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Holly Dean
Manager - Regulatory
Public Policy

November 23, 2004

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STATE OF WASH.
UTILITY AND TRANSP.
COMMISSION

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

The following reports are enclosed:

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

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

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.

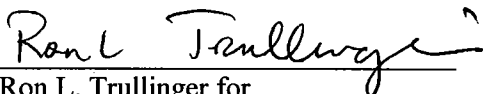
Also enclosed is the July 2004 Service Order Interval Missed Commitment Report (SOIMC) which was filed with the Commission in August. The last page of this report was inadvertently left off when it was originally filed.

Please note that the monthly customer remedy report for October was filed November 19, 2004 in order to meet the requirements of the UT-991358, seventeenth supplemental order. This report will be included in this monthly report starting next month.

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	11/03	12/03	1/04	2/04	3/04	4/04	5/04	6/04	7/04	8/04	9/04	10/04
PERCENTAGE	99.7	99.6	99.7	99.7	99.7	99.7	99.7	99.6	99.6	99.6	99.6	99.2

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	11/03	12/03	1/04	2/04	3/04	4/04	5/04	6/04	7/04	8/04	9/04	10/04
RATIOS	0.62	0.82	0.85	0.77	0.77	0.82	0.82	0.82	0.85	0.89	0.96	0.80

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

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

Qwest Corporation
Reconciliation of the Service Order Interval Missed Commitment and Aging Reports
October 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 October 31, 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 October 2004 indicates that we have completed 42,000 (99.2%) orders year to date within 5 business days (new, transfer or change orders with at least one inward line). 335 (0.80%) orders were not completed within 5 business days due to company reasons.

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

- 42,000 orders for lines were completed in October 2004.
- 182,912 total orders were completed in October 2004.
- Qwest missed the commitment/appointment for 664 orders (0.8%) of the total orders completed in October.
- 335 orders (0.8%) were not completed in 5 business days (335/42,000). These were all held orders. Information on the Aging Report indicates that █ orders were held in October due to a lack of facilities (946 that have completed + 16 that are still pending less than 30days). Therefore, you can conclude that the October 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>	07/04 SOT=NTC Inward R, SB, LB	Not Compl w/i 90 days	Orders Still Open > 60 days (from 10/04 facilities aging report)	Total orders not compl w/i 90 days	90 days (greater than 1%)
State Total	45,584	4	█	4	0.01%

Completed Order Detail, (Report 1)

Column #

1] EXCHANGE: Exchange/wire center name.

2] WC: Wire center number.

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

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

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

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

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

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

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

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

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

Missed Commitment Information (Report 2)

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

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

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

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

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

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

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

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

20] 07/04 SOT=NTC Inward (R, SB, LB): Total of all completed New, Transfer and Changed service orders for July 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
OCTOBER 2004

MONTH	TOTAL SOT=NTC	COMPANY MISSED	SUBSCRIBER MISSES	COMMITMENTS MET CO MSSD	Current MO (INWARD) SOT=NTC	TOTAL NOT COMPLETED WITHIN 5 BUSINESS DAYS	5 DAY (Greater than 10%)	90 DAYS NTC (INWARD)	TOTAL NOT COMPLETED WITHIN 90 DAYS	90 DAY (Greater than 1%)
JANUARY	219,501	750	696	99.66%	35,837	305	0.85%	45,881	19	0.04%
FEBRUARY	222,539	701	615	99.68%	36,841	281	0.77%	34,299	2	0.01%
MARCH	226,414	798	755	99.65%	41,356	318	0.77%	34,151	4	0.01%
APRIL	217,159	745	726	99.66%	40,287	329	0.82%	35,837	3	0.01%
MAY	213,226	690	682	99.68%	39,822	328	0.82%	36,481	1	0.00%
JUNE	193,931	758	761	99.61%	42,151	345	0.82%	41,356	4	0.01%
JULY	196,358	801	811	99.59%	45,584	389	0.85%	40,287	7	0.02%
AUGUST	189,887	860	713	*99.55%	42,088	376	0.89%	39,822	3	0.01%
SEPTEMBER	199,845	876	872	99.56%	44,720	429	0.96%	42,151	4	0.01%
OCTOBER	182,912	664	867	99.16%	42,000	335	0.80%	45,584	4	0.01%
NOVEMBER										
DECEMBER										
YTD	1,489,128	5,243	5,046	99.65%	281,878	2,295	0.81%	268,292	40	0.01%
* Revised 10/04 error in percent calculation										
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)
 October 2004

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC CODE	AREA CODE	10/04 TOTAL ORDERS SOT=NTC R,SB,LB	10/04 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	1714	1691	4	9	13	99.47%	99.77%	99.24%
AUBURN	833	253	3707	3691	13	18	31	99.51%	99.65%	99.16%
BAINBRIDGE ISLAND	842	206	1144	1141	4	4	8	99.65%	99.65%	99.30%
BATTLEGROUND	687	360	1093	1086	10	7	17	99.35%	99.08%	98.44%
BELFAIR	275	360	698	687	3	4	7	99.42%	99.56%	98.98%
BELLEVUE			5078	4992	13	25	38	99.51%	99.74%	99.25%
GLENCOURT	453	425	1614	1572	8	12	20	99.25%	99.50%	98.76%
SHERWOOD	641	425	3464	3420	5	13	18	99.62%	99.86%	99.48%
BELLINGHAM			3920	3891	7	34	41	99.13%	99.82%	98.95%
LUMMI	758	360	162	159	1	1	2	99.38%	99.38%	98.77%
REGENT	671	360	3758	3732	6	33	39	99.12%	99.84%	98.96%
BLACK DIAMOND	886	360	333	320	4	1	5	99.70%	98.80%	98.50%
BREMERTON			3335	3205	29	27	56	99.19%	99.13%	98.32%
CROSBY	373	360	240	239	7	5	12	97.85%	97.02%	95.00%
BREM ESSEX	830	360	3020	2895	22	22	44	99.27%	99.27%	98.54%
SUNNYSLOPE	674	360	75	71	0	0	0	100.00%	100.00%	100.00%
BUCKLEY	829	360	321	321	4	0	4	100.00%	98.75%	98.75%
CASTLE ROCK	274	360	398	398	3	3	6	99.24%	99.24%	98.49%
CENTRALIA	736	360	1176	1168	3	4	7	99.66%	99.74%	99.40%
CHEHALIS			903	893	2	4	6	99.56%	99.78%	99.34%
CHEHALIS	748	360	682	672	0	2	2	99.71%	100.00%	99.71%
NAPAVINE	262	360	221	221	2	2	4	99.09%	99.09%	98.19%
CLE-ELUM	674	509	235	234	0	2	2	99.15%	100.00%	99.15%
COLFAX	397	509	162	156	0	2	2	98.77%	100.00%	98.77%
COLVILLE	684	509	599	595	3	2	5	99.66%	99.50%	99.17%
COPALIS										
(OCEAN SHORES)	289	360	350	349	2	1	3	99.71%	99.43%	99.14%
COULEE DAM	633	509	156	154	0	2	2	98.72%	100.00%	98.72%
CRYSTAL MTN.	663	360	38	38	0	1	1	97.37%	100.00%	97.37%
DAYTON	382	509	163	163	0	0	0	100.00%	100.00%	100.00%
DEER PARK	276	509	459	455	4	4	8	99.12%	99.12%	98.26%
DES MOINES			4621	4621	4	13	17	99.72%	99.91%	99.63%
DES MOINES	824	206	1756	1745	3	5	8	99.71%	99.83%	99.54%
FEDERAL WAY	839	253	2895	2876	1	8	9	99.72%	99.97%	99.69%
EASTON	656	509	48	48	1	0	1	100.00%	97.92%	97.92%
ELK	292	509	260	256	2	0	2	100.00%	99.23%	99.23%
ENUMCLAW	825	360	869	862	5	4	9	99.54%	99.42%	98.96%
EPHRATA	754	509	288	284	0	2	2	99.31%	100.00%	99.31%
GRAHAM	847	253	2389	2383	10	14	24	99.41%	99.58%	99.00%
GREEN BLUFF	238	509	179	179	0	1	1	99.44%	100.00%	99.44%
HOODSPORT	877	360	218	218	0	3	3	98.62%	100.00%	98.62%
ISSAQUAH	392	425	2119	2097	13	15	28	99.29%	99.38%	98.68%

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

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	10/04 TOTAL ORDERS SOT= NTC R,SB,LB	10/04 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			6182	6122	22	24	46	99.61%	99.64%	99.26%
MERIDIAN	253	360	2248	2239	13	10	23	99.55%	99.42%	98.98%
OBRIEN	251	206	295	270	1	3	4	98.98%	99.66%	98.64%
ULRICH	852	253	3639	3613	8	11	19	99.70%	99.78%	99.48%
LIBERTY LAKE	255	509	146	146	1	0	1	100.00%	99.32%	99.32%
LONGVIEW-KELSO	423	360	3674	3651	14	7	21	99.81%	99.62%	99.43%
LOON LAKE	233	509	99	99	1	1	2	98.98%	98.98%	97.98%
MAPLE VALLEY	432	425	1201	1198	9	6	15	99.50%	99.25%	98.75%
MOSES LAKE			1394	1380	5	3	8	99.78%	99.64%	99.43%
MOSES LAKE(AFB)	762	509	285	282	0	1	1	99.65%	100.00%	99.65%
MOSES LAKE	765	509	1109	1098	5	2	7	99.82%	99.55%	99.37%
NEWMAN LAKE	226	509	176	176	1	1	2	99.43%	99.43%	98.86%
NORTHPORT	732	509	82	81	1	1	2	98.77%	98.77%	97.56%
OLYMPIA			9066	8575	20	31	51	99.66%	99.78%	99.44%
EVERGREEN	866	360	729	729	1	6	7	99.18%	99.86%	99.04%
LACEY	456	360	4243	4188	7	10	17	99.76%	99.83%	99.60%
WHITEHALL	352	360	4094	3658	12	15	27	99.63%	99.71%	99.34%
OMAK-OKANOGAN	826	509	686	680	1	2	3	99.71%	99.85%	99.56%
OROVILLE	476	509	155	153	0	0	0	100.00%	100.00%	100.00%
OTHELLO	488	509	437	436	3	0	3	100.00%	99.31%	99.31%
PASCO	545	509	2363	2356	8	15	23	99.36%	99.66%	99.03%
PATEROS	923	509	74	74	0	0	0	100.00%	100.00%	100.00%
POMEROY	843	509	82	82	0	2	2	97.56%	100.00%	97.56%
PT. ANGELES			1621	1608	10	6	16	99.63%	99.38%	99.01%
JOYCE	928	360	70	70	0	0	0	100.00%	100.00%	100.00%
PT. ANGELES	452	360	1551	1538	10	6	16	99.61%	99.35%	98.97%
PT. LUDLOW	437	360	196	194	2	1	3	99.48%	98.97%	98.47%
PT. ORCHARD			2346	2292	11	5	16	99.79%	99.53%	99.32%
COLBY	871	360	921	893	1	2	3	99.78%	99.89%	99.67%
PT. ORCHARD	876	360	1425	1399	10	3	13	99.79%	99.30%	99.09%
PT. TOWNSEND	385	360	1018	1016	2	8	10	99.21%	99.80%	99.02%
PUYALLAP	841	253	4337	4318	19	13	32	99.70%	99.56%	99.26%
RENTON	226	425	6093	6006	13	14	27	99.77%	99.79%	99.56%
RIDGEFIELD	887	360	289	286	7	0	7	100.00%	97.58%	97.58%
ROCHESTER	273	360	633	631	4	0	4	100.00%	99.37%	99.37%
ROY	842	253	242	242	0	2	2	99.17%	100.00%	99.17%
SEATTLE			36252	35619	124	224	348	99.38%	99.66%	99.04%
ATWATER	281	206	2701	2676	15	21	36	99.22%	99.44%	98.67%
CAMPUS	543	206	1488	1479	10	12	22	99.19%	99.32%	98.52%
CHERRY	241	206	4885	4836	12	24	36	99.51%	99.75%	99.26%
DUWAMISH	762	206	1999	1975	5	14	19	99.30%	99.75%	99.05%
EAST	322	206	4941	4922	18	47	65	99.05%	99.63%	98.68%
ELLIOT	441	206	989	970	1	4	5	99.60%	99.90%	99.49%

