



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

October 27, 2005

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

Attention: Kristen Russell, Bob Williamson  
Re: Docket Nos. UT-921192, UT-950200, UT-991358, UT-030704

Dear Ms. Washburn:

Enclosed are the September 2005 service quality performance reports required of Qwest Corporation in accordance with Docket Nos. UT-921192, UT-950200, UT-991358, UT-030704 and WAC 480-120-438 – 480-120-440.

The following reports are enclosed:

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

The Service Order Interval Missed Commitment Report enclosed includes all orders completed in September 2005. Information is provided for each exchange and includes orders for primary service, orders held beyond five business days and orders not completed within 90 days. The order count used for this report includes primary and additional line orders. This report includes large business orders and excludes orders where the customer requested a due date greater than five business days, orders where Qwest was ready to install service but the customer was not ready, all orders for company official services and orders for service that were for five or more lines 5 Day Greater than 10% and 90 Day Greater than 1% columns.

RECEIVED  
RECORDS MANAGEMENT  
05 OCT 28 AM 11:02  
STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

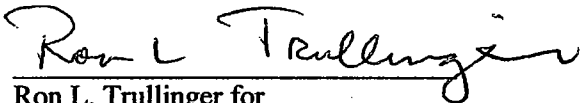
Qwest is reporting one wire center exceeding the benchmark standard for Trouble Reports. The wire center is Crystal Mountain. The reasons for this standard not being met are attached.

Enclosed is the Pending Order Report as of September 30, 2005, based on data generated for the OP-15A diagnostic measure, as ordered by the Commission in Docket UT-030704.

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

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

Very truly yours,

By   
Ron L. Trullinger for  
Holly Dean

Enclosures

## INSTALLATION APPOINTMENTS MET

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

COMPANY NAME: Qwest Corporation

- Calculations are based on 2004/2005 orders reflected in the Service Interval Missed Commitment Report 1, Commitments Met-Company Missed.

MONTH/YEAR	10/04	11/04	12/04	01/05	02/05	03/05	04/05	05/05	06/05	07/05	08/05	09/05
PERCENTAGE	99.6	99.6	99.7	99.7	99.7	99.8	99.7	99.6	99.5	99.5	99.3	99.5

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

## HELD ORDERS

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

COMPANY NAME: Qwest Corporation

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

MONTH/YEAR	10/04	11/04	12/04	01/05	02/05	03/05	04/05	05/05	06/05	07/05	08/05	09/05
RATIOS	0.80	0.92	0.81	0.77	0.70	0.69	0.78	1.55	1.90	1.63	2.00	1.51

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

WA Year To Date Age Report For Sep 2005												
For End of Month Sep 2005												
Excludes Customer Reasons												
September	Completed (Met/Missed Due Date)			Year To Date			Open (Missed Due Date)			Still Open		
	ORD CNT	AVG AGE	Days	< 5	5 <= 30	31 <= 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**  
**September 2005**

The Year-to-date Aging Report reflects the progress made when an order is held due to the lack of company facilities. As of September 30, 2005, Qwest had [REDACTED] pending held orders over 30 days old due to a lack of company facilities, all of which were for additional lines.

The Qwest Service Order Interval Missed Commitment Summary Report for September 2005 indicates that we have completed 38,797 (98.49%) orders year to date within 5 business days (new, transfer or change orders with at least one inward line). 585 (1.51%) orders were not completed within 5 business days due to company reasons.

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

- 38,797 orders for lines were completed in September 2005.
- 148,638 total orders were completed in September 2005.
- Qwest missed the commitment/appointment for 777 orders (0.53%) of the total orders completed in September.
- 585 orders (1.51%) were not completed in 5 business days (585/38,797). These were all held orders. Information on the Aging Report indicates that [REDACTED] orders were held in September due to a lack of facilities (976 that have completed +67 that are still pending). Therefore, you can conclude that the September orders that were not completed within 5 business days were held due to a lack of facilities. In other words, the technicians completed all orders within 5 business days unless they were unable to do so because there were no available facilities.
- Year-to-date, [REDACTED] orders (99.78%) have been completed that were originally held due to a lack of facilities, some of these orders may have been taken in 2003. [REDACTED]
- Of the [REDACTED] total orders held due to a lack of facilities to date, [REDACTED] were completed in less than 30 days (96%).

<i>VIEW 1</i>	06/05 SOT=NTC Inward R, SB, LB	Not Compl w/i 90 days	Orders Still Open > 60 days (from 09/05 facilities aging report)	Total orders not compl w/i 90 days	90 days (greater than 1%)
State Total	38,661	5	[REDACTED]	6	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] 06/05 SOT=NTC Inward (R, SB, LB): Total of all completed New, Transfer and Changed service orders for June 2005 with at least one inward line, residential, small business, large business.

21] TOTAL NOT COMPLETED IN 90 DAYS: The number of open held orders that are more than 90 days old at the end of the month.

22] PERCENT NOT MET IN 90 DAYS: Percentage of orders that were not completed within 90 calendar days (column 21 divided by column 20).





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

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	9/05 TOTAL ORDERS SOT= NTC R,SB,LB	9/05 TOTAL ORDERS SOT=NTC R,SB	Company Misses R,SB,LB	Subscriber Misses R,SB,LB	Combined Misses R,SB,LB	COMMITTS Subscriber Missed R,SB,LB	COMMITTS Company Missed R,SB,LB	COMMITTS MET (Combined Missed) R,SB,LB
ABERDEEN-HOQUIAM	532	360	1374	1362	11	15	26	98.90%	99.19%	98.11%
AUBURN	833	253	2930	2909	18	57	75	98.04%	99.37%	97.44%
BAINBRIDGE ISLAND	842	206	1042	1038	7	28	35	97.29%	99.31%	96.64%
BATTLEGROUND	687	360	1103	1100	20	16	36	98.52%	98.16%	96.74%
BEFAIR	275	360	528	528	5	9	14	98.28%	99.04%	97.35%
BELLEVUE			3824	3763	24	108	132	97.18%	99.37%	96.55%
GLENCOURT	453	425	1340	1301	10	49	59	96.32%	99.23%	95.60%
SHERWOOD	641	425	2484	2462	14	59	73	97.61%	99.42%	97.06%
BELLINGHAM			3508	3489	16	67	83	98.09%	99.54%	97.63%
LUMMI	758	360	171	171	0	2	2	98.83%	100.00%	98.83%
REGENT	671	360	3337	3318	16	65	81	98.04%	99.51%	97.57%
BLACK DIAMOND	886	360	241	241	6	5	11	97.87%	97.46%	95.44%
BREMERTON			2968	2717	20	64	84	97.84%	99.33%	97.17%
CROSBY	373	360	233	233	3	5	8	97.83%	98.68%	96.57%
BREM ESSEX	830	360	2678	2427	17	57	74	97.86%	99.35%	97.24%
SUNNYSLOPE	674	360	57	57	0	2	2	96.49%	100.00%	96.49%
BUCKLEY	829	360	251	249	4	4	8	98.38%	98.38%	96.81%
CASTLE ROCK	274	360	352	352	4	8	12	97.70%	98.84%	96.59%
CENTRALIA	736	360	954	952	5	10	15	98.95%	99.47%	98.43%
CHEHALIS			896	832	3	11	14	98.68%	99.64%	98.33%
CHEHALIS	748	360	657	655	3	9	12	98.62%	99.54%	98.17%
NAPAVINE	262	360	179	177	0	2	2	98.88%	100.00%	98.88%
CLE-ELUM	674	509	234	232	4	7	11	96.96%	98.24%	95.30%
COLFAX	397	509	114	114	0	2	2	98.25%	100.00%	98.25%
COLVILLE	684	509	537	534	9	22	31	95.83%	98.25%	94.23%
COPALIS										
(OCEAN SHORES)	289	360	326	326	3	9	12	97.21%	99.05%	96.32%
COULEE DAM	633	509	160	159	2	4	6	97.47%	98.72%	96.25%
CRYSTAL MTN.	663	360	75	75	8	4	12	94.03%	88.73%	84.00%
DAYTON	382	509	125	125	1	1	2	99.19%	99.19%	98.40%
DEER PARK	276	509	439	439	0	14	14	96.81%	100.00%	96.81%
DES MOINES			3619	3609	13	48	61	98.67%	99.64%	98.31%
DES MOINES	824	206	1361	1357	6	20	26	98.52%	99.55%	98.09%
FEDERAL WAY	839	253	2258	2252	7	28	35	98.76%	99.69%	98.45%
EASTON			55	53	0	2	2	96.36%	100.00%	96.36%
ELK	292	509	189	189	1	4	5	97.87%	99.46%	97.35%
ENUMCLAW	825	360	633	631	11	10	21	98.39%	98.23%	96.68%
EPHRATA	754	509	225	224	0	4	4	98.22%	100.00%	98.22%
GRAHAM	847	253	2038	2035	9	43	52	97.88%	99.55%	97.45%
GREEN BLUFF	238	509	156	156	1	3	4	98.06%	99.35%	97.44%
HOODSPORT	877	360	158	158	1	3	4	98.09%	99.35%	97.47%
ISSAQUAH	392	425	1612	1608	14	42	56	97.37%	99.11%	96.53%
KENT			4966	4925	29	66	95	98.67%	99.42%	98.09%

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

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	9/05 TOTAL ORDERS SOT= NTC R,SB,LB	9/05 TOTAL ORDERS SOT=NTC R,SB	Company Misses R,SB,LB	Subscriber Misses R,SB,LB	Combined Misses R,SB,LB	COMMENTS Subscriber Missed R,SB,LB	COMMENTS Company Missed R,SB,LB	COMMENTS MET (Combined Missed) R,SB,LB
MERIDIAN	253	360	1726	1717	15	21	36	98.77%	99.12%	97.91%
OBRIEN	251	206	272	255	3	10	13	96.28%	98.85%	95.22%
ULRICH	852	253	2968	2953	11	35	46	98.82%	99.62%	98.45%
LIBERTY LAKE	255	509	87	87	0	1	1	98.85%	100.00%	98.85%
LONGVIEW-KELSO	423	360	3083	3071	26	47	73	98.46%	99.14%	97.63%
LOON LAKE	233	509	75	75	0	4	4	94.67%	100.00%	94.67%
MAPLE VALLEY	432	425	931	929	3	17	20	98.17%	99.67%	97.85%
MOSES LAKE			1251	1236	9	25	34	98.00%	99.28%	97.28%
MOSES LAKE(AFB)	762	509	237	235	0	3	3	98.73%	100.00%	98.73%
MOSES LAKE	765	509	1014	1001	9	22	31	97.81%	99.09%	96.94%
NEWMAN LAKE	226	509	101	101	0	1	1	99.01%	100.00%	99.01%
NORTHPORT	732	509	77	76	0	3	3	96.10%	100.00%	96.10%
OLYMPIA			7210	6716	27	130	157	98.20%	99.63%	97.82%
EVERGREEN	866	360	624	624	1	18	19	97.11%	99.83%	96.96%
LACEY	456	360	3190	3163	9	47	56	98.52%	99.71%	98.24%
WHITEHALL	352	360	3396	2929	17	65	82	98.08%	99.49%	97.59%
OMAK-OKANOGAN	826	509	584	580	3	13	16	97.76%	99.47%	97.26%
OROVILLE	476	509	128	126	2	2	4	98.41%	98.41%	96.88%
OTHELLO	488	509	343	340	4	6	10	98.23%	98.81%	97.08%
PASCO	545	509	2141	2137	14	38	52	98.21%	99.33%	97.57%
PATEROS	923	509	37	36	0	0	0	100.00%	100.00%	100.00%
POMEROY	843	509	82	82	0	1	1	98.78%	100.00%	98.78%
PT. ANGELES			1269	1253	5	21	26	98.35%	99.61%	97.95%
JOYCE	928	360	54	54	2	2	4	96.15%	96.15%	92.59%
PT. ANGELES	452	360	1215	1199	3	19	22	98.43%	99.75%	98.19%
PT. LUDLOW	437	360	165	165	1	3	4	98.17%	99.38%	97.58%
PT. ORCHARD			1940	1935	14	35	49	98.20%	99.28%	97.47%
COLBY	871	360	776	773	7	14	21	98.18%	99.08%	97.29%
PT. ORCHARD	876	360	1164	1162	7	21	28	98.18%	99.39%	97.59%
PT. TOWNSEND	385	360	927	923	7	21	28	97.72%	99.23%	96.98%
PUYALLAP	841	253	3482	3458	13	56	69	98.39%	99.62%	98.02%
RENTON	226	425	4750	4739	19	63	82	98.67%	99.59%	98.27%
RIDGEFIELD	887	360	255	253	7	13	20	94.76%	97.11%	92.16%
ROCHESTER	273	360	616	612	6	11	17	98.20%	99.01%	97.24%
ROY	842	253	214	214	2	6	8	97.17%	99.04%	96.26%
SEATTLE			27517	27155	124	555	679	97.98%	99.55%	97.53%
ATWATER	281	206	1994	1982	14	49	63	97.53%	99.28%	96.84%
CAMPUS	543	206	1178	1167	6	30	36	97.44%	99.48%	96.94%
CHERRY	241	206	3705	3679	15	47	62	98.73%	99.59%	98.33%
DUWAMISH	762	206	1460	1454	5	22	27	98.49%	99.65%	98.15%
EAST	322	206	3717	3708	13	82	95	97.79%	99.64%	97.44%
ELLIOT	441	206	741	731	3	22	25	97.02%	99.58%	96.63%
EMERSON	361	206	3143	3137	13	53	66	98.31%	99.58%	97.90%
LAKEVIEW	522	206	2574	2572	9	59	68	97.70%	99.64%	97.36%

