

Qwest Corporation
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Mark S. Reynolds
Senior Director – Regulatory
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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION



December 20, 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 November 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:

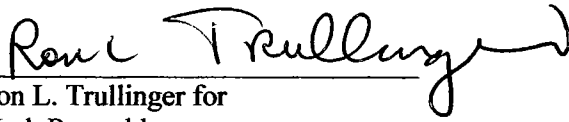
- 1) Installation Commitments Met/Held Orders,
- 2) Repair Commitments Met,
- 3) Trouble Report,
- 4) Abnormal Trouble Conditions Report,
- 5) Answer Time Performance,
- 6) Out of Service Report – 48 hours/Cleared Greater than 72 hours,
- 7) Trunk Blocking Reports,
- 8) Dial Tone Report,
- 9) Customer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

The Service Order Interval Missed Commitment Report enclosed includes all orders completed in November 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% column

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 (503) 242-5089 if you have questions or need additional information.

Very truly yours,

By 
Ron L. Trullinger for
Mark Reynolds

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	12/04	01/05	02/05	03/05	04/05	05/05	06/05	07/05	08/05	09/05	10/05	11/05
PERCENTAGE	99.7	99.7	99.7	99.8	99.7	99.6	99.5	99.5	99.3	99.5	99.5	99.4

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	12/04	01/05	02/05	03/05	04/05	05/05	06/05	07/05	08/05	09/05	10/05	11/05
RATIOS	0.81	0.77	0.70	0.69	0.78	1.55	1.90	1.63	2.00	1.51	1.68	1.82

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

WA Year To Date Age Report For Nov 2005												
For End of Month Nov 2005												
Excludes Customer Reasons												
November	Completed (Met/Missed Due Date)				Year To Date				Open (Missed Due Date)			
	ORD CNT	AVG AGE	< 5 Days	5 <= 30	31 <= 60	> 60	ORD CNT	AVG AGE	< 5 Days	5 <= 30	31 <= 60	> 60
Inside Base Rate	ORD CNT	AVG AGE	< 5 Days	5 <= 30	31 <= 60	> 60	ORD CNT	AVG AGE	< 5 Days	5 <= 30	31 <= 60	> 60
BP												
BR												
BS												
PC												
RP												
RR												
RS												
TOTAL												
Outside Base Rate												
BP												
BR												
BS												
PC												
RP												
RR												
RS												
TOTAL												
Total												
BP												
BR												
BS												
PC												
RP												
RR												
RS												
TOTAL												
BP - BUSINESS PRIMARY RP - RESIDENTIAL PRIMARY BS - BUSINESS SECONDARY RS - RESIDENTIAL SECONDARY BR - BUSINESS REGRADE RR - RESIDENTIAL REGRADE PC - COIN AND PUBLIC COIN												

Qwest Corporation
Reconciliation of the Service Order Interval Missed Commitment and Aging Reports
November 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 November 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 November 2005 indicates that we have completed 31,458 (98.18%) orders year to date within 5 business days (new, transfer or change orders with at least one inward line). 573 (1.82%) orders were not completed within 5 business days due to company reasons.

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

- 31,458 orders for lines were completed in November 2005.
- 143,498 total orders were completed in November 2005.
- Qwest missed the commitment/appointment for 800 orders (0.56%) of the total orders completed in November.
- 573 orders (1.82%) were not completed in 5 business days (573/31,458). These were all held orders. Information on the Aging Report indicates that [REDACTED] orders were held in November due to a lack of facilities (835 that have completed 39 that are still pending). Therefore, you can conclude that the November orders that were not completed within 5 business days were held due to a lack of facilities. In other words, the technicians completed all orders within 5 business days unless they were unable to do so because there were no available facilities.
- Year-to-date, [REDACTED] orders (99.81%) 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 (95.13%).

<i>VIEW 1</i>	08/05 SOT=NTC Inward R, SB, LB	Not Compl w/i 90 days	Orders Still Open > 60 days (from 11/05 facilities aging report)	Total orders not compl w/i 90 days	90 days (greater than 1%)
State Total	38,572	5	[REDACTED]	17	0.04%

Completed Order Detail, (Report 1)

Column #

1] EXCHANGE: Exchange/wire center name.

2] WC: Wire center number.

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

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

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

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

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

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

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

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

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

Missed Commitment Information (Report 2)

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

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

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

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

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

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

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

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

20] 08/05 SOT=NTC Inward (R, SB, LB): Total of all completed New, Transfer and Changed service orders for August 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 COMMITMENTS SUMMARY
NOVEMBER 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	167,213	402	572	99.76%	37,092	255	0.69%	36,044	8	0.02%
APRIL	160,267	510	576	99.68%	37,015	288	0.78%	31,132	6	0.02%
MAY	145,965	573	2,148	99.61%	33,509	518	1.55%	31,203	2	0.01%
JUNE	161,779	852	2,343	99.47%	38,661	735	1.90%	37,092	1	0.00%
JULY	151,418	754	2,463	99.50%	38,681	632	1.63%	37,015	7	0.02%
AUGUST	150,981	1,024	2,729	99.32%	38,572	770	2.00%	33,509	6	0.02%
SEPTEMBER	148,638	777	2,709	99.47%	38,797	585	1.51%	38,661	5	0.01%
OCTOBER	154,739	834	2,620	99.46%	37,464	630	1.68%	38,681	5	0.01%
NOVEMBER	143,498	800	2,227	99.44%	31,458	573	1.82%	38,572	5	0.01%
DECEMBER										
YTD	1,692,235	7,401	19,652	99.56%	393,584	5,445	1.38%	399,079	60	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)
 November 2005

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	11/05 TOTAL ORDERS SOT= NTC R,SB,LB	11/05 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	1279	1277	5	14	19	98.90%	99.60%	98.51%
AUBURN	833	253	2939	2925	19	41	60	98.60%	99.34%	97.96%
BAINBRIDGE ISLAND	842	206	844	843	4	14	18	98.33%	99.52%	97.87%
BATTLEGROUND	687	360	955	954	63	9	72	98.99%	93.34%	92.46%
BELFAIR	275	360	645	645	13	12	25	98.10%	97.95%	96.12%
BELLEVUE			3516	3473	11	70	81	98.01%	99.69%	97.70%
GLENCOURT	453	425	1098	1081	4	27	31	97.53%	99.63%	97.18%
SHERWOOD	641	425	2418	2392	7	43	50	98.22%	99.71%	97.93%
BELLINGHAM			2963	2935	12	44	56	98.52%	99.60%	98.11%
LUMMI	758	360	170	167	0	2	2	98.82%	100.00%	98.82%
REGENT	671	360	2793	2778	12	42	54	98.49%	99.56%	98.07%
BLACK DIAMOND	886	360	249	247	6	7	13	97.12%	97.52%	94.78%
BREMERTON			2956	2668	14	43	57	98.55%	99.53%	98.07%
CROSBY	373	360	254	254	1	3	4	98.81%	99.60%	98.43%
BREM ESSEX	830	360	2651	2363	13	40	53	98.48%	99.50%	98.00%
SUNNYSLOPE	674	360	51	51	0	0	0	100.00%	100.00%	100.00%
BUCKLEY	829	360	225	225	5	7	12	96.82%	97.71%	94.67%
CASTLE ROCK	274	360	379	377	4	4	8	98.93%	98.93%	97.89%
CENTRALIA	736	360	1004	999	2	17	19	98.30%	99.80%	98.11%
CHEHALIS			779	772	1	16	17	97.93%	99.87%	97.82%
CHEHALIS	748	360	599	594	0	15	15	97.50%	100.00%	97.50%
NAPAVINE	262	360	180	178	1	1	2	99.44%	99.44%	98.89%
CLE-ELUM	674	509	265	262	4	8	12	96.93%	98.44%	95.47%
COLFAX	397	509	138	138	0	2	2	98.55%	100.00%	98.55%
COLVILLE	684	509	502	499	7	8	15	98.38%	98.58%	97.01%
COPALIS										
(OCEAN SHORES)	289	360	343	343	10	6	16	98.20%	97.03%	95.34%
COULEE DAM	633	509	187	185	2	1	3	99.46%	98.92%	98.40%
CRYSTAL MTN.	663	360	52	51	1	2	3	96.08%	98.00%	94.23%
DAYTON	382	509	139	138	1	1	2	99.28%	99.28%	98.56%
DEER PARK	276	509	484	482	4	8	12	98.33%	99.16%	97.52%
DES MOINES			3483	3470	6	37	43	98.94%	99.83%	98.77%
DES MOINES	824	206	1300	1293	1	18	19	98.61%	99.92%	98.54%
FEDERAL WAY	839	253	2183	2177	5	19	24	99.13%	99.77%	98.90%
EASTON	656	509	48	48	1	3	4	93.62%	97.78%	91.67%
ELK	292	509	201	201	1	5	6	97.50%	99.49%	97.01%
ENUMCLAW	825	360	639	637	13	2	15	99.68%	97.96%	97.65%
EPHRATA	754	509	246	242	2	1	3	99.59%	99.18%	98.78%
GRAHAM	847	253	2037	2033	10	30	40	98.52%	99.50%	98.04%
GREEN BLUFF	238	509	181	180	2	2	4	98.88%	98.88%	97.79%
HOODSPORT	877	360	177	176	0	1	1	99.44%	100.00%	99.44%
ISSAQUAH	392	425	1391	1380	10	35	45	97.47%	99.26%	96.76%
KENT			4659	4625	29	59	88	98.73%	99.38%	98.11%