Washington Service Order Interval Missed Commitment Report
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EXCHANGES	WC	AREA CODE	10/04 TOTAL ORDERS SOT=NTC R,SB,LB	10/04 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
EMERSON	361	206	4081	4059	19	13	32	99.68%	99.53%	99.22%
LAKEVIEW	522	206	3068	3055	11	34	45	98.89%	99.64%	98.53%
MAIN	223	206	2454	2051	7	23	30	99.06%	99.71%	98.78%
MERCER ISLAND (Adams)	232	206	866	854	3	1	4	99.88%	99.65%	99.54%
PARKWAY	721	206	3050	3029	9	9	18	99.70%	99.70%	99.41%
SUNSET	782	206	2900	2892	7	17	24	99.41%	99.76%	99.17%
WEST	932	206	2830	2821	7	5	12	99.82%	99.75%	99.58%
SEQUIM	683	360	1230	1227	11	2	13	99.84%	99.10%	98.94%
SHELTON	426	360	1615	1610	4	6	10	99.63%	99.75%	99.38%
SILVERDALE	692	360	1633	1620	3	8	11	99.51%	99.82%	99.33%
SPOKANE			16656	16536	58	79	137	99.53%	99.65%	99.18%
CHESTNUT	244	509	471	470	4	3	7	99.36%	99.15%	98.51%
FAIRFAX	325	509	2588	2575	6	15	21	99.42%	99.77%	99.19%
HUDSON	482	509	2386	2386	6	14	20	99.41%	99.75%	99.16%
KEYSTONE	534	509	1703	1693	4	8	12	99.53%	99.76%	99.30%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE							
RIVERSIDE	455	509	3018	2978	13	13	26	99.57%	99.57%	99.14%
WALNUT	922	509	4319	4276	8	13	21	99.70%	99.81%	99.51%
WHITWORTH	466	509	2171	2158	17	13	30	99.40%	99.21%	98.62%
SPRINGDALE	258	509	182	182	0	3	3	98.35%	100.00%	98.35%
SUMNER (BonneyLake)	863	253	2216	2203	16	18	34	99.18%	99.27%	98.47%
TACOMA			23731	23612	67	82	149	99.65%	99.72%	99.37%
FORT LEWIS	964	253	1028	1028	1	3	4	99.71%	99.90%	99.61%
GREENFIELD	472	253	3445	3437	11	15	26	99.56%	99.68%	99.25%
JUNIPER	582	253	3907	3886	9	10	19	99.74%	99.77%	99.51%
LENNOX	531	253	4537	4523	20	9	29	99.80%	99.56%	99.36%
LOGAN	564	253	1947	1940	4	9	13	99.54%	99.79%	99.33%
MARKET (Fawcett)	272	253	2447	2410	5	16	21	99.34%	99.79%	99.14%
SKYLINE	752	253	1670	1661	4	5	9	99.70%	99.76%	99.46%
WAVERLY-2	922	253	765	757	2	2	4	99.74%	99.74%	99.48%
WAVERLY-7	927	253	3985	3970	11	13	24	99.67%	99.72%	99.40%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA							
VANCOUVER			12297	12231	64	78	142	99.37%	99.48%	98.85%
ORCHARDS	253	360	6440	6402	40	35	75	99.45%	99.38%	98.84%
OXFORD	693	360	3663	3638	11	33	44	99.10%	99.70%	98.80%
SALMON CREEK (VANCVR NO)	573	360	2194	2191	13	10	23	99.54%	99.40%	98.95%
WAITSBURG	337	509	55	55	0	0	0	100.00%	100.00%	100.00%
WALLA WALLA	522	509	1690	1675	2	5	7	99.70%	99.88%	99.59%
WARDEN	349	509	164	164	2	0	2	100.00%	98.78%	98.78%
WINLOCK	785	360	203	196	0	2	2	99.01%	100.00%	99.01%
YAKIMA			5403	5370	16	12	28	99.78%	99.70%	99.48%

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

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA	10/04 TOTAL	10/04 TOTAL	Company	Subscriber	Combined	COMMITTS MET	COMMITTS	COMMITTS
		CODE	ORDERS	ORDERS	Misses	Misses	Misses	Subscriber	MET	MET
			SOT=NTC	SOT=NTC	R,SB,LB	R,SB,LB	R,SB,LB	Missed	Company	(Combined
			R,SB,LB	R,SB	R,SB,LB	R,SB,LB	R,SB,LB	R,SB,LB	Missed	R,SB,LB
CHESTNUT	244	509	3958	3929	11	10	21	99.75%	99.72%	99.47%
WEST	965	509	1445	1441	5	2	7	99.86%	99.65%	99.52%
WC TOTAL			182912	180678	664	867	1531	99.52%	99.64%	99.16%

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

1	2	3	12	13	14	15	16	17	18	19	12	21	22
EXCHANGES	WC	AREA CODE	10/04 SOT=NTC INWARD R,SB,LB	10/04 SOT=NTC INWARD R,SB	NOT COMPL W/I 5 DAYS	5 DAY (Greater than 10%)	SUM OF ORDERS W/DD > 5 days; Customer Reasons	SUM OF ORDERS W/DD > 5 DAYS; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	7/04 SOT=NTC INWARD R,SB,LB	NOT COMPL W/I 90 DAYS	90 DAYS (GRTR THAN 1%)
ABERDEEN-HOQUIAM	532	360	423	415	2	0.47%	36	1	97.22%	2.78%	430	0	0.00%
AUBURN	833	253	826	822	10	1.21%	187	3	98.40%	1.60%	877	2	0.23%
BAINBRIDGE ISLAND	842	206	194	193	2	1.03%	50	1	98.00%	2.00%	248	0	0.00%
BATTLEGROUND	687	360	206	206	9	4.37%	84	4	95.24%	4.76%	276	0	0.00%
BEAUFORT	275	360	161	161	1	0.62%	28	1	96.43%	3.57%	173	0	0.00%
BELLEVUE			1116	1095	11	0.99%	201	2	99.00%	1.00%	1251	0	0.00%
GLENCOURT	453	425	382	366	6	1.57%	80	2	97.50%	2.50%	402	0	0.00%
SHERWOOD	641	425	734	729	5	0.68%	121	0	100.00%	0.00%	849	0	0.00%
BELLINGHAM			1138	1127	9	0.79%	329	1	99.70%	0.30%	1211	0	0.00%
LUMMI	758	360	36	34	1	2.78%	6	0	100.00%	0.00%	38	0	0.00%
REGENT	671	360	1102	1093	8	0.73%	323	1	99.69%	0.31%	1173	0	0.00%
BLACK DIAMOND	886	360	58	58	3	5.17%	16	2	87.50%	12.50%	59	0	0.00%
BREMERTON			833	756	7	0.84%	92	2	97.83%	2.17%	908	0	0.00%
CROSBY	373	360	57	57	6	10.53%	14	1	92.86%	7.14%	58	0	0.00%
BREM ESSEX	830	360	763	688	1	0.13%	78	1	98.72%	1.28%	838	0	0.00%
SUNNYSLOPE	674	360	13	11	0	0.00%	0	0	0.00%	0.00%	12	0	0.00%
BUCKLEY	829	360	59	59	1	1.69%	17	1	94.12%	5.88%	69	0	0.00%
CASTLE ROCK	274	360	85	85	2	2.35%	12	1	91.67%	8.33%	96	0	0.00%
CENTRALIA	736	360	287	286	1	0.35%	57	1	98.25%	1.75%	304	0	0.00%
CHEHALIS			220	218	4	1.82%	37	0	100.00%	0.00%	224	0	0.00%
CHEHALIS	748	360	163	161	1	0.61%	26	0	100.00%	0.00%	174	0	0.00%
NAPAVINE	262	360	57	57	3	5.26%	11	0	100.00%	0.00%	50	0	0.00%
CLE-ELUM	674	509	64	63	0	0.00%	9	0	100.00%	0.00%	60	0	0.00%
COLFAX	397	509	56	55	0	0.00%	4	0	100.00%	0.00%	44	0	0.00%
COLVILLE	684	509	150	148	2	1.33%	25	1	96.00%	4.00%	172	0	0.00%
COPALIS													
(OCEAN SHORES)	289	360	99	98	4	4.04%	15	0	100.00%	0.00%	129	0	0.00%
COULEE DAM	633	509	59	58	0	0.00%	6	0	100.00%	0.00%	41	0	0.00%
CRYSTAL MTN.	663	360	14	14	0	0.00%	3	0	100.00%	0.00%	11	0	0.00%
DAYTON	382	509	36	36	0	0.00%	5	0	100.00%	0.00%	37	0	0.00%
DEER PARK	276	509	115	113	4	3.48%	20	0	100.00%	0.00%	136	0	0.00%
DES MOINES			892	881	6	0.67%	185	0	100.00%	0.00%	939	0	0.00%
DES MOINES	824	206	317	313	1	0.32%	67	0	100.00%	0.00%	357	0	0.00%
FEDERAL WAY	839	253	575	568	5	0.87%	118	0	100.00%	0.00%	582	0	0.00%
EASTON	656	509	7	7	0	0.00%	0	0	0.00%	0.00%	13	0	0.00%
ELK	292	509	57	55	1	1.75%	12	0	100.00%	0.00%	64	0	0.00%
ENUMCLAW	825	360	167	166	1	0.60%	33	1	96.97%	3.03%	167	0	0.00%
EPHRATA	754	509	72	69	8	0.00%	8	0	100.00%	0.00%	93	0	0.00%
GRAHAM	847	253	413	411	7	1.69%	100	3	97.00%	3.00%	482	0	0.00%
GREEN BLUFF	238	509	43	43	0	0.00%	3	0	100.00%	0.00%	35	0	0.00%
HOODSPORT	877	360	46	46	0	0.00%	5	0	100.00%	0.00%	59	0	0.00%
ISSAQUAH	392	425	588	583	6	1.02%	151	2	98.68%	1.32%	598	0	0.00%
KENT			1284	1252	14	1.11%	316	6	98.10%	1.90%	1451	0	0.00%
MERIDIAN	253	360	356	354	4	1.12%	113	5	95.58%	4.42%	468	0	0.00%
OBRIEN	251	206	64	58	1	1.56%	16	0	100.00%	0.00%	75	0	0.00%

