



**Qwest Corporation**  
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**Holly Dean**  
Manager - Regulatory  
Public Policy

August 30, 2004

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

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

Dear Ms. Washburn:

Enclosed are the July 2004 service quality performance reports required of Qwest Corporation in accordance with Docket Nos. UT-921192, UT-950200, UT-991358, UT-030704 and WAC 480-120-438 – 480-120-440.

The following reports are enclosed:

- 1) Installation Commitments Met/Held Orders,
- 2) Repair Commitments Met,
- 3) Trouble Report,
- 4) Abnormal Trouble Conditions Report,
- 5) Answer Time Performance,
- 6) Out of Service Report – 2 day / 7 day / Cleared Greater than 72 hours,
- 7) Trunk Blocking Reports,
- 8) Dial Tone Report,
- 9) Customer Complaint Report,
- 10) Customer Remedy Service Quality Credit Report

The Service Order Interval Missed Commitment Report enclosed includes all orders completed in July 2004. Information is provided for each exchange and includes orders for primary service, orders held beyond five business days and orders not completed within 90 days. The order count used for this report includes primary and additional line orders. This report includes large business orders and excludes orders where the customer requested a due date greater than five business days, orders where Qwest was ready to install service but the customer was not ready, all orders for company official services and orders for service that were for five or more lines 5 Day Greater than 10% and 90 Day Greater than 1% columns.

RECEIVED  
WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION  
AUG 31 2004  
REGULATORY DIVISION

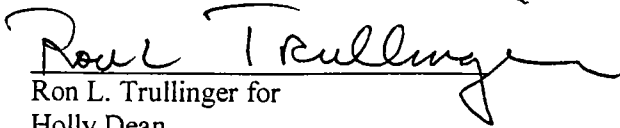
Please note that the monthly customer remedy report will be filed at a later date under separate cover.

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

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

Very truly yours,

By

  
Ron L. Trullinger for  
Holly Dean

Enclosures

## INSTALLATION APPOINTMENTS MET

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

COMPANY NAME: Qwest Corporation

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

MONTH/YEAR	8/03	9/03	10/03	11/03	12/03	1/04	2/04	3/04	4/04	5/04	6/04	7/04
PERCENTAGE	99.7	99.7	99.7	99.7	99.6	99.7	99.7	99.7	99.7	99.7	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 2003/2004 orders reflected in the Service Interval Missed Commitment Report 2, 5 Day Greater than 10%.

MONTH/YEAR	8/03	9/03	10/03	11/03	12/03	1/04	2/04	3/04	4/04	5/04	6/04	7/04
RATIOS	0.78	0.68	0.64	0.62	0.82	0.85	0.77	0.77	0.82	0.82	0.82	0.85

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

Year To Date Age Report																		
For End of Month July 2004																		
Excludes Customer Reasons																		
WA																		
Completed (Met/Missed Due Date)						Year To Date						Open (Missed Due Date)						
July																		
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	
BP																		
BR																		
BS																		
PC																		
RP																		
RR																		
RS																		
TOTAL																		
Outside Base Rate																		
BP																		
BR																		
BS																		
PC																		
RP																		
RR																		
RS																		
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**  
**July 2004**

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

The Qwest Service Order Interval Missed Commitment Summary Report for July 2004 indicates that we have completed 45,584 (99.2%) orders year to date within 5 business days (new, transfer or change orders with at least one inward line). 389 (0.85%) orders were not completed within 5 business days due to company reasons.

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

- 45,584 orders for lines were completed in July 2004.
- 196,358 total orders were completed in July 2004.
- Qwest missed the commitment/appointment for 801 orders (0.4%) of the total orders completed in July, 2004.
- 389 orders (0.85%) were not completed in 5 business days (389/45,584). These were all held orders. Information on the Aging Report indicates that █ orders were held in July due to a lack of facilities that have since been completed. Therefore, you can conclude that the July orders that were not completed within 5 business days were held due to a lack of facilities. In other words, the technicians completed all orders within 5 business days unless they were unable to do so because there were no available facilities.
- Year-to-date, █ orders (99.9%) have been completed that were originally held due to a lack of facilities, some of these orders may have been taken in 2003. █
- Of the █ total orders held due to a lack of facilities to date, █ were completed in less than 30 days (96%).

<i>VIEW 1</i>	04/04 SOT=NTC Inward R, SB, LB	Not Compl w/i 90 days	Orders Still Open > 60 days (from 7/04 facilities aging report)	Total orders not compl w/i 90 days	90 days (greater than 1%)
State Total	40,287	7	█	9	0.02%

Completed Order Detail, (Report 1)

Column #

1] EXCHANGE: Exchange/wire center name.

2] WC: Wire center number.

3]. AREA CODE: NPA for the exchange or wire center.

4] SOT=NTC; (IF>00): Total of all completed New, Transfer and Changed service orders for month reported; residence, small business, large business.

5] SOT=NTC; (IF>00): Total of all completed New, Transfer and Changed service orders for month reported; residence, small business.

6] COMPANY MISSED: Number of service orders in column 4 that the installation appointment was missed due to company reasons.

7] SUBSCRIBER MISSED: Number of service orders in column 4 that the installation appointment was missed due to subscriber reasons.

8] COMBINED MISSED: Number of service orders in columns 6 and 7 that the installation appointment was missed due to company and subscriber reasons.

9] COMMITMENTS SUBSCRIBER MISSED: Percentage of installation appointments met by the company but missed due to customer reasons (column 4 less column 7 divided by column 4).

10] COMMITMENTS MET COMPANY MISSED: Percentage of installation appointments met by the company (column 4 less column 6 divided by column 4).

11] COMMITMENTS MET COMBINED MISSED: Percentage of installations met by the company excluding appointments missed because of company or customer reasons (column 4 less column 8 divided by column 4).

Missed Commitment Information (Report 2)

12] SOT=NTC (R, SB, LB): Total completed New, Transfer and Change service orders with at least one inward line, residence, small business, large business.

13] SOT=NTC (R, SB): Total completed New, Transfer and Change service orders with at least one inward line, residence and small business.

14] TOTAL NOT COMPLETED WITHIN 5 DAYS: The number of orders in column 12 that were not completed due to company reasons within 5 business days. The amounts in this column are the counts by wire center of all orders that were held at some time during the month, some of these orders were completed within 5 business days and some counts may include orders held for customer reasons.

15] PERCENT NOT MET IN 5 DAYS GREATER THAN 10%: Percentage of orders that were not completed within 5 business days (column 14 divided by column 12).

16] TOTAL NUMBER OF ORDERS WITH DUE DATES GREATER THAN 5 BUSINESS DAYS because the customer requested.

17] TOTAL NUMBER OF ORDERS WITH A DUE DATE GREATER THAN 5 BUSINESS DAYS because of customer reasons, with 5 lines or less, appointment missed for company reasons.

18] PERCENTAGE MET: Sum of orders with due dates greater than 5 business days for customer reasons (column 16) less orders with due dates greater than 5 business days for customer reasons (column 17) divided by the total number of orders with due dates greater than 5 business days because of customer reasons (divided by column 16).

19] PERCENTAGE MISSED: Total number of orders not completed in 5 days (column 14) plus the total number of orders with due dates greater than 5 Days, for customer reasons, missed for company reasons (column 17) divided by the number by the current month's total inward line orders (column 12).