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

1	2	3	4	5	6	7	8	9	10	11	
EXCHANGES	WC	AREA CODE	9/05 TOTAL ORDERS SOT= NTC R,SB,LB	9/05 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	
MAIN	223	206	1782	1526	17	63	80	96.43%	99.01%	95.51%	
MERGER ISLAND (Adams)	232	206	630	628	5	6	11	99.04%	99.20%	98.25%	
PARKWAY	721	206	2451	2437	8	39	47	98.40%	99.67%	98.08%	
SUNSET	782	206	2200	2197	9	41	50	98.13%	99.58%	97.73%	
WEST	932	206	1942	1937	7	42	49	97.83%	99.63%	97.48%	
SEQUIM	683	360	997	996	11	17	28	98.28%	98.88%	97.19%	
SHELTON	426	360	1504	1492	7	31	38	97.93%	99.52%	97.47%	
SILVERDALE	692	360	1530	1527	7	28	35	98.16%	99.53%	97.71%	
SPOKANE			14024	13960	56	219	275	98.44%	99.60%	98.04%	
CHESTNUT	244	509	357	357	3	7	10	98.02%	99.14%	97.20%	
FAIRFAX	325	509	2204	2200	6	28	34	98.73%	99.72%	98.46%	
HUDSON	482	509	2074	2068	5	30	35	98.55%	99.76%	98.31%	
KEYSTONE	534	509	1387	1381	6	18	24	98.70%	99.56%	98.27%	
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE								
RIVERSIDE	455	509	2616	2594	6	48	54	98.17%	99.77%	97.94%	
WALNUT	922	509	3552	3532	12	53	65	98.50%	99.66%	98.17%	
WHITWORTH	466	509	1834	1828	18	35	53	98.07%	99.00%	97.11%	
SPRINGDALE	258	509	183	182	1	6	7	96.70%	99.44%	96.17%	
SUMNER (BonneyLake)	863	253	1790	1780	21	56	77	96.83%	98.79%	95.70%	
TACOMA			18377	18201	58	266	324	98.55%	99.68%	98.24%	
FORT LEWIS	964	253	957	859	1	13	14	98.64%	99.89%	98.54%	
GREENFIELD	472	253	2841	2821	10	35	45	98.76%	99.64%	98.42%	
JUNIPER	582	253	3020	3012	7	32	39	98.94%	99.77%	98.71%	
LENNOX	531	253	3599	3594	15	44	59	98.77%	99.58%	98.36%	
LOGAN	564	253	1497	1489	4	24	28	98.39%	99.73%	98.13%	
MARKET (Fawcett)	272	253	1732	1711	3	43	46	97.51%	99.82%	97.34%	
SKYLINE	752	253	1134	1126	3	17	20	98.50%	99.73%	98.24%	
WAVERLY-2	922	253	671	668	6	16	22	97.59%	99.08%	96.72%	
WAVERLY-7	927	253	2926	2921	9	42	51	98.56%	99.69%	98.26%	
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA								
VANCOUVER			9789	9754	49	180	229	98.16%	99.50%	97.66%	
ORCHARDS	253	360	5053	5041	25	83	108	98.35%	99.50%	97.86%	
OXFORD	693	360	2915	2899	13	49	62	98.31%	99.55%	97.87%	
SALMON CREEK (VANCVR NO)	573	360	1821	1814	11	48	59	97.35%	99.38%	96.76%	
WAITSBURG	337	509	42	42	0	1	1	97.62%	100.00%	97.62%	
WALLA WALLA	522	509	1741	1714	9	31	40	98.21%	99.47%	97.70%	
WARDEN	349	509	87	87	0	0	0	100.00%	100.00%	100.00%	
WINLOCK	785	360	176	176	2	4	6	97.70%	98.84%	96.59%	
YAKIMA			4904	4867	18	94	112	98.08%	99.63%	97.72%	
CHESTNUT	244	509	3722	3687	12	72	84	98.06%	99.67%	97.74%	
WEST	965	509	1182	1180	6	22	28	98.13%	99.48%	97.63%	

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

September 2005

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	9/05 TOTAL ORDERS SOT= NTC R,SB,LB	9/05 TOTAL ORDERS SOT=NTC R,SB	Company Misses R,SB,LB	Subscriber Misses R,SB,LB	Combined Misses R,SB,LB	COMMITTS MET Subscriber Missed R,SB,LB	COMMITTS MET Company Missed R,SB,LB	COMMITTS MET (Combined Missed) R,SB,LB
Washington Customers Served by Exchanges in Neighboring States										
Clarkston	751	509	657	657	3	14	17	97.86%	99.53%	97.41%
WC TOTAL			148638	146856	777	2709	3486	98.18%	99.48%	97.65%

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

1	2	3	12	13	14	15	16	17	18	19	21	22
EXCHANGES	WC	AREA CODE	9/05 INWARD R,S,B,LB	9/05 SOT=NTC INWARD R,S,B	NOT COMPL W/I 5 DAYS	5 DAY (Greater than 10%)	SUM OF ORDERS W/DD > 5 days; Customer Reasons	SUM OF ORDERS W/DD > 5 DAYS; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	6/05 SOT=NTC INWARD R,S,B,LB	90 DAYS (GRTR THAN 1%)
ABERDEEN-HOQUIAM	532	360	364	362	8	2.20%	27	0	100.00%	0.00%	308	0.32%
AUBURN	833	253	757	754	13	1.72%	96	3	96.88%	3.13%	747	0.00%
BAINBRIDGE ISLAND	842	206	210	208	5	2.38%	47	1	97.87%	2.13%	215	0.00%
BATTLEGROUND	687	360	230	229	7	3.04%	103	3	97.09%	2.91%	225	0.00%
BEFAIR	275	360	122	122	4	3.28%	25	1	96.00%	4.00%	135	0.00%
BELLEVUE			1013	933	21	2.07%	186	6	96.77%	3.23%	1046	0.00%
GLENCOURT	453	425	362	341	8	2.21%	67	3	95.52%	4.48%	348	0.00%
SHERWOOD	641	425	651	642	13	2.00%	119	3	97.48%	2.52%	698	0.00%
BELLINGHAM			1248	1245	11	0.88%	224	4	98.21%	1.79%	1029	0.00%
LUMMI	758	360	43	43	0	0.00%	4	0	100.00%	0.00%	32	0.00%
REGENT	671	360	1205	1202	11	0.91%	220	4	98.18%	1.82%	997	0.00%
BLACK DIAMOND	886	360	50	50	6	12.00%	13	2	84.62%	15.38%	52	0.00%
BREMERTON			792	683	17	2.15%	168	6	96.43%	3.57%	690	0.00%
CROSBY	373	360	50	50	3	6.00%	13	1	92.31%	7.69%	40	0.00%
BREM ESSEX	830	360	731	622	14	1.92%	154	5	96.75%	3.25%	634	0.00%
SUNNYSLOPE	674	360	11	11	0	0.00%	1	0	100.00%	0.00%	16	0.00%
BUCKLEY	829	360	61	60	4	6.56%	4	0	100.00%	0.00%	57	0.00%
CASTLE ROCK	274	360	82	82	3	3.66%	32	2	93.75%	6.25%	79	0.00%
CENTRALIA	736	360	255	254	2	0.78%	72	2	97.22%	2.78%	258	0.00%
CHEHALIS			189	188	2	1.06%	36	1	97.22%	2.78%	173	0.00%
CHEHALIS	748	360	148	147	2	1.35%	28	1	96.43%	3.57%	139	0.00%
NAPAVINE	262	360	41	41	0	0.00%	8	0	100.00%	0.00%	34	0.00%
CLE-ELUM	674	509	68	67	3	4.41%	9	0	100.00%	0.00%	58	0.00%
COLFAX	397	509	39	39	0	0.00%	7	0	100.00%	0.00%	43	0.00%
COLVILLE	684	509	140	140	8	5.71%	16	1	93.75%	6.25%	129	0.78%
COPALIS												
(OCEAN SHORES)	289	360	76	76	2	2.63%	8	1	87.50%	12.50%	82	0.00%
COULEE DAM	633	509	43	42	3	6.98%	4	0	100.00%	0.00%	48	0.00%
CRYSTAL MTN.	663	360	9	9	0	0.00%	2	0	100.00%	0.00%	10	0.00%
DAYTON	382	509	31	31	1	3.23%	2	0	100.00%	0.00%	29	0.00%
DEER PARK	276	509	113	113	0	0.00%	15	0	100.00%	0.00%	148	0.00%
DES MOINES			843	840	9	1.07%	77	1	98.70%	1.30%	890	0.00%
DES MOINES	824	206	317	316	4	1.26%	33	1	96.97%	3.03%	344	0.00%
FEDERAL WAY	839	253	526	524	5	0.95%	44	0	100.00%	0.00%	546	0.00%
EASTON	656	509	9	9	0	0.00%	1	0	100.00%	0.00%	14	0.00%
ELK	292	509	40	40	1	2.50%	8	1	87.50%	12.50%	44	0.00%
ENUMCLAW	825	360	146	145	8	5.48%	29	1	96.55%	3.45%	165	0.00%
EPHRATA	754	509	66	66	0	0.00%	6	0	100.00%	0.00%	76	0.00%
GRAHAM	847	253	431	431	8	1.86%	73	1	98.63%	1.37%	427	0.00%
GREEN BLUFF	238	509	43	43	1	2.33%	9	0	100.00%	0.00%	50	0.00%
HOODSPORT	877	360	34	34	1	2.94%	8	0	100.00%	0.00%	63	0.00%
ISSAQUAH	392	425	504	502	9	1.79%	96	4	95.83%	4.17%	676	0.00%
KENT			1216	1200	21	1.73%	190	3	98.42%	1.58%	1201	0.08%
MERIDIAN	253	360	356	354	11	3.09%	69	3	95.65%	4.35%	340	1
O'BRIEN	251	206	73	70	2	2.74%	11	0	100.00%	0.00%	82	0.00%
ULRICH	852	253	787	776	8	1.02%	110	0	100.00%	0.00%	779	0.00%
LIBERTY LAKE	255	509	18	18	0	0.00%	0	0	0.00%	0.00%	30	0.00%

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

1	2	3	12	13	14	15	16	17	18	19	12	21	22
EXCHANGES	WC	AREA	9/05	9/05	NOT	5 DAY	SUM OF	SUM OF ORDERS	% MET	% Missed	6/05	NOT	90 DAYS
	CODE	CODE	SOT=NTC	SOT=NTC	COMPL	(Greater	ORDERS	W/DD >5 DAYS;			SOT=NTC	COMPL	GRTR
			INWARD	INWARD	W/I 5	than 10%)	W/DD > 5	CR; 5 Lines or			INWARD	W/I 90	THAN 1%)
			R,SB,LB	R,SB	DAYS		Customer	Less Missed Appt.			R,SB,LB	DAYS	
							Reasons	Company					
							Reasons	Reasons					
LONGVIEW-KELSO	423	360	771	768	19	2.46%	204	11	94.61%	5.39%	715	0	0.00%
LOON LAKE	233	509	21	21	0	0.00%	1	0	100.00%	0.00%	55	0	0.00%
MAPLE VALLEY	432	425	196	196	3	1.53%	55	0	100.00%	0.00%	221	0	0.00%
MOSES LAKE			340	334	9	2.65%	27	2	92.59%	7.41%	367	0	0.00%
MOSES LAKE (AFB)	762	509	58	57	0	0.00%	2	0	100.00%	0.00%	71	0	0.00%
MOSES LAKE	765	509	282	277	9	3.19%	25	2	92.00%	8.00%	296	0	0.00%
NEWMAN LAKE	226	509	26	26	0	0.00%	2	0	100.00%	0.00%	43	0	0.00%
NORTHPORT	732	509	28	28	0	0.00%	1	0	100.00%	0.00%	33	0	0.00%
OLYMPIA			2019	1996	19	0.94%	332	4	98.80%	1.20%	1974	0	0.00%
EVERGREEN	866	360	283	283	1	0.35%	51	1	98.04%	1.96%	188	0	0.00%
LACEY	456	360	841	833	9	1.07%	123	1	99.19%	0.81%	913	0	0.00%
WHITEHALL	352	360	895	880	9	1.01%	158	2	98.73%	1.27%	873	0	0.00%
OMAK-OKANOGAN	826	509	157	156	3	1.91%	15	0	100.00%	0.00%	172	0	0.00%
OROVILLE	476	509	33	33	1	3.03%	2	0	100.00%	0.00%	33	0	0.00%
OTHELLO	488	509	75	74	4	5.33%	3	0	100.00%	0.00%	113	0	0.00%
PASCO	545	509	532	531	13	2.44%	54	3	94.44%	5.56%	537	0	0.00%
PATEROS	923	509	11	11	0	0.00%	1	0	100.00%	0.00%	20	0	0.00%
POMEROY	843	509	20	20	0	0.00%	2	0	100.00%	0.00%	14	0	0.00%
PT. ANGELES			315	311	5	1.58%	35	1	97.14%	2.86%	341	0	0.00%
JOYCE	928	360	16	16	2	12.50%	3	1	66.67%	33.33%	17	0	0.00%
PT. ANGELES	452	360	299	295	3	1.00%	32	0	100.00%	0.00%	324	0	0.00%
PT. LUDLOW	437	360	37	37	2	5.41%	10	1	90.00%	10.00%	45	0	0.00%
PT. ORCHARD			409	407	10	2.44%	74	2	97.30%	2.70%	450	0	0.00%
COLBY	871	360	161	159	5	3.11%	52	2	96.15%	3.85%	164	0	0.00%
PT. ORCHARD	876	360	248	248	5	2.02%	22	0	100.00%	0.00%	286	0	0.00%
PT. TOWNSEND	385	360	222	222	6	2.70%	25	1	96.00%	4.00%	267	0	0.00%
PUYALLAP	841	253	898	886	11	1.22%	207	3	98.55%	1.45%	881	0	0.00%
RENTON	226	425	1228	1226	15	1.22%	194	4	97.94%	2.06%	1250	1	0.08%
RIDGEFIELD	887	360	76	76	2	2.63%	40	2	95.00%	5.00%	72	0	0.00%
ROCHESTER	273	360	141	141	6	4.26%	28	4	85.71%	14.29%	129	0	0.00%
ROY	842	253	44	44	2	4.55%	4	0	100.00%	0.00%	53	0	0.00%
SEATTLE			7574	7433	95	1.25%	1072	11	98.97%	1.03%	7151	0	0.00%
ATWATER	281	206	625	619	8	1.25%	114	2	98.25%	1.75%	579	0	0.00%
CAMPUS	543	206	428	424	2	0.47%	70	0	100.00%	0.00%	301	0	0.00%
CHERRY	241	206	896	887	12	1.34%	110	2	98.18%	1.82%	943	0	0.00%
DUWAMISH	762	206	310	307	2	0.65%	35	0	100.00%	0.00%	338	0	0.00%
EAST	322	206	1068	1066	11	1.03%	136	0	100.00%	0.00%	1013	0	0.00%
ELLIOT	441	206	255	249	2	0.78%	38	0	100.00%	0.00%	257	0	0.00%
EMERSON	361	206	848	845	12	1.42%	115	0	100.00%	0.00%	789	0	0.00%
LAKEVIEW	522	206	832	831	6	0.72%	134	1	99.25%	0.75%	602	0	0.00%
MAIN	223	206	559	458	17	3.04%	58	0	100.00%	0.00%	613	0	0.00%
MERCER ISLAND													
(Adams)	232	206	159	158	5	3.14%	29	2	93.10%	6.90%	165	0	0.00%
PARKWAY	721	206	503	502	8	1.59%	49	3	93.88%	6.12%	493	0	0.00%
SUNSET	782	206	588	587	7	1.19%	97	1	98.97%	1.03%	521	0	0.00%
WEST	932	206	503	500	3	0.60%	87	0	100.00%	0.00%	537	0	0.00%
SEQUIM	683	360	222	222	7	3.15%	51	3	94.12%	5.88%	336	0	0.00%

