



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

Holly Dean
Manager - Regulatory
Public Policy

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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

October 28, 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, UT-030704

Dear Ms. Washburn:

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

The following reports are enclosed:

- 1) Installation Commitments Met/Held Orders,
- 2) Repair Commitments Met,
- 3) Trouble Report,
- 4) Abnormal Trouble Conditions Report,
- 5) Answer Time Performance,
- 6) Out of Service Report – 48 hours/Cleared Greater than 72 hours,
- 7) Trunk Blocking Reports,
- 8) Dial Tone Report,
- 9) Customer Complaint Report

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

Also enclosed is the Pending Order Report as of September 30, 2004, based on data generated for the OP-15A diagnostic measure, as ordered by the Commission in Docket UT-030704.

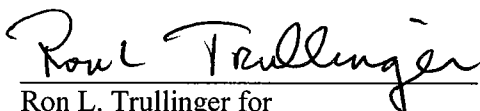
Please note that the monthly customer remedy report will be filed at a later date under separate cover.

Qwest is reporting one wire center exceeding the benchmark standard for Trouble Reports. The wire center is Ridgefield. The reasons for this standard not being met are attached.

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	10/03	11/03	12/03	1/04	2/04	3/04	4/04	5/04	6/04	7/04	8/04	9/04
PERCENTAGE	99.7	99.7	99.6	99.7	99.7	99.7	99.7	99.7	99.7	99.6	99.3	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	10/03	11/03	12/03	1/04	2/04	3/04	4/04	5/04	6/04	7/04	8/04	9/04
RATIOS	0.64	0.62	0.82	0.85	0.77	0.77	0.82	0.82	0.82	0.85	0.89	0.96

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

Qwest Corporation
Reconciliation of the Service Order Interval Missed Commitment and Aging Reports
September 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 September 30, 2004, Qwest had █ pending held orders over 30 days old due to a lack of company facilities, all of which were for additional lines.

The Qwest Service Order Interval Missed Commitment Summary Report for September 2004 indicates that we have completed 44,720 (99.04%) orders year to date within 5 business days (new, transfer or change orders with at least one inward line). 429 (0.96%) orders were not completed within 5 business days due to company reasons.

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

- 44,720 orders for lines were completed in September 2004.
- 199,845 total orders were completed in September 2004.
- Qwest missed the commitment/appointment for 876 orders (0.4%) of the total orders completed in September, 2004.
- 429 orders (0.96%) were not completed in 5 business days (429/44,720). These were all held orders. Information on the Aging Report indicates that █ orders were held in September due to a lack of facilities (1045 that have completed + 14 that are still pending less than 30days). Therefore, you can conclude that the September 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>	06/04 SOT=NTC Inward R, SB, LB	Not Compl w/i 90 days	Orders Still Open > 60 days (from 9/04 facilities aging report)	Total orders not compl w/i 90 days	90 days (greater than 1%)
State Total	42,151	4	█	6	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] 06/04 SOT=NTC Inward (R, SB, LB): Total of all completed New, Transfer and Changed service orders for June 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
 SEPTEMBER 2004

MONTH	TOTAL SOT=NTC	COMPANY MISSED	SUBSCRIBER MISSES	COMMITMENTS MET CO MSSD	Current MO (INWARD) SOT=NTC	TOTAL NOT COMPLETED WITHIN 5 BUSINESS DAYS	5 DAY (Greater than 10%)	90 DAYS NTC (INWARD)	TOTAL NOT COMPLETED WITHIN 90 DAYS	90 DAY (Greater than 1%)
JANUARY	219,501	750	696	99.66%	35,837	305	0.85%	45,881	19	0.04%
FEBRUARY	222,539	701	615	99.68%	36,841	281	0.77%	34,299	2	0.01%
MARCH	226,414	798	755	99.65%	41,356	318	0.77%	34,151	4	0.01%
APRIL	217,159	745	726	99.66%	40,287	329	0.82%	35,837	3	0.01%
MAY	213,226	690	682	99.68%	39,822	328	0.82%	36,481	1	0.00%
JUNE	193,931	758	761	99.61%	42,151	345	0.82%	41,356	4	0.01%
JULY	196,358	801	811	99.59%	45,584	389	0.85%	40,287	7	0.02%
AUGUST	189,887	860	713	99.30%	42,088	376	0.89%	39,822	3	0.01%
SEPTEMBER	199,845	876	872	99.56%	44,720	429	0.96%	42,151	4	0.01%
OCTOBER										
NOVEMBER										
DECEMBER										
YTD	1,878,860	6,979	6,631	99.63%	368,686	3,100	0.84%	350,265	47	0.01%
NOTES:										
1) The "Orders, Appointments and Held Orders / Percent Orders Not Met In 5 Business Days" results in the number of total orders handled during the month and the disposition of such.										
2) The "Held Orders / Percent not Met in 90 Days" is a cumulative result; in other words, the result includes held orders from Prior months not yet completed.										

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

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	9/04 TOTAL ORDERS SOT= NTC R,SB,LB	9/04 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	1843	1839	4	3	7	99.84%	99.78%	99.62%
AUBURN	833	253	4122	4089	14	12	26	99.71%	99.66%	99.37%
BAINBRIDGE ISLAND	842	206	1345	1330	3	10	13	99.25%	99.78%	99.03%
BATTLEGROUND	687	360	1196	1193	23	7	30	99.40%	98.07%	97.49%
BELFAIR	275	360	679	677	1	1	2	99.85%	99.85%	99.71%
BELLEVUE			5677	5624	27	50	77	99.12%	99.52%	98.64%
GLENCOURT	453	425	1773	1741	7	10	17	99.43%	99.60%	99.04%
SHERWOOD	641	425	3904	3883	20	40	60	98.97%	99.48%	98.46%
BELLINGHAM			4757	4721	13	20	33	99.58%	99.73%	99.31%
LUMMI	758	360	191	188	1	0	1	100.00%	99.48%	99.48%
REGENT	671	360	4566	4533	12	20	32	99.56%	99.74%	99.30%
BLACK DIAMOND	886	360	326	326	2	2	4	99.38%	99.38%	98.77%
BREMERTON			3611	3341	25	23	48	99.36%	99.31%	98.67%
CROSBY	373	360	288	287	5	1	6	99.65%	98.26%	97.92%
BREM ESSEX	830	360	3242	2973	17	21	38	99.35%	99.47%	98.83%
SUNNYSLOPE	674	360	81	81	3	1	4	98.72%	96.25%	95.06%
BUCKLEY	829	360	315	315	0	3	3	99.05%	100.00%	99.05%
CASTLE ROCK	274	360	554	554	10	0	10	100.00%	98.19%	98.19%
CENTRALIA	736	360	1219	1217	5	1	6	99.92%	99.59%	99.51%
CHEHALIS			1000	993	3	4	7	99.60%	99.70%	99.30%
CHEHALIS	748	360	774	767	1	3	4	99.61%	99.87%	99.48%
NAPAVINE	262	360	226	226	2	1	3	99.55%	99.11%	98.67%
CLE-ELUM	674	509	226	225	1	4	5	98.22%	99.55%	97.79%
COLFAX	397	509	137	136	0	0	0	100.00%	100.00%	100.00%
COLVILLE	684	509	632	630	10	4	14	99.36%	98.41%	97.78%
COPALIS										
(OCEAN SHORES)	289	360	342	341	1	1	2	99.71%	99.71%	99.42%
COULEE DAM	633	509	170	169	1	2	3	98.82%	99.40%	98.24%
CRYSTAL MTN.	663	360	26	26	0	1	1	96.15%	100.00%	96.15%
DAYTON	382	509	167	167	2	0	2	100.00%	98.80%	98.80%
DEER PARK	276	509	521	519	7	1	8	99.81%	98.65%	98.46%
DES MOINES			5102	5082	12	25	37	99.51%	99.76%	99.27%
DES MOINES	824	206	2017	2009	5	11	16	99.45%	99.75%	99.21%
FEDERAL WAY	839	253	3085	3073	7	14	21	99.55%	99.77%	99.32%
EASTON	656	509	40	38	1	0	1	100.00%	97.50%	97.50%
ELK	292	509	286	285	1	1	2	99.65%	99.65%	99.30%
ENUMCLAW	825	360	912	910	8	6	14	99.34%	99.12%	98.46%
EPHRATA	754	509	294	293	0	1	1	99.66%	100.00%	99.66%
GRAHAM	847	253	2627	2623	9	15	24	99.43%	99.66%	99.09%
GREEN BLUFF	238	509	228	228	0	3	3	98.68%	100.00%	98.68%
HOODSPORT	877	360	183	183	2	0	2	100.00%	98.91%	98.91%
ISSAQUAH	392	425	2269	2258	22	14	36	99.38%	99.02%	98.41%
KENT			6675	6630	25	29	54	99.57%	99.63%	99.19%

