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June 22, 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 May 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

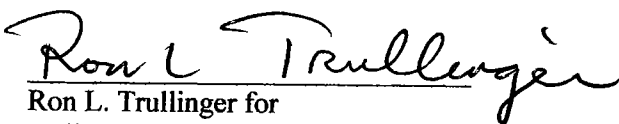
The Service Order Interval Missed Commitment Report enclosed includes all orders completed in May 2005. Information is provided for each exchange and includes orders for primary service, orders held beyond five business days and orders not completed within 90 days. The order count used for this report 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.

Effective with the May 2005 reporting, Qwest's Service Order Interval Report has changed concerning the evaluation of Company and Subscriber Missed data. Previously, if there were several "Not Met" codes on a service order, only the first "Not Met" code was considered for reporting of Company Missed and Subscriber Missed data. For example, if there was an order with several "Not Met" codes and the first "Not Met" code was due to Company reasons, only the first "Not Met" code was considered causing the Company to take the entire miss. With this change each "Not Met" code is considered. This change is being made to more closely align the Service Order Interval Company Missed / Subscriber Missed data with criteria used for Washington Missed Appointments / Missed Commitment credits paid.

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	6/04	7/04	8/04	9/04	10/04	11/04	12/04	01/05	02/05	03/05	04/05	05/05
PERCENTAGE	99.6	99.6	99.6	99.6	99.6	99.6	99.7	99.7	99.7	99.8	99.7	99.6

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

## HELD ORDERS

The Held Orders report lists the number of requests for primary exchange service that is not filled on or before the commitment date. State the number of held orders expressed as a ratio per one hundred new or reestablished lines ordered. Begin reporting with May 1993, ratios. After ratios for 12 months have been reported, subsequent reports should add the current month's data and delete the 13 month's data in order to continue reporting the most current 12 month of results. Beginning with January 1996 a new method of determining this statistic is used, making it not comparable to prior months.

COMPANY NAME: Qwest Corporation

- Calculations are based on 2004/2005 orders reflected in the Service Interval Missed Commitment Report 2, 5 Day Greater than 10%.

MONTH/YEAR	6/04	7/04	8/04	9/04	10/04	11/04	12/04	01/05	02/05	03/05	04/05	05/05
RATIOS	0.82	0.85	0.89	0.96	0.80	0.92	0.81	0.77	0.70	0.69	0.78	1.55

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

WA Year To Date Age Report For May 2005																		
For End of Month May 2005																		
Excludes Customer Reasons																		
Completed (Met/Missed Due Date)						Year To Date						Open (Missed Due Date)						
May												Still Open						
ORD CNT	AVG AGE	< 5 Days	5 <= 30	31 <= 60	> 60	ORD CNT	AVG AGE	< 5 Days	5 <= 30	31 <= 60	> 60	ORD CNT	AVG AGE	< 5 Days	5 <= 30	31 <= 60	> 60	
Inside Base Rate																		
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**  
**May 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 May 31, 2005, 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 May 2005 indicates that we have completed 33,509 (98.5%) orders year to date within 5 business days (new, transfer or change orders with at least one inward line). 518 (1.55%) orders were not completed within 5 business days due to company reasons.

The May Year-to-Date Aging Report indicates that 4,073 total orders through May have been completed that were originally held due to a lack of facilities. By working with the May Service Order Interval Missed Commitment Summary and the May Year-to-Date Report the following conclusions can be drawn:

- 33,509 orders for lines were completed in May 2005.
  - 145,965 total orders were completed in May 2005.
  - Qwest missed the commitment/appointment for 573 orders (0.4%) of the total orders completed in May .
  - 518 orders (1.55%) were not completed in 5 business days (518/33,509). These were all held orders. Information on the Aging Report indicates that [REDACTED] orders were held in May due to a lack of facilities (857 that have completed + 7 that are still pending ). Therefore, you can conclude that the May 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.
- [REDACTED] 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 (97%).

<i>VIEW 1</i>	02/05 SOT=NTC Inward R, SB, LB	Not Compl w/i 90 days	Orders Still Open > 60 days (from 05/05 facilities aging report)	Total orders not compl w/i 90 days	90 days (greater than 1%)
State Total	31,203	2	[REDACTED]	4	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] 02/05 SOT=NTC Inward (R, SB, LB): Total of all completed New, Transfer and Changed service orders for February 2005 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  
MAY 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	145,622	433	605	99.70%	31,203	219	0.70%	35,170	9	0.03%
MARCH	167,213	402	572	99.76%	37,092	255	0.69%	36,044	8	0.02%
APRIL	160,267	510	576	99.68%	37,015	288	0.78%	31,132	6	0.02%
MAY	145,965	573	2,148	99.61%	33,509	518	1.55%	31,203	2	0.01%
JUNE										
JULY										
AUGUST										
SEPTEMBER										
OCTOBER										
NOVEMBER										
DECEMBER										
YTD	781,182	2,360	4,561	99.70%	169,951	1,520	0.89%	175,549	31	0.02%
NOTES:										
1) The "Orders, Appointments and Held Orders / Percent Orders Not Met In 5 Business Days" results in the number of total orders handled during the month and the disposition of such.										
2) The "Held Orders / Percent not Met in 90 Days" is a cumulative result; in other words, the result includes held orders from Prior months not yet completed.										



Washington Service Order Interval Missed Commitment Report  
 Based on 2003 and 2004 Orders (Report 1, Completed Orders)  
 May 2005

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	5/05 TOTAL ORDERS SOT= NTC R,SB,LB	54/05 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	1385	1380	4	14	18	98.99%	99.71%	98.70%
AUBURN	833	253	3186	3168	18	38	56	98.80%	99.43%	98.24%
BAINBRIDGE ISLAND	842	206	924	923	3	30	33	96.74%	99.66%	96.43%
BATTLEGROUND	687	360	880	868	6	10	16	98.86%	99.31%	98.16%
BELFAIR	275	360	578	578	6	15	21	97.38%	98.93%	96.37%
BELLEVUE			3851	3799	18	82	100	97.87%	99.53%	97.40%
GLENCOURT	453	425	1244	1215	4	34	38	97.26%	99.67%	96.95%
SHERWOOD	641	425	2607	2584	14	48	62	98.15%	99.45%	97.62%
BELLINGHAM			2924	2892	9	51	60	98.26%	99.69%	97.95%
LUMMI	758	360	191	191	2	2	4	98.94%	98.94%	97.91%
REGENT	671	360	2733	2701	7	49	56	98.20%	99.74%	97.95%
BLACK DIAMOND	886	360	288	283	7	10	17	96.44%	97.48%	94.10%
BREMERTON			2998	2791	2	52	54	98.27%	99.93%	98.20%
CROSBY	373	360	238	238	0	10	10	95.80%	100.00%	95.80%
BREM ESSEX	830	360	2700	2493	2	41	43	98.48%	99.92%	98.41%
SUNNYSLOPE	674	360	60	60	0	1	1	98.33%	100.00%	98.33%
BUCKLEY	829	360	225	223	3	2	5	99.10%	98.65%	97.78%
CASTLE ROCK	274	360	345	345	2	4	6	98.83%	99.41%	98.26%
CENTRALIA	736	360	879	877	2	7	9	99.20%	99.77%	98.98%
CHEHALIS			735	726	1	14	15	98.10%	99.86%	97.96%
CHEHALIS	748	360	553	545	1	9	10	98.37%	99.82%	98.19%
NAPAVINE	262	360	182	181	0	5	5	97.25%	100.00%	97.25%
CLE-ELUM	674	509	253	251	0	4	4	98.42%	100.00%	98.42%
COLFAX	397	509	114	114	0	3	3	97.37%	100.00%	97.37%
COLVILLE	684	509	439	436	6	7	13	98.38%	98.61%	97.04%
COPALIS										
(OCEAN SHORES)	289	360	304	304	2	6	8	98.01%	99.33%	97.37%
COULEE DAM	633	509	118	118	0	1	1	99.15%	100.00%	99.15%
CRYSTAL MTN.	663	360	26	26	1	1	2	96.00%	96.00%	92.31%
DAYTON	382	509	132	128	1	2	3	98.47%	99.23%	97.73%
DEER PARK	276	509	559	557	8	13	21	97.64%	98.53%	96.24%
DES MOINES			3727	3711	14	36	50	99.03%	99.62%	98.66%
DES MOINES	824	206	1413	1404	7	17	24	98.79%	99.50%	98.30%
FEDERAL WAY	839	253	2314	2307	7	19	26	99.18%	99.69%	98.88%
EASTON	656	509	43	41	1	0	1	100.00%	97.67%	97.67%
ELK	292	509	200	200	1	3	4	98.49%	99.49%	98.00%
ENUMCLAW	825	360	696	691	6	9	15	98.70%	99.13%	97.84%
EPHRATA	754	509	217	216	4	2	6	99.06%	98.14%	97.24%
GRAHAM	847	253	1924	1919	11	24	35	98.75%	99.42%	98.18%
GREEN BLUFF	238	509	136	135	0	2	2	98.53%	100.00%	98.53%
HOODSPORT	877	360	204	204	0	5	5	97.55%	100.00%	97.55%
ISSAQUAH	392	425	1510	1498	10	36	46	97.60%	99.32%	96.95%
KENT			5076	5019	15	60	75	98.82%	99.70%	98.52%

Washington Service Order Interval Missed Commitment Report  
 Based on 2003 and 2004 Orders (Report 1, Completed Orders)  
 May 2005

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MERIDIAN	253	360	1629	1623	9	18	27	98.89%	99.44%	98.34%
OBRIEN	251	206	312	283	3	5	8	98.38%	99.02%	97.44%
ULRICH	852	253	3135	3113	3	37	40	98.82%	99.90%	98.72%
LIBERTY LAKE	255	509	78	77	0	2	2	97.44%	100.00%	97.44%
LONGVIEW-KELSO	423	360	3109	3089	36	38	74	98.76%	98.83%	97.62%
LOON LAKE	233	509	89	88	1	1	2	98.86%	98.86%	97.75%
MAPLE VALLEY	432	425	979	974	2	10	12	98.98%	99.79%	98.77%
MOSES LAKE			1203	1187	7	13	20	98.92%	99.42%	98.34%
MOSES LAKE(AFB)	762	509	245	237	0	1	1	99.59%	100.00%	99.59%
MOSES LAKE	765	509	958	950	7	12	19	98.74%	99.26%	98.02%
NEWMAN LAKE	226	509	164	164	1	4	5	97.55%	99.38%	96.95%
NORTHPORT	732	509	78	78	1	4	5	94.81%	98.65%	93.59%
OLYMPIA			6813	6376	19	96	115	98.59%	99.72%	98.31%
EVERGREEN	866	360	450	448	1	12	13	97.33%	99.77%	97.11%
LACEY	456	360	3186	3140	13	42	55	98.68%	99.59%	98.27%
WHITEHALL	352	360	3177	2788	5	42	47	98.68%	99.84%	98.52%
OMAK-OKANOGAN	826	509	516	513	3	4	7	99.22%	99.41%	98.64%
OROVILLE	476	509	133	129	0	2	2	98.50%	100.00%	98.50%
OTHELLO	488	509	416	415	2	7	9	98.31%	99.51%	97.84%
PASCO	545	509	2101	2085	9	34	43	98.37%	99.56%	97.95%
PATEROS	923	509	33	32	0	1	1	96.97%	100.00%	96.97%
POMEROY	843	509	75	72	1	2	3	97.30%	98.63%	96.00%
PT. ANGELES			1340	1329	7	13	20	99.03%	99.48%	98.61%
JOYCE	928	360	66	65	1	1	2	98.46%	98.46%	96.97%
PT. ANGELES	452	360	1274	1264	6	12	18	99.05%	99.52%	98.59%
PT. LUDLOW	437	360	155	155	1	5	6	96.75%	99.33%	96.13%
PT. ORCHARD			1885	1873	8	35	43	98.14%	99.58%	97.72%
COLBY	871	360	729	727	2	11	13	98.49%	99.72%	98.22%
PT. ORCHARD	876	360	1156	1146	6	24	30	97.91%	99.47%	97.40%
PT. TOWNSEND	385	360	814	787	11	43	54	94.65%	98.57%	93.37%
PUYALLAP	841	253	3549	3530	8	44	52	98.76%	99.77%	98.53%
RENTON	226	425	4763	4742	13	49	62	98.97%	99.72%	98.70%
RIDGEFIELD	887	360	254	253	2	4	4	99.21%	99.21%	98.43%
ROCHESTER	273	360	517	514	7	9	16	98.24%	98.62%	96.91%
ROY	842	253	221	218	1	4	5	98.18%	99.54%	97.74%
SEATTLE			26948	26554	108	458	566	98.30%	99.60%	97.90%
ATWATER	281	206	1957	1950	11	49	60	97.48%	99.42%	96.93%
CAMPUS	543	206	854	844	3	13	16	98.47%	99.64%	98.13%
CHERRY	241	206	3951	3922	9	60	69	98.48%	99.77%	98.25%
DUWAMISH	762	206	1466	1453	6	16	22	98.90%	99.59%	98.50%
EAST	322	206	3511	3503	10	56	66	98.40%	99.71%	98.12%
ELLIOT	441	206	815	803	3	10	13	98.77%	99.63%	98.40%
EMERSON	361	206	3057	3045	13	53	66	98.26%	99.57%	97.84%
LAKEVIEW	522	206	2113	2107	15	45	60	97.86%	99.27%	97.16%