20] 04/04 SOT=NTC Inward (R, SB, LB): Total of all completed New, Transfer and Changed service orders for March 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  
 JULY 2004

MONTH	TOTAL SOT=NTC	COMPANY MISSED	SUBSCRIBER MISSES	COMMITMENTS MET CO MSSD	Current MO (INWARD) SOT=NTC	TOTAL NOT COMPLETED WITHIN 5 BUSINESS DAYS	5 DAY (Greater than 10%)	90 DAYS NTC (INWARD)	TOTAL NOT COMPLETED WITHIN 90 DAYS	90 DAY (Greater than 1%)
JANUARY	219,501	750	696	99.66%	35,837	305	0.85%	45,881	19	0.04%
FEBRUARY	222,539	701	615	99.68%	36,841	281	0.77%	34,299	2	0.01%
MARCH	226,414	798	755	99.65%	41,356	318	0.77%	34,151	4	0.01%
APRIL	217,159	745	726	99.66%	40,287	329	0.82%	35,837	3	0.01%
MAY	213,226	690	682	99.68%	39,822	328	0.82%	36,481	1	0.00%
JUNE	193,931	758	761	99.61%	42,151	345	0.82%	41,356	4	0.01%
JULY	196,358	801	811	99.59%	45,584	389	0.85%	40,287	7	0.02%
AUGUST										
SEPTEMBER										
OCTOBER										
NOVEMBER										
DECEMBER										
YTD	1,489,128	5,243	5,046	99.65%	281,878	2,295	0.81%	268,292	40	0.01%
NOTES:										
1) The "Orders, Appointments and Held Orders / Percent Orders Not Met in 5 Business Days" results in the number of total orders handed 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)  
 July 2004

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	7/04 TOTAL ORDERS SOT=NTC R,SB,LB	7/04 TOTAL ORDERS SOT=NTC R,SB	Company Misses R,SB,LB	Subscriber Misses R,SB,LB	Combined Misses R,SB,LB	COMMITTS MET Subscriber Missed R,SB,LB	COMMITTS MET Company Missed R,SB,LB	COMMITTS MET (Combined Missed) R,SB,LB
ABERDEEN-HOQUIAM	532	360	1790	1773	8	3	11	99.83%	99.55%	99.39%
AUBURN	833	253	3801	3779	20	7	27	99.81%	99.47%	99.29%
RAINBRIDGE ISLAND	842	206	1210	1206	14	5	19	99.58%	98.84%	98.43%
BATTLEGROUND	687	360	1320	1317	21	8	29	99.38%	98.40%	97.80%
BELFAIR	275	360	730	728	4	5	9	99.31%	99.45%	98.77%
BELLEVEUE			5561	5464	15	32	47	99.42%	99.73%	99.15%
GLENCOURT	453	425	1805	1774	6	16	22	99.11%	99.66%	98.78%
SHERWOOD	641	425	3756	3690	9	16	25	99.57%	99.76%	99.33%
BELLINGHAM			3992	3960	6	16	22	99.60%	99.85%	99.45%
LUMMI	758	360	173	173	0	0	0	100.00%	100.00%	100.00%
REGENT	671	360	3819	3787	6	16	22	99.58%	99.84%	99.42%
BLACK DIAMOND	886	360	301	300	2	4	6	98.66%	99.33%	98.01%
BREMERTON			3559	3419	12	18	30	99.49%	99.66%	99.16%
CROSBY	373	360	289	288	1	3	4	98.96%	99.65%	98.62%
BREM ESSEX	830	360	3224	3089	11	15	26	99.53%	99.66%	99.19%
SUNNYSLOPE	674	360	46	42	0	0	0	100.00%	100.00%	100.00%
BUCKLEY	829	360	345	345	1	2	3	99.42%	99.71%	99.13%
CASTLE ROCK	274	360	437	437	5	3	8	99.31%	98.85%	98.17%
CENTRALIA	736	360	1215	1206	2	1	3	99.92%	99.84%	99.75%
CHEHALIS			942	936	4	3	7	99.68%	99.58%	99.28%
CHEHALIS	748	360	735	729	3	2	5	99.73%	99.59%	99.32%
NAPAVINE	262	360	207	207	1	1	2	99.51%	99.20%	99.03%
CLE-ELUM	674	509	251	248	2	0	2	100.00%	99.20%	99.20%
COLFAX	397	509	149	149	0	0	0	100.00%	100.00%	100.00%
COLVILLE	684	509	522	519	7	3	10	99.42%	98.65%	98.08%
COPALIS										
(OCEAN SHORES)	289	360	375	375	1	1	2	99.73%	99.73%	99.47%
COULEE DAM	633	509	138	138	0	3	3	97.83%	100.00%	97.83%
CRYSTAL MTN.	663	360	31	29	0	0	0	100.00%	100.00%	100.00%
DAYTON	382	509	185	184	2	0	2	100.00%	98.92%	98.92%
DEER PARK	276	509	520	518	7	3	10	99.42%	98.65%	98.08%
DES MOINES			4793	4780	13	16	29	99.67%	99.73%	99.39%
DES MOINES	824	206	1885	1879	2	9	11	99.52%	99.89%	99.42%
FEDERAL WAY	839	253	2908	2901	11	7	18	99.76%	99.62%	99.38%
EASTON	656	509	43	43	1	1	2	97.62%	97.62%	95.35%
ELK	292	509	286	286	0	1	1	99.65%	100.00%	99.65%
ENUMCLAW	825	360	884	883	0	0	0	100.00%	100.00%	100.00%
EPHRATA	754	509	344	344	0	2	2	99.42%	100.00%	99.42%
GRAHAM	847	253	2468	2465	10	11	21	99.55%	99.59%	99.15%
GREEN BLUFF	238	509	234	234	1	0	1	100.00%	99.57%	99.57%
HOODSPORT	877	360	201	201	1	0	1	100.00%	99.50%	99.50%
ISSAQUAH	392	425	2198	2187	10	12	22	99.45%	99.54%	99.00%

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

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	7/04 TOTAL ORDERS SOT=NTC R,SB,LB	7/04 TOTAL ORDERS SOT=NTC R,SB	Company Misses R,SB,LB	Subscriber Misses R,SB,LB	Combined Misses R,SB,LB	COMMITTS MET Subscriber Missed R,SB,LB	COMMITTS MET Company Missed R,SB,LB	COMMITTS MET (Combined Missed) R,SB,LB
KENT	253	360	6588	6538	25	25	50	99.62%	99.62%	99.24%
MERIDIAN	251	206	2418	2401	17	3	20	99.88%	99.30%	99.17%
OBRIEN	852	253	3825	3808	8	18	26	99.84%	100.00%	98.84%
ULRICH	255	509	156	154	0	0	0	99.53%	99.79%	99.32%
LIBERTY LAKE	423	360	3929	3919	12	12	24	100.00%	100.00%	100.00%
LONGVIEW-KELSO	233	509	127	127	0	0	0	99.69%	99.69%	99.39%
LOON LAKE	432	425	1177	1174	2	2	4	100.00%	100.00%	100.00%
MAPLE VALLEY	762	509	1548	1536	7	7	14	99.83%	99.83%	99.66%
MOSES LAKE	762	509	311	308	1	1	2	99.55%	99.55%	99.10%
MOSES LAKE(AFB)	765	509	1237	1228	6	6	12	99.68%	99.68%	99.36%
MOSES LAKE	226	509	210	207	1	1	2	99.51%	99.51%	99.03%
NEWMAN LAKE	732	509	80	79	0	0	0	99.52%	99.52%	99.05%
NORTHPORT	866	360	9199	8708	42	25	67	100.00%	100.00%	100.00%
OLYMPIA	456	360	679	670	4	2	6	99.73%	99.54%	99.27%
EVERGREEN	456	360	4457	4364	22	10	32	99.70%	99.41%	99.12%
LACEY	352	360	4063	3674	16	13	29	99.77%	99.51%	99.28%
WHITEHALL	826	509	661	656	2	0	2	99.68%	99.60%	99.29%
OMAK-OKANOGAN	476	509	168	166	1	1	2	100.00%	99.70%	99.70%
OROVILLE	488	509	459	457	4	5	9	99.40%	99.40%	98.81%
OTHELLO	545	509	2711	2700	19	20	39	98.90%	99.12%	98.04%
PASCO	923	509	57	57	0	0	0	99.26%	99.29%	98.56%
PATEROS	843	509	82	82	1	0	1	100.00%	100.00%	100.00%
POMEROY	928	360	1665	1659	21	6	27	100.00%	98.78%	98.78%
PT. ANGELES	452	360	1599	1593	1	0	1	100.00%	99.64%	98.38%
JOYCE	437	360	246	246	6	6	12	100.00%	98.48%	98.48%
PT. ANGELES	871	360	936	926	1	3	4	99.62%	98.74%	98.37%
PT. LUDLOW	876	360	1423	1394	20	6	26	99.51%	99.58%	99.09%
PT. ORCHARD	871	360	2359	2320	13	3	16	98.71%	94.65%	93.50%
COLBY	871	360	936	926	7	10	17	98.71%	94.65%	93.50%
PT. ORCHARD	876	360	1423	1394	6	7	13	99.58%	99.70%	99.28%
PT. TOWNSEND	385	360	993	978	18	16	34	99.58%	99.70%	99.28%
PUYALLAP	841	253	4755	4738	14	18	32	98.36%	98.16%	96.58%
RENTON	226	425	6340	6228	35	19	54	99.62%	99.70%	99.33%
RIDGEFIELD	887	360	308	308	3	4	7	99.70%	99.45%	99.15%
ROCHESTER	273	360	567	560	0	3	3	98.69%	99.01%	97.73%
ROY	842	253	222	222	0	0	0	99.47%	100.00%	99.47%
SEATTLE	281	206	38403	37626	142	241	383	100.00%	100.00%	100.00%
ATWATER	543	206	2833	2818	10	22	32	99.37%	99.63%	99.00%
CAMPUS	241	206	1441	1434	2	11	13	99.22%	99.64%	98.87%
CHERRY	762	206	5002	4883	15	29	44	99.24%	99.86%	99.10%
DUWAMISH	322	206	1925	1907	10	4	14	99.42%	99.70%	99.12%
EAST	441	206	5363	5351	18	49	67	99.79%	99.48%	99.27%
ELLIOT	206	206	1095	1036	3	5	8	99.08%	99.66%	98.75%
ELLIOT	441	206	1095	1036	3	5	8	99.54%	99.72%	99.27%

