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STATE OF WASH.
UTILITIES TRANSP.
COMMISSION

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

Holly Dean
Manager – Regulatory
Public Policy

December 21, 2004

Simon J. ffitch
Assistant Attorney General
Public Counsel Section
900 Fourth Avenue, No. 2000
Seattle, WA 98164-1012

Attention: Mary Kimball
Steven Johnson

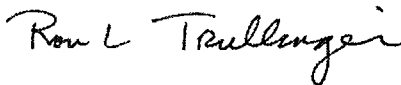
RE: Qwest Corporation Monthly Service Reports
Docket Nos. UT-921192, UT-950200, UT-991358, UT-030704

Dear Mr. ffitch:

Enclosed are the November 2004 service quality performance reports filed with the Washington Utilities and Transportation Commission (WUTC) in accordance with Docket Nos. UT-921192, UT-950200, UT-991358 and WAC 480-120-438 – WAC 480-120-440.

This information is considered CONFIDENTIAL by Qwest and is being provided to you under the protective order in Docket No. UT-970766.

Very truly yours,

By 
Ron L. Trullinger for
Holly Dean

Enclosures

cc: Mark Reynolds
Lisa Anderl



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December 21, 2004

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

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

Dear Ms. Washburn:

Enclosed are the November 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 November 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.

Attached you will also find a copy of the October 2004 Out of Service Summary Report. This report was to be attached to the revised service quality report filing dated December 9, 2004. The report was inadvertently left out.

The monthly Customer Service Guarantee Report will be filed at a later date under separate cover. Qwest is currently investigating the accuracy of the held order credit data.

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

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

*Revised 12/04

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	12/03	1/04	2/04	3/04	4/04	5/04	6/04	7/04	8/04	9/04	10/04	11/04
RATIOS	0.82	0.85	0.77	0.77	0.82	0.82	0.82	0.85	0.89	0.96	0.80	0.92

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

Note: This report contains POTS Service
State: Washington

For The Month of November 2004

WA Year To Date Age Report For Nov 2004																		
For End of Month Nov 2004																		
Excludes Customer Reasons																		
Completed (Met/Missed Due Date)																		
November																		
ORD CNT	AVG AGE	< 5 Days			31 <= 60			> 60			ORD CNT	AVG AGE	Still Open					
		< 5 Days	5 <= 30	31 <= 60	> 60	< 5 Days	5 <= 30	31 <= 60	> 60	< 5 Days			5 <= 30	31 <= 60	> 60			
Inside Bas																		
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
November 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 November 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 November 2004 indicates that we have completed 35,170 (99.1%) orders year to date within 5 business days (new, transfer or change orders with at least one inward line). 324 (0.92%) orders were not completed within 5 business days due to company reasons.

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

- 35,170 orders for lines were completed in November 2004.
- 165,953 total orders were completed in November 2004.
- Qwest missed the commitment/appointment for 637 orders (0.4%) of the total orders completed in November .
- 324 orders (0.92%) were not completed in 5 business days (324/35,170). These were all held orders. Information on the Aging Report indicates that █ orders were held in November due to a lack of facilities (848 that have completed + 7 that are still pending less than 30days). Therefore, you can conclude that the November 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>	08/04 SOT=NTC Inward R, SB, LB	Not Compl w/i 90 days	Orders Still Open > 60 days (from 11/04 facilities aging report)	Total orders not compl w/i 90 days	90 days (greater than 1%)
State Total	42,088	6	█	9	0.02%

Completed Order Detail, (Report 1)

Column #

- 1] EXCHANGE: Exchange/wire center name.
- 2] WC: Wire center number.
- 3]. AREA CODE: NPA for the exchange or wire center.
- 4] SOT=NTC; (IF>00): Total of all completed New, Transfer and Changed service orders for month reported; residence, small business, large business.
- 5] SOT=NTC; (IF>00): Total of all completed New, Transfer and Changed service orders for month reported; residence, small business.
- 6] COMPANY MISSED: Number of service orders in column 4 that the installation appointment was missed due to company reasons.
- 7] SUBSCRIBER MISSED: Number of service orders in column 4 that the installation appointment was missed due to subscriber reasons.
- 8] COMBINED MISSED: Number of service orders in columns 6 and 7 that the installation appointment was missed due to company and subscriber reasons.
- 9] COMMITMENTS SUBSCRIBER MISSED: Percentage of installation appointments met by the company but missed due to customer reasons (column 4 less column 7 divided by column 4).
- 10] COMMITMENTS MET COMPANY MISSED: Percentage of installation appointments met by the company (column 4 less column 6 divided by column 4).
- 11] COMMITMENTS MET COMBINED MISSED: Percentage of installations met by the company excluding appointments missed because of company or customer reasons (column 4 less column 8 divided by column 4).

Missed Commitment Information (Report 2)

- 12] SOT=NTC (R, SB, LB): Total completed New, Transfer and Change service orders with at least one inward line, residence, small business, large business.
- 13] SOT=NTC (R, SB): Total completed New, Transfer and Change service orders with at least one inward line, residence and small business.
- 14] TOTAL NOT COMPLETED WITHIN 5 DAYS: The number of orders in column 12 that were not completed due to company reasons within 5 business days. The amounts in this column are the counts by wire center of all orders that were held at some time during the month, some of these orders were completed within 5 business days and some counts may include orders held for customer reasons.
- 15] PERCENT NOT MET IN 5 DAYS GREATER THAN 10%: Percentage of orders that were not completed within 5 business days (column 14 divided by column 12).
- 16] TOTAL NUMBER OF ORDERS WITH DUE DATES GREATER THAN 5 BUSINESS DAYS because the customer requested.

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

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

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

20] 08/04 SOT=NTC Inward (R, SB, LB): Total of all completed New, Transfer and Changed service orders for August 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
NOVEMBER 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	99.64%**	42,000	335	0.80%	45,584	4	0.01%
NOVEMBER	165,953	637	713	99.62%	35,170	324	0.92%	42,088	6	0.01%
DECEMBER										
YTD	2,227,725	8,280	8,211	99.63%	445,856	3,759	0.84%	437,937	57	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.

*Revised 10/04
**Revised 12/04

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

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	11/04 TOTAL ORDERS SOT= NTC R,SB,LB	11/04 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	1529	1521	5	3	8	99.80%	99.67%	99.48%
AUBURN	833	253	3387	3375	17	12	29	99.64%	99.50%	99.14%
BAINBRIDGE ISLAND	842	206	1048	1037	4	5	9	99.52%	99.62%	99.14%
BATTLEGROUND	687	360	1001	997	6	6	12	99.40%	99.40%	98.80%
BELFAIR	275	360	617	616	4	1	5	99.84%	99.35%	99.19%
BELLEVUE			4657	4589	17	31	48	99.33%	99.63%	98.97%
GLENCOURT	453	425	1515	1473	10	10	20	99.34%	99.34%	98.68%
SHERWOOD	641	425	3142	3116	7	21	28	99.33%	99.78%	99.11%
BELLINGHAM			3306	3285	12	17	29	99.49%	99.64%	99.12%
LUMMI	758	360	144	144	0	1	1	99.31%	100.00%	99.31%
REGENT	671	360	3162	3141	12	16	28	99.49%	99.62%	99.11%
BLACK DIAMOND	886	360	266	264	1	0	1	100.00%	99.62%	99.62%
BREMERTON			3188	2939	49	41	90	98.71%	98.46%	97.18%
CROSBY	373	360	228	228	5	2	7	99.10%	97.79%	96.93%
BREM ESSEX	830	360	2909	2660	44	39	83	98.64%	98.47%	97.15%
SUNNYSLOPE	674	360	51	51	0	0	0	100.00%	100.00%	100.00%
BUCKLEY	829	360	289	286	2	1	3	99.65%	99.31%	98.96%
CASTLE ROCK	274	360	419	417	3	2	5	99.52%	99.28%	98.81%
CENTRALIA	736	360	1056	1049	3	3	6	99.72%	99.72%	99.43%
CHEHALIS			834	829	3	4	7	99.52%	99.64%	99.16%
CHEHALIS	748	360	659	654	3	4	7	99.39%	99.54%	98.94%
NAPAVINE	262	360	175	175	0	0	0	100.00%	100.00%	100.00%
CLE-ELUM	674	509	188	188	0	2	2	98.94%	100.00%	98.94%
COLFAX	397	509	178	173	4	0	4	100.00%	97.75%	97.75%
COLVILLE	684	509	540	538	3	4	7	99.26%	99.44%	98.70%
COPALIS										
(OCEAN SHORES)	289	360	292	291	2	1	3	99.66%	99.31%	98.97%
COULEE DAM	633	509	160	160	0	0	0	100.00%	100.00%	100.00%
CRYSTAL MTN.	663	360	38	38	0	0	0	100.00%	100.00%	100.00%
DAYTON	382	509	162	161	0	0	0	100.00%	100.00%	100.00%
DEER PARK	276	509	472	468	4	2	6	99.57%	99.15%	98.73%
DES MOINES			4168	4152	8	13	21	99.69%	99.81%	99.50%
DES MOINES	824	206	1622	1618	4	8	12	99.51%	99.75%	99.26%
FEDERAL WAY	839	253	2546	2534	4	5	9	99.80%	99.84%	99.65%
EASTON	656	509	35	35	2	0	2	100.00%	94.29%	94.29%
ELK	292	509	225	221	0	1	1	99.56%	100.00%	99.56%
ENUMCLAW	825	360	773	762	2	2	4	99.74%	99.74%	99.48%
EPHRATA	754	509	308	302	1	0	1	100.00%	99.68%	99.68%
GRAHAM	847	253	2252	2249	7	5	12	99.78%	99.69%	99.47%
GREEN BLUFF	238	509	184	176	5	1	6	99.44%	97.27%	96.74%
HOODSPORT	877	360	163	161	0	2	2	98.77%	100.00%	98.77%
ISSAQUAH	392	425	1797	1790	6	5	11	99.72%	99.67%	99.39%
KENT			5700	5648	15	18	33	99.68%	99.74%	99.42%