Washington Service Order Interval Missed Commitment Report  
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MAIN	223	206	1932	1660	7	51	58	97.35%	99.63%	97.00%
MERCER ISLAND (Adams)	232	206	625	622	3	17	20	97.27%	99.51%	96.80%
PARKWAY	721	206	2452	2447	11	32	43	98.69%	99.55%	98.25%
SUNSET	782	206	2136	2129	9	30	39	98.59%	99.57%	98.17%
WEST	932	206	2079	2069	8	26	34	98.74%	99.61%	98.36%
SEQUIM	683	360	911	910	8	21	29	97.67%	99.10%	96.82%
SHELTON	426	360	1323	1321	2	18	20	98.64%	99.85%	98.49%
SILVERDALE	692	360	1285	1275	2	10	12	99.22%	99.84%	99.07%
SPOKANE			13405	13328	34	168	202	98.75%	99.75%	98.49%
CHESTNUT	244	509	382	381	2	8	10	97.89%	99.47%	97.38%
FAIRFAX	325	509	2143	2131	1	27	28	98.74%	99.95%	98.69%
HUDSON	482	509	1926	1921	2	15	17	99.22%	99.90%	99.12%
KEYSTONE	534	509	1476	1466	3	13	16	99.12%	99.79%	98.92%
MORANI	441	509								
RIVERSIDE	455	509	2398	2374	13	40	53	98.33%	99.46%	97.79%
WALNUT	922	509	3365	3362	8	37	45	98.90%	99.76%	98.66%
WHITWORTH	466	509	1715	1703	5	28	33	98.36%	99.70%	98.08%
SPRINGDALE	258	509	178	177	3	3	6	98.29%	98.29%	96.63%
SUMNER (BonneyLake)	863	253	1673	1664	5	45	50	97.30%	99.69%	97.01%
TACOMA			19284	19186	50	229	279	98.81%	99.74%	98.55%
FORT LEWIS	964	253	836	832	0	15	15	98.21%	100.00%	98.21%
GREENFIELD	472	253	2899	2888	10	23	33	99.20%	99.65%	98.86%
JUNIPER	582	253	3129	3113	6	35	41	98.88%	99.81%	98.69%
LENNOX	531	253	3742	3725	10	28	38	99.25%	99.73%	98.98%
LOGAN	564	253	1553	1551	5	28	33	98.19%	99.67%	97.88%
MARKET (Fawcett)	272	253	1968	1948	7	34	41	98.27%	99.64%	97.92%
SKYLINE	752	253	1258	1251	3	18	21	98.57%	99.76%	98.33%
WAVERLY-2	922	253	653	647	2	8	10	98.77%	99.69%	98.47%
WAVERLY-7	927	253	3246	3231	7	40	47	98.77%	99.78%	98.55%
TOUCHET	394	509								
VANCOUVER			9687	9624	38	157	195	98.38%	99.61%	97.99%
ORCHARDS	253	360	5016	4980	20	78	98	98.44%	99.59%	98.05%
OXFORD	693	360	2912	2893	13	43	56	98.52%	99.55%	98.08%
SALMON CREEK										
(VANCVR NO)	573	360	1759	1751	5	36	41	97.95%	99.71%	97.67%
WAITSBURG	337	509	66	66	0	1	1	98.48%	100.00%	98.48%
WALLA WALLA	522	509	1460	1443	3	14	17	99.04%	99.79%	98.84%
WARDEN	349	509	124	124	0	2	2	98.39%	100.00%	98.39%
WINLOCK	785	360	160	160	0	1	1	99.38%	100.00%	99.38%
YAKIMA			4718	4693	16	52	68	98.90%	99.66%	98.56%
CHESTNUT	244	509	3539	3515	10	37	47	98.95%	99.71%	98.67%
WEST	965	509	1179	1178	6	15	21	98.72%	99.48%	98.22%

Washington Service Order Interval Missed Commitment Report  
 Based on 2003 and 2004 Orders (Report 1, Completed Orders)  
 May 2005

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	5/05 TOTAL ORDERS SOT= NTC R,SB,LB	54/05 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	582	579	3	4	7	99.31%	99.48%	98.80%
WC TOTAL			145965	144205	573	2148	2721	98.53%	99.61%	98.14%

Washington Service Order Interval Missed Commitment Report  
 Based on 2003 and 2004 Orders (Report 2, Missed Commitments)  
 May 2005

1	2	3	12	13	14	15	16	17	18	19	21	22
EXCHANGES	WC	AREA CODE	5/05 SOT=NTC INWARD R,S,B,LB	5/05 SOT=NTC INWARD R,S,B	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	NOT COMPL W/I 90 DAYS	90 DAYS (GRTR THAN 1%)
ABERDEEN-HOQUIAM	532	360	307	307	3	0.98%	26	0	100.00%	0.00%	0	0.00%
AUBURN	833	253	664	656	14	2.11%	109	4	96.33%	3.67%	0	0.00%
BAINBRIDGE ISLAND	842	206	178	177	4	2.25%	46	1	97.83%	2.17%	0	0.00%
BATTLEGROUND	687	360	201	201	5	2.49%	38	2	94.74%	5.26%	0	0.00%
BEFAIR	275	360	119	119	5	4.20%	22	1	95.45%	4.55%	0	0.00%
BELLEVUE			921	900	11	1.19%	164	1	99.39%	0.61%	0	0.00%
GLENCOURT	453	425	303	293	4	1.32%	56	0	100.00%	0.00%	0	0.00%
SHERWOOD	641	425	618	607	7	1.13%	108	1	99.07%	0.93%	0	0.00%
BELLINGHAM			824	815	9	1.09%	147	0	100.00%	0.00%	0	0.00%
LUMMI	758	360	39	39	1	2.56%	0	0	0.00%	0.00%	0	0.00%
REGENT	671	360	785	776	8	1.02%	147	0	100.00%	0.00%	0	0.00%
BLACK DIAMOND	886	360	56	55	3	5.36%	15	0	100.00%	0.00%	0	0.00%
BREMERTON			675	580	1	0.15%	108	0	100.00%	0.00%	1	0.16%
CROSBY	373	360	42	42	0	0.00%	9	0	100.00%	0.00%	0	0.00%
BREM ESSEX	830	360	621	526	1	0.16%	99	0	100.00%	0.00%	1	0.17%
SUNNYSLOPE	674	360	12	12	0	0.00%	0	0	0.00%	0.00%	0	0.00%
BUCKLEY	829	360	43	43	3	6.98%	5	0	100.00%	0.00%	0	0.00%
CASTLE ROCK	274	360	84	84	1	1.19%	10	0	100.00%	0.00%	0	0.00%
CENTRALIA	736	360	210	210	2	0.95%	19	0	100.00%	0.00%	0	0.00%
CHEHALIS			178	175	1	0.56%	21	0	100.00%	0.00%	0	0.00%
CHEHALIS	748	360	128	126	1	0.78%	14	0	100.00%	0.00%	0	0.00%
NAPAVINE	262	360	50	49	0	0.00%	7	0	100.00%	0.00%	0	0.00%
CLE-ELUM	674	509	63	62	0	0.00%	16	0	100.00%	0.00%	0	0.00%
COLFAX	397	509	29	29	0	0.00%	6	0	100.00%	0.00%	0	0.00%
COLVILLE	684	509	119	117	4	3.36%	18	1	94.44%	5.56%	0	0.00%
COPALIS												
(OCEAN SHORES)	289	360	84	84	3	3.57%	12	0	100.00%	0.00%	0	0.00%
COULEE DAM	633	509	30	30	0	0.00%	5	0	100.00%	0.00%	0	0.00%
CRYSTAL MTN.	663	360	9	9	1	11.11%	1	0	100.00%	0.00%	0	0.00%
DAYTON	382	509	25	22	1	4.00%	4	0	100.00%	0.00%	0	0.00%
DEER PARK	276	509	111	110	6	5.41%	24	2	91.67%	8.33%	1	1.18%
DES MOINES			740	734	11	1.49%	87	0	100.00%	0.00%	0	0.00%
DES MOINES	824	206	291	288	5	1.72%	38	0	100.00%	0.00%	0	0.00%
FEDERAL WAY	839	253	449	446	6	1.34%	49	0	100.00%	0.00%	0	0.00%
EASTON	656	509	12	11	1	8.33%	4	0	100.00%	0.00%	0	0.00%
ELK	292	509	42	42	1	2.38%	5	0	100.00%	0.00%	0	0.00%
ENUMCLAW	825	360	143	141	4	2.80%	20	0	100.00%	0.00%	0	0.00%
EUPHRATA	754	509	57	57	4	7.02%	9	1	88.89%	11.11%	0	0.00%
GRAHAM	847	253	341	338	12	3.52%	66	3	95.45%	4.55%	0	0.00%
GREEN BLUFF	238	509	31	30	1	3.23%	4	0	100.00%	0.00%	0	0.00%
HOODSPORT	877	360	61	61	0	0.00%	12	0	100.00%	0.00%	0	0.00%
ISSAQUAH	392	425	463	458	6	1.30%	112	2	98.21%	1.79%	0	0.00%
KENT			1058	1034	17	1.61%	152	2	98.68%	1.32%	0	0.00%
MERIDIAN	253	360	274	271	8	2.92%	54	2	96.30%	3.70%	0	0.00%
OBRIEN	251	206	82	71	3	3.66%	10	0	100.00%	0.00%	0	0.00%
ULRICH	852	253	702	692	6	0.85%	88	0	100.00%	0.00%	0	0.00%

Washington Service Order Interval Missed Commitment Report  
 Based on 2003 and 2004 Orders (Report 2, Missed Commitments)  
 May 2005