Washington Service Order Interval Missed Commitment Report  
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 July 2004

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EMERSON	361	206	4401	4388	18	16	34	99.63%	99.59%	99.23%
LAKEVIEW	522	206	3265	3245	19	27	46	99.17%	99.41%	98.59%
MAIN	223	206	2659	2184	18	28	46	98.94%	99.32%	98.27%
MERCER ISLAND (Adams)	232	206	883	880	3	7	10	99.20%	99.66%	98.87%
PARKWAY	721	206	3238	3226	7	14	21	99.57%	99.78%	99.35%
SUNSET	782	206	3230	3219	7	16	23	99.50%	99.78%	99.29%
WEST	932	206	3068	3055	12	13	25	99.57%	99.61%	99.19%
SEQUIM	683	360	1215	1206	23	6	29	99.50%	98.10%	97.61%
SHELTON	426	360	1663	1655	6	3	9	99.82%	99.64%	99.46%
SILVERDALE	692	360	1750	1741	7	12	19	99.31%	99.60%	98.91%
SPOKANE			19900	19813	58	56	114	99.72%	99.71%	99.43%
CHESTNUT	244	509	508	508	2	1	3	99.80%	99.61%	99.41%
FAIRFAX	325	509	3102	3086	11	14	25	99.55%	99.64%	99.19%
HUDSON	482	509	2852	2848	4	7	11	99.75%	99.86%	99.61%
KEYSTONE	534	509	1993	1990	4	3	7	99.85%	99.80%	99.65%
MORAN	441	509	3595	3555	12	17	29	99.53%	99.67%	99.19%
RIVERSIDE	455	509	5234	5215	10	8	18	99.85%	99.81%	99.66%
WALNUT	922	509	2616	2611	15	6	21	99.77%	99.43%	99.20%
WHITWORTH	466	509	155	155	2	4	6	97.39%	98.68%	96.13%
SPRINGDALE	258	509	2209	2205	12	12	24	99.45%	99.45%	98.91%
SUMNER (BonneyLake)	863	253	25247	25108	82	78	160	99.69%	99.68%	99.37%
TACOMA			1068	1062	4	9	13	99.15%	99.62%	98.78%
FORT LEWIS	964	253	3771	3753	10	8	18	99.79%	99.73%	99.52%
GREENFIELD	472	253	4040	4026	5	7	12	99.83%	99.88%	99.70%
JUNIPER	582	253	4974	4964	13	14	27	99.72%	99.74%	99.46%
LENNOX	531	253	2081	2079	5	5	10	99.76%	99.76%	99.52%
LOGAN	564	253	2536	2479	9	15	24	99.41%	99.64%	99.05%
MARKET (Fawcett)	272	253	1746	1740	2	8	10	99.54%	99.88%	99.43%
SKYLINE	752	253	854	847	3	1	4	99.88%	99.65%	99.53%
WAVERLY-2	922	253	4177	4158	31	11	42	99.73%	99.26%	98.99%
WAVERLY-7	927	253	13166	13095	56	44	100	99.67%	99.57%	99.24%
TOUCHET	394	509	7091	7061	33	22	55	99.69%	99.53%	99.22%
VANGOUVER	253	360	3652	3618	16	13	29	99.64%	99.56%	99.21%
ORCHARDS	693	360	2423	2416	7	9	16	99.63%	99.71%	99.34%
OXFORD	573	360	61	61	0	0	0	100.00%	100.00%	100.00%
SALMON CREEK (VANCVR NO)	337	509	2066	2052	1	7	8	99.66%	99.95%	99.61%
WALTSBURG	522	509	158	158	1	0	1	100.00%	99.37%	99.37%
WALLA WALLA	349	509	216	216	1	0	1	100.00%	99.54%	99.54%
WARDEN	785	360	6669	6669	14	11	25	99.84%	99.79%	99.63%
WINLOCK										
YAKIMA										

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

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	7/04 TOTAL ORDERS SOT=NTC R,SB,LB	7/04 TOTAL ORDERS SOT=NTC R,SB	Company Misses R,SB,LB	Subscriber Misses R,SB,LB	Combined Misses R,SB,LB	COMMITTS MET Subscriber Missed R,SB,LB	COMMITTS MET Company Missed R,SB,LB	COMMITTS MET (Combined Missed) R,SB,LB
CHESTNUT	244	509	4819	4775	9	8	17	99.83%	99.81%	99.65%
WEST	965	509	1898	1894	5	3	8	99.84%	99.74%	99.58%
WC TOTAL			196358	194032	801	811	1612	99.59%	99.59%	99.18%