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

1	2	3	12	13	14	15	16	17	18	19	12	21	22
EXCHANGES	WC	AREA	9/05	9/05	NOT	5 DAY	SUM OF	SUM OF ORDERS	% MET	% Missed	6/05	NOT	90 DAYS
	CODE	INWARD	SOT=NTC	SOT=NTC	COMPL	(Greater	ORDERS	W/5	CR; 5 Lines or	W/5	INWARD	COMPL	(GRTR
		R,SB,LB	R,SB	R,SB	W/I 5	than 10%)	W/5	Days	Less Missed Appt.	Days	R,SB,LB	W/I 90	THAN 1%)
					DAYS		Customer	Reasons	Company			DAYS	
							Reasons	Reasons	Reasons				
SHELTON	426	360	338	335	8	2.37%	33	33	0	0.00%	352	0	0.00%
SILVERDALE	692	360	370	368	3	0.81%	48	48	0	0.00%	365	0	0.00%
SPOKANE			3790	3767	34	0.90%	510	8	8	1.57%	3769	0	0.00%
CHESTNUT	244	509	90	90	2	2.22%	11	1	1	9.09%	113	0	0.00%
FAIRFAX	325	509	569	566	4	0.70%	62	1	1	98.39%	506	0	0.00%
HUDSON	482	509	540	539	4	0.74%	51	1	1	98.04%	523	0	0.00%
KEYSTONE	534	509	399	395	5	1.25%	57	0	0	100.00%	364	0	0.00%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE										
RIVERSIDE	455	509	714	706	4	0.56%	119	0	0	100.00%	711	0	0.00%
WALNUT	922	509	978	973	11	1.12%	129	3	3	97.67%	978	0	0.00%
WHITWORTH	466	509	500	498	4	0.80%	81	2	2	97.53%	574	0	0.00%
SPRINGDALE	258	509	36	36	0	0.00%	2	0	0	100.00%	49	0	0.00%
SUMNER (BonneyLake)	863	253	417	416	16	3.84%	92	5	5	94.57%	436	0	0.00%
TACOMA			4490	4423	40	0.89%	638	7	7	98.90%	4644	0	0.00%
FORT LEWIS	964	253	297	255	1	0.34%	49	1	1	97.96%	334	0	0.00%
GREENFIELD	472	253	684	676	8	1.17%	62	2	2	96.77%	624	0	0.00%
JUNIPER	582	253	777	771	2	0.26%	87	0	0	100.00%	741	0	0.00%
LENNOX	531	253	709	708	10	1.41%	88	2	2	97.73%	805	0	0.00%
LOGAN	564	253	418	417	3	0.72%	62	0	0	100.00%	422	0	0.00%
MARKET (Fawcett)	272	253	471	467	2	0.42%	49	0	0	100.00%	482	0	0.00%
SKYLINE	752	253	277	276	1	0.36%	51	0	0	100.00%	330	0	0.00%
WAVERLY-2	922	253	167	166	5	2.99%	39	0	0	100.00%	191	0	0.00%
WAVERLY-7	927	253	690	687	8	1.16%	151	2	2	98.68%	715	0	0.00%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA										
VANCOUVER			2606	2593	48	1.84%	996	22	22	97.79%	2641	1	0.04%
ORCHARDS	253	360	1319	1313	26	1.97%	530	8	8	98.49%	1360	1	0.07%
OXFORD	693	360	798	796	10	1.25%	284	6	6	97.89%	797	0	0.00%
SALMON CREEK													
(VANCVR NO)	573	360	489	484	12	2.45%	182	8	8	95.60%	484	0	0.00%
WAITSBURG	337	509	7	7	0	0.00%	2	0	0	100.00%	13	0	0.00%
WALLA WALLA	522	509	507	494	8	1.58%	44	1	1	97.73%	459	0	0.00%
WARDEN	349	509	29	29	0	0.00%	0	0	0	0.00%	27	0	0.00%
WINLOCK	785	360	55	55	1	1.82%	3	0	0	100.00%	51	0	0.00%
YAKIMA			1345	1336	15	1.12%	132	2	2	98.48%	1203	0	0.00%
CHESTNUT	244	509	993	993	12	1.21%	90	1	1	98.89%	909	0	0.00%
WEST	965	509	352	352	3	0.85%	42	1	1	97.62%	294	0	0.00%
Washington Customers Served by Exchanges in Neighboring States													
Clarkston	751	509	170	170	2	1.18%	11	1	1	90.91%	183	0	0.00%
WC TOTAL			38797	38292	585	1.51%	6543	142	142	97.83%	38661	5	0.01%

WASHINGTON REPAIR COMMITMENTS MET  
SEPTEMBER 2005

Measurement Period 2005	# of Repair Tickets	Repair Commitments Met	Repair Commitments Missed	% Met	Force Majeure Exclusions	Physically Obstructed Exclusions
January	18,241	17,147	1094	94.00%	51	105
February	13,348	12,805	543	95.93%	29	62
March	17,068	16,465	603	96.47%	48	55
April	15,158	14,513	645	95.74%	35	56
May	17226	16138	1088	93.68%	112	63
June	17,810	17,010	800	95.51%	78	60
July	18,921	17,981	940	95.03%	123	88
August	18,702	17634	1068	94.29%	79	100
September	15,954	15,171	783	95.09%	76	63
October						
November						
December						
<b>YTD Total</b>	<b>152,428</b>	<b>144,864</b>	<b>7,564</b>	<b>95.04%</b>	<b>631</b>	<b>652</b>
<b>Baseline (WAC 480-120-439(3)):</b> The missed repair appointment report must state the number of appointments						
missed; made and the number of allowed appointments exclusions.						



WASHINGTON TROUBLE REPORT  
SEPTEMBER 2005

EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	
			Sep-05	Sep-05	Aug-05	Jul-05	Jun-05	May-05	Apr-05	Mar-05	Feb-05	Jan-05	Dec-04	Nov-04	Oct-04				
Report Rate > 4.00					1	0	0	0	0	0	0	0	0	0	0	1			
ABERDEEN	0	532	16506	138	0.84	0.78	0.77	0.71	0.82	0.70	1.09	0.62	1.01	1.46	1.32	0.90			
AUBURN	0	833	32947	267	0.81	1.01	1.10	1.05	1.05	1.06	1.02	1.01	1.21	1.17	0.78	1.04			
BAINBRIDGE	0	842	13991	138	0.99	1.14	1.14	0.98	1.18	0.96	1.77	1.11	1.38	1.39	1.07	1.13			
BATTLE GROUND	0	687	11561	313	2.71	1.41	1.30	1.48	1.34	1.84	1.02	0.82	2.13	2.88	1.66	1.39			
BELFAIR	0	275	8214	120	1.46	1.80	1.97	1.66	1.60	1.27	1.05	1.32	2.14	2.36	1.40	1.45			
BELLEVUE	0		69276	423	0.61	0.73	0.72	0.63	0.69	0.63	0.69	1.11	1.11	0.85	0.69	0.68			
GLENCOURT	0	453	27041	151	0.56	0.69	0.59	0.45	0.56	0.48	0.53	0.48	0.61	0.58	0.69	0.60			
SHERWOOD	0	641	42235	272	0.64	0.76	0.80	0.75	0.78	0.73	0.79	1.05	1.43	1.03	0.69	0.73			
BELLINGHAM	0		42382	243	0.57	0.65	0.59	0.86	0.50	0.56	0.63	0.66	0.66	0.76	0.92	0.77			
LUMMI	0	758	1527	17	1.11	1.52	0.98	1.11	1.30	1.18	0.98	1.18	1.17	0.39	1.03	1.80			
REGENT	0	671	40855	226	0.55	0.61	0.57	0.85	0.47	0.54	0.62	0.54	0.64	0.77	0.92	0.74			
BLACK DIAMOND	0	886	3504	54	1.54	1.28	0.86	1.37	1.14	1.35	1.34	2.57	1.48	1.79	0.91	2.05			
BREMERTON	0		39248	227	0.58	0.48	0.59	0.60	0.55	0.52	0.65	0.84	0.84	0.76	0.76	0.68			
BREMERTON ESX	0	373	34920	157	0.45	0.41	0.48	0.52	0.53	0.49	0.62	1.22	0.77	0.69	0.71	0.59			
CROSBY	0	830	3508	69	1.97	1.11	1.63	1.34	0.85	0.80	1.08	0.45	1.44	1.45	1.33	1.57			
SUNNYSLOPE	0	674	820	1	0.12	0.85	0.85	0.84	0.53	0.72	0.48	0.83	1.67	0.72	0.60	0.97			
BONNEY LAKE	0																		
					Numbers added to Summer														
BUCKLEY	0	829	3263	44	1.35	2.28	1.73	0.85	1.30	0.87	1.65	1.68	1.29	1.49	0.84	1.38			
CASTLEROCK	0	274	4953	108	2.18	2.53	2.01	1.99	2.90	3.55	1.46	1.59	1.74	2.25	2.24	3.71			
CENTRALIA	0	736	10090	73	0.72	1.12	0.78	1.03	1.04	0.74	0.88	0.68	1.21	1.24	1.14	1.03			
CHEHALIS	0		10689	96	0.90	1.40	0.85	0.96	1.11	0.71	0.99	1.02	1.02	1.05	1.21	0.96			
CHEHALIS	0	748	8013	80	1.00	1.36	0.77	0.88	1.28	0.66	0.99	0.78	0.85	0.95	1.14	0.88			
NAPAVINE	0	262	2676	16	0.60	1.54	1.10	1.18	0.57	0.88	0.99	0.84	1.53	1.38	1.42	1.22			
CLE-ELUM	0	674	3378	44	1.30	0.74	1.31	0.75	0.57	1.02	0.90	0.60	0.93	0.69	0.96	1.42			
COLFAX	0	397	2488	30	1.21	1.21	1.36	1.97	0.56	0.64	0.91	0.59	0.79	0.83	1.37	1.22			
COLVILLE	0	684	7138	87	1.22	1.26	1.09	1.56	0.83	0.66	1.07	0.80	0.72	0.86	0.70	1.04			
COPALIS(OCEAN SHORES)																			
	0	289	4158	91	2.19	1.20	1.37	1.51	1.70	0.82	1.01	1.22	1.90	1.91	2.21	1.57			
COULEE DAM	0	633	2288	9	0.39	0.91	1.65	1.22	1.04	0.91	1.35	0.43	0.78	1.07	0.56	0.94			
CRYSTAL MTN.	1	663	680	39	5.74	6.14	1.47	1.34	2.84	0.89	1.47	1.57	0.85	3.76	0.58	0.88			
DAYTON	0	382	1926	13	0.67	1.71	1.41	1.57	1.23	1.60	1.51	0.78	1.04	1.51	1.26	1.74			
DEER PARK	0	276	6465	76	1.18	1.27	1.31	2.02	0.84	1.11	0.94	1.15	0.73	1.08	1.04	1.06			
DES MOINES	0		34454	290	0.84	0.75	0.85	0.82	0.73	0.77	0.74	0.93	0.93	0.82	0.75	0.83			
DES MOINES	0	824	13329	110	0.83	0.72	0.83	0.78	0.68	0.83	0.81	0.70	1.09	0.87	0.81	0.90			
FEDERAL WAY	0	839	21125	180	0.85	0.78	0.86	0.85	0.77	0.74	0.69	0.62	0.84	0.80	0.72	0.79			
EASTON	0	656	725	5	0.69	0.96	0.69	0.28	0.70	0.28	0.14	0.42	0.97	0.69	0.70	0.98			
ELK	0	292	2909	29	1.00	1.31	1.24	1.18	0.97	0.91	0.70	0.66	0.94	0.80	1.04	0.90			
ENUMCLAW	0	825	9343	118	1.26	0.92	0.98	0.81	1.06	0.94	0.87	0.65	1.26	1.26	0.80	1.26			
EPHRATA	0	754	3543	39	1.10	1.12	0.84	1.54	1.39	0.91	1.57	0.99	1.23	0.87	1.10	1.26			
GRAHAM	0	847	19853	186	0.94	1.23	0.92	1.10	1.21	0.87	0.92	1.12	1.26	1.08	1.12	0.96			