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

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	11/04 TOTAL ORDERS SOT= NTC R,SB,LB	11/04 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	1986	1971	9	4	13	99.80%	99.55%	99.35%
OBRIEN	251	206	332	315	1	5	6	98.49%	99.69%	98.19%
ULRICH	852	253	3382	3362	5	9	14	99.73%	99.85%	99.59%
LIBERTY LAKE	255	509	112	112	0	0	0	100.00%	100.00%	100.00%
LONGVIEW-KELSO	423	360	3175	3164	7	7	14	99.78%	99.78%	99.56%
LOON LAKE	233	509	79	79	0	0	0	100.00%	100.00%	100.00%
MAPLE VALLEY	432	425	1026	1022	2	6	8	99.41%	99.80%	99.22%
MOSES LAKE			1360	1354	2	5	7	99.63%	99.85%	99.49%
MOSES LAKE(AFB)	762	509	309	306	1	2	3	99.35%	99.67%	99.03%
MOSES LAKE	765	509	1051	1048	1	3	4	99.71%	99.90%	99.62%
NEWMAN LAKE	226	509	158	158	0	2	2	98.73%	100.00%	98.73%
NORTHPORT	732	509	81	81	1	2	3	97.50%	98.73%	96.30%
OLYMPIA			7951	7536	28	21	49	99.74%	99.65%	99.38%
EVERGREEN	866	360	605	603	3	2	5	99.67%	99.50%	99.17%
LACEY	456	360	3755	3706	16	8	24	99.79%	99.57%	99.36%
WHITEHALL	352	360	3591	3227	9	11	20	99.69%	99.75%	99.44%
OMAK-OKANOGAN	826	509	586	582	0	1	1	99.83%	100.00%	99.83%
OROVILLE	476	509	136	135	2	5	7	96.27%	98.47%	94.85%
OTHELLO	488	509	491	489	8	3	11	99.38%	98.36%	97.76%
PASCO	545	509	2154	2141	3	10	13	99.54%	99.86%	99.40%
PATEROS	923	509	39	39	0	0	0	100.00%	100.00%	100.00%
POMEROY	843	509	61	61	1	0	1	100.00%	98.36%	98.36%
PT. ANGELES			1454	1443	8	7	15	99.52%	99.45%	98.97%
JOYCE	928	360	78	78	0	3	3	96.15%	100.00%	96.15%
PT. ANGELES	452	360	1376	1365	8	4	12	99.71%	99.42%	99.13%
PT. LUDLOW	437	360	189	188	2	4	6	97.86%	98.92%	96.83%
PT. ORCHARD			2151	2130	7	9	16	99.58%	99.67%	99.26%
COLBY	871	360	851	847	1	0	1	100.00%	99.88%	99.88%
PT. ORCHARD	876	360	1300	1283	6	9	15	99.30%	99.54%	98.85%
PT. TOWNSEND	385	360	872	856	8	5	13	99.42%	99.08%	98.51%
PUYALLAP	841	253	3976	3951	12	17	29	99.57%	99.70%	99.27%
RENTON	226	425	6007	5638	17	27	44	99.55%	99.72%	99.27%
RIDGEFIELD	887	360	231	228	3	3	6	98.68%	98.68%	97.40%
ROCHESTER	273	360	519	510	3	2	5	99.61%	99.42%	99.04%
ROY	842	253	258	258	4	4	5	99.61%	98.44%	98.06%
SEATTLE			31871	31408	103	154	257	99.52%	99.68%	99.19%
ATWATER	281	206	2362	2342	12	13	25	99.45%	99.49%	98.94%
CAMPUS	543	206	1155	1136	2	2	4	99.83%	99.83%	99.65%
CHERRY	241	206	4496	4440	8	17	25	99.62%	99.82%	99.44%
DUWAMISH	762	206	1738	1738	3	12	15	99.31%	99.83%	99.14%
EAST	322	206	4411	4395	16	38	54	99.14%	99.63%	98.78%
ELLIOT	441	206	839	826	7	4	11	99.52%	99.16%	98.69%
EMERSON	361	206	3689	3663	9	8	17	99.78%	99.76%	99.54%
LAKEVIEW	522	206	2614	2602	12	20	32	99.23%	99.54%	98.78%

Washington Service Order Interval Missed Commitment Report
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MAIN	223	206	2004	1756	13	13	26	99.35%	99.35%	98.70%
MERCER ISLAND (Adams)	232	206	755	748	0	2	2	99.74%	100.00%	99.74%
PARKWAY	721	206	2703	2694	7	9	16	99.67%	99.74%	99.41%
SUNSET	782	206	2679	2668	7	7	14	99.74%	99.74%	99.48%
WEST	932	206	2412	2400	7	9	16	99.63%	99.71%	99.34%
SEQUIM	683	360	1078	1069	14	2	16	99.81%	98.70%	98.52%
SHELTON	426	360	1383	1381	7	6	13	99.56%	99.49%	99.06%
SILVERDALE	692	360	1528	1520	6	10	16	99.34%	99.60%	98.95%
SPOKANE			15718	15628	66	66	132	99.58%	99.58%	99.16%
CHESTNUT	244	509	391	390	5	1	6	99.74%	98.72%	98.47%
FAIRFAX	325	509	2547	2539	4	14	18	99.45%	99.84%	99.29%
HUDSON	482	509	2281	2273	4	13	17	99.43%	99.82%	99.25%
KEYSTONE	534	509	1542	1531	5	8	13	99.48%	99.67%	99.16%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE							
RIVERSIDE	455	509	2785	2752	23	14	37	99.50%	99.17%	98.67%
WALNUT	922	509	4204	4185	9	12	21	99.71%	99.79%	99.50%
WHITWORTH	466	509	1968	1958	16	4	20	99.80%	99.19%	98.98%
SPRINGDALE	258	509	143	135	1	1	2	99.30%	99.30%	98.60%
SUMNER (BonneyLake)	863	253	2107	2096	9	4	13	99.81%	99.57%	99.38%
TACOMA			21771	21655	63	76	139	99.65%	99.71%	99.36%
FORT LEWIS	964	253	1012	1012	2	3	5	99.70%	99.80%	99.51%
GREENFIELD	472	253	3163	3150	13	13	26	99.59%	99.59%	99.18%
JUNIPER	582	253	3552	3540	13	11	24	99.69%	99.63%	99.32%
LENNOX	531	253	4363	4353	14	9	23	99.79%	99.68%	99.47%
LOGAN	564	253	1788	1780	2	8	10	99.55%	99.89%	99.44%
MARKET (Fawcett)	272	253	2214	2180	5	18	23	99.19%	99.77%	98.96%
SKYLINE	752	253	1473	1467	5	8	13	99.46%	99.66%	99.12%
WAVERLY-2	922	253	647	642	3	2	5	99.69%	99.53%	99.23%
WAVERLY-7	927	253	3559	3531	6	4	10	99.89%	99.83%	99.72%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA							
VANCOUVER			11067	10901	55	53	108	99.52%	99.50%	99.02%
ORCHARDS	253	360	5841	5773	40	27	67	99.53%	99.31%	98.85%
OXFORD	693	360	3267	3177	5	20	25	99.39%	99.85%	99.23%
SALMON CREEK (VANCVR NO)	573	360	1959	1951	10	6	16	99.69%	99.49%	99.18%
WAITSBURG	337	509	56	55	1	0	1	100.00%	98.21%	98.21%
WALLA WALLA	522	509	1588	1574	6	7	13	99.56%	99.62%	99.18%
WARDEN	349	509	121	121	0	0	0	100.00%	100.00%	100.00%
WINLOCK	785	360	186	186	0	1	1	99.46%	100.00%	99.46%
YAKIMA			5938	5925	3	14	17	99.72%	99.94%	99.66%
CHESTNUT	244	509	3626	3613	1	12	13	99.67%	99.97%	99.64%
WEST	965	509	1412	1412	2	2	4	99.86%	99.86%	99.72%
WC TOTAL			165953	163626	637	713	1350	99.57%	99.62%	99.19%