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

1	2	3	12	13	14	15	16	17	18	19	12	21	22
EXCHANGES	WC	AREA CODE	10/04 INWARD R,SB,LB	10/04 SOT=NTC INWARD R,SB	NOT COMPL W/I 5 DAYS	5 DAY (Greater than 10%)	SUM OF ORDERS W/IDD > 5 days; Customer Reasons	SUM OF ORDERS W/IDD > 5 Days or Less Missed Appt. Company Reasons	% MET	% Missed	7/04 SOT=NTC INWARD R,SB,LB	NOT COMPL W/I 90 DAYS	90 DAYS (GRTR THAN 1%)
ULRICH	852	253	844	840	9	1.07%	187	1	99.47%	0.53%	908	0	0.00%
LIBERTY LAKE	255	509	28	28	0	0.00%	7	0	100.00%	0.00%	30	0	0.00%
LONGVIEW-KELSO	423	360	892	866	2	0.22%	93	1	98.92%	1.08%	950	0	0.00%
LOON LAKE	233	509	25	25	0	0.00%	5	1	80.00%	20.00%	32	0	0.00%
MAPLE VALLEY	432	425	225	224	3	1.33%	86	3	96.51%	3.49%	254	0	0.00%
MOSES LAKE			374	367	3	0.80%	34	0	100.00%	0.00%	399	0	0.00%
MOSES LAKE(AFB)	762	509	71	69	0	0.00%	5	0	100.00%	0.00%	83	0	0.00%
MOSES LAKE	765	509	303	298	3	0.99%	29	0	100.00%	0.00%	316	0	0.00%
NEWMAN LAKE	226	509	30	30	1	3.33%	6	0	100.00%	0.00%	45	0	0.00%
NORTHPORT	732	509	24	23	2	8.33%	5	0	100.00%	0.00%	19	0	0.00%
OLYMPIA			2095	2084	14	0.67%	329	3	99.09%	0.91%	2287	0	0.00%
EVERGREEN	866	360	225	225	2	0.89%	24	0	100.00%	0.00%	186	0	0.00%
LACEY	456	360	915	904	4	0.44%	150	2	98.67%	1.33%	1083	0	0.00%
WHITEHALL	352	360	955	935	8	0.84%	155	1	99.35%	0.65%	1018	0	0.00%
OMAK-OKANOGAN	826	509	169	166	0	0.00%	27	0	100.00%	0.00%	187	0	0.00%
OROVILLE	476	509	43	41	0	0.00%	7	0	100.00%	0.00%	49	0	0.00%
OTHELLO	488	509	101	101	1	0.99%	4	0	100.00%	0.00%	115	0	0.00%
PASCO	545	509	634	632	5	0.79%	206	3	98.54%	1.46%	615	1	0.16%
PATEROS	923	509	20	20	0	0.00%	3	0	100.00%	0.00%	16	0	0.00%
POMEROY	843	509	14	14	0	0.00%	2	0	100.00%	0.00%	28	0	0.00%
PT. ANGELES			397	391	4	1.01%	63	0	100.00%	0.00%	415	0	0.00%
JOYCE	928	360	15	15	0	0.00%	1	0	100.00%	0.00%	24	0	0.00%
PT. ANGELES	452	360	382	376	4	1.05%	62	0	100.00%	0.00%	391	0	0.00%
PT. LUDLOW	437	360	48	48	1	2.08%	16	0	100.00%	0.00%	67	0	0.00%
PT. ORCHARD			501	480	3	0.60%	104	3	97.12%	2.88%	537	0	0.00%
COLBY	871	360	203	189	1	0.49%	67	1	98.51%	1.49%	203	0	0.00%
PT. ORCHARD	876	360	298	291	2	0.67%	37	2	94.59%	5.41%	334	0	0.00%
PT. TOWNSEND	385	360	259	259	1	0.39%	44	0	100.00%	0.00%	266	0	0.00%
PUYALLAP	841	253	889	877	11	1.24%	141	1	99.29%	0.71%	958	0	0.00%
RENTON	226	425	1322	1317	3	0.23%	341	1	99.71%	0.29%	1431	0	0.00%
RIDGEFIELD	887	360	75	73	1	1.33%	31	5	83.87%	16.13%	82	0	0.00%
ROCHESTER	273	360	148	148	1	0.68%	18	1	94.44%	5.56%	123	0	0.00%
ROY	842	253	46	46	0	0.00%	11	0	100.00%	0.00%	38	0	0.00%
SEATTLE			8353	8204	56	0.67%	1213	19	98.43%	1.57%	9536	1	0.01%
ATWATER	281	206	719	715	3	0.42%	120	4	96.67%	3.33%	806	0	0.00%
CAMPUS	543	206	430	427	2	0.47%	63	3	95.24%	4.76%	447	0	0.00%
CHERRY	241	206	1010	1000	6	0.59%	124	1	99.19%	0.81%	1114	0	0.00%
DUWAMISH	762	206	404	398	5	1.24%	48	0	100.00%	0.00%	392	0	0.00%
EAST	1179	206	1179	1172	10	0.85%	170	5	97.06%	2.94%	1352	0	0.00%
ELLIOT	441	206	324	314	2	0.62%	51	0	100.00%	0.00%	425	0	0.00%
EMERSON	361	206	915	913	4	0.44%	126	1	99.21%	0.79%	1042	0	0.00%
LAKEVIEW	522	206	765	762	5	0.65%	108	3	97.22%	2.78%	929	0	0.00%
MAIN	223	206	696	603	7	1.01%	95	0	100.00%	0.00%	801	1	0.12%
MERCER ISLAND (Adams)	232	206	167	162	1	0.60%	34	0	100.00%	0.00%	231	0	0.00%
PARKWAY	721	206	526	520	4	0.76%	67	1	98.51%	1.49%	544	0	0.00%

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

1	2	3	12	13	14	15	16	17	18	19	12	21	22
EXCHANGES	WC	AREA CODE	10/04 INWARD R,SB,LB	10/04 SOT=NTC INWARD R,SB	NOT COMPL W/I 5 DAYS	5 DAY (Greater than 10%)	SUM OF ORDERS WIDD > 5 days; Customer Reasons	SUM OF ORDERS WIDD > 5 DAYS; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	7/04 SOT=NTC INWARD R,SB,LB	NOT COMPL W/I 90 DAYS	90 DAYS (GRTR THAN 1%)
SUNSET	782	206	632	632	4	0.63%	110	1	99.09%	0.91%	800	0	0.00%
WEST	932	206	586	586	3	0.51%	97	0	100.00%	0.00%	653	0	0.00%
SEQJIM	683	360	288	287	1	0.35%	134	4	97.01%	2.99%	317	0	0.00%
SHELTON	426	360	379	377	4	1.06%	52	2	96.15%	3.85%	397	0	0.00%
SILVERDALE	682	360	378	376	0	0.00%	76	0	100.00%	0.00%	441	0	0.00%
SPOKANE			4025	3986	32	0.80%	924	19	97.94%	2.06%	4343	1	0.02%
CHESTNUT	244	509	110	109	0	0.00%	21	1	95.24%	4.76%	144	0	0.00%
FAIRFAX	325	509	595	591	4	0.67%	131	1	99.24%	0.76%	619	0	0.00%
HUDSON	482	509	570	570	3	0.53%	107	4	96.26%	3.74%	605	0	0.00%
KEYSTONE	534	509	412	409	4	0.97%	90	2	97.78%	2.22%	432	0	0.00%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE										
RIVERSIDE	455	509	779	771	6	0.77%	191	4	97.91%	2.09%	836	0	0.00%
WALNUT	922	509	1068	1052	9	0.84%	261	1	99.62%	0.38%	1096	1	0.09%
WHITWORTH	466	509	491	484	6	1.22%	123	6	95.12%	4.88%	611	0	0.00%
SPRINGDALE	258	509	46	46	1	2.17%	2	0	100.00%	0.00%	35	0	0.00%
SUMNER (BonneyLake)	863	253	445	436	6	1.35%	78	5	93.59%	6.41%	438	0	0.00%
TACOMA			5010	4981	30	0.60%	882	9	98.98%	1.02%	5436	0	0.00%
FORT LEWIS	964	253	243	243	0	0.00%	54	0	100.00%	0.00%	277	0	0.00%
GREENFIELD	472	253	673	669	5	0.74%	148	4	97.30%	2.70%	771	0	0.00%
JUNIPER	582	253	894	888	3	0.34%	125	0	100.00%	0.00%	874	0	0.00%
LENOX	531	253	817	815	8	0.98%	139	4	97.12%	2.88%	892	0	0.00%
LOGAN	564	253	446	444	4	0.90%	95	0	100.00%	0.00%	495	0	0.00%
MARKET (Fawcett)	272	253	638	629	2	0.31%	110	0	100.00%	0.00%	630	0	0.00%
SKYLINE	752	253	326	324	1	0.31%	78	0	100.00%	0.00%	397	0	0.00%
WAVERLY-2	922	253	165	163	2	1.21%	19	0	100.00%	0.00%	181	0	0.00%
WAVERLY-7	927	253	808	806	5	0.62%	114	1	99.12%	0.88%	919	0	0.00%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA										
VANCOUVER			2987	2974	29	0.97%	1157	32	97.23%	2.77%	3064	0	0.00%
ORCHARDS	253	360	1521	1513	19	1.25%	661	18	97.28%	2.72%	1659	0	0.00%
OXFORD	693	360	946	941	4	0.42%	269	3	98.88%	1.12%	875	0	0.00%
SALMON CREEK (VANCVR NO)	573	360	520	520	6	1.15%	227	11	95.15%	4.85%	530	0	0.00%
WAITSBURG	337	509	15	15	0	0.00%	4	0	100.00%	0.00%	13	0	0.00%
WALLA WALLA	522	509	457	449	1	0.22%	51	1	98.04%	1.96%	468	0	0.00%
WARDEN	349	509	36	36	2	5.56%	2	0	100.00%	0.00%	38	0	0.00%
WINLOCK	785	360	50	46	0	0.00%	12	0	100.00%	0.00%	46	0	0.00%
YAKIMA			1424	1414	10	0.70%	149	3	97.99%	2.01%	1412	0	0.00%
CHESTNUT	244	509	1060	1051	6	0.57%	101	3	97.03%	2.97%	1047	0	0.00%
WEST	965	509	364	363	4	1.10%	48	0	100.00%	0.00%	365	0	0.00%
WC TOTAL			42000	41666	335	0.80%	8365	149	98.22%	1.78%	45584	5	0.01%

