.75	0.71	0.64	0.58	0.57	0.47
CAMPUS	0	543	15485	74	0.48	0.44	0.51	0.63	0.76	0.69	0.63	0.70	0.41	0.51	0.60	0.48
CHERRY	0	241	44777	529	1.18	0.87	0.73	0.78	0.79	1.04	0.83	0.90	0.88	0.75	1.07	1.01
DUWAMISH	0	655	17662	144	0.82	0.69	0.81	0.84	0.90	0.92	0.69	0.74	0.65	0.71	0.96	0.73
EAST	0	322	45840	340	0.74	0.82	0.82	1.03	0.93	0.88	0.82	0.87	0.76	0.60	0.74	0.78
ELLIOT	0	441	11772	28	0.24	0.30	0.22	0.39	0.28	0.24	0.33	0.44	0.36	0.39	0.52	0.25
EMERSON	0	417	44988	372	0.83	0.69	0.61	0.68	0.79	0.95	0.72	0.66	0.67	0.61	0.76	0.66
LAKEVIEW	0	522	39079	363	0.93	0.72	0.72	0.72	0.77	0.85	0.68	0.74	0.78	0.61	0.62	0.67
MAIN	0	223	61321	113	0.18	0.20	0.17	0.20	0.21	0.22	0.24	0.29	0.30	0.20	0.25	0.25
MERCER ISLAND (ADAMS)	0	232	12760	124	0.97	0.88	0.92	0.76	1.20	0.99	1.03	1.21	0.86	0.73	0.90	0.74
PARKWAY	0	723	24217	278	1.15	1.07	1.30	0.84	1.03	1.04	0.95	0.97	0.86	0.96	1.20	1.07
SUNSET	0	782	34746	195	0.56	0.69	0.58	0.67	0.74	0.65	0.55	0.52	0.55	0.51	0.68	0.50
WEST	0	932	29958	225	0.75	0.94	0.93	0.97	0.99	1.11	0.98	0.88	0.83	0.93	0.92	0.75
SEQUIM	0	683	14941	160	1.07	1.04	1.49	1.59	1.07	0.98	1.26	0.91	0.98	0.98	0.80	2.06
SHELTON	0	427	17064	216	1.27	1.05	1.22	1.01	1.29	1.14	1.06	1.26	0.98	0.99	0.89	1.16
SILVERDALE	0	692	17929	120	0.67	0.88	0.85	0.76	0.66	0.87	0.69	0.65	0.78	0.54	0.66	0.77
SPOKANE	0		178117	1123	0.63	0.74	0.75	0.74	0.95	0.99	0.90	0.95	1.30	0.77	0.72	0.68
CHESTNUT	0	244	3677	28	0.76	0.87	0.68	1.26	1.12	2.09	0.91	3.13	2.15	0.85	0.56	1.13
FAIRFAX	0	325	26136	177	0.68	0.69	0.77	0.67	0.85	1.11	0.77	0.96	1.03	0.70	0.81	0.87
HUDSON	0	482	20061	116	0.58	0.62	0.67	0.57	0.68	0.67	0.75	0.89	1.59	0.66	0.63	0.59
KEYSTONE	0	534	17400	124	0.71	0.59	0.58	0.76	0.76	0.98	0.87	0.87	1.62	0.82	0.69	0.73
MORAN	0	441	Numbers added to Riverside													
RIVERSIDE	0	455	36964	228	0.62	0.84	0.73	0.73	0.89	0.88	0.75	0.85	1.23	0.65	0.76	0.77
WALNUT	0	922	47927	279	0.58	0.69	0.78	0.67	0.89	0.99	0.90	0.88	1.08	0.70	0.59	0.48
WHITWORTH	0	466	25952	171	0.66	0.89	0.91	1.01	1.54	1.14	1.37	1.02	1.50	1.04	0.91	0.69
SPRINGDALE	0	258	1712	17	0.99	2.33	1.77	2.48	1.59	1.41	3.38	3.47	2.56	2.03	0.81	1.04
SUMMER	0	863	23303	237	1.02	1.01	1.22	1.64	1.01	1.02	0.86	0.98	0.84	1.26	1.15	0.95
TACOMA	0		196100	1909	0.97	0.84	0.78	0.91	1.00	1.02	0.85	0.96	0.90	0.95	1.14	0.92
FORT LEWIS	0	964	5644	50	0.89	1.09	0.70	0.74	0.55	0.54	0.64	0.82	0.48	0.44	0.84	0.84
GREENFIELD	0	472	25342	305	1.20	1.06	0.95	1.09	0.96	1.31	0.91	1.50	0.95	0.98	1.26	1.22
JUNIPER	0	581	28998	282	0.97	0.86	0.86	1.03	1.22	1.22	1.06	0.92	0.84	1.09	1.29	1.10
LENNOX	0	531	33256	392	1.18	1.09	0.95	1.19	1.09	1.28	1.12	1.17	1.44	1.46	1.68	1.11
LOGAN	0	564	18859	212	1.12	0.71	0.84	0.86	0.95	0.90	0.71	0.76	0.79	0.77	0.95	0.83
MARKET/FAWCETT	0	272	21566	132	0.61	0.56	0.57	0.66	0.68	0.62	0.58	0.52	0.76	0.64	0.64	0.72
SKYLINE	0	752	17608	142	0.81	0.74	0.73	0.83	0.93	0.99	0.74	0.74	0.75	0.90	0.86	0.80
WAVERLY-2	0	922	8708	93	1.07	0.90	0.68	0.93	1.05	0.76	0.62	0.91	1.06	0.82	0.98	0.67
WAVERLY-7	0	927	36119	301	0.83	0.68	0.60	0.67	1.06	0.85	0.76	0.91	0.68	0.76	1.03	0.71