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

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EXCHANGES	WC	AREA CODE	11/05 TOTAL ORDERS SOT= NTC R,SB,LB	11/05 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
MERIDIAN	253	360	1657	1646	20	23	43	98.59%	98.78%	97.40%
OBRIEN	251	206	224	212	3	6	9	97.29%	98.62%	95.98%
ULRICH	852	253	2778	2767	6	30	36	98.92%	99.78%	98.70%
LIBERTY LAKE	255	509	111	111	0	0	0	100.00%	100.00%	100.00%
LONGVIEW-KELSO	423	360	3077	3064	32	48	80	98.42%	98.94%	97.40%
LOON LAKE	233	509	79	79	0	0	0	100.00%	100.00%	100.00%
MAPLE VALLEY	432	425	824	822	4	12	16	98.54%	99.51%	98.06%
MOSES LAKE			1252	1248	8	21	29	98.32%	99.36%	97.68%
MOSES LAKE (AFB)	762	509	261	260	0	5	5	98.08%	100.00%	98.08%
MOSES LAKE	765	509	991	988	8	16	24	98.37%	99.18%	97.58%
NEWMAN LAKE	226	509	134	134	1	2	3	98.50%	99.24%	97.76%
NORTHPORT	732	509	69	69	2	2	4	97.01%	97.01%	94.20%
OLYMPIA			6695	6258	25	107	132	98.40%	99.63%	98.03%
EVERGREEN	866	360	459	458	3	7	10	98.46%	99.34%	97.82%
LACEY	456	360	3097	3070	10	42	52	98.64%	99.67%	98.32%
WHITEHALL	352	360	3139	2730	12	58	70	98.15%	99.61%	97.77%
OMAK-OKANOGAN	826	509	548	544	15	6	21	98.87%	97.23%	96.17%
OROVILLE	476	509	143	143	0	4	4	97.20%	100.00%	97.20%
OTHELLO	488	509	406	403	4	8	12	98.01%	98.99%	97.04%
PASCO	545	509	2228	2215	13	38	51	98.28%	99.41%	97.71%
PATEROS	923	509	42	41	2	2	4	95.00%	95.00%	90.48%
POMEROY	843	509	45	45	2	1	3	97.67%	95.45%	93.33%
PT. ANGELES			1313	1304	3	19	22	98.55%	99.77%	98.32%
JOYCE	928	360	61	61	0	2	2	96.72%	100.00%	96.72%
PT. ANGELES	452	360	1252	1243	3	17	20	98.64%	99.76%	98.40%
PT. LUDLOW	437	360	229	229	2	6	8	97.36%	99.10%	96.51%
PT. ORCHARD			1951	1944	15	24	39	98.77%	99.23%	98.00%
COLBY	871	360	752	751	4	9	13	98.80%	99.46%	98.27%
PT. ORCHARD	876	360	1199	1193	11	15	26	98.74%	99.07%	97.83%
PT. TOWNSEND	385	360	984	970	13	22	35	97.73%	98.65%	96.44%
PUYALLAP	841	253	3367	3349	8	49	57	98.54%	99.76%	98.31%
RENTON	226	425	4707	4687	14	68	82	98.55%	99.70%	98.26%
RIDGEFIELD	887	360	385	381	6	13	19	96.57%	98.39%	95.06%
ROCHESTER	273	360	527	526	1	9	10	98.29%	99.81%	98.10%
ROY	842	253	250	250	5	5	10	97.96%	97.96%	96.00%
SEATTLE			25450	25084	94	459	553	98.20%	99.63%	97.83%
ATWATER	281	206	1779	1775	9	33	42	98.14%	99.48%	97.64%
CAMPUS	543	206	897	888	8	17	25	98.09%	99.09%	97.21%
CHERRY	241	206	3848	3827	7	52	59	98.65%	99.82%	98.47%
DUWAMISH	762	206	1393	1387	6	18	24	98.70%	99.56%	98.29%
EAST	322	206	3480	3471	8	61	69	98.24%	99.77%	98.02%
ELLIOT	441	206	675	664	1	16	17	97.63%	99.85%	97.48%
EMERSON	361	206	2974	2958	9	43	52	98.55%	99.69%	98.25%
LAKEVIEW	522	206	1921	1914	22	40	62	97.89%	98.83%	96.77%

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

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EXCHANGES	WC	AREA CODE	11/05 TOTAL ORDERS SOT= NTC R,SB,LB	11/05 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	
	223	206	1734	1484	4	50	54	97.11%	99.76%	96.89%	
MERCER ISLAND (Adams)	232	206	544	536	3	14	17	97.41%	99.43%	96.88%	
PARKWAY	721	206	2329	2324	7	38	45	98.36%	99.69%	98.07%	
SUNSET	782	206	2011	2000	5	39	44	98.06%	99.75%	97.81%	
WEST	932	206	1865	1856	5	38	43	97.96%	99.73%	97.69%	
SEQUIM	683	360	1050	1046	10	14	24	98.65%	99.03%	97.71%	
SHELTON	426	360	1488	1487	5	30	35	97.98%	99.66%	97.65%	
SILVERDALE	692	360	1299	1286	1	22	23	98.31%	99.92%	98.23%	
SPOKANE			13268	13202	62	170	232	98.72%	99.53%	98.25%	
CHESTNUT	244	509	364	363	4	6	10	98.33%	98.88%	97.25%	
FAIRFAX	325	509	2166	2158	9	24	33	98.89%	99.58%	98.48%	
HUDSON	482	509	2084	2077	9	23	32	98.89%	99.56%	98.46%	
KEYSTONE	534	509	1436	1431	8	9	17	99.37%	99.44%	98.82%	
MORAN	441	509	NUMBERS ADDED TO VERSIDE								
RIVERSIDE	455	509	2267	2248	9	39	48	98.28%	99.60%	97.88%	
WALNUT	922	509	3342	3321	17	38	55	98.86%	99.49%	98.35%	
WHITWORTH	466	509	1609	1604	6	31	37	98.07%	99.62%	97.70%	
SPRINGDALE	258	509	180	180	1	4	5	97.77%	99.43%	97.22%	
SUMNER (BonneyLake)	863	253	1785	1779	15	33	48	98.14%	99.14%	97.31%	
TACOMA			18371	18232	58	284	342	98.45%	99.68%	98.14%	
FORT LEWIS	964	253	887	829	1	12	13	98.65%	99.89%	98.53%	
GREENFIELD	472	253	2854	2850	6	42	48	98.53%	99.79%	98.32%	
JUNIPER	582	253	2945	2937	3	38	41	98.71%	99.90%	98.61%	
LENNOX	531	253	3634	3614	16	58	74	98.40%	99.55%	97.96%	
LOGAN	564	253	1515	1513	3	21	24	98.61%	99.80%	98.42%	
MARKET (Fawcett)	272	253	1824	1795	9	38	47	97.91%	99.50%	97.42%	
SKYLINE	752	253	1169	1167	2	28	30	97.60%	99.82%	97.43%	
WAVERLY-2	922	253	647	642	2	16	18	97.52%	99.68%	97.22%	
WAVERLY-7	927	253	2896	2885	16	31	47	98.92%	99.44%	98.38%	
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA								
VANCOUVER			9765	9729	91	130	221	98.67%	99.07%	97.74%	
ORCHARDS	253	360	5142	5120	68	64	132	98.74%	98.66%	97.43%	
OXFORD	693	360	2883	2876	16	34	50	98.81%	99.44%	98.27%	
SALMON CREEK (VANCVR NO)	573	360	1740	1733	7	32	39	98.15%	99.59%	97.76%	
WAITSBURG	337	509	33	33	0	0	0	100.00%	100.00%	100.00%	
WALLA WALLA	522	509	1501	1496	2	17	19	98.87%	99.87%	98.73%	
WARDEN	349	509	124	124	1	1	2	99.19%	99.19%	98.39%	
WINLOCK	785	360	207	207	0	3	3	98.55%	100.00%	98.55%	
YAKIMA			5078	5051	18	76	94	98.50%	99.65%	98.15%	
CHESTNUT	244	509	3869	3843	9	52	61	98.65%	99.76%	98.42%	
WEST	965	509	1209	1208	9	24	33	98.00%	99.24%	97.27%	

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

November 2005

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	11/05 TOTAL ORDERS SOT= NTC R,SB,LB	11/05 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	628	627	5	9	14	98.56%	99.19%	97.77%
WC TOTAL			143498	141819	800	2227	3027	98.45%	99.44%	97.89%