1	2	3	12	13	14	15	16	17	18	19	20	21	22
EXCHANGES	WC	AREA CODE	7/04 SOT=NTC INWARD R.SB, LB	7/04 SOT=NTC INWARD R.SB	NOT COMPL W/ 5 DAYS	5 DAY (Greater than 10%)	SUM OF WIDD > 5 days: Customer Reasons	SUM OF ORDERS WIDD > 5 Days; CR: 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	4/04 SOT=NTC INWARD R.SB, LB	NOT COMPL W/ 90 DAYS	90 DAYS (GTR THAN 1%)
ABERDEEN-HOQUIAM	532	360	430	424	3	0.70%	45	0	100.00%	0.00%	368	0	0.00%
AUBURN	833	253	877	867	8	0.91%	233	5	97.85%	2.15%	799	1	0.13%
BAINBRIDGE ISLAND	842	206	248	247	3	1.21%	78	2	97.44%	2.56%	207	0	0.00%
BATTLEGROUND	687	360	276	274	3	1.09%	111	3	97.30%	2.70%	200	0	0.00%
BELFAIR	275	360	173	173	0	0.00%	37	2	94.59%	5.41%	115	0	0.00%
BELLEVEUE			1251	1231	13	1.04%	278	4	98.56%	1.44%	1149	0	0.00%
GLENCOURT	453	425	402	392	5	1.24%	114	2	98.25%	1.75%	405	0	0.00%
SHERWOOD	641	425	849	839	8	0.94%	164	2	98.78%	1.22%	744	0	0.00%
BELLINGHAM			1211	1206	8	0.66%	454	4	99.12%	0.88%	921	0	0.00%
LUMMI	758	360	38	38	0	0.00%	6	0	100.00%	0.00%	36	0	0.00%
REGENT	671	360	1173	1168	8	0.68%	448	4	99.11%	0.89%	885	0	0.00%
BLACK DIAMOND	886	360	59	59	2	3.39%	17	0	100.00%	0.00%	49	0	0.00%
BREMERTON			908	829	8	0.88%	210	1	99.52%	0.48%	774	0	0.00%
CROSBY	373	360	58	58	2	3.45%	11	0	100.00%	0.00%	57	0	0.00%
BREM ESSEX	830	360	838	760	6	0.72%	197	1	99.49%	0.51%	705	0	0.00%
SUNNYSLOPE	674	360	12	11	0	0.00%	2	0	100.00%	0.00%	12	0	0.00%
BUCKLEY	829	360	69	69	1	1.45%	25	0	100.00%	0.00%	51	0	0.00%
CASTLE ROCK	274	360	96	96	3	3.13%	13	0	100.00%	0.00%	92	0	0.00%
CENTRALIA	736	360	304	302	2	0.66%	41	0	100.00%	0.00%	248	0	0.00%
CHEHALIS			224	224	1	0.45%	51	1	98.04%	1.96%	205	0	0.00%
CHEHALIS	748	360	174	174	1	0.57%	44	1	97.73%	2.27%	149	0	0.00%
NAPAVINE	262	360	50	50	0	0.00%	7	0	100.00%	0.00%	56	0	0.00%
CLEELUM	674	509	60	58	1	1.67%	9	0	100.00%	0.00%	62	0	0.00%
GOLFAX	397	509	44	44	0	0.00%	8	0	100.00%	0.00%	33	0	0.00%
COLVILLE	684	509	172	172	1	0.58%	34	3	91.18%	8.82%	130	0	0.00%
COPALIS (OCEAN SHORES)	289	360	129	129	1	0.78%	25	0	100.00%	0.00%	79	0	0.00%
COULEE DAM	633	509	41	41	1	2.44%	5	0	100.00%	0.00%	54	0	0.00%
CRYSTAL MTN.	663	360	11	10	1	9.09%	1	0	100.00%	0.00%	7	0	0.00%
DAYTON	382	509	37	37	1	2.70%	1	1	0.00%	100.00%	53	0	0.00%
DEER PARK	276	509	136	134	6	4.41%	22	1	95.45%	4.55%	124	0	0.00%
DES MOINES			939	935	6	0.64%	230	3	98.70%	1.30%	969	0	0.00%
DES MOINES	824	206	357	356	1	0.28%	100	0	100.00%	0.00%	394	0	0.00%
FEDERAL WAY	839	253	582	579	5	0.86%	130	3	97.69%	2.31%	575	0	0.00%
EASTON	656	509	13	13	0	0.00%	1	0	100.00%	0.00%	14	0	0.00%
ELK	292	509	64	64	0	0.00%	9	0	100.00%	0.00%	42	0	0.00%
ENUMCLAW	825	360	167	166	1	0.60%	56	0	100.00%	0.00%	153	0	0.00%
EPHRATA	754	509	93	93	0	0.00%	14	0	100.00%	0.00%	67	0	0.00%
GRAHAM	847	253	482	481	3	0.62%	157	2	98.73%	1.27%	431	0	0.00%
GREEN BLUFF	238	509	35	35	0	0.00%	6	0	100.00%	0.00%	35	0	0.00%
HOODSPORT	877	360	59	59	1	1.69%	19	0	100.00%	0.00%	45	0	0.00%
HOODSPORT	392	425	598	595	3	0.50%	186	2	98.94%	1.06%	503	0	0.00%
ISSAQUAH			1451	1438	16	1.10%	434	5	98.85%	1.15%	1357	1	0.07%
KENT	253	360	468	463	7	1.50%	171	4	97.66%	2.34%	378	0	0.00%
MERIDIAN	251	206	75	72	0	0.00%	15	0	100.00%	0.00%	103	0	0.00%
OBRIEN													

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

1	2	3	12	13	14	15	16	17	18	19	20	21	22
EXCHANGES	WC	AREA CODE	7/04 SOT=NTC INWARD R,SB,LB	7/04 SOT=NTC INWARD R,SB	NOT COMPL W/I 5 DAYS	5 DAY (Greater than 10%)	SUM OF ORDERS W/ID > 5 days; Customer Reasons	SUM OF ORDERS W/ID > 5 DAYS; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	4/04 SOT=NTC INWARD R,SB,LB	NOT COMPL W/I 90 DAYS	90 DAYS (GTR THAN 1%)
LIBERTY LAKE	852	253	908	903	9	0.99%	248	1	99.60%	0.40%	876	1	0.11%
LONGVIEW-KELSO	255	509	30	30	0	0.00%	10	0	100.00%	0.00%	31	0	0.00%
LOON LAKE	423	360	950	949	4	0.42%	106	0	100.00%	0.00%	829	0	0.00%
MAPLE VALLEY	233	509	32	32	0	0.00%	4	0	100.00%	0.00%	46	0	0.00%
MOSES LAKE	432	425	254	252	1	0.39%	106	0	100.00%	0.00%	222	0	0.00%
MOSES LAKE (AFB)	762	509	399	396	5	1.25%	44	0	100.00%	0.00%	391	0	0.00%
MOSES LAKE	765	509	83	82	1	1.20%	4	0	100.00%	0.00%	74	0	0.00%
MOSES LAKE	226	509	316	314	4	1.27%	40	0	100.00%	0.00%	317	0	0.00%
NEWMAN LAKE	732	509	45	44	1	2.22%	9	0	100.00%	0.00%	28	0	0.00%
NORTHPORT	19	509	19	18	0	0.00%	4	0	100.00%	0.00%	22	0	0.00%
OLYMPIA	2287		2287	2250	20	0.87%	772	23	97.02%	2.98%	1816	0	0.00%
EVERGREEN	866	360	186	179	1	0.54%	74	1	98.55%	1.35%	150	0	0.00%
LACEY	456	360	1083	1069	11	1.02%	370	14	96.22%	3.78%	837	0	0.00%
WHITEHALL	352	360	1018	1002	8	0.79%	328	8	97.56%	2.44%	829	0	0.00%
OMAK-OKANOGAN	826	509	187	185	2	1.07%	5	0	100.00%	0.00%	185	0	0.00%
OROVILLE	476	509	49	49	0	0.00%	14	0	100.00%	0.00%	44	0	0.00%
OTHELLO	488	509	115	114	2	1.74%	26	2	92.31%	7.69%	118	0	0.00%
PASCO	545	509	615	611	11	1.79%	181	13	92.82%	7.18%	559	1	0.18%
PATEROS	923	509	16	16	0	0.00%	2	0	100.00%	0.00%	12	0	0.00%
POWEROY	843	509	28	28	0	0.00%	4	0	100.00%	0.00%	22	0	0.00%
PT. ANGELES	928	360	415	412	6	1.45%	139	9	93.53%	6.47%	366	0	0.00%
PT. ANGELES	452	360	391	388	6	1.53%	136	0	100.00%	0.00%	23	0	0.00%
PT. LUDLOW	437	360	67	67	1	1.49%	18	0	100.00%	0.00%	47	0	0.00%
PT. ORCHARD	871	360	537	525	5	0.93%	86	1	98.84%	1.16%	467	0	0.00%
COLBY	876	360	203	195	1	0.49%	39	0	100.00%	0.00%	175	0	0.00%
PT. ORCHARD	385	360	266	264	4	1.20%	47	1	97.87%	2.13%	292	0	0.00%
PUYALLAP	841	253	958	952	6	2.26%	106	7	93.40%	6.60%	224	0	0.00%
RENTON	226	425	1431	1414	4	0.42%	157	1	99.36%	0.64%	927	0	0.00%
RIDGEFIELD	887	360	82	82	15	1.05%	400	11	97.25%	2.75%	1279	0	0.00%
ROCHESTER	273	360	123	120	3	3.66%	36	2	94.44%	5.56%	65	0	0.00%
ROY	842	253	38	38	0	0.00%	10	0	100.00%	0.00%	116	0	0.00%
SEATTLE	281	206	9536	9305	67	0.70%	1663	21	98.74%	1.26%	8090	1	0.01%
ATWATER	543	206	806	799	5	0.62%	142	0	100.00%	0.00%	698	0	0.00%
CAMPUS	241	206	447	444	5	1.12%	88	0	100.00%	0.00%	306	0	0.00%
CHERRY	762	206	1114	1082	5	0.45%	138	0	100.00%	0.00%	993	0	0.00%
DUWAMISH	322	206	392	388	7	1.79%	60	1	98.33%	1.67%	387	0	0.00%
EAST	441	206	1352	1346	7	0.52%	219	4	98.17%	1.83%	1156	0	0.00%
ELLIOT	361	206	425	384	1	0.24%	82	0	100.00%	0.00%	331	0	0.00%
EMERSON	522	206	1042	1039	2	0.19%	178	5	97.19%	2.81%	912	0	0.00%
LAKEVIEW	223	206	929	921	10	1.08%	179	3	98.32%	1.68%	696	0	0.00%
MAIN	232	206	801	694	12	1.50%	120	3	97.50%	2.50%	687	1	0.15%
MERCER ISLAND (Adams)	232	206	231	229	1	0.43%	66	2	96.97%	3.03%	168	0	0.00%