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EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	
			Jan-05	Jan-05	Jan-05	Nov-04	Dec-04	Jan-05	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	
Report Rate > 4.00					0														
TOUCHET			Numbers added to Walla Walla																
VANCOUVER	0		111658	1173	1.05	1.07	1.02	1.00	0.94	1.21	1.00	1.09	1.07	1.07	0.88	0.88	1.13	1.13	1.24
ORCHARDS	0	253	57900	621	1.07	1.05	0.97	0.97	0.95	1.20	0.91	1.15	1.18	1.18	0.87	0.87	1.14	1.14	1.20
OXFORD	0	693	31128	323	1.04	1.09	1.02	1.09	0.92	1.11	1.12	1.05	1.02	1.02	0.93	0.93	1.13	1.13	1.32
SALMON CREEK (VANCOUVER NORTH)	0	573	22630	229	1.01	1.11	0.96	0.98	0.95	1.37	1.06	0.99	0.83	0.83	0.81	0.81	1.09	1.09	1.24
WAITSBURG	0	337	762	3	0.39	1.45	1.70	1.17	1.96	3.00	1.82	1.29	1.91	1.91	0.76	0.76	1.36	1.36	1.69
WALLA WALLA /TOUCHET	0	522	22016	176	0.80	0.73	0.77	1.02	0.67	1.00	0.73	1.00	0.78	0.78	0.77	0.77	0.81	0.81	0.90
WARDEN	0	349	1384	17	1.23	1.08	0.50	2.20	1.20	3.05	1.98	0.91	1.04	1.04	1.10	1.10	1.08	1.08	1.68
WINLOCK	0	785	2294	46	2.01	1.48	1.65	1.97	1.80	1.14	0.57	1.71	0.70	0.70	0.96	0.96	0.73	0.73	0.81
YAKIMA	0		53831	376	0.70	0.65	0.84	0.74	0.70	0.97	1.05	0.93	0.83	0.83	0.79	0.79	0.77	0.77	0.71
CHESTNUT	0	248	36458	253	0.69	0.68	0.97	0.79	0.68	0.98	1.17	0.97	0.79	0.79	0.77	0.77	0.78	0.78	0.73
WEST	0	965	17373	123	0.71	0.60	0.55	0.64	0.73	0.95	0.78	0.85	0.92	0.92	0.84	0.84	0.74	0.74	0.67
Washington Customers Served by Exchanges in Neighboring States																			
CLARKSTON	0	751	8452	75	0.89														
TOTALS			1902908	17523	0.92	0.90	0.85	0.91	0.94	1.09	0.88	0.93	0.91	0.91	0.80	0.80	0.92	0.92	0.87

WASHINGTON ANCR REPORT
 JANUARY 2005

WASHINGTON ANCR - JANUARY 2005							
ANCR Red Orange Yellow Report							
Ticket ID	Escalation Code	Failure Category	Incident Dat	Restore Date	Total No. of Hours OOS	Geography Affected	Failure Description
WA-050107-00	YELLOW	OUTSIDE PLANT FAC.	07JAN2005:21:53:00	10JAN2005:08:00:00	58:07:00		<p>FAA CKT DOWN. FCC REPORTABLE GROUND TO GROUND ANALOG DATA CKT. NOT AIR TRAFFIC AFFECTING. A CARD WAS CHANGED IN THE C.O. WHICH DID NOT CHANGE ANYTHING. TECH DISPATCHED. THE CKT WAS TESTED GOOD UP TO THE CROSS BOX. NO ACCESS TO SITE UNTIL MONDAY. FAA/MCI DENIED ACCESS UNTIL 1/10 IN THE AM. WHEN TESTER PLUGGED INTO NTD TO TEST, TROUBLE CAME CLEAR TECH DISPATCHED TO FAA SITE. EVERYTHING TESTED GOOD. CUSTOMER AGREED THAT THERE IS NO PROBLEM WITH THE CIRCUIT TODAY. LEFT TEST EQUIPMENT ON FOR 15 MIN IN EACH DIRECTION. NO ERRORS.</p>

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

	RES			BUS			RES/BUS COMBINED TOTALS			REPAIR		
	Volume	Time in Queue	Average	Volume	Time in Queue	Average	Volume	Time in Queue	Average	Volume	Time in Queue	Average
January		29,875,379	14		3,379,035	15		33,254,414	14		8,768,809	20
February												
March												
April												
May												
June												
JULY												
AUGUST												
SEPTEMBER												
OCTOBER												
NOVEMBER												
DECEMBER												

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

WASHINGTON OUT OF SERVICE SUMMARY
JANUARY 2005

	Total # of Out Of Service Tickets	Out of Service Cleared 48 Hours	% Out Of Service <= 48 Hours	Out of Service Not Cleared in 48 Hours	# Of Exemptions
January	13,081	12,876	98.43%	205	199
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					
	13,081	12,876	98.43%	205	199

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	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
2004						
January	5,075	5,040	35	99.31%	2	40
February						
March						
April						
May						
June						
July						
August						
September						
October						
November						
December						
YTD TOTAL	5,075	5,040	35	99.31%	2	40

Baseline: (WAC 480-120-439 (9)/480-120-440(2)): All "other" regulated service interruptions must be repaired within seventy-two hours unless the company is unable to make the repair because it is physically obstructed from doing so or because of force majeure, in which case the repair must be made as soon as practicable.