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

1	2	3	12	13	14	15	16	17	18	19	12	21	22
EXCHANGES	WC	AREA CODE	11/05 SOT=NTC INWARD R,SB,LB	11/05 SOT=NTC INWARD R,SB	NOT COMPL W/I 5 DAYS	5 DAY (Greater than 10%)	SUM OF ORDERS WIDD > 5 days: Customer Reasons	SUM OF ORDERS WIDD > 5 Days; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	8/05 SOT=NTC INWARD R,SB,LB	NOT COMPL W/I 90 DAYS	90 DAYS (GRTR THAN 1%)
ABERDEEN-HOQUIAM	532	360	288	288	5	1.74%	21	1	95.24%	4.76%	370	0	0.00%
AUBURN	833	253	639	633	13	2.03%	78	1	98.72%	1.28%	752	0	0.00%
BAINBRIDGE ISLAND	842	206	133	133	1	0.75%	22	1	95.45%	4.55%	222	0	0.00%
BATTLEGROUND	687	360	170	169	6	3.53%	47	4	91.49%	8.51%	216	0	0.00%
BEFAIR	275	360	108	108	11	10.19%	16	2	87.50%	12.50%	133	0	0.00%
BELLEVUE			810	795	11	1.36%	122	1	99.18%	0.82%	1138	0	0.00%
GLENCOURT	453	425	283	276	5	1.77%	48	1	97.92%	2.08%	401	0	0.00%
SHERWOOD	641	425	527	519	6	1.14%	74	0	100.00%	0.00%	737	0	0.00%
BELLINGHAM			769	764	9	1.17%	102	3	97.06%	2.94%	1058	0	0.00%
LUMMI	758	360	34	34	0	0.00%	1	0	100.00%	0.00%	24	0	0.00%
REGENT	671	360	735	730	9	1.22%	101	3	97.03%	2.97%	1034	0	0.00%
BLACK DIAMOND	886	360	50	50	5	10.00%	13	1	92.31%	7.69%	62	0	0.00%
BREMERTON			680	588	12	1.76%	154	7	95.45%	4.55%	765	0	0.00%
CROSBY	373	360	41	41	1	2.44%	3	0	100.00%	0.00%	44	0	0.00%
BREM ESSEX	830	360	631	509	11	1.74%	150	7	95.33%	4.67%	707	0	0.00%
SUNNYSLOPE	674	360	8	8	0	0.00%	1	0	100.00%	0.00%	14	0	0.00%
BUCKLEY	829	360	35	35	2	5.71%	7	0	100.00%	0.00%	35	0	0.00%
CASTLE ROCK	274	360	79	79	2	2.53%	21	1	95.24%	4.76%	90	0	0.00%
CENTRALIA	736	360	258	255	2	0.78%	24	0	100.00%	0.00%	240	0	0.00%
CHEHALIS			142	140	1	0.70%	24	0	100.00%	0.00%	183	0	0.00%
CHEHALIS	748	360	106	105	0	0.00%	20	0	100.00%	0.00%	133	0	0.00%
NAPAVINE	262	360	36	35	1	2.78%	4	0	100.00%	0.00%	50	0	0.00%
CLE-ELUM	674	509	63	62	4	6.35%	7	3	57.14%	42.86%	60	0	0.00%
COLFAX	397	509	28	28	0	0.00%	1	0	100.00%	0.00%	36	0	0.00%
COLVILLE	684	509	126	124	7	5.56%	22	1	95.45%	4.55%	127	0	0.00%
COPALIS													
(OCEAN SHORES)	289	360	75	75	6	8.00%	11	0	100.00%	0.00%	86	0	0.00%
COULLEE DAM	633	509	38	37	1	2.63%	1	0	100.00%	0.00%	34	0	0.00%
CRYSTAL MTN.	663	360	15	15	1	6.67%	2	0	100.00%	0.00%	10	0	0.00%
DAYTON	382	509	29	29	1	3.45%	2	0	100.00%	0.00%	45	0	0.00%
DEER PARK	276	509	89	88	4	4.49%	14	0	100.00%	0.00%	129	0	0.00%
DES MOINES			712	707	2	0.28%	67	1	98.51%	1.49%	864	0	0.00%
DES MOINES	824	206	265	261	1	0.38%	24	1	95.83%	4.17%	320	0	0.00%
FEDERAL WAY	839	253	447	446	1	0.22%	43	0	100.00%	0.00%	544	0	0.00%
EASTON	666	509	16	16	1	6.25%	4	1	75.00%	25.00%	13	0	0.00%
ELK	292	509	36	36	1	2.78%	5	0	100.00%	0.00%	49	1	2.04%
ENUMCLAW	825	360	124	123	9	7.26%	11	1	90.91%	9.09%	133	0	0.00%
EPHRATA	754	509	54	52	1	1.85%	3	0	100.00%	0.00%	72	0	0.00%
GRAHAM	847	253	326	324	9	2.76%	47	3	93.62%	6.38%	420	0	0.00%
GREEN BLUFF	238	509	33	32	1	3.03%	3	0	100.00%	0.00%	31	0	0.00%
HOODSPORT	877	360	28	28	0	0.00%	3	0	100.00%	0.00%	48	0	0.00%
ISSAQUAH	392	425	351	347	6	1.71%	60	2	96.67%	3.33%	555	0	0.00%
KENT			977	958	23	2.35%	124	2	98.39%	1.61%	1239	0	0.00%
MERIDIAN	253	360	287	282	13	4.53%	50	1	98.00%	2.00%	353	0	0.00%
OBRIEN	251	206	62	54	3	4.84%	9	1	88.89%	11.11%	81	0	0.00%
ULRICH	852	253	628	622	7	1.11%	65	0	100.00%	0.00%	805	0	0.00%
LIBERTY LAKE	255	509	16	16	0	0.00%	3	0	100.00%	0.00%	30	0	0.00%

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

1	2	3	12	13	14	15	16	17	18	19	12	21	22
	WC	AREA	11/05	11/05	NOT	5 DAY	SUM OF	SUM OF ORDERS	% MET	% Missed	8/05	NOT	90 DAYS
	CODE	CODE	SOT=NTC	SOT=NTC	COMPL	(Greater	ORDERS	WIDD > 5	WIDD > 5	Lines or Less Missed	SOT=NTC	COMPL	(GRTR
			INWARD	INWARD	W/ 5	than 10%)	WIDD > 5	Days or Less Missed	Days or Less Missed	Reasons	INWARD	W/ 90	THAN 1%)
			R,SB,LB	R,SB	DAYS		Customer	Reasons	Reasons		R,SB,LB	DAYS	
							Reasons						
EXCHANGES													
LONGVIEW-KELSO	423	360	716	710	29	4.05%	120	14	88.33%	11.67%	727	0	0.00%
LOON LAKE	233	509	21	21	0	0.00%	1	0	100.00%	0.00%	21	0	0.00%
MAPLE VALLEY	432	425	160	158	4	2.50%	35	0	100.00%	0.00%	221	0	0.00%
MOSES LAKE			302	301	7	2.32%	17	0	100.00%	0.00%	327	0	0.00%
MOSES LAKE(AFB)	762	509	56	55	0	0.00%	5	0	100.00%	0.00%	67	0	0.00%
MOSES LAKE	765	509	246	246	7	2.85%	12	0	100.00%	0.00%	260	0	0.00%
NEWMAN LAKE	226	509	26	26	1	3.85%	6	0	100.00%	0.00%	42	0	0.00%
NORTHPORT	732	509	19	19	2	10.53%	3	0	100.00%	0.00%	24	0	0.00%
OLYMPIA			1397	1374	21	1.50%	205	3	98.54%	1.46%	1841	0	0.00%
EVERGREEN	866	360	105	105	2	1.90%	9	0	100.00%	0.00%	136	0	0.00%
LACEY	456	360	620	615	12	1.94%	107	2	98.13%	1.87%	846	0	0.00%
WHITEHALL	352	360	672	654	7	1.04%	89	1	98.88%	1.12%	859	0	0.00%
OMAK-OKANOGAN	826	509	148	148	12	8.11%	4	2	50.00%	50.00%	164	0	0.00%
OROVILLE	476	509	24	24	0	0.00%	0	0	0.00%	0.00%	34	0	0.00%
OTHELLO	488	509	114	114	4	3.51%	5	0	100.00%	0.00%	132	0	0.00%
PASCO	545	509	510	503	12	2.35%	49	2	95.92%	4.08%	532	0	0.00%
PATEROS	923	509	11	11	2	18.18%	2	0	100.00%	0.00%	16	0	0.00%
POMEROY	843	509	11	11	2	18.18%	0	0	0.00%	0.00%	36	0	0.00%
PT. ANGELES			256	253	2	0.78%	31	1	96.77%	3.23%	318	0	0.00%
JOYCE	928	360	9	9	0	0.00%	1	0	100.00%	0.00%	14	0	0.00%
PT. ANGELES	452	360	247	244	2	0.81%	30	1	96.67%	3.33%	304	0	0.00%
PT. LUDLOW	437	360	33	33	1	3.03%	10	1	90.00%	10.00%	39	0	0.00%
PT. ORCHARD			346	345	12	3.47%	41	1	97.56%	2.44%	457	0	0.00%
COLBY	871	360	124	124	2	1.61%	16	0	100.00%	0.00%	166	0	0.00%
PT. ORCHARD	876	360	222	221	10	4.50%	25	1	96.00%	4.00%	291	0	0.00%
PT. TOWNSEND	385	360	196	192	7	3.57%	31	2	93.55%	6.45%	201	0	0.00%
PUYALLAP	841	253	715	712	11	1.54%	85	1	98.82%	1.18%	909	0	0.00%
RENTON	226	425	1024	1016	14	1.37%	128	4	96.88%	3.13%	1254	0	0.00%
RIDGEFIELD	887	360	81	80	5	6.17%	17	2	88.24%	11.76%	47	0	0.00%
ROCHESTER	273	360	94	94	1	1.06%	11	0	100.00%	0.00%	109	0	0.00%
ROY	842	253	55	55	5	9.09%	6	1	83.33%	16.67%	49	0	0.00%
SEATTLE			5811	5689	67	1.15%	752	7	99.07%	0.93%	7232	1	0.01%
ATWATER	281	206	440	439	8	1.82%	69	1	98.55%	1.45%	574	1	0.17%
CAMPUS	543	206	239	236	3	1.26%	33	0	100.00%	0.00%	313	0	0.00%
CHERRY	241	206	879	872	9	1.02%	76	0	100.00%	0.00%	961	0	0.00%
DUWAMISH	762	206	279	277	6	2.15%	32	1	96.88%	3.13%	321	0	0.00%
EAST	322	206	769	764	6	0.78%	76	1	98.68%	1.32%	1005	0	0.00%
ELLIOT	441	206	192	186	0	0.00%	28	0	100.00%	0.00%	237	0	0.00%
EMERSON	361	206	660	655	9	1.36%	94	1	98.94%	1.06%	793	0	0.00%
LAKEVIEW	522	206	439	436	4	0.91%	66	0	100.00%	0.00%	681	0	0.00%
MAIN	223	206	517	419	5	0.97%	76	0	100.00%	0.00%	536	0	0.00%
MERCER ISLAND													
(Adams)	232	206	102	101	2	1.96%	22	1	95.45%	4.55%	178	0	0.00%
PARKWAY	721	206	454	451	5	1.10%	35	0	100.00%	0.00%	523	0	0.00%
SUNSET	782	206	433	428	5	1.15%	75	1	98.67%	1.33%	570	0	0.00%
WEST	932	206	408	405	5	1.23%	70	1	98.57%	1.43%	540	0	0.00%
SEQUIM	683	360	194	192	2	1.03%	35	0	100.00%	0.00%	287	0	0.00%