WASHINGTON REPAIR COMMITMENTS MET
OCTOBER 2004

Measurement Period 2004	# of Repair Tickets	Repair Commitments Met	Repair Commitments Missed	% Met	Force Majeure Exclusions	Physically Obstructed Exclusions
January	25,762	24,261	1501	94.17%	95	79
February	18,154	17,329	825	95.46%	42	57
March	19,257	18,602	655	96.60%	37	39
April	16,876	16,287	589	96.51%	48	28
May	19,167	18,139	1,028	94.64%	171	48
June	19,557	18,799	758	96.12%	79	45
July	17,885	17,104	781	95.63%	47	52
August	22,398	21,013	1,385	93.82%	121	83
September	19,151	18,261	890	95.35%	40	79
October	18,384	17,567	817	95.56%	45	82
November						
December						
YTD Total	196,591	187,362	9,229	95.31%	725	592
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	
			Oct-04	Oct-04	Oct-04	Sep-04	Aug-04	Jul-04	Jun-04	May-04	Apr-04	Mar-04	Feb-04	Jan-04	Dec-03	Nov-03			
Report Rate > 4.00																			
ABERDEEN	0	532	16926	152	0.90	0.86	1.11	0.87	0.71	0.79	0.87	1.08	0.91	1.26	1.15	1.41			
AUBURN	0	833	34187	354	1.04	1.07	1.12	0.99	1.20	0.83	0.93	1.05	0.81	1.32	0.93	0.92			
BAINBRIDGE	0	842	14125	159	1.13	1.48	1.52	1.24	1.15	1.19	1.10	1.14	1.30	1.88	1.73	1.79			
BATTLE GROUND	1	687	11414	159	1.39	2.12	2.12	1.56	1.79	1.58	1.40	1.28	2.42	4.74	1.40	1.23			
BELFAIR	0	275	8110	118	1.45	2.33	1.51	1.36	2.25	1.20	1.69	1.52	1.13	1.39	1.54	1.38			
BELLEVUE			73221	498	0.68	0.79	2.44	0.69	0.80	0.65	0.64	0.74	0.65	0.95	0.76	0.94			
GLENCOURT	0	453	28494	171	0.60	0.63	0.65	0.56	0.73	0.53	0.61	0.59	0.53	1.01	0.63	0.62			
SHERWOOD	0	641	44727	327	0.73	0.90	3.57	0.78	0.85	0.72	0.66	0.84	0.72	0.90	0.84	1.14			
BELLINGHAM			43666	338	0.77	0.69	0.88	0.65	0.66	0.59	0.55	0.72	0.68	0.70	0.57	0.66			
LUMMI	0	758	1552	28	1.80	1.35	1.09	1.49	0.71	2.05	0.96	0.89	1.14	0.88	1.02	0.90			
REGENT	0	671	42114	310	0.74	0.67	0.87	0.62	0.66	0.53	0.54	0.72	0.66	0.69	0.56	0.65			
BLACK DIAMOND	1	886	3517	72	2.05	1.14	0.88	1.26	1.37	1.35	1.37	1.33	1.10	2.02	4.42	0.93			
BREMERTON			40186	275	0.68	0.72	0.74	0.66	0.69	0.68	0.61	0.82	0.66	0.89	0.71	0.90			
BREMERTON ESX	0	373	35857	212	0.59	0.66	0.62	0.59	0.63	0.64	0.52	0.75	0.58	0.75	0.64	0.88			
CROSBY	0	830	3500	55	1.57	1.26	1.80	1.18	1.32	0.97	1.32	1.53	1.52	2.31	1.39	1.15			
SUNNYSLOPE	0	674	829	8	0.97	0.84	1.08	1.57	0.85	1.34	1.71	1.07	0.59	1.06	1.05	0.58			
BONNEY LAKE	0	862	Numbers added to Summer																
BUCKLEY	0	829	3336	46	1.38	1.14	1.29	1.37	1.21	1.06	0.82	1.28	0.81	1.15	1.35	1.05			
CASTLEROCK	1	274	4953	184	3.71	2.12	4.26	2.01	1.26	1.51	1.62	1.54	1.66	3.19	2.13	3.69			
CENTRALIA	0	736	10402	107	1.03	1.28	1.08	1.37	0.84	0.98	0.93	1.30	1.20	1.13	1.03	1.09			
CHEHALIS			10395	103	0.96	0.89	1.28	1.16	0.95	0.81	0.87	1.44	1.49	1.65	1.15	1.01			
CHEHALIS	0	748	8081	71	0.88	0.85	1.22	1.10	0.99	0.64	0.81	1.34	1.60	1.28	1.10	0.97			
NAPAVINE	0	262	2614	32	1.22	1.00	1.47	1.35	0.84	1.33	1.05	1.75	1.14	2.82	1.27	1.17			
CLE-ELUM	0	674	3318	47	1.42	1.11	2.68	1.05	1.66	0.97	1.14	0.85	0.38	1.22	1.72	0.86			
COLFAX	0	397	2535	31	1.22	2.38	1.23	1.35	1.29	0.70	0.85	1.00	0.91	1.13	1.46	0.89			
COLVILLE	0	684	7096	74	1.04	1.15	2.56	1.21	0.89	1.24	0.59	1.00	0.79	1.13	0.54	0.77			
PALIS(OCEAN SHORES)	0	289	4127	65	1.57	1.62	1.33	1.24	1.03	0.93	1.16	1.49	1.12	2.55	1.14	1.14			
COULEE DAM	0	633	2337	22	0.94	0.90	1.23	1.32	0.89	1.05	2.09	1.07	0.86	0.69	0.94	0.93			
CRYSTAL MTN.	0	663	678	6	0.88	1.63	1.18	1.04	1.95	0.89	0.60	1.45	1.28	1.42	2.28	1.00			
DAYTON	0	382	1901	33	1.74	2.80	2.36	2.35	1.93	0.95	1.49	0.60	1.58	2.51	1.33	0.98			
DEER PARK	0	276	6316	67	1.06	1.00	1.81	1.27	1.15	1.89	0.75	0.55	0.44	1.34	1.02	0.98			
DES MOINES			36252	302	0.83	0.92	0.85	0.72	0.83	0.95	0.75	0.81	0.77	1.06	0.87	0.90			
DES MOINES	0	824	14177	127	0.90	0.94	0.84	0.71	0.77	0.97	0.81	0.78	0.73	1.11	0.86	1.02			
FEDERAL WAY	0	839	22075	175	0.79	0.91	0.86	0.72	0.87	0.94	0.70	0.82	0.80	1.03	0.87	0.82			
EASTON	0	656	716	7	0.98	1.23	1.92	0.28	0.56	0.97	0.28	0.83	1.10	0.55	1.25	0.41			
ELK	0	292	2878	26	0.90	1.53	1.01	1.01	1.15	1.53	0.66	0.66	0.73	0.76	1.14	0.97			
ENUMCLAW	0	825	9623	121	1.26	1.38	1.19	0.94	0.92	1.06	0.75	1.10	0.89	1.36	1.83	0.74			
EPHRATA	0	754	3726	47	1.26	0.93	0.61	0.84	0.96	0.56	1.17	2.05	0.60	0.98	0.71	0.44			
GRAHAM	0	847	20105	194	0.96	1.01	1.10	1.21	1.58	1.44	1.21	1.34	1.78	1.41	1.22	0.87			
GREEN BLUFF	0	238	3035	18	0.59	1.59	1.52	1.40	2.05	0.79	0.88	2.03	0.93	1.12	0.84	0.58			