1	2	3	12	13	14	15	16	17	18	19	21	22
EXCHANGES	WC	AREA	5/05	5/05	NOT	5 DAY	SUM OF	SUM OF ORDERS	% MET	% Missed	NOT	90 DAYS
	CODE	CODE	SOT=NTC	SOT=NTC	COMPL	(Greater	ORDERS	W/DD >5 DAYS;			COMPL	(GRTR
			INWARD	INWARD	W/ 5	than 10%)	W/DD > 5	Less Missed Appt.			W/ 90	THAN 1%)
			R,SB,LB	R,SB	DAYS		Customer	Company			DAYS	
							Reasons	Reasons				
LIBERTY LAKE	255	509	15	14	0	0.00%	1	0	100.00%	0.00%	16	0
LONGVIEW-KELSO	423	360	714	712	30	4.20%	88	5	94.32%	5.68%	699	0
LOON LAKE	233	509	39	39	1	2.56%	10	0	100.00%	0.00%	12	0
MAPLE VALLEY	432	425	205	203	3	1.46%	49	0	100.00%	0.00%	173	0
MOSES LAKE	302	298	302	298	7	2.32%	25	0	100.00%	0.00%	298	0
MOSES LAKE(AFB)	762	509	46	45	0	0.00%	0	0	0.00%	0.00%	63	0
MOSES LAKE	765	509	256	253	7	2.73%	25	0	100.00%	0.00%	235	0
NEWMAN LAKE	226	509	46	46	1	2.17%	5	1	80.00%	20.00%	23	0
NORTHPORT	732	509	23	23	1	4.35%	7	0	100.00%	0.00%	12	0
OLYMPIA	1591	1562	1591	1562	16	1.01%	279	2	99.28%	0.72%	1441	0
EVERGREEN	866	360	127	125	1	0.79%	32	0	100.00%	0.00%	93	0
LACEY	456	360	769	761	13	1.69%	136	2	98.53%	1.47%	676	0
WHITEHALL	352	360	695	676	2	0.29%	111	0	100.00%	0.00%	672	0
OMAK-OKANOGAN	826	509	140	139	4	2.86%	17	0	100.00%	0.00%	136	0
OROVILLE	476	509	35	32	0	0.00%	5	0	100.00%	0.00%	20	0
OTHELLO	488	509	102	101	2	1.96%	8	0	100.00%	0.00%	98	0
PASCO	545	509	544	539	9	1.65%	40	1	97.50%	2.50%	460	0
PATEROS	923	509	12	11	0	0.00%	0	0	0.00%	0.00%	10	0
POMEROY	843	509	26	23	2	7.69%	1	0	100.00%	0.00%	26	0
PT. ANGELES	321	317	321	317	7	2.18%	52	1	98.08%	1.92%	278	0
JOYCE	928	360	21	20	1	4.76%	1	0	100.00%	0.00%	19	0
PT. ANGELES	452	360	300	297	6	2.00%	51	1	98.04%	1.96%	259	0
PT. LUDLOW	437	360	38	38	1	2.63%	11	0	100.00%	0.00%	32	0
PT. ORCHARD	389	384	389	384	9	2.31%	69	3	95.65%	4.35%	377	0
COLBY	871	360	133	133	2	1.50%	32	0	100.00%	0.00%	135	0
PT. ORCHARD	876	360	256	251	7	2.73%	37	3	91.89%	8.11%	242	0
PT. TOWNSEND	385	360	209	204	9	4.31%	44	2	95.45%	4.55%	174	0
PUYALLAP	841	253	837	829	9	1.08%	140	0	100.00%	0.00%	706	0
RENTON	226	425	1063	1059	13	1.22%	222	3	98.65%	1.35%	942	0
RIDGEFIELD	887	360	61	61	1	1.64%	8	0	100.00%	0.00%	63	0
ROCHESTER	273	360	123	122	3	2.44%	20	0	100.00%	0.00%	111	0
ROY	842	253	55	54	1	1.82%	8	0	100.00%	0.00%	38	0
SEATTLE	6134	5995	6134	5995	101	1.65%	1003	10	99.00%	1.00%	6019	0
ATWATER	281	206	527	525	7	1.33%	112	2	98.21%	1.79%	475	0
CAMPUS	543	206	233	228	1	0.43%	39	0	100.00%	0.00%	247	0
CHERRY	241	206	851	840	8	0.94%	115	0	100.00%	0.00%	821	0
DUWAMISH	762	206	282	280	6	2.13%	29	1	96.55%	3.45%	293	0
EAST	322	206	801	798	10	1.25%	111	3	97.30%	2.70%	832	0
ELLIOT	441	206	270	263	3	1.11%	52	0	100.00%	0.00%	202	0
EMERSON	361	206	705	699	8	1.13%	119	0	100.00%	0.00%	663	0
LAKEVIEW	522	206	436	431	8	1.83%	93	1	98.92%	1.08%	530	0
MAIN	223	206	517	427	20	3.87%	67	1	98.51%	1.49%	566	0
(Adams)	232	206	147	145	3	2.04%	40	0	100.00%	0.00%	109	0
PARKWAY	721	206	433	432	11	2.54%	46	1	97.83%	2.17%	431	0
SUNSET	782	206	466	463	8	1.72%	99	1	98.99%	1.01%	460	0
WEST	932	206	466	464	8	1.72%	81	0	100.00%	0.00%	390	0

Washington Service Order Interval Missed Commitment Report  
 Based on 2003 and 2004 Orders (Report 2, Missed Commitments)  
 May 2005

1	2	3	12	13	14	15	16	17	18	19	12	21	22
EXCHANGES	WC	AREA CODE	5/05 SOT=NTC INWARD R,SB,LB	5/05 SOT=NTC INWARD R,SB	NOT COMPL W/1 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	2/05 SOT=NTC INWARD R,SB,LB	NOT COMPL W/1 90 DAYS	90 DAYS (GRTR THAN 1%)
SEQUIM	683	360	235	234	7	2.98%	116	2	98.28%	1.72%	188	0	0.00%
SHELTON	426	360	298	298	3	1.01%	37	0	100.00%	0.00%	278	0	0.00%
SILVERDALE	692	360	295	291	2	0.68%	55	1	98.18%	1.82%	271	0	0.00%
SPOKANE			3259	3233	29	0.89%	530	6	98.87%	1.13%	2898	0	0.00%
CHESTNUT	244	509	84	84	1	1.19%	11	1	90.91%	9.09%	81	0	0.00%
FAIRFAX	325	509	487	483	3	0.62%	58	0	100.00%	0.00%	389	0	0.00%
HUDSON	482	509	448	445	2	0.45%	45	0	100.00%	0.00%	476	0	0.00%
KEYSTONE	534	509	343	338	2	0.58%	39	0	100.00%	0.00%	339	0	0.00%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE										
RIVERSIDE	455	509	630	621	9	1.43%	130	1	99.23%	0.77%	519	0	0.00%
WALNUT	922	509	825	821	7	0.85%	140	2	98.57%	1.43%	753	0	0.00%
WHITWORTH	466	509	442	441	5	1.13%	107	2	98.13%	1.87%	341	0	0.00%
SPRINGDALE	258	509	49	48	3	6.12%	4	0	100.00%	0.00%	28	0	0.00%
SUMNER (BonneyLake)	863	253	330	324	8	2.42%	71	0	100.00%	0.00%	377	0	0.00%
TACOMA			4086	4049	44	1.08%	589	3	99.49%	0.51%	4141	0	0.00%
FORT LEWIS	964	253	234	231	0	0.00%	52	0	100.00%	0.00%	237	0	0.00%
GREENFIELD	472	253	586	579	9	1.54%	63	0	100.00%	0.00%	593	0	0.00%
JUNIPER	582	253	664	655	4	0.60%	80	1	98.75%	1.25%	713	0	0.00%
LENNOX	531	253	642	638	10	1.56%	68	0	100.00%	0.00%	702	0	0.00%
LOGAN	564	253	383	383	5	1.31%	80	1	98.75%	1.25%	336	0	0.00%
MARKET (Fawcett)	272	253	464	459	5	1.08%	64	0	100.00%	0.00%	487	0	0.00%
SKYLINE	752	253	270	270	2	0.74%	45	0	100.00%	0.00%	282	0	0.00%
WAVERLY-2	922	253	168	165	2	1.19%	26	0	100.00%	0.00%	118	0	0.00%
WAVERLY-7	927	253	675	669	7	1.04%	111	1	99.10%	0.90%	673	0	0.00%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA										
VANCOUVER			2369	2352	34	1.44%	364	5	98.63%	1.37%	2206	0	0.00%
ORCHARDS	253	360	1202	1192	18	1.50%	184	4	97.83%	2.17%	1056	0	0.00%
OXFORD	693	360	743	737	12	1.62%	91	0	100.00%	0.00%	745	0	0.00%
SALMON CREEK (VANCVR NO)	573	360	424	423	4	0.94%	89	1	98.88%	1.12%	405	0	0.00%
WAITSBURG	337	509	9	9	0	0.00%	2	0	100.00%	0.00%	13	0	0.00%
WALLA WALLA	522	509	353	347	3	0.85%	45	0	100.00%	0.00%	364	0	0.00%
WARDEN	349	509	24	24	0	0.00%	0	0	0.00%	0.00%	29	0	0.00%
WINLOCK	785	360	35	35	0	0.00%	4	0	100.00%	0.00%	45	0	0.00%
YAKIMA			1112	1107	18	1.62%	83	5	93.98%	6.02%	1086	0	0.00%
CHESTNUT	244	509	838	828	13	1.55%	57	3	94.74%	5.26%	818	0	0.00%
WEST	965	509	274	273	5	1.82%	26	2	92.31%	7.69%	268	0	0.00%
Washington Customers Served by Exchanges in Neighboring States													
Clarkston	751	509	153	152	3	1.96%	11	1	90.91%	9.09%	143	0	0.00%
WC TOTAL			33509	32993	518	1.55%	5310	71	98.66%	1.34%	31203	2	0.01%

WASHINGTON REPAIR COMMITMENTS MET  
MAY 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	13,348	12,805	543	95.93%	29	62
March	17,068	16,465	603	96.47%	48	55
April	15,158	14,513	645	95.74%	35	56
May	17226	16138	1088	93.68%	112	63
June						
July						
August						
September						
October						
November						
December						
<b>YTD Total</b>	<b>81,041</b>	<b>77,068</b>	<b>3,973</b>	<b>95.10%</b>	<b>275</b>	<b>341</b>
<b>Baseline (WAC 480-120-439(3)): The missed repair appointment report must state the number of appointments</b>						
missed; made and the number of allowed appointments exclusions.						