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

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	9/04 TOTAL ORDERS SOT= NTC R,SB,LB	9/04 TOTAL ORDERS SOT=NTC R,SB	Company Misses R,SB,LB	Subscriber Misses R,SB,LB	Combined Misses R,SB,LB	COMMITTS MET Subscriber Missed R,SB,LB	COMMITTS MET Company Missed R,SB,LB	COMMITTS MET (Combined Missed) R,SB,LB
MERIDIAN	253	360	2548	2536	17	11	28	99.57%	99.33%	98.90%
O'BRIEN	251	206	316	299	2	6	8	98.09%	99.35%	97.47%
ULRICH	852	253	3811	3795	6	12	18	99.68%	99.84%	99.53%
LIBERTY LAKE	255	509	154	152	1	0	1	100.00%	99.35%	99.35%
LONGVIEW-KELSO	423	360	3858	3846	13	9	22	99.77%	99.66%	99.43%
LOON LAKE	233	509	120	120	1	1	2	99.16%	99.16%	98.33%
MAPLE VALLEY	432	425	1360	1359	7	11	18	99.19%	99.48%	98.66%
MOSES LAKE			1649	1641	3	3	6	99.82%	99.82%	99.64%
MOSES LAKE(AFB)	762	509	345	341	1	0	1	100.00%	99.71%	99.71%
MOSES LAKE	765	509	1304	1300	2	3	5	99.77%	99.85%	99.62%
NEWMAN LAKE	226	509	226	226	1	1	2	99.56%	99.56%	99.12%
NORTHPORT	732	509	75	75	2	2	4	97.26%	97.26%	94.67%
OLYMPIA			1097	9636	23	27	55	99.73%	99.72%	99.46%
EVERGREEN	866	360	887	886	2	1	3	99.89%	99.77%	99.66%
LACEY	456	360	4643	4583	14	10	24	99.78%	99.70%	99.48%
WHITEHALL	352	360	4667	4167	12	16	28	99.65%	99.74%	99.39%
OMAK-OKANOGAN	826	509	596	595	4	3	7	99.49%	99.33%	98.83%
OROVILLE	476	509	140	138	1	0	1	100.00%	99.29%	99.29%
OTHELLO	488	509	452	452	9	2	11	99.55%	98.00%	97.57%
PASCO	545	509	2383	2366	14	10	24	99.58%	99.41%	98.99%
PATEROS	923	509	39	39	0	1	1	97.44%	100.00%	97.44%
POMEROY	843	509	68	68	0	2	2	97.06%	100.00%	97.06%
PT. ANGELES			1682	1676	12	4	16	99.76%	99.29%	99.05%
JOYCE	928	360	98	98	1	0	1	100.00%	98.98%	98.98%
PT. ANGELES	452	360	1584	1578	11	4	15	99.75%	99.30%	99.05%
PT. LUDLOW	437	360	217	217	8	1	9	99.52%	96.30%	95.85%
PT. ORCHARD			2494	2491	11	10	21	99.60%	99.56%	99.16%
COLBY	871	360	1015	1015	4	4	8	99.60%	99.60%	99.21%
PT. ORCHARD	876	360	1479	1476	7	6	13	99.59%	99.52%	99.12%
PT. TOWNSEND	385	360	1029	1021	15	11	26	98.92%	98.53%	97.47%
PUYALLAP	841	253	4992	4965	15	11	26	99.78%	99.70%	99.48%
RENTON	226	425	6618	6497	29	20	49	99.70%	99.56%	99.26%
RIDGEFIELD	887	360	324	324	5	0	5	100.00%	98.46%	98.46%
ROCHESTER	273	360	628	619	1	2	3	99.68%	99.84%	99.52%
ROY	842	253	247	247	1	2	3	99.19%	99.59%	98.79%
SEATTLE			40768	39956	199	243	442	99.40%	99.51%	98.92%
ATWATER	281	206	3139	3114	21	22	43	99.29%	99.33%	98.63%
CAMPUS	543	206	1665	1643	3	10	13	99.40%	99.82%	99.22%
CHERRY	241	206	5374	5314	14	31	45	99.42%	99.74%	99.16%
DUWAMISH	762	206	2106	2091	11	11	22	99.47%	99.47%	98.96%
EAST	322	206	5584	5572	42	27	69	99.51%	99.24%	98.76%
ELLIOT	441	206	1062	1041	3	6	9	99.43%	99.72%	99.15%
EMERSON	361	206	4658	4632	22	32	54	99.31%	99.52%	98.84%
LAKEVIEW	522	206	3654	3639	25	20	45	99.45%	99.31%	98.77%

Washington Service Order Interval Missed Commitment Report
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MAIN	223	206	2735	2158	15	23	38	99.15%	99.45%	98.61%
MERCER ISLAND (Adams)	232	206	948	939	2	10	12	98.94%	99.79%	98.73%
PARKWAY	721	206	3402	3387	13	12	25	99.65%	99.62%	99.27%
SUNSET	782	206	3445	3440	15	25	40	99.27%	99.56%	98.84%
WEST	932	206	2996	2986	13	14	27	99.53%	99.56%	99.10%
SEQUIM	683	360	1188	1187	10	6	16	99.49%	99.15%	98.65%
SHELTON	426	360	1635	1617	3	7	10	99.57%	99.82%	99.39%
SILVERDALE	692	360	1711	1701	3	9	12	99.47%	99.82%	99.30%
SPOKANE			18738	18638	85	55	140	99.71%	99.55%	99.25%
CHESTNUT	244	509	439	437	18	2	20	99.52%	95.88%	95.44%
FAIRFAX	325	509	2906	2895	7	6	13	99.79%	99.76%	99.55%
HUDSON	482	509	2800	2785	7	10	17	99.64%	99.75%	99.39%
KEYSTONE	534	509	1918	1909	9	5	14	99.74%	99.53%	99.27%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE							
RIVERSIDE	455	509	3447	3410	20	15	35	99.56%	99.42%	98.98%
WALNUT	922	509	4828	4809	10	9	19	99.81%	99.79%	99.61%
WHITWORTH	466	509	2400	2393	14	8	22	99.66%	99.41%	99.08%
SPRINGDALE	258	509	205	196	0	1	1	99.51%	100.00%	99.51%
SUMNER (BonneyLake)	863	253	2311	2302	12	11	23	99.52%	99.48%	99.00%
TACOMA			25430	25284	59	91	150	99.64%	99.77%	99.41%
FORT LEWIS	964	253	982	981	2	3	5	99.69%	99.80%	99.49%
GREENFIELD	472	253	3834	3816	6	14	20	99.63%	99.84%	99.48%
JUNIPER	582	253	3917	3899	6	23	29	99.41%	99.85%	99.26%
LENNOX	531	253	5031	5010	18	9	27	99.82%	99.64%	99.46%
LOGAN	564	253	2210	2203	3	3	6	99.86%	99.86%	99.73%
MARKET (Fawcett)	272	253	2438	2404	6	16	22	99.34%	99.75%	99.10%
SKYLINE	752	253	1834	1829	6	5	11	99.73%	99.67%	99.40%
WAVERLY-2	922	253	906	899	1	3	4	99.67%	99.89%	99.56%
WAVERLY-7	927	253	4278	4243	11	15	26	99.65%	99.74%	99.39%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA							
VANCOUVER			13029	12950	72	48	120	99.63%	99.45%	99.08%
ORCHARDS	253	360	6927	6902	43	25	68	99.64%	99.38%	99.02%
OXFORD	693	360	3669	3623	22	19	41	99.48%	99.40%	98.88%
SALMON CREEK (VANCVR NO)	573	360	2433	2425	7	4	11	99.84%	99.71%	99.55%
WAITSBURG	337	509	72	72	0	0	0	100.00%	100.00%	100.00%
WALLA WALLA	522	509	1889	1869	4	5	9	99.73%	99.79%	99.52%
WARDEN	349	509	119	119	0	1	1	99.16%	100.00%	99.16%
WINLOCK	785	360	191	188	1	2	3	98.95%	99.47%	98.43%
YAKIMA			5630	5602	15	17	32	99.70%	99.73%	99.43%
CHESTNUT	244	509	4048	4022	8	14	22	99.65%	99.80%	99.46%
WEST	965	509	1582	1580	7	3	10	99.81%	99.56%	99.37%
WC TOTAL			199845	197413	876	872	1748	99.56%	99.56%	99.13%