WASHINGTON TOLL, E911 AND LOCAL TRUNK BLOCKING
JANUARY 2005

Trunks Blocking > .5% for the month of Jan 2005		Toll Trunk Blocking					
Trunk Group ID JAN05	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result Jan05	Explanation/Details of Action Taken, Turnk Servicing Response - Jan05
AP080805	276			two way	TOLL-DDD	4.25%	Nothing to report.
AP077402	144			two way	GOS	1.77%	
AP074227	251			two way	GOS	2.49%	
Percent of trunks meeting standard:						99.22%	
Total number of trunks:						387	
Number of trunks out of compliance for the month:						3	

Trunks Blocking > 1% for the month of Jan 2005		E911 Trunk Blocking					
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result Jan05	Explanation/Details of Action Taken, Turnk Servicing Response - Jan05
AP069365	2			one way	E911	7.28%	Nothing to report
Percent of trunks meeting standard:						99.14%	
Total number of trunks:						117	
Number of trunks out of compliance for the month:						1	

Trunks Blocking > 1% for the month of Jan 2005		Local Trunk Blocking					
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result Jan05	Explanation/Details of Action Taken, Turnk Servicing Response - Dec04
AP071416	120			two way	LOCAL	1.05%	Nothing to report
AP067275	552			two way	LOCAL	5.56%	
AP045570	576			two way	LOCAL	2.41%	
Percent of trunks meeting standard:						99.09%	
Total number of trunks:						330	
Number of trunks out of compliance for the month:						3	

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

DIAL TONE
 NETWORK CONGESTION MONTHLY REPORT
 2005

Measurement Period	# ACCESS LINES	DIAL TONE SPEED TESTS	DIAL TONE DELAYS	PERCENT (Greater than 10%)
January	1,902,908	38,021,739	6,083	0.02%
February				
March				
April				
May				
June				
July				
August				
September				
October				
November				
December				
YTD Total				
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
JANUARY 2005

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
ABERDEEN-HOQUIAM	532	360	343391	10	0.00%
ATWATER	281	206	591020	3	0.00%
AUBURN	833	253	694960	96	0.01%
BLACK DIAMOND	REMOTE OF AUBURN				
BAINBRIDGE ISLAND	842	206	327792	55	0.02%
BATTLEGROUND	687	360	203986	196	0.10%
BELFAIR	275	360	136845	0	0.00%
BONNEY LAKE	862	253	260158	0	0.00%
BREMERTON ESSEX	373	360	782437	3	0.00%
BUCKLEY	829	360	53937	0	0.00%
CAMPUS	543	206	313721	2	0.00%
CASTLE ROCK	274	360	94636	197	0.21%
CENTRALIA	736	360	209206	0	0.00%
CHEHALIS	748	360	150941	0	0.00%
CHERRY	241	206	953976	190	0.02%
CLE-ELUM	674	509	43464	0	0.00%
COLBY	871	360	173826	51	0.03%
COLFAX	397	509	33161	0	0.00%
COLVILLE	684	509	124323	0	0.00%
NORTHPORT	REMOTE OF COLVILLE				
COULEE DAM	633	509	37579	0	0.00%
CROSBY	830	360	61549	0	0.00%
CRYSTAL MTN.	663	360	6287	0	0.00%
DAYTON	382	509	26299	0	0.00%
DEER PARK	276	509	120616	0	0.00%
DES MOINES	824	206	292584	86	0.03%
DUWAMISH	762	206	389502	0	0.00%
EAST	322	206	647828	98	0.02%
EASTON	656	509	7707	0	0.00%
ELK	292	509	55505	11	0.02%
ELLIOT	441	206	212241	0	0.00%
EMERSON	361	206	797613	0	0.00%
ENUMCLAW	825	360	157382	0	0.00%
EPHRATA	754	509	53117	0	0.00%
FAIRFAX	325	509	631595	296	0.05%
CHESTNUT	REMOTE OF FAIRFAX				
FEDERAL WAY	839	253	502846	132	0.03%
FORT LEWIS	964	253	126094	2	0.00%
GLENCOURT	453	425	618640	5	0.00%
GRAHAM	847	253	429513	71	0.02%
GREEN BLUFF	238	509	54126	0	0.00%
GREENFIELD	472	253	720633	401	0.06%
HUDSON	482	509	465734	0	0.00%
ISSAQUAH	392	425	544349	49	0.01%
JOYCE	928	360	17476	0	0.00%
JUNIPER	582	253	633125	158	0.02%
KENT MERIDIAN	630	253	429866	302	0.07%
KENT OBRIEN	251	206	301682	3	0.00%
KENT ULRICH	852	253	573421	52	0.01%
KEYSTONE	534	509	499495	0	0.00%
LACEY	456	360	767707	265	0.03%
LAKEVIEW	522	206	524266	89	0.02%
LENNOX	531	253	852554	3	0.00%
LIBERTY LAKE	255	509	24751	0	0.00%
LOGAN	564	253	349837	52	
LONGVIEW-KELSO	423	360	702527	3	0.00%
LOON LAKE	233	509	16778	0	0.00%
Main (Seattle)	223	206	1366274	45	0.00%
MAPLE VALLEY	432	425	224492	33	0.01%
MARKET (Fawcett)	272	253	605187	22	0.00%
MERCER ISLAND (Adams)	232	206	311248	5	0.00%
MOSES LAKE	762	509	248318	2	0.00%

