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**Holly Dean**  
Manager - Regulatory  
Public Policy

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March 30, 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

Dear Ms. Washburn:

Enclosed are the February 2005 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,
- 10) Customer Service Guarantee Report

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

Also attached is the restated January Access report. The January report was in error and has now been corrected.

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,

A handwritten signature in cursive script that reads "Ron L. Trullinger".

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	3/04	4/04	5/04	6/04	7/04	8/04	9/04	10/04	11/04	12/04	01/05	02/05
PERCENTAGE	99.7	99.7	99.7	99.6	99.6	99.6	99.6	99.6	99.6	99.7	99.7	99.7

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	3/04	4/04	5/04	6/04	7/04	8/04	9/04	10/04	11/04	12/04	1/05	2/05
RATIOS	0.77	0.82	0.82	0.82	0.85	0.89	0.96	0.80	0.92	0.81	0.77	.70

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

WA Year To Date Age Report For Feb 2005																			
For End of Month Feb 2005																			
Excludes Customer Reasons																			
Completed (Met/Missed Due Date) February						Year To Date						Open (Missed Due Date) Still Open							
ORD CNT	AVG AGE	< 5 Days	5 <= 30	31 <= 60	> 60	ORD CNT	AVG AGE	< 5 Days	5 <= 30	31 <= 60	> 60	ORD CNT	AVG AGE	Days	< 5	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**  
**February 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 February 28, 2005, 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 February 2005 indicates that we have completed 31,203 (99.3%) orders year to date within 5 business days (new, transfer or change orders with at least one inward line). 219 (0.70%) orders were not completed within 5 business days due to company reasons.

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

- 31,203 orders for lines were completed in February 2005.
- 145,622 total orders were completed in February 2005.
- Qwest missed the commitment/appointment for 433 orders (0.3%) of the total orders completed in February .
- 219 orders (0.70%) were not completed in 5 business days (219/31,203). These were all held orders. Information on the Aging Report indicates that █ orders were held in February due to a lack of facilities (682 that have completed + 2 that are still pending less than 30days). Therefore, you can conclude that the February 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>	11/04 SOT=NTC Inward R, SB, LB	Not Compl w/i 90 days	Orders Still Open > 60 days (from 02/05 facilities aging report)	Total orders not compl w/i 90 days	90 days (greater than 1%)
State Total	31,203	9	█	11	0.03%

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] 11/04 SOT=NTC Inward (R, SB, LB): Total of all completed New, Transfer and Changed service orders for November 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  
 FEBRUARY 2005

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	162,115	442	660	99.73%	31,132	240	0.77%	42,000	6	0.01%
FEBRUARY	145,622	433	605	99.70%	31,203	219	0.70%	35,170	9	0.03%
MARCH										
APRIL										
MAY										
JUNE										
JULY										
AUGUST										
SEPTEMBER										
OCTOBER										
NOVEMBER										
DECEMBER										
YTD	307,737	875	1,265	99.72%	62,335	459	0.74%	77,170	15	0.02%
NOTES:										
1) The "Orders, Appointments and Held Orders / Percent Orders Not Met in 5 Business Days" results in the number of total orders handled during the month and the disposition of such.										
2) The "Held Orders / Percent not Met in 90 Days" is a cumulative result; in other words, the result includes held orders from Prior months not yet completed.										



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

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	2/05 TOTAL ORDERS SOT= NTC R,SB,LB	2/05 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
ABERDEEN-HOQUIAM	532	360	1390	1381	6	4	10	99.71%	99.57%	99.28%
AUBURN	833	253	2984	2971	20	10	30	99.66%	99.33%	98.99%
BAINBRIDGE ISLAND	842	206	846	843	4	2	6	99.76%	99.53%	99.29%
BATTLEGROUND	687	360	897	896	9	1	10	99.89%	99.00%	98.89%
BELFAIR	275	360	552	549	4	2	6	99.64%	99.27%	98.91%
BELLEVUE			3715	3677	17	19	36	99.49%	99.54%	99.03%
GLENCOURT	453	425	1172	1154	8	7	15	99.40%	99.31%	98.72%
SHERWOOD	641	425	2543	2523	9	12	21	99.53%	99.64%	99.17%
BELLINGHAM			2905	2881	9	14	23	99.52%	99.69%	99.21%
LUMMI	758	360	116	115	1	0	1	100.00%	99.14%	99.14%
REGENT	671	360	2789	2766	8	14	22	99.50%	99.71%	99.21%
BLACK DIAMOND	886	360	213	212	0	0	0	100.00%	100.00%	100.00%
BREMERTON			2821	2724	11	38	49	98.65%	99.61%	98.26%
CROSBY	373	360	197	197	1	1	2	99.49%	99.49%	98.98%
BREM ESSEX	830	360	2575	2478	10	36	46	98.60%	99.61%	98.21%
SUNNYSLOPE	674	360	49	49	0	1	1	97.96%	100.00%	97.96%
BUCKLEY	829	360	209	207	2	1	3	99.52%	99.04%	98.56%
CASTLE ROCK	274	360	408	408	5	2	7	99.50%	98.77%	98.28%
CENTRALIA	736	360	946	944	5	1	6	99.89%	99.47%	99.37%
CHEHALIS			754	749	3	1	4	99.87%	99.60%	99.47%
CHEHALIS	748	360	595	590	2	1	3	99.83%	99.66%	99.50%
NAPAVINE	262	360	159	159	1	0	1	100.00%	99.37%	99.37%
CLE-ELUM	674	509	147	147	0	0	0	100.00%	100.00%	100.00%
COLFAX	397	509	138	137	0	0	0	100.00%	100.00%	100.00%
COLVILLE	684	509	440	438	0	4	4	99.09%	100.00%	99.09%
COPALIS										
(OCEAN SHORES)	289	360	256	256	1	1	2	99.61%	99.61%	99.22%
COULEE DAM	633	509	121	119	1	0	1	100.00%	99.17%	99.17%
CRYSTAL MTN.	663	360	18	18	0	0	0	100.00%	100.00%	100.00%
DAYTON	382	509	117	114	0	1	1	99.15%	100.00%	99.15%
DEER PARK	276	509	394	380	1	1	2	99.74%	99.74%	99.48%
DES MOINES			3753	3744	7	12	19	99.68%	99.81%	99.49%
DES MOINES	824	206	1453	1449	3	9	12	99.38%	99.79%	99.17%
FEDERAL WAY	839	253	2300	2295	4	3	7	99.87%	99.83%	99.70%
EASTON	656	509	32	32	0	0	0	100.00%	100.00%	100.00%
ELK	292	509	218	218	1	0	1	100.00%	99.54%	99.54%
ENUMCLAW	825	360	676	674	2	0	2	100.00%	99.70%	99.70%
EPHRATA	754	509	222	216	1	0	1	100.00%	99.55%	99.55%
GRAHAM	847	253	1989	1966	5	7	12	99.64%	99.75%	99.39%
GREEN BLUFF	238	509	143	143	0	1	1	99.30%	100.00%	99.30%
HOODSPORT	877	360	169	169	2	0	2	100.00%	98.82%	98.82%
ISSAQUAH	392	425	1445	1434	8	6	14	99.58%	99.44%	99.03%
KENT			4970	4929	14	17	31	99.66%	99.72%	99.38%

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

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EXCHANGES	WC	AREA CODE	2/05 TOTAL ORDERS SOT= NTC R,SB,LB	2/05 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) R,SB,LB
MERIDIAN	253	360	1679	1674	5	5	10	99.70%	99.70%	99.40%
OBRIEN	251	206	265	250	2	1	3	99.62%	99.24%	98.87%
ULRICH	852	253	3026	3005	7	11	18	99.64%	99.77%	99.41%
LIBERTY LAKE	255	509	100	100	0	0	0	100.00%	100.00%	100.00%
LONGVIEW-KELSO	423	360	3057	3044	9	11	20	99.64%	99.70%	99.35%
LOON LAKE	233	509	77	77	0	0	0	100.00%	100.00%	100.00%
MAPLE VALLEY	432	425	926	923	9	6	15	99.35%	99.02%	98.38%
MOSES LAKE			1165	1137	1	3	4	99.74%	99.91%	99.66%
MOSES LAKE(AFB)	762	509	263	241	0	1	1	99.62%	100.00%	99.62%
MOSES LAKE	765	509	902	896	1	2	3	99.78%	99.89%	99.67%
NEWMAN LAKE	226	509	157	157	0	0	0	100.00%	100.00%	100.00%
NORTHPORT	732	509	58	58	0	1	1	98.28%	100.00%	98.28%
OLYMPIA			6994	6575	16	22	38	99.69%	99.77%	99.46%
EVERGREEN	866	360	469	469	1	3	4	99.36%	99.79%	99.15%
LACEY	456	360	3394	3351	13	10	23	99.70%	99.62%	99.32%
WHITEHALL	352	360	3131	2755	2	9	11	99.71%	99.94%	99.65%
OMAK-OKANOGAN	826	509	480	480	1	2	3	99.58%	99.79%	99.38%
OROVILLE	476	509	116	115	0	0	0	100.00%	100.00%	100.00%
OTHELLO	488	509	423	421	0	1	1	99.76%	100.00%	99.76%
PASCO	545	509	2065	2029	7	11	18	99.47%	99.66%	99.13%
PATEROS	923	509	57	57	0	0	0	100.00%	100.00%	100.00%
POMEROY	843	509	88	88	1	0	1	100.00%	98.86%	98.86%
PT. ANGELES			1344	1338	4	5	9	99.63%	99.70%	99.33%
JOYCE	928	360	55	55	1	0	1	100.00%	98.18%	98.18%
PT. ANGELES	452	360	1289	1283	3	5	8	99.61%	99.77%	99.38%
PT. LUDLOW	437	360	163	161	1	1	2	99.38%	99.38%	98.77%
PT. ORCHARD			1827	1821	10	7	17	99.62%	99.45%	99.07%
COLBY	871	360	704	703	5	7	12	99.00%	99.28%	98.30%
PT. ORCHARD	876	360	1123	1118	5	5	5	100.00%	99.55%	99.55%
PT. TOWNSEND	385	360	788	786	1	3	4	99.62%	99.87%	99.49%
PUYALLAP	841	253	3453	3432	22	10	32	99.71%	99.36%	99.07%
RENTON	226	425	4631	4617	12	11	23	99.76%	99.74%	99.50%
RIDGEFIELD	887	360	213	213	3	1	4	99.52%	98.58%	98.12%
ROCHESTER	273	360	485	485	2	1	3	99.79%	99.59%	99.38%
ROY	842	253	210	209	1	2	3	99.04%	99.52%	98.57%
SEATTLE			27456	27019	49	150	199	99.45%	99.82%	99.28%
ATWATER	281	206	1917	1907	4	15	19	99.22%	99.79%	99.01%
CAMPUS	543	206	937	925	0	11	11	98.83%	100.00%	98.83%
CHERRY	241	206	4012	3985	3	21	24	99.48%	99.92%	99.40%
DUWAMISH	762	206	1547	1543	2	7	9	99.55%	99.87%	99.42%
EAST	322	206	3643	3626	8	20	28	99.45%	99.78%	99.23%
ELLIOT	441	206	743	731	1	4	5	99.46%	99.86%	99.33%
EMERSON	361	206	3140	3129	5	7	12	99.78%	99.84%	99.62%
LAKEVIEW	522	206	2276	2257	5	16	21	99.30%	99.78%	99.08%

