



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

August 29, 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 July 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

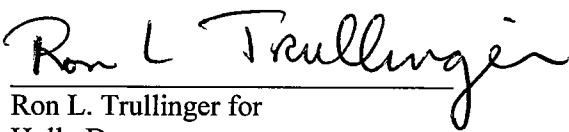
The Service Order Interval Missed Commitment Report enclosed includes all orders completed in July 2005. Information is provided for each exchange and includes orders for primary service, orders held beyond five business days and orders not completed within 90 days. The order count used for this report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

RECEIVED  
RECORDS MANAGEMENT  
05 AUG 30 AM 11:36  
STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

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

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

Very truly yours,

By   
Ron L. Trullinger for  
Holly Dean

Enclosures

## INSTALLATION APPOINTMENTS MET

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

COMPANY NAME: Qwest Corporation

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

MONTH/YEAR	8/04	9/04	10/04	11/04	12/04	01/05	02/05	03/05	04/05	05/05	06/05	07/05
PERCENTAGE	99.6	99.6	99.6	99.6	99.7	99.7	99.7	99.8	99.7	99.6	99.5	99.5

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

## HELD ORDERS

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

COMPANY NAME: Qwest Corporation

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

MONTH/YEAR	8/04	9/04	10/04	11/04	12/04	01/05	02/05	03/05	04/05	05/05	06/05	07/05
RATIOS	0.89	0.96	0.80	0.92	0.81	0.77	0.70	0.69	0.78	1.55	1.90	1.63

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

WA Year To Date Age Report For Jul 2005																		
For End of Month Jul 2005																		
Excludes Customer Reasons																		
Completed (Met/Missed Due Date)						Year To Date			Open (Missed Due Date)									
July									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	< 5 Days	5 <= 30	31 <= 60	> 60	
Inside Base Rate																		
BP																		
BR																		
BS																		
PC																		
RP																		
RR																		
RS																		
TOTAL																		
Outside Base Rate																		
BP																		
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RP																		
RR																		
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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**  
**July 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 July 31, 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 July 2005 indicates that we have completed 38,681 (98.4%) orders year to date within 5 business days (new, transfer or change orders with at least one inward line). 632 (1.63%) orders were not completed within 5 business days due to company reasons.

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

- 38,681 orders for lines were completed in July 2005.
- 151,418 total orders were completed in July 2005.
- Qwest missed the commitment/appointment for 754 orders (0.5%) of the total orders completed in July
- 632 orders (1.63%) were not completed in 5 business days (632/38,681). These were all held orders. Information on the Aging Report indicates that █ orders were held in July due to a lack of facilities (886 that have completed +14 that are still pending). Therefore, you can conclude that the July 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 (97%).

<i>VIEW 1</i>	04/05 SOT=NTC Inward R, SB, LB	Not Compl w/i 90 days	Orders Still Open > 60 days (from 07/05 facilities aging report)	Total orders not compl w/i 90 days	90 days (greater than 1%)
State Total	37,015	7	█	10	0.02%

Completed Order Detail, (Report 1)

Column #

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

Missed Commitment Information (Report 2)

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

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

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

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

20] 04/05 SOT=NTC Inward (R, SB, LB): Total of all completed New, Transfer and Changed service orders for April 2005 with at least one inward line, residential, small business, large business.