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

November 2005

1	2	3	12	13	14	15	16	17	18	19	12	21	22
EXCHANGES	WC CODE	AREA CODE	11/05 SOT=NTC INWARD R,SB,LB	11/05 SOT=NTC INWARD R,SB	NOT COMPL W/I 5 DAYS	5 DAY (Greater than 10%)	SUM OF ORDERS W/DD > 5 days; Customer Reasons	SUM OF ORDERS W/DD > 5 DAYS; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	8/05 SOT=NTC INWARD R,SB,LB	NOT COMPL W/I 90 DAYS	90 DAYS (GRTR THAN 1%)
SHELTON	426	360	303	302	4	1.32%	39	0	100.00%	0.00%	344	0	0.00%
SILVERDALE	692	360	255	250	2	0.78%	34	0	100.00%	0.00%	339	0	0.00%
SPOKANE			3062	3040	45	1.47%	380	5	98.68%	1.32%	3932	1	0.03%
CHESTNUT	244	509	92	92	2	2.17%	6	0	100.00%	0.00%	103	0	0.00%
FAIRFAX	325	509	420	418	3	0.71%	46	1	97.83%	2.17%	563	0	0.00%
HUDSON	482	509	448	448	6	1.34%	38	0	100.00%	0.00%	524	0	0.00%
KEYSTONE	534	509	342	339	7	2.05%	32	0	100.00%	0.00%	395	0	0.00%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE										
RIVERSIDE	455	509	602	597	9	1.50%	90	1	98.89%	1.11%	810	0	0.00%
WALNUT	922	509	775	766	13	1.68%	105	1	99.05%	0.95%	985	0	0.00%
WHITWORTH	466	509	382	380	5	1.31%	63	2	96.83%	3.17%	552	1	0.18%
SPRINGDALE	258	509	25	25	1	4.00%	2	0	100.00%	0.00%	40	0	0.00%
SUMNER (BonneyLake)	863	253	346	342	12	3.47%	58	4	93.10%	6.90%	392	1	0.26%
TACOMA			3973	3913	59	1.49%	436	9	97.94%	2.06%	4656	0	0.00%
FORT LEWIS	964	253	220	190	1	0.45%	27	0	100.00%	0.00%	335	0	0.00%
GREENFIELD	472	253	611	611	9	1.47%	51	0	100.00%	0.00%	683	0	0.00%
JUNIPER	582	253	660	656	3	0.45%	65	1	98.46%	1.54%	782	0	0.00%
LENNOX	531	253	738	731	15	2.03%	73	2	97.26%	2.74%	762	0	0.00%
LOGAN	564	253	337	336	2	0.59%	39	0	100.00%	0.00%	427	0	0.00%
MARKET (Fawcett)	272	253	440	425	9	2.05%	45	2	95.56%	4.44%	506	0	0.00%
SKYLINE	752	253	263	262	2	0.76%	38	0	100.00%	0.00%	320	0	0.00%
WAVERLY-2	922	253	128	128	3	2.34%	20	1	95.00%	5.00%	174	0	0.00%
WAVERLY-7	927	253	576	574	15	2.60%	78	3	96.15%	3.85%	667	0	0.00%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA										
VANCOUVER			2192	2172	48	2.19%	395	16	95.95%	4.05%	2582	0	0.00%
ORCHARDS	253	360	1139	1126	32	2.81%	234	9	96.15%	3.85%	1318	0	0.00%
OXFORD	693	360	694	690	8	1.15%	85	2	97.65%	2.35%	782	0	0.00%
SALMON CREEK (VANCVR NO)	573	360	359	356	8	2.23%	76	5	93.42%	6.58%	482	0	0.00%
WAITSBURG	337	509	10	10	0	0.00%	1	0	100.00%	0.00%	15	0	0.00%
WALLA WALLA	522	509	346	345	1	0.29%	32	0	100.00%	0.00%	468	0	0.00%
WARDEN	349	509	18	18	1	5.56%	1	0	100.00%	0.00%	26	0	0.00%
WINLOCK	785	360	35	35	0	0.00%	2	0	100.00%	0.00%	38	0	0.00%
YAKIMA			1187	1178	16	1.35%	104	5	95.19%	4.81%	1291	1	0.08%
CHESTNUT	244	509	870	861	10	1.15%	53	2	96.23%	3.77%	967	1	0.10%
WEST	965	509	317	317	6	1.89%	51	3	94.12%	5.88%	324	0	0.00%
Washington Customers Served by Exchanges in Neighboring States													
Clarkston	751	509	145	144	4	2.76%	9	1	88.89%	11.11%	185	0	0.00%
WC TOTAL			31458	30939	573	1.82%	4128	117	97.17%	2.83%	38572	5	0.01%

WASHINGTON REPAIR COMMITMENTS MET
NOVEMBER 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	1,094	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	17,226	16,138	1,088	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	17,634	1,068	94.29%	79	100
September	15,954	15,171	783	95.09%	76	63
October	17,995	16,913	1,082	93.99%	114	76
November	17,736	16,494	1,242	93.00%	21	105
December						
YTD Total	188,159	178,271	9,888	94.74%	766	833
Baseline (WAC 480-120-439(3)): The missed repair appointment report must state the number of appointments						
missed; made and the number of allowed appointments exclusions.						