Washington Service Order Interval Missed Commitment Report  
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	223	206	1957	1667	5	22	27	98.87%	99.74%	98.62%	
MERCER ISLAND (Adams)	232	206	558	548	3	0	3	100.00%	99.46%	99.46%	
PARKWAY	721	206	2372	2361	6	9	15	99.62%	99.75%	99.37%	
SUNSET	782	206	2263	2245	2	7	9	99.69%	99.91%	99.60%	
WEST	932	206	2101	2095	5	11	16	99.48%	99.76%	99.24%	
SEQUIM	683	360	871	864	9	0	9	100.00%	98.97%	98.97%	
SHELTON	426	360	1291	1286	5	1	6	99.92%	99.61%	99.54%	
SILVERDALE	692	360	1230	1227	2	3	5	99.76%	99.84%	99.59%	
SPOKANE			13480	13366	14	45	59	99.67%	99.90%	99.56%	
CHESTNUT	244	509	354	354	0	0	0	100.00%	100.00%	100.00%	
FAIRFAX	325	509	2062	2050	2	8	10	99.61%	99.90%	99.52%	
HUDSON	482	509	2038	2027	2	8	10	99.61%	99.90%	99.51%	
KEYSTONE	534	509	1462	1444	1	8	9	99.45%	99.93%	99.38%	
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE								
RIVERSIDE	455	509	2344	2295	2	10	12	99.57%	99.91%	99.49%	
WALNUT	922	509	3561	3543	6	6	12	99.83%	99.83%	99.66%	
WHITWORTH	466	509	1659	1653	1	5	6	99.70%	99.94%	99.64%	
SPRINGDALE	258	509	142	142	0	1	1	99.30%	100.00%	99.30%	
SUMNER (BonneyLake)	863	253	1938	1924	10	7	17	99.64%	99.48%	99.12%	
TACOMA			19427	19332	42	75	117	99.61%	99.78%	99.40%	
FORT LEWIS	964	253	856	849	0	6	6	99.30%	100.00%	99.30%	
GREENFIELD	472	253	2918	2911	7	15	22	99.48%	99.76%	99.25%	
JUNIPER	582	253	3027	3012	6	6	12	99.80%	99.80%	99.60%	
LENNOX	531	253	3815	3808	10	10	20	99.74%	99.74%	99.48%	
LOGAN	564	253	1633	1625	5	8	13	99.51%	99.69%	99.20%	
MARKET (Fawcett)	272	253	1947	1919	4	16	20	99.18%	99.79%	98.97%	
SKYLINE	752	253	1321	1317	3	1	4	99.92%	99.77%	99.70%	
WAVERLY-2	922	253	650	648	0	0	0	100.00%	100.00%	100.00%	
WAVERLY-7	927	253	3260	3243	7	13	20	99.60%	99.78%	99.39%	
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA								
VANCOUVER			9909	9857	47	61	108	99.38%	99.53%	98.91%	
ORCHARDS	253	360	5156	5138	24	22	46	99.57%	99.53%	99.11%	
OXFORD	693	360	2921	2892	11	28	39	99.04%	99.62%	98.66%	
SALMON CREEK (VANCVR NO)	573	360	1832	1827	12	11	23	99.40%	99.34%	98.74%	
WAITSBURG	337	509	63	63	0	0	0	100.00%	100.00%	100.00%	
WALLA WALLA	522	509	1534	1514	4	3	7	99.80%	99.74%	99.54%	
WARDEN	349	509	140	140	1	1	2	99.28%	99.28%	98.57%	
WINLOCK	785	360	170	170	2	2	4	98.81%	98.81%	97.65%	
YAKIMA			4616	4570	8	11	19	99.76%	99.83%	99.59%	
CHESTNUT	244	509	3421	3375	6	5	11	99.85%	99.82%	99.68%	
WEST	965	509	1195	1195	2	6	8	99.50%	99.83%	99.33%	

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

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	2/05 TOTAL ORDERS SOT= NTC R,SB,LB	2/05 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 MET Company Missed R,SB,LB	COMMITTS MET (Combined Missed) R,SB,LB
Washington Customers Served by Exchanges in Neighboring States										
Clarkston	751	509	620	618	2	2	4	99.68%	99.68%	99.35%
<b>WC TOTAL</b>			145622	143991	433	605	1038	99.58%	99.70%	99.29%

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

1	2	3	12	13	14	15	16	17	18	19	12	21	22
	WC	AREA CODE	2/05 SOT=NTC INWARD R,SB,LB	2/05 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	11/04 SOT=NTC INWARD R,SB,LB	NOT COMPL W/ 90 DAYS	90 DAYS (GRTR THAN 1%)
EXCHANGES													
ABERDEEN-HOQUIAM	532	360	305	303	3	0.98%	20	0	100.00%	0.00%	349	0	0.00%
AUBURN	833	253	572	568	10	1.75%	75	3	96.00%	4.00%	673	0	0.00%
BAINBRIDGE ISLAND	842	206	149	147	4	2.68%	27	1	96.30%	3.70%	180	0	0.00%
BATTLEGROUND	687	360	190	189	5	2.63%	37	1	97.30%	2.70%	200	0	0.00%
BELFAIR	275	360	106	104	2	1.89%	15	0	100.00%	0.00%	136	0	0.00%
BELLEVUE			799	788	7	0.88%	132	3	97.73%	2.27%	977	0	0.00%
GLENACRES	453	425	272	269	4	1.47%	54	1	98.15%	1.85%	340	0	0.00%
SHERWOOD	641	425	527	519	3	0.57%	78	2	97.44%	2.56%	637	0	0.00%
BELLINGHAM			718	711	4	0.56%	111	0	100.00%	0.00%	844	1	0.12%
LUMMI	758	360	31	31	0	0.00%	2	0	100.00%	0.00%	20	0	0.00%
REGENT	671	360	687	680	4	0.58%	109	0	100.00%	0.00%	824	1	0.12%
BLACK DIAMOND	886	360	53	52	0	0.00%	15	0	100.00%	0.00%	50	0	0.00%
BREMERTON			638	609	2	0.31%	66	3	95.45%	4.55%	742	0	0.00%
CROSBY	373	360	37	37	0	0.00%	9	0	100.00%	0.00%	60	0	0.00%
BREM ESSEX	830	360	589	560	2	0.34%	55	3	94.55%	5.45%	670	0	0.00%
SUNNYSLOPE	674	360	12	12	0	0.00%	2	0	100.00%	0.00%	12	0	0.00%
BUCKLEY	829	360	44	43	1	2.27%	7	0	100.00%	0.00%	52	0	0.00%
CASTLE ROCK	274	360	77	77	1	1.30%	7	0	100.00%	0.00%	62	0	0.00%
CENTRALIA	736	360	220	220	5	2.27%	17	0	100.00%	0.00%	240	0	0.00%
CHEHALIS			153	152	1	0.65%	21	0	100.00%	0.00%	187	0	0.00%
CHEHALIS	748	360	119	118	1	0.84%	19	0	100.00%	0.00%	158	0	0.00%
NAPAVINE	262	360	34	34	0	0.00%	2	0	100.00%	0.00%	29	0	0.00%
CLE-ELUM	674	509	37	37	0	0.00%	2	0	100.00%	0.00%	60	0	0.00%
COLFAX	397	509	30	30	0	0.00%	0	0	0.00%	0.00%	56	0	0.00%
COLVILLE	684	509	96	96	1	1.04%	4	0	100.00%	0.00%	125	0	0.00%
COPALIS													
(OCEAN SHORES)	289	360	70	70	1	1.43%	6	0	100.00%	0.00%	68	0	0.00%
COULLEE DAM	633	509	25	24	0	0.00%	2	0	100.00%	0.00%	37	0	0.00%
CRYSTAL MTN.	663	360	5	5	0	0.00%	1	0	100.00%	0.00%	14	0	0.00%
DAYTON	382	509	25	22	0	0.00%	3	0	100.00%	0.00%	32	0	0.00%
DEER PARK	276	509	85	83	1	1.18%	9	0	100.00%	0.00%	117	0	0.00%
DES MOINES			696	694	2	0.29%	74	2	97.30%	2.70%	811	0	0.00%
DES MOINES	824	206	272	270	1	0.37%	38	1	97.37%	2.63%	303	0	0.00%
FEDERAL WAY	839	253	424	424	1	0.24%	36	1	97.22%	2.78%	508	0	0.00%
EASTON	656	509	6	6	0	0.00%	0	0	0.00%	0.00%	12	0	0.00%
ELK	292	509	34	34	1	2.94%	3	0	100.00%	0.00%	39	0	0.00%
ENUMCLAW	825	360	114	112	1	0.88%	12	0	100.00%	0.00%	130	0	0.00%
EPHRATA	754	509	64	62	0	0.00%	8	0	100.00%	0.00%	91	0	0.00%
GRAHAM	847	253	296	294	5	1.69%	54	0	100.00%	0.00%	355	0	0.00%
GREEN BLUFF	238	509	23	23	1	4.35%	0	0	0.00%	0.00%	35	0	0.00%
HOODSPORT	877	360	34	34	1	2.94%	4	1	75.00%	25.00%	50	0	0.00%
ISSAQUAH	392	425	334	330	4	1.20%	94	2	97.87%	2.13%	431	0	0.00%
KENT			974	936	9	0.92%	129	1	99.22%	0.78%	1079	0	0.00%
MERIDIAN	253	360	287	286	1	0.35%	49	1	97.96%	2.04%	302	0	0.00%
OBRIEN	251	206	74	67	2	2.70%	12	0	100.00%	0.00%	79	0	0.00%
ULRICH	852	253	613	603	6	0.98%	68	0	100.00%	0.00%	698	0	0.00%