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EXCHANGE	#	WC	ALINES	#Rpts	Rate	Rate	Rate	Rate	Rate	Rate	Rate	Rate	Rate	Rate	Rate	Rate	Rate
			Sep-05	Sep-05	Aug-05	Jul-05	Jun-05	May-05	Apr-05	Mar-05	Feb-05	Jan-05	Dec-04	Nov-04	Oct-04		
Report Rate > 4.00					1	0	0	0	0	0	0	0	0	0	0	0	0
GREEN BLUFF	0	238	3030	49	1.62	0.69	1.32	0.63	1.12	0.93	0.73	0.83	0.99	0.69	0.86	0.59	
HOODSPORT	0	877	2640	21	0.80	1.40	1.37	1.23	1.20	1.17	0.35	0.82	0.94	0.67	1.06	1.41	
ISSAQUAH	0	392	26414	197	0.75	0.85	0.66	0.79	0.87	0.61	0.72	0.47	1.00	1.05	0.90	0.98	
KENT	0		60322	451	0.75	0.78	0.75	0.79	0.79	0.62	0.60	0.83	0.83	0.80	0.79	0.79	
KENT MERIDIAN	0	630	22068	223	1.01	0.97	1.08	0.91	0.95	0.79	0.71	0.88	1.11	1.01	1.03	0.94	
KENT O BRIEN	0	251	10525	18	0.17	0.29	0.28	0.36	0.25	0.22	0.15	0.20	0.35	0.30	0.37	0.27	
KENT ULRICH	0	852	27729	210	0.76	0.81	0.67	0.85	0.86	0.65	0.68	0.54	0.80	0.82	0.75	0.88	
LIBERTY LAKE	0	255	1587	14	0.88	0.75	1.13	0.81	0.56	0.44	0.50	0.31	0.25	0.31	0.55	0.37	
LONGVIEW-KELSO	0	423	31830	465	1.46	1.36	1.10	1.36	1.23	1.29	1.34	1.01	1.16	1.13	1.09	1.23	
LOON LAKE	0	233	1476	7	0.47	0.87	1.13	2.34	2.06	1.18	0.98	1.32	0.49	1.24	0.83	0.82	
MAPLE VALLEY	0	432	13278	120	0.90	1.13	1.43	0.85	0.78	0.96	0.77	0.66	0.85	1.02	0.95	0.70	
MOSES LAKE	0		14278	152	1.06	1.94	1.28	1.42	1.43	1.18	1.16	1.08	1.22	0.96	0.96	0.95	
MOSES LAKE AFB	0	762	2394	25	1.04	1.22	0.75	0.99	1.26	0.68	0.72	0.50	0.88	1.11	0.68	1.17	
MOSES LAKE	0	765	11884	127	1.07	2.09	1.38	1.51	1.46	1.28	1.25	0.96	1.12	1.25	1.02	0.90	
NEWMAN LAKE	0	226	2565	14	0.55	1.04	0.77	1.13	1.01	0.93	0.78	0.50	0.74	0.62	0.31	0.70	
NORTHPORT	0	732	1040	18	1.73	1.74	1.15	3.19	1.56	1.08	1.38	0.78	0.69	1.76	2.16	1.08	
OLYMPIA	0		93864	696	0.74	0.84	0.78	0.87	0.67	0.73	0.89	0.98	0.98	0.85	0.79	0.83	
EVERGREEN	0	866	7410	87	1.17	1.04	0.82	0.92	0.51	0.90	0.75	0.80	1.15	1.24	1.33	0.96	
LACEY	0	456	41809	295	0.71	0.95	0.82	0.85	0.70	0.66	0.84	0.65	0.97	0.88	0.59	0.77	
WHITEHALL	0	352	44645	314	0.70	0.72	0.74	0.89	0.67	0.76	0.95	0.80	0.96	0.76	0.87	0.88	
OMAK-OKANOGAN	0	826	7474	102	1.36	1.49	2.47	1.22	0.95	0.88	1.08	0.79	0.90	1.28	0.95	0.97	
OROVILLE	0	476	1855	23	1.24	1.28	0.97	1.24	1.29	0.96	1.55	0.65	0.96	0.91	0.86	1.50	
OTHELLO	0	488	4638	59	1.27	2.25	2.01	2.18	1.66	1.36	2.66	1.66	2.15	1.53	2.05	1.22	
PASCO	0	545	20754	262	1.26	1.52	1.44	1.16	0.88	0.90	0.88	0.78	1.13	0.93	1.09	1.70	
PATEROS	0	923	838	13	1.55	2.49	1.55	1.08	1.20	0.36	0.96	0.36	0.60	0.60	0.84	0.12	
POMEROY	0	843	1356	33	2.43	3.12	1.90	2.64	1.83	1.54	1.61	0.74	1.04	1.64	0.83	1.41	
PT. ANGELES	0		19222	150	0.78	1.20	0.94	1.04	0.88	0.75	0.81	1.67	1.67	1.06	1.00	0.87	
JOYCE	1	928	1268	47	3.71	0.86	1.63	1.80	1.33	0.79	1.59	2.46	5.98	2.07	0.79	1.34	
PT. ANGELES	0	452	17954	103	0.57	1.22	0.89	0.98	0.85	0.75	0.75	0.86	1.37	0.99	1.02	0.84	
PT. LUDLOW	0	437	2920	26	0.89	1.16	0.62	1.21	0.42	0.83	0.52	0.73	0.83	0.93	0.94	1.57	
PT. ORCHARD	0		23446	197	0.84	0.95	1.01	1.08	0.96	0.86	1.07	1.14	1.14	1.10	1.07	1.02	
COLBY	0	871	9004	72	0.80	0.86	0.81	0.94	1.00	0.77	1.32	1.07	1.37	1.20	1.13	1.01	
PT. ORCHARD	0	876	14442	125	0.87	1.01	1.13	1.17	0.93	0.92	0.91	0.80	1.00	1.03	1.04	1.03	
PT. TOWNSEND	0	385	11958	90	0.75	1.05	0.91	0.98	1.58	0.88	0.93	0.64	0.96	0.99	0.86	0.87	
PUYALLUP	0	841	39650	333	0.84	0.83	0.90	0.96	0.78	0.69	0.73	0.71	0.93	1.04	0.91	2.00	
RENTON	0	226	56385	464	0.82	1.01	0.99	0.78	0.90	0.62	0.76	0.64	1.03	1.01	0.84	0.84	
RIDGEFIELD	1	887	3950	65	1.65	1.12	1.48	1.49	2.04	1.35	1.66	2.92	1.95	2.91	1.33	4.18	
ROCHESTER	0	273	6287	64	1.02	1.32	1.05	1.45	1.42	1.77	0.94	0.93	1.74	1.17	1.26	1.72	
ROY	0	843	2771	29	1.05	0.90	0.83	1.05	0.97	2.05	1.16	0.90	1.12	1.59	1.29	1.67	
SEATTLE	0		397539	2397	0.60	0.65	0.58	0.65	0.65	0.60	0.66	0.71	0.71	0.68	0.66	0.68	

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EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	
			Sep-05	Sep-05	Aug-05	Jul-05	Jun-05	May-05	Apr-05	Mar-05	Feb-05	Jan-05	Dec-04	Nov-04	Oct-04			
Report Rate > 4.00					1	0	0	0	0	0	0	0	0	0	0	1		
ATWATER	0	281	31157	145	0.53	0.58	0.49	0.54	0.44	0.54	0.45	0.54	0.68	0.62	0.51			
CAMPUS	0	543	14455	90	0.70	0.52	0.53	0.48	0.65	0.39	0.35	0.48	0.44	0.51	0.63			
CHERRY	0	241	43444	296	0.81	0.80	0.76	0.90	0.78	0.83	0.58	1.18	0.87	0.73	0.78			
DUWAMISH	0	655	16984	194	0.83	0.59	0.75	0.81	0.76	0.73	0.56	0.82	0.69	0.81	0.84			
EAST	0	322	43143	319	0.74	0.66	0.70	0.76	0.76	0.81	0.59	0.74	0.82	0.82	1.03			
ELLIOT	0	441	11007	43	0.33	0.26	0.22	0.26	0.31	0.28	0.26	0.24	0.30	0.22	0.39			
EMERSON	0	417	43262	253	0.70	0.59	0.67	0.52	0.60	0.68	0.56	0.83	0.69	0.61	0.68			
LAKEVIEW	0	522	36808	229	0.62	0.69	0.68	0.77	0.62	0.88	0.56	0.93	0.72	0.72	0.72			
MAIN	0	223	59535	103	0.17	0.23	0.16	0.19	0.19	0.20	0.16	0.18	0.20	0.17	0.20			
MERCER ISLAND (ADAMS)	0	232	12407	87	1.03	0.66	0.80	0.71	0.70	0.81	0.70	0.97	0.88	0.92	0.76			
PARKWAY	0	723	23810	262	1.05	0.90	1.29	1.49	1.09	1.24	0.76	1.15	1.07	1.30	0.84			
SUNSET	0	782	32726	140	0.50	0.49	0.62	0.61	0.48	0.50	0.40	0.56	0.69	0.58	0.67			
WEST	0	932	28801	236	0.82	0.99	1.10	0.66	0.73	0.78	0.59	0.75	0.94	0.93	0.97			
SEQUIM	0	683	14938	115	1.16	0.76	1.04	0.87	0.64	0.73	0.79	1.07	1.04	1.49	1.59			
SHELTON	0	427	17015	157	1.05	0.93	2.29	0.89	0.91	1.01	0.86	1.27	1.05	1.22	1.01			
SILVERDALE	0	692	17490	149	1.02	0.84	0.68	0.62	0.60	0.59	0.63	0.67	0.88	0.85	0.76			
SPOKANE	0	174975	1280	0.73	0.94	0.91	0.84	0.78	0.71	0.73	0.63	0.63	0.74	0.75	0.74			
CHESTNUT	0	244	3569	39	1.31	1.15	0.89	0.83	1.06	0.93	0.95	0.76	0.87	0.68	1.26			
FAIRFAX	0	325	25280	167	0.66	0.71	0.68	0.85	0.63	0.98	0.68	0.68	0.69	0.77	0.67			
HUDSON	0	482	19387	122	0.63	0.84	0.77	0.83	0.50	0.73	0.36	0.58	0.62	0.67	0.57			
KEYSTONE	0	534	17115	121	0.71	0.85	0.85	1.06	1.08	0.62	0.44	0.71	0.59	0.58	0.76			
MORAN	0	Numbers added to Riverside																
RIVERSIDE	0	455	36174	291	0.80	0.89	0.72	0.72	0.83	0.70	0.63	0.00	0.62	0.84	0.73	0.73		
WALNUT	0	922	47401	309	0.65	0.98	1.03	0.59	0.67	0.68	0.46	0.58	0.69	0.78	0.67			
WHITWORTH	0	466	26049	231	0.89	1.24	0.78	0.88	0.74	0.78	0.51	0.66	0.89	0.91	1.01			
SPRINGDALE	0	258	1722	20	1.16	3.76	3.34	1.17	0.71	1.06	0.58	0.99	2.33	1.77	2.48			
SUMNER	0	863	23068	209	0.91	1.17	1.03	0.98	1.28	0.90	0.76	1.02	1.01	1.22	1.64			
TACOMA	0	191486	1490	0.78	0.87	0.88	0.88	0.83	0.78	0.95	0.97	0.97	0.84	0.78	0.91			
FORT LEWIS	0	964	7134	55	0.77	0.72	0.72	0.45	0.71	0.51	0.58	0.89	1.09	0.70	0.74			
GREENFIELD	0	472	24600	182	0.74	0.98	0.96	1.14	1.03	1.96	0.95	1.20	1.06	0.95	1.09			
JUNIPER	0	581	27757	222	0.80	0.94	0.91	0.85	0.70	0.93	0.80	0.97	0.86	0.86	1.03			
LENNOX	0	531	32281	411	1.27	1.28	1.13	1.12	0.92	1.13	0.85	1.18	1.09	0.95	1.19			
LOGAN	0	564	18485	158	0.85	1.05	0.66	0.77	0.67	0.81	0.55	1.12	0.71	0.84	0.86			
MARKET/FAWCETT	0	272	20805	93	0.45	0.43	0.60	0.45	0.67	0.64	0.51	0.61	0.56	0.57	0.66			
SKYLINE	0	752	17140	97	0.57	0.67	0.71	0.70	0.62	0.82	0.56	0.81	0.74	0.73	0.83			
WAVERLY-2	0	922	8604	65	0.76	0.80	0.74	0.75	1.26	0.89	0.89	1.07	0.90	0.68	0.93			
WAVERLY-7	0	927	34680	207	0.60	0.69	0.99	0.70	0.63	0.52	0.54	0.83	0.68	0.60	0.67			
TOUCHET	0	Numbers added to Walla Walla																
VANCOUVER	0	109140	1073	0.98	1.95	1.15	1.05	1.31	0.85	1.04	1.05	1.05	1.07	1.02	1.00			