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

1	2	3	12	13	14	15	16	17	18	19	12	21	22
EXCHANGES	WC	AREA CODE	11/04 SOT=NTC INWARD R,SB,LB	11/04 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 or Less Missed Appt. Company Reasons	% MET	% Missed	8/04 SOT=NTC INWARD R,SB,LB	NOT COMPL W/I 90 DAYS	90 DAYS (GRTR THAN 1%)
ABERDEEN-HOQUIAM	532	360	349	348	2	0.57%	43	0	100.00%	0.00%	386	0	0.00%
AUBURN	833	253	673	673	9	1.34%	91	4	95.60%	4.40%	814	0	0.00%
BAINBRIDGE ISLAND	842	206	180	177	1	0.56%	32	1	96.88%	3.13%	246	0	0.00%
BATTLEGROUND	687	360	200	198	2	1.00%	47	2	95.74%	4.26%	246	0	0.00%
BELFAIR	275	360	136	135	2	1.47%	23	0	100.00%	0.00%	97	0	0.00%
BELLEVUE			977	955	10	1.02%	179	1	99.44%	0.56%	1213	0	0.00%
GLENCOURT	453	425	340	328	6	1.76%	56	0	100.00%	0.00%	405	0	0.00%
SHERWOOD	641	425	637	627	4	0.63%	123	1	99.19%	0.81%	808	0	0.00%
BELLINGHAM			844	836	6	0.71%	136	3	97.79%	2.21%	1201	0	0.00%
LUMMI	758	360	20	20	0	0.00%	2	0	100.00%	0.00%	33	0	0.00%
REGENT	671	360	824	816	6	0.73%	134	3	97.76%	2.24%	1168	0	0.00%
BLACK DIAMOND	886	360	50	50	0	0.00%	6	0	100.00%	0.00%	58	0	0.00%
BREMERTON			742	663	21	2.83%	109	21	80.73%	19.27%	840	0	0.00%
CROSBY	373	360	60	60	3	5.00%	9	1	88.89%	11.11%	63	0	0.00%
BREM ESSEX	830	360	670	591	18	2.69%	100	20	80.00%	20.00%	764	0	0.00%
SUNNYSLOPE	674	360	12	12	0	0.00%	0	0	0.00%	0.00%	13	0	0.00%
BUCKLEY	829	360	52	50	2	3.85%	8	0	100.00%	0.00%	39	0	0.00%
CASTLE ROCK	274	360	62	61	1	1.61%	12	0	100.00%	0.00%	106	0	0.00%
CENTRALIA	736	360	240	239	1	0.42%	28	0	100.00%	0.00%	264	0	0.00%
CHEHALIS			187	185	2	1.07%	29	0	100.00%	0.00%	224	0	0.00%
CHEHALIS	748	360	158	156	2	1.27%	22	0	100.00%	0.00%	191	0	0.00%
NAPAVINE	262	360	29	29	0	0.00%	7	0	100.00%	0.00%	33	0	0.00%
CLE-ELUM	674	509	60	60	0	0.00%	11	0	100.00%	0.00%	82	0	0.00%
COLFAX	397	509	56	52	2	3.57%	7	0	100.00%	0.00%	50	0	0.00%
COLVILLE	684	509	125	123	4	3.20%	15	0	100.00%	0.00%	142	1	0.70%
COPALIS													
(OCEAN SHORES)	289	360	68	68	0	0.00%	11	1	90.91%	9.09%	88	0	0.00%
COULLEE DAM	633	509	37	37	0	0.00%	5	0	100.00%	0.00%	45	0	0.00%
CRYSTAL MTN.	663	360	14	14	0	0.00%	0	0	0.00%	0.00%	9	0	0.00%
DAYTON	382	509	32	32	0	0.00%	3	0	100.00%	0.00%	32	0	0.00%
DEER PARK	276	509	117	116	3	2.56%	16	1	93.75%	6.25%	136	0	0.00%
DES MOINES			811	807	5	0.62%	102	1	99.02%	0.98%	916	0	0.00%
DES MOINES	824	206	303	303	3	0.99%	44	0	100.00%	0.00%	363	0	0.00%
FEDERAL WAY	839	253	508	504	2	0.39%	58	1	98.28%	1.72%	553	0	0.00%
EASTON	656	509	12	12	1	8.33%	3	0	100.00%	0.00%	18	0	0.00%
ELK	292	509	39	37	0	0.00%	4	0	100.00%	0.00%	48	0	0.00%
ENUMCLAW	825	360	130	128	2	1.54%	19	0	100.00%	0.00%	201	0	0.00%
EPHRATA	754	509	91	87	1	1.10%	10	0	100.00%	0.00%	64	0	0.00%
GRAHAM	847	253	355	353	2	0.56%	64	1	98.44%	1.56%	448	0	0.00%
GREEN BLUFF	238	509	35	31	2	5.71%	8	0	100.00%	0.00%	38	0	0.00%
HOODSPORT	877	360	50	48	0	0.00%	10	0	100.00%	0.00%	45	0	0.00%
ISSAQUAH	392	425	431	427	5	1.16%	102	0	100.00%	0.00%	553	0	0.00%
KENT			1079	1052	7	0.65%	193	1	99.48%	0.52%	1337	0	0.00%
MERIDIAN	253	360	302	296	1	0.33%	68	0	100.00%	0.00%	425	0	0.00%
OBRIEN	251	206	79	73	0	0.00%	16	0	100.00%	0.00%	77	0	0.00%
ULRICH	852	253	698	693	6	0.86%	109	1	99.08%	0.92%	835	0	0.00%