WASHINGTON REPAIR COMMITMENTS MET  
JULY 2004

Measurement Period 2004	# of Repair Tickets	Repair Commitments Met	Repair Commitments Missed	% Met	Force Majeure Exclusions	Physically Obstructed Exclusions
January	25,762	24,261	1501	94.17%	95	79
February	18,154	17,329	825	95.46%	42	57
March	19,257	18,602	655	96.60%	37	39
April	16,876	16,287	589	96.51%	48	28
May	19,167	18,139	1028	94.64%	171	48
June	19,557	18,799	758	96.12%	79	45
July	17,885	17,104	781	95.63%	47	52
August						
September						
October						
November						
December						
<b>YTD Total</b>	<b>136,658</b>	<b>130,521</b>	<b>6,137</b>	<b>95.51%</b>	<b>519</b>	<b>348</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 - JULY 2004

EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
Report Rate >	4.00		Jul-04	Jul-04	Jul-04	Jun-04	May-04	Apr-04	Mar-04	Feb-04	Jan-04	Dec-03	Nov-03	Oct-03	Sep-03	Aug-03		
ABERDEEN	0	532	17091	148	0.87	0.71	0.79	0.87	1.08	0.91	1.26	1.15	1.41	1.99	0.95	0.73		
AUBURN	0	833	34522	342	0.99	1.20	0.83	0.93	1.05	0.81	1.32	0.93	0.92	1.23	0.92	0.78		
BAINBRIDGE	0	842	14161	176	1.24	1.15	1.19	1.10	1.14	1.30	1.88	1.73	1.79	1.53	1.11	1.22		
BATTLE GROUND	1	687	11343	177	1.56	1.79	1.58	1.40	1.28	2.42	4.74	1.40	1.23	2.03	2.38	2.07		
BELFAIR	0	275	8132	111	1.36	2.25	1.20	1.69	1.52	1.13	1.39	1.54	1.38	2.13	1.32	1.18		
BELLEVEUE			74251	514	0.69	0.80	0.65	0.64	0.74	0.65	0.95	0.76	0.94	1.03	0.91	0.77		
GLENCOURT	0	453	28844	161	0.56	0.73	0.53	0.61	0.59	0.53	1.01	0.63	0.62	0.80	0.60	0.61		
SHERWOOD	0	641	45407	353	0.78	0.85	0.72	0.66	0.84	0.72	0.90	0.84	1.14	1.17	1.10	0.87		
BELLINGHAM			43469	282	0.65	0.66	0.59	0.55	0.72	0.68	0.70	0.57	0.66	1.05	0.82	0.63		
LUMMI	0	758	1548	23	1.49	0.71	2.05	0.96	0.89	1.14	0.88	1.02	0.90	0.89	1.01	0.44		
REGENT	0	671	41921	259	0.62	0.66	0.53	0.54	0.72	0.66	0.69	0.56	0.65	1.05	0.81	0.63		
BLACK DIAMOND	1	886	3498	44	1.26	1.37	1.35	1.37	1.33	1.10	2.02	4.42	0.93	1.41	1.52	0.89		
BREMERTON			40278	267	0.66	0.69	0.68	0.61	0.82	0.66	0.89	0.71	0.90	0.89	0.61	0.65		
BREMERTON ESX	0	373	35970	213	0.59	0.63	0.64	0.52	0.75	0.58	0.75	0.64	0.88	0.88	0.57	0.59		
CROSBY	0	830	3479	41	1.18	1.32	0.97	1.32	1.53	1.52	2.31	1.39	1.15	0.94	0.96	1.10		
SUNNYSLOPE	0	674	829	13	1.57	0.85	1.34	1.71	1.07	0.59	1.06	1.05	0.58	1.26	1.02	1.36		
BONNEY LAKE	0	862	Numbers added to Summer															
BUCKLEY	0	829	3355	46	1.37	1.21	1.06	0.82	1.28	0.81	1.15	1.35	1.05	1.71	1.29	1.16		
CASTLEROCK	0	274	4921	99	2.01	1.26	1.51	1.62	1.54	1.66	3.19	2.13	3.69	1.79	2.01	0.96		
CENTRALIA	0	736	10462	143	1.37	0.84	0.98	0.93	1.30	1.20	1.13	1.03	1.09	1.30	0.91	0.81		
CIEHALIS			10649	124	1.16	0.95	0.81	0.87	1.44	1.49	1.65	1.15	1.01	1.19	0.99	1.02		
CHEIHALIS	0	748	8065	89	1.10	0.99	0.64	0.81	1.34	1.60	1.28	1.10	0.97	1.29	0.79	0.93		
NAPAVINE	0	262	2584	35	1.35	0.84	1.33	1.05	1.75	1.14	2.82	1.27	1.17	0.87	1.66	1.34		
CLE-ELUM	0	674	3342	35	1.05	1.66	0.97	1.14	0.85	0.38	1.22	1.72	0.86	1.34	1.17	0.53		
COLFAX	0	397	2519	34	1.35	1.29	0.70	0.85	1.00	0.91	1.13	1.46	0.89	1.17	1.51	0.99		
COLVILLE	0	684	7184	87	1.21	0.89	1.24	0.59	1.00	0.79	1.13	0.54	0.77	1.17	1.51	0.99		
PALIS(OCEAN SHORES)	0	289	4115	51	1.24	1.03	0.93	1.16	1.49	1.12	2.55	1.14	1.14	1.33	0.80	0.88		
COULEE DAM	0	633	2347	31	1.32	0.89	1.05	2.09	1.07	0.86	0.69	0.94	0.93	0.32	0.83	1.60		
CRYSTAL MTN.	0	663	671	7	1.04	1.95	0.89	0.60	1.45	1.28	1.42	2.28	1.00	1.15	1.00	1.58		
DAYTON	0	382	1957	46	2.35	1.93	0.95	1.49	0.60	1.58	2.51	1.33	0.98	1.13	1.17	1.21		
DEER PARK	0	276	6276	80	1.27	1.15	1.89	0.75	0.55	0.44	1.34	1.02	0.98	1.11	0.95	0.73		
DES MOINES			36776	264	0.72	0.83	0.95	0.75	0.81	0.77	1.06	0.87	0.90	1.05	0.84	0.77		
DES MOINES	0	824	14362	102	0.71	0.77	0.97	0.81	0.78	0.73	1.11	0.86	1.02	1.22	0.86	0.73		
FEDERAL WAY	0	839	22414	162	0.72	0.87	0.94	0.70	0.82	0.80	1.03	0.87	0.82	0.94	0.82	0.79		
EASTON	0	656	725	2	0.28	0.56	0.97	0.28	0.83	1.10	0.55	1.25	0.41	0.68	0.41	0.41		
ELK	0	292	2865	29	1.01	1.15	1.53	0.66	0.66	0.73	0.76	1.14	0.97	1.24	1.11	1.21		
ENUMCLAW	0	825	9664	91	0.94	0.92	1.06	0.75	1.10	0.89	1.36	1.83	0.74	1.34	1.45	1.08		
EPHRAITA	0	754	3818	32	0.84	0.96	0.56	1.17	2.05	0.60	0.98	0.71	0.44	1.11	0.84	1.14		
GRAHAM	0	847	20092	244	1.21	1.58	1.44	1.21	1.34	1.78	1.41	1.22	0.87	1.58	0.90	0.88		
GREEN BLUFF	0	238	3009	42	1.40	2.05	0.79	0.88	2.03	0.93	1.12	0.84	0.58	1.29	1.58	1.16		