WASHINGTON DIAL TONE
JANUARY 2005

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
MOSES LAKE(AFB)	765	509	60307	0	0.00%
NAPAVINE	262	360	48627	0	0.00%
NEWMAN LAKE	226	509	48366	0	0.00%
OCEAN SHORES	289	360	59959	0	0.00%
OMAK-OKANOGAN	826	509	117198	0	0.00%
ORCHARDS	253	360	1014610	519	0.05%
OROVILLE	476	509	24090	0	0.00%
OTHELLO	488	509	117498	0	0.00%
PARKWAY	721	206	676318	325	0.05%
PASCO	545	509	430930	1	0.00%
PATEROS	923	509	9213	0	0.00%
POMEROY	843	509	19582	0	0.00%
PT. ANGELES	452	360	329218	2	0.00%
PT. LUDLOW	437	360	49140	0	0.00%
PT. ORCHARD	876	360	300592	74	0.02%
SUNNYSLOPE	REMOTE OF PT. ORCHARD				
PT. TOWNSEND	385	360	277094	5	0.00%
PUYALLAP	841	253	708599	1	0.00%
REGENT	671	360	1100611	428	0.04%
LUMMI	REMOTE OF REGENT				
RENTON	226	425	1032714	165	0.02%
RIDGEFIELD	887	360	58269	0	0.00%
RIVERSIDE	455	509	520390	33	0.01%
MORAN	REMOTE OF RIVERSIDE				
ROCHESTER	273	360	177805	0	0.00%
ROY	843	253	62408	44	0.07%
SEQUIM	683	360	181232	4	0.00%
SHELTON	426	360	367176	175	0.05%
HOODSPORT	REMOTE OF SHELTON				
SHERWOOD	641	425	892862	36	0.00%
SILVERDALE	692	360	303551	118	0.04%
SKYLINE	752	253	323023	0	0.00%
SPRINGDALE	258	509	35291	0	0.00%
SUMNER (BonneyLake)	863	253	255532	45	0.02%
BONNEY LAKE	REMOTE OF SUMNER				
SUNSET	782	206	491273	84	0.02%
VANCOUVER NO. SALMON CRK(NO)	573	360	360695	20	0.01%
VANCOUVER OXFORD	693	360	838355	14	0.00%
WAITSBURG	337	509	13734	0	0.00%
WALLA WALLA (incl Touche)	522	509	689464	9	0.00%
TOUCHET	REMOTE OF WALLA WALLA				
WALNUT	922	509	820389	0	0.00%
WARDEN	349	509	31069	0	0.00%
WAVERLY-2	922	253	234316	7	0.00%
WAVERLY-7	927	253	654016	443	0.07%
WEST	965	509	509061	0	0.00%
WHITEHALL	352	360	784793	208	0.03%
EVERGREEN	REMOTE OF WHITEHALL				
WHITWORTH	466	509	392215	89	0.02%
WINLOCK	785	360	42121	236	0.56%
YAKIMA CHESTNUT	244	509	1237771	7	0.00%
YAKIMA WEST	965	509	420139	3	0.00%
TOTAL			38021739	6083	0.02%

Washington Commission Complaint Report
January 2005

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

Washington Customer Service Guarantee Program Credits
January 2005

Missed Appointments/Commitments - Install Residence (New Connect/Reconnect orders)		Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched orders)	Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	Number Exclusions
Measurement Period								
January, 2005								
February, 2005								
March, 2005								
April, 2005								
May, 2005								
June, 2005								
July, 2005								
August, 2005								
September, 2005								
October, 2005								
November, 2005								
December, 2005								
YTD Total	12284	250	365	135352	84	93	458	
Missed Appointments/Commitments - Install Business (New Connect/Reconnect orders)		Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched orders)	Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	Number Exclusions	
Measurement Period								
January, 2005								
February, 2005								
March, 2005								
April, 2005								
May, 2005								
June, 2005								
July, 2005								
August, 2005								
September, 2005								
October, 2005								
November, 2005								
December, 2005								
YTD Total	3609	85	171	10870	23	31	202	

Washington Customer Service Guarantee Program Credits
January 2005

Missed Appointments/Commitments - Repair Residence		Missed Appointments/Commitments - Repair Business		Missed Appointments/Commitments - Repair Residence		Missed Appointments/Commitments - Repair Business		Missed Appointments/Commitments - Repair Residence		Missed Appointments/Commitments - Repair Business	
Measurement Period	Number of Scheduled Appointments (dispatched tickets)	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets)	Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to Exclusions	Number of Scheduled Appointments (dispatched tickets)	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons	Number of Scheduled Appointments (dispatched tickets) missed due to Exclusions
January, 2005											
February, 2005											
March, 2005											
April, 2005											
May, 2005											
June, 2005											
July, 2005											
August, 2005											
September, 2005											
October, 2005											
November, 2005											
December, 2005											
YTD Total	12775	889	85	3383	34	0	127				
Missed Appointments/Commitments - Repair Business											
January, 2005											
February, 2005											
March, 2005											
April, 2005											
May, 2005											
June, 2005											
July, 2005											
August, 2005											
September, 2005											
October, 2005											
November, 2005											
December, 2005											
YTD Total	1536	159	20	547	12	0	29				

Washington Customer Service Guarantee Program Credits
January 2005

Missed Appointment/Commitment Credits Paid - Install Residence/Business (New Connect/Reconnect)		Number of RESIDENCE customers receiving credits for company missed appointments/com- munitments-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-Install		Total amount of missed appointments credits paid.		Month Credit Paid Upon Credit Issued/Bill Date	
Measurement Period	January, 2005												
	February, 2005												
	March, 2005												
	April, 2005												
	May, 2005												
	June, 2005												
	July, 2005												
	August, 2005												
	September, 2005												
	October, 2005												
	November, 2005												
	December, 2005												
YTD Total		415		\$22,325				175		\$10,750			
Missed Appointment/Commitment Credits Paid - Repair													
Measurement Period	January, 2005												
	February, 2005												
	March, 2005												
	April, 2005												
	May, 2005												
	June, 2005												
	July, 2005												
	August, 2005												
	September, 2005												
	October, 2005												
	November, 2005												
	December, 2005												
YTD Total		1023		\$51,150				143		\$7,150			

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

Washington Customer Service Guarantee Program Credits
January 2005

Delayed Primary Exchange Alternative	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD # of credits paid
Residence # of completed orders for installation of primary service													
# of completed orders for primary service installed w/ 5 bus. days													
# of credits-First Month's Charge(HO Recurring)													
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													
Nonrecurring Credits													
Amount of cell vouchers													
# of Remote Call Fwding- Recurring													
Amount of Remote Call Fwding- Recurring													
# of Remote Call Fwding- Non- Recurring													
Amount of Remote Call Fwding- Non- Recurring													
YTD Total Number of Credits Paid													
YTD Total Amount of Credits Paid	\$36,672												\$36,672

Washington Customer Service Guarantee Program Credits
January 2005

Delayed Primary Exchange Alternative	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD # of credits paid
Business													
# of completed orders for installation of primary service													
# of completed orders for primary service installed w/i 5 bus. days													
# of credits-First Month's Charge(HO Recurring)													
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													
#Cell Loaners													
Amount of cell 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													
YTD Total Number of Credits Paid													
YTD Total Amount of Credits Paid	\$15,239												\$15,239