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

1	2	3	12	13	14	15	16	17	18	19	12	21	22
EXCHANGES	WC	AREA CODE	9/04 SOT=NTC INWARD	9/04 SOT=NTC INWARD	NOT COMPL W/I 5	5 DAY (Greater than 10%)	SUM OF ORDERS W/IDD > 5	SUM OF ORDERS W/IDD > 5 DAYS, CR: 5 Lines or Less Missed	% MET	% Missed	6/04 SOT=NTC INWARD	NOT COMPL W/I 90	90 DAYS (GRTR THAN 1%)
ABERDEEN-HOQUJAM	532	360	416	416	1	0.24%	41	0	100.00%	0.00%	406	0	0.00%
AUBURN	833	253	819	811	5	0.61%	192	5	97.40%	2.60%	826	0	0.00%
BAINBRIDGE ISLAND	842	206	266	265	3	1.13%	73	1	98.63%	1.37%	219	0	0.00%
BATTLEGROUND	687	360	249	248	3	1.20%	131	12	90.84%	9.16%	232	0	0.00%
BEFAIR	275	360	162	161	0	0.00%	18	0	100.00%	0.00%	131	0	0.00%
BELLEVUE			1218	1207	13	1.07%	240	1	99.58%	0.42%	1339	0	0.00%
GLENCOURT	453	425	421	413	3	0.71%	80	0	100.00%	0.00%	434	0	0.00%
SHERWOOD	641	425	797	794	10	1.25%	160	1	99.38%	0.62%	905	0	0.00%
BELLINGHAM			1588	1577	13	0.82%	614	3	99.51%	0.49%	1069	0	0.00%
LUMMI	758	360	36	34	0	0.00%	3	0	100.00%	0.00%	35	0	0.00%
REGENT	671	360	1552	1543	13	0.84%	611	3	99.51%	0.49%	1034	0	0.00%
BLACK DIAMOND	886	360	52	52	1	1.92%	16	1	93.75%	6.25%	55	0	0.00%
BREMERTON			899	771	9	1.00%	87	1	98.85%	1.15%	809	1	0.12%
CROSBY	373	360	57	57	3	5.26%	10	1	90.00%	10.00%	50	0	0.00%
BREM ESSEX	830	360	826	698	5	0.61%	74	0	100.00%	0.00%	746	1	0.13%
SUNNYSLOPE	674	360	16	16	1	6.25%	3	0	100.00%	0.00%	13	0	0.00%
BUCKLEY	829	360	49	49	1	2.04%	7	0	100.00%	0.00%	52	0	0.00%
CASTLE ROCK	274	360	112	112	5	4.46%	11	1	90.91%	9.09%	85	0	0.00%
CENTRALIA	736	360	294	294	2	0.68%	70	2	97.14%	2.86%	247	0	0.00%
CHEHALIS			194	190	3	1.55%	30	0	100.00%	0.00%	211	0	0.00%
CHEHALIS	748	360	158	154	1	0.63%	23	0	100.00%	0.00%	162	0	0.00%
NAPAVINE	262	360	36	36	2	5.56%	7	0	100.00%	0.00%	49	0	0.00%
CLE-ELUM	674	509	68	67	0	0.00%	4	0	100.00%	0.00%	62	0	0.00%
COLFAX	397	509	48	48	0	0.00%	4	0	100.00%	0.00%	44	0	0.00%
COLVILLE	684	509	165	164	3	1.82%	33	2	93.94%	6.06%	153	0	0.00%
COPALIS													
(OCEAN SHORES)	289	360	103	103	0	0.00%	7	0	100.00%	0.00%	113	0	0.00%
COULEE DAM	633	509	44	44	0	0.00%	9	0	100.00%	0.00%	64	0	0.00%
CRYSTAL MTN.	663	360	8	8	0	0.00%	1	0	100.00%	0.00%	9	0	0.00%
DAYTON	382	509	28	28	2	7.14%	2	0	100.00%	0.00%	31	0	0.00%
DEER PARK	276	509	113	112	3	2.65%	17	3	82.35%	17.65%	107	0	0.00%
DES MOINES			980	971	8	0.82%	188	2	98.94%	1.06%	889	0	0.00%
DES MOINES	824	206	378	376	3	0.79%	96	1	98.96%	1.04%	322	0	0.00%
FEDERAL WAY	839	253	602	595	5	0.83%	92	1	98.91%	1.09%	567	0	0.00%
EASTON	656	509	6	6	1	16.67%	2	0	100.00%	0.00%	7	0	0.00%
ELK	292	509	51	51	0	0.00%	3	0	100.00%	0.00%	42	0	0.00%
ENUMCLAW	825	360	165	163	2	1.21%	32	3	90.63%	9.38%	159	0	0.00%
EPHRATA	754	509	85	85	1	1.18%	7	0	100.00%	0.00%	93	0	0.00%
GRAHAM	847	253	442	441	5	1.13%	94	2	97.87%	2.13%	435	0	0.00%
GREEN BLUFF	238	509	46	46	2	4.35%	9	0	100.00%	0.00%	33	0	0.00%
HOODSPORT	877	360	50	50	1	2.00%	4	0	100.00%	0.00%	39	0	0.00%
ISSAQUAH	392	425	574	574	12	2.08%	126	4	96.83%	3.17%	597	0	0.00%
KENT			1307	1288	12	0.92%	288	8	97.22%	2.78%	1365	0	0.00%
MERIDIAN	253	360	414	408	5	1.21%	109	8	92.66%	7.34%	428	0	0.00%
OBRIEN	251	206	83	76	0	0.00%	24	0	100.00%	0.00%	84	0	0.00%
ULRICH	852	253	810	804	7	0.86%	155	0	100.00%	0.00%	853	0	0.00%
LIBERTY LAKE	255	509	31	31	1	3.23%	6	0	100.00%	0.00%	22	1	4.55%
LONGVIEW-KELSO	423	360	897	894	5	0.56%	98	1	98.98%	1.02%	800	0	0.00%
LOON LAKE	233	509	24	24	1	4.17%	4	1	75.00%	25.00%	51	0	0.00%

Washington Service Order Interval Missed Commitment Report
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 September 2004

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EXCHANGES	WC	AREA CODE	9/04 SOT=NTC INWARD	9/04 SOT=NTC INWARD	NOT COMPL W/I 5	5 DAY (Greater than 10%)	SUM OF ORDERS W/IDD > 5	SUM OF ORDERS W/IDD > 5 DAYS; CR; 5 Lines or Less Missed	% MET	% Missed	SOT=NTC INWARD	NOT COMPL W/I 90	90 DAYS (GRTR THAN 1%)
MAPLE VALLEY	432	425	251	250	4	1.59%	79	1	98.73%	1.27%	236	0	0.00%
MOSES LAKE			442	439	3	0.68%	40	1	97.50%	2.50%	350	0	0.00%
MOSES LAKE (AFB)	762	509	107	106	1	0.93%	7	0	100.00%	0.00%	81	0	0.00%
MOSES LAKE	765	509	335	333	2	0.60%	33	0	96.97%	3.03%	269	0	0.00%
NEWMAN LAKE	226	509	44	44	0	0.00%	4	0	100.00%	0.00%	52	0	0.00%
NORTHPORT	732	509	24	24	2	8.33%	8	0	100.00%	0.00%	28	0	0.00%
OLYMPIA			2273	2237	19	0.84%	323	2	99.38%	0.62%	2082	0	0.00%
EVERGREEN	866	360	303	302	5	1.65%	38	0	100.00%	0.00%	192	0	0.00%
LACEY	456	360	977	966	9	0.92%	153	1	99.35%	0.65%	953	0	0.00%
WHITEHALL	352	360	993	969	5	0.50%	132	1	99.24%	0.76%	937	0	0.00%
OMAK-OKANOGAN	826	509	175	174	1	0.57%	15	1	93.33%	6.67%	168	0	0.00%
OROVILLE	476	509	37	36	0	0.00%	2	0	100.00%	0.00%	36	0	0.00%
OTHELLO	488	509	123	123	6	4.88%	8	0	100.00%	0.00%	153	0	0.00%
PASCO	545	509	537	533	11	2.05%	128	2	98.44%	1.56%	506	0	0.00%
PATEROS	923	509	8	8	0	0.00%	0	0	100.00%	0.00%	20	0	0.00%
POMEROY	843	509	19	19	0	0.00%	5	0	100.00%	0.00%	19	0	0.00%
PT. ANGELES			360	360	3	0.83%	54	1	98.15%	1.85%	417	0	0.00%
JOYCE	928	360	28	28	0	0.00%	5	1	80.00%	20.00%	31	0	0.00%
PT. ANGELES	452	360	332	332	3	0.90%	49	0	100.00%	0.00%	386	0	0.00%
PT. LUDLOW	437	360	49	49	3	6.12%	11	2	81.82%	18.18%	63	0	0.00%
PT. ORCHARD			511	509	5	0.98%	94	2	97.87%	2.13%	442	0	0.00%
COLBY	871	360	198	198	4	2.02%	53	1	98.11%	1.89%	172	0	0.00%
PT. ORCHARD	876	360	313	311	1	0.32%	41	1	97.56%	2.44%	270	0	0.00%
PT. TOWNSEND	385	360	256	254	9	3.52%	49	3	93.88%	6.12%	235	0	0.00%
PUYALLAP	841	253	961	949	11	1.14%	152	2	98.68%	1.32%	949	0	0.00%
RENTON	226	425	1370	1361	16	1.17%	387	12	96.90%	3.10%	1358	0	0.00%
RIDGEFIELD	887	360	73	73	0	0.00%	38	4	89.47%	10.53%	63	0	0.00%
ROCHESTER	273	360	141	140	0	0.00%	30	0	100.00%	0.00%	131	0	0.00%
ROY	842	253	56	56	1	1.79%	8	1	87.50%	12.50%	29	0	0.00%
SEATTLE			9369	9154	90	0.95%	1341	23	98.28%	1.72%	8783	1	0.01%
ATWATER	281	206	798	789	10	1.25%	126	1	99.21%	0.79%	724	0	0.00%
CAMPUS	543	206	543	528	1	0.18%	61	1	98.36%	1.64%	454	0	0.00%
CHERRY	241	206	1058	1041	11	1.04%	133	4	96.99%	3.01%	1040	0	0.00%
DUWAMISH	762	206	402	397	7	1.74%	46	0	100.00%	0.00%	374	0	0.00%
EAST	322	206	1369	1362	19	1.39%	175	5	97.14%	2.86%	1238	0	0.00%
ELLIOT	441	206	315	304	1	0.32%	47	0	100.00%	0.00%	348	0	0.00%
EMERSON	361	206	1045	1041	7	0.67%	142	4	97.18%	2.82%	898	0	0.00%
LAKEVIEW	522	206	1003	995	6	0.60%	158	3	98.10%	1.90%	891	0	0.00%
MAIN	223	206	722	598	13	1.80%	105	0	100.00%	0.00%	785	1	0.13%
MERCER ISLAND (Adams)	232	206	197	195	0	0.00%	50	2	96.00%	4.00%	185	0	0.00%
PARKWAY	721	206	541	536	4	0.74%	64	0	100.00%	0.00%	518	0	0.00%
SUNSET	782	206	790	786	5	0.63%	124	1	99.19%	0.81%	700	0	0.00%
WEST	932	206	586	582	6	1.02%	110	2	99.18%	1.82%	628	0	0.00%
SEQUIM	683	360	253	252	2	0.79%	92	7	92.39%	7.61%	250	0	0.00%
SHELTON	426	360	356	355	2	0.56%	54	0	100.00%	0.00%	347	0	0.00%
SILVERDALE	692	360	345	342	3	0.87%	52	0	100.00%	0.00%	370	0	0.00%
SPOKANE			4516	4480	41	0.91%	1420	24	98.31%	1.69%	4199	0	0.00%
CHESTNUT	244	509	111	109	1	0.90%	29	1	96.55%	3.45%	129	0	0.00%