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EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	
			Oct-04	Oct-04	Oct-04	Sep-04	Aug-04	Jul-04	Jun-04	May-04	Apr-04	Mar-04	Feb-04	Jan-04	Dec-03	Nov-03			
Report Rate > 4.00																			
HOODSPORT	0	877	2555	36	1.41	0.62	1.52	0.82	1.02	1.41	1.25	0.94	0.86	1.02	0.74	1.91			
ISSAQUAH	0	392	26761	263	0.98	0.88	1.23	0.88	1.18	0.81	0.95	0.87	1.00	1.29	1.25	0.98			
KENT			63164	502	0.79	0.76	0.93	0.82	0.83	0.86	0.70	0.75	0.65	0.91	0.97	0.81			
KENT MERIDIAN	0	630	22698	213	0.94	1.04	1.27	1.31	1.03	1.35	0.96	0.86	0.85	1.20	1.16	0.97			
KENT OBRIEN	0	251	11076	30	0.27	0.32	0.31	0.40	0.50	0.28	0.21	0.24	0.22	0.34	0.29	0.31			
KENT ULRICH	0	852	29390	259	0.88	0.72	0.90	0.60	0.82	0.71	0.69	0.85	0.65	0.90	1.08	0.89			
LIBERTY LAKE	0	255	1633	6	0.37	0.61	0.49	0.55	0.49	1.57	0.84	0.18	0.41	1.06	0.71	1.00			
LONGVIEW-KELSO	0	423	32488	398	1.23	1.25	1.48	1.05	1.10	0.94	1.03	1.32	1.23	1.52	1.21	1.05			
LOON LAKE	0	233	1466	12	0.82	0.87	1.78	1.25	1.19	1.27	1.28	0.54	0.95	0.88	0.82	0.55			
MAPLE VALLEY	0	432	13427	94	0.70	2.19	0.79	0.81	0.82	1.14	0.83	1.27	0.94	2.35	1.82	0.99			
MOSES LAKE			14784	140	0.95	1.09	1.63	1.17	1.72	1.09	1.00	1.15	1.06	1.31	1.49	0.81			
MOSES LAKE AFB	0	762	2654	31	1.17	0.75	0.94	1.05	1.15	0.84	0.68	1.17	1.05	1.68	0.97	0.55			
MOSES LAKE	0	765	12130	109	0.90	1.16	1.78	1.20	1.85	1.15	1.07	1.14	1.06	1.23	1.61	0.86			
NEWMAN LAKE	0	226	2586	18	0.70	0.96	0.93	1.46	1.65	1.26	1.03	1.20	0.78	1.08	0.52	0.59			
NORTHPORT	0	732	1019	11	1.08	1.36	2.35	1.86	0.59	1.58	1.10	2.09	0.69	0.69	1.09	1.38			
OLYMPIA			96845	807	0.83	0.85	0.83	0.87	0.85	0.80	0.76	0.89	0.90	1.10	1.01	0.84			
EVERGREEN	0	866	7498	72	0.96	1.59	1.00	1.29	1.00	1.05	0.80	1.32	0.90	2.39	2.38	1.59			
LACEY	0	456	42734	327	0.77	0.77	0.73	0.85	0.82	0.71	0.68	0.74	0.79	1.01	0.78	0.63			
WHITEHALL	0	352	46613	408	0.88	0.82	0.90	0.82	0.86	0.83	0.83	0.96	0.99	0.96	1.00	0.91			
OMAK-OKANOGAN	0	826	7535	73	0.97	1.08	1.54	0.83	1.08	1.22	1.02	1.59	0.96	1.32	0.87	0.53			
OROVILLE	0	476	1865	28	1.50	1.71	1.55	1.22	1.17	1.16	0.95	1.05	0.94	1.04	1.14	1.54			
OTHELLO	1	488	4736	58	1.22	1.20	2.83	1.97	2.54	2.95	2.21	3.04	5.18	3.25	3.45	1.38			
PASCO	0	545	20471	349	1.70	1.29	1.73	1.78	2.12	1.29	1.18	1.32	1.28	2.41	1.79	0.83			
PATEROS	0	923	838	1	0.12	0.60	1.54	0.71	1.06	0.71	0.59	1.88	0.59	1.17	0.71	0.47			
POMEROY	0	843	1343	19	1.41	2.01	2.06	1.85	1.40	0.95	1.10	2.02	1.29	3.75	2.82	0.99			
PT.ANGELES			19571	170	0.87	1.13	1.20	0.82	0.85	0.84	0.83	1.26	1.21	1.30	1.21	1.16			
JOYCE	0	928	1273	17	1.34	1.87	1.95	2.73	2.44	1.65	1.88	0.93	1.01	1.79	3.57	1.77			
PT. ANGELES	0	452	18298	153	0.84	1.08	1.15	0.69	0.74	0.79	0.76	1.28	1.22	1.26	1.05	1.11			
PT. LUDLOW	0	437	2870	45	1.57	1.04	1.21	1.18	1.12	1.04	0.76	1.13	1.12	0.67	0.58	0.95			
PT. ORCHARD			23929	244	1.02	1.07	1.02	0.98	1.08	1.71	0.88	0.97	1.06	1.21	0.93	1.07			
COLBY	0	871	9236	93	1.01	0.94	1.09	1.06	1.20	1.12	0.89	0.85	1.01	1.22	0.85	1.38			
PT. ORCHARD	0	876	14693	151	1.03	1.15	0.98	0.93	1.00	2.07	0.86	1.04	1.09	1.20	0.98	0.87			
PT. TOWNSEND	0	385	11980	104	0.87	1.03	1.47	0.94	1.26	1.17	0.76	0.79	0.90	1.13	0.83	0.72			
PUYALLUP	0	841	40859	818	2.00	0.96	1.08	0.87	0.92	0.88	0.84	0.99	0.85	0.92	0.90	0.89			
RENTON	0	226	58016	489	0.84	0.78	0.89	0.76	0.78	0.79	0.78	0.97	0.92	1.38	1.12	1.06			
RIDGEFIELD	2	887	3827	160	4.18	6.65	2.45	1.83	2.36	1.69	1.90	1.72	1.47	2.74	1.57	1.25			
ROCHESTER	0	273	6276	108	1.72	1.86	1.82	1.31	1.01	1.34	0.94	0.96	0.77	1.68	0.94	0.89			
ROY	0	843	2760	46	1.67	1.45	1.60	1.31	1.16	1.44	0.75	0.82	1.22	2.08	1.68	1.25			
SEATTLE			422121	2858	0.68	0.73	0.78	0.68	0.70	0.65	0.59	0.72	0.64	0.94	0.72	1.02			
ATWATER	0	281	33792	171	0.51	0.63	0.82	0.75	0.71	0.64	0.58	0.57	0.47	0.64	0.60	0.70			

EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	
			Oct-04	Oct-04	Oct-04	Sep-04	Aug-04	Jul-04	Jun-04	May-04	Apr-04	Mar-04	Feb-04	Jan-04	Dec-03	Nov-03			
Report Rate > 4.00																			
CAMPUS	0	543	16180	102	0.63	0.76	0.69	0.63	0.70	0.41	0.51	0.60	0.48	0.63	0.70	1.47			
CHERRY	0	241	45180	353	0.78	0.79	1.04	0.83	0.90	0.88	0.75	1.07	1.01	1.80	0.94	1.14			
DIJWAMISH	0	655	17899	150	0.84	0.90	0.92	0.69	0.74	0.65	0.71	0.96	0.73	1.20	0.83	1.25			
EAST	0	322	46763	483	1.03	0.93	0.88	0.82	0.87	0.76	0.60	0.74	0.78	1.01	0.80	1.18			
ELLIOT	0	441	12564	49	0.39	0.28	0.24	0.33	0.44	0.36	0.39	0.52	0.25	0.38	0.26	0.46			
EMERSON	0	417	45548	309	0.68	0.79	0.95	0.72	0.66	0.67	0.61	0.76	0.66	1.14	0.94	1.11			
LAKEVIEW	0	522	39567	286	0.72	0.77	0.85	0.68	0.74	0.78	0.61	0.62	0.67	0.97	0.79	1.35			
MAIN	0	223	61885	126	0.20	0.21	0.22	0.24	0.29	0.30	0.20	0.25	0.25	0.22	0.16	0.22			
MERCER ISLAND (ADAMS)	0	232	12852	98	0.76	1.20	0.99	1.03	1.21	0.86	0.73	0.90	0.74	0.99	0.75	1.15			
PARKWAY	0	723	24423	204	0.84	1.03	1.04	0.95	0.97	0.86	0.96	1.20	1.07	1.39	1.44	1.43			
SUNSET	0	782	35234	235	0.67	0.74	0.65	0.55	0.52	0.55	0.51	0.68	0.50	0.72	0.69	1.43			
WEST	0	932	30244	292	0.97	0.99	1.11	0.98	0.88	0.83	0.93	0.92	0.75	1.13	0.73	1.01			
SEQUIM	0	683	14867	236	1.59	1.07	0.98	1.26	0.91	0.98	0.98	0.80	2.06	1.15	1.15	1.01			
SHELTON	0	427	17048	172	1.01	1.29	1.14	1.06	1.26	0.98	0.99	0.89	1.16	1.26	1.00	1.02			
SILVERDALE	0	692	18051	137	0.76	0.66	0.87	0.69	0.65	0.78	0.54	0.66	0.77	0.97	0.66	1.28			
SPOKANE			179368	1332	0.74	0.95	0.99	0.90	0.95	1.30	0.77	0.72	0.68	0.83	0.87	0.67			
CHESTNUT	0	244	3724	47	1.26	1.12	2.09	0.91	3.13	2.15	0.85	0.56	1.13	0.96	0.91	1.61			
FAIRFAX	0	325	26183	176	0.67	0.85	1.11	0.77	0.96	1.03	0.70	0.81	0.87	0.98	1.01	0.64			
HUDSON	0	482	20228	116	0.57	0.68	0.67	0.75	0.89	1.59	0.66	0.63	0.59	0.73	0.76	0.58			
KEYSTONE	0	534	17448	132	0.76	0.76	0.98	0.87	0.87	1.62	0.82	0.69	0.73	0.87	0.76	0.75			
MORAN	0	441	Numbers added to Riverside																
RIVERSIDE	0	455	37495	274	0.73	0.89	0.88	0.75	0.85	1.23	0.65	0.76	0.77	1.17	0.86	0.68			
WALNUT	0	922	48227	325	0.67	0.89	0.99	0.90	0.88	1.08	0.70	0.59	0.48	0.72	0.84	0.68			
WHITWORTH	0	466	26063	262	1.01	1.54	1.14	1.37	1.02	1.50	1.04	0.91	0.69	0.95	0.94	0.59			
SPRINGDALE	0	258	1696	42	2.48	1.59	1.41	3.38	3.47	2.56	2.03	0.81	1.04	1.22	0.93	1.52			
SUMNER	0	863	23419	384	1.64	1.01	1.02	0.86	0.98	0.84	1.26	1.15	0.95	1.40	1.10	0.80			
TACOMA			198061	1806	0.91	1.00	1.02	0.85	0.96	0.90	0.95	1.14	0.92	1.28	1.03	1.10			
FORT LEWIS	0	964	5518	41	0.74	0.55	0.54	0.64	0.82	0.48	0.44	0.84	0.84	1.48	0.81	0.81			
GREENFIELD	0	472	25814	281	1.09	0.96	1.31	0.91	1.50	0.95	0.98	1.26	1.22	1.58	1.08	1.52			
JUNIPER	0	581	29373	304	1.03	1.22	1.22	1.06	0.92	0.84	1.09	1.29	1.10	1.54	1.21	1.20			
LENNOX	0	531	33557	400	1.19	1.09	1.28	1.12	1.17	1.44	1.46	1.68	1.11	1.44	1.18	1.10			
LOGAN	0	564	18938	163	0.86	0.95	0.90	0.71	0.76	0.79	0.77	0.95	0.83	1.23	0.97	1.13			
MARKET/FAWCETT	0	272	21848	144	0.66	0.68	0.62	0.58	0.52	0.76	0.64	0.64	0.72	0.87	0.67	0.83			
SKYLINE	0	752	17697	147	0.83	0.93	0.99	0.74	0.74	0.75	0.90	0.86	0.80	1.22	1.26	1.04			
WAVERLY-2	0	922	8805	82	0.93	1.05	0.76	0.62	0.91	1.06	0.82	0.98	0.67	1.25	0.88	0.83			
WAVERLY-7	0	927	36511	244	0.67	1.06	0.85	0.76	0.91	0.68	0.76	1.03	0.71	1.01	0.91	1.03			
TOUCHET			Numbers added to Walla Walla																
VANCOUVER			112256	1126	1.00	0.94	1.21	1.00	1.09	1.07	0.88	1.13	1.24	1.60	1.13	1.09			
ORCHARDS	0	253	58255	563	0.97	0.95	1.20	0.91	1.15	1.18	0.87	1.14	1.20	1.55	1.19	1.12			