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

1	2	3	12	13	14	15	16	17	18	19	21	22
EXCHANGES	WC	AREA CODE	2/05 SOT=NTC INWARD R,S,B,LB	2/05 SOT=NTC INWARD R,S,B	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	11/04 SOT=NTC INWARD R,S,B,LB	90 DAYS (GRTR THAN 1%)
LIBERTY LAKE	255	509	16	16	0	0.00%	4	0	100.00%	0.00%	17	0
LONGVIEW-KELSO	423	360	699	690	2	0.29%	66	3	95.45%	4.55%	697	0
LOON LAKE	233	509	12	12	0	0.00%	1	0	100.00%	0.00%	12	0
MAPLE VALLEY	432	425	173	171	1	0.58%	28	0	100.00%	0.00%	183	0
MOSES LAKE	298	509	298	294	0	0.00%	20	0	100.00%	0.00%	353	0
MOSES LAKE (AFB)	762	509	63	60	0	0.00%	4	0	100.00%	0.00%	72	0
MOSES LAKE	765	509	235	234	0	0.00%	16	0	100.00%	0.00%	281	0
NEWMAN LAKE	226	509	23	23	0	0.00%	5	0	100.00%	0.00%	19	0
NORTHPORT	732	509	12	12	0	0.00%	2	0	100.00%	0.00%	27	0
OLYMPIA	1441	509	1441	1416	7	0.49%	199	0	100.00%	0.00%	1637	0
EVERGREEN	866	360	93	93	1	1.08%	10	0	100.00%	0.00%	120	0
LACEY	456	360	676	670	6	0.89%	91	0	100.00%	0.00%	762	0
WHITEHALL	352	360	672	653	0	0.00%	98	0	100.00%	0.00%	755	0
OMAK-OKANOGAN	826	509	136	136	1	0.74%	12	0	100.00%	0.00%	151	0
OROVILLE	476	509	20	20	0	0.00%	2	0	100.00%	0.00%	40	0
OTHELLO	488	509	98	97	0	0.00%	6	0	100.00%	0.00%	128	0
PASCO	545	509	460	457	1	0.22%	34	2	94.12%	5.88%	510	0
PATEROS	923	509	10	10	1	10.00%	1	0	100.00%	0.00%	10	0
POMEROY	843	509	26	26	1	3.85%	3	0	100.00%	0.00%	7	0
PT. ANGELES	278	360	278	274	1	0.36%	23	0	100.00%	0.00%	329	0
JOYCE	928	360	19	19	0	0.00%	0	0	0.00%	0.00%	21	0
PT. ANGELES	452	360	259	255	1	0.39%	23	0	100.00%	0.00%	308	0
PT. LUDLOW	437	360	32	32	0	0.00%	7	0	100.00%	0.00%	38	0
PT. ORCHARD	377	360	377	377	2	0.53%	50	2	96.00%	4.00%	406	0
COLBY	871	360	135	135	1	0.74%	23	1	95.65%	4.35%	161	0
PT. ORCHARD	876	360	242	242	1	0.41%	27	1	96.30%	3.70%	245	0
PT. TOWNSEND	385	360	174	174	3	1.72%	23	0	100.00%	0.00%	218	0
PUYALLAP	841	253	706	701	10	1.42%	96	0	100.00%	0.00%	818	1
RENTON	226	425	942	938	5	0.53%	134	3	97.76%	2.24%	1188	1
RIDGEFIELD	887	360	63	63	2	3.17%	11	1	90.91%	9.09%	66	0
ROCHESTER	273	360	111	111	2	1.80%	16	0	100.00%	0.00%	112	0
ROY	842	253	38	37	0	0.00%	3	0	100.00%	0.00%	55	0
SEATTLE	6019	206	6019	5854	28	0.47%	791	7	99.12%	0.88%	6616	0
ATWATER	281	206	475	469	0	0.00%	84	3	96.43%	3.57%	567	0
CAMPUS	543	206	247	236	0	0.00%	29	0	100.00%	0.00%	283	0
CHERRY	241	206	821	814	3	0.37%	90	0	100.00%	0.00%	828	0
DUWAMISH	762	206	293	290	2	0.68%	23	0	100.00%	0.00%	311	0
EAST	322	206	832	823	2	0.24%	109	0	100.00%	0.00%	932	0
ELLIOT	441	206	202	198	2	0.99%	30	0	100.00%	0.00%	257	0
EMERSON	361	206	663	659	1	0.15%	84	0	100.00%	0.00%	727	0
LAKEVIEW	522	206	530	516	4	0.75%	75	2	97.33%	2.67%	569	0
MAIN	223	206	566	469	11	1.94%	66	0	100.00%	0.00%	553	0
MERCER ISLAND (Adams)	232	206	109	106	0	0.00%	20	1	95.00%	5.00%	143	0
PARKWAY	721	206	431	427	2	0.46%	47	1	97.87%	2.13%	432	0
SUNSET	782	206	460	458	0	0.00%	69	0	100.00%	0.00%	552	0
WEST	932	206	390	389	1	0.26%	65	0	100.00%	0.00%	462	0

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

1	2	3	12	13	14	15	16	17	18	19	12	21	22
EXCHANGES	WC	AREA CODE	2/05 SOT=NTC INWARD R,SB,LB	2/05 SOT=NTC INWARD R,SB	NOT COMPL W/ 5 DAYS	5 DAY (Greater than 10%)	SUM OF ORDERS WIDD > 5 days; Customer Reasons	SUM OF ORDERS WIDD > 5 DAYS; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	11/04 SOT=NTC INWARD R,SB,LB	NOT COMPL W/ 90 DAYS	90 DAYS (GRTR THAN 1%)
SEQUIM	683	360	188	188	1	0.53%	35	0	100.00%	0.00%	249	0	0.00%
SHELTON	426	360	278	275	1	0.36%	30	2	93.33%	6.67%	275	2	0.73%
SILVERDALE	692	360	271	271	1	0.37%	35	0	100.00%	0.00%	360	0	0.00%
SPOKANE			2898	2877	10	0.35%	329	0	100.00%	0.00%	3418	1	0.03%
CHESTNUT FAIRFAX	244	509	81	81	0	0.00%	6	0	100.00%	0.00%	100	0	0.00%
HUDSON	325	509	389	388	0	0.00%	47	0	100.00%	0.00%	522	0	0.00%
KEYSTONE	482	509	476	472	1	0.21%	34	0	100.00%	0.00%	499	0	0.00%
MORAN	534	509	339	334	1	0.29%	32	0	100.00%	0.00%	357	0	0.00%
RIVERSIDE	441	509	NUMBERS ADDED TO RIVERSIDE										
WALNUT	455	509	519	515	1	0.19%	65	0	100.00%	0.00%	651	1	0.57%
WHITWORTH	922	509	753	746	7	0.93%	89	0	100.00%	0.00%	891	0	0.00%
SPRINGDALE	466	509	341	341	0	0.00%	56	0	100.00%	0.00%	398	0	0.00%
SUMNER (BonneyLake)	258	509	28	28	0	0.00%	1	0	100.00%	0.00%	46	0	0.00%
TACOMA	863	253	377	368	9	2.39%	53	1	98.11%	1.89%	394	1	0.25%
FORT LEWIS	984	253	4141	4099	28	0.68%	445	3	99.33%	0.67%	4396	2	0.05%
GREENFIELD	472	253	237	233	0	0.00%	32	0	100.00%	0.00%	266	0	0.00%
JUNIPER	582	253	593	590	8	1.35%	62	1	98.39%	1.61%	607	0	0.00%
LENNOX	531	253	713	707	4	0.56%	67	0	100.00%	0.00%	785	0	0.00%
LOGAN	564	253	702	700	5	0.71%	56	1	98.21%	1.79%	750	0	0.00%
MARKET (Fawcett)	272	253	336	332	2	0.60%	55	1	98.18%	1.82%	381	0	0.00%
SKYLINE	752	253	487	474	3	0.62%	55	0	100.00%	0.00%	518	1	0.19%
WAVERLY-2	922	253	282	281	1	0.35%	40	0	100.00%	0.00%	295	0	0.00%
WAVERLY-7	927	253	118	117	0	0.00%	10	0	100.00%	0.00%	121	0	0.00%
TOUCHET	394	509	673	665	5	0.74%	68	0	100.00%	0.00%	673	1	0.15%
VANCOUVER			NUMBERS ADDED TO WALLA WALLA										
ORCHARDS	253	360	2206	2180	24	1.09%	303	4	98.68%	1.32%	2463	0	0.00%
OXFORD	693	360	1056	1052	9	0.85%	170	3	98.24%	1.76%	1275	0	0.00%
SALMON CREEK (VANCVR NO)			745	727	10	1.34%	77	1	98.70%	1.30%	790	0	0.00%
WAITSBURG	573	360	405	401	5	1.23%	56	0	100.00%	0.00%	398	0	0.00%
WALLA WALLA	337	509	13	13	0	0.00%	0	0	0.00%	0.00%	9	0	0.00%
WARDEN	522	509	364	358	3	0.82%	35	2	94.29%	5.71%	403	0	0.00%
WINLOCK	349	509	29	29	0	0.00%	3	0	100.00%	0.00%	22	0	0.00%
YAKIMA	785	360	45	45	0	0.00%	2	0	100.00%	0.00%	47	0	0.00%
CHESTNUT WEST	244	509	1086	1081	2	0.18%	89	1	98.89%	1.12%	1217	0	0.00%
WEST	965	509	818	813	1	0.12%	61	0	100.00%	0.00%	888	0	0.00%
Washington Customers Served by Exchanges in Neighboring States			268	268	1	0.37%	28	1	96.43%	3.57%	329	0	0.00%
Clarkston	751	509	143	142	1	0.70%	9	0	100.00%	0.00%		0	0.00%
WC TOTAL			31203	30770	219	0.70%	3861	48	98.76%	1.24%	35170	9	0.03%

