

**OUT OF SERVICE REPAIRED WITHIN 48 HOURS/2 BUSINESS DAYS****Standard = 100%**

	<b>Qwest</b>	<b>Verizon</b>	<b>Sprint</b>	<b>Century</b>
January 2003	99.12%	%	%	Not reported
February 2003	99.08%	%	%	
March 2003	99.44%	%	%	
April 2003	99.50%	%	%	
May 2003	99.57%	%	%	
June 2003	99.66%	%	%	
July 2003	99.67%	98.81%	99.4%	
August 2003	99.59%	99.46%	99.3%	
September 2003	99.53%	99.16%	98.7%	
October 2003	99.39%	93.30%	99.4%	
November 2003	97.36%	97.41%	98.6%	
December 2003	99.43%	98.38%	98.1%	
Total # months not in compliance with standard	<b>12</b>	<b>6</b>	<b>6</b>	<b>Unknown</b>
<b>Total Paid</b>	<b>\$1,000,000</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

\* Century, Verizon and Sprint subject to WAC 480-120-439(9) Service Quality Performance Reporting as of 7/1/2003.