WASHINGTON TROUBLE REPORT
NOVEMBER 2005

EXCHANGE	#	WC	ALINES	#RPTS	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	
			Nov-05	Nov-05	Nov-05	Oct-05	Sep-05	Aug-05	Jul-05	Jun-05	May-05	Apr-05	Mar-05	Feb-05	Jan-05	Dec-04			
Report Rate > 4.00					0	0	0	1	0	0	0	0	0	0	0	0	0	0	
ABERDEEN	0	532	16416	175	1.07	1.17	0.84	0.78	0.77	0.71	0.82	0.70	1.09	0.62	1.01	1.46			
AUBURN	0	833	32732	313	0.96	0.77	0.81	1.01	1.10	1.05	1.05	1.06	1.02	1.01	1.21	1.17			
BAINBRIDGE	0	842	13920	136	0.98	1.10	0.99	1.14	1.14	0.98	1.18	0.96	1.77	1.11	1.38	1.39			
BATTLE GROUND	0	687	11582	173	1.49	1.47	2.71	1.41	1.30	1.48	1.34	1.84	1.02	0.82	2.13	2.88			
BELFAIR	0	275	8183	126	1.54	1.91	1.46	1.80	1.97	1.66	1.60	1.27	1.05	1.32	2.14	2.36			
BELLEVUE	0		68611	572	0.83	0.73	0.61	0.73	0.72	0.63	0.69	0.63	0.69	1.11	1.11	0.85			
GLENCOURT	0	453	26808	149	0.56	0.73	0.56	0.69	0.59	0.45	0.56	0.48	0.53	0.48	0.61	0.58			
SHERWOOD	0	641	41803	423	1.01	0.73	0.64	0.76	0.80	0.75	0.78	0.73	0.79	1.05	1.43	1.03			
BELLINGHAM	0		42441	224	0.53	0.57	0.57	0.65	0.59	0.86	0.50	0.56	0.63	0.66	0.66	0.76			
LUMMI	0	758	1535	24	1.56	0.79	1.11	1.52	0.98	1.11	1.30	1.18	0.98	1.18	1.17	0.39			
REGENT	0	671	40906	200	0.49	0.56	0.55	0.61	0.57	0.85	0.47	0.54	0.62	0.54	0.64	0.77			
BLACK DIAMOND	0	886	3482	60	1.72	1.31	1.54	1.28	0.86	1.37	1.14	1.35	1.34	2.57	1.48	1.79			
BREMERTON	0		39274	289	0.74	0.70	0.58	0.48	0.59	0.60	0.55	0.52	0.65	0.84	0.84	0.76			
BREMERTON ESX	0	373	34957	235	0.67	0.59	0.45	0.41	0.48	0.52	0.53	0.49	0.62	1.22	0.77	0.69			
CROSBY	0	830	3503	50	1.43	1.80	1.97	1.11	1.63	1.34	0.85	0.80	1.08	0.45	1.44	1.45			
SUNNYSLOPE	0	674	814	4	0.49	0.49	0.12	0.85	0.85	0.84	0.53	0.72	0.48	0.83	1.67	0.72			
BONNEY LAKE	0																		
					Numbers added to Summer														
BUCKLEY	0	829	3248	40	1.23	2.54	1.35	2.28	1.73	0.85	1.30	0.87	1.65	1.68	1.29	1.49			
CASTLEROCK	0	274	5002	134	2.68	2.11	2.18	2.53	2.01	1.99	2.90	3.55	1.46	1.59	1.74	2.25			
CENTRALIA	0	736	10117	174	1.72	1.01	0.72	1.12	0.78	1.03	1.04	0.74	0.88	0.68	1.21	1.24			
CHEHALIS	0		10656	135	1.27	1.09	0.90	1.40	0.85	0.96	1.11	0.71	0.99	1.02	1.02	1.05			
CHEHALIS	0	748	7988	106	1.33	0.96	1.00	1.36	0.77	0.88	1.28	0.66	0.99	0.78	0.85	0.95			
NAPAVINE	0	262	2668	29	1.09	1.50	0.60	1.54	1.10	1.18	0.57	0.88	0.99	0.84	1.53	1.38			
CLE-ELUM	0	674	3364	31	0.92	1.27	1.30	0.74	1.31	0.75	0.57	1.02	0.90	0.60	0.93	0.69			
COLFAX	0	397	2477	76	3.07	1.45	1.21	1.21	1.36	1.97	0.56	0.64	0.91	0.59	0.79	0.83			
COLVILLE	0	684	7200	91	1.26	0.99	1.22	1.26	1.09	1.56	0.83	0.66	1.07	0.80	0.72	0.86			
COPALIS(OCEAN SHORES)	0	289	4143	53	1.28	2.74	2.19	1.20	1.37	1.51	1.70	0.82	1.01	1.22	1.90	1.91			
COULEE DAM	0	633	2276	19	0.83	1.62	0.39	0.91	1.65	1.22	1.04	0.91	1.35	0.43	0.78	1.07			
CRYSTAL MTN.	2	663	686	19	2.77	1.93	5.74	6.14	1.47	1.34	2.84	0.89	1.47	1.57	0.85	3.76			
DAYTON	0	382	1913	27	1.41	1.25	0.67	1.71	1.41	1.57	1.23	1.60	1.51	0.78	1.04	1.51			
DEER PARK	0	276	6538	55	0.84	1.10	1.18	1.27	1.31	2.02	0.84	1.11	0.94	1.15	0.73	1.08			
DES MOINES	0		34268	311	0.91	0.82	0.84	0.75	0.85	0.82	0.73	0.77	0.74	0.93	0.93	0.82			
DES MOINES	0	824	13219	116	0.88	0.73	0.83	0.72	0.83	0.78	0.68	0.83	0.81	0.70	1.09	0.87			
FEDERAL WAY	0	839	21049	195	0.93	0.88	0.85	0.78	0.86	0.85	0.77	0.74	0.69	0.62	0.84	0.80			
EASTON	0	656	738	4	0.54	1.37	0.69	0.96	0.69	0.28	0.70	0.28	0.14	0.42	0.97	0.69			
ELK	0	292	2918	43	1.47	1.27	1.00	1.31	1.24	1.18	0.97	0.91	0.70	0.66	0.94	0.80			
ENUMCLAW	0	825	9317	108	1.16	1.20	1.26	0.92	0.98	0.81	1.06	0.94	0.87	0.65	1.26	1.26			
EPHRATA	0	754	3529	40	1.13	1.30	1.10	1.12	0.84	1.54	1.39	0.91	1.57	0.99	1.23	0.87			
GRAHAM	0	847	19713	229	1.16	1.24	0.94	1.23	0.92	1.10	1.21	0.87	0.92	1.12	1.26	1.08			

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EXCHANGE	#	WC	ALINES	#RPTS	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Nov-05	Nov-05	Nov-05	Oct-05	Sep-05	Aug-05	Jul-05	Jun-05	May-05	Apr-05	Mar-05	Feb-05	Jan-05	Dec-04		
Report Rate > 4.00					0	0	0	1	0	0	0	0	0	0	0	0	0	0
GREEN BLUFF	0	238	3034	29	0.96	0.79	1.62	0.69	1.32	0.63	1.12	0.93	0.73	0.83	0.99	0.69		
HOODSPORT	0	877	2581	24	0.93	1.42	0.80	1.40	1.37	1.23	1.20	1.17	0.35	0.82	0.94	0.67		
ISSAQUAH	0	392	26249	190	0.72	0.83	0.75	0.85	0.66	0.79	0.87	0.61	0.72	0.47	1.00	1.05		
KENT	0	59974	482	482	0.80	0.80	0.75	0.78	0.75	0.79	0.79	0.62	0.60	0.83	0.83	0.80		
KENT MERIDIAN	0	630	21941	221	1.01	1.03	1.01	0.97	1.08	0.91	0.95	0.79	0.71	0.88	1.11	1.01		
KENT OBRIEN	0	251	10426	27	0.26	0.35	0.17	0.29	0.28	0.36	0.25	0.22	0.15	0.20	0.35	0.30		
KENT ULRICH	0	852	27607	234	0.85	0.78	0.76	0.81	0.67	0.85	0.86	0.65	0.68	0.54	0.80	0.82		
LIBERTY LAKE	0	255	1582	10	0.63	1.14	0.88	0.75	1.13	0.81	0.56	0.44	0.50	0.31	0.25	0.31		
LONGVIEW-KELSO	0	423	31925	555	1.74	1.49	1.46	1.36	1.10	1.36	1.23	1.29	1.34	1.01	1.16	1.13		
LOON LAKE	0	233	1441	16	1.11	0.83	0.47	0.87	1.13	2.34	2.06	1.18	0.98	1.32	0.49	1.24		
MAPLE VALLEY	0	432	13248	131	0.99	0.65	0.90	1.13	1.43	0.85	0.78	0.96	0.77	0.66	0.85	1.02		
MOSES LAKE	0	14207	235	235	1.65	1.59	1.06	1.94	1.28	1.42	1.43	1.18	1.16	1.08	1.08	1.22		
MOSES LAKE AFB	0	762	2362	21	0.89	0.97	1.04	1.22	0.75	0.99	1.26	0.68	0.72	0.50	0.88	1.11		
MOSES LAKE	0	765	11845	214	1.81	1.72	1.07	2.09	1.38	1.51	1.46	1.28	1.25	0.96	1.12	1.25		
NEWMAN LAKE	0	226	2539	37	1.46	0.63	0.55	1.04	0.77	1.13	1.01	0.93	0.78	0.50	0.74	0.62		
NORTHPORT	0	732	1047	11	1.05	0.96	1.73	1.74	1.15	3.19	1.56	1.08	1.38	0.78	0.69	1.76		
OLYMPIA	0	93221	824	824	0.88	0.83	0.74	0.84	0.78	0.87	0.67	0.73	0.89	0.98	0.98	0.85		
EVERGREEN	0	866	7395	98	1.33	1.20	1.17	1.04	0.82	0.92	0.51	0.90	0.75	0.80	1.15	1.24		
LACEY	0	456	41525	336	0.81	0.75	0.71	0.95	0.82	0.85	0.70	0.66	0.84	0.65	0.97	0.88		
WHITEHALL	0	352	44301	390	0.88	0.85	0.70	0.72	0.74	0.89	0.67	0.76	0.95	0.80	0.96	0.76		
OMAK-OKANOGAN	0	826	7480	79	1.06	1.43	1.36	1.49	2.47	1.22	0.95	0.88	1.08	0.79	0.90	1.28		
OROVILLE	0	476	1849	14	0.76	1.13	1.24	1.28	0.97	1.24	1.29	0.96	1.55	0.65	0.96	0.91		
OTHELLO	0	488	4572	93	2.03	2.19	1.27	2.25	2.01	2.18	1.66	1.36	2.66	1.66	2.15	1.53		
PASCO	0	545	20785	237	1.14	1.15	1.26	1.52	1.44	1.16	0.88	0.90	0.88	0.78	1.13	0.93		
PATEROS	0	923	833	11	1.32	0.60	1.55	2.49	1.55	1.08	1.20	0.36	0.96	0.36	0.60	0.60		
POMEROY	0	843	1354	28	2.07	1.70	2.43	3.12	1.90	2.64	1.83	1.54	1.61	0.74	1.04	1.64		
PT. ANGELES	0	19157	199	199	1.04	1.16	0.78	1.20	0.94	1.04	0.88	0.75	0.81	1.67	1.67	1.06		
JOYCE	1	928	1247	27	2.17	2.07	3.71	0.86	1.63	1.80	1.33	0.79	1.59	2.46	5.98	2.07		
PT. ANGELES	0	452	17910	172	0.96	1.10	0.57	1.22	0.89	0.98	0.85	0.75	0.75	0.86	1.37	0.99		
PT. LUDLOW	0	437	2894	29	1.00	0.55	0.89	1.16	0.62	1.21	0.42	0.83	0.52	0.73	0.83	0.93		
PT. ORCHARD	0	23439	288	288	1.23	1.21	0.84	0.95	1.01	1.08	0.96	0.96	1.07	1.14	1.14	1.10		
COLBY	0	871	8976	92	1.02	1.38	0.80	0.86	0.81	0.94	1.00	0.77	1.32	1.07	1.37	1.20		
PT. ORCHARD	0	876	14463	196	1.36	1.10	0.87	1.01	1.13	1.17	0.93	0.92	0.91	0.80	1.00	1.03		
PT. TOWNSEND	0	385	11950	132	1.10	1.14	0.75	1.05	0.91	0.98	1.58	0.88	0.93	0.64	0.96	0.99		
PUYALLUP	0	841	39139	385	0.98	0.93	0.84	0.83	0.90	0.96	0.78	0.69	0.73	0.71	0.93	1.04		
RENTON	0	226	56055	473	0.84	0.81	0.82	1.01	0.99	0.78	0.90	0.62	0.76	0.64	1.03	1.01		
RIDGEFIELD	0	887	3969	74	1.86	1.44	1.65	1.12	1.48	1.49	2.04	1.35	1.66	2.92	1.95	2.91		
ROCHESTER	0	273	6243	78	1.25	3.87	1.02	1.32	1.05	1.45	1.42	1.77	0.94	0.93	1.74	1.17		
ROY	0	843	2784	48	1.72	1.08	1.05	0.90	0.83	1.05	0.97	2.05	1.16	0.90	1.12	1.59		
SEATTLE	0	395247	2676	2676	0.68	0.61	0.60	0.65	0.58	0.65	0.65	0.60	0.66	0.71	0.71	0.68		