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

1	2	3	12	13	14	15	16	17	18	19	12	21	22
EXCHANGES	WC	AREA	11/04 SOT=NTC INWARD R,SB,LB	11/04 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	8/04 SOT=NTC INWARD R,SB,LB	NOT COMPL W/I 90 DAYS	90 DAYS (GRTR THAN 1%)
LIBERTY LAKE	255	509	17	17	0	0.00%	6	0	100.00%	0.00%	23	0	0.00%
LONGVIEW-KELSO	423	360	697	692	2	0.29%	62	0	100.00%	0.00%	859	0	0.00%
LOON LAKE	233	509	12	12	0	0.00%	1	0	100.00%	0.00%	25	0	0.00%
MAPLE VALLEY	432	425	183	181	3	1.64%	48	0	100.00%	0.00%	220	1	0.45%
MOSES LAKE			353	350	0	0.00%	34	1	97.06%	2.94%	374	0	0.00%
MOSES LAKE (AFB)	762	509	72	70	0	0.00%	4	1	75.00%	25.00%	76	0	0.00%
MOSES LAKE	765	509	281	280	0	0.00%	30	0	100.00%	0.00%	298	0	0.00%
NEWMAN LAKE	226	509	19	19	0	0.00%	5	0	100.00%	0.00%	35	0	0.00%
NORTHPORT	732	509	27	27	1	3.70%	9	0	100.00%	0.00%	21	0	0.00%
OLYMPIA			1637	1605	14	0.86%	246	4	98.37%	1.63%	2042	0	0.00%
EVERGREEN	866	360	120	118	2	1.67%	14	0	100.00%	0.00%	153	0	0.00%
LACEY	456	360	762	753	6	0.79%	112	3	97.32%	2.68%	979	0	0.00%
WHITEHALL	352	360	755	734	6	0.79%	120	1	99.17%	0.83%	910	0	0.00%
OMAK-OKANOGAN	826	509	151	150	0	0.00%	13	0	100.00%	0.00%	161	0	0.00%
OROVILLE	476	509	40	40	1	2.50%	5	1	80.00%	20.00%	36	0	0.00%
OTHELLO	488	509	128	127	6	4.69%	7	0	100.00%	0.00%	114	0	0.00%
PASCO	545	509	510	502	3	0.59%	40	1	97.50%	2.50%	481	0	0.00%
PATEROS	923	509	10	10	0	0.00%	2	0	100.00%	0.00%	20	0	0.00%
POMEROY	843	509	7	7	1	14.29%	0	0	0.00%	0.00%	31	0	0.00%
PT. ANGELES			329	326	6	1.82%	49	1	97.96%	2.04%	390	0	0.00%
JOYCE	928	360	21	21	0	0.00%	4	0	100.00%	0.00%	17	0	0.00%
PT. ANGELES	452	360	308	305	6	1.95%	45	1	97.78%	2.22%	373	0	0.00%
PT. LUDLOW	437	360	38	38	2	5.26%	10	1	90.00%	10.00%	56	0	0.00%
PT. ORCHARD			406	398	5	1.23%	62	1	98.39%	1.61%	498	0	0.00%
COLBY	871	360	161	159	0	0.00%	31	1	96.77%	3.23%	172	0	0.00%
PT. ORCHARD	876	360	245	239	5	2.04%	31	0	100.00%	0.00%	326	0	0.00%
PT. TOWNSEND	385	360	218	210	3	1.38%	31	2	93.55%	6.45%	232	0	0.00%
PUYALLAP	841	253	818	804	7	0.86%	126	1	99.21%	0.79%	1008	0	0.00%
RENTON	226	425	1188	1179	12	1.01%	201	6	97.01%	2.99%	1417	0	0.00%
RIDGEFIELD	887	360	66	66	2	3.03%	18	1	94.44%	5.56%	78	1	1.28%
ROCHESTER	273	360	112	109	4	3.57%	22	1	95.45%	4.55%	131	0	0.00%
ROY	842	253	55	55	4	7.27%	14	1	92.86%	7.14%	56	0	0.00%
SEATTLE			6616	6453	55	0.83%	971	13	98.66%	1.34%	8335	1	0.01%
ATWATER	281	206	567	563	3	0.53%	112	2	98.21%	1.79%	707	0	0.00%
CAMPUS	543	206	283	273	0	0.00%	49	0	100.00%	0.00%	390	0	0.00%
CHERRY	241	206	828	813	2	0.24%	86	0	100.00%	0.00%	1030	0	0.00%
DUWAMISH	762	206	311	302	1	0.32%	40	1	97.50%	2.50%	374	0	0.00%
EAST	322	206	932	924	10	1.07%	125	0	100.00%	0.00%	1221	0	0.00%
ELLIOT	441	206	257	250	3	1.17%	30	3	90.00%	10.00%	296	0	0.00%
EMERSON	361	206	727	724	4	0.55%	102	0	100.00%	0.00%	917	0	0.00%
LAKEVIEW	522	206	569	565	2	0.35%	110	4	96.36%	3.64%	833	0	0.00%
MAIN	233	206	553	463	18	3.25%	64	2	96.88%	3.13%	678	0	0.00%
MERCER ISLAND (Adams)	232	206	143	142	0	0.00%	31	0	100.00%	0.00%	181	0	0.00%
PARKWAY	721	206	432	429	6	1.39%	55	1	98.18%	1.82%	465	1	0.22%
SUNSET	782	206	552	549	3	0.54%	90	0	100.00%	0.00%	680	0	0.00%
WEST	932	206	462	456	3	0.65%	77	0	100.00%	0.00%	563	0	0.00%

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

1	2	3	12	13	14	15	16	17	18	19	12	21	22
EXCHANGES	WC	AREA CODE	11/04 SOT=NTC INWARD R,SB,LB	11/04 SOT=NTC INWARD R,SB	NOT COMPL W/ 5 DAYS	5 DAY (Greater than 10%)	SUM OF ORDERS W/DD > 5 days; Customer Reasons	SUM OF ORDERS W/DD > 5 Days or Less Missed Appt. Company Reasons	% MET	% Missed	8/04 SOT=NTC INWARD R,SB,LB	NOT COMPL W/ 90 DAYS	90 DAYS (GRTR THAN 1%)
SEQUIM	683	360	249	243	2	0.80%	63	3	95.24%	4.76%	282	0	0.00%
SHELTON	426	360	275	274	3	1.09%	42	1	97.62%	2.38%	335	0	0.00%
SILVERDALE	692	360	360	359	3	0.83%	41	1	97.56%	2.44%	434	0	0.00%
SPOKANE			3418	3386	27	0.79%	495	11	97.78%	2.22%	4027	2	0.05%
CHESTNUT FAIRFAX	244	509	100	100	0	0.00%	15	2	86.67%	13.33%	144	1	0.69%
HUDSON	325	509	522	521	1	0.19%	75	0	100.00%	0.00%	600	0	0.00%
KEYSTONE	482	509	499	493	2	0.40%	54	2	96.30%	3.70%	567	0	0.00%
MORAN	534	509	357	354	4	1.12%	43	0	100.00%	0.00%	382	0	0.00%
RIVERSIDE	441	509	NUMBERS ADDED TO RIVERSIDE										
WALNUT	455	509	651	642	8	1.23%	112	3	97.32%	2.68%	842	0	0.00%
WHITWORTH	922	509	891	884	5	0.56%	134	1	99.25%	0.75%	977	0	0.00%
SPRINGDALE	466	509	398	392	7	1.76%	62	3	95.16%	4.84%	515	1	0.19%
SUMNER (BonneyLake)	288	509	46	44	0	0.00%	6	1	83.33%	16.67%	35	0	0.00%
TACOMA	863	253	394	388	1	0.25%	50	0	100.00%	0.00%	453	0	0.00%
FORT LEWIS	964	253	4396	4350	32	0.73%	573	5	99.13%	0.87%	4970	0	0.00%
GREENFIELD	472	253	266	266	1	0.38%	48	0	100.00%	0.00%	285	0	0.00%
JUNIPER	582	253	607	599	8	1.32%	68	1	98.53%	1.47%	677	0	0.00%
LENOX	531	253	785	779	5	0.64%	83	2	97.59%	2.41%	832	0	0.00%
LOGAN	564	253	750	747	5	0.67%	100	0	100.00%	0.00%	860	0	0.00%
MARKET (Fawcett)	272	253	381	378	3	0.79%	51	0	100.00%	0.00%	445	0	0.00%
SKYLINE	752	253	518	509	3	0.58%	54	0	100.00%	0.00%	601	0	0.00%
WAVERLY-2	922	253	295	292	3	1.02%	65	1	98.46%	1.54%	373	0	0.00%
WAVERLY-7	927	253	121	119	1	0.83%	14	0	100.00%	0.00%	143	0	0.00%
TOUCHET	394	509	673	661	3	0.45%	90	1	98.89%	1.11%	754	0	0.00%
VANCOUVER			NUMBERS ADDED TO WALLA WALLA										
ORCHARDS	253	360	2463	2442	22	0.89%	416	10	97.60%	2.40%	2958	0	0.00%
OXFORD	693	360	1275	1263	18	1.41%	215	6	97.21%	2.79%	1491	0	0.00%
SALMON CREEK (VANCOUVER NO)	573	360	398	397	3	0.75%	89	4	95.51%	4.49%	546	0	0.00%
WAITSBURG	337	509	9	8	1	11.11%	2	0	100.00%	0.00%	12	0	0.00%
WALLA WALLA	522	509	403	398	4	0.99%	34	0	100.00%	0.00%	471	0	0.00%
WARDEN	349	509	22	22	0	0.00%	0	0	0.00%	0.00%	32	0	0.00%
WINLOCK	785	360	47	47	0	0.00%	6	0	100.00%	0.00%	46	0	0.00%
YAKIMA			1217	1216	5	0.41%	142	0	100.00%	0.00%	1404	0	0.00%
CHESTNUT WEST	244	509	888	887	2	0.23%	89	0	100.00%	0.00%	1008	0	0.00%
WC TOTAL	965	509	329	329	3	0.91%	53	0	100.00%	0.00%	396	0	0.00%
			35170	34618	324	0.92%	5178	104	97.99%	2.01%	42088	6	0.01%

WASHINGTON REPAIR COMMITMENTS MET
NOVEMBER 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	16,776	16,051	725	95.68	24	66
December						
YTD Total	213,367	203,413	9,954	95.33%	749	658
Baseline (WAC 480-120-439(3)): The missed repair appointment report must state the number of appointments						
missed; made and the number of allowed appointments exclusions.						