WASHINGTON TROUBLE REPORT - JULY 2004

EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	
Report Rate >	4.00		Jul-04	Jul-04	Jul-04	Jun-04	May-04	Apr-04	Mar-04	Feb-04	Jan-04	Dec-03	Nov-03	Oct-03	Sep-03	Aug-03				
HOODSPORT	0	877	2551	21	0.82	1.02	1.41	1.25	0.94	0.86	1.02	0.74	1.91	0.54	1.36	1.51				
ISSAQUAH	0	392	26712	234	0.88	1.18	0.81	0.95	0.87	1.00	1.29	1.25	0.98	1.18	1.01	0.68				
KENT	0	630	64429	528	0.82	0.83	0.86	0.70	0.75	0.65	0.91	0.97	0.81	1.14	0.71	0.76				
KENT MERIDIAN	0	630	22816	300	1.31	1.03	1.35	0.96	0.86	0.85	1.20	1.16	0.97	1.48	0.80	0.96				
KENT O'BRIEN	0	251	11374	46	0.40	0.50	0.28	0.21	0.24	0.22	0.34	0.29	0.31	0.55	0.22	0.34				
KENT ULRICH	0	852	30239	182	0.60	0.82	0.71	0.69	0.85	0.65	0.90	1.08	0.89	1.12	0.82	0.77				
LIBERTY LAKE	0	255	1637	9	0.55	0.49	1.57	0.84	0.18	0.41	1.06	0.71	1.00	0.93	0.46	0.92				
LONGVIEW-KELSO	0	423	32565	343	1.05	1.10	0.94	1.03	1.32	1.23	1.52	1.21	1.05	1.21	1.06	1.07				
LOON LAKE	0	233	1516	19	1.25	1.19	1.27	1.28	0.54	0.95	0.88	0.82	0.55	1.01	0.91	1.60				
MAPLE VALLEY	0	432	13388	109	0.81	0.82	1.14	0.83	1.27	0.94	2.35	1.82	0.99	1.37	0.90	0.84				
MOSES LAKE	0	762	14861	174	1.17	1.72	1.09	1.00	1.15	1.06	1.31	1.49	0.81	0.81	1.18	1.88				
MOSES LAKE AFB	0	762	2669	28	1.05	1.15	0.84	0.68	1.17	1.05	1.68	0.97	0.55	0.63	1.19	1.66				
MOSES LAKE	0	765	12192	146	1.20	1.85	1.15	1.07	1.14	1.06	1.23	1.61	0.86	0.85	1.18	1.93				
NEWMAN LAKE	0	226	2601	38	1.46	1.65	1.26	1.03	1.20	0.78	1.08	0.52	0.59	0.55	0.87	1.69				
NORTHPORT	0	732	1022	19	1.86	0.59	1.58	1.10	2.09	0.69	0.69	1.09	1.38	1.38	0.78	2.42				
OLYMPIA	0	866	97149	844	0.87	0.85	0.80	0.76	0.89	0.90	1.10	1.01	0.84	1.12	0.84	0.78				
EVERGREEN	0	456	42900	364	0.85	0.82	0.71	0.68	0.74	0.79	1.01	0.78	0.63	0.96	0.69	0.73				
LACEY	0	352	46907	385	0.82	0.86	0.83	0.83	0.96	0.99	0.96	1.00	0.91	1.21	0.92	0.76				
WHITEHALL	0	826	7633	63	0.83	1.08	1.22	1.02	1.59	0.96	1.32	0.87	0.53	0.89	0.97	0.89				
OMAK-OKANOGAN	0	476	1887	23	1.22	1.17	1.16	0.95	1.05	0.94	1.04	1.14	1.54	2.39	2.36	1.59				
OROVILLE	0	488	4761	94	1.97	2.54	2.95	2.21	3.04	5.18	3.25	3.45	1.38	1.40	1.33	1.83				
OHHELLO	0	545	20447	364	1.78	2.12	1.29	1.18	1.32	1.28	2.41	1.79	0.83	0.88	1.21	0.94				
PASCO	0	923	842	6	0.71	1.06	0.71	0.59	1.88	0.59	1.17	0.71	0.47	0.45	0.90	0.79				
PATEROS	0	843	1352	25	1.85	1.40	0.95	1.10	2.02	1.29	3.75	2.82	0.99	3.20	1.57	1.68				
POMEROY	0	928	19661	162	0.82	0.85	0.84	0.83	1.26	1.21	1.30	1.21	1.16	1.46	1.07	0.82				
PT. ANGELES	0	452	1282	35	2.73	2.44	1.65	1.88	0.93	1.01	1.79	3.57	1.77	2.58	1.97	1.28				
PT. ANGELES	0	437	18379	127	0.69	0.74	0.79	0.76	1.28	1.22	1.26	1.05	1.11	1.38	1.00	0.79				
PT. LUDLOW	0	437	2880	34	1.18	1.12	1.04	0.76	1.13	1.12	0.67	0.58	0.95	2.00	0.67	0.67				
PT. ORCHARD	0	871	23944	235	0.98	1.08	1.71	0.88	0.97	1.06	1.21	0.93	1.07	1.26	0.87	0.86				
COLBY	0	876	9269	98	1.06	1.20	1.12	0.89	0.85	1.01	1.22	0.85	1.38	1.32	0.81	0.94				
PT. ORCHARD	0	385	14675	137	0.93	1.00	2.07	0.86	1.04	1.09	1.20	0.98	0.87	1.22	0.90	0.81				
PT. TOWNSEND	0	841	11976	112	0.94	1.26	1.17	0.76	0.79	0.90	1.13	0.83	0.72	1.34	0.99	0.81				
PUYALLUP	0	226	41104	359	0.87	0.92	0.88	0.84	0.99	0.85	0.92	0.90	0.89	0.99	0.94	0.95				
RENTON	0	887	58328	444	0.76	0.78	0.79	0.78	0.97	0.92	1.38	1.12	1.06	1.42	0.94	0.96				
RIDGEFIELD	0	273	3817	70	1.83	2.36	1.69	1.90	1.72	1.47	2.74	1.57	1.25	2.61	1.62	1.57				
ROCHESTER	0	843	6239	82	1.31	1.01	1.34	0.94	0.96	0.77	1.68	0.94	0.89	1.29	1.04	0.99				
ROY	0	843	2744	36	1.31	1.16	1.44	0.75	0.82	1.22	2.08	1.68	1.25	1.59	1.17	1.35				
SEATTLE	0	281	429157	2919	0.68	0.70	0.65	0.59	0.72	0.64	0.94	0.72	1.02	1.02	0.68	0.62				
ATWATER	0	281	34457	258	0.75	0.71	0.64	0.58	0.57	0.47	0.64	0.60	0.70	0.79	0.64	0.56				