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			Oct-04	Oct-04	Oct-04	Aug-04	Jul-04	Jun-04	May-04	Apr-04	Mar-04	Feb-04	Jan-04	Dec-03	Nov-03		
Report Rate > 4.00																	
OXFORD	0	693	31343	341	1.09	0.92	1.11	1.12	1.05	0.93	1.13	1.32	1.44	1.16	1.10		
SALMON CREEK (VANCOUVER NORTH)	0	573	22658	222	0.98	0.95	1.37	1.06	0.99	0.83	1.09	1.24	1.96	0.95	1.01		
WAITSBURG	0	337	769	9	1.17	1.96	3.00	1.82	1.29	1.91	1.36	1.69	2.27	1.79	1.32		
WALLA WALLA /TOUCHET	0	522	22242	227	1.02	0.67	1.00	0.73	1.00	0.78	0.81	0.90	1.47	1.07	0.56		
WARDEN	0	349	1407	31	2.20	1.20	3.05	1.98	0.91	1.04	1.08	1.68	2.29	3.04	1.55		
WINLOCK	0	785	2283	45	1.97	1.80	1.14	0.57	1.71	0.70	0.73	0.81	1.72	1.41	0.90		
YAKIMA			54277	404	0.74	0.70	0.97	1.05	0.93	0.83	0.77	0.71	0.90	0.87	0.61		
CHESTNUT	0	248	36841	292	0.79	0.68	0.98	1.17	0.97	0.79	0.78	0.73	0.97	0.88	0.64		
WEST	0	965	17436	112	0.64	0.73	0.95	0.78	0.85	0.92	0.74	0.67	0.77	0.86	0.55		
TOTALS			1910850	17433	0.91	0.94	1.09	0.88	0.93	0.91	0.80	0.87	1.17	0.97	0.96		

Abnormal Trouble Conditions Report
October 2004

WASHINGTON ANCR - OCTOBER 2004
ANCR Red Orange Yellow Report

There are no incident reports greater than 48 hours for this month

WASHINGTON ANSWER TIME PERFORMANCE REPORT
October 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				75.06%	24.94%	
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				84.82%	15.18%	

*Revised 2/04

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

	RES			BUS			RES/BUS COMBINED TOTALS			REPAIR		
	Volume	Time in Queue	Average	Volume	Time in Queue	Average	Volume	Time in Queue	Average	Volume	Time in Queue	Average
JULY		62,319,252	24		4,273,402	16		66,592,654	23		10,823,178	18
AUGUST		66,412,084	26		14,340,263	51		80,752,347	29		11,165,494	18
SEPTEMBER		58,257,891	23		7,933,241	30		66,191,132	24		9,341,731	17
OCTOBER		40,467,812	18		5,798,975	24		46,266,787	18		13,087,873	25
NOVEMBER												
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

	Total # of Out Of Service Tickets	Out of Service Cleared 48 Hours	% Out Of Service <= 48 Hours	Out of Service Not Cleared in 48 Hours	# Of Exemptions				
July	12,646	12,513	98.95%	133	131				
August	16,964	15,825	93.29%	1,139	223				
September	13,865	13,642	98.39%	223	182				
October	13,523	13,374	98.90%	149	164				
November									
December									
JULY-DEC 04 TOTAL	56,998	55,354	97.12%	1,644	700				

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

Measurement Period 2004	All Other Repair Tickets	All Other Repairs Cleared LT <=72 Hours	All Other Repairs Cleared GTR > 72 Hours	% All Other Repairs Cleared <= 72 Hours	Force Majeure All Other Troubles Cleared GTR > 72 Hours	Non Force Majeure All Troubles Cleared GTR > 72 Hours			
January	7,342	7,264	37	98.94%	78	53			
February	5,686	5,653	8	99.42%	33	63			
March	5,989	4,971	5	99.70%	18	45			
April	4,919	4,899	10	99.59%	20	44			
May	5,236	5,189	53	99.10%	47	39			
June	5,463	5,438	4	99.54%	25	52			
July	5,165	5,138	27	99.48%	5	37			
August	5,360	5,277	83	98.45%	5	50			
September	5,171	5,125	46	99.11%	3	49			
October	4,784	4,759	25	99.48%	1	39			
November									
December									
YTD TOTAL	55,115	53,713	298	97.46%	235	471			

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
OCTOBER 2004

Trunks Blocking > 1% for the month of Oct 2004		E911 BLOCKING					
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result Oct04	Explanation/Details of Action Taken, Turnk Servicing Response - OCT04
	3			one way	E911	6.59%	Blocking every week. TGSR's issued to the 911 group on 9/23/04 and 10/28/04 to notify them of the blocking conditions
	2			one way	E911	1.62%	Blocking every week. TGSR's issued to the 911 group on 9/16/04, 9/23/04 and 10/28/04 to notify them of the blocking conditions
				Percent of trunks meeting standard:		98.38%	
				Total number of trunks:		124	
				Number of trunks out of compliance for the month:		2	

Trunks Blocking > 1% for the month of Oct 2004		LOCAL TRUNK BLOCKING					
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Oct-04	Explanation/Details of Action Taken, Turnk Servicing Response - OCT04
	792			two way	LOCAL	3.01%	Nothing to Report
	72			two way	LOCAL	3.00%	
	168			two way	LOCAL	2.40%	
				Percent of trunks meeting standard:		99.08%	
				Total number of trunks:		328	
				Number of trunks out of compliance for the month:		3	

Trunks Blocking > .5% for the month of Oct 2004		TOLL TRUNK BLOCKING					
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Oct-04	Explanation/Details of Action Taken, Turnk Servicing Response - OCT04
	264			two way	GOS	10.20%	Blocking due to mass calling event on 10/20/04 on hours 9, 12, and 14
	336			two way	GOS	8.19%	Blocking due to mass calling event on 10/20/04 on hours 13 and 20
	288			two way	GOS	5.44%	Blocking due to mass calling event on 10/20/04 on hours 13 and 20
	264			two way	GOS	3.64%	Blocking due to mass calling event on 10/20/04 on hours 13 and 20
	360			two way	GOS	0.71%	Blocking due to mass calling event on 10/20/04 on hours 13
	336			two way	GOS	0.57%	Blocking consistent in addition to mass calling events. Order NOM031342 was issued to add 24 trunks and completed on 10/26.
	216			two way	GOS	0.53%	Blocking due to mass calling event on 10/20/04 on hours 13
	240			two way	GOS	10.30%	
	192			two way	GOS	8.83%	
	240			two way	GOS	7.22%	
	312			two way	GOS	6.73%	
	264			two way	GOS	5.26%	
	192			two way	GOS	4.46%	
	216			two way	GOS	3.84%	
	336			two way	GOS	3.76%	
	168			two way	GOS	3.43%	
	504			two way	GOS	3.04%	
	108			two way	GOS	3.03%	
	576			two way	GOS	2.50%	
	360			two way	GOS	2.42%	
	260			two way	GOS	2.38%	
	216			two way	GOS	2.23%	
	227			two way	GOS	1.94%	
	264			two way	GOS	1.67%	
	144			two way	GOS	1.50%	
	120			two way	GOS	1.40%	
	216			two way	GOS	1.26%	
	120			two way	TOLL-DDD	1.26%	
	116			two way	GOS	0.94%	
	360			two way	GOS	0.86%	
	48			two way	TOLL-DDD	0.85%	
	168			two way	GOS	0.75%	
	456			two way	GOS	0.62%	
	432			two way	GOS	0.58%	
	144			two way	GOS	0.53%	
	312			two way	GOS	0.51%	
				Percent of trunks meeting standard:		90.69%	
				Total number of trunks:		36	
				Number of trunks out of compliance for the month:		387	

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	1,910,850	38,537,827	6,177	0.02%
November, 2004				
December, 2004				
YTD Total		398,428,532	64,702	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
OCTOBER 2004

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
ABERDEEN-HOQUIAM	532	360	326227	1	0.00%
ATWATER	281	206	590885	15	0.00%
AUBURN	833	253	683402	310	0.05%
BLACK DIAMOND	REMOTE OF AUBURN				
BAINBRIDGE ISLAND	842	206	322263	75	0.02%
BATTLEGROUND	687	360	202205	235	0.12%
BELFAIR	275	360	151020	0	0.00%
BONNEY LAKE	862	253	253653	0	0.00%
BREMERTON ESSEX	373	360	742631	5	0.00%
BUCKLEY	829	360	54282	0	0.00%
CAMPUS	543	206	323275	1	0.00%
CASTLE ROCK	274	360	100227	273	0.27%
CENTRALIA	736	360	223180	1	0.00%
CHEHALIS	748	360	150626	0	0.00%
CHERRY	241	206	935745	190	0.02%
CLE-ELUM	674	509	48722	0	0.00%
COLBY	871	360	176852	109	0.06%
COLFAX	397	509	33456	0	0.00%
COLVILLE	684	509	121492	0	0.00%
NORTHPORT	REMOTE OF COLVILLE				
COULEE DAM	633	509	41893	0	0.00%
CROSBY	830	360	61522	0	0.00%
CRYSTAL MTN.	663	360	5030	0	0.00%
DAYTON	382	509	27103	0	0.00%
DEER PARK	276	509	131317	0	0.00%
DES MOINES	824	206	289074	88	0.03%
DUWAMISH	762	206	370745	0	0.00%
EAST	322	206	631469	91	0.01%
EASTON	656	509	8827	0	0.00%
ELK	292	509	53365	12	0.02%
ELLIOT	441	206	254577	1	0.00%
EMERSON	361	206	778470	0	0.00%
ENUMCLAW	825	360	157941	0	0.00%
EPHRATA	754	509	52342	0	0.00%
FAIRFAX	325	509	612956	561	0.09%
CHESTNUT	REMOTE OF FAIRFAX				
FEDERAL WAY	839	253	522958	218	0.04%
FORT LEWIS	964	253	120243	0	0.00%
GLENCOURT	453	425	668912	1	0.00%
GRAHAM	847	253	423674	129	0.03%
GREEN BLUFF	238	509	56823	0	0.00%
GREENFIELD	472	253	742392	445	0.06%
HUDSON	482	509	492574	0	0.00%
ISSAQUAH	392	425	556300	32	0.01%
JOYCE	928	360	17502	0	0.00%
JUNIPER	582	253	639464	127	0.02%
KENT MERIDIAN	630	253	418656	244	0.06%
KENT OBRIEN	251	206	304384	3	0.00%
KENT ULRICH	852	253	563921	51	0.01%
KEYSTONE	534	509	490040	0	0.00%
LACEY	456	360	792957	119	0.02%
LAKEVIEW	522	206	525286	20	0.00%
LENNOX	531	253	891349	5	0.00%
LIBERTY LAKE	255	509	27350	0	0.00%
LOGAN	564	253	338247	55	0.02%
LONGVIEW-KELSO	423	360	698116	0	0.00%
LOON LAKE	233	509	17739	0	0.00%
MAIN (Seattle)	223	206	1602898	358	0.02%
MAPLE VALLEY	432	425	238297	51	0.02%
MARKET (Fawcett)	272	253	608234	16	0.00%
MERCER ISLAND (Adams)	232	206	319257	20	0.01%
MOSES LAKE	762	509	363270	2	0.00%
MOSES LAKE (AFB)	765	509	62805	0	0.00%