WASHINGTON TROUBLE REPORT
NOVEMBER 2004

EXCHANGE	#	WC	ALINES	#Rpts	RATE	Aug-04	Jul-04	Jun-04	May-04	Apr-04	Mar-04	Feb-04	Jan-04	RATE	
Report Rate > 4.00			Nov-04	Nov-04	Nov-04	Nov-04	Nov-04	Nov-04	Nov-04	Nov-04	Nov-04	Nov-04	Nov-04	Dec-03	
ABERDEEN	0	532	16983	225	1.32	0.90	0.86	1.11	0.87	0.71	0.79	0.87	1.08	0.91	1.15
AUBURN	0	833	34197	288	0.78	1.04	1.07	1.12	0.99	1.20	0.83	0.93	1.05	0.81	1.32
BAINBRIDGE	0	842	14117	151	1.07	1.13	1.48	1.52	1.24	1.15	1.19	1.10	1.14	1.30	1.73
BATTLE GROUND	1	687	11436	190	1.66	1.39	2.12	2.12	1.56	1.79	1.58	1.40	1.28	2.42	4.74
BELFAIR	0	275	8128	114	1.40	1.45	2.33	1.51	1.36	2.25	1.20	1.69	1.52	1.13	1.39
BELLEVUE			72834	501	0.69	0.68	0.79	2.44	0.69	0.80	0.65	0.64	0.74	0.65	0.76
GLENGOURT	0	453	28208	195	0.69	0.60	0.63	0.65	0.56	0.73	0.53	0.61	0.59	0.53	0.63
SHERWOOD	0	641	44626	306	0.69	0.73	0.90	3.57	0.78	0.85	0.72	0.66	0.84	0.72	0.84
BELLINGHAM			43637	402	0.92	0.77	0.69	0.88	0.65	0.66	0.59	0.55	0.72	0.68	0.57
LUMMI	0	758	1548	16	1.03	1.80	1.35	1.09	1.49	0.71	2.05	0.96	0.89	1.14	1.02
REGENT	0	671	42089	386	0.92	0.74	0.67	0.87	0.62	0.66	0.53	0.54	0.72	0.66	0.56
BLACK DIAMOND	1	886	3516	32	0.91	2.05	1.14	0.88	1.26	1.37	1.35	1.37	1.33	1.10	4.42
BREMERTON			40032	306	0.76	0.68	0.72	0.74	0.66	0.69	0.68	0.61	0.82	0.66	0.71
BREMERTON ESX	0	373	35675	254	0.71	0.59	0.66	0.62	0.59	0.63	0.64	0.52	0.75	0.58	0.64
CROSBY	0	830	3521	47	1.33	1.57	1.26	1.80	1.18	1.32	0.97	1.32	1.53	1.52	1.39
SUNNYSLOPE	0	674	836	5	0.60	0.97	0.84	1.08	1.57	0.85	1.34	1.71	1.07	0.59	1.05
BONNEY LAKE	0	862	Numbers added to Summer												
BUCKLEY	0	829	3343	28	0.84	1.38	1.14	1.29	1.37	1.21	1.06	0.82	1.28	0.81	1.15
CASTLEROCK	1	274	4948	111	2.24	3.71	2.12	4.26	2.01	1.26	1.51	1.62	1.54	1.66	2.13
CENTRALIA	0	736	10422	119	1.14	1.03	1.28	1.08	1.37	0.84	0.98	0.93	1.30	1.20	1.03
CHEHALIS			10688	129	1.21	0.96	0.89	1.28	1.16	0.95	0.81	0.87	1.44	1.49	1.15
CHEHALIS	0	748	8082	92	1.14	0.88	0.85	1.22	1.10	0.99	0.64	0.81	1.34	1.60	1.10
NAPAVINE	0	262	2606	37	1.42	1.22	1.00	1.47	1.35	0.84	1.33	1.05	1.75	1.14	1.27
CLE-ELUM	0	674	3332	32	0.96	1.42	1.11	2.68	1.05	1.66	0.97	1.14	0.85	0.38	1.72
COLFAX	0	397	2550	35	1.37	1.22	2.38	1.23	1.35	1.29	0.70	0.85	1.00	0.91	1.46
COLVILLE	0	684	7122	50	0.70	1.04	1.15	2.56	1.21	0.89	1.24	0.59	1.00	0.79	0.54
PALIS(OCEAN SHORES)	0	289	4122	91	2.21	1.57	1.62	1.33	1.24	1.03	0.93	1.16	1.49	1.12	1.14
COULLEE DAM	0	633	2337	13	0.56	0.94	0.90	1.23	1.32	0.89	1.05	2.09	1.07	0.86	0.94
CRYSTAL MTN.	0	663	687	4	0.58	0.88	1.63	1.18	1.04	1.95	0.89	0.60	1.45	1.28	2.28
DAYTON	0	382	1912	24	1.26	1.74	2.80	2.36	2.35	1.93	0.95	1.49	0.60	1.58	1.33
DEER PARK	0	276	6355	66	1.04	1.06	1.00	1.81	1.27	1.15	1.89	0.75	0.55	0.44	1.02
DES MOINES			36212	272	0.75	0.83	0.92	0.85	0.72	0.83	0.95	0.75	0.81	0.77	0.87
DES MOINES	0	824	14152	114	0.81	0.90	0.94	0.84	0.71	0.77	0.97	0.81	0.78	0.73	0.86
FEDERAL WAY	0	839	22060	158	0.72	0.79	0.91	0.86	0.72	0.87	0.94	0.70	0.82	0.80	0.87
EASTON	0	656	712	5	0.70	0.98	1.23	1.92	0.28	0.56	0.97	0.28	0.83	1.10	1.25
ELK	0	292	2899	30	1.04	0.90	1.53	1.01	1.01	1.15	1.53	0.66	0.66	0.73	1.14
ENUMCLAW	0	825	9578	77	0.80	1.26	1.38	1.19	0.94	0.92	1.06	0.75	1.10	0.89	1.36
EPHRATA	0	754	3727	41	1.10	1.26	0.93	0.61	0.84	0.96	0.56	1.17	2.05	0.60	0.71
GRAHAM	0	847	20072	225	1.12	0.96	1.01	1.10	1.21	1.58	1.44	1.21	1.34	1.78	1.22
GREEN BLUFF	0	238	3029	26	0.86	0.59	1.59	1.52	1.40	2.05	0.79	0.88	2.03	0.93	0.84