WASHINGTON TROUBLE REPORT - JULY 2004

EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
Report Rate >	4.00		Jul-04	Jul-04	Jul-04	Jun-04	May-04	Apr-04	Mar-04	Feb-04	Jan-04	Dec-03	Nov-03	Oct-03	Sep-03	Aug-03	
CAMPUS	0	543	16402	103	0.63	0.70	0.41	0.51	0.60	0.48	0.63	0.70	1.47	0.75	0.76	0.52	
CHERRY	0	241	45764	379	0.83	0.90	0.88	0.75	1.07	1.01	1.80	0.94	1.14	1.73	1.00	0.90	
DUWAMISH	0	655	18028	124	0.69	0.74	0.65	0.71	0.96	0.73	1.20	0.83	1.25	0.98	0.73	0.70	
EAST	0	322	47664	390	0.82	0.87	0.76	0.60	0.74	0.78	1.01	0.80	1.18	1.27	0.76	0.68	
ELLIOT	0	441	13097	43	0.33	0.44	0.36	0.39	0.52	0.25	0.38	0.26	0.46	0.44	0.41	0.47	
EMERSON	0	417	45938	333	0.72	0.66	0.57	0.61	0.76	0.66	1.14	0.94	1.11	1.21	0.86	0.70	
LAKEVIEW	0	522	39935	272	0.68	0.74	0.78	0.61	0.62	0.67	0.97	0.79	1.35	1.27	0.71	0.66	
MAIN	0	223	63795	151	0.24	0.29	0.30	0.20	0.25	0.25	0.22	0.16	0.22	0.27	0.23	0.21	
MERCER ISLAND (ADAMS)	0	232	13009	134	1.03	1.21	0.86	0.73	0.90	0.74	0.99	0.75	1.15	0.98	0.79	0.61	
PARKWAY	0	723	24721	234	0.95	0.97	0.86	0.96	1.20	1.07	1.39	1.44	1.43	1.48	0.91	0.91	
SUNSET	0	782	35784	197	0.55	0.52	0.55	0.51	0.68	0.50	0.72	0.69	1.43	0.81	0.57	0.56	
WEST	0	932	30563	301	0.98	0.88	0.83	0.93	0.92	0.75	1.13	0.73	1.01	1.10	0.68	0.78	
SEQUIM	0	683	14855	187	1.26	0.91	0.98	0.98	0.80	2.06	1.15	1.15	1.01	1.35	1.01	1.05	
SHELTON	0	427	17110	182	1.06	1.26	0.98	0.99	0.89	1.16	1.26	1.00	1.02	1.42	0.80	0.78	
SILVERDALE	0	692	18087	125	0.69	0.65	0.78	0.54	0.66	0.77	0.97	0.66	1.28	0.73	0.47	0.55	
SPOKANE			180039	1618	0.90	0.95	1.30	0.77	0.72	0.68	0.83	0.87	0.67	0.71	0.80	0.76	
CHESTNUT	0	244	3741	34	0.91	3.13	2.15	0.85	0.56	1.13	0.96	0.91	1.61	1.13	1.05	0.70	
FAIRFAX	0	325	26247	203	0.77	0.96	1.03	0.70	0.81	0.87	0.98	1.01	0.64	0.66	0.75	0.64	
HUDSON	0	482	20338	152	0.75	0.89	1.59	0.66	0.63	0.59	0.73	0.76	0.58	0.60	0.79	0.63	
KEYSTONE	0	534	17559	153	0.87	0.87	1.62	0.82	0.69	0.73	0.87	0.76	0.75	0.61	0.66	0.62	
MORAN	0	441	Numbers added to Riverside														
RIVERSIDE	0	455	37649	284	0.75	0.85	1.23	0.65	0.76	0.77	1.17	0.86	0.68	0.68	0.74	0.78	
WALNUT	0	922	48463	434	0.90	0.88	1.08	0.70	0.59	0.48	0.72	0.84	0.68	0.69	0.83	0.85	
WITWORTH	0	466	26042	358	1.37	1.02	1.50	1.04	0.91	0.69	0.95	0.94	0.59	0.90	0.93	0.92	
SPRINGDALE	0	258	1714	58	3.38	3.47	2.56	2.03	0.81	1.04	1.22	0.93	1.52	1.57	1.05	2.33	
SUMNER	0	863	23599	202	0.86	0.98	0.84	1.26	1.15	0.95	1.40	1.10	0.80	1.33	0.97	1.17	
IACOMA			200103	1686	0.85	0.96	0.90	0.95	1.14	0.92	1.28	1.03	1.10	1.39	0.97	0.98	
FORT LEWIS	0	964	5661	36	0.64	0.82	0.48	0.44	0.84	0.84	1.48	0.81	0.81	0.80	0.59	0.80	
GREENFIELD	0	472	25873	236	0.91	1.50	0.95	0.98	1.26	1.22	1.58	1.08	1.52	1.59	1.17	1.19	
JUNIPER	0	581	29819	315	1.06	0.92	0.84	1.09	1.29	1.10	1.54	1.21	1.20	1.46	1.13	1.13	
LENNOX	0	531	33673	376	1.12	1.17	1.44	1.46	1.68	1.11	1.44	1.18	1.10	1.48	1.35	1.03	
LOGAN	0	564	19079	135	0.71	0.76	0.79	0.77	0.95	0.83	1.23	0.97	1.13	1.34	0.94	0.73	
MARKET/FAWCETT	0	272	22155	128	0.58	0.52	0.76	0.64	0.64	0.72	0.87	0.67	0.83	1.21	0.61	0.80	
SKYLINE	0	752	17854	133	0.74	0.74	0.75	0.90	0.86	0.80	1.22	1.26	1.04	1.53	0.85	0.89	
WAVERLY-2	0	922	8982	56	0.62	0.91	1.06	0.82	0.98	0.67	1.25	0.88	0.83	1.75	0.87	1.71	
WAVERLY-7	0	927	37007	281	0.76	0.91	0.68	0.76	1.03	0.71	1.01	0.91	1.03	1.18	0.74	0.80	
TOUCHET			Numbers added to Walla Walla														
VANCOUVER			113310	1130	1.00	1.09	1.07	0.88	1.13	1.24	1.60	1.13	1.09	1.02	1.15	1.03	
ORCHARDS	0	253	58719	532	0.91	1.15	1.18	0.87	1.14	1.20	1.55	1.19	1.12	1.04	1.23	1.04	

WASHINGTON TROUBLE REPORT - JULY 2004

EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
Report Rate >	4.00		Jul-04	Jul-04	Jul-04	Jun-04	May-04	Apr-04	Mar-04	Feb-04	Jan-04	Dec-03	Nov-03	Oct-03	Sep-03	Aug-03			
OXFORD	0	693	32012	358	1.12	1.05	1.02	0.93	1.13	1.32	1.44	1.16	1.10	1.06	0.95	1.08			
SALMON CREEK (VANCOUVER NORTH)	0	573	22579	240	1.06	0.99	0.83	0.81	1.09	1.24	1.96	0.95	1.01	0.94	1.24	0.95			
WAITSBURG	0	337	770	14	1.82	1.29	1.91	0.76	1.36	1.69	2.27	1.79	1.32	1.32	1.65	1.87			
WALLA WALLA																			
TOUCHET	0	522	22207	163	0.73	1.00	0.78	0.77	0.81	0.90	1.47	1.07	0.56	0.99	1.16	2.20			
WARDEN	0	349	1417	28	1.98	0.91	1.04	1.10	1.08	1.68	2.29	3.04	1.55	0.99	1.83	1.30			
WINLOCK	0	785	2277	13	0.57	1.71	0.70	0.96	0.73	0.81	1.72	1.41	0.90	1.29	2.42	1.26			
YAKIMA			54530	570	1.05	0.93	0.83	0.79	0.77	0.71	0.90	0.87	0.61	0.84	0.69	0.90			
CHESTNUT	0	248	37034	434	1.17	0.97	0.79	0.77	0.78	0.73	0.97	0.88	0.64	0.78	0.72	0.98			
WEST	0	965	17496	136	0.78	0.85	0.92	0.84	0.74	0.67	0.77	0.86	0.55	0.97	0.61	0.73			
TOTALS			1926713	16900	0.88	0.93	0.91	0.80	0.92	0.87	1.17	0.97	0.96	1.12	0.89	0.86			

WASHINGTON ANCR  
 JULY 2004

WASHINGTON ANCR - JULY 2004																		
ANCR Red Orange Report	1																	
There are no incident reports greater than 48 hours for this month																		

WASHINGTON ANSWER TIME PERFORMANCE REPORT  
JULY 2004

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

\*Revised 2/04

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

	RES		BUS		RES/BUS WEIGHTED TOTALS			REPAIR	
	Volume	Average	Volume	Average	Volume	Time in Queue	Average	Volume	Average
JULY		24		16		66,513,255	23		18
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									

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

Washington Out-of-Service  
July 2004

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

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

Measurement Period 2004	Total # of Out Of Service Tickets	Out of Service Cleared in 48 Hours	% Out Of Service <= 48 Hours	Out of Service Not Cleared in 48 Hours	# Exempted
July	12645	12513	98.96%	132	3
August					
September					
October					
November					
December					
JULY-DEC 04 TOTAL	12645	12513	98.96%	132	3

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.