WASHINGTON DIAL TONE REPORT
OCTOBER 2004

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
NAPAVINE	262	360	55620	0	0.00%
NEWMAN LAKE	226	509	52488	0	0.00%
OCEAN SHORES	289	360	55559	0	0.00%
OMAK-OKANOGAN	826	509	117913	0	0.00%
ORCHARDS	253	360	1020120	157	0.02%
OROVILLE	476	509	27770	0	0.00%
OTHELLO	488	509	133636	0	0.00%
PARKWAY	721	206	680302	332	0.05%
PASCO	545	509	468374	2	0.00%
PATEROS	923	509	9753	0	0.00%
POMEROY	843	509	20034	0	0.00%
PT. ANGELES	452	360	313136	13	0.00%
PT. LUDLOW	437	360	50781	0	0.00%
PT. ORCHARD	876	360	316562	153	0.05%
SUNNYSLOPE	REMOTE OF PT. ORCHARD				
PT. TOWNSEND	385	360	278481	3	0.00%
PUYALLAP	841	253	722941	0	0.00%
REGENT	671	360	1058453	34	0.00%
LUMMI	REMOTE OF REGENT				
RENTON	226	425	1016376	204	0.02%
RIDGEFIELD	887	360	73110	0	0.00%
RIVERSIDE	455	509	538437	135	0.03%
MORAN	REMOTE OF RIVERSIDE				
ROCHESTER	273	360	133306	0	0.00%
ROY	843	253	63145	12	0.02%
SEQUIM	683	360	171153	1	0.00%
SHELTON	426	360	382928	173	0.05%
HOODSPORT	REMOTE OF SHELTON				
SHERWOOD	641	425	899872	29	0.00%
SILVERDALE	692	360	323887	60	0.02%
SKYLINE	752	253	317857	0	0.00%
SPRINGDALE	258	509	35156	0	0.00%
SUMNER (BonneyLake)	863	253	252203	19	0.01%
BONNEY LAKE	REMOTE OF SUMNER				
SUNSET	782	206	502514	132	0.03%
VANCOUVER NO. SALMON CRK(NO)	573	360	362613	36	0.01%
VANCOUVER OXFORD	693	360	799849	21	0.00%
WAITSBURG	337	509	13464	0	0.00%
WALLA WALLA (incl Touchet)	522	509	692135	11	0.00%
TOUCHET	REMOTE OF WALLA WALLA				
WALNUT	922	509	825062	12	0.00%
WARDEN	349	509	37061	0	0.00%
WAVERLY-2	922	253	245735	8	0.00%
WAVERLY-7	927	253	650131	410	0.06%
WEST	965	509	512041	0	0.00%
WHITEHALL	352	360	789678	183	0.02%
EVERGREEN	REMOTE OF WHITEHALL				
WHITWORTH	466	509	393651	157	0.04%
WINLOCK	785	360	42551	8	0.02%
YAKIMA CHESTNUT	244	509	1253000	2	0.00%
YAKIMA WEST	965	509	408567	6	0.00%
TOTAL			38537827	6177	0.02%

Washington Wire Centers Exceeding 4% Statewide Trouble Report Standard

October 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	3827	160	4.18%	Defective ring generator in remote

Washington
Service Order Interval Missed Commitment Report
July 2004

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 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) 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%
BAINBRIDGE 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%
BELLEVUE			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	2	3	99.92%	99.84%	99.75%
CHEHALIS			942	936	4	3	7	99.68%	99.58%	99.26%
CHEHALIS	748	360	735	729	3	2	5	99.73%	99.59%	99.32%
NAPAVINE	262	360	207	207	1	1	2	99.51%	99.03%	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%
KENT			6588	6538	25	25	50	99.62%	99.62%	99.24%
MERIDIAN	253	360	2418	2401	17	3	20	99.88%	99.30%	99.17%

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	COMMENTS MET Subscriber Missed R,SB,LB	COMMENTS MET Company Missed R,SB,LB	COMMENTS MET (Combined Missed) R,SB,LB
O'BRIEN	251	206	345	329	0	4	4	98.84%	100.00%	98.84%
ULRICH	852	253	3825	3808	8	18	26	99.53%	99.79%	99.32%
LIBERTY LAKE	255	509	156	154	0	0	0	100.00%	100.00%	100.00%
LONGVIEW-KELSO	423	360	3929	3919	12	12	24	99.69%	99.69%	99.39%
LOON LAKE	233	509	127	127	0	0	0	100.00%	100.00%	100.00%
MAPLE VALLEY	432	425	1177	1174	2	2	4	99.83%	99.83%	99.66%
MOSES LAKE	1548		1536	1536	7	7	14	99.55%	99.55%	99.10%
MOSES LAKE(AFB)	762	509	311	308	1	1	2	99.68%	99.68%	99.36%
MOSES LAKE	765	509	1237	1228	6	6	12	99.51%	99.51%	99.03%
NEWMAN LAKE	226	509	210	207	1	1	2	99.52%	99.52%	99.05%
NORTHPORT	732	509	80	79	0	0	0	100.00%	100.00%	100.00%
OLYMPIA			9199	8708	42	25	67	99.73%	99.54%	99.27%
EVERGREEN	866	360	679	670	4	2	6	99.70%	99.41%	99.12%
LACEY	456	360	4457	4364	22	10	32	99.77%	99.51%	99.28%
WHITEHALL	352	360	4063	3674	16	13	29	99.68%	99.60%	99.29%
OMAK-OKANOGAN	826	509	661	656	0	0	0	100.00%	99.70%	99.70%
OROVILLE	476	509	168	166	1	1	2	99.40%	99.40%	98.81%
OTHELLO	488	509	459	457	4	5	9	98.90%	99.12%	98.04%
PASCO	545	509	2711	2700	19	20	39	99.26%	99.29%	98.56%
PATEROS	923	509	57	57	0	0	0	100.00%	100.00%	100.00%
POMEROY	843	509	82	82	1	0	1	100.00%	98.78%	98.78%
PT. ANGELES			1665	1659	21	6	27	99.64%	98.74%	98.38%
JOYCE	928	360	66	66	1	0	1	100.00%	98.48%	98.48%
PT. ANGELES	452	360	1599	1593	20	6	26	99.62%	98.74%	98.37%
PT. LUDLOW	437	360	246	246	13	3	16	98.71%	94.65%	93.50%
PT. ORCHARD			2359	2320	7	10	17	99.58%	99.70%	99.28%
COLBY	871	360	936	926	1	3	4	99.68%	99.89%	99.57%
PT. ORCHARD	876	360	1423	1394	6	7	13	99.51%	99.58%	99.09%
PT. TOWNSEND	385	360	993	978	18	16	34	98.36%	98.16%	96.58%
PUYALLAP	841	253	4755	4738	14	18	32	99.62%	99.70%	99.33%
RENTON	226	425	6340	6228	35	19	54	99.70%	99.45%	99.15%
RIDGEFIELD	887	360	308	308	3	4	7	98.69%	99.01%	97.73%
ROCHESTER	273	360	567	560	0	3	3	99.47%	100.00%	99.47%
ROY	842	253	222	222	0	0	0	100.00%	100.00%	100.00%
SEATTLE			38403	37626	142	241	383	99.37%	99.63%	99.00%
ATWATER	281	206	2833	2818	10	22	32	99.22%	99.64%	98.87%
CAMPUS	543	206	1441	1434	2	11	13	99.24%	99.86%	99.10%
CHERRY	241	206	5002	4883	15	29	44	99.42%	99.70%	99.12%
DUWAMISH	762	206	1925	1907	10	4	14	99.79%	99.48%	99.27%
EAST	322	206	5363	5351	18	49	67	99.08%	99.66%	98.75%
ELLIOT	441	206	1095	1036	3	5	8	99.54%	99.72%	99.27%
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%

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
MERCER ISLAND (Adams) PARKWAY	232	206	883	880	3	7	10	99.20%	99.66%	98.87%
SUNSET WEST	721	206	3238	3226	7	14	21	99.57%	99.78%	99.35%
SEQUIM	782	206	3230	3219	7	16	23	99.50%	99.78%	99.29%
SHELTON	932	206	3068	3055	12	13	25	99.57%	99.61%	99.19%
SILVERDALE	683	360	1215	1206	23	6	29	99.50%	98.10%	97.61%
SPOKANE	426	360	1663	1655	6	3	9	99.82%	99.64%	99.46%
CHESTNUT FAIRFAX	692	360	1750	1741	7	12	19	99.31%	99.60%	98.91%
HUDSON			19300	19813	58	56	114	99.72%	99.71%	99.43%
KEYSTONE	244	509	508	508	2	1	3	99.80%	99.61%	99.41%
MORAN	325	509	3102	3086	11	14	25	99.55%	99.64%	99.19%
RIVERSIDE	482	509	2852	2848	4	7	11	99.75%	99.86%	99.61%
WALNUT	534	509	1993	1990	4	3	7	99.85%	99.80%	99.65%
WHITWORTH	441	509	NUMBERS ADDED TO RIVERSIDE							
SPRINGDALE	455	509	3595	3555	12	17	29	99.53%	99.67%	99.19%
SUMNER (BonneyLake)	922	509	5234	5215	10	8	18	99.85%	99.81%	99.66%
TACOMA	466	509	2616	2611	15	6	21	99.77%	99.43%	99.20%
FORT LEWIS	258	509	155	155	2	4	6	97.39%	98.68%	96.13%
GREENFIELD	863	253	2209	2205	12	12	24	99.45%	99.45%	98.91%
JUNIPER	964	253	23247	25108	82	78	160	99.69%	99.68%	99.37%
LENNOX	472	253	1068	1062	4	9	13	99.15%	99.62%	98.78%
LOGAN	582	253	3771	3753	10	8	18	99.79%	99.73%	99.52%
MARKET (Fawcett)	531	253	4040	4026	5	7	12	99.83%	99.88%	99.70%
SKYLINE	564	253	4974	4964	13	14	27	99.72%	99.74%	99.46%
WAVERLY-2	2081	253	2079	2079	5	5	10	99.76%	99.76%	99.52%
WAVERLY-7	272	253	2536	2479	9	15	24	99.41%	99.64%	99.05%
TOUCHET	752	253	1746	1740	2	8	10	99.54%	99.88%	99.43%
VANCOUVER	922	253	854	847	3	1	4	99.88%	99.65%	99.53%
ORCHARDS	927	253	4177	4158	31	11	42	99.73%	99.26%	98.99%
OXFORD	394	509	NUMBERS ADDED TO WALLA WALLA							
SALMON CREEK (VANCVR NO)			13166	13095	56	44	100	99.67%	99.57%	99.24%
WAITSBURG	253	360	7091	7061	33	22	55	99.69%	99.53%	99.22%
WALLA WALLA	693	360	3652	3618	16	13	29	99.64%	99.56%	99.21%
WARDEN	573	360	2423	2416	7	9	16	99.63%	99.71%	99.34%
WINLOCK	337	509	61	61	0	0	0	100.00%	100.00%	100.00%
YAKIMA	522	509	2066	2052	1	7	8	99.66%	99.95%	99.61%
CHESTNUT WEST	349	509	158	158	1	0	1	100.00%	99.37%	99.37%
WC TOTAL	785	360	216	216	1	0	1	100.00%	99.54%	99.54%
			6717	6669	14	11	25	99.84%	99.79%	99.63%
	244	509	4819	4775	9	8	17	99.83%	99.81%	99.65%
	965	509	1898	1894	5	3	8	99.84%	99.74%	99.58%
			196358	194032	801	811	1612	99.59%	99.59%	99.18%