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EXCHANGES	WC	AREA CODE	9/04 SOT=NTC INWARD	9/04 SOT=NTC INWARD	NOT COMPL W/I 5	5 DAY (Greater than 10%)	SUM OF ORDERS W/IDD > 5	SUM OF ORDERS W/IDD > 5 Days or Less Missed	% MET	% Missed	SOT=NTC INWARD	NOT COMPL W/I 90	90 DAYS (GRTR THAN 1%)
FAIRFAX	325	509	622	618	7	1.13%	210	1	99.52%	0.48%	621	0	0.00%
HUDSON	482	509	659	656	3	0.46%	202	4	98.02%	1.98%	577	0	0.00%
KEYSTONE	534	509	477	473	4	0.84%	121	2	98.35%	1.65%	419	0	0.00%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE										
RIVERSIDE	455	509	928	913	13	1.40%	303	7	97.69%	2.31%	851	0	0.00%
WALNUT	922	509	1105	1101	6	0.54%	335	4	98.81%	1.19%	1066	0	0.00%
WHITWORTH	466	509	614	610	7	1.14%	220	5	97.73%	2.27%	536	0	0.00%
SPRINGDALE	258	509	43	40	0	0.00%	7	0	100.00%	0.00%	45	0	0.00%
SUMNER (Bonney Lake)	863	253	395	390	7	1.77%	61	2	96.72%	3.28%	410	0	0.00%
TACOMA			5278	5233	19	0.36%	937	12	98.72%	1.28%	4919	0	0.00%
FORT LEWIS	964	253	260	260	0	0.00%	49	0	100.00%	0.00%	279	0	0.00%
GREENFIELD	472	253	737	730	3	0.41%	123	3	97.56%	2.44%	675	0	0.00%
JUNIPER	582	253	855	847	2	0.23%	144	1	99.31%	0.69%	816	0	0.00%
LENNOX	531	253	898	898	5	0.56%	163	3	98.16%	1.84%	806	0	0.00%
LOGAN	564	253	498	496	3	0.60%	108	1	99.07%	0.93%	450	0	0.00%
MARKET (Fawcett)	272	253	610	597	3	0.49%	111	2	98.20%	1.80%	536	0	0.00%
SKYLINE	752	253	365	363	1	0.27%	84	1	98.81%	1.19%	354	0	0.00%
WAVERLY-2	922	253	188	186	0	0.00%	29	0	100.00%	0.00%	173	0	0.00%
WAVERLY-7	927	253	867	856	2	0.23%	126	1	99.21%	0.79%	830	0	0.00%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA										
VANCOUVER			2937	2917	38	1.29%	1228	34	97.23%	2.77%	2759	1	0.04%
ORCHARDS	253	360	1508	1501	20	1.33%	705	21	97.02%	2.98%	1460	0	0.00%
OXFORD	693	360	897	885	10	1.11%	279	10	96.42%	3.58%	818	1	0.12%
SALMON CREEK (VANCVR NO)	573	360	532	531	8	1.50%	244	3	98.77%	1.23%	481	0	0.00%
WAITSBURG	337	509	18	18	0	0.00%	0	0	0.00%	0.00%	15	0	0.00%
WALLA WALLA	522	509	514	511	4	0.78%	53	0	100.00%	0.00%	472	0	0.00%
WARDEN	349	509	28	28	0	0.00%	1	0	100.00%	0.00%	38	0	0.00%
WINLOCK	785	360	45	45	0	0.00%	9	1	88.89%	11.11%	49	0	0.00%
YAKIMA			1358	1353	11	0.81%	135	2	98.52%	1.48%	1362	0	0.00%
CHESTNUT	244	509	1017	1012	10	0.98%	85	0	100.00%	0.00%	1005	0	0.00%
WEST	965	509	341	341	1	0.29%	50	2	96.00%	4.00%	357	0	0.00%
WC TOTAL			44720	44107	429	0.96%	9293	192	97.93%	2.07%	42151	4	0.01%

WASHINGTON REPAIR COMMITMENTS MET
SEPTEMBER 2004

Measurement Period 2004	# of Repair Tickets	Repair Commitments Met	Repair Commitments Missed	% Met	Force Majeure Exclusions	Physically Obstructed Exclusions
January	25,762	24,261	1501	94.17%	95	79
February	18,154	17,329	825	95.46%	42	57
March	19,257	18,602	655	96.60%	37	39
April	16,876	16,287	589	96.51%	48	28
May	19,167	18,139	1,028	94.64%	171	48
June	19,557	18,799	758	96.12%	79	45
July	17,885	17,104	781	95.63%	47	52
August	22,398	21,013	1,385	93.82%	121	83
September	19,151	18,261	890	95.35%	40	79
October						
November						
December						
YTD Total	178,207	169,795	8,412	95.28%	680	510
Baseline (WAC 480-120-439(3)): The missed repair appointment report must state the number of appointments						
missed; made and the number of allowed appointments exclusions.						

EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Sep-04	Sep-04	Aug-04	Jul-04	Jun-04	May-04	Apr-04	Mar-04	Feb-04	Jan-04	Dec-03	Nov-03	Oct-03			
Report Rate > 4.00																		
ABERDEEN	0	532	17008	146	0.86	1.11	0.87	0.71	0.79	0.87	1.08	1.26	1.15	1.41	1.99			
AUBURN	0	833	34398	369	1.07	1.12	0.99	1.20	0.83	0.93	1.05	1.32	0.93	0.92	1.23			
BAINBRIDGE	0	842	14168	209	1.48	1.52	1.24	1.15	1.19	1.10	1.14	1.88	1.73	1.79	1.53			
BATTLE GROUND	1	687	11409	242	2.12	2.12	1.56	1.79	1.58	1.40	1.28	4.74	1.40	1.23	2.03			
BELFAIR	0	275	8125	189	2.33	1.51	1.36	2.25	1.20	1.69	1.52	1.39	1.54	1.38	2.13			
BELLEVUE			73667	585	0.79	2.44	0.69	0.80	0.65	0.64	0.74	0.95	0.76	0.94	1.03			
GLENCOURT	0	453	28589	180	0.63	0.65	0.56	0.73	0.53	0.61	0.59	1.01	0.63	0.62	0.80			
SHERWOOD	0	641	45078	405	0.90	3.57	0.78	0.85	0.72	0.66	0.84	0.90	0.84	1.14	1.17			
BELLINGHAM			43487	300	0.69	0.88	0.65	0.66	0.59	0.55	0.72	0.70	0.57	0.66	1.05			
LUMMI	0	758	1561	21	1.35	1.09	1.49	0.71	2.05	0.96	0.89	1.14	0.88	1.02	0.89			
REGENT	0	671	41926	279	0.67	0.87	0.62	0.66	0.53	0.54	0.72	0.66	0.69	0.56	1.05			
BLACK DIAMOND	1	886	3517	40	1.14	0.88	1.26	1.37	1.35	1.37	1.33	2.02	4.42	0.93	1.41			
BREMERTON			40311	289	0.72	0.74	0.66	0.69	0.68	0.61	0.82	0.89	0.71	0.90	0.89			
BREMERTON ESX	0	373	35981	238	0.66	0.62	0.59	0.63	0.64	0.52	0.75	0.75	0.64	0.88	0.88			
CROSBY	0	830	3498	44	1.26	1.80	1.18	1.32	1.32	1.32	1.53	2.31	1.39	1.15	0.94			
SUNNYSLOPE	0	674	832	7	0.84	1.08	1.57	0.85	1.34	1.71	1.07	1.06	1.05	0.58	1.26			
BONNEY LAKE	0	862	Numbers added to Summer															
BUCKLEY	0	829	3328	38	1.14	1.29	1.37	1.21	1.06	0.82	1.28	1.15	1.35	1.05	1.71			
CASTLEROCK	1	274	4948	105	2.12	4.26	2.01	1.26	1.51	1.62	1.54	3.19	2.13	3.69	1.79			
CENTRALIA	0	736	10431	134	1.28	1.08	1.37	0.84	0.98	0.93	1.30	1.13	1.03	1.09	1.30			
CHEHALIS			10669	95	0.89	1.28	1.16	0.95	0.81	0.87	1.44	1.49	1.15	1.01	1.19			
CHEHALIS	0	748	8076	69	0.85	1.22	1.10	0.99	0.64	0.81	1.34	1.60	1.10	0.97	1.29			
NAPAVINE	0	262	2593	26	1.00	1.47	1.35	0.84	1.33	1.05	1.75	2.82	1.27	1.17	0.87			
CLE-ELUM	0	674	3336	37	1.11	2.68	1.05	1.66	0.97	1.14	0.85	0.38	1.22	1.72	1.34			
COLFAX	0	397	2516	60	2.38	1.23	1.35	1.29	0.70	0.85	1.00	0.91	1.46	0.89	1.17			
COLVILLE	0	684	7112	82	1.15	2.56	1.21	0.89	1.24	0.59	1.00	1.13	0.54	0.77	1.33			
PALIS(OCEAN SHORES)	0	289	4133	67	1.62	1.33	1.24	1.03	0.93	1.16	1.49	1.12	2.55	1.14	1.38			
COULLEE DAM	0	633	2343	21	0.90	1.23	1.32	0.89	1.05	2.09	1.07	0.86	0.94	0.93	0.32			
CRYSTAL MTN.	0	663	674	11	1.63	1.18	1.04	1.95	0.89	0.60	1.45	1.28	1.42	2.28	1.15			
DAYTON	0	382	1927	54	2.80	2.36	2.35	1.93	0.95	1.49	0.60	1.58	1.33	0.98	1.13			
DEER PARK	0	276	6311	63	1.00	1.81	1.27	1.15	1.89	0.75	0.55	1.34	1.02	0.98	1.11			
DES MOINES			36472	335	0.92	0.85	0.72	0.83	0.95	0.75	0.81	1.06	0.87	0.90	1.05			
DES MOINES	0	824	14299	134	0.94	0.84	0.71	0.77	0.97	0.81	0.78	1.11	0.86	1.02	1.22			
FEDERAL WAY	0	839	22173	201	0.91	0.86	0.72	0.87	0.94	0.70	0.82	1.03	0.87	0.82	0.94			
EASTON	0	656	730	9	1.23	1.92	0.28	0.56	0.97	0.28	0.83	1.10	0.55	0.41	0.68			
ELK	0	292	2875	44	1.53	1.01	1.01	1.15	1.53	0.66	0.66	0.73	0.76	0.97	1.24			
ENUMCLAW	0	825	9650	133	1.38	1.19	0.94	0.92	1.06	0.75	1.10	0.89	1.83	0.74	1.34			
EPHRATA	0	754	3767	35	0.93	0.61	0.84	0.96	0.56	1.17	2.05	0.98	0.71	0.44	1.11			
GRAHAM	0	847	20113	203	1.01	1.10	1.21	1.58	1.44	1.21	1.34	1.78	1.22	0.87	1.58			
GREEN BLUFF	0	238	3028	48	1.59	1.52	1.40	2.05	0.79	0.88	2.03	1.12	0.84	0.58	1.29			