Washington Customer Service Guarantee Program Credits
January 2005

REPORT: Out of Service Customer Bill Credits									
Measurement Period	Condition not Cleared in 2 working days; # tickets missed	#Credits Paid (Actual)	Amount of Credit Paid (\$5.00 credit)	Condition lasting more than 7 Calendar Days; # tickets missed.	#Credits Paid (Actual)	Total Amount of Credit Paid (One month's recurring charge, plus associated regulated features)	Month Credit Paid Upon Credit Issued/Bill Date		
Residence									
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
Total	212	172	\$859.75	8	8	\$71.66			
Business									
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
Total	26	20	\$99.30	2	1	\$19.08			
Total OOS									
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
Total	238	192	\$959.05	10	1	\$90.74			

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

**Repair tickets with a Disposition Code of 7 B or 9 will not be given credit; no trouble found when clearing the report
Disposition Code 7 = Test OK, verify OK.
Disposition Code 6 - Found OK In.
Disposition Code 9 = Found OK Out.

Washington Customer Service Guarantee Program Credits
January 2005

REPORT: Trouble Report Rate Bill Credits				
Total Trouble Report Rate	Exchange Out of Compliance	# of Customers Served	Actual Working Numbers Paid	Month Credit Paid
Measurement Period				
January, 2005				
February, 2005				
March, 2005				
April, 2005				
May, 2005				
June, 2004				
July, 2005				
August, 2005				
September, 2005				
October, 2005				
November, 2005				
December, 2005				
YTD Total		0	0	N/A
Residence				
Measurement Period				
January, 2005				
February, 2005				
March, 2005				
April, 2005				
May, 2005				
June, 2005				
July, 2005				
August, 2005				
September, 2005				
October, 2005				
November, 2005				
December, 2005				
YTD Total		0	0	
Business				
Measurement Period				
January, 2005				
February, 2005				
March, 2005				
April, 2005				
May, 2005				
June, 2005				
July, 2005				
August, 2005				
September, 2005				
October, 2005				
November, 2005				
December, 2005				
YTD Total		0	0	
YTD Total		0	0	

Baseline: Exceeds trouble report standard of 4.0 for month and either of the preceding month or four in 12 months. Credits do not apply related to customer premise equipment, emergency situations, extraordinary or abnormal conditions or disruptions caused by persons or entities other than Qwest.

Washington Customer Service Guarantee Program Credits
January 2005

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

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

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

EXCHANGE	WC	AREA CODE	2 DAY DATA										7 DAY DATA									
			Number of Tickets Out of Service Less Than 2 Working Days	Out of Service Cleared in 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Working Days) RES	# Missed (Less Than 2 Working Days) BUS	# Missed (Less Than 2 Working Days) TOT	% Missed (Less Than 2 Working Days)	Total Expts	Number of Tickets Out of Service Less Than 7 Cal Days	Out of Service Cleared in 7 Cal Days	% Out of Service <= 7 Cal Days	# Missed (Less Than 7 Days) RES	# Missed (Less Than 7 Days) BUS	# Missed (Less Than 7 Days) TOT	% Missed (Less Than 7 Days)	Total Expts				
ABERDEEN-HOQUIAM	532	360	114	114	100.00%	0	0	0	0	0.00%	0	114	114	100.00%	0	0	0	0.00%	0			