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			Nov-04	Nov-04	Nov-04	Oct-04	Sep-04	Aug-04	Jul-04	Jun-04	May-04	Apr-04	Mar-04	Feb-04	Jan-04	Dec-03			
Report Rate > 4.00																			
HOODSPORT	0	877	2553	27	1.06	1.41	0.62	1.52	0.82	1.02	1.41	1.25	0.94	0.86	1.02	0.74			
ISSAQUAH	0	392	26702	241	0.90	0.98	0.88	1.23	0.88	1.18	0.81	0.95	0.87	1.00	1.29	1.25			
KENT			63152	497	0.79	0.79	0.76	0.93	0.82	0.83	0.86	0.70	0.75	0.65	0.91	0.97			
KENT MERIDIAN	0	630	22734	235	1.03	0.94	1.04	1.27	1.31	1.03	1.35	0.96	0.86	0.85	1.20	1.16			
KENT OBRIEN	0	251	11063	41	0.37	0.27	0.32	0.31	0.40	0.50	0.28	0.21	0.24	0.22	0.34	0.29			
KENT ULRICH	0	852	29355	221	0.75	0.88	0.72	0.90	0.60	0.82	0.71	0.69	0.85	0.65	0.90	1.08			
LIBERTY LAKE	0	255	1634	9	0.55	0.37	0.61	0.49	0.55	0.49	1.57	0.84	0.18	0.41	1.06	0.71			
LONGVIEW-KELSO	0	423	32389	352	1.09	1.23	1.25	1.48	1.05	1.10	0.94	1.03	1.32	1.23	1.52	1.21			
LOON LAKE	0	233	1453	12	0.83	0.82	0.87	1.78	1.25	1.19	1.27	1.28	0.54	0.95	0.88	0.82			
MAPLE VALLEY	0	432	13436	127	0.95	0.70	2.19	0.79	0.81	0.82	1.14	0.83	1.27	0.94	2.35	1.82			
MOSES LAKE			14756	141	0.96	0.95	1.09	1.63	1.17	1.72	1.09	1.00	1.15	1.06	1.31	1.49			
MOSES LAKE AFB	0	762	2638	18	0.68	1.17	0.75	0.94	1.05	1.15	0.84	0.68	1.17	1.05	1.68	0.97			
MOSES LAKE	0	765	12118	123	1.02	0.90	1.16	1.78	1.20	1.85	1.15	1.07	1.14	1.06	1.23	1.61			
NEWMAN LAKE	0	226	2591	8	0.31	0.70	0.96	0.93	1.46	1.65	1.26	1.03	1.20	0.78	1.08	0.52			
NORTHPORT	0	732	1018	22	2.16	1.08	1.36	2.35	1.86	0.59	1.58	1.10	2.09	0.69	0.69	1.09			
OLYMPIA			96640	760	0.79	0.83	0.85	0.83	0.87	0.85	0.80	0.76	0.89	0.90	1.10	1.01			
EVERGREEN	0	866	7502	100	1.33	0.96	1.59	1.00	1.29	1.00	1.05	0.80	1.32	0.90	2.39	2.38			
LACEY	0	456	42721	254	0.59	0.77	0.77	0.73	0.85	0.82	0.71	0.68	0.74	0.79	1.01	0.78			
WHITEHALL	0	352	46417	406	0.87	0.88	0.82	0.90	0.82	0.86	0.83	0.83	0.96	0.99	0.96	1.00			
OMAK-OKANOGAN	0	826	7512	71	0.95	0.97	1.08	1.54	0.83	1.08	1.22	1.02	1.59	0.96	1.32	0.87			
OROVILLE	0	476	1853	16	0.86	1.50	1.71	1.55	1.22	1.17	1.16	0.95	1.05	0.94	1.04	1.14			
OTHELLO	1	488	4692	96	2.05	1.22	1.20	2.83	1.97	2.54	2.95	2.21	3.04	5.18	3.25	3.45			
PASCO	0	545	20438	222	1.09	1.70	1.29	1.73	1.78	2.12	1.29	1.18	1.32	1.28	2.41	1.79			
PATEROS	0	923	832	7	0.84	0.12	0.60	1.54	0.71	1.06	0.71	0.59	1.88	0.59	1.17	0.71			
POMEROY	0	843	1332	11	0.83	1.41	2.01	2.06	1.85	1.40	0.95	1.10	2.02	1.29	3.75	2.82			
PT. ANGELES			19610	197	1.00	0.87	1.13	1.20	0.82	0.85	0.84	0.83	1.26	1.21	1.30	1.21			
JOYCE	0	928	1268	10	0.79	1.34	1.87	1.95	2.73	2.44	1.65	1.88	0.93	1.01	1.79	3.57			
PT. ANGELES	0	452	18342	187	1.02	0.84	1.08	1.15	0.69	0.74	0.79	0.76	1.28	1.22	1.26	1.05			
PT. LUDLOW	0	437	2877	27	0.94	1.57	1.04	1.21	1.18	1.12	1.04	0.76	1.13	1.12	0.67	0.58			
PT. ORCHARD			23901	256	1.07	1.02	1.07	1.02	0.98	1.08	1.71	0.88	0.97	1.06	1.21	0.93			
COLBY	0	871	9233	104	1.13	1.01	0.94	1.09	1.06	1.20	1.12	0.89	0.85	1.01	1.22	0.85			
PT. ORCHARD	0	876	14668	152	1.04	1.03	1.15	0.98	0.93	1.00	2.07	0.86	1.04	1.09	1.20	0.98			
PT. TOWNSEND	0	385	11977	103	0.86	0.87	1.03	1.47	0.94	1.26	1.17	0.76	0.79	0.90	1.13	0.83			
PUYALLUP	0	841	40783	370	0.91	2.00	0.96	1.08	0.87	0.92	0.88	0.84	0.99	0.85	0.92	0.90			
RENTON	0	226	58032	487	0.84	0.84	0.78	0.89	0.76	0.78	0.79	0.78	0.97	0.92	1.38	1.12			
RIDGEFIELD	2	887	3831	51	1.33	4.18	6.65	2.45	1.83	2.36	1.69	1.90	1.72	1.47	2.74	1.57			
ROCHESTER	0	273	6252	79	1.26	1.72	1.86	1.82	1.31	1.01	1.34	0.94	0.96	0.77	1.68	0.94			
ROY	0	843	2780	36	1.29	1.67	1.45	1.60	1.31	1.16	1.44	0.75	0.82	1.22	2.08	1.68			
SEATTLE			420413	2761	0.66	0.68	0.73	0.78	0.68	0.70	0.65	0.59	0.72	0.64	0.94	0.72			
ATWATER	0	281	33584	209	0.62	0.51	0.63	0.82	0.75	0.71	0.64	0.58	0.57	0.47	0.64	0.60			