WASHINGTON TROUBLE REPORT  
MAY 2005

EXCHANGE	#	WC	ALINES	#Rpts	RATE												RATE							
					May-05	Apr-05	Mar-05	Feb-05	Jan-05	Dec-04	Nov-04	Oct-04	Sep-04	Aug-04	Jul-04	Jun-04								
						0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Report Rate > 4.00						0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
ABERDEEN	0	532	16648	137	0.82	0.70	1.09	0.62	1.01	1.01	1.46	1.32	0.90	0.86	1.11	0.87	0.71	0.87	0.71					
AUBURN	0	833	33474	353	1.05	1.06	1.02	1.01	1.21	1.17	1.17	0.78	1.04	1.07	1.12	0.99	1.20	0.99	1.20					
BAINBRIDGE	0	842	14022	166	1.18	0.96	1.77	1.11	1.38	1.39	1.39	1.07	1.13	1.48	1.52	1.24	1.15	1.24	1.15					
BATTLE GROUND	0	687	11582	155	1.34	1.84	1.02	0.82	2.13	2.88	2.88	1.66	1.39	2.12	2.12	1.56	1.79	1.56	1.79					
BELFAIR	0	275	8194	131	1.60	1.27	1.05	1.32	2.14	2.36	2.36	1.40	1.45	2.33	1.51	1.36	2.25	1.36	2.25					
BELLEVUE	0		70682	489	0.69	0.63	0.69	1.11	1.11	0.85	0.85	0.69	0.68	0.79	2.44	0.69	0.80	0.69	0.80					
GLENOCOURT	0	453	27448	153	0.56	0.48	0.53	0.48	0.61	0.58	0.58	0.69	0.60	0.63	0.65	0.56	0.73	0.65	0.73					
SHERWOOD	0	641	43234	336	0.78	0.73	0.79	1.05	1.43	1.03	1.03	0.69	0.73	0.90	3.57	0.78	0.85	0.78	0.85					
BELLINGHAM	0		42961	216	0.50	0.56	0.63	0.66	0.66	0.76	0.76	0.92	0.77	0.69	0.88	0.65	0.66	0.65	0.66					
LUMMI	0	758	1542	20	1.30	1.18	0.98	1.18	1.17	0.39	0.39	1.03	1.80	1.35	1.09	1.49	0.71	1.49	0.71					
REGENT	0	671	41419	196	0.47	0.54	0.62	0.54	0.64	0.77	0.77	0.92	0.74	0.67	0.87	0.62	0.66	0.62	0.66					
BLACK DIAMOND	0	886	3515	40	1.14	1.35	1.34	2.57	1.48	1.79	1.79	0.91	2.05	1.14	0.88	1.26	1.37	1.26	1.37					
BREMERTON	0		73929	404	0.55	0.52	0.65	0.84	0.84	0.76	0.76	0.76	0.68	0.72	0.74	0.66	0.69	0.66	0.69					
BREMERTON ESX	0	373	35205	187	0.53	0.49	0.62	1.22	0.77	0.69	0.69	0.71	0.59	0.66	0.62	0.59	0.63	0.62	0.63					
CROSBY	0	830	3519	30	0.85	0.80	1.08	0.45	1.44	1.45	1.45	1.33	1.57	1.26	1.80	1.18	1.32	1.18	1.32					
SUNNYSLOPE	0	674	35205	187	0.53	0.72	0.48	0.83	1.67	0.72	0.72	0.60	0.97	0.84	1.08	1.57	0.85	1.08	1.57					
BONNEY LAKE	0																							
					Numbers added to Summer																			
BUCKLEY	0	829	3317	43	1.30	0.87	1.65	1.68	1.29	1.49	1.49	0.84	1.38	1.14	1.29	1.37	1.21	1.37	1.21					
CASTLEROCK	1	274	4927	143	2.90	3.55	1.46	1.59	1.74	2.25	2.25	2.24	3.71	2.12	4.26	2.01	1.26	2.01	1.26					
CENTRALIA	0	736	10164	106	1.04	0.74	0.88	0.68	1.21	1.24	1.24	1.14	1.03	1.28	1.08	1.37	0.84	1.08	1.37					
CHEHALIS	0		10646	118	1.11	0.71	0.99	1.02	1.02	1.05	1.05	1.21	0.96	0.89	1.28	1.16	0.95	1.28	1.16					
CHEHALIS	0	748	8021	103	1.28	0.66	0.99	0.78	0.85	0.95	0.95	1.14	0.88	0.85	1.22	1.10	0.99	1.22	1.10					
NAPAVINE	0	262	2625	15	0.57	0.88	0.99	0.84	1.53	1.38	1.38	1.42	1.22	1.00	1.47	1.35	0.84	1.47	1.35					
CLE-ELUM	0	674	3361	19	0.57	1.02	0.90	0.60	0.93	0.69	0.69	0.96	1.42	1.11	2.68	1.05	1.66	2.68	1.05					
COLFAX	0	397	2489	14	0.56	0.64	0.91	0.59	0.79	0.83	0.83	1.37	1.22	2.38	1.23	1.35	1.29	1.23	1.35					
COLVILLE	0	684	7112	59	0.83	0.66	1.07	0.80	0.72	0.86	0.86	0.70	1.04	1.15	2.56	1.21	0.89	2.56	1.21					
COPALIS(OCEAN SHORES)	0	289	4182	71	1.70	0.82	1.01	1.22	1.90	1.91	1.91	2.21	1.57	1.62	1.33	1.24	1.03	1.33	1.24					
COULEE DAM	0	633	2298	24	1.04	0.91	1.35	0.43	0.78	1.07	1.07	0.56	0.94	0.90	1.23	1.32	0.89	1.23	1.32					
CRYSTAL MTN.	0	663	668	19	2.84	0.89	1.47	1.57	0.85	3.76	3.76	0.58	0.88	1.63	1.18	1.04	1.95	1.18	1.04					
DAYTON	0	382	1948	24	1.23	1.60	1.51	0.78	1.04	1.51	1.51	1.26	1.74	2.80	2.36	2.35	1.93	2.36	2.35					
DEER PARK	0	276	6411	54	0.84	1.11	0.94	1.15	0.73	1.08	1.08	1.04	1.06	1.00	1.81	1.27	1.15	1.81	1.27					
DES MOINES	0		35163	258	0.73	0.77	0.74	0.93	0.93	0.82	0.82	0.75	0.83	0.92	0.85	0.72	0.83	0.85	0.72					
DES MOINES	0	824	13697	93	0.68	0.83	0.81	0.70	1.09	0.87	0.87	0.81	0.90	0.94	0.84	0.71	0.77	0.84	0.71					
FEDERAL WAY	0	839	21466	165	0.77	0.74	0.69	0.62	0.84	0.80	0.80	0.72	0.79	0.91	0.86	0.72	0.87	0.86	0.72					
EASTON	0	656	716	5	0.70	0.28	0.14	0.42	0.97	0.69	0.69	0.70	0.98	1.23	1.92	0.28	0.56	1.92	0.28					
ELK	0	292	2873	28	0.97	0.91	0.70	0.66	0.94	0.80	0.80	1.04	0.90	1.53	1.01	1.01	1.15	1.01	1.01					
ENUMCLAW	0	825	9430	100	1.06	0.94	0.87	0.65	1.26	1.26	1.26	0.80	1.26	1.38	1.19	0.94	0.92	1.19	0.94					
EPHRATA	0	754	3603	50	1.39	0.91	1.57	0.99	1.23	0.87	0.87	1.10	1.26	0.93	0.61	0.84	0.96	1.10	0.84					
GRAHAM	0	847	19882	240	1.21	0.87	0.92	1.12	1.26	1.08	1.08	1.12	0.96	1.01	1.10	1.21	1.58	1.10	1.21					

WASHINGTON TROUBLE REPORT  
MAY 2005

EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	
			May-05	May-05	May-05	Mar-05	Feb-05	Jan-05	Dec-04	Nov-04	Oct-04	Sep-04	Aug-04	Jul-04	Jun-04				
GREEN BLUFF	0	238	3024	34	1.12	0.93	0.73	0.83	0.99	0.69	0.86	0.59	1.59	1.52	1.40	2.05			
HOODSPORT	0	877	2587	31	1.20	1.17	0.35	0.82	0.94	0.67	1.06	1.41	0.62	1.52	0.82	1.02			
ISSAQUAH	0	392	26363	230	0.87	0.61	0.72	0.47	1.00	1.05	0.90	0.98	0.88	1.23	0.88	1.18			
KENT	0		61782	485	0.79	0.62	0.60	0.83	0.83	0.80	0.79	0.79	0.75	0.93	0.82	0.83			
KENT MERIDIAN	0	630	22451	214	0.95	0.79	0.71	0.88	1.11	1.01	1.03	0.94	1.04	1.27	1.31	1.03			
KENT OBRIEN	0	251	10834	27	0.25	0.22	0.15	0.20	0.35	0.30	0.37	0.27	0.32	0.31	0.40	0.50			
KENT ULRICH	0	852	28497	244	0.86	0.65	0.68	0.54	0.80	0.82	0.75	0.88	0.72	0.90	0.60	0.82			
LIBERTY LAKE	0	255	1606	9	0.56	0.44	0.50	0.31	0.25	0.31	0.55	0.37	0.61	0.49	0.55	0.49			
LONGVIEW-KELSO	0	423	32078	396	1.23	1.29	1.34	1.01	1.16	1.13	1.09	1.23	1.25	1.48	1.05	1.10			
LOON LAKE	0	233	1454	30	2.06	1.18	0.98	1.32	0.49	1.24	0.83	0.82	0.87	1.78	1.25	1.19			
MAPLE VALLEY	0	432	13344	104	0.78	0.96	0.77	0.66	0.85	1.02	0.95	0.70	2.19	0.79	0.81	0.82			
MOSES LAKE	0		14416	206	1.43	1.18	1.16	1.08	1.08	1.22	0.96	0.95	1.09	1.63	1.17	1.72			
MOSES LAKE AFB	0	762	2462	31	1.26	0.68	0.72	0.50	0.88	1.11	0.68	1.17	0.75	0.94	1.05	1.15			
MOSES LAKE	0	765	11954	175	1.46	1.28	1.25	0.96	1.12	1.25	1.02	0.90	1.16	1.78	1.20	1.85			
NEWMAN LAKE	0	226	2579	26	1.01	0.93	0.78	0.50	0.74	0.62	0.31	0.70	0.96	0.93	1.46	1.65			
NORTHPORT	0	732	1023	16	1.56	1.08	1.38	0.78	0.69	1.76	2.16	1.08	1.36	2.35	1.86	0.59			
OLYMPIA	0		95101	638	0.67	0.73	0.89	0.98	0.98	0.85	0.79	0.83	0.85	0.83	0.87	0.85			
EVERGREEN	0	866	7469	38	0.51	0.90	0.75	0.80	1.15	1.24	1.33	0.96	1.59	1.00	1.29	1.00			
LACEY	0	456	42082	295	0.70	0.66	0.84	0.65	0.97	0.88	0.59	0.77	0.77	0.73	0.85	0.82			
WHITEHALL	0	352	45550	305	0.67	0.76	0.95	0.80	0.96	0.76	0.87	0.88	0.82	0.90	0.82	0.86			
OMAK-OKANOGAN	0	826	7478	71	0.95	0.88	1.08	0.79	0.90	1.28	0.95	0.97	1.08	1.54	0.83	1.08			
OROVILLE	0	476	1864	24	1.29	0.96	1.55	0.65	0.96	0.91	0.86	1.50	1.71	1.55	1.22	1.17			
OTHELLO	0	488	4645	77	1.66	1.36	2.66	1.66	2.15	1.53	2.05	1.22	1.20	2.83	1.97	2.54			
PASCO	0	545	20638	181	0.88	0.90	0.88	0.78	1.13	0.93	1.09	1.70	1.29	1.73	1.78	2.12			
PATEROS	0	923	831	10	1.20	0.36	0.96	0.36	0.60	0.60	0.84	0.12	0.60	1.54	0.71	1.06			
POMEROY	0	843	1365	25	1.83	1.54	1.61	0.74	1.04	1.64	0.83	1.41	2.01	2.06	1.85	1.40			
PT. ANGELES	0		19353	170	0.88	0.75	0.81	1.67	1.67	1.06	1.00	0.87	1.13	1.20	0.82	0.85			
JOYCE	1	928	1275	17	1.33	0.79	1.59	2.46	5.98	2.07	0.79	1.34	1.87	1.95	2.73	2.44			
PT. ANGELES	0	452	18078	153	0.85	0.75	0.75	0.86	1.37	0.99	1.02	0.84	1.08	1.15	0.69	0.74			
PT. LUDLOW	0	437	2890	12	0.42	0.83	0.52	0.73	0.83	0.93	0.94	1.57	1.04	1.21	1.18	1.12			
PT. ORCHARD	0		23666	227	0.96	0.86	1.07	1.14	1.14	1.10	1.07	1.02	1.07	1.02	0.98	1.08			
COLBY	0	871	9106	91	1.00	0.77	1.32	1.07	1.37	1.20	1.13	1.01	0.94	1.09	1.06	1.20			
PT. ORCHARD	0	876	14560	136	0.93	0.92	0.91	0.80	1.00	1.03	1.04	1.03	1.15	0.98	0.93	1.00			
PT. TOWNSEND	0	385	11939	189	1.58	0.88	0.93	0.64	0.96	0.99	0.86	0.87	1.03	1.47	0.94	1.26			
PUYALLUP	0	841	40147	314	0.78	0.69	0.73	0.71	0.93	1.04	0.91	2.00	0.96	1.08	0.87	0.92			
RENTON	0	226	57025	512	0.90	0.62	0.76	0.64	1.03	1.01	0.84	0.84	0.78	0.89	0.76	0.78			
RIDGEFIELD	2	887	3869	79	2.04	1.35	1.66	2.92	1.95	2.91	1.33	4.18	6.65	2.45	1.83	2.36			
ROCHESTER	0	273	6255	89	1.42	1.77	0.94	0.93	1.74	1.17	1.26	1.72	1.86	1.82	1.31	1.01			
ROY	0	843	2785	27	0.97	2.05	1.16	0.90	1.12	1.59	1.29	1.67	1.45	1.60	1.31	1.16			
SEATTLE	0		407343	2637	0.65	0.60	0.66	0.71	0.71	0.68	0.66	0.68	0.73	0.78	0.68	0.70			
ATWATER	0	281	32163	175	0.54	0.44	0.54	0.45	0.54	0.68	0.62	0.51	0.63	0.82	0.75	0.71			