WASHINGTON TROUBLE REPORT  
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EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Sep-05	Sep-05	Aug-05	Jul-05	Jun-05	May-05	Apr-05	Mar-05	Feb-05	Jan-05	Dec-04	Nov-04	Oct-04		
Report Rate > 4.00					1	0	0	0	0	0	0	0	0	0	0	0	1
ORCHARDS	0	253	56251	617	1.10	1.09	1.37	1.18	1.61	0.82	1.03	1.07	1.05	1.05	1.05	0.97	
OXFORD	0	693	30256	257	0.85	0.96	0.91	0.91	1.04	0.93	1.14	1.04	1.09	1.02	1.09		
SALMON CREEK (VANCOUVER NORTH)	0	573	22633	199	0.88	1.06	0.95	0.94	0.93	0.81	0.94	1.01	1.11	0.96	0.98		
WAITSBURG	0	337	758	4	0.53	1.85	0.92	0.66	1.32	1.96	0.66	0.39	1.45	1.70	1.17		
WALLA WALLA																	
TOUCHET	0	522	21646	146	0.67	0.87	0.84	0.82	0.98	0.72	0.92	0.80	0.73	0.77	1.02		
WARDEN	0	349	1390	16	1.15	1.80	0.87	1.23	0.94	1.17	1.08	1.23	1.08	0.50	2.20		
WINLOCK	0	785	2309	18	0.78	1.66	1.21	0.99	1.17	1.30	1.00	2.01	1.48	1.65	1.97		
YAKIMA	0	53124	416	416	0.78	0.95	0.97	0.74	1.10	0.77	0.70	0.70	0.65	0.84	0.74		
CHESTNUT	0	248	35966	280	0.78	0.72	0.98	0.71	1.26	0.79	0.78	0.69	0.68	0.97	0.79		
WEST	0	965	17158	136	0.79	1.43	0.95	0.78	0.77	0.73	0.52	0.71	0.60	0.55	0.64		
Washington Customers Served by Exchanges in Neighboring States	0																
CLARKSTON	0	751	8204	86	1.05	1.45	1.56	1.55	1.38	1.11	1.05	0.89	0.90	0.85	0.91		
TOTALS			1856604	14990	0.81%	0.92	0.87	0.89	0.85	0.76	0.63	0.92	0.90	0.85	0.91		



WASHINGTON AVERAGE TIME IN QUEUE IN SECONDS  
 FOR REPAIR AND RES/BUS OFFICE ACCESS  
 SEPTEMBER 2005

	RES			BUS			RES/BUS COMBINED TOTALS			REPAIR		
	Volume	Time in Queue	Average	Volume	Time in Queue	Average	Volume	Time in Queue	Average	Volume	Time in Queue	Average
January		28,894,011	14		3,379,035	15		32,273,046	14		8,768,809	20
February		43,301,914	23		2,490,920	12		45,792,834	22		10,994,954	30
March		38,303,010	19		978,176	4		39,281,186	17		9,669,312	25
April		31,820,332	17		2,161,476	11		33,981,808	17		9,807,011	25
May		47,922,655	26		1,872,602	9		49,795,257	24		9,276,181	23
June		44,329,286	22		2,411,784	11		46,741,070	21		9,361,793	20
JULY		70,087,349	37		2,845,667	14		72,933,016	35		9,230,552	21
AUGUST		87,894,661	41		3,088,306	12		90,982,967	38		13,612,932	24
SEPTEMBER		77,930,668	41		2,378,162	11		80,308,830	37		8,373,639	19
OCTOBER												
NOVEMBER												
DECEMBER												

WASHINGTON OUT OF SERVICE SUMMARY  
SEPTEMBER 2005

Measurement Period 2005	Total # of Out Of Service Tickets	Out of Service Cleared 48 Hours	% Out Of Service <= 48 Hours	Out of Service Not Cleared in 48 Hours	# Of Exemptions
January	13,081	12,876	98.43%	205	199
February	9,545	9,473	99.25%	72	112
March	12,453	12,382	99.43%	71	107
April	10,816	10,737	99.27%	79	129
May	12,571	12,225	97.25%	346	222
June	12,951	12,819	98.98%	132	214
July	14,434	14,284	98.96%	150	186
August	14,023	13,766	98.17%	257	215
September	11,960	11,840	99.00%	120	185
October					
November					
December					
	<b>111,834</b>	<b>110,402</b>	<b>98.72%</b>	<b>1,432</b>	<b>1,569</b>

**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 2005	All Other Repair Tickets	All Other Repairs Cleared LT <=72 Hours	All Other Repairs Cleared GTR > 72 Hours	% All Other Repairs Cleared <= 72 Hours	Force Majeure All Other Troubles Cleared GTR > 72 Hours	Non Force Majeure All Troubles Cleared GTR > 72 Hours
January	5,075	5,040	35	99.31%	2	40
February	3,748	3,731	17	99.55%	2	32
March	4,576	4,563	13	99.72%	0	35
April	4,263	4,243	20	99.53%	2	39
May	4,564	4,529	35	99.23%	3	41
June	4,738	4,708	30	99.37%	2	43
July	4,467	4,443	24	99.46%	3	42
August	4,577	4,506	71	98.45%	7	59
September	3,908	3,890	18	99.54%	4	36
October						
November						
December						
<b>YTD TOTAL</b>	<b>39,916</b>	<b>39,653</b>	<b>263</b>	<b>99.34%</b>	<b>25</b>	<b>367</b>

**Baseline: (WAC 480-120-439 (9)/480-120-440(2)):** All "other" regulated service interruptions must be repaired within seventy-two hours

unless the company is unable to make the repair because it is physically obstructed from doing so or because of force majeure, in which case the repair must be made as soon as practicable.

Washington E911, Local and Toll Trunk Blocking  
September 2005

Trunks Blocking > 1% for the month of Sep 2005

E911

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for Sep 05	Explanation/Details of Action Taken, Trunk Servicing Response -Sep 05
AP088606	2			one way	E911	2.22%	
AP088644	1			one way	E911	2.59%	
AP088626	2			one way	E911	3.33%	Blocking occurs once a week on different hours, different days. We continue to issue TGSRs to notify the 911 group of the blocking. Latest TGSR was issued on 9/13/05.
AP088394	1			one way	E911	4.28%	
Percent of trunks meeting standard:						96.96%	
Total number of trunk groups:						132	
Number of trunk groups out of compliance for the month:						4	

Trunks Blocking > 1% for the month of Sep 2005

LOCAL

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for Sep 05	Explanation/Details of Action Taken, Trunk Servicing Response -Sep 05
AP081699	264			two way	LOCAL	1.23%	
AP062022	262			two way	LOCAL	3.78%	
Percent of trunks meeting standard:						99.40%	
Total number of trunk groups:						337	
Number of trunk groups out of compliance for the month:						2	

Trunks Blocking > .5% for the month of Sep 2005

TOLL

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for Sep 05	Explanation/Details of Action Taken, Trunk Servicing Response -Sep 05
AP081887	240			two way	GOS	1.63%	
AP077295	168			two way	GOS	1.71%	
AP081687	168			two way	GOS	12.30%	
Percent of trunks meeting standard:						99.22%	
Total number of trunk groups:						388	
Number of trunk groups out of compliance for the month:						3	

Key =

GOS: Grade of Service

Toll-DDD: Direct Distance Dial

TGSR: Trunk Group Service Request Form



DIAL TONE  
NETWORK CONGESTION MONTHLY REPORT  
2005

Measurement Period	# ACCESS LINES	DIAL TONE SPEED TESTS	DIAL TONE DELAYS	PERCENT (Greater than 10%)
January	1,902,908	38,021,739	6,083	0.02%
February	1,897,897	34,096,954	5,089	0.01%
March	1,888,657	38,446,090	5,470	0.01%
April	1,884,267	37,808,219	3,532	0.01%
May	1,915,474	38,275,579	3,755	0.01%
June	1,868,966	36,957,670	2,682	0.01%
July	1,867,500	35,521,445	2,037	0.01%
August	1,863,727	37,654,349	2,358	0.01%
September	1,856,604	35,550,485	3,912	0.01%
October				
November				
December				
YTD Total		332,332,530	34,918	0.01%
<b>Baseline:</b> Sufficient dial central office capacity and equipment shall be provided to meet the requirement of dial tone within three seconds on at least 98% of calls placed. Credits do not apply during periods of emergency or catastrophe, extraordinary or abnormal conditions of operations, such as those resulting from work stoppage, holidays, civil unrest, force majeure or disruptions of service caused by persons or entities other than Qwest.				

WASHINGTON DIAL TONE REPORT  
SEPTEMBER 2005

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
ABERDEEN-HOQUIAM	532	360	399452	3	0.00%
ATWATER	281	206	544481	3	0.00%
AUBURN	833	253	687003	42	0.01%
BLACK DIAMOND	REMOTE OF AUBURN				
BAINBRIDGE ISLAND	842	206	326485	23	0.01%
BATTLEGROUND	687	360	213951	47	0.02%
BELFAIR	275	360	152788	3	0.00%
BONNEY LAKE	862	253	222702	1	0.00%
BREMERTON ESSEX	373	360	624850	1	0.00%
BUCKLEY	829	360	58166	0	0.00%
CAMPUS	543	206	268464	0	0.00%
CASTLE ROCK	274	360	109050	310	0.28%
CENTRALIA	736	360	208403	0	0.00%
CHEHALIS	748	360	156822	3	0.00%
CHERRY	241	206	892959	63	0.01%
CLE-ELUM	674	509	42521	0	0.00%
COLBY	871	360	165772	59	0.04%
COLFAX	397	509	32123	0	0.00%
COLVILLE	684	509	115642	0	0.00%
NORTHPORT	REMOTE OF COLVILLE				
COULEE DAM	633	509	38810	0	0.00%
CROSBY	830	360	67109	0	0.00%
CRYSTAL MTN.	663	360	4710	0	0.00%
DAYTON	382	509	25811	0	0.00%
DEER PARK	276	509	135479	0	0.00%
DES MOINES	824	206	285777	1051	0.37%
DUWAMISH	762	206	448832	0	0.00%
EAST	322	206	592420	43	0.01%
EASTON	656	509	8557	0	0.00%
ELK	292	509	61098	0	0.00%
ELLIOT	441	206	197782	1	0.00%
EMERSON	361	206	675497	0	0.00%
ENUMCLAW	825	360	171518	0	0.00%
EPHRATA	754	509	61567	0	0.00%
FAIRFAX	325	509	550980	71	0.01%
CHESTNUT	REMOTE OF FAIRFAX				
FEDERAL WAY	839	253	460340	86	0.02%
FORT LEWIS	964	253	113110	1	0.00%
GLENCOURT	453	425	570768	10	0.00%
GRAHAM	847	253	449071	42	0.01%
GREEN BLUFF	238	509	54949	0	0.00%
GREENFIELD	472	253	664750	44	0.01%
HUDSON	482	509	443604	0	0.00%
ISSAQUAH	392	425	507241	11	0.00%
JOYCE	928	360	17108	0	0.00%
JUNIPER	582	253	581589	56	0.01%
KENT MERIDIAN	630	253	376239	192	0.05%
KENT OBRIEN	251	206	284934	5	0.00%
KENT ULRICH	852	253	560679	30	0.01%
KEYSTONE	534	509	430144	0	0.00%
LACEY	456	360	730128	64	0.01%
LAKEVIEW	522	206	411903	7	0.00%
LENNOX	531	253	803619	10	0.00%
LIBERTY LAKE	255	509	22992	0	0.00%
LOGAN	564	253	341463	50	0.01%
LONGVIEW-KELSO	423	360	704083	129	0.02%
LOON LAKE	233	509	19762	0	0.00%
Main (Seattle)	223	206	1324613	45	0.00%
MAPLE VALLEY	432	425	180385	33	0.02%
MARKET (Fawcett)	272	253	546711	12	0.00%
MERCER ISLAND (Adams)	232	206	271139	2	0.00%
MOSES LAKE	762	509	268156	2	0.00%
MOSES LAKE (AFB)	765	509	42321	0	0.00%
NAPAVINE	262	360	54166	0	0.00%