WASHINGTON TROUBLE REPORT - SEPTEMBER 2004

EXCHANGE	#	WC	ALINES	#Rpts	Rate	Rate	Rate	Rate	Rate	Rate	Rate	Rate	Rate	Rate	Rate	Rate	Rate	Rate
			Sep-04	Sep-04	Aug-04	Jul-04	Jun-04	May-04	Apr-04	Mar-04	Feb-04	Jan-04	Dec-03	Nov-03	Oct-03			
Report Rate > 4.00																		
HOODSPORT	0	877	2563	16	0.62	1.52	0.82	1.02	1.41	1.25	0.94	1.02	0.74	1.91	0.54			
ISSAQUAH	0	392	26704	234	0.88	1.23	0.88	1.18	0.81	0.95	0.87	1.29	1.25	0.98	1.18			
KENT	0	630	63564	486	0.76	0.93	0.82	0.83	0.86	0.70	0.75	0.91	0.97	0.81	1.14			
KENT MERIDIAN	0	251	22753	237	1.04	1.27	1.31	1.03	1.35	0.96	0.86	1.20	1.16	0.97	1.48			
KENT OBRIEN	0	852	11148	36	0.32	0.31	0.40	0.50	0.28	0.21	0.24	0.34	0.29	0.31	0.55			
KENT ULRICH	0	255	29663	213	0.72	0.90	0.60	0.82	0.71	0.69	0.85	0.90	1.08	0.89	1.12			
LIBERTY LAKE	0	423	1637	10	0.61	0.49	0.55	0.49	1.57	0.84	0.18	1.06	0.71	1.00	0.93			
LONGVIEW-KELSO	0	233	32537	407	1.25	1.48	1.05	1.10	0.94	1.03	1.32	1.52	1.21	1.05	1.21			
LOON LAKE	0	432	1494	13	0.87	1.78	1.25	1.19	1.27	1.28	0.54	0.88	0.82	0.55	1.01			
MAPLE VALLEY	0	826	13429	294	2.19	0.79	0.81	0.82	1.14	0.83	1.27	2.35	1.82	0.99	1.37			
MOSES LAKE	0	762	14814	161	1.09	1.63	1.17	1.72	1.09	1.00	1.15	1.31	1.49	0.81	0.81			
MOSES LAKE AFB	0	866	2656	20	0.75	0.94	1.05	1.15	0.84	0.68	1.17	1.68	0.97	0.55	0.63			
MOSES LAKE	0	456	12158	141	1.16	1.78	1.20	1.85	1.15	1.07	1.14	1.23	1.61	0.86	0.85			
NEWMAN LAKE	0	226	2597	25	0.96	0.93	1.46	1.65	1.26	1.03	1.20	1.08	0.52	0.59	0.55			
NORTHPORT	0	732	1026	14	1.36	2.35	1.86	0.59	1.58	1.10	2.09	0.69	1.09	1.38	1.38			
OLYMPIA	0	826	97056	829	0.85	0.83	0.87	0.85	0.80	0.76	0.89	1.10	1.01	0.84	1.12			
EVERGREEN	0	456	7410	118	1.59	1.00	1.29	1.00	1.05	0.80	1.32	2.39	2.38	1.59	1.48			
LACEY	0	352	42830	328	0.77	0.73	0.85	0.82	0.71	0.68	0.74	1.01	0.78	0.63	0.96			
WHITEHALL	0	826	46816	383	0.82	0.90	0.82	0.86	0.83	0.83	0.96	0.96	1.00	0.91	1.21			
OMAK-OKANOGAN	0	476	7585	82	1.08	1.54	0.83	1.08	1.22	1.02	1.59	1.32	0.87	0.53	0.89			
OROVILLE	1	488	1871	32	1.71	1.55	1.22	1.17	1.16	0.95	1.05	1.04	1.14	1.54	2.39			
OTHELLO	0	545	4765	57	1.20	2.83	1.97	2.54	2.95	2.21	3.04	3.25	3.45	1.38	1.40			
PASCO	0	923	20450	264	1.29	1.73	1.78	2.12	1.29	1.18	1.32	2.41	1.79	0.83	0.88			
PATEROS	0	843	838	5	0.60	1.54	0.71	1.06	0.71	0.59	1.88	1.17	0.71	0.47	0.45			
POMEROY	0	928	1345	27	2.01	2.06	1.85	1.40	0.95	1.10	2.02	3.75	2.82	0.99	3.20			
PT. ANGELES	0	452	19668	222	1.13	1.20	0.82	0.85	0.84	0.83	1.26	1.30	1.21	1.16	1.46			
JOYCE	0	437	1282	24	1.87	1.95	2.73	2.44	1.65	1.88	0.93	1.79	3.57	1.77	2.58			
PT. ANGELES	0	871	18386	198	1.08	1.15	0.69	0.74	0.79	0.76	1.28	1.26	1.05	1.11	1.38			
PT. LUDLOW	0	876	2873	30	1.04	1.21	1.18	1.12	1.04	0.76	1.13	0.67	0.58	0.95	2.00			
PT. ORCHARD	0	385	23989	257	1.07	1.02	0.98	1.08	1.71	0.88	0.97	1.06	0.93	1.07	1.26			
COLBY	0	841	9245	87	0.94	1.09	1.06	1.20	1.12	0.89	0.85	1.22	0.85	1.38	1.32			
PT. ORCHARD	0	226	14744	170	1.15	0.98	0.93	1.00	2.07	0.86	1.04	1.09	0.98	0.87	1.22			
PT. TOWNSEND	0	887	11987	123	1.03	1.47	0.94	1.26	1.17	0.76	0.79	1.13	0.83	0.72	1.34			
PUYALLUP	0	273	40998	393	0.96	1.08	0.87	0.92	0.88	0.84	0.99	0.92	0.90	0.89	0.99			
RENTON	0	843	58081	451	0.78	0.89	0.76	0.78	0.79	0.78	0.97	1.38	1.12	1.06	1.42			
RIDGEFIELD	1	887	3820	254	6.65	2.45	1.83	2.36	1.69	1.90	1.72	2.74	1.57	1.25	2.61			
ROCHESTER	0	273	6252	116	1.86	1.82	1.31	1.01	1.34	0.94	0.96	1.68	0.94	0.89	1.29			
ROY	0	843	2758	40	1.45	1.60	1.31	1.16	1.44	0.75	0.82	2.08	1.68	1.25	1.59			
SEATTLE	0	281	424949	3100	0.73	0.78	0.68	0.70	0.65	0.59	0.72	0.94	0.72	1.02	1.02			
ATWATER	0	281	34115	216	0.63	0.82	0.75	0.71	0.64	0.58	0.57	0.64	0.60	0.70	0.79			