WASHINGTON REPAIR COMMITMENTS MET  
FEBRUARY 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						
April						
May						
June						
July						
August						
September						
October						
November						
December						
<b>YTD Total</b>	<b>31,589</b>	<b>29,952</b>	<b>1,637</b>	<b>94.82%</b>	<b>80</b>	<b>167</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  
FEBRUARY 2005

EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Feb-05	Feb-05	Jan-05	Dec-04	Nov-04	Oct-04	Sep-04	Aug-04	Jul-04	Jun-04	May-04	Apr-04	Mar-04		
Report Rate > 4.00																	
ABERDEEN	0	532	16807	105	0.62	1.01	1.46	1.32	0.90	0.86	1.11	0.87	0.71	0.79	0.87	1.08	
AUBURN	0	833	33854	341	1.01	1.21	1.17	0.78	1.04	1.07	1.12	0.99	1.20	0.83	0.93	1.05	
BAINBRIDGE	0	842	14071	156	1.11	1.38	1.39	1.07	1.13	1.48	1.52	1.24	1.15	1.19	1.10	1.14	
BATTLE GROUND	0	687	11467	94	0.82	2.13	2.88	1.66	1.39	2.12	2.12	1.56	1.79	1.58	1.40	1.28	
BELFAIR	0	275	8107	107	1.32	2.14	2.36	1.40	1.45	2.33	1.51	1.36	2.25	1.20	1.69	1.52	
BELLEVUE	0		71623	594	1.11	1.11	0.85	0.69	0.68	0.79	2.44	0.89	0.80	0.65	0.64	0.74	
GLENCOURT	0	453	27773	134	0.48	0.61	0.58	0.69	0.60	0.63	0.65	0.56	0.73	0.53	0.61	0.59	
SHERWOOD	0	641	43850	460	1.05	1.43	1.03	0.69	0.73	0.90	3.57	0.78	0.85	0.72	0.66	0.84	
BELLINGHAM	0		43364	244	0.66	0.66	0.76	0.92	0.77	0.69	0.88	0.65	0.66	0.59	0.55	0.72	
LUMMI	0	758	1530	18	1.18	1.17	0.39	1.03	1.80	1.35	1.09	1.49	0.71	2.05	0.96	0.89	
REGENT	0	671	41834	226	0.54	0.64	0.77	0.92	0.74	0.67	0.87	0.62	0.66	0.53	0.54	0.72	
BLACK DIAMOND	0	886	3499	90	2.57	1.48	1.79	0.91	2.05	1.14	0.88	1.26	1.37	1.35	1.37	1.33	
BREMERTON	0		39643	209	0.84	0.84	0.76	0.76	0.68	0.72	0.74	0.66	0.69	0.88	0.61	0.82	
BREMERTON ESX	0	373	3525	43	1.22	0.77	0.69	0.71	0.59	0.66	0.62	0.59	0.63	0.64	0.52	0.75	
CROSBY	0	830	35278	159	0.45	1.44	1.45	1.33	1.57	1.26	1.80	1.18	1.32	0.97	1.32	1.53	
SUNNYSLOPE	0	674	840	7	0.83	1.67	0.72	0.60	0.97	0.84	1.08	1.57	0.85	1.34	1.71	1.07	
BONNEY LAKE	0	862	Numbers added to Summer														
BUCKLEY	0	829	3326	56	1.68	1.29	1.49	0.84	1.38	1.14	1.29	1.37	1.21	1.06	0.82	1.28	
CASTLEROCK	1	274	4954	79	1.59	1.74	2.25	2.24	3.71	2.12	4.26	2.01	1.26	1.51	1.62	1.54	
CENTRALIA	0	736	10360	70	0.68	1.21	1.24	1.14	1.03	1.28	1.08	1.37	0.84	0.98	0.93	1.30	
CHEHALIS	0		10703	85	1.02	1.02	1.05	1.21	0.96	0.89	1.28	1.16	0.95	0.81	0.87	1.44	
CHEHALIS	0	748	8090	63	0.78	0.85	0.95	1.14	0.88	0.85	1.22	1.10	0.99	0.64	0.81	1.34	
NAPAVINE	0	262	2613	22	0.84	1.53	1.38	1.42	1.22	1.00	1.47	1.35	0.84	1.33	1.05	1.75	
CLE-ELUM	0	674	3308	20	0.60	0.93	0.69	0.96	1.42	1.11	2.68	1.05	1.66	0.97	1.14	0.85	
COLFAX	0	397	2538	15	0.59	0.79	0.83	1.37	1.22	2.38	1.23	1.35	1.29	0.70	0.85	1.00	
COLVILLE	0	684	7122	57	0.80	0.72	0.86	0.70	1.04	1.15	2.56	1.21	0.89	1.24	0.59	1.00	
PALIS(OCEAN SHORES)	0	289	4167	51	1.22	1.90	1.91	2.21	1.57	1.62	1.33	1.24	1.03	0.93	1.16	1.49	
COULEE DAM	0	633	2310	10	0.43	0.78	1.07	0.56	0.94	0.90	1.23	1.32	0.89	1.05	2.09	1.07	
CRYSTAL MTN.	0	663	702	11	1.57	0.85	3.76	0.58	0.88	1.63	1.18	1.04	1.95	0.89	0.60	1.45	
DAYTON	0	382	1914	15	0.78	1.04	1.51	1.26	1.74	2.80	2.36	2.35	1.93	0.95	1.49	0.60	
DEER PARK	0	276	6409	74	1.15	0.73	1.08	1.04	1.06	1.00	1.81	1.27	1.15	1.89	0.75	0.55	
DES MOINES	0		35537	233	0.93	0.93	0.82	0.75	0.83	0.92	0.85	0.72	0.83	0.95	0.75	0.81	
DES MOINES	0	824	13906	98	0.70	1.09	0.87	0.81	0.90	0.94	0.84	0.71	0.77	0.97	0.81	0.78	
FEDERAL WAY	0	839	21631	135	0.62	0.84	0.80	0.72	0.79	0.91	0.86	0.72	0.87	0.94	0.70	0.82	
EASTON	0	656	715	3	0.42	0.97	0.69	0.70	0.98	1.23	1.92	0.28	0.56	0.97	0.28	0.83	
ELK	0	292	2886	19	0.66	0.94	0.80	1.04	0.90	1.53	1.01	1.01	1.15	1.53	0.66	0.66	
ENUMCLAW	0	825	9490	62	0.65	1.26	1.26	0.80	1.26	1.38	1.19	0.94	0.92	1.06	0.75	1.10	
EPHRATA	0	754	3654	36	0.99	1.23	0.87	1.10	1.26	0.93	0.61	0.84	0.96	0.56	1.17	2.05	
GRAHAM	0	847	20015	224	1.12	1.26	1.08	1.12	0.96	1.01	1.10	1.21	1.58	1.44	1.21	1.34	
GREEN BLUFF	0	238	3030	25	0.83	0.99	0.69	0.86	0.59	1.59	1.52	1.40	2.05	0.79	0.88	2.03	
HOODSPORT	0	877	2569	21	0.82	0.94	0.67	1.06	1.41	0.62	1.52	0.82	1.02	1.41	1.25	0.94	
ISSAQUAH	0	392	26512	124	0.47	1.00	1.05	0.90	0.98	0.88	1.23	0.88	1.18	0.81	0.95	0.87	
KENT	0		62461	376	0.83	0.83	0.80	0.79	0.79	0.76	0.93	0.82	0.83	0.86	0.70	0.75	