WASHINGTON DIAL TONE REPORT  
SEPTEMBER 2005

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
NEWMAN LAKE	226	509	46966	0	0.00%
OCEAN SHORES	289	360	80202	0	0.00%
OMAK-OKANOGAN	826	509	120099	0	0.00%
ORCHARDS	253	360	1024666	93	0.01%
OROVILLE	476	509	30105	0	0.00%
OTHELLO	488	509	111074	0	0.00%
PARKWAY	721	206	579261	174	0.03%
PASCO	545	509	484603	2	0.00%
PATEROS	923	509	11408	0	0.00%
POMEROY	843	509	18606	0	0.00%
PT. ANGELES	452	360	248560	2	0.00%
PT. LUDLOW	437	360	45480	0	0.00%
PT. ORCHARD	876	360	290605	249	0.09%
SUNNYSLOPE	REMOTE OF PT. ORCHARD				
PT. TOWNSEND	385	360	266375	4	0.00%
PUYALLAP	841	253	797106	4	0.00%
REGENT	671	360	998317	101	0.01%
LUMMI	REMOTE OF REGENT				
RENTON	226	425	913300	75	0.01%
RIDGEFIELD	887	360	60396	0	0.00%
RIVERSIDE	455	509	545996	204	0.04%
MORAN	REMOTE OF RIVERSIDE				
ROCHESTER	273	360	146446	0	0.00%
ROY	843	253	58226	0	0.00%
SEQUIM	683	360	188738	3	0.00%
SHELTON	426	360	363018	84	0.02%
HOODSPORT	REMOTE OF SHELTON				
SHERWOOD	641	425	520045	20	0.00%
SILVERDALE	692	360	271321	39	0.01%
SKYLINE	752	253	327054	0	0.00%
SPRINGDALE	258	509	40247	0	0.00%
SUMNER	863	253	215988	20	0.01%
BONNEY LAKE	REMOTE OF SUMNER				
SUNSET	782	206	409977	50	0.01%
VANCOUVER NO. SALMON CRK(NO)	573	360	323313	34	0.01%
VANCOUVER OXFORD	693	360	763376	31	0.00%
WAITSBURG	337	509	14444	0	0.00%
WALLA WALLA (incl Touchet)	522	509	630641	5	0.00%
TOUCHET	REMOTE OF WALLA WALLA				
WALNUT	922	509	801982	1	0.00%
WARDEN	349	509	36206	0	0.00%
WAVERLY-2	922	253	232309	2	0.00%
WAVERLY-7	927	253	572102	31	0.01%
WEST	965	509	513171	0	0.00%
WHITEHALL	352	360	1016790	25	0.00%
EVERGREEN	REMOTE OF WHITEHALL				
WHITWORTH	466	509	398744	71	0.02%
WINLOCK	785	360	46768	26	0.06%
YAKIMA CHESTNUT	244	509	816666	5	0.00%
YAKIMA WEST	965	509	386240	2	0.00%
TOTAL			35550485	3912	0.01%

Washington Commission Complaint Report  
September 2005

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

Washington Customer Service Guarantee Program Credits  
September 2005

Missed Appointments/Commitments - Install Residence (New Connect/Reconnect orders)									
Measurement Period	Number of Scheduled Appointments (dispatched orders)	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched orders)	Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	Number Exclusions		
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
YTD Total	125742	3515	7239	1130260	791	3858	11097		
Missed Appointments/Commitments - Install Business (New Connect/Reconnect orders)									
Measurement Period	Number of Scheduled Appointments (dispatched orders)	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched orders)	Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	Number Exclusions		
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
YTD Total	35947	1194	2971	102049	267	737	3708		

Missed Appointments/Commitments - Repair Residence									
Measurement Period	Number of Scheduled Appointments (dispatched tickets)	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets)	Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	Number Exclusions		
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
YTD Total	99525	5742	515	35672	725	1	1037		
Missed Appointments/Commitments - Repair Business									
Measurement Period	Number of Scheduled Appointments (dispatched tickets)	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets)	Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	Number Exclusions		
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
YTD Total	12198	989	135	5033	108	1	246		

Washington Customer Service Guarantee Program Credits  
September 2005

Missed Appointment/Commitment Credits Paid - Install		Residence/Business (New Connect/Reconnect)									
Measurement Period	Number of RESIDENCE customers receiving credits for company missed appointments/com mitments-Install	Total amount of missed appointments credits paid	Month Credit Paid Upon Credit Issued/Bill Date	Number of BUSINESS customers receiving credits for company missed appointments-com mitments-Install	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date					
January, 2005											
February, 2005											
March, 2005											
April, 2005											
May, 2005											
June, 2005											
July, 2005											
August, 2005											
September, 2005											
October, 2005											
November, 2005											
December, 2005											
YTD Total	3971	\$213,447		1742	\$96,648						
Missed Appointment/Commitment Credits Paid - Repair											
Measurement Period	Number of RESIDENCE customers receiving credits for company missed appointments/com mitments-Repair	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date	Number of BUSINESS customers receiving credits for company missed appointments-com mitments-Repair	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date					
January, 2005											
February, 2005											
March, 2005											
April, 2005											
May, 2005											
June, 2005											
July, 2005											
August, 2005											
September, 2005											
October, 2005											
November, 2005											
December, 2005											
YTD Total	7370	\$368,500		932	\$46,600						

Baseline: WN U-40 2.2.2.B.1.b. / WN U-40 2.2.2.B.1.c.a \$50 credit will be offered if the company fails to keep a guaranteed appointment or commitment.

Washington Customer Service Guarantee Program Credits  
September 2005

Delayed Primary Exchange Alternative	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD # of credits paid
Residence													288068
# of completed orders for installation of primary service													
# of completed orders for primary service installed w/ 15 bus. days													284916
# of credits-First Month's Charge(HO Recurring)													2155
Amount of credit-First Month's Charge(HO Recur)													\$26,740.00
# of credits-Installation (HO NonRecur)													2157
Amount of credits-Installation (Ho NonRecur)													\$65,783.00
# of \$100 Bill Credits													2155
Amount of \$100 Bill Credits													\$227,650.00
# of Voice Mail Recurring Credits													0
Amount of Voice Mail Recurring Credits													\$0.00
# of Voice Mail Nonrecurring Credits													0
Amount of Voice Mail Nonrecurring Credits													\$0.00
#Cell Loaners													0
Amount of cell vouchers*													\$263.00
*Note: Cellular vouchers are paid to Verizon, for Qwest customers located in Washington using Verizon wireless loaner telephones.													
# of Remote Call Fwrding-Recurring													12
Amount of Remote Call Fwrding-Recurring													\$192.00
# of Remote Call Fwrding-Non-Recurring													0
Amount of Remote Call Fwrding-Non-Recurring													\$0.00
YTD Total Number of Credits Paid													6479
YTD Total Amount of Credits Paid	\$36,672	\$30,179	\$27,990	\$28,008	\$27,123	\$36,727	\$46,770	\$42,461	\$44,698				\$320,628.00



Washington Customer Service Guarantee Program Credits  
September 2005

Delayed Primary Exchange Alternative	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD # of credits paid
Business													36594
# of completed orders for installation of primary service													
# of completed orders for primary service installed w/ 5 bus. days													35505
# of credits-First Month's Charge(HO Recurring)													692
Amount of credit-First Month's Charge(HO Recur)													\$29,820.00
# of credits-Installation (HO NonRecur)													692
Amount of credits-Installation (Ho NonRecur)													\$53,246.00
# of \$100 Bill Credits													693
Amount of \$100 Bill Credits													\$81,635.00
# of Voice Mail Recurring Credits													0
Amount of Voice Mail Recurring Credits													\$0.00
# of Voice Mail Nonrecurring Credits													0
Amount of Voice Mail Nonrecurring Credits													\$0.00
#Cell Loaners													0
Amount of cell vouchers*													\$191.00
*Note: Cellular vouchers are paid to Verizon, for Qwest customers located in Washington using Verizon wireless loaner telephones.													
# of Remote Call Fwrding-Recurring													0
Amount of Remote Call Fwrding-Recurring													\$0.00
# of Remote Call Fwrding-Non-Recurring													0
Amount of Remote Call Fwrding-Non-Recurring													\$0.00
YTD Total Number of Credits Paid													2077
YTD Total Amount of Credits Paid	\$15,239	\$14,418	\$17,187	\$11,105	\$24,093	\$25,231	\$15,856	\$18,261	\$23,502				\$164,892.00

Washington Customer Service Guarantee Program Credits  
September 2005

REPORT: Out of Service Customer Bill Credits									
Measurement Period	Condition not Cleared in 2 working days; # tickets missed	#Credits Paid (Actual)	Amount of Credit Paid (\$5.00 credit)	Condition lasting more than 7 Calendar Days; # tickets missed.	#Credits Paid (Actual)	Total Amount of Credit Paid (One month's recurring charge, plus associated regulated features)	Month Credit Paid Upon Credit Issued/Bill Date		
<b>Residence</b>									
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
<b>Total</b>	1336	1107	\$5,530.87	67	53	\$795.53			
<b>Business</b>									
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
<b>Total</b>	115	90	\$449.30	6	4	\$62.89			
<b>Total OOS</b>									
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
<b>Total</b>	1451	1197	\$5,980.17	73	57	\$858.42			
Baseline: Each customer with an out-of-service condition not cleared within two working days will receive a \$5.00 credit. Each customer with an out-of-service condition lasting more than seven calendar days will receive credit of the monthly recurring charge. Credits do not apply due to emergency situations, unavoidable catastrophes, force majeure, work stoppage, inside wiring or customer premise equipment.									
**Repair tickets with a Disposition Code of 7, 8 or 9 will not be given credit; no trouble found when clearing the report Disposition Code 7 = Test OK, verify OK Disposition Code 8 - Found OK In. Disposition Code 9 = Found OK Out.									

REPORT: Trouble Report Rate Bill Credits		Exchange Out of Compliance		# of Customers Served		Actual Working Numbers Paid		Month Credit Paid	
Measurement Period	Total Trouble Report Rate								
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2004									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
YTD Total		0		0		0		0	N/A
<b>Residence</b>									
<b>Measurement Period</b>									
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
YTD Total		0		0		0		0	NA
<b>Business</b>									
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
YTD Total		0		0		0		0	

**Baseline:** Exceeds trouble report standard of 4.0 for month and either of the preceding month or four in 12 months. Credits do not apply related to customer premise equipment, emergency situations, extraordinary or abnormal conditions or disruptions caused by persons or entities other than Qwest.

Washington Customer Service Guarantee Program Credits  
September 2005

REPORT: Dial Tone Speed Bill Credits	Wire Center Out of Compliance	# of Customers Served	Total Amount of Credit Paid (One month's recurring charge, plus associated regulated features)	Month Credit Paid
Measurement Period				
January, 2005				
February, 2005				
March, 2005				
April, 2005				
May, 2005				
June, 2005				
July, 2005				
August, 2005				
September, 2005				
October, 2005				
November, 2005				
December, 2005				
YTD Total	0	0	0	N/A

**Baseline:** All customers within a wire center will receive one month's recurring charge credit for any month in which customers within the wire center are unable to obtain dial tone within three seconds on at least 98% of calls placed during a normal busy hour. Credits do not apply due to emergency situations, unavoidable catastrophes, force majeure, work stoppage, inside wiring or customer premise equipment. Credits do not apply in any office serviced by an analog switch.