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Report Rate > 4.00																		
CAMPUS	0	543	16123	83	0.51	0.63	0.76	0.69	0.63	0.70	0.41	0.51	0.60	0.48	0.63	0.70		
CHERRY	0	241	45147	328	0.73	0.78	0.79	1.04	0.83	0.90	0.88	0.75	1.07	1.01	1.80	0.94		
DUWAMISH	0	655	17876	144	0.81	0.84	0.90	0.92	0.69	0.74	0.65	0.71	0.96	0.73	1.20	0.83		
EAST	0	322	46462	381	0.82	1.03	0.93	0.88	0.82	0.87	0.76	0.60	0.74	0.78	1.01	0.80		
ELLIOT	0	441	12092	27	0.22	0.39	0.28	0.24	0.33	0.44	0.36	0.39	0.52	0.25	0.38	0.26		
EMERSON	0	417	45447	278	0.61	0.68	0.79	0.95	0.72	0.66	0.67	0.61	0.76	0.66	1.14	0.94		
LAKEVIEW	0	522	39501	283	0.72	0.72	0.77	0.85	0.68	0.74	0.78	0.61	0.62	0.67	0.97	0.79		
MAIN	0	223	61665	106	0.17	0.20	0.21	0.22	0.24	0.29	0.30	0.20	0.25	0.25	0.22	0.16		
MERCER ISLAND (ADAMS)	0	232	12812	118	0.92	0.76	1.20	0.99	1.03	1.21	0.86	0.73	0.90	0.74	0.99	0.75		
PARKWAY	0	723	24407	318	1.30	0.84	1.03	1.04	0.95	0.97	0.86	0.96	1.20	1.07	1.39	1.44		
SUNSET	0	782	35098	204	0.58	0.67	0.74	0.65	0.55	0.52	0.55	0.51	0.68	0.50	0.72	0.69		
WEST	0	932	30199	282	0.93	0.97	0.99	1.11	0.98	0.88	0.83	0.93	0.92	0.75	1.13	0.73		
SEQUIM	0	683	14929	223	1.49	1.59	1.07	0.98	1.26	0.91	0.98	0.98	0.80	2.06	1.15	1.15		
SHELTON	0	427	17019	208	1.22	1.01	1.29	1.14	1.06	1.26	0.98	0.99	0.89	1.16	1.26	1.00		
SILVERDALE	0	692	18024	153	0.85	0.76	0.66	0.87	0.69	0.65	0.78	0.54	0.66	0.77	0.97	0.66		
SPOKANE	0	179246	179246	1353	0.75	0.74	0.95	0.99	0.90	0.95	1.30	0.77	0.72	0.68	0.83	0.87		
CHESTNUT	0	244	3697	25	0.68	1.26	1.12	2.09	0.91	3.13	2.15	0.85	0.56	1.13	0.96	0.91		
FAIRFAX	0	325	26234	203	0.77	0.67	0.85	1.11	0.77	0.96	1.03	0.70	0.81	0.87	0.98	1.01		
HUDSON	0	482	20231	135	0.67	0.57	0.68	0.67	0.75	0.89	1.59	0.66	0.63	0.59	0.73	0.76		
KEYSTONE	0	534	17449	102	0.58	0.76	0.76	0.98	0.87	0.87	1.62	0.82	0.69	0.73	0.87	0.76		
MORAN	0	441	Numbers added to Riverside															
RIVERSIDE	0	455	37405	274	0.73	0.73	0.89	0.88	0.75	0.85	1.23	0.65	0.76	0.77	1.17	0.86		
WALNUT	0	922	48163	377	0.78	0.67	0.89	0.99	0.90	0.88	1.08	0.70	0.59	0.48	0.72	0.84		
WHITWORTH	0	466	26067	237	0.91	1.01	1.54	1.14	1.37	1.02	1.50	1.04	0.91	0.69	0.95	0.94		
SPRINGDALE	0	258	1698	30	1.77	2.48	1.59	1.41	3.38	3.47	2.56	2.03	0.81	1.04	1.22	0.93		
SUMNER	0	863	23456	285	1.22	1.64	1.01	1.02	0.86	0.98	0.84	1.26	1.15	0.95	1.40	1.10		
TACOMA	0	197749	197749	1544	0.78	0.91	1.00	1.02	0.85	0.96	0.90	0.95	1.14	0.92	1.28	1.03		
FORT LEWIS	0	964	5582	39	0.70	0.74	0.55	0.54	0.64	0.82	0.48	0.44	0.84	0.84	1.48	0.81		
GREENFIELD	0	472	25711	244	0.95	1.09	0.96	1.31	0.91	1.50	0.95	0.98	1.26	1.22	1.58	1.08		
JUNIPER	0	581	29339	253	0.86	1.03	1.22	1.22	1.06	0.92	0.84	1.09	1.29	1.10	1.54	1.21		
LENNOX	0	531	33528	319	0.95	1.19	1.09	1.28	1.12	1.17	1.44	1.46	1.68	1.11	1.44	1.18		
LOGAN	0	564	18894	159	0.84	0.86	0.95	0.90	0.71	0.76	0.79	0.77	0.95	0.83	1.23	0.97		
MARKET/FAWCETT	0	272	21769	124	0.57	0.66	0.68	0.62	0.58	0.52	0.76	0.64	0.64	0.72	0.87	0.67		
SKYLINE	0	752	17704	129	0.73	0.83	0.93	0.99	0.74	0.74	0.75	0.90	0.86	0.80	1.22	1.26		
WAVERLY-2	0	922	8771	60	0.68	0.93	1.05	0.76	0.62	0.91	1.06	0.82	0.98	0.67	1.25	0.88		
WAVERLY-7	0	927	36451	217	0.60	0.67	1.06	0.85	0.76	0.91	0.68	0.76	1.03	0.71	1.01	0.91		
TOUCHET			Numbers added to Walla Walla															
VANCOUVER			112148	1148	1.02	1.00	0.94	1.21	1.00	1.09	1.07	0.88	1.13	1.24	1.60	1.13		
ORCHARDS	0	253	58235	612	1.05	0.97	0.95	1.20	0.91	1.15	1.18	0.87	1.14	1.20	1.55	1.19		

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Report Rate > 4.00																	
OXFORD	0	693	31304	319	1.02	1.09	0.92	1.11	1.12	1.05	0.93	1.13	1.32	1.44	1.16		
SALMON CREEK (VANCOUVER NORTH)	0	573	22609	217	0.96	0.98	0.95	1.37	1.06	0.99	0.81	1.09	1.24	1.96	0.95		
WAITSBURG	0	337	764	13	1.70	1.17	1.96	3.00	1.82	1.29	0.76	1.36	1.69	2.27	1.79		
WALLA WALLA TOUCHET	0	522	22175	171	0.77	1.02	0.67	1.00	0.73	1.00	0.77	0.81	0.90	1.47	1.07		
WARDEN	0	349	1393	7	0.50	2.20	1.20	3.05	1.98	0.91	1.10	1.08	1.68	2.29	3.04		
WINLOCK	0	785	2302	38	1.65	1.97	1.80	1.14	0.57	1.71	0.96	0.73	0.81	1.72	1.41		
YAKIMA			54183	453	0.84	0.74	0.70	0.97	1.05	0.93	0.79	0.77	0.71	0.90	0.87		
CHESTNUT	0	248	36768	357	0.97	0.79	0.68	0.98	1.17	0.97	0.77	0.78	0.73	0.97	0.88		
WEST	0	965	17415	96	0.55	0.64	0.73	0.95	0.78	0.85	0.84	0.74	0.67	0.77	0.86		
TOTALS			1907442	16179	0.85	0.91	0.94	1.09	0.88	0.93	0.80	0.92	0.87	1.17	0.97		

Escalation Code	Failure Category	Incident Date	Restore Date	Total No. of Hours OOS	Geography Affected	Failure Description
There are no incident reports greater than 48 hours for this month						

WASHINGTON ANSWER TIME PERFORMANCE REPORT
NOVEMBER 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				72.97%	27.02%	
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				84.75%	15.25%	

*Revised 2/04

**Revised total line 12/04 due to spreadsheet cells not populating correctly. All monthly data correct, only total line updated.

WASHINGTON AVERAGE TIME IN QUEUE IN SECONDS
FOR REPAIR AND RES/BUS OFFICE ACCESS
NOVEMBER 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		76,793,608	35		6,614,259	29		83,407,867	34		11,448,863	26
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
NOVEMBER 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%

	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	12,112	12,016	99.21%	96	135
December					
JULY-DEC 04 TOTAL	69,110	67,370	97.48%	1,740	835

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	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	4,584	4,560	24	99.48%	1	34
December						
YTD TOTAL	59,699	58,273	322	97.61%	236	505

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.

*Revised 12/04

**Jan-Jun 04 will be restated at a later date.

WASHINGTON E911, LOCAL AND TOLL TRUNK BLOCKING
NOVEMBER 2004

Trunks Blocking > 1% for the month of November 2004			E911 BLOCKING				
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result Nov04	Explanation/Details of Action Taken, Turnk Servicing Response - NOV04
	3			one way	E911	6.91%	Have forwarded the TGSR's to the appropriate 911 personnel. TGSR's were sent on 10/28/04 and 12/4/04.
	2			one way	E911	2.93%	Blocking frm wk of 11/08/04, inaccurate data showing usage only, zero blocking since. TGSR sent to 911 team to notify them of the blocking on 12/2/04.
Percent of trunks meeting standard:						98.37%	
Total number of trunks:						123	
Number of trunks out of compliance for the month:						2	
Trunks Blocking > 1% for the month of Nov 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 Nov04	Explanation/Details of Action Taken, Turnk Servicing Response - NOV04
	792			two way	LOCAL	22.30%	Group was originally blocking due to mass calling events 11/1/04, 11/2/04 and 11/3/04 which were caused by the elections. Since additional blocking continued through the month we created order NOM031834 +96 tks Due: 12/07/04 to address blocking.
Percent of trunks meeting standard:						99.69%	
Total number of trunks:						328	
Number of trunks out of compliance for the month:						1	
Trunks Blocking > .5% for the month of Nov 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 Nov04	Explanation/Details of Action Taken, Turnk Servicing Response - NOV04
	168			two way	TOLL-DDD	15.90%	Election mass call blkng 110104 & 110204. Also continued to block through next week of November. Issued order NOM031735 +48tks Due: 11/30/04. Continued to block after order was turned up so order NOM031919 +96 tks Due: 12/14/04. was issued.
	24			two way	TOLL-DDD	8.99%	
	48			two way	TOLL-DDD	7.35%	Blocked 11/15/04 study week. Order NOM031838 +24 tks Due: 12/07/04 was issued due to additional blocking during the last week of November. No other blocking since augment was turned up.
	216			two way	GOS	5.11%	Consistent blocking Through most days and weeks. Order NOM031733 was issued to add +48 and completed 11/30/04. There has been no blocking since.
	48			two way	TOLL-DDD	4.11%	
	468			two way	TOLL-DDD	3.79%	
	312			two way	GOS	1.71%	Blocking on 11/1/04 and 11/2/04 only. This was due to election mass calling events. No other blocking for the month.
	251			two way	GOS	1.48%	Consistent blocking Through most days and weeks. Order NOM031736 was issued to add +24 and completed 11/30/04. There has been no blocking since.
	240			two way	GOS	1.25%	Blocking on 11/1/04 and 11/2/04 only. This was due to election mass calling events. No other blocking for the month.
	120			two way	GOS	1.06%	
	336			two way	GOS	0.85%	Blocking on 11/1/04 and 11/2/04 only. This was due to election mass calling events. No other blocking for the month.
	264			two way	GOS	0.74%	Blocking on 11/1/04 and 11/2/04 only. This was due to election mass calling events. No other blocking for the month.
	288			two way	GOS	0.73%	Blocking on 11/1/04 and 11/2/04 only. This was due to election mass calling events. No other blocking for the month.
	216			two way	GOS	0.57%	Blocking due to order activity. Order NOM031339 was completed on 10/26/04 to add +24 trunks. The blocking was carry over from this study week into the first week of November. We also had one time blocking in November on 11/22/04 Hour 13. No other blocking for the month.
	240			two way	GOS	0.57%	
	264			two way	GOS	0.52%	Blocking on 11/1/04 and 11/2/04 only. This was due to election mass calling events. No other blocking for the month.
Percent of trunks meeting standard:						95.86%	
Total number of trunks:						387	
Number of trunks out of compliance for the month:						16	