AUBURN	833	253	302	298	98.68%	4	0	4	4	1.32%	0	302	301	99.67%	1	0	1	0.33%	0			
BAINBRIDGE ISLAND	842	206	128	124	96.88%	3	1	4	4	3.13%	1	129	129	100.00%	0	0	0	0.00%	0			
BATTLEGROUND	687	360	231	226	97.84%	5	0	5	5	2.16%	0	231	231	100.00%	0	0	0	0.00%	0			
BEFAIR	275	360	116	114	98.28%	2	0	2	2	1.72%	0	116	116	100.00%	0	0	0	0.00%	0			
BELLEVUE			628	622	99.04%	5	1	6	6	0.96%	3	631	630	99.84%	1	0	1	0.16%	0			
GLENCOURT	453	425	139	137	98.56%	1	1	2	2	1.44%	1	140	140	100.00%	0	0	0	0.00%	0			
SHERWOOD	641	425	489	485	99.18%	4	0	4	4	0.82%	2	491	490	99.80%	1	0	1	0.20%	0			
BELLINGHAM			205	205	100.00%	0	0	0	0	0.00%	0	205	205	100.00%	0	0	0	0.00%	0			
LUMMI	758	360	9	9	100.00%	0	0	0	0	0.00%	0	9	9	100.00%	0	0	0	0.00%	0			
REGENT	671	360	196	196	100.00%	0	0	0	0	0.00%	0	196	196	100.00%	0	0	0	0.00%	0			
BLACK DIAMOND	886	360	37	36	97.30%	1	0	1	1	2.70%	0	37	37	100.00%	0	0	0	0.00%	0			
BONNEY LAKE			NUMBERS ADDED TO SUMMER																			
BREMERTON			255	249	97.65%	5	1	6	6	2.35%	1	256	256	100.00%	0	0	0	0.00%	0			
CROSBY	830	360	36	36	100.00%	0	0	0	0	0.00%	0	37	37	100.00%	0	0	0	0.00%	0			
BREMERTON ESSEX	373	360	207	201	97.10%	5	1	6	6	2.90%	0	207	207	100.00%	0	0	0	0.00%	0			
SUNNYSLOPE	674	360	12	12	100.00%	0	0	0	0	0.00%	0	12	12	100.00%	0	0	0	0.00%	0			
BUCKLEY	829	360	33	32	96.97%	0	1	1	1	3.03%	0	33	33	100.00%	0	0	0	0.00%	0			
CASTLE ROCK	274	360	64	64	100.00%	0	0	0	0	0.00%	1	65	65	100.00%	0	0	0	0.00%	0			
CENTRALIA	736	360	92	92	100.00%	0	0	0	0	0.00%	0	92	92	100.00%	0	0	0	0.00%	0			
CHEHALIS			71	71	100.00%	0	0	0	0	0.00%	0	71	71	100.00%	0	0	0	0.00%	0			
CHEHALIS	748	360	43	43	100.00%	0	0	0	0	0.00%	0	43	43	100.00%	0	0	0	0.00%	0			
NAPAVINE	262	360	28	28	100.00%	0	0	0	0	0.00%	0	28	28	100.00%	0	0	0	0.00%	0			
Clarkston			58	57	98.28%	1	0	1	1	1.72%	0	58	58	100.00%	0	0	0	0.00%	0			
CLE-ELUM	674	509	28	28	100.00%	0	0	0	0	0.00%	0	28	28	100.00%	0	0	0	0.00%	0			
COLFAX	397	509	16	16	100.00%	0	0	0	0	0.00%	0	16	16	100.00%	0	0	0	0.00%	0			
COLVILLE	684	509	45	44	97.78%	1	0	1	1	2.22%	0	45	45	100.00%	0	0	0	0.00%	0			
COPALIS(OCEAN SHORES)	289	360	66	66	100.00%	0	0	0	0	0.00%	1	66	66	100.00%	0	0	0	0.00%	1			
COULEE DAM	633	509	12	12	100.00%	0	0	0	0	0.00%	0	12	12	100.00%	0	0	0	0.00%	0			
CRYSTAL MTN.	663	360	5	4	80.00%	1	0	1	1	20.00%	0	5	4	80.00%	1	0	1	20.00%	0			
DAYTON	382	509	14	14	100.00%	0	0	0	0	0.00%	0	14	14	100.00%	0	0	0	0.00%	0			
DEER PARK	276	509	30	30	100.00%	0	0	0	0	0.00%	0	30	30	100.00%	0	0	0	0.00%	0			
DES MOINES			257	252	98.05%	4	1	5	5	1.95%	0	257	256	99.61%	0	1	1	0.39%	0			
DES MOINES	824	206	114	110	96.49%	3	1	4	4	3.51%	0	114	113	99.12%	0	1	1	0.88%	0			
FEDERAL WAY	839	253	143	142	99.30%	1	0	1	1	0.70%	0	143	143	100.00%	0	0	0	0.00%	0			
EASTON	656	509	27	27	100.00%	0	0	0	0	0.00%	0	27	27	100.00%	0	0	0	0.00%	0			
ELK	292	509	18	18	100.00%	0	0	0	0	0.00%	0	18	18	100.00%	0	0	0	0.00%	0			
ENJUMCLAW	825	360	85	84	98.82%	1	0	1	1	1.18%	0	85	85	100.00%	0	0	0	0.00%	0			
EPHRATA	754	509	43	43	100.00%	0	0	0	0	0.00%	0	43	43	100.00%	0	0	0	0.00%	0			
GRAHAM	847	253	188	185	98.40%	3	0	3	3	1.60%	2	190	190	100.00%	0	0	0	0.00%	0			
GREEN BLUFF	238	509	21	21	100.00%	0	0	0	0	0.00%	0	21	21	100.00%	0	0	0	0.00%	0			
HOODSPORT	877	360	14	14	100.00%	0	0	0	0	0.00%	0	14	14	100.00%	0	0	0	0.00%	0			
ISSAQUAH	392	425	193	191	98.96%	2	0	2	2	1.04%	1	194	194	100.00%	0	0	0	0.00%	0			
KENT			386	381	98.70%	5	0	5	5	1.30%	0	386	386	100.00%	0	0	0	0.00%	0			