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

EXCHANGE	WC CODE	AREA CODE	2 DAY DATA					7 DAY DATA										
			Number of Tickets Out of Service Less Than 2 Working Days	Out of Service Cleared in 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Wkng Dys) RES	# Missed (Less Than 2 Wkng Dys) BUS	# Missed (Less Than 2 Wkng Dys) TOT	% Missed (Less Than 2 Wkng Dys)	Number of Tickets Out of Service Less Than 7 Cal Days	Out of Service Cleared in 7 Cal Days	% Out Of Service <= 7 Cal Days	# Missed (Less Than 7 Days) RES	# Missed (Less Than 7 Days) BUS	# Missed (Less Than 7 Days) TOT	% Missed (Less Than 7 Days)	Total Expts	
ABERDEEN-																		
HOQUIAM	532	360	109	109	100.00%	0	0	0	0.00%	0	109	109	100.00%	0	0	0	0.00%	0
AUBURN	833	253	204	199	97.55%	5	0	5	2.45%	0	204	203	99.51%	1	0	1	0.49%	0
BAINBRIDGE ISLAND	842	206	93	90	96.77%	3	0	3	3.23%	0	93	93	100.00%	0	0	0	0.00%	0
BATTLEGROUND	687	360	272	270	99.26%	2	0	2	0.74%	0	272	272	100.00%	0	0	0	0.00%	0
BELFAIR	275	360	135	133	98.52%	2	0	2	1.48%	0	135	135	100.00%	0	0	0	0.00%	0
BELLEVUE			316	314	99.37%	1	1	2	0.63%	0	317	317	100.00%	0	0	0	0.00%	0
GLENCOURT	453	425	113	112	99.12%	1	0	1	0.89%	0	113	113	100.00%	0	0	0	0.00%	0
SHERWOOD	641	425	203	202	99.51%	0	1	1	0.49%	0	204	204	100.00%	0	0	0	0.00%	0
BELLINGHAM			206	201	97.57%	4	1	5	2.43%	0	206	205	99.51%	0	1	1	0.0769	0
LUMMI	758	360	13	9	69.23%	3	1	4	30.77%	0	13	12	92.31%	0	1	1	7.69%	0
REGENT	671	360	193	192	99.48%	1	0	1	0.52%	0	193	193	100.00%	0	0	0	0.00%	0
BLACK DIAMOND	886	360	50	50	100.00%	0	0	0	0.00%	0	50	50	100.00%	0	0	0	0.00%	0
BONNEY LAKE																		
BREMERTON			184	182	98.91%	2	0	2	1.09%	0	185	184	99.46%	1	0	1	0	0
CROSBY	830	360	65	64	98.46%	1	0	1	1.54%	0	65	65	100.00%	0	0	0	0.00%	0
BREMERTON																		
ESSEX	373	360	116	115	99.14%	1	0	1	0.86%	0	117	116	99.15%	1	0	1	0.85%	0
SUNNYSLOPE	674	360	3	3	100.00%	0	0	0	0.00%	0	3	3	100.00%	0	0	0	0.00%	0
BUCKLEY	829	360	21	21	100.00%	0	0	0	0.00%	0	21	21	100.00%	0	0	0	0.00%	0
CASTLE ROCK	274	360	88	88	100.00%	0	0	0	0.00%	0	88	88	100.00%	0	0	0	0.00%	0
CENTRALIA	736	360	52	51	98.08%	1	0	1	1.92%	0	52	52	100.00%	0	0	0	0.00%	0
CHEHALIS			72	70	97.22%	2	0	2	2.78%	0	73	73	100.00%	0	0	0	0.00%	0
CHEHALIS	748	360	62	60	96.77%	2	0	2	3.23%	0	62	62	100.00%	0	0	0	0.00%	0
NAPAVINE	262	360	10	10	100.00%	0	0	0	0.00%	0	11	11	100.00%	0	0	0	0.00%	0
CLARKSTON			56	55	98.21%	1	0	1	1.79%	0	57	57	100.00%	0	0	0	0.00%	0
CLE-ELUM	674	509	47	47	100.00%	0	0	0	0.00%	0	47	47	100.00%	0	0	0	0.00%	0
COLFAX	397	509	31	31	100.00%	0	0	0	0.00%	0	31	31	100.00%	0	0	0	0.00%	0
COLVILLE	684	509	71	70	98.59%	1	0	1	1.41%	0	71	71	100.00%	0	0	0	0.00%	0
COPALIS(OCEAN SHORES)	289	360	76	76	100.00%	0	0	0	0.00%	0	77	77	100.00%	0	0	0	0.00%	0
COULLEE DAM	633	509	10	10	100.00%	0	0	0	0.00%	0	10	10	100.00%	0	0	0	0.00%	0
CRYSTAL MTN.	663	360	26	22	84.62%	4	0	4	15.38%	0	26	26	100.00%	0	0	0	0.00%	0
DAYTON	382	509	11	11	100.00%	0	0	0	0.00%	0	11	11	100.00%	0	0	0	0.00%	0
DEER PARK	276	509	64	64	100.00%	0	0	0	0.00%	0	64	64	100.00%	0	0	0	0.00%	0
DES MOINES			218	218	100.00%	0	0	0	0.00%	0	218	218	100.00%	0	0	0	0.00%	0
DES MOINES	824	206	82	82	100.00%	0	0	0	0.00%	0	82	82	100.00%	0	0	0	0.00%	0
FEDERAL WAY	839	253	136	136	100.00%	0	0	0	0.00%	0	136	136	100.00%	0	0	0	0.00%	0
EASTON	656	509	2	2	100.00%	0	0	0	0.00%	0	2	2	100.00%	0	0	0	0.00%	0
ELK	292	509	18	18	100.00%	0	0	0	0.00%	0	18	18	100.00%	0	0	0	0.00%	0
ENUMCLAW	825	360	90	90	100.00%	0	0	0	0.00%	0	90	90	100.00%	0	0	0	0.00%	0
EPHRATA	754	509	39	39	100.00%	0	0	0	0.00%	0	40	40	100.00%	0	0	0	0.00%	0
GRAHAM	847	253	150	150	100.00%	0	0	0	0.00%	0	151	151	100.00%	0	0	0	0.00%	0
GREEN BLUFF	238	509	44	44	100.00%	0	0	0	0.00%	0	44	44	100.00%	0	0	0	0.00%	0
HOODSPORT	877	360	21	21	100.00%	0	0	0	0.00%	0	21	21	100.00%	0	0	0	0.00%	0

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

	WC CODE	AREA CODE	2 DAY DATA						7 DAY DATA									
			Number of Tickets Out of Service Less Than 2 Working Days	Out of Service Cleared in 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Wkng Dys) RES	# Missed (Less Than 2 Wkng Dys) BUS	# Missed (Less Than 2 Wkng Dys) TOT	% Missed (Less Than 2 Wkng Dys)	Number of Tickets Out of Service Less Than 7 Cal Days	Out of Service Cleared in 7 Cal Days	% Out Of Service <= 7 Cal Days	# Missed (Less Than 7 Days) RES	# Missed (Less Than 7 Days) BUS	# Missed (Less Than 7 Days) TOT	% Missed (Less Than 7 Days)	Total Expts	
EXCHANGE	392	425	157	155	98.73%	2	0	2	2	1.27%	157	157	100.00%	0	0	0	0.00%	0
ISSAQUAH			358	352	98.32%	5	1	6	1	1.68%	358	357	99.72%	1	0	1	0.00%	0
KENT			178	174	97.75%	4	0	4	0	2.25%	178	178	100.00%	0	0	0	0.00%	0
MERIDIAN	630	253	15	15	100.00%	0	0	0	0	0.00%	15	15	100.00%	0	0	0	0.00%	0
OBRIEN	251	206	165	163	98.79%	1	1	2	1	1.21%	165	164	99.39%	1	0	1	0.61%	0
ULRICH	852	293	12	12	100.00%	0	0	0	0	0.00%	12	12	100.00%	0	0	0	0.00%	0
LIBERTY LAKE	255	509	376	374	99.47%	1	1	2	1	0.53%	376	376	100.00%	0	0	0	0.00%	0
LONGVIEW-	423	360	4	4	100.00%	0	0	0	0	0.00%	4	4	100.00%	0	0	0	0.00%	0
KELSO	233	509	123	123	100.00%	0	0	0	0	0.00%	123	123	100.00%	0	0	0	0.00%	0
LOON LAKE	432	425	104	98	94.23%	5	1	6	1	5.77%	104	99	95.19%	4	1	5	0.00%	0
MAPLE VALLEY	432	425	13	13	100.00%	0	0	0	0	0.00%	13	13	100.00%	0	0	0	0.00%	0
MOSES LAKE (AFB)	765	509	91	85	93.41%	5	1	6	1	6.59%	91	86	94.51%	4	1	5	5.49%	0
MOSES LAKE	762	509	10	9	90.00%	1	0	1	0	10.00%	10	10	100.00%	0	0	0	0.00%	0
NEWMAN LAKE	226	509	16	16	100.00%	0	0	0	0	0.00%	16	16	100.00%	0	0	0	0.00%	0
NORTHPORT	732	509	604	604	99.67%	2	0	2	0	0.33%	607	607	100.00%	0	0	0	0.00%	0
OLYMPIA			93	93	100.00%	0	0	0	0	0.00%	94	94	100.00%	0	0	0	0.00%	0
EVERGREEN	866	360	221	220	99.55%	1	1	2	1	0.45%	221	221	100.00%	0	0	0	0.00%	0
LACEY	456	360	292	291	99.66%	1	0	1	0	0.34%	292	292	100.00%	0	0	0	0.00%	0
WHITEHALL	352	360	78	77	98.72%	1	0	1	0	1.28%	78	78	100.00%	0	0	0	0.00%	0
OMAK-	826	509	19	19	100.00%	0	0	0	0	0.00%	19	19	100.00%	0	0	0	0.00%	0
OKANOGAN	476	509	49	47	95.92%	2	0	2	0	4.08%	49	49	100.00%	0	0	0	0.00%	0
OROVILLE	488	509	207	201	97.10%	5	1	6	1	2.90%	209	209	100.00%	0	0	0	0.00%	0
OTHELLO	545	509	10	10	100.00%	0	0	0	0	0.00%	10	10	100.00%	0	0	0	0.00%	0
PASCO	923	509	26	25	96.15%	1	0	1	0	3.85%	26	26	100.00%	0	0	0	0.00%	0
PATEROS	843	509	115	115	100.00%	0	0	0	0	0.00%	115	115	100.00%	0	0	0	0.00%	0
POMEROY			37	37	100.00%	0	0	0	0	0.00%	37	37	100.00%	0	0	0	0.00%	0
PT. ANGELES	928	360	78	78	100.00%	0	0	0	0	0.00%	78	78	100.00%	0	0	0	0.00%	0
JOYCE	452	360	18	17	94.44%	1	0	1	0	5.56%	18	18	100.00%	0	0	0	0.00%	0
PT. ANGELES	437	360	219	216	98.63%	2	1	3	1	1.37%	220	220	100.00%	0	0	0	0.00%	0
PT. LUDLOW			48	48	100.00%	0	0	0	0	0.00%	49	49	100.00%	0	0	0	0.00%	0
PT. ORCHARD	871	360	171	168	98.25%	2	1	3	1	1.75%	171	171	100.00%	0	0	0	0.00%	0
COLBY	876	360	68	65	95.59%	2	1	3	1	4.41%	68	68	100.00%	0	0	0	0.00%	0
PT. ORCHARD	385	360	267	265	99.25%	2	0	2	0	0.75%	267	267	100.00%	0	0	0	0.00%	0
PT. TOWNSEND	841	253	384	382	99.48%	1	1	2	1	0.52%	386	386	100.00%	0	0	0	0.00%	0
PUYALLAP	226	425	47	47	100.00%	0	0	0	0	0.00%	47	47	100.00%	0	0	0	0.00%	0
RENTON	887	360	67	66	98.51%	1	0	1	0	1.49%	67	67	100.00%	0	0	0	0.00%	0
RIDGEFIELD	273	360	18	18	100.00%	0	0	0	0	0.00%	18	18	100.00%	0	0	0	0.00%	0
ROCHESTER	843	253	1967	1934	98.32%	28	5	33	1	1.68%	1991	1990	99.95%	1	0	1	0.0052	2
ROY			99	98	98.99%	1	0	1	0	1.01%	101	101	100.00%	0	0	0	0.00%	0
SEATTLE	281	206	70	70	100.00%	0	0	0	0	0.00%	70	70	100.00%	0	0	0	0.00%	0
ATWATER	543	206	224	221	98.66%	3	0	3	0	1.34%	225	225	100.00%	0	0	0	0.00%	0
CAMPUS	241	206	163	162	99.39%	1	0	1	0	0.61%	164	164	100.00%	0	0	0	0.00%	0
CHERRY	762	206	356	350	98.31%	4	2	6	1	1.69%	372	372	100.00%	0	0	0	0.00%	0
DUWAMISH	322	206																
EAST																		

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

	WC	AREA CODE	2 DAY DATA					7 DAY DATA									
			Number of Tickets Out of Service Less Than 2 Working Days	Out of Service Cleared in 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Wkrng Dys) RES	# Missed (Less Than 2 Wkrng Dys) BUS	# Missed (Less Than 2 Wkrng Dys) TOT	% Missed (Less Than 2 Wkrng Dys)	Number of Tickets Out of Service Less Than 7 Cal Days	Out of Service Cleared in 7 Cal Days	% Out Of Service <= 7 Cal Days	# Missed (Less Than 7 Days) RES	# Missed (Less Than 7 Days) BUS	# Missed (Less Than 7 Days) TOT	% Missed (Less Than 7 Days)	Total Expts
EXCHANGE																	
ELLIOT	441	206	40	40	100.00%	0	0	0	0	0.00%	40	40	100.00%	0	0	0.00%	0
EMERSON	361	206	186	180	96.77%	5	1	6	3.23%	186	186	100.00%	0	0	0.00%	0	
LAKEVIEW	522	206	172	169	98.26%	3	3	3	1.74%	174	174	100.00%	0	0	0.00%	1	
MAIN	223	206	83	81	97.59%	1	1	2	2.41%	84	84	100.00%	0	0	0.00%	0	
MERCER ISLAND (Adams)	232	206	64	64	100.00%	0	0	0	0.00%	64	64	100.00%	0	0	0.00%	0	
PARKWAY	721	206	216	212	98.15%	4	4	4	1.85%	216	216	100.00%	0	0	0.00%	0	
SUNSET	782	206	104	101	97.12%	3	3	3	2.88%	104	104	100.00%	0	0	0.00%	0	
WEST	932	206	190	186	97.89%	3	1	4	2.11%	191	190	99.48%	1	0	1	0.52%	
SEQUIM	683	360	76	76	100.00%	0	0	0	0.00%	76	76	100.00%	0	0	0.00%	0	
SHELTON	426	360	140	140	100.00%	0	0	0	0.00%	140	140	100.00%	0	0	0.00%	0	
SILVERDALE	692	360	114	113	99.12%	1	1	1	0.88%	114	114	100.00%	0	0	0.00%	0	
SPOKANE			1018	1003	98.53%	15	15	15	1.47%	1018	1018	99.80%	2	0	2	0.19%	
CHESTNUT	244	509	32	32	100.00%	0	0	0	0.00%	32	32	100.00%	0	0	0.00%	0	
FAIRFAX	325	509	108	103	95.37%	5	5	5	4.63%	108	108	100.00%	0	0	0.00%	0	
HUDSON	482	509	99	98	98.99%	1	0	1	1.01%	99	99	100.00%	0	0	0.00%	0	
KEYSTONE	534	509	90	90	100.00%	0	0	0	0.00%	90	90	100.00%	0	0	0.00%	1	
MORAN																	
NUMBERS ADDED TO RIVERSIDE																	
RIVERSIDE	455	509	246	244	99.19%	2	2	2	0.81%	246	246	100.00%	0	0	0.00%	0	
WALNUT	922	509	256	253	98.83%	3	3	3	1.17%	256	255	99.61%	1	0	1	0.39%	
WHITWORTH	466	509	187	183	97.86%	4	4	4	2.14%	187	186	99.47%	1	0	1	0.53%	
SPRINGDALE	258	509	23	23	100.00%	0	0	0	0.00%	23	23	100.00%	0	0	0.00%	0	
SUMNER (BonneyLake)	863	253	156	156	100.00%	0	0	0	0.00%	156	156	100.00%	0	0	0.00%	0	
TACOMA			1200	1199	99.92%	1	1	1	0.08%	1200	1202	100.00%	0	0	0	0.16%	
FORT LEWIS	964	253	46	46	100.00%	0	0	0	0.00%	46	46	100.00%	0	0	0.00%	0	
GREENFIELD	472	253	135	135	100.00%	0	0	0	0.00%	136	136	100.00%	0	0	0.00%	1	
JUNIPER	582	253	204	204	100.00%	0	0	0	0.00%	204	204	100.00%	0	0	0.00%	0	
LENNOX	531	253	331	331	100.00%	0	0	0	0.00%	331	331	100.00%	0	0	0.00%	0	
LOGAN	564	253	133	133	100.00%	0	0	0	0.00%	133	133	100.00%	0	0	0.00%	0	
MARKET (Fawcett)	272	253	67	67	100.00%	0	0	0	0.00%	67	67	100.00%	0	0	0.00%	0	
SKYLINE	752	253	80	80	100.00%	0	0	0	0.00%	80	80	100.00%	0	0	0.00%	0	
WAVERLY-2	922	253	49	49	100.00%	0	0	0	0.00%	49	49	100.00%	0	0	0.00%	0	
WAVERLY-7	927	253	155	154	99.35%	1	1	1	0.65%	156	156	100.00%	0	0	0.00%	0	
TOUCHET																	
NUMBERS ADDED TO WALLA WALLA																	
VANCOUVER			805	798	99.13%	6	1	7	0.87%	806	806	100.00%	0	0	0	0.00%	
ORCHARDS	253	360	471	466	98.94%	5	5	5	1.06%	471	471	100.00%	0	0	0.00%	0	
OXFORD	693	360	190	189	99.47%	0	1	1	0.53%	191	191	100.00%	0	0	0.00%	0	
SALMON																	
CRK(NORTH)	573	360	144	143	99.31%	1	0	1	0.69%	144	144	100.00%	0	0	0.00%	0	
WAITSBURG	337	509	4	4	100.00%	0	0	0	0.00%	4	4	100.00%	0	0	0.00%	0	
WALLA WALLA (incl Touchet)	522	509	114	114	100.00%	0	0	0	0.00%	115	115	100.00%	0	0	0.00%	0	
WARDEN	349	509	9	9	100.00%	0	0	0	0.00%	9	9	100.00%	0	0	0.00%	0	
WINLOCK	785	360	12	12	100.00%	0	0	0	0.00%	12	12	100.00%	0	0	0.00%	0	