WASHINGTON TROUBLE REPORT  
FEBRUARY 2005

EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Feb-05	Feb-05	Feb-05	Jan-05	Dec-04	Nov-04	Oct-04	Sep-04	Aug-04	Jul-04	Jun-04	May-04	Apr-04	Mar-04		
Report Rate > 4.00					0	0	0	0	1	1	1	0	0	0	0	0	0	0
KENT MERIDIAN	0	630	22577	199	0.88	1.11	1.01	1.03	0.94	1.04	1.27	1.31	1.03	1.35	0.96	0.86		
KENT OBRIEN	0	251	11023	22	0.20	0.35	0.30	0.37	0.27	0.32	0.31	0.40	0.50	0.28	0.21	0.24		
KENT ULRICH	0	882	28861	155	0.54	0.80	0.82	0.75	0.88	0.72	0.90	0.60	0.82	0.71	0.69	0.85		
LIBERTY LAKE	0	255	1615	5	0.31	0.25	0.31	0.55	0.37	0.61	0.49	0.55	0.49	1.57	0.84	0.18		
LONGVIEW-KELSO	0	423	32155	325	1.01	1.16	1.13	1.09	1.23	1.25	1.48	1.05	1.10	0.94	1.03	1.32		
LOON LAKE	0	233	1436	19	1.32	0.49	1.24	0.83	0.82	0.87	1.78	1.25	1.19	1.27	1.28	0.54		
MAPLE VALLEY	0	432	13392	89	0.66	0.85	1.02	0.95	0.70	2.19	0.79	0.81	0.82	1.14	0.83	1.27		
MOSES LAKE	0		14622	129	1.08	1.08	1.22	0.96	0.95	1.09	1.63	1.17	1.72	1.09	1.00	1.15		
MOSES LAKE AFB	0	762	2593	13	0.50	0.88	1.11	0.68	1.17	0.75	0.94	1.05	1.15	0.84	0.68	1.17		
MOSES LAKE	0	765	12029	116	0.96	1.12	1.25	1.02	0.90	1.16	1.78	1.20	1.85	1.15	1.07	1.14		
NEWMAN LAKE	0	226	2575	13	0.50	0.74	0.62	0.31	0.70	0.96	0.93	1.46	1.65	1.26	1.03	1.20		
NORTHPORT	0	732	1026	8	0.78	0.69	1.76	2.16	1.08	1.36	2.35	1.86	0.59	1.58	1.10	2.09		
OLYMPIA	0		95971	704	0.98	0.98	0.85	0.79	0.83	0.85	0.83	0.87	0.85	0.80	0.76	0.89		
EVERGREEN	0	866	7543	60	0.80	1.15	1.24	1.33	0.96	1.59	1.00	1.29	1.00	1.05	0.80	1.32		
LACEY	0	456	42463	276	0.65	0.97	0.88	0.59	0.77	0.77	0.73	0.85	0.82	0.71	0.68	0.74		
WHITEHALL	0	352	45965	368	0.80	0.96	0.76	0.87	0.88	0.82	0.90	0.82	0.86	0.83	0.83	0.96		
OMAK-OKANOGAN	0	826	7478	59	0.79	0.90	1.28	0.95	0.97	1.08	1.54	1.22	1.08	1.22	1.02	1.59		
OROVILLE	0	476	1858	12	0.65	0.96	0.91	0.86	1.50	1.71	1.55	1.22	1.17	1.16	0.95	1.05		
OTHELLO	0	488	4635	77	1.66	2.15	1.53	2.05	1.22	2.83	2.83	1.97	2.54	2.95	2.21	3.04		
PASCO	0	545	20532	161	0.78	1.13	0.93	1.09	1.70	1.29	1.73	1.78	2.12	1.29	1.18	1.32		
PATEROS	0	923	830	3	0.36	0.60	0.60	0.84	0.12	0.60	1.54	0.71	1.06	0.71	0.59	1.88		
POMEROY	0	843	1358	10	0.74	1.04	1.64	0.83	1.41	2.01	2.06	1.85	1.40	0.95	1.10	2.02		
PT. ANGELES	0		19447	187	1.67	1.67	1.06	1.00	0.87	1.13	2.20	0.82	0.85	0.84	0.83	1.26		
JOYCE	1	928	1261	31	2.46	5.98	2.07	0.79	1.34	1.87	1.95	2.73	2.44	1.65	1.88	0.93		
PT. ANGELES	0	452	18186	156	0.86	1.37	0.99	1.02	0.84	1.08	1.15	0.69	0.74	0.79	0.76	1.28		
PT. LUDLOW	0	437	2889	21	0.73	0.83	0.93	0.94	1.57	1.04	1.21	1.18	1.12	1.04	0.76	1.13		
PT. ORCHARD	0		23736	214	1.14	1.14	1.10	1.07	1.02	1.07	1.02	0.98	1.08	1.71	0.88	0.97		
COLBY	0	871	9191	98	1.07	1.37	1.20	1.13	1.01	0.94	1.09	1.06	1.20	1.12	0.89	0.85		
PT. ORCHARD	0	876	14545	116	0.80	1.00	1.03	1.04	1.03	1.15	0.98	0.93	1.00	2.07	0.86	1.04		
PT. TOWNSEND	0	385	11955	76	0.64	0.96	0.99	0.86	0.87	1.03	1.47	0.94	1.26	1.17	0.76	0.79		
PUYALLUP	0	841	40401	285	0.71	0.93	1.04	0.91	2.00	0.96	1.08	0.87	0.92	0.88	0.84	0.99		
RENTON	0	226	57510	370	0.64	1.03	1.01	0.84	0.84	0.78	0.89	0.76	0.78	0.79	0.78	0.97		
RIDGEFIELD	2	887	3842	112	2.92	1.95	2.91	1.33	4.18	6.65	2.45	1.83	2.36	1.69	1.90	1.72		
ROCHESTER	0	273	6270	58	0.93	1.74	1.17	1.26	1.72	1.86	1.82	1.31	1.01	1.34	0.94	0.96		
ROY	0	843	2771	25	0.90	1.12	1.59	1.29	1.67	1.45	1.60	1.31	1.16	1.44	0.75	0.82		
SEATTLE	0		413850	2009	0.71	0.71	0.68	0.66	0.68	0.73	0.73	0.68	0.70	0.65	0.59	0.72		
ATWATER	0	281	32930	147	0.45	0.54	0.68	0.62	0.51	0.63	0.82	0.75	0.71	0.64	0.58	0.57		
CAMPUS	0	543	15383	54	0.35	0.48	0.44	0.51	0.63	0.76	0.69	0.63	0.70	0.41	0.51	0.60		
CHERRY	0	241	44643	261	0.58	1.18	0.87	0.73	0.78	0.79	1.04	0.83	0.90	0.88	0.75	1.07		
DUWAMISH	0	655	17597	98	0.56	0.82	0.69	0.81	0.84	0.90	0.92	0.69	0.74	0.65	0.71	0.96		
EAST	0	322	45581	270	0.59	0.74	0.82	0.82	1.03	0.93	0.88	0.82	0.87	0.76	0.60	0.74		
ELLIOT	0	441	11669	30	0.26	0.24	0.30	0.22	0.39	0.28	0.24	0.33	0.44	0.36	0.39	0.52		
EMERSON	0	417	44742	249	0.56	0.83	0.69	0.61	0.68	0.79	0.95	0.72	0.66	0.67	0.61	0.76		

WASHINGTON TROUBLE REPORT  
FEBRUARY 2005

EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Feb-05	Feb-05	Feb-05	Jan-05	Dec-04	Nov-04	Oct-04	Sep-04	Aug-04	Jul-04	Jun-04	May-04	Apr-04	Mar-04		
Report Rate > 4.00					0	0	0	0	1	1	1	0	0	0	0	0	0	0
LAKEVIEW	0	522	38845	216	0.56	0.93	0.72	0.72	0.72	0.77	0.85	0.68	0.74	0.78	0.61	0.62		
MAIN	0	223	61253	96	0.16	0.18	0.20	0.17	0.20	0.21	0.22	0.24	0.29	0.30	0.20	0.25		
MERCER ISLAND																		
(ADAMS)	0	232	12707	89	0.70	0.97	0.88	0.92	0.76	1.20	0.99	1.03	1.21	0.86	0.73	0.90		
PARKWAY	0	723	24125	184	0.76	1.15	1.07	1.30	0.84	1.03	1.04	0.95	0.97	0.86	0.96	1.20		
SUNSET	0	782	34595	138	0.40	0.56	0.69	0.58	0.67	0.74	0.65	0.55	0.52	0.55	0.51	0.68		
WEST	0	932	29780	177	0.59	0.75	0.94	0.93	0.97	0.99	1.11	0.98	0.88	0.83	0.93	0.92		
SEQUIM	0	683	14920	118	0.79	1.07	1.04	1.49	1.59	1.07	0.98	1.26	0.91	0.98	0.98	0.80		
SHELTON	0	427	17039	147	0.86	1.27	1.05	1.22	1.01	1.29	1.14	1.06	1.26	0.98	0.99	0.89		
SILVERDALE	0	692	17885	112	0.63	0.67	0.88	0.85	0.76	0.66	0.87	0.69	0.65	0.78	0.54	0.66		
SPOKANE	0		178099	882	0.63	0.63	0.74	0.75	0.74	0.95	0.99	0.90	0.95	1.30	0.77	0.72		
CHESTNUT	0	244	3684	35	0.95	0.76	0.87	0.68	1.26	1.12	2.09	0.91	3.13	2.15	0.85	0.56		
FAIRFAX	0	325	26056	177	0.68	0.68	0.69	0.77	0.67	0.85	1.11	0.77	0.96	1.03	0.70	0.81		
HUDSON	0	482	20038	72	0.36	0.58	0.62	0.67	0.57	0.68	0.67	0.75	0.89	1.59	0.66	0.63		
KEYSTONE	0	534	17399	76	0.44	0.71	0.59	0.58	0.76	0.76	0.98	0.87	0.87	1.62	0.82	0.69		
MORAN	0	441	Numbers added to Riverside															
RIVERSIDE	0	455	37056	171	0.00	0.62	0.84	0.73	0.73	0.89	0.88	0.75	0.85	1.23	0.65	0.76		
WALNUT	0	922	47942	219	0.46	0.58	0.69	0.78	0.67	0.89	0.99	0.90	0.88	1.08	0.70	0.59		
WHITWORTH	0	466	25924	132	0.51	0.66	0.89	0.91	1.01	1.54	1.14	1.37	1.02	1.50	1.04	0.91		
SPRINGDALE	0	258	1711	10	0.58	0.99	2.33	1.77	2.48	1.59	1.41	3.38	3.47	2.56	2.03	0.81		
SUMNER	0	863	23260	176	0.76	1.02	1.01	1.22	1.64	1.01	1.02	0.86	0.98	0.84	1.26	1.15		
TACOMA	0		195769	1370	0.97	0.97	0.84	0.78	0.91	1.00	1.02	0.85	0.96	0.90	0.95	1.14		
FORT LEWIS	0	984	5661	33	0.58	0.89	1.09	0.70	0.74	0.55	0.54	0.64	0.82	0.48	0.44	0.84		
GREENFIELD	0	472	25303	240	0.95	1.20	1.06	0.95	1.09	0.96	1.31	0.91	1.50	0.95	0.98	1.26		
JUNIPER	0	581	28943	232	0.80	0.97	0.86	0.86	1.03	1.22	1.22	1.06	0.92	0.84	1.09	1.29		
LENNOX	0	531	33240	283	0.85	1.18	1.09	0.95	1.19	1.09	1.28	1.12	1.17	1.44	1.46	1.68		
LOGAN	0	564	18824	103	0.55	1.12	0.71	0.84	0.86	0.95	0.90	0.71	0.76	0.79	0.77	0.95		
MARKET/FAWCETT	0	272	21516	109	0.51	0.61	0.56	0.57	0.66	0.68	0.62	0.58	0.52	0.76	0.64	0.64		
SKYLINE	0	752	17566	98	0.56	0.81	0.74	0.73	0.83	0.93	0.99	0.74	0.74	0.75	0.90	0.86		
WAVERLY-2	0	922	8665	77	0.89	1.07	0.90	0.68	0.93	1.05	0.76	0.62	0.91	1.06	0.82	0.98		
WAVERLY-7	0	927	36051	195	0.54	0.83	0.68	0.60	0.67	1.06	0.85	0.76	0.91	0.68	0.76	1.03		
TOUCHET			Numbers added to Walla Walla															
VANCOUVER	0		111312	1001	1.05	1.07	1.07	1.02	1.00	0.94	1.21	1.00	1.09	1.07	0.88	1.13		
ORCHARDS	0	253	57620	590	1.02	1.07	1.05	1.05	0.97	0.95	1.20	0.91	1.15	1.18	0.87	1.14		
OXFORD	0	693	31029	231	0.74	1.04	1.09	1.02	1.09	0.92	1.11	1.12	1.05	1.02	0.93	1.13		
SALMON CREEK																		
(VANCOUVER NORTH)	0	573	22663	180	0.79	1.01	1.11	0.96	0.98	0.95	1.37	1.06	0.99	0.83	0.81	1.09		
WAITSBURG	0	337	765	5	0.65	0.39	1.45	1.70	1.17	1.96	3.00	1.82	1.29	1.91	0.76	1.36		
WALLA WALLA																		
TOUCHET	0	522	21999	147	0.67	0.80	0.73	0.77	1.02	0.67	1.00	0.73	1.00	0.78	0.77	0.81		
WARDEN	0	349	1378	13	0.94	1.23	1.08	0.50	2.20	1.20	3.05	1.98	0.91	1.04	1.10	1.08		
WINLOCK	0	785	2305	32	1.39	2.01	1.48	1.65	1.97	1.80	1.14	0.57	1.71	0.70	0.96	0.73		
YAKIMA	0		53776	253	0.70	0.70	0.65	0.84	0.74	0.70	0.97	1.06	0.93	0.83	0.79	0.77		