WASHINGTON OUT OF SERVICE CLEARED > 72 HOURS - 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	7,342	7,264	37	98.94%	78	53
February	5,686	5,653	8	99.42%	33	63
March	5,989	4,971	5	99.70%	18	45
April	4,919	4,899	10	99.59%	20	44
May	5,236	5,189	53	99.10%	47	39
June	5,463	5,438	4	99.54%	25	52
July	5,233	5,206	10	99.48%	27	96
August						
September						
October						
November						
December						
YTD TOTAL	39,868	38,620	127	96.87%	248	392

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

WASHINGTON E911, LOCAL, AND TOLL TRUNK BLOCKING  
JULY 2004

Benchmark: Toll Trunks Blocking >.5% for the month								
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Results	Explanation/Details of Action Taken. Trunk Servicing Response	
	119			two way	GOS	2.14%	Consistent blocking over multiple weeks. Order NOM029308 was issued to add 24 trunks. This completed on 7/27/04 and there has been no other blocking since.	
	120			two way	GOS	1.37%	Blocked 7/9/04 @ 20:00 and 7/12/04 @ 19:30. Order NOM029419 was issued to add 24 trunks. This completed on 8/2/04 and there has been no other blocking since.	
	264			two way	GOS	0.93%	This group continued to block after adding 24 trunks on June 29th. So, order NOM029557 was issued to add another 24 trunks. This had a due date of 8/9/04.	
	144			two way	GOS	0.62%	Blocked 7/8/04 @ 17:00 and 7/19/04 @ 18:00. Order NOM029404 was issued to add 24 trunks. This completed on 7/29/04 and there has been no other blocking since.	
	264			two way	GOS	2.66%		
	240			two way	GOS	1.38%		
	108			two way	GOS	1.05%		
	168			two way	GOS	1.02%		
	119			two way	GOS	0.96%		
	144			two way	GOS	0.75%		
		Percent of trunks meeting standard:					97.41%	
		Total number of trunks:					388	
		Number of trunks out of compliance for the month:					10	

Benchmark: Local Trunks Blocking >1% for the month								
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Types of Calls Carried	Monthly Performance Results	Explanation/Details of Action Taken. Trunk Servicing Response Jul04	
					LOCAL			
NOTHING TO REPORT								
		Percent of trunks meeting standard:					100.00%	
		Total number of trunks:					199	
		Number of trunks out of compliance for the month:					0	

Benchmark: E911 Trunks Blocking >1% for the month								
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result	Explanation/Details of Action Taken. Trunk Servicing Response Jul04	
	2			one way	E911	10.30%	This group has blocked every week for at least 10 weeks. We have sent TGSR's to the appropriate 911 group each month the latest on 7/29/04. We are currently investigating a data problem within the group.	
	2			one way	E911	4.44%		
	3			one way	E911	3.33%		
	2			one way	E911	2.00%		
		Percent of trunks meeting standard:					96.77%	
		Total number of trunks:					124	
		Number of trunks out of compliance for the month:					4	

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



DIAL TONE  
NETWORK CONGESTION MONTHLY REPORT  
2004

Measurement Period	# ACCESS LINES	DIAL TONE SPEED TESTS	DIAL TONE DELAYS	PERCENT (Greater than 10%)
January, 2004	2,005,469	40,438,604	11,183	0.03%
February, 2004	1,998,555	38,529,743	8,447	0.02%
March, 2004	1,987,150	42,779,748	10,323	0.02%
April, 2004	1,967,449	41,547,511	6,064	0.01%
May, 2004	1,954,540	40,018,844	6,239	0.02%
June, 2004	1,941,527	40,427,958	3,998	0.01%
July, 2004	1,926,713	38,459,784	3,130	0.01%
August, 2004				
September, 2004				
October, 2004				
November, 2004				
December, 2004				
YTD Total		282,202,192	49,384	0.02%
Baseline: Sufficient dial central office capacity and equipment shall be provided to meet the requirement of dial tone within three seconds on at least 90% 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  
JULY 2004

EXCHANGES	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
ABERDEEN-HOQUIAM	332984	1	0.00%
ATWATER	641462	8	0.00%
AUBURN	681557	157	0.02%
BLACK DIAMOND			
BAINBRIDGE ISLAND	331006	89	0.03%
BATTLEGROUND	201371	70	0.03%
BELFAIR	145019	0	0.00%
BONNEY LAKE	254598	0	0.00%
BREMERTON ESSEX	804034	19	0.00%
BUCKLEY	56680	0	0.00%
CAMPUS	339154	3	0.00%
CASTLE ROCK	98792	0	0.00%
CENTRALIA	219609	6	0.00%
CHEHALIS	146337	3	0.00%
CHERRY	918208	145	0.02%
CLE-ELUM	47903	0	0.00%
COLBY	172167	39	0.02%
COLFAX	33466	0	0.00%
COLVILLE	132278	0	0.00%
NORTHPORT			
COULEE DAM	42886	0	0.00%
CROSBY	62857	0	0.00%
CRYSTAL MTN.	5450	0	0.00%
DAYTON	31279	0	0.00%
DEER PARK	116348	0	0.00%
DES MOINES	294167	55	0.02%
DUWAMISH	356407	0	0.00%
EAST	737700	94	0.01%
EASTON	9188	0	0.00%
ELK	54826	0	0.00%
ELLIOT	245876	5	0.00%
EMERSON	760489	0	0.00%
ENUMCLAW	165020	0	0.00%
EPHRATA	59334	0	0.00%
FAIRFAX	594456	35	0.01%
CHESTNUT			
FEDERAL WAY	510400	122	0.02%
FORT LEWIS	130926	0	0.00%
GLENCOURT	719004	20	0.00%
GRAHAM	417289	102	0.02%
GREEN BLUFF	49948	0	0.00%
GREENFIELD	707481	86	0.01%
HUDSON	476907	0	0.00%
ISSAQUAH	588137	38	0.01%
JOYCE	20135	0	0.00%
JUNIPER	628175	39	0.01%
KENT MERIDIAN	421670	150	0.04%
KENT OBRIEN	318592	8	0.00%
KENT ULRICH	558248	59	0.01%
KEYSTONE	442859	0	0.00%
LACEY	748193	59	0.01%

WASHINGTON DIAL TONE REPORT  
JULY 2004

EXCHANGES	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
LAKEVIEW	530476	67	0.01%
LENNOX	828762	6	0.00%
LIBERTY LAKE	26542	0	0.00%
LOGAN	327165	62	0.02%
LONGVIEW-KELSO	692092	0	0.00%
LOON LAKE	22384	0	0.00%
MAIN (Seattle)	1506674	70	0.00%
MAPLE VALLEY	224363	35	0.02%
MARKET (Fawcett)	630111	48	0.01%
MERCER ISLAND (Adams)	336190	37	0.01%
MOSES LAKE	310161	2	0.00%
MOSES LAKE (AFB)	59104	0	0.00%
NAPAVINE	50191	0	0.00%
NEWMAN LAKE	52065	0	0.00%
OCEAN SHORES	66868	0	0.00%
OMAK-OKANOGAN	134487	0	0.00%
ORCHARDS	1000174	108	0.01%
OROVILLE	32681	0	0.00%
OTHELLO	141477	0	0.00%
PARKWAY	636874	209	0.03%
PASCO	456602	2	0.00%
PATEROS	12632	0	0.00%
POMEROY	20056	0	0.00%
PT. ANGELES	319663	2	0.00%
PT. LUDLOW	50927	0	0.00%
PT. ORCHARD	305381	60	0.02%
SUNNYSLOPE			
PT. TOWNSEND	282605	5	0.00%
PUYALLAP	733283	1	0.00%
REGENT	1119923	103	0.01%
LUMMI			
RENTON	1007384	147	0.01%
RIDGEFIELD	59733	0	0.00%
RIVERSIDE	561853	76	0.01%
MORAN			
ROCHESTER	129937	0	0.00%
ROY	58472	0	0.00%
SEQUIM	205463	8	0.00%
SHELTON	374916	114	0.03%
HOODSPORT			
SHERWOOD	943960	42	0.00%
SILVERDALE	307132	72	0.02%
SKYLINE	319907	0	0.00%
SPRINGDALE	52203	0	0.00%
SUMNER (BonneyLake)	238977	63	0.03%
BONNEY LAKE			
SUNSET	484613	72	0.01%
VANCOUVER NO. SALMON CRK(NO)	355361	26	0.01%
VANCOUVER OXFORD	810496	29	0.00%
WAITSBURG	14311	0	0.00%