WASHINGTON TROUBLE REPORT  
MAY 2005

EXCHANGE	#	WC	ALINES	#Rpts	RATE												RATE
					May-05	May-05	Apr-05	Mar-05	Feb-05	Jan-05	Dec-04	Nov-04	Oct-04	Sep-04	Aug-04	Jul-04	
CAMPUS	0	543	15091	72	0.48	0.65	0.39	0.35	0.48	0.44	0.51	0.63	0.76	0.69	0.63	0.70	
CHERRY	0	241	44137	398	0.90	0.78	0.83	0.58	1.18	0.87	0.73	0.78	0.79	1.04	0.83	0.90	
DUWAMISH	0	655	17371	140	0.81	0.76	0.73	0.56	0.82	0.69	0.81	0.84	0.90	0.92	0.69	0.74	
EAST	0	322	44560	337	0.76	0.76	0.81	0.59	0.74	0.82	0.82	1.03	0.93	0.88	0.82	0.87	
ELLIOT	0	441	11493	30	0.26	0.31	0.28	0.26	0.24	0.30	0.22	0.39	0.28	0.24	0.33	0.44	
EMERSON	0	417	44125	231	0.52	0.60	0.68	0.56	0.83	0.69	0.61	0.68	0.79	0.95	0.72	0.66	
LAKEVIEW	0	522	38159	292	0.77	0.62	0.88	0.56	0.93	0.72	0.72	0.72	0.77	0.85	0.68	0.74	
MAIN	0	223	60473	115	0.19	0.19	0.20	0.16	0.18	0.20	0.17	0.20	0.21	0.22	0.24	0.29	
MERCER ISLAND (ADAMS)	0	232	12619	90	0.71	0.70	0.81	0.70	0.97	0.88	0.92	0.76	1.20	0.99	1.03	1.21	
PARKWAY	0	723	24026	357	1.49	1.09	1.24	0.76	1.15	1.07	1.30	0.84	1.03	1.04	0.95	0.97	
SUNSET	0	782	33748	206	0.61	0.48	0.50	0.40	0.56	0.69	0.58	0.67	0.74	0.65	0.55	0.52	
WEST	0	932	29378	194	0.66	0.73	0.78	0.59	0.75	0.94	0.93	0.97	0.99	1.11	0.98	0.88	
SEQUIM	0	683	14885	129	0.87	0.64	0.73	0.79	1.07	1.04	1.49	1.59	1.07	0.98	1.26	0.91	
SHELTON	0	427	17012	151	0.89	0.91	1.01	0.86	1.27	1.05	1.22	1.01	1.29	1.14	1.06	1.26	
SILVERDALE	0	692	17711	109	0.62	0.60	0.59	0.63	0.67	0.88	0.85	0.76	0.66	0.87	0.69	0.65	
SPOKANE	0	177154	1389	0.78	0.71	0.73	0.63	0.63	0.63	0.74	0.75	0.74	0.95	0.99	0.90	0.95	
CHESTNUT	0	244	3631	30	0.83	1.06	0.93	0.95	0.76	0.87	0.68	1.26	1.12	2.09	0.91	3.13	
FAIRFAX	0	325	25772	218	0.85	0.63	0.98	0.68	0.68	0.69	0.77	0.67	0.85	1.11	0.77	0.96	
HUDSON	0	482	19841	144	0.73	0.50	0.73	0.36	0.58	0.62	0.67	0.57	0.68	0.67	0.75	0.89	
KEYSTONE	0	534	17386	184	1.06	1.08	0.62	0.44	0.71	0.59	0.58	0.76	0.76	0.98	0.87	0.87	
MORAN					Numbers added to Riverside												
RIVERSIDE	0	455	36824	304	0.83	0.70	0.63	0.00	0.62	0.84	0.73	0.73	0.89	0.88	0.75	0.85	
WALNUT	0	922	47727	280	0.59	0.67	0.68	0.46	0.58	0.69	0.78	0.67	0.89	0.99	0.90	0.88	
WHITWORTH	0	466	25973	229	0.88	0.74	0.78	0.51	0.66	0.89	0.91	1.01	1.54	1.14	1.37	1.02	
SPRINGDALE	0	258	1714	20	1.17	0.71	1.06	0.58	0.99	2.33	1.77	2.48	1.59	1.41	3.38	3.47	
SUMNER	0	863	23161	227	0.98	1.28	0.90	0.76	1.02	1.01	1.22	1.64	1.01	1.02	0.86	0.98	
TACOMA	0	193454	1596	0.83	0.78	0.95	0.97	0.97	0.84	0.84	0.78	0.91	1.00	1.02	0.85	0.96	
FORT LEWIS	0	964	5604	25	0.45	0.71	0.51	0.58	0.89	1.09	0.70	0.74	0.55	0.54	0.64	0.82	
GREENFIELD	0	472	24974	285	1.14	1.03	1.96	0.95	1.20	1.06	0.95	1.09	0.96	1.31	0.91	1.50	
JUNIPER	0	581	28517	242	0.85	0.70	0.93	0.80	0.97	0.86	0.86	1.03	1.22	1.22	1.06	0.92	
LENNOX	0	531	32822	368	1.12	0.92	1.13	0.85	1.18	1.09	0.95	1.19	1.09	1.28	1.12	1.17	
LOGAN	0	564	18807	145	0.77	0.67	0.81	0.55	1.12	0.71	0.84	0.86	0.95	0.90	0.71	0.76	
MARKET/FAWCETT	0	272	21195	95	0.45	0.67	0.64	0.51	0.61	0.56	0.57	0.66	0.68	0.62	0.58	0.52	
SKYLINE	0	752	17386	125	0.72	0.62	0.82	0.56	0.81	0.74	0.73	0.83	0.93	0.99	0.74	0.74	
WAVERLY-2	0	922	8649	61	0.71	1.26	0.89	0.89	1.07	0.90	0.68	0.93	1.05	0.76	0.62	0.91	
WAVERLY-7	0	927	35500	250	0.70	0.63	0.52	0.54	0.83	0.68	0.60	0.67	1.06	0.85	0.76	0.91	
TOUCHET					Numbers added to Walla Walla												
VANCOUVER	0	130661	1452	1.31	0.85	1.04	1.05	1.05	1.05	1.07	1.02	1.00	0.94	1.21	1.00	1.09	
ORCHARDS	0	253	57155	920	1.61	0.82	1.03	1.02	1.07	1.05	1.05	0.97	0.95	1.20	0.91	1.15	
OXFORD	0	693	30818	320	1.04	0.93	1.14	0.74	1.04	1.09	1.02	1.09	0.92	1.11	1.12	1.05	

WASHINGTON TROUBLE REPORT  
MAY 2005

EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
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SALMON CREEK (VANCOUVER NORTH)	0	573	22688	212	0.93	0.81	0.94	0.79	1.01	1.11	0.96	0.98	0.95	1.37	1.06		0.99
WAITSBURG	0	337	760	10	1.32	1.96	0.66	0.65	0.39	1.45	1.70	1.17	1.96	3.00	1.82		1.29
WALLA WALLA	0	522	21742	212	0.98	0.72	0.92	0.67	0.80	0.73	0.77	1.02	0.67	1.00	0.73		1.00
TOUCHET	0	349	1377	13	0.94	1.17	1.08	0.94	1.23	1.08	0.50	2.20	1.20	3.05	1.98		0.91
WARDEN	0	785	2305	27	1.17	1.30	1.00	1.39	2.01	1.48	1.65	1.97	1.80	1.14	0.57		1.71
WINLOCK	0																
YAKIMA	0	53563		589	1.10	0.77	0.70	0.70	0.70	0.65	0.84	0.74	0.70	0.97	1.05		0.93
CHESTNUT	0	248	36206	456	1.26	0.79	0.78	0.53	0.69	0.68	0.97	0.79	0.68	0.98	1.17		0.97
WEST	0	965	17357	133	0.77	0.73	0.52	0.35	0.71	0.60	0.55	0.64	0.73	0.95	0.78		0.85
Washington Customers Served by Exchanges in Neighboring States	0																
CLARKSTON	0	751	8328	115	1.38	1.11	1.05	0.71	0.89								
TOTALS			1915474	16354	0.85	0.76	0.63	0.68	0.92	0.90	0.85	0.91	0.94	1.09	0.88		0.93

WASHINGTON ANCR REPORT  
MAY 2005

WASHINGTON ANCR - MAY 2005  
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.050428.009	YELLOW	INTER CONNECT	28APR2005:21:06:00	03MAY2005:15:51:00	114:45:00		911 FAILED TO MCCHORD SECURITY PD PSAP #149. CPE TROUBLE. CONDITION 2 REROUTE IN AND TESTED. PSAP EQUIPMENT REPLACED AND CARDS REOPTIONED TO RESTORE SERVICE. TEST CALLS HAVE BEEN PLACED AND ARE GOOD.
WA.050505.005	YELLOW	INTER CONNECT	05MAY2005:07:40:00	10MAY2005:09:30:00	121:50:00		IEC'S SS7 DISCONNECTED IN ERROR-100% BLOCKING ON ONE TRUNK GROUP TO IEC. IEC HAS ISSUED AN ORDER TO RECONNECT THEIR SS7 TRUNKS 5/6-15:20 MDT STILL BLOCKING, TROUBLE REFERRED TO IEC AS THEIR TROUBLE. IEC RESOLVED THEIR TROUBLE AND THE BLOCKAGE CEASED
WA.050509.009	YELLOW	CABLE	09MAY2005:12:20:00	12MAY2005:11:55:00	71:35:00		1800 PAIR PULP CABLE IS WET. 20:45 CABLE IS WET PULP AND IS BEING ASSESSED FOR REPAIR, 20:50 5/10 LRAC SAYS TECHS ARE STILL SPlicing, TAGGING AND TONING, 19:05 5/11 LRAC SAYS TECHS ARE STILL WORKING, LARGE SECTION OF PULP CABLE BETWEEN TWO MANHOLES WAS REPLACED, NEW ETR 5/1218:20 5/12 LRAC SAYS TECHS STILL SPlicing, POSSIBLE ETR 23:00 TECH'S DRIED OUT WET PULP CABLE TO RESTORE SERVICE.
WA.050517.009	YELLOW	CABLE	17MAY2005:09:58:00	21MAY2005:19:30:00	105:32:00		1500 & 600 PULP CABLES CUT BY A CONTRACTOR EXCAVATING TO INSTALL A WATER MAIN. 5/20 911 CENTER CALLED THEY WERE INFORMED THAT THE PSAP IS MAKING DAILY ANNOUNCEMENTS TO THE PUBLIC THROUGH THE MEDIA THAT IF YOU DO NOT HAVE DIAL TONE QWEST IS WORKING ON A CABLE CUT. THERE IS A 2 DUCT WOODEN STRUCTURE THAT IS DAMAGED. THERE WAS A LOCATE BUT NEITHER OF THESE CABLES WERE IDENTIFIED ON THE LOCATE. 16:03 PDT NOTIFIED THE 911 CENTER TO MAKE A RTAU CALL TO ASSURE THAT THE PSAP IS NOT AFFECTED. THE 911 CALL COMPLETED SUCCESSFULLY. 18:15 PDT LRAC REPORTS CABLE EXCAVATED, WILL BE PRESSURE WRAPPED AND RESTORED, ETR 22:00 PDT 14:50 ON 05/18/2005 TALKED TO CABLE DESK TECH HAD AIR PRESSURE TRBL RUIN 1500 PAIR CABLE. TECHS TO REPLACE CABLE IN THE GROUND AND AROUND 17:00 TECHS SHOULD START SPlicing THE NEW CABLE. 1536 PDT, LRAC SAYS HAVE TO REPLACE PULP 1500PR CABLE. NEW ETR SOME TIME ON 5/21. CABLE'S HAVE BEEN SPliced AND SERVICE RESTORED.