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			Nov-05	Nov-05	Oct-05	Sep-05	Aug-05	Jul-05	Jun-05	May-05	Apr-05	Mar-05	Feb-05	Jan-05	Dec-04				
Report Rate > 4.00					0	0	1	0	0	0	0	0	0	0	0	0	0	0	
ATWATER	0	281	30796	151	0.49	0.48	0.47	0.53	0.58	0.49	0.44	0.54	0.45	0.54	0.68				
CAMPUS	0	543	14373	99	0.69	0.63	0.62	0.70	0.52	0.53	0.65	0.39	0.35	0.48	0.44				
CHERRY	0	241	43215	452	1.05	0.75	0.68	0.81	0.80	0.76	0.78	0.83	0.58	1.18	0.87				
DUWAMISH	0	655	16905	100	0.59	0.75	1.14	0.83	0.59	0.75	0.81	0.73	0.56	0.82	0.69				
EAST	0	322	42748	348	0.81	0.76	0.74	0.74	0.66	0.70	0.76	0.81	0.59	0.74	0.82				
ELLIOT	0	441	10865	47	0.43	0.42	0.39	0.33	0.26	0.22	0.31	0.28	0.26	0.24	0.30				
EMERSON	0	417	42920	282	0.66	0.61	0.58	0.70	0.59	0.67	0.60	0.68	0.56	0.83	0.69				
LAKEVIEW	0	522	36600	227	0.62	0.57	0.62	0.56	0.69	0.68	0.77	0.88	0.56	0.93	0.72				
MAIN	0	223	59579	97	0.16	0.19	0.17	0.23	0.22	0.16	0.19	0.20	0.16	0.18	0.20				
MERCER ISLAND (ADAMS)	0	232	12290	127	1.03	1.05	0.70	1.03	0.66	0.80	0.71	0.70	0.81	0.70	0.88				
PARKWAY	0	723	23793	273	1.15	1.08	1.10	1.05	0.90	1.29	1.49	1.24	0.76	1.15	1.07				
SUNSET	0	782	32521	205	0.63	0.55	0.43	0.50	0.49	0.62	0.61	0.50	0.40	0.56	0.69				
WEST	0	932	28642	268	0.94	0.75	0.82	0.99	0.68	1.10	0.66	0.78	0.59	0.75	0.94				
SEQUIM	0	683	14921	170	1.14	1.23	0.77	1.16	0.76	1.04	0.87	0.73	0.79	1.07	1.04				
SHELTON	0	427	16958	202	1.19	1.57	0.92	1.05	0.93	2.29	0.89	1.01	0.86	1.27	1.05				
SILVERDALE	0	692	17433	118	0.68	0.68	0.85	1.02	0.84	0.68	0.62	0.59	0.63	0.67	0.88				
SPOKANE	0	174720	1312	1312	0.75	0.85	0.73	0.94	0.91	0.84	0.78	0.73	0.63	0.63	0.74				
CHESTNUT	0	244	3557	34	0.96	1.12	1.09	1.31	1.15	0.89	1.06	0.93	0.95	0.76	0.87				
FAIRFAX	0	325	25277	209	0.83	0.87	0.66	0.71	0.96	0.68	0.85	0.98	0.68	0.68	0.69				
HUDSON	0	482	19433	123	0.63	0.75	0.63	0.84	0.77	0.83	0.73	0.50	0.36	0.58	0.62				
KEYSTONE	0	534	17101	138	0.81	0.84	0.71	0.85	0.79	0.85	1.06	1.08	0.44	0.71	0.59				
MORAN	0				Numbers added to Riverside														
RIVERSIDE	0	455	35800	310	0.87	0.93	0.80	0.89	0.72	0.72	0.83	0.70	0.63	0.00	0.62	0.84			
WALNUT	0	922	47459	335	0.71	0.82	0.65	0.98	0.93	1.03	0.59	0.67	0.68	0.46	0.58	0.69			
WHITWORTH	0	466	26093	163	0.62	0.79	0.89	1.24	1.28	0.78	0.88	0.74	0.78	0.51	0.66	0.89			
SPRINGDALE	0	258	1743	17	0.98	1.79	1.16	3.76	2.34	3.34	1.17	0.71	1.06	0.58	2.33				
SUMNER	0	863	22915	270	1.18	1.29	0.91	1.17	1.11	1.03	0.98	1.28	0.90	0.76	1.02	1.01			
TACOMA	0	190439	1885	1885	0.99	0.88	0.78	0.87	0.88	0.88	0.83	0.78	0.95	0.97	0.84				
FORT LEWIS	0	964	7041	41	0.58	0.72	0.77	0.72	0.63	0.72	0.45	0.71	0.51	0.58	1.09				
GREENFIELD	0	472	24574	270	1.10	1.09	0.74	0.98	0.95	0.96	1.14	1.03	0.95	1.20	1.06				
JUNIPER	0	581	27481	312	1.14	0.92	0.80	0.94	1.08	0.91	0.85	0.70	0.93	0.80	0.97	0.86			
LENNOX	0	531	32075	441	1.37	1.24	1.27	1.28	1.28	1.13	1.12	0.92	1.13	0.85	1.18	1.09			
LOGAN	0	564	18372	146	0.79	0.75	0.85	1.05	0.77	0.66	0.77	0.67	0.81	0.55	1.12	0.71			
MARKET/FAWCETT	0	272	20778	142	0.68	0.60	0.45	0.43	0.51	0.60	0.45	0.67	0.64	0.51	0.61	0.56			
SKYLINE	0	752	17112	133	0.78	0.75	0.57	0.67	0.71	0.70	0.72	0.62	0.82	0.56	0.81	0.74			
WAVERLY-2	0	922	8510	80	0.94	0.61	0.76	0.80	0.74	0.75	0.71	1.26	0.89	1.07	0.90				
WAVERLY-7	0	927	34496	320	0.93	0.75	0.60	0.69	0.76	0.99	0.70	0.63	0.52	0.54	0.68				
TOUCHET	0				Numbers added to Walla Walla														
VANCOUVER	0	108581	1458	1458	1.07	1.31	0.98	1.95	1.15	1.05	1.31	0.85	1.04	1.05	1.07	1.97			

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Report Rate > 4.00					0	1	0	0	0	0	0	0	0	0	0	0	0
ORCHARDS	0	253	5936	581	1.04	1.09	1.37	1.18	1.61	0.82	1.03	1.02	1.07	1.05			
OXFORD	0	693	30152	343	1.14	0.85	0.91	0.91	1.04	0.93	1.14	0.74	1.04	1.09			
SALMON CREEK (VANCOUVER NORTH)	0	573	22493	234	1.04	0.88	0.95	0.94	0.93	0.81	0.94	0.79	1.01	1.11			
WAITSBURG	0	337	765	8	1.05	0.53	0.92	0.66	1.32	1.96	0.66	0.65	0.39	1.45			
WALLA WALLA /TOUCHET	0	522	21638	181	0.84	0.67	0.84	0.82	0.98	0.72	0.92	0.67	0.80	0.73			
WARDEN	0	349	1358	43	3.17	1.15	0.87	1.23	0.94	1.17	1.08	0.94	1.23	1.08			
WINLOCK	0	785	2307	46	1.99	0.78	1.21	0.99	1.17	1.30	1.00	1.39	2.01	1.48			
YAKIMA	0	53078	472	472	0.89	0.78	0.97	0.74	1.10	0.77	0.70	0.70	0.70	0.65			
CHESTNUT	0	248	35911	346	0.96	0.78	0.98	0.71	1.26	0.79	0.78	0.53	0.69	0.68			
WEST	0	965	17167	126	0.73	0.79	0.95	0.78	0.77	0.73	0.52	0.35	0.71	0.60			
Washington Customers Served by Exchanges in Neighboring States	0																
CLARKSTON	0	751	8173	69	0.84	1.05	1.56	1.55	1.38	1.11	1.05	0.71	0.89				
TOTALS			1848571	16996	0.92	0.81	0.87	0.89	0.85	0.76	0.63	0.68	0.92	0.90			