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

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EXCHANGE																	
YAKIMA			328	325	99.09%	2	1	3	0.91%	328	328	100.00%	0	0	0	0.00%	0
CHESTNUT	244	509	227	225	99.12%	1	1	2	0.88%	227	227	100.00%	0	0	0	0.00%	0
WEST	965	509	101	100	99.01%	1	0	1	0.99%	101	101	100.00%	0	0	0	0.00%	0
<b>Totals</b>			12100	11969	98.92%	115	16	131	1.08%	12141	12129	99.90%	10	2	12	0.10%	4



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

Credit Summary				
<b>OOS Report</b>			<b>MOOSA Credits Paid</b>	
OOS Tickets	131		104	<b>Total Credits Paid</b>
Disp 7, 8, 9 Tickets**	14		0	Previous Pending Paid (MOOSA only) PUC metric captured the out of service in the month it occurred, however MOOSA did not pay the credit until the current reporting month
Eligible 2 Day Tickets	106		95	2 Day Credits Paid (Total with PUC&MOOSA in source) Matches to PUC metric. Customer experience out of service in the same month that credit was paid
Eligible 7 Day Tickets	11		9	7 Day Credits Paid (Total with PUC&MOOSA in source) Matches to PUC metric. Customer experience out of service in the same month that credit was paid
				Pending Credits To Be Paid (PUC only in source) Customer experience an OOS as captured by PUC metric in current month, however, MOOSA will credit in a later month
<b>Total Eligible Tickets</b>	<b>117</b>		<b>117</b>	

\*\* Repair tickets with a Disposition Code of 7, 8 or 9 will not be given credit; no trouble found when clearing the report

Disposition Code 7 = Test OK, verify OK

Disposition Code 8 = Found OK In

Disposition Code 9 = Found OK Out

Wire Centers Exceeding 4 Reports / 100 Access Lines

Wire Centers that Exceed the 4.0% Statewide Trouble Report Standard  
September 2005

EXCHANGE	Access Lines	# of Trouble Reports	Report Rate	Facilities Impacted/Reasons Out of Compliance
Report Rate > 4.00	Aug-05	Aug-05	Aug-05	
Crystal Mtn	680	39	5.74%	

Pending Order Report  
As of September 30, 2005

Washington Pending Orders based upon OP-15A Diagnostic Measure  
as of September 30, 2005

Exchange	Total Orders Completed for Month SOT = NTC R, SB, L	SOT = NTC Total Pending Inward Orders as of 30SEP2005	Percent of Orders Pending as of 30SEP2005	Average Age of Pending Inward Orders (Business days) as of 30SEP2005	Inward Orders not Completed > 90 days from Due Date as of 30SEP2005	Inward Orders not Completed > 180 days from Due Date as of 30SEP2005
ABERDEEN-HOQUIAM	1374	3	0.22%	28	1	0
AUBURN	2930	7	0.24%	29.71	0	0
BAINBRIDGE ISLAND	1042	3	0.29%	31	0	0
BATTLEGROUND	1103	2	0.18%	24.5	0	0
BELFAIR	528	2	0.38%	3.5	0	0
BELLEVUE	3824	2	0.05%	20	0	0
BLLVWAGL	1340	0	0.00%	0	0	0
BLLVWASH	2484	2	0.08%	20	0	0
BELLINGHAM	3508	11	0.31%	17.91	0	0
BLHMWA01	3337	11	0.33%	17.91	0	0
BLHMWALU	171	0	0.00%	0	0	0
BLACK DIAMOND	241	0	0.00%	0	0	0
BREMERTON	2968	4	0.13%	39.5	1	0
BMTNWA01	2678	3	0.11%	47.33	1	0
CRSBWA01	233	1	0.43%	16	0	0
SNYSWA01	57	0	0.00%	0	0	0
BUCKLEY	251	1	0.40%	38	0	0
CASTLE ROCK	352	0	0.00%	0	0	0
CENTRALIA	954	1	0.10%	25	0	0
CHEHALIS	836	1	0.12%	1	0	0
CHHLWA01	657	0	0.00%	0	0	0
NPVNWA01	179	1	0.56%	1	0	0
CLE ELUM	234	3	1.27%	16.33	0	0
COLFAX	114	1	0.87%	31	0	0
COLVILLE	537	2	0.37%	59.5	1	0
COPALIS(OCEAN SHORES)	326	1	0.31%	15	0	0
COULEE DAM	160	2	1.23%	58.5	1	0
CRYSTAL MOUNTAIN	75	1	1.32%	0	0	0
DAYTON	125	0	0.00%	0	0	0
DEER PARK	439	4	0.90%	25.25	1	0
DES MOINES	3619	5	0.14%	4.6	0	0
DESMWA01	1361	0	0.00%	0	0	0
FDWYWA01	2258	5	0.22%	4.6	0	0
EASTON	55	0	0.00%	0	0	0
ELK	189	2	1.05%	13.5	0	0
ENUMCLAW	633	3	0.47%	37.33	1	0
EPHRATA	225	1	0.44%	35	0	0
GRAHAM	2038	7	0.34%	13.57	0	0
GREEN BLUFF	156	1	0.64%	9	0	0
HOODSPORT	158	1	0.63%	72	1	0
ISSAQUAH	1612	6	0.37%	30.17	1	0
KENT	4966	9	0.18%	24.11	0	0
KENTWA01	2968	6	0.20%	22.5	0	0
KENTWAME	1726	2	0.12%	25	0	0
KENTWA0B	272	1	0.37%	32	0	0
LIBERTY LAKE	87	0	0.00%	0	0	0
LONGVIEW-KELSO	3083	9	0.29%	23.56	1	0
LOON LAKE	75	2	2.60%	34	1	0
MAPLE VALLEY	931	2	0.21%	76.5	2	0
MOSES LAKE	1251	2	0.16%	11.5	0	0
MSLKWA01	1014	2	0.20%	11.5	0	0
MSLKWAAB	237	0	0.00%	0	0	0
NEWMAN LAKE	101	2	1.94%	21.5	0	0
NORTHPORT	77	1	1.28%	53	0	0
OLYMPIA	7210	15	0.21%	27.93	2	0
LACYWA01	3190	6	0.19%	32.33	1	0
OLYMWA02	3396	8	0.24%	27.75	1	0
OLYMWA0EV	624	1	0.16%	3	0	0
OMAK-OKANOGAN	584	2	0.34%	3.5	0	0
OROVILLE	128	4	3.03%	25.25	0	0
OTHELLO	343	1	0.29%	13	0	0
PASCO	2141	6	0.28%	42.33	2	0
PATEROS	37	1	2.63%	45	0	0
POMEROY	82	2	2.38%	11.5	0	0
PORT ANGELES	1269	2	0.16%	24	0	0
JOYCWA01	54	1	1.82%	39	0	0
PTANWA01	1215	1	0.08%	9	0	0
PORT LUDLOW	165	0	0.00%	0	0	0
PORT ORCHARD	1940	6	0.31%	29.5	1	0
COLBWA01	776	1	0.13%	42	0	0

Washington Pending Orders based upon OP-15A Diagnostic Measure  
as of September 30, 2005

Exchange	Total Orders Completed for Month SOT = NTC R, SB, L	SOT = NTC Total Pending Inward Orders as of 30SEP2005	Percent of Orders Pending as of 30SEP2005	Average Age of Pending Inward Orders (Business days) as of 30SEP2005	Inward Orders not Completed > 90 days from Due Date as of 30SEP2005	Inward Orders not Completed > 180 days from Due Date as of 30SEP2005
PTORWAFE	1164	5	0.43%	27	1	0
PORT TOWNSEND	927	3	0.32%	5.33	0	0
PUYALLAP	3482	6	0.17%	32.5	2	0
RENTON	4750	8	0.17%	24.88	0	0
RIDGEFIELD	255	4	1.54%	40.75	1	0
ROCHESTER	616	1	0.16%	18	0	0
ROY	214	1	0.47%	7	0	0
SEATTLE	27517	46	0.17%	28.17	5	0
MRISWA01	630	1	0.16%	6	0	0
STTLWA03	3717	7	0.19%	30.86	0	0
STTLWA04	3143	2	0.06%	4	0	0
STTLWA05	1994	4	0.20%	31.75	0	0
STTLWA06	1782	5	0.28%	53.4	1	0
STTLWACA	1178	2	0.17%	32.5	0	0
STTLWACH	3705	6	0.16%	21.83	0	0
STTLWADU	1460	3	0.21%	30.33	1	0
STTLWAEI	741	0	0.00%	0	0	0
STTLWALA	2574	8	0.31%	32.25	2	0
STTLWAPA	2451	6	0.24%	20.83	1	0
STTLWASU	2200	0	0.00%	0	0	0
STTLWAVE	1942	2	0.10%	1	0	0
SEQUIM	997	1	0.10%	66	0	0
SHELTON	1504	2	0.13%	51	1	0
SILVERDALE	1530	0	0.00%	0	0	0
SPOKANE	14024	25	0.18%	24.68	3	0
SPKNWA01	1869	5	0.27%	23.4	1	0
SPKNWACH	357	0	0.00%	0	0	0
SPKNWAFI	2204	3	0.14%	36.33	0	0
SPKNWAHD	2074	3	0.14%	27.67	0	0
SPKNWAKY	1387	2	0.14%	36.5	1	0
SPKNWAMO	747	2	0.27%	50	1	0
SPKNWAWA	3552	4	0.11%	5.25	0	0
SPKNWAWH	1834	6	0.33%	19	0	0
SPRINGDALE	183	3	1.61%	40	1	0
SUMNER (BONNEYLAKE)	1790	6	0.33%	21.17	0	0
TACOMA	18377	31	0.17%	25.13	4	0
TACMWAFI	1732	7	0.40%	25.71	1	0
TACMWAFI	957	1	0.10%	29	0	0
TACMWAGF	2841	4	0.14%	37.75	2	0
TACMWAJU	3020	1	0.03%	16	0	0
TACMWALE	3599	5	0.14%	30	0	0
TACMWALO	1497	3	0.20%	12.33	0	0
TACMWASY	1134	2	0.18%	4.5	0	0
TACMWAWA	671	3	0.45%	34.67	1	0
TACMWAWV	2926	5	0.17%	20.6	0	0
VANCOUVER	9789	27	0.28%	23.04	3	0
ORCHWA01	5053	11	0.22%	20.91	2	0
VANCWA01	2915	9	0.31%	26.44	1	0
VANCWANO	1821	7	0.38%	22	0	0
WAITSBURG	42	0	0.00%	0	0	0
WALLA WALLA (INCL TOUCHET)	1741	2	0.11%	31	0	0
WARDEN	87	0	0.00%	0	0	0
WINLOCK	176	0	0.00%	0	0	0
YAKIMA	4904	14	0.28%	30.5	1	0
YAKMWA02	3722	11	0.29%	31.91	1	0
YAKMWAVE	1182	3	0.25%	25.33	0	0
Washington Customers Served by Exchanges in Neighboring States						
CLARKSTON	657	0	0.00%	0	0	0
State Totals	148638	323	0.22%	26.5	38	0