WASHINGTON AVERAGE TIME IN QUEUE IN SECONDS  
 FOR REPAIR AND RES/BUS OFFICE ACCESS  
 MAY 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		28,894,011	14		3,379,035	15		32,273,046	14		8,768,809	20
February		43,301,914	23		2,490,920	12		45,792,834	22		10,994,954	30
March		38,303,010	19		978,176	4		39,281,186	17		9,669,312	25
April		31,820,332	17		2,161,476	11		33,981,808	17		9,807,011	25
May		47,922,655	26		1,872,602	9		49,795,257	24		9,276,181	23
June												
JULY												
AUGUST												
SEPTEMBER												
OCTOBER												
NOVEMBER												
DECEMBER												

Benchmark: 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  
MAY 2005

Measurement Period 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	9,545	9,473	99.25%	72	112	
March	12,453	12,382	99.43%	71	107	
April	10,816	10,737	99.27%	79	129	
May	12,571	12,225	97.25%	346	222	
June						
July						
August						
September						
October						
November						
December						
	<b>58,466</b>	<b>57,693</b>	<b>98.68%</b>	<b>773</b>	<b>769</b>	
<b>Baseline(WAC 480-120-439(9)/480-120-440(1)):</b> A company must repair all out-of-service interruptions within 48 hours, excluding Sundays and holidays, unless physically obstructed from doing so or due to interruptions caused by extraordinary or abnormal conditions of operation.						
Measurement Period 2005	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	5,075	5,040	35	99.31%	2	40
February	3,748	3,731	17	99.55%	2	32
March	4,576	4,563	13	99.72%	0	35
April	4,263	4,243	20	99.53%	2	39
May	4,564	4,529	35	99.23%	3	41
June						
July						
August						
September						
October						
November						
December						
<b>YTD TOTAL</b>	<b>22,226</b>	<b>22,106</b>	<b>120</b>	<b>99.46%</b>	<b>9</b>	<b>187</b>
<b>Baseline: (WAC 480-120-439 (9)/480-120-440(2)):</b> All "other" regulated service interruptions must be repaired within seventy-two hours unless the company is unable to make the repair because it is physically obstructed from doing so or because of force majeure, in which case the repair must be made as soon as practicable.						

WASHINGTON E911, LOCAL AND TOLL TRUNK BLOCKING  
MAY 2005

Trunks Blocking > 1% for the month of May 2005			E911 Trunk Blocking				
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	May-05	Explanantion/Details of Action Taken, Trunk Servicing Response -May05
AP064827	2			one way	E911	29.30%	This blocking was caused by 1 trunk being held up every day. The group did not have actual blocking and is scheduled to be disconnected in the near future. It has no real usage but with the 1 trunk being held up, the system calculates usage with no pegcount and automatically assumes blocking.
AP088626	2			one way	E911	1.67%	
AP088630	1			one way	E911	4.00%	
AP088807	3			one way	E911	3.21%	
Percent of trunk groups meeting standard:						97.89%	
Total number of trunk groups:						190	
Number of trunk groups out of compliance for the month:						4	

Trunks Blocking > .5% for the month of May 2005			Toll Trunk Blocking					
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	May-05	Explanantion/Details of Action Taken, Trunk Servicing Response -May05	
AP072407	264			two way	GOS	0.93%	BLOCKED HOUR 15 on 5/16/05 only. Service Advisory TGSR ISSUED 6/2/05.	
AP077295	168			two way	GOS	1.22%		
AP077383	144			two way	GOS	0.88%		
AP077405	108			two way	GOS	0.79%		
AP077426	240			two way	GOS	0.52%		
AP078946	504			two way	GOS	0.98%		
AP081502	216			two way	GOS	1.73%		
AP081503	264			two way	GOS	0.85%		
Percent of trunk groups meeting standard:						97.94%		
Total number of trunk groups:						390		
Number of trunk groups out of compliance for the month:						8		

Trunks Blocking > 1% for the month of May 2005			Local Trunk Blocking				
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	May-05	Explanantion/Details of Action Taken, Trunk Servicing Response -May05
<b>NOTHING TO REPORT</b>							
Percent of trunk groups meeting standard:						100.00%	
Total number of trunk groups:						330	
Number of trunk groups out of compliance for the month:						0	

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



DIAL TONE  
NETWORK CONGESTION MONTHLY REPORT  
MAY 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	1,897,897	34,096,954	5,089	0.01%
March	1,888,657	38,446,090	5,470	0.01%
April	1,884,267	37,808,219	3,532	0.01%
May	1,915,474	38,275,579	3,755	0.01%
June				
July				
August				
September				
October				
November				
December				
YTD Total		186,648,581	23,929	0.01%
<b>Baseline:</b> Sufficient dial central office capacity and equipment shall be provided to meet the requirement				
of dial tone within three seconds on at least 98% of calls placed. Credits do not				
apply during periods of emergency or catastrophe, extraordinary or abnormal conditions of operations,				
such as those resulting from work stoppage, holidays, civil unrest, force majeure or disruptions of service				
caused by persons or entities other than Qwest.				

WASHINGTON DIAL TONE REPORT  
MAY 2005

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
ABERDEEN-HOQUIAM	532	360	427482	6	0.00%
ATWATER	281	206	589910	1	0.00%
AUBURN	833	253	746366	56	0.01%
BLACK DIAMOND	REMOTE OF AUBURN				
BAINBRIDGE ISLAND	842	206	327658	114	0.03%
BATTLEGROUND	687	360	222362	145	0.07%
BELFAIR	275	360	151318	1	0.00%
BONNEY LAKE	862	253	253781	0	0.00%
BREMERTON ESSEX	373	360	696625	3	0.00%
BUCKLEY	829	360	63020	0	0.00%
CAMPUS	543	206	307331	0	0.00%
CASTLE ROCK	274	360	111591	79	0.07%
CENTRALIA	736	360	214420	1	0.00%
CHEHALIS	748	360	159958	0	0.00%
CHERRY	241	206	965612	94	0.01%
CLE-ELUM	674	509	47010	0	0.00%
COLBY	871	360	178905	58	0.03%
COLFAX	397	509	34993	0	0.00%
COLVILLE	684	509	137644	0	0.00%
NORTHPORT	REMOTE OF COLVILLE				
COULEE DAM	633	509	38254	0	0.00%
CROSBY	830	360	68306	0	0.00%
CRYSTAL MTN.	663	360	4374	0	0.00%
DAYTON	382	509	34129	0	0.00%
DEER PARK	276	509	135352	0	0.00%
DES MOINES	824	206	314230	54	0.02%
DUWAMISH	762	206	479630	0	0.00%
EAST	322	206	714537	65	0.01%
EASTON	656	509	8497	0	0.00%
ELK	292	509	60463	13	0.02%
ELLIOT	441	206	207884	0	0.00%
EMERSON	361	206	743101	0	0.00%
ENUMCLAW	825	360	160716	0	0.00%
EPHRATA	754	509	63175	0	0.00%
FAIRFAX	325	509	614402	135	0.02%
CHESTNUT	REMOTE OF FAIRFAX				
FEDERAL WAY	839	253	491697	76	0.02%
FORT LEWIS	964	253	122293	6	0.00%
GLENCOURT	453	425	597319	228	0.04%
GRAHAM	847	253	458305	50	0.01%
GREEN BLUFF	238	509	59351	0	0.00%
GREENFIELD	472	253	707719	70	0.01%
HUDSON	482	509	478151	1	0.00%
ISSAQUAH	392	425	515446	17	0.00%
JOYCE	928	360	21505	0	0.00%
JUNIPER	582	253	611277	60	0.01%
KENT MERIDIAN	630	253	419589	209	0.05%
KENT OBRIEN	251	206	290835	4	0.00%
KENT ULRICH	852	253	561332	47	0.01%
KEYSTONE	534	509	450183	0	0.00%
LACEY	456	360	732571	84	0.01%
LAKEVIEW	522	206	530770	36	0.01%
LENNOX	531	253	822079	2	0.00%
LIBERTY LAKE	255	509	25470	0	0.00%
LOGAN	564	253	367428	95	0.03%
LONGVIEW-KELSO	423	360	758877	0	0.00%
LOON LAKE	233	509	19585	0	0.00%
Main (Seattle)	223	206	1341711	49	0.00%
MAPLE VALLEY	432	425	200068	52	0.03%
MARKET (Fawcett)	272	253	580108	7	0.00%
MERCER ISLAND (Adams)	232	206	293361	5	0.00%

WASHINGTON DIAL TONE REPORT  
MAY 2005

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
MOSES LAKE	762	509	358506	3	0.00%
MOSES LAKE(AFB)	765	509	62255	0	0.00%
NAPAVINE	262	360	61352	0	0.00%
NEWMAN LAKE	226	509	48400	0	0.00%
OCEAN SHORES	289	360	82680	0	0.00%
OMAK-OKANOGAN	826	509	139592	0	0.00%
ORCHARDS	253	360	1026644	160	0.02%
OROVILLE	476	509	31417	0	0.00%
OTHELLO	488	509	149491	0	0.00%
PARKWAY	721	206	672463	200	0.03%
PASCO	545	509	474820	1	0.00%
PATEROS	923	509	12163	0	0.00%
POMEROY	843	509	22083	0	0.00%
PT. ANGELES	452	360	286525	0	0.00%
PT. LUDLOW	437	360	44384	0	0.00%
PT. ORCHARD	876	360	312273	52	0.02%
SUNNYSLOPE	REMOTE OF PT. ORCHARD				
PT. TOWNSEND	385	360	270884	3	0.00%
PUYALLAP	841	253	770367	2	0.00%
REGENT	671	360	1012219	73	0.01%
LUMMI	REMOTE OF REGENT				
RENTON	226	425	1008412	162	0.02%
RIDGEFIELD	887	360	69033	0	0.00%
RIVERSIDE	455	509	667672	103	0.02%
MORAN	REMOTE OF RIVERSIDE				
ROCHESTER	273	360	153629	0	0.00%
ROY	843	253	60996	0	0.00%
SEQUIM	683	360	199608	8	0.00%
SHELTON	426	360	382053	207	0.05%
HOODSPORT	REMOTE OF SHELTON				
SHERWOOD	641	425	630915	14	0.00%
SILVERDALE	692	360	319719	41	0.01%
SKYLINE	752	253	350430	0	0.00%
SPRINGDALE	258	509	40776	0	0.00%
SUMNER (BonneyLake)	863	253	243043	37	0.02%
BONNEY LAKE	REMOTE OF SUMNER				
SUNSET	782	206	463760	31	0.01%
VANCOUVER NO. SALMON CRK(NO)	573	360	372697	20	0.01%
VANCOUVER OXFORD	693	360	860596	20	0.00%
WAITSBURG	337	509	17068	0	0.00%
WALLA WALLA (incl Touchet)	522	509	684430	527	0.08%
TOUCHET	REMOTE OF WALLA WALLA				
WALNUT	922	509	882970	0	0.00%
WARDEN	349	509	34932	0	0.00%
WAVERLY-2	922	253	235635	11	0.00%
WAVERLY-7	927	253	641987	34	0.01%
WEST	965	509	537691	0	0.00%
WHITEHALL	352	360	1062897	21	0.00%
EVERGREEN	REMOTE OF WHITEHALL				
WHITWORTH	466	509	462974	80	0.02%
WINLOCK	785	360	46361	15	0.03%
YAKIMA CHESTNUT	244	509	875911	5	0.00%
YAKIMA WEST	965	509	390800	2	0.00%
TOTAL			38275579	3755	0.01%

Washington Commission Complaint Report  
May 2005

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

Washington Customer Service Guarantee Program Credits  
May 2005

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	Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched orders) missed due to company reasons	Number 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	63558	1342	2358	640990	358	930	3288		
Missed Appointments/Commitments - Install Business (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	Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	Number 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	19552	535	1035	57082	125	238	1273		

Washington Customer Service Guarantee Program Credits  
May 2005

Missed Appointments/Commitments - Repair Residence		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) 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 Company reasons.		Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons.		Number Exclusions	
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) 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 Company reasons.	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons.	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 Company reasons.	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons.	Number 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	53900	2954	287	17779	399	0	521								
Missed Appointments/Commitments - Repair Business		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) 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 Company reasons.		Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons.		Number Exclusions	
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) 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 Company reasons.	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons.	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 Company reasons.	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons.	Number 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	6659	557	54	2703	63	0	95								

Washington Customer Service Guarantee Program Credits  
May 2005

Missed Appointment/Commitment Credits Paid - Install		Residence/Business (New Connect/Reconnect)													
Measurement Period	Number of RESIDENCE customers receiving credits for company missed appointments/com mitted-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									
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	1756	\$94,050		873	\$48,648										
Missed Appointment/Commitment Credits Paid - Repair															
Measurement Period	Number of RESIDENCE customers receiving credits for company missed appointments/com mitted-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-Repair	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date									
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	3715	\$185,750		494	\$24,700										

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.