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

EXCHANGE	WC	AREA CODE	2 DAY DATA					7 DAY DATA											
			Number of Tickets Out of Service Less Than 2 Working Days	Out of Service Cleared in 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Wrking Dys) RES	# Missed (Less Than 2 Wrking Dys) BUS	# Missed (Less Than 2 Wrking Dys) TOT	% Missed (Less Than 2 Wrking Dys)	Total Exptrns	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 Exptrns	
MERIDIAN	630	253	183	179	97.81%	4	0	0	4	2.19%	0	183	183	100.00%	0	0	0	0.00%	0
O'BRIEN	251	206	26	26	100.00%	0	0	0	0	0.00%	0	26	26	100.00%	0	0	0	0.00%	0
ULRICH	852	253	177	176	99.44%	1	0	0	1	0.56%	0	177	177	100.00%	0	0	0	0.00%	0
LIBERTY LAKE	255	509	3	3	100.00%	0	0	0	0	0.00%	0	3	3	100.00%	0	0	0	0.00%	0
LONGVIEW-KELSO	423	360	249	248	99.60%	1	0	0	1	0.40%	0	249	249	100.00%	0	0	0	0.00%	0
LOON LAKE	233	509	6	6	100.00%	0	0	0	0	0.00%	0	6	6	100.00%	0	0	0	0.00%	0
MAPLE VALLEY	432	425	84	82	97.62%	2	0	0	2	2.38%	0	84	84	100.00%	0	0	0	0.00%	0
MOSES LAKE	118		118	117	99.15%	0	1	1	1	0.85%	1	119	119	100.00%	0	0	0	0.00%	0
MOSES LAKE(AFB)	765	509	21	20	95.24%	0	1	1	1	4.76%	1	22	22	100.00%	0	0	0	0.00%	0
MOSES LAKE	762	509	97	97	100.00%	0	0	0	0	0.00%	0	97	97	100.00%	0	0	0	0.00%	0
NEWMAN LAKE	226	509	16	15	93.75%	0	1	1	1	6.25%	0	16	16	100.00%	0	0	0	0.00%	0
NORTHPORT	732	509	7	7	100.00%	0	0	0	0	0.00%	0	7	7	100.00%	0	0	0	0.00%	0
OLYMPIA			680	680	100.00%	0	0	0	0	0.00%	0	680	680	100.00%	0	0	0	0.00%	0
EVERGREEN	866	360	67	67	100.00%	0	0	0	0	0.00%	0	67	67	100.00%	0	0	0	0.00%	0
LACEY	456	360	294	294	100.00%	0	0	0	0	0.00%	0	294	294	100.00%	0	0	0	0.00%	0
WHITEHALL	352	360	319	319	100.00%	0	0	0	0	0.00%	0	319	319	100.00%	0	0	0	0.00%	0
OMAK-OKANOGAN	826	509	47	47	100.00%	0	0	0	0	0.00%	0	47	47	100.00%	0	0	0	0.00%	0
OROVILLE	476	509	15	15	100.00%	0	0	0	0	0.00%	0	15	15	100.00%	0	0	0	0.00%	0
OTHELLO	488	509	75	73	97.33%	1	1	2	2	2.67%	0	75	75	100.00%	0	0	0	0.00%	0
PASCO	545	509	186	182	97.85%	4	0	4	4	2.15%	0	186	186	100.00%	0	0	0	0.00%	0
PATEROS	923	509	4	4	100.00%	0	0	0	0	0.00%	0	4	4	100.00%	0	0	0	0.00%	0
POMEROY	843	509	11	11	100.00%	0	0	0	0	0.00%	0	11	11	100.00%	0	0	0	0.00%	0
PT. ANGELES			249	237	95.18%	10	2	12	2	4.82%	2	251	251	100.00%	0	0	0	0.00%	0
JOYCE	928	360	56	52	92.86%	4	0	4	4	7.14%	0	56	56	100.00%	0	0	0	0.00%	0
PT. ANGELES	452	360	193	185	95.85%	6	2	8	2	4.15%	2	195	195	100.00%	0	0	0	0.00%	0
PT. LUDLOW	437	360	16	16	100.00%	0	0	0	0	0.00%	0	16	16	100.00%	0	0	0	0.00%	0
PT. ORCHARD			181	176	97.24%	4	1	5	1	2.76%	1	182	182	100.00%	0	0	0	0.00%	0
COLBY	871	360	88	86	97.73%	2	0	2	2	2.27%	0	88	88	100.00%	0	0	0	0.00%	0
PT. ORCHARD	876	360	93	90	96.77%	2	1	3	1	3.23%	1	94	94	100.00%	0	0	0	0.00%	0
PT. TOWNSEND	385	360	81	81	100.00%	0	0	0	0	0.00%	0	81	81	100.00%	0	0	0	0.00%	0
PUYALLAP	841	253	268	262	97.76%	6	0	6	6	2.24%	0	268	268	100.00%	0	0	0	0.00%	0
RENTON	226	425	438	433	98.86%	3	2	5	2	1.14%	1	439	438	99.77%	0	1	1	0.23%	0
RIDGEFIELD	887	360	58	57	98.28%	1	0	1	1	1.72%	0	58	58	100.00%	0	0	0	0.00%	0
ROCHESTER	273	360	87	86	98.85%	1	0	1	1	1.15%	0	87	87	100.00%	0	0	0	0.00%	0
ROY	843	253	16	16	100.00%	0	0	0	0	0.00%	0	16	16	100.00%	0	0	0	0.00%	0
SEATTLE			2264	2203	97.31%	55	6	61	6	2.69%	14	2277	2276	99.96%	1	0	1	0.0035	1
ATWATER	281	206	129	122	94.57%	6	1	7	1	5.43%	0	129	129	100.00%	0	0	0	0.00%	0
CAMPUS	543	206	62	61	98.39%	0	1	1	1	1.61%	0	62	62	100.00%	0	0	0	0.00%	0
CHERRY	241	206	406	396	97.54%	9	1	10	1	2.46%	1	407	407	100.00%	0	0	0	0.00%	0
DUWAMISH	762	206	110	106	96.36%	4	0	4	4	3.64%	0	110	110	100.00%	0	0	0	0.00%	0
EAST	322	206	260	253	97.31%	6	1	7	1	2.69%	3	262	262	100.00%	0	0	0	0.00%	1
ELLIOT	441	206	18	18	100.00%	0	0	0	0	0.00%	0	18	18	100.00%	0	0	0	0.00%	0
EMERSON	361	206	286	282	98.60%	4	0	4	4	1.40%	2	288	287	99.65%	1	0	1	0.35%	0
LAKEVIEW	522	206	288	275	95.49%	13	0	13	0	4.51%	2	290	290	100.00%	0	0	0	0.00%	0
MAIN	223	206	82	81	98.78%	0	1	1	1	1.22%	1	83	83	100.00%	0	0	0	0.00%	0