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

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





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

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	7/05 TOTAL ORDERS SOT= NTC R,SB,LB	7/05 TOTAL ORDERS SOT=NTC R,SB	Company Misses R,SB,LB	Subscriber Misses R,SB,LB	Combined Misses R,SB,LB	COMMITTS Subscriber Missed R,SB,LB	COMMITTS Company Missed R,SB,LB	COMMITTS MET (Combined Missed) R,SB,LB
ABERDEEN-HOQUIAM	532	360	1472	1468	9	13	22	99.11%	99.38%	98.51%
AUBURN	833	253	2939	2921	10	48	58	98.36%	99.65%	98.03%
BAINBRIDGE ISLAND	842	206	939	936	5	25	30	97.32%	99.45%	96.81%
BATTLEGROUND	687	360	1004	1000	15	21	36	97.88%	98.47%	96.41%
BELFAIR	275	360	603	601	8	11	19	98.15%	98.65%	96.85%
BELLEVUE			3919	3862	20	81	101	97.93%	99.49%	97.42%
GLENLCOURT	453	425	1281	1254	9	37	46	97.09%	99.28%	96.41%
SHERWOOD	641	425	2638	2608	11	44	55	98.33%	99.58%	97.92%
BELLINGHAM			3120	3092	11	45	56	98.56%	99.65%	98.21%
LUMMI	758	360	161	160	1	0	1	100.00%	99.38%	99.38%
REGENT	671	360	2959	2932	10	45	55	98.47%	99.66%	98.14%
BLACK DIAMOND	886	360	278	274	3	10	13	96.36%	98.88%	95.32%
BREMERTON			3027	2869	17	37	54	98.78%	99.44%	98.22%
CROSBY	373	360	292	292	6	4	10	98.60%	97.92%	96.58%
BREM ESSEX	830	360	2682	2524	10	33	43	98.76%	99.62%	98.40%
SUNNYSLOPE	674	360	53	53	1	0	1	100.00%	98.11%	98.11%
BUCKLEY	829	360	231	231	1	1	2	99.57%	99.57%	99.13%
CASTLE ROCK	274	360	409	408	3	4	7	99.01%	99.26%	98.29%
CENTRALIA	736	360	976	974	7	17	24	98.25%	99.27%	97.54%
CHEHALIS			766	752	9	14	23	98.17%	98.83%	97.00%
CHEHALIS	748	360	587	574	6	9	15	98.45%	98.96%	97.44%
NAPAVINE	262	360	179	178	3	5	8	97.16%	98.28%	95.53%
CLE-ELUM	674	509	217	214	3	8	11	96.26%	98.56%	94.93%
COLFAX	397	509	197	192	1	2	3	98.98%	99.49%	98.48%
COLVILLE	684	509	477	473	3	10	13	97.89%	99.36%	97.27%
COPALIS										
(OCEAN SHORES)	289	360	293	293	6	2	8	99.30%	97.94%	97.27%
COULLEE DAM	633	509	140	140	2	2	4	98.55%	98.55%	97.14%
CRYSTAL MTN.	663	360	46	46	0	0	0	100.00%	100.00%	100.00%
DAYTON	382	509	151	151	2	3	5	97.99%	98.65%	96.69%
DEER PARK	276	509	496	492	8	5	13	98.98%	98.37%	97.38%
DES MOINES			3794	3775	5	33	38	99.13%	99.87%	99.00%
DES MOINES	824	206	1459	1457	3	16	19	98.90%	99.79%	98.70%
FEDERAL WAY	839	253	2335	2318	2	17	19	99.27%	99.91%	99.19%
EASTON	656	509	29	29	2	1	3	96.30%	92.86%	89.66%
ELK	292	509	256	256	1	3	4	98.82%	99.60%	98.44%
ENUMCLAW	825	360	701	694	1	16	17	97.71%	99.85%	97.57%
EPHRATA	754	509	246	242	0	2	2	99.19%	100.00%	99.19%
GRAHAM	847	253	1989	1986	14	27	41	98.63%	99.29%	97.94%
GREEN BLUFF	238	509	143	143	3	3	6	97.86%	97.86%	95.80%
HOODSPORT	877	360	171	171	0	1	1	99.42%	100.00%	99.42%
ISSAQUAH	392	425	1676	1670	9	43	52	97.42%	99.45%	96.90%
KENT			4990	4954	19	68	87	98.64%	99.62%	98.26%