WASHINGTON TROUBLE REPORT  
FEBRUARY 2005

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Report Rate > 4.00					0	0	0	0	1	1	0	0	0	0	0	0	0
CHESTNUT	0	248	36414	192	0.53	0.69	0.68	0.97	0.79	0.68	0.98	1.17	0.97	0.79	0.77	0.78	0.78
WEST	0	965	17362	61	0.35	0.71	0.60	0.55	0.64	0.73	0.95	0.78	0.85	0.92	0.84	0.74	0.74
Washington Customers Served by Exchanges in Neighboring States																	
CLARKSTON	0	751	8408	60	0.71	0.89											
TOTALS			1897897	12903	0.68	0.92	0.90	0.85	0.91	0.94	1.09	0.88	0.93	0.91	0.80	0.92	0.92

WASHINGTON ANCR REPORT  
FEBRUARY 2005

WASHINGTON ANCR - FEBRUARY 2005  
ANCR Red Orange Yellow Report

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

WASHINGTON AVERAGE TIME IN QUEUE IN SECONDS  
 FOR REPAIR AND RES/BUS OFFICE ACCESS  
 FEBRUARY 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												
April												
May												
June												
JULY												
AUGUST												
SEPTEMBER												
OCTOBER												
NOVEMBER												
DECEMBER												

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

**WASHINGTON OUT OF SERVICE SUMMARY  
FEBRUARY 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									
April									
May									
June									
July									
August									
September									
October									
November									
December									
	<b>22,626</b>	<b>22,349</b>	<b>98.78%</b>	<b>277</b>	<b>311</b>				
<b>Baseline(WAC 480-120-439(9)/480-120-440(1)):</b> 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									
April									
May									
June									
July									
August									
September									
October									
November									
December									
<b>YTD TOTAL</b>	<b>8,823</b>	<b>8,771</b>	<b>52</b>	<b>99.41%</b>	<b>4</b>	<b>72</b>			
<b>Baseline: (WAC 480-120-439 (9)/480-120-440(2)):</b> 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  
FEBRUARY 2005

Trunks Blocking > 1% for the month of Feb 2005		E911 Trunk Blocking					
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result Feb05	Explanation/Details of Action Taken, Turnk Servicing Response - Feb05
AP077731	2			one way	E911	1.25%	
AP069365	2			one way	E911	5.85%	We continually see blocking on this trunk group. We have sent TGSR's to the 911 service team on 3/3/05 and each month previously. We have gotten no response to augment.
Percent of trunks meeting standard:						98.30%	
Total number of trunks:						118	
Number of trunks out of compliance for the month:						2	

Trunks Blocking > 1% for the month of Feb 2005		Local Trunk Blocking					
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result Feb05	Explanation/Details of Action Taken, Turnk Servicing Response - Feb05
<b>NOTHING TO REPORT</b>							
Percent of trunks meeting standard:						100.00%	
Total number of trunks:						330	
Number of trunks out of compliance for the month:						0	

Trunks Blocking > .5% for the month of Feb 2005		Toll Trunk Blocking					
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result Feb05	Explanation/Details of Action Taken, Turnk Servicing Response - Feb05
AP077413	216			two way	GOS	0.55%	Nothing to report
AP073995	240			two way	GOS	1.17%	
AP077411	144			two way	GOS	1.39%	
AP072404	600			two way	GOS	3.25%	
Percent of trunks meeting standard:						98.96%	
Total number of trunks:						387	
Number of trunks out of compliance for the month:						4	

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



Washington Commission Complaint Report  
February 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  
February 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 Appointments (dispatched orders) missed due to (non-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 Appointments (dispatched orders) missed due to (non-dispatched orders)	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons
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	24205	501	699	255538	162	171	870		
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 Appointments (dispatched orders) missed due to (non-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 Appointments (dispatched orders) missed due to (non-dispatched orders)	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons
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	7119	173	339	20875	39	56	395		

Washington Customer Service Guarantee Program Credits  
February 2005

Missed Appointments/Commitments - Repair Residence		Missed Appointments/Commitments - Repair Business		Missed Appointments/Commitments - Repair Residence		Missed Appointments/Commitments - Repair Business		Missed Appointments/Commitments - Repair Residence		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 missed due to Company reasons	Number of Scheduled Commitments missed due to customer reasons	Number of Scheduled Commitments missed due to customer reasons	Number of Scheduled Commitments missed due to Company reasons	Number of Scheduled Commitments missed due to customer reasons	Number of Scheduled Commitments missed due to Company reasons	Number of Scheduled Commitments missed due to customer reasons
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	21817	1307	139	6123	69	0	208				
<b>Missed Appointments/Commitments - Repair Business</b>											
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 missed due to Company reasons	Number of Scheduled Commitments missed due to customer reasons	Number of Scheduled Commitments missed due to customer reasons	Number of Scheduled Commitments missed due to Company reasons	Number of Scheduled Commitments missed due to customer reasons	Number of Scheduled Commitments missed due to Company reasons	Number of Scheduled Commitments missed due to customer reasons
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	2662	238	28	987	23	0	39				

Washington Customer Service Guarantee Program Credits  
February 2005

Missed Appointment/Commitment Credits Paid - Install Residence/Business (New Connect/Reconnect)		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
Measurement Period	Number of RESIDENCE customers receiving credits for company missed appointments/com mitments-Install						
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		769	\$41,025		344	\$19,800	
Missed Appointment/Commitment Credits Paid - Repair		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
Measurement Period	Number of RESIDENCE customers receiving credits for company missed appointments/com mitments-Repair						
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		1523	\$76,150		215	\$10,750	

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  
February 2005

Delayed Primary Exchange Alternative	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD # of credits paid
Residence													
# of completed orders for installation of primary service													
# of completed orders for primary service installed w/i 5 bus. days													
# of credits-First Month's Charge(HO Recurring)													
Amount of credit-First Month's Charge(HO Recur)													
# of credits-Installation (HO NonRecur)													
Amount of credits-Installation (Ho NonRecur)													
# of \$100 Bill Credits													
Amount of \$100 Bill Credits													
# of Voice Mail Recurring Credits													
Amount of Voice Mail Recurring Credits													
# of Voice Mail Nonrecurring Credits													
Amount of Voice Mail Nonrecurring Credits													
#Cell Loaners													
Amount of cell vouchers													
# of Remote Call Fwding- Recurring													
Amount of Remote Call Fwding- Recurring													
# of Remote Call Fwding- Non- Recurring													
Amount of Remote Call Fwding- Non- Recurring													
YTD Total Number of Credits Paid													
YTD Total Amount of Credits Paid	\$36,672	\$30,179											\$66,851

Washington Customer Service Guarantee Program Credits  
February 2005

Delayed Primary Exchange Alternative	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD # of credits paid
Business													
# of completed orders for installation of primary service													
# of completed orders for primary service installed w/i 5 bus. days													
# of credits-First Month's Charge(HO Recurring)													
Amount of credit-First Month's Charge(HO Recur)													
# of credits-Installation (HO NonRecur)													
Amount of credits-Installation (Ho NonRecur)													
# of \$100 Bill Credits													
Amount of \$100 Bill Credits													
# of Voice Mail Recurring Credits													
Amount of Voice Mail Recurring Credits													
# of Voice Mail Nonrecurring Credits													
Amount of Voice Mail Nonrecurring Credits													
#Cell Loaners													
Amount of cell vouchers													
# of Remote Call Fwding-Recurring													
Amount of Remote Call Fwding-Recurring													
# of Remote Call Fwding-Non-Recurring													
Amount of Remote Call Fwding-Non-Recurring													
YTD Total Number of Credits Paid	0	0	0	0	0	0	0	0	0	0	0	0	
YTD Total Amount of Credits Paid	\$15,239	\$14,418	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$29,657

Washington Customer Service Guarantee Program Credits  
February 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		
Residence									
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
Total	310	252	\$1,259.75	17	13	\$173.55			
Business									
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
Total	36	28	\$139.30	2	1	\$19.08			
Total OOS									
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
Total	346	280	\$1,399.05	19	14	\$192.63			

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 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.