WASHINGTON TROUBLE REPORT - SEPTEMBER 2004

EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Sep-04	Sep-04	Aug-04	Jul-04	Jun-04	May-04	Apr-04	Mar-04	Feb-04	Jan-04	Dec-03	Nov-03	Oct-03			
Report Rate > 4.00																		
CAMPUS	0	543	16241	123	0.69	0.63	0.70	0.41	0.51	0.60	0.48	0.63	0.70	1.47	0.75			
CHERRY	0	241	45570	360	1.04	0.83	0.90	0.88	0.75	1.07	1.01	1.80	0.94	1.14	1.73			
DUWAMISH	0	655	17957	161	0.92	0.69	0.74	0.65	0.71	0.96	0.73	1.20	0.83	1.25	0.98			
EAST	0	322	47100	438	0.88	0.82	0.87	0.76	0.60	0.74	0.78	1.01	0.80	1.18	1.27			
ELLIOT	0	441	12677	35	0.24	0.33	0.44	0.36	0.39	0.52	0.25	0.38	0.26	0.46	0.44			
EMERSON	0	417	45730	360	0.95	0.72	0.66	0.67	0.61	0.76	0.66	1.14	0.94	1.11	1.21			
LAKEVIEW	0	522	39693	305	0.85	0.68	0.74	0.78	0.61	0.62	0.67	0.97	0.79	1.35	1.27			
MAIN	0	223	62496	130	0.22	0.24	0.29	0.30	0.20	0.25	0.25	0.22	0.16	0.22	0.27			
MERCER ISLAND																		
(ADAMS)	0	232	12946	155	0.99	1.03	1.21	0.86	0.73	0.90	0.74	0.99	0.75	1.15	0.98			
PARKWAY	0	723	24504	252	1.04	0.95	0.97	0.86	0.96	1.20	1.07	1.39	1.44	1.43	1.48			
SUNSET	0	782	35509	264	0.65	0.55	0.52	0.55	0.51	0.68	0.50	0.72	0.69	1.43	0.81			
WEST	0	932	30411	301	1.11	0.98	0.88	0.83	0.93	0.92	0.75	1.13	0.73	1.01	1.10			
SEQUIM	0	683	14853	159	0.98	1.26	0.91	0.98	0.98	0.80	2.06	1.15	1.15	1.01	1.35			
SHELTON	0	427	17087	220	1.14	1.06	1.26	0.98	0.99	0.89	1.16	1.26	1.00	1.02	1.42			
SILVERDALE	0	692	18133	120	0.87	0.69	0.65	0.78	0.54	0.66	0.77	0.97	0.66	1.28	0.73			
SPOKANE			180004	1705	0.99	0.90	0.95	1.30	0.77	0.72	0.68	0.83	0.87	0.67	0.71			
CHESTNUT	0	244	3743	42	2.09	0.91	3.13	2.15	0.85	0.56	1.13	0.96	0.91	1.61	1.13			
FAIRFAX	0	325	26217	223	1.11	0.77	0.96	1.03	0.70	0.81	0.87	0.98	1.01	0.64	0.66			
HUDSON	0	482	20295	139	0.67	0.75	0.89	1.59	0.66	0.63	0.59	0.73	0.76	0.58	0.60			
KEYSTONE	0	534	17533	134	0.98	0.87	0.87	1.62	0.82	0.69	0.73	0.87	0.76	0.75	0.61			
MORAN	0	441	Numbers added to Riverside															
RIVERSIDE	0	455	37666	336	0.88	0.75	0.85	1.23	0.65	0.76	0.77	1.17	0.86	0.68	0.68			
WALNUT	0	922	48457	429	0.99	0.90	0.88	1.08	0.70	0.59	0.48	0.72	0.84	0.68	0.69			
WHITWORTH	0	466	26093	402	1.14	1.37	1.02	1.50	1.04	0.91	0.69	0.95	0.94	0.59	0.90			
SPRINGDALE	0	258	1695	27	1.41	3.38	3.47	2.56	2.03	0.81	1.04	1.22	0.93	1.52	1.57			
SUMNER	0	863	23479	238	1.02	0.86	0.98	0.84	1.26	1.15	0.95	1.40	1.10	0.80	1.33			
TACOMA			199268	1986	1.02	0.85	0.96	0.90	0.95	1.14	0.92	1.28	1.03	1.10	1.39			
FORT LEWIS	0	964	5675	31	0.54	0.64	0.82	0.48	0.44	0.84	0.84	1.48	0.81	0.81	0.80			
GREENFIELD	0	472	25843	247	1.31	0.91	1.50	0.95	0.98	1.26	1.22	1.58	1.08	1.52	1.59			
JUNIPER	0	581	29603	360	1.22	1.06	0.92	0.84	1.09	1.29	1.10	1.54	1.21	1.20	1.46			
LENNOX	0	531	33636	367	1.28	1.12	1.17	1.44	1.46	1.68	1.11	1.44	1.18	1.10	1.48			
LOGAN	0	564	18991	181	0.90	0.71	0.76	0.79	0.77	0.95	0.83	1.23	0.97	1.13	1.34			
MARKET/FAWCETT	0	272	22117	150	0.62	0.58	0.52	0.76	0.64	0.64	0.72	0.87	0.67	0.83	1.21			
SKYLINE	0	752	17780	166	0.99	0.74	0.74	0.75	0.90	0.86	0.80	1.22	1.26	1.04	1.53			
WAVERLY-2	0	922	8890	93	0.76	0.62	0.91	1.06	0.82	0.98	0.67	1.25	0.88	0.83	1.75			
WAVERLY-7	0	927	36733	391	0.85	0.76	0.91	0.68	0.76	1.03	0.71	1.01	0.91	1.03	1.18			
TOUCHET			Numbers added to Walla Walla															
VANCOUVER			113198	1063	1.21	1.00	1.09	1.07	0.88	1.13	1.24	1.60	1.13	1.09	1.02			
ORCHARDS	0	253	58547	554	1.20	0.91	1.15	1.18	0.87	1.14	1.20	1.55	1.19	1.12	1.04			

WASHINGTON TROUBLE REPORT - SEPTEMBER 2004

EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Sep-04	Sep-04	Sep-04	Aug-04	Jul-04	Jun-04	May-04	Apr-04	Mar-04	Feb-04	Jan-04	Dec-03	Nov-03	Oct-03	
Report Rate > 4.00																	
OXFORD	0	693	31980	293	0.92	1.11	1.12	1.05	1.02	0.93	1.13	1.32	1.44	1.16	1.10	1.06	
SALMON CREEK (VANCOUVER NORTH)	0	573	22671	216	0.95	1.37	1.06	0.99	0.83	0.81	1.09	1.24	1.96	0.95	1.01	0.94	
WAITSBURG	0	337	766	15	1.96	3.00	1.82	1.29	1.91	0.76	1.36	1.69	2.27	1.79	1.32	1.32	
WALLA WALLA /TOUCHET	0	522	22280	150	0.67	1.00	0.73	1.00	0.78	0.77	0.81	0.90	1.47	1.07	0.56	0.99	
WARDEN	0	349	1412	17	1.20	3.05	1.98	0.91	1.04	1.10	1.08	1.68	2.29	3.04	1.55	0.99	
WINLOCK	0	785	2283	41	1.80	1.14	0.57	1.71	0.70	0.96	0.73	0.81	1.72	1.41	0.90	1.29	
YAKIMA			54481	379	0.70	0.97	1.05	0.93	0.83	0.79	0.77	0.71	0.90	0.87	0.61	0.84	
CHESTNUT	0	248	36999	251	0.68	0.98	1.17	0.97	0.79	0.77	0.78	0.73	0.97	0.88	0.64	0.78	
WEST	0	965	17482	128	0.73	0.95	0.78	0.85	0.92	0.84	0.74	0.67	0.77	0.86	0.55	0.97	
TOTALS			1919042	18005	0.94	1.09	0.88	0.93	0.91	0.80	0.92	0.87	1.17	0.97	0.96	1.12	

Abnormal Trouble Conditions Report
September 2004

WASHINGTON ANCR - SEPTEMBER 2004								
ANCR Red Orange Yellow Report								
Ticket ID	Escalation Code	Failure Category	Incident Dat	Restore Date	Total No. of Hours OOS	Geography Affected	Failure Description	
WA.040918.001	YELLOW	INTEROFFICE FACILITY	16SEP2004:12:11:00	18SEP2004:16:40:00	52:29:00		102 T3 FAILED. TECHS DISPATCHED. LOOSE TX COAX AT DSX3 MODULE, RESEATED AND CLEARED.	

WASHINGTON ANSWER TIME PERFORMANCE REPORT
September 2004

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

*Revised 2/04

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

	RES		BUS		RES/BUS WEIGHTED TOTALS			REPAIR	
	Volume	Average	Volume	Average	Volume	Time in Queue	Average	Volume	Average
JULY		24		16		66,592,654	23		18
AUGUST		26		51		80,752,347	29		18
SEPTEMBER		23		30		66,191,132	24		17
OCTOBER									
NOVEMBER									
DECEMBER									

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

WASHINGTON OUT OF SERVICE SUMMARY 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 businesses days, excluding Sundays and holidays, except interruptions caused by extraordinary or abnormal conditions of operation.

	Total # of Out Of Service Tickets	Out of Service Cleared 48 Hours	% Out Of Service <= 48 Hours	Out of Service Not Cleared in 48 Hours	# Of Exemptions
July	12,645	12,513	98.96%	132	3
August	16,965	15,827	93.29%	1,138	9
September	13,995	13,642	97.48%	353	1
October					
November					
December					
JULY-DEC 04 TOTAL	43,605	41,982	96.28%	1,623	13

Baseline(WAC 480-120-439(9)/480-120-440(1)) A company must repair all out-of-service interruptions within 48 hours, excluding Sundays and holidays, unless physically obstructed from doing so or due to interruptions caused by extraordinary or abnormal conditions of operation.