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

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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	1,907,442	53,325,631	4,973	0.01%
December, 2004				
YTD Total		451,754,163	69,675	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
NOVEMBER 2004

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
ABERDEEN-HOQUIAM	532	360	292742	0	0.00%
ATWATER	281	206	583737	3	0.00%
AUBURN	833	253	661270	123	0.02%
BLACK DIAMOND	REMOTE OF AUBURN				
BAINBRIDGE ISLAND	842	206	294816	31	0.01%
BATTLEGROUND	687	360	195039	163	0.08%
BELFAIR	275	360	127227	2	0.00%
BONNEY LAKE	862	253	237023	0	0.00%
BREMERTON ESSEX	373	360	753620	2	0.00%
BUCKLEY	829	360	51304	0	0.00%
CAMPUS	543	206	311641	0	0.00%
CASTLE ROCK	274	360	93990	98	0.11%
CENTRALIA	736	360	184016	1	0.00%
CHEHALIS	748	360	144833	0	0.00%
CHERRY	241	206	913030	357	0.04%
CLE-ELUM	674	509	44041	0	0.00%
COLBY	871	360	166792	88	0.05%
COLFAX	397	509	31249	0	0.00%
COLVILLE	684	509	113787	2	0.00%
NORTHPORT	REMOTE OF COLVILLE				
COULEE DAM	633	509	37831	0	0.00%
CROSBY	830	360	57890	0	0.00%
CRYSTAL MTN.	663	360	4842	0	0.00%
DAYTON	382	509	24824	0	0.00%
DEER PARK	276	509	107609	0	0.00%
DES MOINES	824	206	280368	119	0.04%
DUWAMISH	762	206	341329	0	0.00%
EAST	322	206	563549	55	0.01%
EASTON	656	509	7807	0	0.00%
ELK	292	509	47328	0	0.00%
ELLIOT	441	206	219442	5	0.00%
EMERSON	361	206	767371	9	0.00%
ENUMCLAW	825	360	147611	0	0.00%
EPHRATA	754	509	45544	0	0.00%
FAIRFAX	325	509	576707	244	0.04%
CHESTNUT	REMOTE OF FAIRFAX				
FEDERAL WAY	839	253	488122	246	0.05%
FORT LEWIS	964	253	121358	9	0.01%
GLENCOURT	453	425	607890	33	0.01%
GRAHAM	847	253	415399	82	0.02%
GREEN BLUFF	238	509	51384	0	0.00%
GREENFIELD	472	253	691683	257	0.04%
HUDSON	482	509	458787	0	0.00%
ISSAQUAH	392	425	513668	9	0.00%
JOYCE	928	360	13831	0	0.00%
JUNIPER	582	253	616691	144	0.02%
KENT MERIDIAN	630	253	402487	237	0.06%
KENT OBRIEN	251	206	303701	1	0.00%
KENT ULRICH	852	253	530689	87	0.02%
KEYSTONE	534	509	487156	0	0.00%
LACEY	456	360	714005	174	0.02%
LAKEVIEW	522	206	490495	65	0.01%
LENNOX	531	253	788202	14	0.00%
LIBERTY LAKE	255	509	23598	0	0.00%
LOGAN	564	253	337078	89	0.03%
LONGVIEW-KELSO	423	360	678599	0	0.00%
LOON LAKE	233	509	14758	0	0.00%
MAIN (Seattle)	223	206	18396938	81	0.00%
MAPLE VALLEY	432	425	208595	100	0.05%

WASHINGTON DIAL TONE
NOVEMBER 2004

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
MARKET (Fawcett)	272	253	599713	9	0.00%
MERCER ISLAND (Adams)	232	206	293834	6	0.00%
MOSES LAKE	762	509	272762	1	0.00%
MOSES LAKE(AFB)	765	509	54832	0	0.00%
NAPAVINE	262	360	50768	0	0.00%
NEWMAN LAKE	226	509	46974	0	0.00%
OCEAN SHORES	289	360	54820	0	0.00%
OMAK-OKANOGAN	826	509	110084	0	0.00%
ORCHARDS	253	360	950444	159	0.02%
OROVILLE	476	509	24731	0	0.00%
OTHELLO	488	509	105420	0	0.00%
PARKWAY	721	206	633215	280	0.04%
PASCO	545	509	404420	3	0.00%
PATEROS	923	509	9000	0	0.00%
POMEROY	843	509	18313	0	0.00%
PT. ANGELES	452	360	274175	0	0.00%
PT. LUDLOW	437	360	43894	0	0.00%
PT. ORCHARD	876	360	289617	219	0.08%
SUNNYSLOPE	REMOTE OF PT. ORCHARD				
PT. TOWNSEND	385	360	256163	4	0.00%
PUYALLAP	841	253	660133	0	0.00%
REGENT	671	360	1059211	122	0.01%
LUMMI	REMOTE OF REGENT				
RENTON	226	425	988927	285	0.03%
RIDGEFIELD	887	360	56645	0	0.00%
RIVERSIDE	455	509	521663	73	0.01%
MORAN	REMOTE OF RIVERSIDE				
ROCHESTER	273	360	134422	0	0.00%
ROY	843	253	56959	0	0.00%
SEQUIM	683	360	168483	0	0.00%
SHELTON	426	360	354267	193	0.05%
HOODSPORT	REMOTE OF SHELTON				
SHERWOOD	641	425	871756	75	0.01%
SILVERDALE	692	360	303659	70	0.02%
SKYLINE	752	253	314628	0	0.00%
SPRINGDALE	258	509	34136	0	0.00%
SUMNER (BonneyLake)	863	253	247822	19	0.01%
BONNEY LAKE	REMOTE OF SUMNER				
SUNSET	782	206	467633	117	0.03%
VANCOUVER NO. SALMON CRK(NO)	573	360	341505	2	0.00%
VANCOUVER OXFORD	693	360	789544	33	0.00%
WAITSBURG	337	509	12831	0	0.00%
WALLA WALLA (incl Touchet)	522	509	684229	4	0.00%
TOUCHET	REMOTE OF WALLA WALLA				
WALNUT	922	509	806394	0	0.00%
WARDEN	349	509	30914	0	0.00%
WAVERLY-2	922	253	238505	8	0.00%
WAVERLY-7	927	253	638715	95	0.01%
WEST	965	509	485545	0	0.00%
WHITEHALL	352	360	748630	150	0.02%
EVERGREEN	REMOTE OF WHITEHALL				
WHITWORTH	466	509	378391	88	0.02%
WINLOCK	785	360	40071	21	0.05%
YAKIMA CHESTNUT	244	509	1212044	5	0.00%
YAKIMA WEST	965	509	399467	2	0.00%
TOTAL			53,325,631	4,973	0.01%

Washington Commission Complaint Report
November 2004

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

Washington Out of Service Report
October 2004

WASHINGTON OUT OF SERVICE SUMMARY
Revised October 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)
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*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
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February	5,686	5,653	8	99.42%	33	63**
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*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.

* Revised December 2004

** January through June 2004 will be restated at a later date.