Washington Customer Service Guarantee Program Credits  
May 2005

Delayed Primary Exchange Alternative	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD # of credits paid
Residence													149586
# of completed orders for installation of primary service													
# of completed orders for primary service installed w/15 bus. days													
# of credits-First Month's Charge(HO Recurring)													148539
Amount of credit-First Month's Charge(HO Recur)													1000
# of credits-Installation (HO NonRecur)													\$12,388.00
Amount of credits-Installation (Ho NonRecur)													1001
# of \$100 Bill Credits													\$30,675.00
Amount of \$100 Bill Credits													1000
# of Voice Mail Recurring Credits													\$106,550.00
Amount of Voice Mail Recurring Credits													0
# of Voice Mail Nonrecurring Credits													\$0.00
Amount of Voice Mail Nonrecurring Credits													0
#Cell Loaners													\$0.00
Amount of cell vouchers													0
# of Remote Call Fwrding-Recurring													\$263.00
Amount of Remote Call Fwrding-Recurring													6
# of Remote Call Fwrding-Non-Recurring													\$96.00
Amount of Remote Call Fwrding-Non-Recurring													0
YTD Total Number of Credits Paid						0	0	0	0	0	0	0	3007
YTD Total Amount of Credits Paid	\$36,672	\$30,179	\$27,990	\$28,008	\$27,123	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$149,972.00



Washington Customer Service Guarantee Program Credits  
May 2005

Delayed Primary Exchange Alternative	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD # of credits paid
<b>Business</b>													
# of completed orders for installation of primary service													20365
# of completed orders for primary service installed w/ 5 bus. days													
# of credits-First Month's Charge(HO Recurring)													19892
Amount of credit-First Month's Charge(HO Recur)													353
# of credits-Installation (HO NonRecur)													\$14,656.00
Amount of credits-Installation (Ho NonRecur)													353
# of \$100 Bill Credits													\$26,160.00
Amount of \$100 Bill Credits													354
# of Voice Mail Recurring Credits													\$41,035.00
Amount of Voice Mail Recurring Credits													0
# of Voice Mail Nonrecurring Credits													\$0.00
Amount of Voice Mail Nonrecurring Credits													0
#Cell Loaners													\$0.00
Amount of cell vouchers													0
# of Remote Call Frwding-Recurring													\$191.00
Amount of Remote Call Frwding-Recurring													0
# of Remote Call Frwding-Non-Recurring													\$0.00
Amount of Remote Call Frwding-Non-Recurring													0
YTD Total Number of Credits Paid						0	0	0	0	0	0	0	1060
YTD Total Amount of Credits Paid	\$15,239	\$14,418	\$17,187	\$11,105	\$24,093	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$82,042.00

Washington Customer Service Guarantee Program Credits  
May 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		
<b>Residence</b>									
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
<b>Total</b>	729	611	\$3,052.15	30	22	\$325.90			
<b>Business</b>									
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
<b>Total</b>	64	51	\$254.30	2	1	\$19.08			
<b>Total OOS</b>									
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
<b>Total</b>	793	662	\$3,306.45	32	23	\$344.98			

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, 8 or 9 will not be given credit; no trouble found when cleaning the report  
Disposition Code 7 = Test OK, verify OK.  
Disposition Code 8 = Found OK In.  
Disposition Code 9 = Found OK Out.

Washington Customer Service Guarantee Program Credits  
May 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				
<b>Measurement Period</b>								
January, 2005								
February, 2005								
March, 2005								
April, 2005								
May, 2005								
June, 2004								
July, 2005								
August, 2005								
September, 2005								
October, 2005								
November, 2005								
December, 2005								
<b>YTD Total</b>	0	0	0	0			N/A	
<b>Residence</b>								
<b>Measurement Period</b>								
January, 2005								
February, 2005								
March, 2005								
April, 2005								
May, 2005								
June, 2005								
July, 2005								
August, 2005								
September, 2005								
October, 2005								
November, 2005								
December, 2005								
<b>YTD Total</b>	0	0	0	0			NA	
<b>Business</b>								
January, 2005								
February, 2005								
March, 2005								
April, 2005								
May, 2005								
June, 2005								
July, 2005								
August, 2005								
September, 2005								
October, 2005								
November, 2005								
December, 2005								
<b>YTD Total</b>	0	0	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  
 May 2005

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, 2005					
February, 2005					
March, 2005					
April, 2005					
May, 2005					
June, 2005					
July, 2005					
August, 2005					
September, 2005					
October, 2005					
November, 2005					
December, 2005					
<b>YTD Total</b>	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 of customer premise equipment. Credits do not apply in any office serviced by an analog switch.

WASHINGTON OUT OF SERVICE (LT 2 and 7 DAY)

MAY 2005

	AREA CODE	2 DAY DATA										7 DAY DATA									
		WC	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			
EXCHANGE																					
ABERDEEN-																					
HOQUIAM	532	360	89	100.00%	0	0	0	0.00%	1	90	90	100.00%	0	0	0	0.00%	0				
AUBURN	833	253	267	98.13%	5	0	5	1.87%	0	267	267	99.63%	1	0	1	0.37%	0				
BAINBRIDGE																					
ISLAND	842	206	122	99.18%	1	0	1	0.82%	0	122	122	100.00%	0	0	0	0.00%	0				
BATTLEGROUND	687	360	113	92.92%	6	2	8	7.08%	0	113	113	100.00%	0	0	0	0.00%	0				
BELFAIR	275	360	78	100.00%	0	0	0	0.00%	0	78	78	100.00%	0	0	0	0.00%	0				
BELLEVUE			359	99.16%	3	0	3	0.84%	2	360	359	99.72%	1	0	1	0.28%	1				
GLENCOURT	453	425	100	98.00%	2	0	2	2.00%	2	101	101	100.00%	0	0	0	0.00%	1				
SHERWOOD	641	425	259	99.61%	1	0	1	0.39%	0	259	258	99.61%	1	0	1	0.39%	0				
BELLINGHAM			156	98.72%	2	0	2	1.28%	0	156	156	100.00%	0	0	0	0.00%	0				
LUMMI	758	360	13	100.00%	0	0	0	0.00%	0	13	13	100.00%	0	0	0	0.00%	0				
REGENT	671	360	143	98.60%	2	0	2	1.40%	0	143	143	100.00%	0	0	0	0.00%	0				
BLACK DIAMOND	886	360	30	96.67%	1	0	1	3.33%	0	30	30	100.00%	0	0	0	0.00%	0				
BONNEY LAKE																					
BREMERTON			150	97.33%	3	1	4	2.67%	1	151	151	100.00%	0	0	0	0.00%	0				
CROSBY	830	360	22	95.45%	1	0	1	4.55%	0	22	22	100.00%	0	0	0	0.00%	0				
BREMERTON																					
ESSEX	373	360	122	97.54%	2	1	3	2.46%	1	123	123	100.00%	0	0	0	0.00%	0				
SUNNYSLOPE	674	360	6	100.00%	0	0	0	0.00%	0	6	6	100.00%	0	0	0	0.00%	0				
BUCKLEY	829	360	33	100.00%	0	0	0	0.00%	0	33	33	100.00%	0	0	0	0.00%	0				
CASTLE ROCK	274	360	117	100.00%	0	0	0	0.00%	0	117	117	100.00%	0	0	0	0.00%	0				
CENTRALIA	736	360	69	98.55%	1	0	1	1.45%	0	69	69	100.00%	0	0	0	0.00%	0				
CHEHALIS			93	98.92%	1	0	1	1.08%	0	93	93	100.00%	0	0	0	0.00%	0				
CHEHALIS	748	360	85	98.82%	1	0	1	1.18%	0	85	85	100.00%	0	0	0	0.00%	0				
NAPAVINE	282	360	8	100.00%	0	0	0	0.00%	0	8	8	100.00%	0	0	0	0.00%	0				
CLARKSTON			93	100.00%	0	0	0	0.00%	1	94	94	100.00%	0	0	0	0.00%	0				
CLE-ELUM	674	509	11	100.00%	0	0	0	0.00%	0	11	11	100.00%	0	0	0	0.00%	0				
COLFAX	397	509	12	100.00%	0	0	0	0.00%	0	12	12	100.00%	0	0	0	0.00%	0				
COLVILLE	684	509	54	100.00%	0	0	0	0.00%	0	54	54	100.00%	0	0	0	0.00%	0				
COPALIS(OCEAN SHORES)	289	360	60	98.33%	1	0	1	1.67%	0	60	60	100.00%	0	0	0	0.00%	0				
COULEE DAM	633	509	21	100.00%	0	0	0	0.00%	0	21	21	100.00%	0	0	0	0.00%	0				
CRYSTAL MTN.	663	360	18	88.89%	2	0	2	11.11%	0	18	18	100.00%	0	0	0	0.00%	0				
DAYTON	382	509	11	100.00%	0	0	0	0.00%	0	11	11	100.00%	0	0	0	0.00%	0				
DEER PARK	276	509	38	100.00%	0	0	0	0.00%	0	38	38	100.00%	0	0	0	0.00%	0				
DES MOINES			216	99.54%	1	0	1	0.46%	0	216	216	100.00%	0	0	0	0.00%	0				
DES MOINES	824	206	70	100.00%	0	0	0	0.00%	0	70	70	100.00%	0	0	0	0.00%	0				
FEDERAL WAY	839	253	146	99.32%	1	0	1	0.68%	0	146	146	100.00%	0	0	0	0.00%	0				
EASTON	656	509	5	100.00%	0	0	0	0.00%	0	5	5	100.00%	0	0	0	0.00%	0				
ELK	292	509	14	100.00%	0	0	0	0.00%	0	14	14	100.00%	0	0	0	0.00%	0				
ENUMCLAW	825	360	75	98.67%	1	0	1	1.33%	0	75	75	100.00%	0	0	0	0.00%	0				
EPHRATA	754	509	49	93.88%	3	0	3	6.12%	0	49	49	100.00%	0	0	0	0.00%	0				
GRAHAM	847	253	287	100.00%	0	0	0	0.00%	0	287	287	100.00%	0	0	0	0.00%	0				
GREEN BLUFF	238	509	30	100.00%	0	0	0	0.00%	1	31	31	100.00%	0	0	0	0.00%	0				
HOODSPORT	877	360	26	100.00%	0	0	0	0.00%	0	26	26	100.00%	0	0	0	0.00%	0				