Washington Service Order Interval Missed Commitment Report  
 Based on 2003 and 2004 Orders (Report 1, Completed Orders)  
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EXCHANGES	WC	AREA CODE	7/05 TOTAL ORDERS SOT= NTC R,SB,LB	7/05 TOTAL ORDERS SOT=NTC R,SB	Company Misses R,SB,LB	Subscriber Misses R,SB,LB	Combined Misses R,SB,LB	COMMENTS Subscriber Missed R,SB,LB	COMMENTS Company Missed R,SB,LB	COMMENTS MET (Combined Missed) R,SB,LB
MERIDIAN	253	360	1641	1634	7	25	32	98.47%	99.57%	98.05%
OBRIEN	251	206	252	234	1	7	8	97.21%	99.59%	96.83%
ULRICH	852	253	3097	3086	11	36	47	98.83%	99.64%	98.48%
LIBERTY LAKE	255	509	102	102	0	0	0	100.00%	100.00%	100.00%
LONGVIEW-KELSO	423	360	3141	3123	27	64	91	97.94%	99.12%	97.10%
LOON LAKE	233	509	123	123	0	3	3	97.56%	100.00%	97.56%
MAPLE VALLEY	432	425	1003	998	5	23	28	97.70%	99.49%	97.21%
MOSES LAKE			1228	1219	17	21	38	98.29%	98.62%	96.91%
MOSES LAKE(AFB)	762	509	290	286	3	6	9	97.91%	98.94%	96.90%
MOSES LAKE	765	509	938	933	14	15	29	98.38%	98.48%	96.91%
NEWMAN LAKE	226	509	145	145	0	3	3	97.93%	100.00%	97.93%
NORTHPORT	732	509	64	64	1	1	2	98.41%	98.41%	96.88%
OLYMPIA			7624	7032	16	129	145	98.31%	99.79%	98.10%
EVERGREEN	866	360	536	535	2	14	16	97.38%	99.62%	97.01%
LACEY	456	360	3586	3542	8	46	54	98.71%	99.77%	98.49%
WHITEHALL	352	360	3502	2955	6	69	75	98.03%	99.83%	97.86%
OMAK-OKANOGAN	826	509	545	542	1	11	12	97.98%	99.81%	97.80%
OROVILLE	476	509	152	148	2	0	2	100.00%	98.68%	98.68%
OTHELLO	488	509	425	421	2	4	6	99.05%	99.52%	98.59%
PASCO	545	509	2220	2214	19	26	45	98.82%	99.13%	97.97%
PATEROS	923	509	53	53	1	1	2	98.08%	98.08%	96.23%
POMEROY	843	509	83	81	0	0	0	100.00%	100.00%	100.00%
PT. ANGELES			1390	1381	5	31	36	97.77%	99.64%	97.41%
JOYCE	928	360	80	80	0	2	2	97.50%	100.00%	97.50%
PT. ANGELES	452	360	1310	1301	5	29	34	97.78%	99.61%	97.40%
PT. LUDLOW	437	360	165	164	3	2	5	98.77%	98.16%	96.97%
PT. ORCHARD			1949	1943	8	29	37	98.51%	99.59%	98.10%
COLBY	871	360	740	737	1	10	11	98.65%	99.86%	98.51%
PT. ORCHARD	876	360	1209	1206	7	19	26	98.42%	99.41%	97.85%
PT. TOWNSEND	385	360	857	839	4	26	30	96.95%	99.52%	96.50%
PUYALLAP	841	253	3668	3651	20	54	74	98.52%	99.45%	97.98%
RENTON	226	425	4880	4847	29	63	92	98.70%	99.40%	98.11%
RIDGEFIELD	887	360	285	285	10	7	17	97.45%	96.40%	94.04%
ROCHESTER	273	360	486	486	0	4	4	99.18%	100.00%	99.18%
ROY	842	253	178	178	3	2	5	98.86%	98.30%	97.19%
SEATTLE			2777	2716	136	526	662	98.11%	99.51%	97.62%
ATWATER	281	206	1894	1881	11	44	55	97.66%	99.41%	97.10%
CAMPUS	543	206	1014	1005	8	30	38	97.02%	99.19%	96.25%
CHERRY	241	206	3891	3838	14	73	87	98.12%	99.63%	97.76%
DUWAMISH	762	206	1581	1380	8	25	33	98.41%	99.49%	97.91%
EAST	322	206	3695	3687	19	65	84	98.23%	99.48%	97.73%
ELLIOT	441	206	796	787	2	13	15	98.36%	99.74%	98.12%
EMERSON	361	206	3147	3115	8	48	56	98.47%	99.74%	98.22%
LAKEVIEW	522	206	2265	2253	15	59	74	97.38%	99.32%	96.73%