Measurement Period 2004	All Other Repair Tickets	All Other Repairs Cleared LT <=72 Hours	All Other Repairs Cleared GTR > 72 Hours	% All Other Repairs Cleared <= 72 Hours	Force Majeure All Other Troubles Cleared GTR > 72 Hours	Non Force Majeure All Troubles Cleared GTR > 72 Hours
January	7,342	7,264	37	98.94%	78	53
February	5,686	5,653	8	99.42%	33	63
March	5,989	4,971	5	99.70%	18	45
April	4,919	4,899	10	99.59%	20	44
May	5,236	5,189	53	99.10%	47	39
June	5,463	5,438	4	99.54%	25	52
July	5,233	5,206	10	99.48%	27	96
August	5,497	5,414	15	98.49%	83	127
September	5,203	5,157	4	99.12%	46	68
October						
November						
December						
YTD TOTAL	50,568	49,191	146	97.28%	377	587

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
SEPTEMBER 2004

Trunks Blocking > 1% for the month of Sep 2004		E911 BLOCKING					
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result Sep04	Explanation/Details of Action Taken, Turnk Servicing Response - SEP04
	3			one way	E911	6.95%	Consistent blocking every week. Capacity TGSR sent to 911 area on 9/23/04.
	2			one way	E911	0.58%	Blocked the weeks of 9/6/04, 9/13/04 and 9/20/04. Capacity tgsr sent to 911 area on 9/2/04. It has not blocked in the past 2 study periods.
	3			one way	E911	8.57%	
	3			one way	E911	3.33%	
	2			one way	E911	2.93%	
	3			one way	E911	1.11%	
	2			one way	E911	1.11%	
Percent of trunks meeting standard:						95.16%	
Total number of trunks:						124	
Number of trunks out of compliance for the month:						7	
Trunks Blocking > 1% for the month of Sep 2004		LOCAL TRUNK BLOCKING					
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result Sep04	Explanation/Details of Action Taken, Turnk Servicing Response - SEP04
					LOCAL		Nothing to report
NOTHING TO REPORT							
Percent of trunks meeting standards:						100.00%	
Total number of trunks						198	
Number of trunks out of compliance for the month:						0	
Trunks Blocking > .5% for the month of Sep 2004		TOLL TRUNK BLOCKING					
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result Sep04	Explanation/Details of Action Taken, Turnk Servicing Response - SEP04
	240			two way	GOS	1.95%	Blocked on 092004 1100 hr and 092804 0900 hr. Sent SA TGSR 101204.
	264			two way	GOS	1.90%	Consistent blocking throughout the month. Order NOM031249 was issued to add 24 trunks and has a due date of 10/19/04.
	264			two way	GOS	1.29%	Blocking caused by a Mass call event STTLWA0303T 091004 1100, 1400-1600 hr. Sent SA TGSR 090804.
	336			two way	GOS	1.07%	Blocking caused by a Mass call event STTLWA0303T 091004 1100, 1400-1600 hr. Sent SA TGSR 090804.
	264			two way	GOS	0.78%	Blocking caused by a Mass call event STTLWA0303T 091004 1100, 1400-1600 hr. Sent SA TGSR 090804.
	312			two way	GOS	0.66%	Blocking caused by a Mass call event STTLWA0303T 091004 1100, 1400-1600 hr. Sent SA TGSR 090804.
	360			two way	GOS	0.52%	Blocking caused by a Mass call event STTLWA0303T 091004 1100, 1400-1600 hr. Sent SA TGSR 090804.
	372			two way	TOLL-DDD	2.70%	
	288			two way	GOS	1.61%	
	216			two way	GOS	0.54%	
Percent of runks meeting standard:						97.41%	
Total number of trunks						389	
Number of trunks out of compliance for the month:						10	

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	1,923,381	40,031,774	3,542	0.01%
September, 2004	1,919,042	37,656,739	5,599	0.01%
October, 2004				
November, 2004				
December, 2004				
YTD Total		359,890,705	58,525	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 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
SEPTEMBER 2004

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
ABERDEEN-HOQUIAM	532	360	307178	0	0.00%
ATWATER	281	206	606396	5	0.00%
AUBURN	833	253	643741	87	0.01%
BLACK DIAMOND	REMOTE OF AUBURN				
BAINBRIDGE ISLAND	842	206	328153	44	0.01%
BATTLEGROUND	687	360	199501	208	0.10%
BELFAIR	275	360	153730	0	0.00%
BONNEY LAKE	862	253	246685	0	0.00%
BREMERTON ESSEX	373	360	758612	2	0.00%
BUCKLEY	829	360	54037	0	0.00%
CAMPUS	543	206	322917	0	0.00%
CASTLE ROCK	274	360	101488	291	0.29%
CENTRALIA	736	360	230045	0	0.00%
CHEHALIS	748	360	143410	0	0.00%
CHERRY	241	206	888488	178	0.02%
CLE-ELUM	674	509	50199	0	0.00%
COLBY	871	360	170891	97	0.06%
COLFAX	397	509	29376	0	0.00%
COLVILLE	684	509	123331	0	0.00%
NORTHPORT	REMOTE OF COLVILLE				
COULEE DAM	633	509	38437	0	0.00%
CROSBY	830	360	62177	0	0.00%
CRYSTAL MTN.	663	360	5609	0	0.00%
DAYTON	382	509	26713	0	0.00%
DEER PARK	276	509	118889	0	0.00%
DES MOINES	824	206	273458	21	0.01%
DUWAMISH	762	206	342758	0	0.00%
EAST	322	206	625794	97	0.02%
EASTON	656	509	9634	0	0.00%
ELK	292	509	44517	0	0.00%
ELLIOT	441	206	234314	3	0.00%
EMERSON	361	206	751540	2	0.00%
ENUMCLAW	825	360	155235	0	0.00%
EPHRATA	754	509	44377	0	0.00%
FAIRFAX	325	509	668935	223	0.03%
CHESTNUT	REMOTE OF FAIRFAX				
FEDERAL WAY	839	253	541066	166	0.03%
FORT LEWIS	964	253	115479	2	0.00%
GLENCOURT	453	425	676435	18	0.00%
GRAHAM	847	253	406820	144	0.04%
GREEN BLUFF	238	509	61701	0	0.00%
GREENFIELD	472	253	752786	74	0.01%
HUDSON	482	509	510897	0	0.00%
ISSAQUAH	392	425	561695	37	0.01%
JOYCE	928	360	18728	0	0.00%
JUNIPER	582	253	659006	77	0.01%
KENT MERIDIAN	630	253	412517	289	0.07%
KENT OBRIEN	251	206	313000	2	0.00%
KENT ULRICH	852	253	541960	88	0.02%
KEYSTONE	534	509	469406	0	0.00%
LACEY	456	360	811471	153	0.02%
LAKEVIEW	522	206	495808	46	0.01%
LENNOX	531	253	893373	6	0.00%
LIBERTY LAKE	255	509	23845	0	0.00%
LOGAN	564	253	325025	84	0.03%
LONGVIEW-KELSO	423	360	697037	11	0.00%
LOON LAKE	233	509	15776	0	0.00%
MAIN (Seattle)	223	206	1423844	296	0.02%
MAPLE VALLEY	432	425	243860	62	0.03%
MARKET (Fawcett)	272	253	604109	19	0.00%
MERCER ISLAND (Adams)	232	206	327426	36	0.01%
MOSES LAKE	762	509	342522	2	0.00%
MOSES LAKE (AFB)	765	509	52907	0	0.00%

WASHINGTON DIAL TONE REPORT
SEPTEMBER 2004

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
NAPAVINE	262	360	47621	0	0.00%
NEWMAN LAKE	226	509	47160	0	0.00%
OCEAN SHORES	289	360	60678	0	0.00%
OMAK-OKANOGAN	826	509	98770	0	0.00%
ORCHARDS	253	360	990661	152	0.02%
OROVILLE	476	509	22937	0	0.00%
OTHELLO	488	509	124217	0	0.00%
PARKWAY	721	206	628286	372	0.06%
PASCO	545	509	454547	1	0.00%
PATEROS	923	509	8834	0	0.00%
POMEROY	843	509	17431	0	0.00%
PT. ANGELES	452	360	327345	3	0.00%
PT. LUDLOW	437	360	47970	0	0.00%
PT. ORCHARD	876	360	324306	155	0.05%
SUNNYSLOPE	REMOTE OF PT. ORCHARD				
PT. TOWNSEND	385	360	281413	3	0.00%
PUYALLAP	841	253	696313	0	0.00%
REGENT	671	360	1055157	121	0.01%
LUMMI	REMOTE OF REGENT				
RENTON	226	425	992503	283	0.03%
RIDGEFIELD	887	360	59046	0	0.00%
RIVERSIDE	455	509	511421	55	0.01%
MORAN	REMOTE OF RIVERSIDE				
ROCHESTER	273	360	130147	0	0.00%
ROY	843	253	65279	12	0.02%
SEQUIM	683	360	176919	2	0.00%
SHELTON	426	360	391674	174	0.04%
HOODSPORT	REMOTE OF SHELTON				
SHERWOOD	641	425	885815	51	0.01%
SILVERDALE	692	360	309729	127	0.04%
SKYLINE	752	253	307394	0	0.00%
SPRINGDALE	258	509	35292	0	0.00%
SUMNER (BoneyLake)	863	253	241828	11	0.00%
BONNEY LAKE	REMOTE OF SUMNER				
SUNSET	782	206	473496	119	0.03%
VANCOUVER NO. SALMON CRK(NO)	573	360	351388	13	0.00%
VANCOUVER OXFORD	693	360	781884	24	0.00%
WAITSBURG	337	509	14292	0	0.00%
WALLA WALLA (incl Touchet)	522	509	670034	8	0.00%
TOUCHET	REMOTE OF WALLA WALLA				
WALNUT	922	509	820654	0	0.00%
WARDEN	349	509	33589	0	0.00%
WAVERLY-2	922	253	236352	8	0.00%
WAVERLY-7	927	253	627529	496	0.08%
WEST	965	509	471266	0	0.00%
WHITEHALL	352	360	764099	189	0.02%
EVERGREEN	REMOTE OF WHITEHALL				
WHITWORTH	466	509	375781	342	0.09%
WINLOCK	785	360	41016	0	0.00%
YAKIMA CHESTNUT	244	509	1210287	6	0.00%
YAKIMA WEST	965	509	385315	2	0.00%
TOTAL			37656739	5599	0.01%

Washington Pending Orders based on OP-15A Diagnostic Measure
as of September 30, 2004