WASHINGTON ANCR
NOVEMBER 2005

WASHINGTON ANCR - NOVEMBER 2005									
ANCR Red Orange Yellow Report									
Ticket ID	Escalation Code	Failure Category	Incident Dat	Restore Date	Total No. of Hours OOS	Geography Affected	Failure Description		
WA.051119.003	YELLOW	CABLE	17NOV2005:09:00:00	20NOV2005:07:19:00	70:19:00		1200 PAIR PULP CABLE WET IN MANHOLE WET PULP IN MANHOLE/HAVE BEEN TRYING TO DRY THIS OUT SINCE THURSDAY 11/17/05. ATTEMPTED TO DRY OUT CABLE/WILL NOW DO A SECTION REPLACEMENT ETR IS 11/22/05 0800PST TECHS REPAIRED WET CABLE TO RESTORE SERVICE.		
WA.051126.001	YELLOW	INTER CONNECT	26NOV2005:10:59:00	28NOV2005:12:13:00	49:14:00		GARFIELD CNTY PSAP DOWN CALLS ARE GOING TO BACK-UP COLUMBIA CNTY. CALLS ARE REROUTED 18:45 PER 911 THE CALLS WILL STAY REROUTED UNTIL MONDAY AM 11/28; UNTIL THE POWER COMPANY REPLACES THE TRANSFORMER THAT BLEW UP FIRE WAS ONLY ON THE TRANSFORMER ON THE POLE OUTSIDE PSAP LOST PWR/UPS DESTROYED/TEMPORIZED A FIX FOR CPE EQUIPMENT		

WASHINGTON AVERAGE TIME IN QUEUE IN SECONDS
 FOR REPAIR AND RES/BUS OFFICE ACCESS
 NOVEMBER 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		94,333,083	49		1,569,827	7		95,902,910	45		8,191,670	19
NOVEMBER		51,568,033	29		1,808,512	9		53,376,545	27		5,450,462	15
DECEMBER												

**WASHINGTON OUT OF SERVICE SUMMARY
NOVEMBER 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	13,531	13,293	98.24%	238	186				
November	13186	12983	98.46%	203	174				
December									
	125,365	123,695	98.67%	1,670	1,755				
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	4424	4377	47	98.94%	4	40			
November	4,472	4,445	27	99.40%	2	28			
December									
YTD TOTAL	48,812	48,475	337	99.31%	31	435			
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 TRUNCK BLOCKING
NOVEMBER 2005

Trunks Blocking > 1% for the month of Nov 2005

E911

Trunk Group ID	in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for Nov 05	Explanantion/Details of Action Taken, Trunk Servicing Response -Nov 05
AP088626	2			one way	E911	3.33%	Blocked each week in November. TGSR issued on 12/02/05 to notify 911 group of the blocking.
Percent of trunks meeting standard:						99.21%	
Total number of trunk groups:						127	
Number of trunk groups out of compliance for the month:						1	

Trunks Blocking > 1% for the month of Nov 2005

LOCAL

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for Nov 05	Explanantion/Details of Action Taken, Trunk Servicing Response -Nov 05
NOTHING TO REPORT							
Percent of trunks meeting standard:						100.00%	
Total number of trunk groups:						338	
Number of trunk groups out of compliance for the month:						0	

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

TOLL

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for Nov 05	Explanantion/Details of Action Taken, Trunk Servicing Response -Nov 05
AP077431	120			two way	GOS	0.52%	
AP072415	312			two way	GOS	0.56%	Had blocking study week 11/21/05 hour 13 only. Service Advisory TGSR issued on 11/29/05.
AP081624	168			two way	GOS	0.67%	
AP072407	264			two way	GOS	0.68%	Blocking on study week 11/14/05 hour 17 only. Service Advisory TGSR issued on 11/29/05.
AP072412	480			two way	GOS	0.90%	
AP081503	264			two way	GOS	1.18%	BLOCKED HOUR 10,18-19 WEEK OF 11/21/05 STILL SPIKES IN DATA PEAK FACTOR 28.98%. TGSR issued on 12/2/05.
AP077429	168			two way	GOS	1.28%	
AP077364	72			two way	TOLL-DDD	1.33%	
AP081500	192			two way	GOS	1.48%	
AP077405	132			two way	GOS	1.61%	
AP081877	456			two way	GOS	1.82%	
AP077417	168			two way	GOS	2.02%	Consistent blocking each week. Order NOM037961 was issued to add 24 trunks with a due date of 12/2/05. Since completion we have had no blocking.
AP081953	312			two way	GOS	2.18%	Blocking on study week 11/7/05 on hours 10 - 12 and 14 - 18. TGSR sent on
AP081645	120			two way	GOS	2.30%	
AP080835	468			two way	TOLL-DDD	2.52%	
AP081627	142			two way	GOS	4.07%	
AP081502	216			two way	GOS	5.52%	
Percent of trunks meeting standard:						95.60%	
Total number of trunk groups:						387	
Number of trunk groups out of compliance for the month:						17	

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	1,854,283	34,965,802	2,994	0.01%
November	1,848,571	32,502,401	3,666	0.01%
December				
YTD Total		399,800,733	41,578	0.01%
Baseline: Sufficient dial central office capacity and equipment shall be provided to meet the requirement of dial tone within three seconds on at least 98% of calls placed. Credits do not apply during periods of emergency or catastrophe, extraordinary or abnormal conditions of operations, such as those resulting from work stoppage, holidays, civil unrest, force majeure or disruptions of service caused by persons or entities other than Qwest.				

WASHINGTON DIAL TONE
NOVEMBER 2005

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
ABERDEEN-HOQUIAM	532	360	424834	10	0.00%
ATWATER	281	206	518498	1	0.00%
AUBURN	833	253	638633	46	0.01%
BLACK DIAMOND	REMOTE OF AUBURN				
BAINBRIDGE ISLAND	842	206	315284	28	0.01%
BATTLEGROUNDS	687	360	195186	82	0.04%
BELFAIR	275	360	137840	3	0.00%
BONNEY LAKE	862	253	191580	2	0.00%
BREMERTON ESSEX	373	360	567192	5	0.00%
BUCKLEY	829	360	52459	0	0.00%
CAMPUS	543	206	253943	0	0.00%
CASTLE ROCK	274	360	104030	371	0.36%
CENTRALIA	736	360	194695	3	0.00%
CHEHALIS	748	360	141634	0	0.00%
CHERRY	241	206	839841	144	0.02%
CLE-ELUM	674	509	38326	0	0.00%
COLBY	871	360	148093	57	0.04%
COLFAX	397	509	28037	0	0.00%
COLVILLE	684	509	97531	0	0.00%
NORTHPORT	REMOTE OF COLVILLE				
COULEE DAM	633	509	30702	0	0.00%
CROSBY	830	360	64326	0	0.00%
CRYSTAL MTN.	663	360	5450	0	0.00%
DAYTON	382	509	23524	0	0.00%
DEER PARK	276	509	108846	0	0.00%
DES MOINES	824	206	258414	10	0.00%
DUWAMISH	762	206	444449	0	0.00%
EAST	322	206	531605	15	0.00%
EASTON	656	509	7095	0	0.00%
ELK	292	509	56860	22	0.04%
ELLIOT	441	206	188765	0	0.00%
EMERSON	361	206	613851	0	0.00%
ENUMCLAW	825	360	148143	0	0.00%
EPHRATA	754	509	52106	0	0.00%
FAIRFAX	325	509	75796	2	0.00%
CHESTNUT	REMOTE OF FAIRFAX				
FEDERAL WAY	839	253	438209	65	0.01%
FORT LEWIS	964	253	102803	0	0.00%
GLENCOURT	453	425	545160	1	0.00%
GRAHAM	847	253	414157	1343	0.32%
GREEN BLUFF	238	509	48659	0	0.00%
GREENFIELD	472	253	646924	23	0.00%
HUDSON	482	509	401187	0	0.00%
ISSAQUAH	392	425	493750	9	0.00%
JOYCE	928	360	7865	0	0.00%
JUNIPER	582	253	549567	42	0.01%
KENT MERIDIAN	630	253	330674	137	0.04%
KENT OBRIEN	251	206	266033	6	0.00%
KENT ULRICH	852	253	513713	41	0.01%
KEYSTONE	534	509	470658	0	0.00%
LACEY	456	360	658413	107	0.02%
LAKEVIEW	522	206	371259	6	0.00%
LENNOX	531	253	740104	8	0.00%
LIBERTY LAKE	255	509	18733	0	0.00%
LOGAN	564	253	323684	27	0.01%
LONGVIEW-KELSO	423	360	633172	34	0.01%
LOON LAKE	233	509	15754	0	0.00%
Main (Seattle)	223	206	1193335	30	0.00%
MAPLE VALLEY	432	425	154571	10	0.01%
MARKET (Fawcett)	272	253	535249	11	0.00%
MERCER ISLAND (Adams)	232	206	258357	23	0.01%
MOSES LAKE	762	509	231235	1	0.00%
MOSES LAKE (AFB)	765	509	37083	0	0.00%
NAPAVINE	262	360	47349	0	0.00%