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
	WC	AREA	7/04	7/04	NOT	5 DAY	SUM OF	SUM OF ORDERS	% MET	% Missed	4/04	NOT	
		CODE	SOT=NTC	SOT=NTC	COMPL	(Greater	ORDERS	WIDD >5			SOT=NTC	COMPL	
			INWARD	INWARD	W/ 5	than 10%)	WIDD > 5	Lines or Less			INWARD	W/ 90	
			R,SB,LB	R,SB	DAYS		Customer	Apprt. Company			R,SB,LB	DAYS	90 DAYS
							Reasons	Reasons					(GRTR THAN
													1%)
EXCHANGES													
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%
BELLEVUE			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	99.78%	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%
CLE-ELUM	674	509	60	58	1	1.67%	9	0	100.00%	0.00%	62	0	0.00%
COLFAX	397	509	44	44	0	0.00%	8	0	100.00%	0.00%	33	0	0.00%
COLVILLE	694	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	100.00%	0.00%	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%
HOODS POINT	877	360	59	59	1	1.69%	19	0	100.00%	0.00%	45	0	0.00%
ISSAQUAH	392	425	598	595	3	0.50%	188	2	98.94%	1.06%	503	0	0.00%
KENT			1451	1438	16	1.10%	434	5	98.85%	1.15%	1357	1	0.07%
MERIDIAN	253	360	468	463	7	1.50%	171	4	97.66%	2.34%	378	0	0.00%
OBRIEN	251	206	75	72	0	0.00%	15	0	100.00%	0.00%	103	0	0.00%
ULRICH	852	253	908	903	9	0.99%	248	1	99.60%	0.40%	876	1	0.11%
LIBERTY LAKE	255	509	30	30	0	0.00%	10	0	100.00%	0.00%	31	0	0.00%

Washington Service Order Interval Missed Commitment Report
 Based on 2003 and 2004 Orders (Report 2, Missed Commitments) 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/ 5 DAYS	5 DAY (Greater than 10%)	SUM OF ORDERS WIDD > 5 days; Customer Reasons	SUM OF ORDERS WIDD > 5 Days or Less Missed Appt. Company Reasons	% MET	% Missed	4/04 SOT=NTC INWARD R,SB,LB	NOT COMPL W/ 90 DAYS	90 DAYS (GRTR THAN 1%)
LONGVIEW-KELSO	423	360	950	949	4	0.42%	106	0	100.00%	0.00%	829	0	0.00%
LOON LAKE	233	509	32	32	0	0.00%	4	0	100.00%	0.00%	46	0	0.00%
MAPLE VALLEY	432	425	254	252	1	0.39%	106	0	100.00%	0.00%	222	0	0.00%
MOSES LAKE			399	396	5	1.25%	44	0	100.00%	0.00%	391	0	0.00%
MOSES LAKE (AFB)	762	509	83	82	1	1.20%	4	0	100.00%	0.00%	74	0	0.00%
MOSES LAKE	765	509	316	314	4	1.27%	40	0	100.00%	0.00%	317	0	0.00%
NEWMAN LAKE	226	509	45	44	1	2.22%	9	0	100.00%	0.00%	28	0	0.00%
NORTHPORT	732	509	19	18	0	0.00%	4	0	100.00%	0.00%	22	0	0.00%
OLYMPIA			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	98.65%	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%	14	0	100.00%	0.00%	185	0	0.00%
OROVILLE	476	509	49	49	0	0.00%	5	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%
POMEROY	843	509	28	28	0	0.00%	4	0	100.00%	0.00%	22	0	0.00%
PT. ANGELES			415	412	6	1.45%	139	9	93.53%	6.47%	366	0	0.00%
JOYCE	928	360	24	24	0	0.00%	3	0	100.00%	0.00%	23	0	0.00%
PT. ANGELES	452	360	391	388	6	1.53%	136	9	93.38%	6.62%	343	0	0.00%
PT. LUDLOW	437	360	67	67	1	1.49%	18	0	100.00%	0.00%	47	0	0.00%
PT. ORCHARD			537	525	5	0.93%	86	1	98.84%	1.16%	467	0	0.00%
COLBY	871	360	203	195	1	0.49%	39	0	100.00%	0.00%	175	0	0.00%
PT. ORCHARD	876	360	334	330	4	1.20%	47	1	97.87%	2.13%	292	0	0.00%
PT. TOWNSEND	385	360	266	264	6	2.26%	106	7	93.40%	6.60%	224	0	0.00%
PUYALLAP	841	253	958	952	4	0.42%	157	1	99.36%	0.64%	927	0	0.00%
RENTON	226	425	1431	1414	15	1.05%	400	11	97.25%	2.75%	1279	0	0.00%
RIDGEFIELD	887	360	82	82	3	3.66%	36	2	94.44%	5.56%	65	0	0.00%
ROCHESTER	273	360	123	120	0	0.00%	16	0	100.00%	0.00%	116	0	0.00%
ROY	842	253	38	38	0	0.00%	10	0	100.00%	0.00%	39	0	0.00%
SEATTLE			9536	9305	67	0.70%	1663	21	98.74%	1.26%	8090	1	0.01%
ATWATER	281	206	806	799	5	0.62%	142	0	100.00%	0.00%	698	0	0.00%
CAMPUS	543	206	447	444	5	1.12%	88	0	100.00%	0.00%	306	0	0.00%
CHERRY	241	206	1114	1082	5	0.45%	138	0	100.00%	0.00%	993	0	0.00%
DUWAMISH	762	206	392	388	7	1.79%	60	1	98.33%	1.67%	387	0	0.00%
EAST	322	206	1352	1346	7	0.52%	219	4	98.17%	1.83%	1156	0	0.00%
ELLIOT	441	206	425	384	1	0.24%	82	0	100.00%	0.00%	331	0	0.00%
EMERSON	361	206	1042	1039	2	0.19%	178	5	97.19%	2.81%	912	0	0.00%
LAKEVIEW	522	206	929	921	10	1.08%	179	3	98.32%	1.68%	696	0	0.00%
MAIN	223	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%
PARKWAY	721	206	544	535	5	0.92%	90	0	100.00%	0.00%	522	0	0.00%
SUNSET	782	206	800	795	2	0.25%	165	1	99.39%	0.61%	620	0	0.00%
WEST	932	206	653	649	5	0.77%	136	2	98.53%	1.47%	614	0	0.00%
SEQUIM	683	360	317	315	5	1.58%	82	3	96.34%	3.66%	270	0	0.00%

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 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/I 90 DAYS	90 DAYS (GTR THAN 1%)
SHELTON	426	360	397	395	3	0.76%	119	0	100.00%	0.00%	345	0	0.00%
SILVERDALE	692	360	441	439	3	0.68%	110	2	98.18%	1.82%	338	0	0.00%
SPOKANE			4343	4315	37	0.85%	1297	15	98.84%	1.16%	3777	0	0.00%
CHESTNUT	244	509	144	144	3	2.08%	31	1	96.77%	3.23%	106	0	0.00%
FAIRFAX	325	509	619	616	9	1.45%	163	1	99.39%	0.61%	579	0	0.00%
HUDSON	482	509	605	604	4	0.66%	163	1	99.39%	0.61%	570	0	0.00%
KEYSTONE	534	509	432	429	2	0.46%	134	0	100.00%	0.00%	400	0	0.00%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE										
RIVERSIDE	455	509	836	827	5	0.60%	280	1	99.64%	0.36%	745	0	0.00%
WALNUT	922	509	1096	1086	8	0.73%	322	3	99.07%	0.93%	935	0	0.00%
WHITWORTH	466	509	611	609	6	0.98%	204	8	96.08%	3.92%	442	0	0.00%
SPRINGDALE	258	509	35	35	3	8.57%	5	1	80.00%	20.00%	34	0	0.00%
SUMNER (BonneyLake)	863	253	438	437	9	2.05%	85	1	98.82%	1.18%	405	0	0.00%
TACOMA			5436	5386	25	0.46%	1193	15	98.74%	1.26%	4970	1	0.02%
FORT LEWIS	964	253	277	276	0	0.00%	70	1	98.57%	1.43%	241	0	0.00%
GREENFIELD	472	253	771	765	5	0.65%	210	1	99.52%	0.48%	723	0	0.00%
JUNIPER	582	253	874	870	3	0.34%	137	2	98.54%	1.46%	870	0	0.00%
LENNOX	531	253	892	886	1	0.11%	201	5	97.51%	2.49%	818	0	0.00%
LOGAN	564	253	495	495	2	0.40%	146	2	98.63%	1.37%	446	0	0.00%
MARKET (Fawcett)	272	253	630	606	7	1.11%	143	3	97.90%	2.10%	570	1	0.18%
SKYLINE	792	253	397	396	3	0.76%	121	0	100.00%	0.00%	331	0	0.00%
WAVERLY-2	922	253	181	179	0	0.00%	32	0	100.00%	0.00%	182	0	0.00%
WAVERLY-7	927	253	919	913	4	0.44%	133	1	99.25%	0.75%	789	0	0.00%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA										
VANCOUVER			3064	3042	43	1.40%	1205	18	98.51%	1.49%	2921	0	0.00%
ORCHARDS	253	360	1659	1647	27	1.63%	667	11	98.35%	1.65%	1524	0	0.00%
OXFORD	693	360	875	866	8	0.91%	323	7	97.83%	2.17%	915	0	0.00%
SALMON CREEK (VANCVR NO)	573	360	530	529	8	1.51%	215	0	100.00%	0.00%	482	0	0.00%
WAITSBURG	337	509	13	13	0	0.00%	0	0	0.00%	0.00%	14	0	0.00%
WALLA WALLA	522	509	468	465	0	0.00%	44	0	100.00%	0.00%	475	0	0.00%
WARDEN	349	509	38	38	1	2.63%	0	0	0.00%	0.00%	36	0	0.00%
WINLOCK	785	360	46	46	0	0.00%	6	0	100.00%	0.00%	44	0	0.00%
YAKIMA			1412	1392	10	0.71%	173	0	100.00%	0.00%	1377	2	0.15%
CHESTNUT	244	509	1047	1030	7	0.67%	106	0	100.00%	0.00%	1000	2	0.20%
WEST	965	509	365	362	3	0.82%	67	0	100.00%	0.00%	377	0	0.00%
WC TOTAL			45584	44976	389	0.85%	11049	184	98.33%	1.67%	40287	7	0.02%