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

	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	
EXCHANGE	392	425	185	184	99.46%	1	0	0	1	0.54%	0	185	185	100.00%	0	0	0	0.00%	0
ISSAQUAH			357	352	98.60%	5	0	0	5	1.40%	1	358	358	100.00%	0	0	0	0.00%	0
KENT			141	136	96.45%	5	0	0	5	3.55%	1	142	142	100.00%	0	0	0	0.00%	0
MERIDIAN	630	253	22	22	100.00%	0	0	0	0	0.00%	0	22	22	100.00%	0	0	0	0.00%	0
OBRIEN	251	206	194	194	100.00%	0	0	0	0	0.00%	0	194	194	100.00%	0	0	0	0.00%	0
ULRICH	852	253	35	35	100.00%	0	0	0	0	0.00%	0	35	35	100.00%	0	0	0	0.00%	0
LIBERTY LAKE	255	509	275	268	97.45%	7	0	0	7	2.55%	1	276	276	100.00%	0	0	0	0.00%	0
LONGVIEW-			20	19	95.00%	1	0	0	1	5.00%	0	20	20	100.00%	0	0	0	0.00%	0
KELSO	423	360	83	81	97.59%	2	0	0	2	2.41%	0	83	83	100.00%	0	0	0	0.00%	0
LOON LAKE	233	509	219	218	99.54%	1	0	0	1	0.46%	2	221	221	100.00%	0	0	0	0.00%	0
MAPLE VALLEY	432	425	30	30	100.00%	0	0	0	0	0.00%	0	30	30	100.00%	0	0	0	0.00%	0
MOSES LAKE (AFB)	765	509	189	188	99.47%	1	0	0	1	0.53%	2	191	191	100.00%	0	0	0	0.00%	0
MOSES LAKE	762	509	21	20	95.24%	1	0	0	1	4.76%	0	21	21	100.00%	0	0	0	0.00%	0
NEWMAN LAKE	226	509	11	11	100.00%	0	0	0	0	0.00%	1	12	12	100.00%	0	0	0	0.00%	0
NORTHPORT	732	509	439	436	99.32%	2	1	1	3	0.68%	3	442	442	100.00%	0	0	0	0.00%	0
OLYMPIA			25	25	100.00%	0	0	0	0	0.00%	0	25	25	100.00%	0	0	0	0.00%	0
EVERGREEN	866	360	205	204	99.51%	1	0	0	1	0.49%	2	207	207	100.00%	0	0	0	0.00%	0
LACEY	456	360	209	207	99.04%	1	1	1	2	0.96%	1	210	210	100.00%	0	0	0	0.00%	0
WHITEHALL	352	360	63	63	100.00%	0	0	0	0	0.00%	0	63	63	100.00%	0	0	0	0.00%	0
OMAK-			21	21	100.00%	0	0	0	0	0.00%	0	21	21	100.00%	0	0	0	0.00%	0
OKANOGAN	826	509	62	60	96.77%	2	0	0	2	3.23%	0	62	62	100.00%	0	0	0	0.00%	0
OROVILLE	476	509	136	134	98.53%	1	1	1	2	1.47%	0	136	136	100.00%	0	0	0	0.00%	0
OTHELLO	488	509	7	7	100.00%	0	0	0	0	0.00%	0	7	7	100.00%	0	0	0	0.00%	0
PASCO	545	509	22	22	100.00%	0	0	0	0	0.00%	0	22	22	100.00%	0	0	0	0.00%	0
PATEROS	923	509	116	115	99.14%	1	0	0	1	0.86%	0	116	116	100.00%	0	0	0	0.00%	0
POMEROY	843	509	14	14	100.00%	0	0	0	0	0.00%	0	14	14	100.00%	0	0	0	0.00%	0
PT. ANGELES	928	360	102	101	99.02%	1	0	0	1	0.98%	0	102	102	100.00%	0	0	0	0.00%	0
JOYCE	452	360	8	8	100.00%	0	0	0	0	0.00%	0	8	8	100.00%	0	0	0	0.00%	0
PT. ANGELES	437	360	175	175	100.00%	0	0	0	0	0.00%	0	175	175	100.00%	0	0	0	0.00%	0
PT. LUDLOW			84	84	100.00%	0	0	0	0	0.00%	0	84	84	100.00%	0	0	0	0.00%	0
PT. ORCHARD			91	91	100.00%	0	0	0	0	0.00%	0	91	91	100.00%	0	0	0	0.00%	0
COLBY	871	360	154	154	100.00%	0	0	0	0	0.00%	0	154	154	100.00%	0	0	0	0.00%	0
PT. ORCHARD	876	360	239	238	99.58%	1	0	0	1	0.42%	1	240	240	100.00%	0	0	0	0.00%	0
PT. TOWNSEND	385	360	397	396	99.75%	1	0	0	1	0.25%	5	401	401	100.00%	0	0	0	0.00%	1
PUYALLAP	841	253	125	124	99.20%	1	0	0	1	0.80%	0	125	125	100.00%	0	0	0	0.00%	0
RENTON	226	425	50	50	100.00%	0	0	0	0	0.00%	0	50	50	100.00%	0	0	0	0.00%	0
RIDGEFIELD	887	360	16	16	100.00%	0	0	0	0	0.00%	0	16	16	100.00%	0	0	0	0.00%	0
ROCHESTER	273	360	2043	2009	98.34%	32	2	2	34	1.66%	9	2052	2049	99.85%	3	0	3	0.0151	0
ROY	843	253	127	126	99.21%	1	0	0	1	0.79%	2	129	128	99.22%	1	0	1	0.78%	0
SEATTLE			47	46	97.87%	1	0	0	1	2.13%	1	48	48	100.00%	0	0	0	0.00%	0
ATWATER	281	206	299	290	96.99%	9	0	0	9	3.01%	0	299	298	99.67%	1	0	1	0.33%	0
CAMPUS	543	206	96	96	100.00%	0	0	0	0	0.00%	1	97	97	100.00%	0	0	0	0.00%	0
CHERRY	241	206	245	245	96.84%	7	1	1	8	3.16%	0	253	252	99.60%	1	0	1	0.40%	0
DUWAMISH	762	206																	
EAST	322	206																	

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

EXCHANGE	WC CODE	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 Wkrng Dys) RES	# Missed (Less Than 2 Wkrng Dys) BUS	# Missed (Less Than 2 Wkrng Dys) TOT	% Missed (Less Than 2 Wkrng 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	
ELLIOT	441	206	22	22	100.00%	0	0	0.00%	0	0	0.00%	0	22	22	100.00%	0	0	0.00%	0
EMERSON	361	206	169	168	99.41%	1	0	0.59%	0	0	0.00%	0	169	169	100.00%	0	0	0.00%	0
LAKEVIEW	522	206	258	255	98.84%	2	1	1.16%	4	3	0.00%	4	262	262	100.00%	0	0	0.00%	0
MAIN	223	206	82	82	100.00%	0	0	0.00%	1	0	0.00%	1	83	83	100.00%	0	0	0.00%	0
MERCER ISLAND (Adams)	232	206	66	66	100.00%	0	0	0.00%	0	0	0.00%	0	66	66	100.00%	0	0	0.00%	0
PARKWAY	721	206	299	292	97.66%	7	0	2.34%	0	7	0.00%	0	299	299	100.00%	0	0	0.00%	0
SUNSET	782	206	158	156	98.73%	2	0	1.27%	0	2	0.00%	0	158	158	100.00%	0	0	0.00%	0
WEST	932	206	167	165	98.80%	2	0	1.20%	0	2	0.00%	0	167	167	100.00%	0	0	0.00%	0
SEQUIM	683	360	72	72	100.00%	0	0	0.00%	0	0	0.00%	0	72	72	100.00%	0	0	0.00%	0
SHELTON	426	360	117	117	100.00%	0	0	0.00%	1	0	0.00%	1	118	118	100.00%	0	0	0.00%	0
SILVERDALE	692	360	77	77	100.00%	0	0	0.00%	0	0	0.00%	0	77	77	100.00%	0	0	0.00%	0
SPOKANE			1153	1128	97.83%	22	3	2.17%	50	25	0.00%	50	1202	1201	99.92%	1	0	0.00%	1
CHESTNUT	244	509	24	24	100.00%	0	0	0.00%	0	0	0.00%	0	24	24	100.00%	0	0	0.00%	0
FAIRFAX	325	509	163	158	96.93%	5	0	3.07%	0	5	0.00%	0	163	163	100.00%	0	0	0.00%	0
HUDSON	482	509	105	103	98.10%	2	0	1.90%	0	2	0.00%	0	105	105	100.00%	0	0	0.00%	0
KEYSTONE	534	509	151	147	97.35%	4	0	2.65%	0	4	0.00%	0	151	151	100.00%	0	0	0.00%	0
MORAN (NUMBERS ADDED TO RIVERSIDE)																			
RIVERSIDE	455	509	306	297	97.06%	7	2	2.94%	49	9	0.00%	49	355	355	100.00%	0	0	0.00%	0
WALNUT	922	509	221	218	98.64%	2	1	1.36%	1	3	0.00%	1	221	220	99.55%	1	0	0.45%	1
WHITWORTH	466	509	183	181	98.91%	2	0	1.09%	0	2	0.00%	0	183	183	100.00%	0	0	0.00%	0
SPRINGDALE	258	509	15	15	100.00%	0	0	0.00%	0	0	0.00%	0	15	15	100.00%	0	0	0.00%	0
SUMNER (BonneyLake)	863	253	186	184	98.92%	2	0	1.08%	0	2	0.00%	0	186	186	100.00%	0	0	0.00%	0
TACOMA			1201	1196	99.58%	5	0	0.42%	1	5	0.00%	1	1201	1201	100.00%	0	0	0.00%	0
FORT LEWIS	964	253	18	18	100.00%	0	0	0.00%	0	0	0.00%	0	18	18	100.00%	0	0	0.00%	0
GREENFIELD	472	253	217	214	98.62%	3	0	1.38%	0	3	0.00%	0	217	217	100.00%	0	0	0.00%	0
JUNIPER	582	253	185	185	100.00%	0	0	0.00%	0	0	0.00%	0	185	185	100.00%	0	0	0.00%	0
LENNOX	531	253	276	275	99.64%	1	0	0.36%	0	1	0.00%	0	276	276	100.00%	0	0	0.00%	0
LOGAN	564	253	104	103	99.04%	1	0	0.96%	0	1	0.00%	0	104	104	100.00%	0	0	0.00%	0
MARKET (Fawcett)	272	253	68	68	100.00%	0	0	0.00%	1	0	0.00%	1	68	68	100.00%	0	0	0.00%	1
SKYLINE	752	253	97	97	100.00%	0	0	0.00%	0	0	0.00%	0	97	97	100.00%	0	0	0.00%	0
WAVERLY-2	922	253	46	46	100.00%	0	0	0.00%	0	0	0.00%	0	46	46	100.00%	0	0	0.00%	0
WAVERLY-7	927	253	190	190	100.00%	0	0	0.00%	0	0	0.00%	0	190	190	100.00%	0	0	0.00%	0
TOUCHET (NUMBERS ADDED TO WALLA WALLA)																			
VANCOUVER			1157	1032	89.20%	120	5	10.80%	3	125	0.00%	3	1160	1159	99.91%	1	0	0.00%	0
ORCHARDS	253	360	767	648	84.49%	114	5	15.51%	2	119	0.00%	2	769	769	100.00%	0	0	0.00%	0
OXFORD	693	360	227	223	98.24%	4	0	1.76%	1	4	0.00%	1	228	228	100.00%	0	0	0.00%	0
SALMON																			
CRK(NORTH)	573	360	163	161	98.77%	2	0	1.23%	0	2	0.00%	0	163	162	99.39%	1	0	0.61%	0
WAITSBURG	337	509	6	6	100.00%	0	0	0.00%	0	0	0.00%	0	6	6	100.00%	0	0	0.00%	0
WALLA WALLA (incl Touchet)	522	509	156	155	99.36%	1	0	0.64%	0	1	0.00%	0	156	156	100.00%	0	0	0.00%	0
WARDEN	349	509	11	11	100.00%	0	0	0.00%	0	0	0.00%	0	11	11	100.00%	0	0	0.00%	0
WINLOCK	785	360	31	31	100.00%	0	0	0.00%	0	0	0.00%	0	31	31	100.00%	0	0	0.00%	0

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

	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 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	
EXCHANGE	WC																	
YAKIMA		552	551	99.82%	1	0	1	0.18%	0	552	100.00%	0	0	0	0	0.00%	0	
CHESTNUT	244	433	432	99.77%	1	0	1	0.23%	0	433	100.00%	0	0	0	0	0.00%	0	
WEST	965	119	119	100.00%	0	0	0	0.00%	0	119	100.00%	0	0	0	0	0.00%	0	
<b>Totals</b>		12709	12453	97.99%	241	15	256	2.01%	84	12789	99.95%	7	7	14	0.05%	4		



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

OOS Report		MOOSA Credits Paid	
OOS Tickets	256	218	<b>TOTAL CREDITS PAID</b> Previous Pending Paid (MOOSA only) meaning PUC metric captured the out of service in the month it occurred however, MOOSA didn't pay the credit due in that month but rather in this later month.
Disp. 7, 8, 9 Tickets**	18	0	<b>2 DAY Credits Paid</b> (Total with PUC&MOOSA in source) Matches to PUC metric - meaning customer experienced out of service in the same month that they received the credit.
ELIGIBLE 2 DAY TICKETS	233	213	<b>7 DAY Credits Paid</b> (Total with PUC&MOOSA in source) Matches to PUC metric - meaning customer experienced out of service in the same month that they received the credit.
ELIGIBLE 7 DAY TICKETS	5	5	<b>Pending Credits To Be Paid</b> (PUC only in source) Customer experienced OOS as captured by PUC metric in current month, however MOOSA will credit in a later month.
<b>TOTAL ELIGIBLE TICKETS</b>	<b>238</b>	<b>238</b>	

\*\*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