Exchange	Total Orders Completed for Month SOT = NTC R, SB, L	SOT = NTC Total Pending Inward Orders as of 30SEP2004	Percent of Orders Pending as of 30SEP2004	Average Age of Pending Inward Orders (Business days) as of 30SEP2004	Inward Orders not Completed > 90 days from Due Date as of 30SEP2004	Inward Orders not Completed > 180 days from Due Date as of 30SEP2004
ABERDEEN-HOQUIAM	1843	4	0.22%	279.5	4	3
AUBURN	4122	9	0.22%	56.67	3	0
BAINBRIDGE ISLAND	1345	3	0.22%	8.67	0	0
BATTLEGROUNDS	1196	4	0.33%	11.5	0	0
BELFAIR	679	1	0.15%	1	0	0
BELLEVUE	5677	10	0.18%	77.4	1	1
BLLVWAGL	1773	4	0.23%	19.5	0	0
BLLVWASH	3904	6	0.15%	116	1	1
BELLINGHAM	4757	6	0.13%	41	2	0
BLHMWA01	4566	6	0.13%	41	2	0
BLHMWALU	191	0	0.00%	0	0	0
BLACK DIAMOND	326	3	0.91%	9.33	0	0
BREMERTON	3611	9	0.25%	35.89	2	0
BMTNWA01	3242	8	0.25%	40	2	0
CRSBWA01	288	1	0.35%	3	0	0
SNYSWA01	81	0	0.00%	0	0	0
BUCKLEY	315	1	0.32%	4	0	0
CASTLE ROCK	554	2	0.36%	92	1	1
CENTRALIA	1219	1	0.08%	18	0	0
CHEHALIS	1000	2	0.20%	13	0	0
CHHLWA01	774	1	0.13%	2	0	0
NPVNWA01	226	1	0.44%	24	0	0
CLE ELUM	226	2	0.88%	38	0	0
COLFAX	137	2	1.44%	142.5	1	1
COLVILLE	632	9	1.40%	58	2	1
COPALIS(OCEAN SHO)	342	2	0.58%	1	0	0
COULEE DAM	170	2	1.16%	29.5	0	0
CRYSTAL MOUNTAIN	26	0	0.00%	0	0	0
DAYTON	167	1	0.60%	0	0	0
DEER PARK	521	5	0.95%	68.2	2	1
DES MOINES	5102	8	0.16%	66.13	3	1
DESMWA01	2017	3	0.15%	79.33	1	1
FDWYWA01	3085	5	0.16%	58.2	2	0
EASTON	40	0	0.00%	0	0	0
ELK	286	2	0.69%	1.5	0	0
ENUMCLAW	912	2	0.22%	2.5	0	0
EPHRATA	294	1	0.34%	46	0	0
GRAHAM	2627	15	0.57%	40.07	4	0
GREEN BLUFF	228	1	0.44%	26	0	0
HOODSPORT	183	3	1.61%	65	1	1
ISSAQUAH	2269	6	0.26%	51.83	1	1
KENT	6675	12	0.18%	52.75	3	2
KENTWA01	3811	8	0.21%	45.63	2	1
KENTWAME	2548	2	0.08%	45	0	0
KENTWA0B	316	2	0.63%	89	1	1
LIBERTY LAKE	154	0	0.00%	0	0	0
LONGVIEW-KELSO	3858	1	0.03%	3	0	0
LOON LAKE	120	2	1.64%	50.5	0	0
MAPLE VALLEY	1360	4	0.29%	46.25	1	0
MOSES LAKE	1649	8	0.48%	22.75	1	0
MSLKWA01	1304	7	0.53%	23.29	1	0
MSLKWA0B	345	1	0.29%	19	0	0
NEWMAN LAKE	226	1	0.44%	53	0	0
NORTHPORT	75	4	5.06%	20	0	0
OLYMPIA	10097	17	0.17%	38.41	4	0
LACYWA01	4643	5	0.11%	54.4	3	0
OLYMWA02	4567	9	0.20%	39.56	1	0
OLYMWA0EV	887	3	0.34%	8.33	0	0
OMAK-OKANOGAN	596	3	0.50%	35	1	1
OROVILLE	140	0	0.00%	0	0	0
OTHELLO	452	1	0.22%	90	1	0
PASCO	2383	7	0.29%	23	0	0

Washington Pending Orders based on OP-15A Diagnostic Measure
as of September 30, 2004

Exchange	Total Orders Completed for Month SOT = NTC R, SB, L	SOT = NTC Total Pending Inward Orders as of 30SEP2004	Percent of Orders Pending as of 30SEP2004	Average Age of Pending Inward Orders (Business days) as of 30SEP2004	Inward Orders not Completed > 90 days from Due Date as of 30SEP2004	Inward Orders not Completed > 180 days from Due Date as of 30SEP2004
PATEROS	39	0	0.00%	0	0	0
POMEROY	68	2	2.86%	231	2	1
PORT ANGELES	1682	3	0.18%	129.67	1	1
JOYCWA01	98	0	0.00%	0	0	0
PTANWA01	1584	3	0.19%	129.67	1	1
PORT LUDLOW	217	0	0.00%	0	0	0
PORT ORCHARD	2494	6	0.24%	16.67	0	0
COLBWA01	1015	1	0.10%	26	0	0
PTORWAFE	1479	5	0.34%	14.8	0	0
PORT TOWNSEND	1029	3	0.29%	33	0	0
PUYALLAP	4992	7	0.14%	12.43	0	0
RENTON	6618	7	0.11%	62.43	2	1
RIDGEFIELD	324	5	1.52%	61.2	2	1
ROCHESTER	628	1	0.16%	403	1	1
ROY	247	0	0.00%	0	0	0
SEATTLE	40768	84	0.21%	51.31	24	6
MRISWA01	948	3	0.32%	25.67	0	0
STTLWA03	5584	19	0.34%	59.95	6	2
STTLWA04	4658	8	0.17%	58.75	4	0
STTLWA05	3139	7	0.22%	71.14	3	1
STTLWA06	2735	6	0.22%	86.67	2	2
STTLWACA	1665	3	0.18%	16.67	0	0
STTLWACH	5374	9	0.17%	35.11	2	0
STTLWADU	2106	1	0.05%	34	0	0
STTLWAEI	1062	4	0.38%	29.75	1	0
STTLWALA	3654	10	0.27%	57.4	2	1
STTLWAPA	3402	7	0.21%	32.43	2	0
STTLWASU	3445	4	0.12%	28.5	1	0
STTLWAVE	2996	3	0.10%	57.33	1	0
SEQUIM	1188	2	0.17%	9	0	0
SHELTON	1635	10	0.61%	17.8	0	0
SILVERDALE	1711	8	0.47%	126.88	3	2
SPOKANE	18738	31	0.17%	32.35	4	1
SPKNWA01	2393	5	0.21%	34.2	1	0
SPKNWACH	439	1	0.23%	7	0	0
SPKNWAFI	2906	2	0.07%	19.5	0	0
SPKNWAHD	2800	5	0.18%	14.6	0	0
SPKNWAKY	1918	2	0.10%	48	1	0
SPKNWAMO	1054	5	0.47%	43.4	1	0
SPKNWAWA	4828	5	0.10%	28.6	0	0
SPKNWAWH	2400	6	0.25%	42.83	1	1
SPRINGDALE	205	1	0.49%	38	0	0
SUMNER (BONNEYLAKE)	2311	6	0.26%	19.5	0	0
TACOMA	25430	39	0.15%	62.69	12	7
TACMWAFI	2438	3	0.12%	125	1	1
TACMWAFI	982	1	0.10%	116	1	0
TACMWAGF	3834	10	0.26%	30.3	1	1
TACMWAJU	3917	4	0.10%	38.5	1	0
TACMWALE	5031	8	0.16%	70.13	4	1
TACMWALO	2210	3	0.14%	67.67	1	1
TACMWASY	1834	3	0.16%	26	0	0
TACMWAWA	906	3	0.33%	22.33	0	0
TACMWAWV	4278	4	0.09%	147	3	3
VANCOUVER	13029	32	0.25%	23.41	4	0
ORCHWA01	6927	17	0.24%	16.59	2	0
VANCWA01	3669	12	0.33%	32.92	2	0
VANCWANO	2433	3	0.12%	24	0	0
WAITSBURG	72	0	0.00%	0	0	0
WALLA WALLA (INCL TACOMA)	1889	1	0.05%	1	0	0
WARDEN	119	1	0.83%	3	0	0
WINLOCK	191	2	1.04%	50.5	0	0
YAKIMA	5630	17	0.30%	44	6	0

Washington Pending Orders based on OP-15A Diagnostic Measure
as of September 30, 2004

Exchange	Total Orders Completed for Month SOT = NTC R, SB, L	SOT = NTC Total Pending Inward Orders as of 30SEP2004	Percent of Orders Pending as of 30SEP2004	Average Age of Pending Inward Orders (Business days) as of 30SEP2004	Inward Orders not Completed > 90 days from Due Date as of 30SEP2004	Inward Orders not Completed > 180 days from Due Date as of 30SEP2004
YAKMWA02	4048	13	0.32%	48.62	6	0
YAKMWAVE	1582	4	0.25%	29	0	0
State Totals	199845	444	0.22%	48.56	99	35

Washington Wire Centers Exceeding 4% Statewide Trouble Report Standard

September 2004

Wire Centers that Exceed the 4.0% Statewide Trouble Report Standard
September 2004

EXCHANGE	Access Lines	# of Trouble Reports	Report Rate	Facilities Impacted/Reasons Out of Compliance
Report Rate > 4.00	Aug-04	Aug-04	Aug-04	
Ridgefield	3820	254	6.65%	93 troubles caused by defective carrier, 98 troubles caused by defective repeaters and 10 tickets caused by a defective T1