WASHINGTON DIAL TONE
NOVEMBER 2005

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
NEWMAN LAKE	226	509	41459	0	0.00%
OCEAN SHORES	289	360	84074	0	0.00%
OMAK-OKANOGAN	826	509	97558	0	0.00%
ORCHARDS	253	360	932507	109	0.01%
ORVILLE	476	509	24422	0	0.00%
OTHELLO	488	509	94750	0	0.00%
PARKWAY	721	206	511615	126	0.02%
PASCO	545	509	415692	4	0.00%
PATEROS	923	509	7812	0	0.00%
POMEROY	843	509	14984	0	0.00%
PT. ANGELES	452	360	215988	1	0.00%
PT. LUDLOW	437	360	43832	0	0.00%
PT. ORCHARD	876	360	269187	91	0.03%
SUNNYSLOPE	REMOTE OF PT. ORCHARD				
PT. TOWNSEND	385	360	255006	7	0.00%
PUYALLAP	841	253	713793	1	0.00%
REGENT	671	360	983611	108	0.01%
LUMMI	REMOTE OF REGENT				
RENTON	226	425	815416	62	0.01%
RIDGEFIELD	887	360	54339	0	0.00%
RIVERSIDE	455	509	482147	49	0.01%
MORAN	REMOTE OF RIVERSIDE				
ROCHESTER	273	360	130908	0	0.00%
ROY	843	253	57701	0	0.00%
SEQUIM	683	360	155123	3	0.00%
SHELTON	426	360	335118	103	0.03%
HOODSPORT	REMOTE OF SHELTON				
SHERWOOD	641	425	478143	3	0.00%
SILVERDALE	692	360	243535	14	0.01%
SKYLINE	752	253	313272	0	0.00%
SPRINGDALE	258	509	36069	0	0.00%
SUMNER	863	253	215935	9	0.00%
BONNEY LAKE	REMOTE OF SUMNER				
SUNSET	782	206	366483	29	0.01%
VANCOUVER NO. SALMON CRK(NO)	573	360	275725	7	0.00%
VANCOUVER OXFORD	693	360	735784	11	0.00%
WAITSBURG	337	509	12926	0	0.00%
WALLA WALLA (incl Touchet)	522	509	635011	13	0.00%
TOUCHET	REMOTE OF WALLA WALLA				
WALNUT	922	509	734290	0	0.00%
WARDEN	349	509	29604	0	0.00%
WAVERLY-2	922	253	225993	1	0.00%
WAVERLY-7	927	253	509207	26	0.01%
WEST	965	509	490330	0	0.00%
WHITEHALL	352	360	978394	77	0.01%
EVERGREEN	REMOTE OF WHITEHALL				
WHITWORTH	466	509	353888	73	0.02%
WINLOCK	785	360	38370	7	0.02%
YAKIMA CHESTNUT	244	509	750838	2	0.00%
YAKIMA WEST	965	509	396337	5	0.00%
TOTAL			32502401	3666	0.01%

Washington Commission Complaint Report
November 2005

Date Complaint Opened	Date of Violation	Violation Cited*	# of Occurrences	Commission Complaint Number	Type of Complaint	Disputes/Comments
	11/23/2005	WAC 480-120-166	1	94970	Disputed Bill	
Total for month						
<p>Baseline: Provide a complete and detailed response to the Commission Consumer Affairs staff in accordance with the WAC 480-120-166, within two business days of receipt of a commission inquiry for service affecting complaints and within five business days for non-service affecting complaints.</p>						
<p>Note: This report only reflects Washington customer complaints for the period reported, where the WUTC assessed a violation in 2004 based on non-compliance with WAC 480-120-166 or the merger agreement commitment (UT-991358) to provide a complete and detailed response within two business days for service affecting complaints and within five business days for non-service affecting complaints. Qwest can only report violations by the WUTC staff, which are forwarded to Qwest, as the complaint is being worked or once the complaint is closed by the WUTC.</p>						

Washington Customer Service Guarantee Program Credits
November 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 of 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	156216	4620	9585	1368599	993	5212	14797		
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 of 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	44376	1475	3906	123044	313	949	4855		

Missed Appointments/Commitments - Repair Residence		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) missed due to Company reasons.		Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons.		Number of Scheduled Commitments (non-dispatched tickets) missed due to Exclusions.	
Measurement Period	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) missed due to Company reasons.	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets) missed due to Exclusions.	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) missed due to Company reasons.	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets) missed due to 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	124508	7631	642	42393	911	2	1266				
Missed Appointments/Commitments - Repair Business		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) missed due to Company reasons.		Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons.		Number of Scheduled Commitments (non-dispatched tickets) missed due to Exclusions.	
Measurement Period	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) missed due to Company reasons.	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets) missed due to Exclusions.	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) missed due to Company reasons.	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets) missed due to 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	15241	1216	187	6017	130	2	333				

Missed Appointments/Commitment Credits Paid - Install Residence/Business (New Connect/Reconnect)		Number of RESIDENCE customers receiving credits for company missed appointments/com- mits-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- mits-Install		Total amount of missed appointments credits paid.		Month Credit Paid Upon Credit Issued/Bill Date	
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		5149		\$277,047				2132		\$118,198			
Missed Appointments/Commitment Credits Paid - Repair													
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		9708		\$455,375				1190		\$59,500			

Baseline: VN U-40-2.2:B:1.b./VN 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.
Effective 10/30/05 the amount of the credit changed from \$50.00 to \$25.00

Washington Customer Service Guarantee Program Credits
November 2005

Delayed Primary Exchange Alternative	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD # of credits paid
Residence													349033
# of completed orders for installation of primary service													
# of completed orders for primary service installed w/ 5 bus. days													344965
# of credits-First Month's Charge(HO Recurring)													2703
Amount of credit-First Month's Charge(HO Recur)													\$33,537.00
Eff:10/30/05 the Held Order Recurring Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.													
# of credits-Installation (HO, NonRecur)													2705
Amount of credits-Installation (Ho NonRecur)													\$82,322.00
# of \$100 Bill Credits													2703
Amount of \$100 Bill Credits													\$285,200.00
Eff:10/30/05 the \$100 Bill Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.													
# 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													1
Amount of cell vouchers*													0
*Note: Cellular vouchers are paid to Verizon, for Qwest customers located in Washington using Verizon wireless loaner telephones.													
Eff:10/30/05 the Cellular Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.													
# of Remote Call Forwarding-Recurring													15
Amount of Remote Call Forwarding-Recurring													\$240.00
# of Remote Call Forwarding-Non-Recurring													2
Amount of Remote Call Forwarding-Non-Recurring													\$50.00
YTD Total Amount of Credits Paid	\$36,672	\$30,179	\$27,990	\$28,008	\$27,123	\$36,727	\$46,770	\$42,461	\$44,698	\$42,345	\$38,639	\$0	\$401,612.00

Washington Customer Service Guarantee Program Credits
November 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													44551
# of completed orders for primary service installed w/i 5 bus. days													43175
# of credits-First Month's Charge (HO Recurring)													856
Amount of credit-First Month's Charge (HO Recur)													\$36,919.00
Eff:10/30/05 the Held Order Recurring Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.													
# of credits-Installation (HO, NonRecur)													856
Amount of credits-Installation (HO, NonRecur)													\$65,918.00
# of \$100-Bill Credits													857
Amount of \$100-Bill Credits													\$101,235.00
Eff:10/30/05 the \$100 Bill Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.													
# of Voice Mail Recurring Credits													0
Amount of Voice Mail Recurring Credits													\$0.00
# of Voice Mail Nonrecurring Credits													23
Amount of Voice Mail Nonrecurring Credits													\$161.00
#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.													
Eff:10/30/05 the Cellular Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.													
# of Remote Call Fwding-Recurring													0
Amount of Remote Call Fwding-Recurring													\$0.00
# of Remote Call Fwding-Non-Recurring													26
Amount of Remote Call Fwding-Non-Recurring													\$650.00
YTD Total Number of Credits Paid													2618
YTD Total Amount of Credits Paid	\$15,239	\$14,418	\$17,187	\$11,105	\$24,093	\$25,231	\$15,856	\$18,261	\$23,502	\$18,087	\$22,095	\$205,074.00	

Washington Customer Service Guarantee Program Credits
November 2005

REPORT: Out of Service Customer Bill Credits		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
Measurement Period 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	1507	1247	\$6,230.87	77	60	\$862.18		
Eff: 10/30/05 this provision is no longer required to be reported. Zero represents no data reported for Nov/Dec05								
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	130	103	\$514.30	6	4	\$62.89		
Eff: 10/30/05 this provision is no longer required to be reported. Zero represents no data reported for Nov/Dec05								
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	1637	1350	\$6,745.17	83	64	\$925.07		
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 of 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		Eff 10/30/05 this provision is no longer required to be reported. Zero represents no data reported for Nov/Dec05		Eff 10/30/05 this provision is no longer required to be reported. Zero represents no data reported for Nov/Dec05	
Total Trouble Report Rate	Exchange Out of Compliance	# of Customers Served	Actual Working Numbers Paid	Month Credit Paid	
Measurement Period					
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	1	680	680	N/A	
Residence					
Eff 10/30/05 this provision is no longer required to be reported. Zero represents no data reported for Nov/Dec05					
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	1	560	560	NA	
Business					
Eff 10/30/05 this provision is no longer required to be reported. Zero represents no data reported for Nov/Dec05					
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	1	120	120		
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.					
Eff 10/30/05 this provision is no longer required to be reported. Zero represents no data reported for Nov/Dec05					

Washington Customer Service Guarantee Program Credits
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REPORT: Dial Tone Speed Bill Credits									
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									
YTD Total	0	0	0	N/A	Eff: 10/30/05 this provision is no longer required to be reported. Zero represents no data reported for Nov/Dec05				

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.