Washington Customer Service Guarantee Program Credits  
February 2005

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



Washington Customer Service Guarantee Program Credits  
February 2005

<b>REPORT: Dial Tone Speed Bill Credits</b>						
Measurement Period	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		
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>YTD Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>N/A</b>		

**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)  
FEBRUARY 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 Working Days) RES	# Missed (Less Than 2 Working Days) BUS	# Missed (Less Than 2 Working Days) TOT	% Missed (Less Than 2 Working Days)	Total Expts	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	74	73	98.65%	1	0	1	1.35%	1	75	75	100.00%	0	0	0	0.00%	0
AUBURN	833	253	266	264	99.25%	1	1	2	0.75%	0	266	266	100.00%	0	0	0	0.00%	0
BAINBRIDGE ISLAND	842	206	119	115	96.64%	4	0	4	3.36%	0	119	119	100.00%	0	0	0	0.00%	0
BATTLEGROUND	687	360	59	57	96.61%	2	0	2	3.39%	1	60	59	98.33%	1	0	1	1.67%	0
BELFAIR	275	360	86	86	100.00%	0	0	0	0.00%	0	86	86	100.00%	0	0	0	0.00%	0
BELLEVUE			466	460	98.71%	6	0	6	1.29%	1	467	466	99.79%	1	0	1	0.21%	0
GLENOCOURT	453	425	100	99	99.00%	1	0	1	1.00%	0	100	100	100.00%	0	0	0	0.00%	0
SHERWOOD	641	425	366	361	98.63%	5	0	5	1.37%	1	367	366	99.73%	1	0	1	0.27%	0
BELLINGHAM			190	188	98.95%	2	0	2	1.05%	0	190	190	100.00%	0	0	0	0.00%	0
LUMMI	758	360	12	11	91.67%	1	0	1	8.33%	0	12	12	100.00%	0	0	0	0.00%	0
REGENT	671	360	178	177	99.44%	1	0	1	0.56%	0	178	178	100.00%	0	0	0	0.00%	0
BLACK DIAMOND	886	360	111	109	98.20%	0	2	2	1.80%	0	111	111	100.00%	0	0	0	0.00%	0
BONNEY LAKE																		
BREMERTON			146	145	99.32%	1	0	1	0.68%	0	146	146	100.00%	0	0	0	0.00%	0
CROSBY	830	360	30	30	100.00%	0	0	0	0.00%	0	30	30	100.00%	0	0	0	0.00%	0
BREMERTON ESSEX	373	360	110	109	99.09%	1	0	1	0.91%	0	110	110	100.00%	0	0	0	0.00%	0
SUNNYSLOPE	674	360	6	6	100.00%	0	0	0	0.00%	0	6	6	100.00%	0	0	0	0.00%	0
BUCKLEY	829	360	47	46	97.87%	1	0	1	2.13%	0	47	47	100.00%	0	0	0	0.00%	0
CASTLE ROCK	274	360	55	54	98.18%	1	0	1	1.82%	0	55	55	100.00%	0	0	0	0.00%	0
CENTRALIA	736	360	45	45	100.00%	0	0	0	0.00%	0	45	45	100.00%	0	0	0	0.00%	0
CHEHALIS			57	57	100.00%	0	0	0	0.00%	0	57	57	100.00%	0	0	0	0.00%	0
CHEHALIS	748	360	40	40	100.00%	0	0	0	0.00%	0	40	40	100.00%	0	0	0	0.00%	0
NAPAVINE	262	360	17	17	100.00%	0	0	0	0.00%	0	17	17	100.00%	0	0	0	0.00%	0
CLARKSTON			44	44	100.00%	0	0	0	0.00%	0	44	44	100.00%	0	0	0	0.00%	0
CLE-ELUM	674	509	15	15	100.00%	0	0	0	0.00%	0	15	15	100.00%	0	0	0	0.00%	0
COLFAX	397	509	10	10	100.00%	0	0	0	0.00%	0	10	10	100.00%	0	0	0	0.00%	0
COLVILLE	684	509	44	44	100.00%	0	0	0	0.00%	0	44	44	100.00%	0	0	0	0.00%	0
COPALIS(OCEAN SHORES)	289	360	43	43	100.00%	0	0	0	0.00%	0	43	43	100.00%	0	0	0	0.00%	0
COULLEE DAM	633	509	8	8	100.00%	0	0	0	0.00%	0	8	8	100.00%	0	0	0	0.00%	0
CRYSTAL MTN.	663	360	6	5	83.33%	1	0	1	16.67%	1	6	6	100.00%	0	0	0	0.00%	1
DAYTON	382	509	12	12	100.00%	0	0	0	0.00%	0	12	12	100.00%	0	0	0	0.00%	0
DEER PARK	276	509	61	61	100.00%	0	0	0	0.00%	0	61	61	100.00%	0	0	0	0.00%	0
DES MOINES			169	165	97.63%	4	0	4	2.37%	1	170	169	99.41%	1	0	1	0.59%	0
DES MOINES	824	206	69	67	97.10%	2	0	2	2.90%	1	70	70	100.00%	0	0	0	0.00%	0
FEDERAL WAY	839	253	100	98	98.00%	2	0	2	2.00%	0	100	99	99.00%	1	0	1	1.00%	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	16	16	100.00%	0	0	0	0.00%	0	16	16	100.00%	0	0	0	0.00%	0
ENUMCLAW	825	360	44	44	100.00%	0	0	0	0.00%	1	45	45	100.00%	0	0	0	0.00%	0
EPHRATA	754	509	27	27	100.00%	0	0	0	0.00%	0	27	27	100.00%	0	0	0	0.00%	0
GRAHAM	847	253	192	189	98.44%	3	0	3	1.56%	0	192	191	99.48%	1	0	1	0.52%	0
GREEN BLUFF	238	509	23	23	100.00%	0	0	0	0.00%	0	23	23	100.00%	0	0	0	0.00%	0
HOODSPORT	877	360	18	18	100.00%	0	0	0	0.00%	0	18	18	100.00%	0	0	0	0.00%	0

WASHINGTON OUT OF SERVICE (LT 2 and 7 DAY)  
FEBRUARY 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)	Total Exptrns	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 Exptrns			
EXCHANGE	392	425	82	82	100.00%	0	0	0	0	0.00%	0	0	0	82	82	100.00%	0	0	0	0.00%	0
ISSAQUAH			291	291	100.00%	0	0	0	0	0.00%	0	0	0	291	291	100.00%	0	0	0	0.00%	0
KENT			150	150	100.00%	0	0	0	0	0.00%	0	0	0	150	150	100.00%	0	0	0	0.00%	0
MERIDIAN	630	253	16	16	100.00%	0	0	0	0	0.00%	0	0	16	16	100.00%	0	0	0	0.00%	0	
OBRIEN	251	206	125	125	100.00%	0	0	0	0	0.00%	0	0	125	125	100.00%	0	0	0	0.00%	0	
ULRICH	852	253	3	3	100.00%	0	0	0	0	0.00%	0	0	3	3	100.00%	0	0	0	0.00%	0	
LIBERTY LAKE	255	509																			
LONGVIEW-			232	230	99.14%	2	0	2	0	0.86%	0	0	232	232	100.00%	0	0	0	0.00%	0	
KELSO	423	360	11	11	100.00%	0	0	0	0	0.00%	0	0	11	11	100.00%	0	0	0	0.00%	0	
LOON LAKE	233	509	60	60	100.00%	0	0	0	0	0.00%	0	0	60	60	100.00%	0	0	0	0.00%	0	
MAPLE VALLEY	432	425	98	96	97.96%	1	1	2	1	2.04%	0	0	98	98	100.00%	0	0	0	0.00%	0	
MOSES LAKE																					
MOSES LAKE (AFB)	765	509	13	13	100.00%	0	0	0	0	0.00%	0	0	13	13	100.00%	0	0	0	0.00%	0	
MOSES LAKE	762	509	85	83	97.65%	1	1	2	1	2.35%	0	0	85	85	100.00%	0	0	0	0.00%	0	
NEWMAN LAKE	226	509	9	9	100.00%	0	0	0	0	0.00%	0	0	9	9	100.00%	0	0	0	0.00%	0	
NORTHPORT	732	509	5	5	100.00%	0	0	0	0	0.00%	0	0	5	5	100.00%	0	0	0	0.00%	0	
OLYMPIA			529	527	99.62%	2	0	2	0	0.38%	0	0	529	529	100.00%	0	0	0	0.00%	0	
EVERGREEN	866	360	44	44	100.00%	0	0	0	0	0.00%	0	0	44	44	100.00%	0	0	0	0.00%	0	
LACEY	456	360	216	215	99.54%	1	0	1	0	0.46%	0	0	216	216	100.00%	0	0	0	0.00%	0	
WHITEHALL	352	360	269	268	99.63%	1	0	1	0	0.37%	0	0	269	269	100.00%	0	0	0	0.00%	0	
OMAK-																					
OKANOGAN	826	509	42	42	100.00%	0	0	0	0	0.00%	0	0	42	42	100.00%	0	0	0	0.00%	0	
OROVILLE	476	509	12	11	91.67%	1	0	1	0	8.33%	0	0	12	12	100.00%	0	0	0	0.00%	0	
OTHELLO	488	509	58	57	98.28%	1	0	1	0	1.72%	1	1	59	59	100.00%	0	0	0	0.00%	0	
PASCO	545	509	111	110	99.10%	1	0	1	0	0.90%	0	0	111	111	100.00%	0	0	0	0.00%	0	
PATEROS	923	509	2	2	100.00%	0	0	0	0	0.00%	0	0	2	2	100.00%	0	0	0	0.00%	0	
POMEROY	843	509	7	7	100.00%	0	0	0	0	0.00%	0	0	7	7	100.00%	0	0	0	0.00%	0	
PT. ANGELES			124	124	100.00%	0	0	0	0	0.00%	0	0	124	124	100.00%	0	0	0	0.00%	0	
JOYCE	928	360	22	22	100.00%	0	0	0	0	0.00%	0	0	22	22	100.00%	0	0	0	0.00%	0	
PT. ANGELES	452	360	102	102	100.00%	0	0	0	0	0.00%	0	0	102	102	100.00%	0	0	0	0.00%	0	
PT. LUDLOW	437	360	11	11	100.00%	0	0	0	0	0.00%	0	0	11	11	100.00%	0	0	0	0.00%	0	
PT. ORCHARD			141	140	99.29%	1	0	1	0	0.71%	0	0	141	141	100.00%	0	0	0	0.00%	0	
COLBY	871	360	65	65	100.00%	0	0	0	0	0.00%	0	0	65	65	100.00%	0	0	0	0.00%	0	
PT. ORCHARD	876	360	76	75	98.68%	1	0	1	0	1.32%	0	0	76	76	100.00%	0	0	0	0.00%	0	
PT. TOWNSEND	385	360	59	59	100.00%	0	0	0	0	0.00%	0	0	59	59	100.00%	0	0	0	0.00%	0	
PUYALLAP	841	253	214	214	100.00%	0	0	0	0	0.00%	1	1	215	215	100.00%	0	0	0	0.00%	0	
RENTON	226	425	276	275	99.64%	1	0	1	0	0.36%	0	0	276	276	100.00%	0	0	0	0.00%	0	
RIDGEFIELD	887	360	91	91	100.00%	0	0	0	0	0.00%	0	0	91	91	100.00%	0	0	0	0.00%	0	
ROCHESTER	273	360	61	60	98.36%	1	0	1	0	1.64%	0	0	61	61	100.00%	0	0	0	0.00%	0	
ROY	843	253	12	10	83.33%	1	1	2	1	16.67%	0	0	12	12	100.00%	0	0	0	0.00%	0	
SEATTLE			1442	1410	97.78%	30	2	32	2	2.22%	9	9	1451	1449	99.86%	2	0	2	0.135	0	
ATWATER	281	206	100	97	97.00%	3	0	3	0	3.00%	0	0	100	100	100.00%	0	0	0	0.00%	0	
CAMPUS	543	206	40	38	95.00%	2	0	2	0	5.00%	0	0	40	40	100.00%	0	0	0	0.00%	0	
CHERRY	241	206	177	173	97.74%	3	1	4	1	2.26%	0	0	177	176	99.44%	1	0	1	0.56%	0	
DUWAMISH	762	206	74	73	98.65%	1	0	1	0	1.35%	2	2	76	76	100.00%	0	0	0	0.00%	0	
EAST	322	206	196	193	98.47%	3	0	3	0	1.53%	3	3	199	199	100.00%	0	0	0	0.00%	0	