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

EXCHANGE	WC	AREA CODE	2 DAY DATA						7 DAY DATA									
			Number of Tickets Out of Service Less Than 2 Working Days	Out of Service Cleared in 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Wrking Dws) RES	# Missed (Less Than 2 Wrking Dws) BUS	# Missed (Less Than 2 Wrking Dws) TOT	% Missed (Less Than 2 Wrking Dws)	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
MERCER ISLAND (Adams)	232	206	89	89	100.00%	0	0	0	0.00%	1	90	90	100.00%	0	0	0	0.00%	0
PARKWAY	721	206	219	216	98.63%	2	1	3	1.37%	1	220	220	100.00%	0	0	0	0.00%	0
SUNSET	782	206	141	138	97.87%	3	0	3	2.13%	1	142	142	100.00%	0	0	0	0.00%	0
WEST	932	206	174	166	95.40%	8	0	8	4.60%	2	176	176	100.00%	0	0	0	0.00%	0
SEQUIM	683	360	118	116	98.31%	2	0	2	1.69%	0	118	118	100.00%	0	0	0	0.00%	0
SHELTON	426	360	156	154	98.72%	2	0	2	1.28%	0	156	156	100.00%	0	0	0	0.00%	0
SILVERDALE	692	360	78	75	96.15%	2	1	3	3.85%	0	78	78	100.00%	0	0	0	0.00%	0
SPOKANE			879	868	98.75%	9	2	11	1.25%	3	882	881	99.89%	1	0	1	0.00%	0
CHESTNUT	244	509	21	21	100.00%	0	0	0	0.00%	0	21	21	100.00%	0	0	0	0.00%	0
FAIRFAX	325	509	140	137	97.86%	3	0	3	2.14%	0	140	140	100.00%	0	0	0	0.00%	0
HUDSON	482	509	85	85	100.00%	0	0	0	0.00%	0	85	85	100.00%	0	0	0	0.00%	0
KEYSTONE	534	509	92	92	100.00%	0	0	0	0.00%	0	92	92	100.00%	0	0	0	0.00%	0
MORANI NUMBERS ADDED TO RIVERSIDE																		
RIVERSIDE	455	509	134	129	96.27%	4	1	5	3.73%	2	136	135	99.26%	1	0	1	0.74%	0
WALNUT	922	509	201	200	99.50%	1	0	1	0.50%	1	202	202	100.00%	0	0	0	0.00%	0
WHITWORTH	466	509	206	204	99.03%	1	1	2	0.97%	0	206	206	100.00%	0	0	0	0.00%	0
SPRINGDALE	258	509	16	16	100.00%	0	0	0	0.00%	0	16	16	100.00%	0	0	0	0.00%	0
SUMNER (BonneyLake)	863	253	164	163	99.39%	1	0	1	0.61%	0	164	164	100.00%	0	0	0	0.00%	0
TACOMA			1458	1435	98.42%	21	2	23	1.58%	2	1460	1459	99.93%	1	0	1	0.0043	0
FORT LEWIS	964	253	46	46	100.00%	0	0	0	0.00%	0	46	46	100.00%	0	0	0	0.00%	0
GREENFIELD	472	253	233	227	97.42%	5	1	6	2.58%	0	233	232	99.57%	1	0	1	0.43%	0
JUNIPER	582	253	229	228	99.56%	1	0	1	0.44%	0	229	229	100.00%	0	0	0	0.00%	0
LENNOX	531	253	303	300	99.01%	3	0	3	0.99%	0	303	303	100.00%	0	0	0	0.00%	0
LOGAN	564	253	164	164	100.00%	0	0	0	0.00%	1	165	165	100.00%	0	0	0	0.00%	0
MARKET (Faircett)	272	253	104	99	95.19%	5	0	5	4.81%	0	104	104	100.00%	0	0	0	0.00%	0
SKYLINE	752	253	109	107	98.17%	2	0	2	1.83%	1	110	110	100.00%	0	0	0	0.00%	0
WAVERLY-2	922	253	73	72	98.63%	1	0	1	1.37%	0	73	73	100.00%	0	0	0	0.00%	0
WAVERLY-7	927	253	197	192	97.46%	4	1	5	2.54%	0	197	197	100.00%	0	0	0	0.00%	0
TOUCHET NUMBERS ADDED TO WALLA WALLA																		
VANCOUVER			970	928	95.67%	40	2	42	4.33%	3	973	971	99.79%	2	0	2	0.18%	0
ORCHARDS	253	360	539	513	95.18%	24	2	26	4.82%	2	541	540	99.82%	1	0	1	0.18%	0
OXFORD	693	360	245	239	97.55%	6	0	6	2.45%	1	246	246	100.00%	0	0	0	0.00%	0
SALMON CRK(NORTH)	573	360	186	176	94.62%	10	0	10	5.38%	0	186	185	99.46%	1	0	1	0.54%	0
WAITSBURG	337	509	2	2	100.00%	0	0	0	0.00%	0	2	2	100.00%	0	0	0	0.00%	0
WALLA WALLA (incl Touchet)	522	509	131	131	100.00%	0	0	0	0.00%	0	131	131	100.00%	0	0	0	0.00%	0
WARDEN	349	509	12	12	100.00%	0	0	0	0.00%	0	12	12	100.00%	0	0	0	0.00%	0
WINLOCK	785	360	34	33	97.06%	1	0	1	2.94%	0	34	34	100.00%	0	0	0	0.00%	0
YAKIMA			283	280	98.94%	3	0	3	1.06%	1	284	284	100.00%	0	0	0	0.00%	0
CHESTNUT	244	509	175	172	98.29%	3	0	3	1.71%	1	176	176	100.00%	0	0	0	0.00%	0
WEST	965	509	108	108	100.00%	0	0	0	0.00%	0	108	108	100.00%	0	0	0	0.00%	0
Totals			13242	13004	98.20%	212	26	238	1.80%	38	13278	13268	99.92%	8	2	10	0.08%	2

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

OOS Report		MOOSA Credits Paid
OOS Tickets	238	192 Credits Paid
Disp. 7, 8, 9 Tickets**	14	0 Previous Pending Paid
Eligible Tickets	224	192
		32 Pending Credits To Be Paid
		224

Regulatory Reporting Out Of Service Report		MOOSA Credits Details
238 Total OOS not cleared within 2 days		2 Day Credits
10 2 day not pd due to 7 day pd*		185 2 Day Paid Credits
228		0 Previous Pending Credits Paid
10 Total OOS not cleared within 7 days		185 Total 2 Day Credits Paid
238		
14 Disp 7,8,9, tickets**		7 Day Credits
224 Credits Owed		7 7 Day Credits Paid
		0 Previous Pending Credits Paid
		7 Total 7 Day Credits Paid
		192 Total 2 and 7 Day Credits Paid
		32 Credits To Be Paid
		224

** Repair tickets with a Disposition 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

January 2004 through June 2004 Out of Service Summary Restatement

WASHINGTON OUT OF SERVICE SUMMARY
DECEMBER 2004

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	7,269	7,188	81	98.89%	18	47
**February	5,678	5,642	36	99.37%	6	53
**March	5,979	5,961	18	99.70%	1	40
**April	4,911	4,890	21	99.57%	2	35
**May	5,214	5,167	47	99.10%	7	33
**June	5,455	5,430	25	99.54%	0	44
*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	64,470	63,989	481	99.25%	55	501
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.						

*Restated 12/04

**Restated 2/10/05