WASHINGTON OUT OF SERVICE (LT 2 and 7 DAY)  
FEBRUARY 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 Days) RES	# Missed (Less Than 2 Wkng Days) BUS	# Missed (Less Than 2 Wkng Days) TOT	% Missed (Less Than 2 Wkng Days)	Total Expts	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
ELLIOT	441	206	24	23	95.83%	1	0	1	4.17%	0	24	24	100.00%	0	0	0	0.00%	0
EMERSON	361	206	184	176	95.65%	7	1	8	4.35%	0	184	184	100.00%	0	0	0	0.00%	0
LAKEVIEW	522	206	160	155	96.88%	5	0	5	3.13%	1	161	161	100.00%	0	0	0	0.00%	0
MAIN	223	206	62	60	96.77%	2	0	2	3.23%	1	63	63	100.00%	0	0	0	0.00%	0
MERCER ISLAND																		
(Adams)	232	206	58	58	100.00%	0	0	0	0.00%	1	59	59	100.00%	0	0	0	0.00%	0
PARKWAY	721	206	141	141	100.00%	0	0	0	0.00%	0	141	141	100.00%	0	0	0	0.00%	0
SUNSET	782	206	100	100	100.00%	0	0	0	0.00%	0	100	100	100.00%	0	0	0	0.00%	0
WEST	932	206	126	123	97.62%	3	0	3	2.38%	1	127	126	99.21%	1	0	1	0.79%	0
SEQUIM	683	360	68	68	100.00%	0	0	0	0.00%	0	68	68	100.00%	0	0	0	0.00%	0
SHELTON	426	360	106	106	100.00%	0	0	0	0.00%	0	106	106	100.00%	0	0	0	0.00%	0
SILVERDALE	692	360	76	75	98.68%	1	0	1	1.32%	1	77	77	100.00%	0	0	0	0.00%	0
SPOKANE			637	634	99.53%	3	0	3	0.47%	2	639	639	100.00%	0	0	0	0.00%	0
CHESTNUT	244	509	26	26	100.00%	0	0	0	0.00%	0	26	26	100.00%	0	0	0	0.00%	0
FAIRFAX	325	509	129	128	99.22%	1	0	1	0.78%	0	129	129	100.00%	0	0	0	0.00%	0
HUDSON	482	509	47	46	97.87%	1	0	1	2.13%	0	47	47	100.00%	0	0	0	0.00%	0
KEYSTONE	534	509	57	57	100.00%	0	0	0	0.00%	0	57	57	100.00%	0	0	0	0.00%	0
MORAN																		
NUMBERS ADDED TO RIVERSIDE																		
RIVERSIDE	455	509	110	109	99.09%	1	0	1	0.91%	0	110	110	100.00%	0	0	0	0.00%	0
WALNUT	922	509	156	156	100.00%	0	0	0	0.00%	0	156	156	100.00%	0	0	0	0.00%	0
WHITWORTH	466	509	112	112	100.00%	0	0	0	0.00%	2	114	114	100.00%	0	0	0	0.00%	0
SPRINGDALE	258	509	8	8	100.00%	0	0	0	0.00%	0	8	8	100.00%	0	0	0	0.00%	0
SUMNER																		
(BonneyLake)	863	253	130	129	99.23%	1	0	1	0.77%	3	133	133	100.00%	0	0	0	0.00%	0
TACOMA			1036	1021	98.55%	13	2	15	1.45%	3	1039	1037	99.81%	2	0	2	0.146%	0
FORT LEWIS	964	253	30	30	100.00%	0	0	0	0.00%	0	30	30	100.00%	0	0	0	0.00%	0
GREENFIELD	472	253	177	176	99.44%	1	0	1	0.56%	1	178	178	100.00%	0	0	0	0.00%	0
JUNIPER	582	253	177	175	98.87%	1	1	2	1.13%	1	178	178	100.00%	0	0	0	0.00%	0
LENNOX	531	253	198	196	98.99%	2	0	2	1.01%	1	199	199	100.00%	0	0	0	0.00%	0
LOGAN	564	253	81	79	97.53%	2	0	2	2.47%	0	81	81	100.00%	0	0	0	0.00%	0
MARKET (Fawcett)	272	253	103	102	99.03%	0	1	1	0.97%	0	103	103	100.00%	0	0	0	0.00%	0
SKYLINE	752	253	75	75	100.00%	0	0	0	0.00%	0	75	75	100.00%	0	0	0	0.00%	0
WAVERLY-2	922	253	58	56	96.55%	2	0	2	3.45%	0	58	58	100.00%	0	0	0	0.00%	0
WAVERLY-7	927	253	137	132	96.35%	5	0	5	3.65%	0	137	135	98.54%	2	0	2	1.46%	0
TOUCHET																		
NUMBERS ADDED TO WALLA WALLA																		
VANCOUVER			788	777	98.60%	10	1	11	1.40%	5	793	792	99.87%	1	0	1	0.127%	0
ORCHARDS	253	360	486	479	98.56%	6	1	7	1.44%	3	489	488	99.80%	1	0	1	0.20%	0
OXFORD	693	360	169	167	98.82%	2	0	2	1.18%	2	171	171	100.00%	0	0	0	0.00%	0
SALMON																		
CRK(NORTH)	573	360	133	131	98.50%	2	0	2	1.50%	0	133	133	100.00%	0	0	0	0.00%	0
WAITSBURG	337	509	10	10	100.00%	0	0	0	0.00%	0	10	10	100.00%	0	0	0	0.00%	0
WALLA WALLA																		
(Incl Touchet)	522	509	104	104	100.00%	0	0	0	0.00%	0	104	104	100.00%	0	0	0	0.00%	0
WARDEN	349	509	7	7	100.00%	0	0	0	0.00%	0	7	7	100.00%	0	0	0	0.00%	0
WINLOCK	785	360	25	25	100.00%	0	0	0	0.00%	0	25	25	100.00%	0	0	0	0.00%	0

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

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YAKIMA			193	192	99.48%	1	0	0	1	0.52%	0	193	193	100.00%	0	0	0	0
CHESTNUT	244	509	147	146	99.32%	1	0	1	0.68%	0	147	147	100.00%	0	0	0	0	0
WEST	965	509	46	46	100.00%	0	0	0	0.00%	0	46	46	100.00%	0	0	0	0	0
<b>Totals</b>			9626	9518	98.88%	98	10	108	1.12%	31	9656	9647	99.91%	9	9	9	0.09%	1

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

OOS Report		MOOSA Credits Paid	
OOS Tickets	108	87	<b>TOTAL CREDITS PAID</b>
Disp. 7, 8, 9 Tickets**	10	0	<b>Previous Pending Paid (MOOSA only) meaning PUC metric captured the out of service in the month it occurred however, MOOSA didn't pay the credit due in that month but rather in this later month.</b>
<b>ELIGIBLE 2 DAY TICKETS</b>	90	80	<b>2 DAY Credits Paid (Total with PUC&amp;MOOSA in source) Matches to PUC metric - meaning customer experienced out of service in the same month that they received the credit.</b>
<b>ELIGIBLE 7 DAY TICKETS</b>	8	7	<b>7 DAY Credits Paid (Total with PUC&amp;MOOSA in source) Matches to PUC metric - meaning customer experienced out of service in the same month that they received the credit.</b>
<b>TOTAL ELIGIBLE TICKETS</b>	98	11	<b>Pending Credits To Be Paid (PUC only in source) Customer experienced OOS as captured by PUC metric in current month, however MOOSA will credit in a later month.</b>
		98	

\*\*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

Qwest  
Access Restatement for January 2005

WASHINGTON AVERAGE TIME IN QUEUE IN SECONDS  
 FOR REPAIR AND RES/BUS OFFICE ACCESS  
 JANUARY 2005- RESTATED

	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												
March												
April												
May												
June												
JULY												
AUGUST												
SEPTEMBER												
OCTOBER												
NOVEMBER												
DECEMBER												

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