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	223	206	1870	1594	15	43	58	97.68%	99.18%	96.90%
MAIN										
MERCER ISLAND (Adams)	232	206	675	667	5	12	17	98.21%	99.25%	97.48%
PARKWAY	721	206	2604	2586	19	30	49	98.84%	99.26%	98.12%
SUNSET	782	206	2148	2141	10	48	58	97.75%	99.52%	97.30%
WEST	932	206	2197	2182	2	36	38	98.36%	99.91%	98.27%
SEQUIM	683	360	914	912	7	17	24	98.13%	99.22%	97.37%
SHELTON	426	360	1329	1325	2	21	23	98.42%	99.85%	98.27%
SILVERDALE	692	360	1291	1278	3	18	21	98.60%	99.76%	98.37%
SPOKANE			13961	13852	61	220	281	98.42%	99.56%	97.99%
CHESTNUT	244	509	389	384	1	7	8	98.20%	99.74%	97.94%
FAIRFAX	325	509	2071	2055	7	34	41	98.35%	99.66%	98.02%
HUDSON	482	509	2100	2087	10	19	29	99.09%	99.52%	98.62%
KEYSTONE	534	509	1425	1418	4	17	21	98.80%	99.72%	98.53%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE							
RIVERSIDE	455	509	2466	2432	10	49	59	98.01%	99.59%	97.61%
WALNUT	922	509	3638	3612	14	60	74	98.34%	99.61%	97.97%
WHITWORTH	466	509	1872	1864	15	34	49	98.17%	99.18%	97.38%
SPRINGDALE	258	509	154	152	1	7	8	95.42%	99.32%	94.81%
SUMNER (BonneyLake)	863	253	1961	1956	20	47	67	97.58%	98.96%	96.58%
TACOMA			19799	19686	73	282	355	98.58%	99.63%	98.21%
FORT LEWIS	964	253	1028	1027	2	20	22	98.05%	99.80%	97.86%
GREENFIELD	472	253	2921	2900	9	37	46	98.73%	99.69%	98.43%
JUNIPER	582	253	3152	3136	11	43	54	98.63%	99.65%	98.29%
LENNOX	531	253	3769	3760	17	51	68	98.64%	99.54%	98.20%
LOGAN	564	253	1603	1593	7	25	32	98.43%	99.56%	98.00%
MARKET (Fawcett)	272	253	2037	2017	5	30	35	98.52%	99.75%	98.28%
SKYLINE	752	253	1322	1316	4	23	27	98.25%	99.69%	97.96%
WAVERLY-2	922	253	620	608	1	6	7	99.03%	99.84%	98.87%
WAVERLY-7	927	253	3347	3329	17	47	64	98.59%	99.48%	98.09%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA							
VANCOUVER			10324	10275	50	179	229	98.27%	99.52%	97.78%
ORCHARDS	253	360	5402	5378	26	84	110	98.44%	99.51%	97.96%
OXFORD	693	360	3055	3042	11	48	59	98.42%	99.63%	98.07%
SALMON CREEK (VANCVR NO)	573	360	1867	1855	13	47	60	97.46%	99.29%	96.79%
WAITSBURG	337	509	61	61	0	1	1	98.36%	100.00%	98.36%
WALLA WALLA	522	509	1530	1503	10	20	30	98.68%	99.34%	98.04%
WARDEN	349	509	128	128	1	1	2	99.21%	99.21%	98.44%
WINLOCK	785	360	187	186	3	5	8	97.28%	98.35%	95.72%
YAKIMA			4929	4901	14	50	64	98.99%	99.72%	98.70%
CHESTNUT	244	509	3737	3710	8	29	37	99.22%	99.78%	99.01%
WEST	965	509	1192	1191	6	21	27	98.23%	99.49%	97.73%

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

July 2005

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	7/05 TOTAL ORDERS SOT= NTC R,SB,LB	7/05 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	612	611	3	9	12	98.52%	99.50%	98.04%
WC TOTAL			151418	149290	754	2463	3217	98.37%	99.50%	97.88%

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

1	2	3	12	13	14	15	16	17	18	19	12	21	22
	WC	AREA	7/05	7/05	NOT	5 DAY	SUM OF	SUM OF ORDERS	% MET	% Missed	4/05	NOT	90 DAYS
	CODE	CODE	SOT=NTC	SOT=NTC	COMPL	(Greater	ORDERS	WIDD > 5 DAYS;			SOT=NTC	COMPL	(GRTR
			INWARD	INWARD	W/ 5	than 10%)	WIDD > 5	CR; 5 Lines or			INWARD	W/ 90	THAN 1%)
			R,SB,LB	R,SB	DAYS		days;	Less Missed Appt.			R,SB,LB	DAYS	
							Customer	Company					
							Reasons	Reasons					
EXCHANGES			350	350	7	2.00%	35	1	97.14%	2.86%	336	0	0.00%
ABERDEEN-HOQUIAM	532	360	720	715	9	1.25%	113	0	100.00%	0.00%	721	0	0.00%
AUBURN	833	253	203	203	4	1.97%	52	0	100.00%	0.00%	224	0	0.00%
BAINBRIDGE ISLAND	842	206	223	221	6	2.69%	42	2	95.24%	4.76%	231	0	0.00%
BATTLEGROUND	687	360	144	143	8	5.56%	26	2	92.31%	7.69%	160	0	0.00%
BELFAIR	275	360	1027	1007	13	1.27%	202	0	100.00%	0.00%	1053	0	0.00%
BELLEVUE			344	332	5	1.45%	86	0	100.00%	0.00%	375	0	0.00%
GLENCOURT	453	425	683	675	8	1.17%	116	0	100.00%	0.00%	678	0	0.00%
SHERWOOD	641	425	975	968	12	1.23%	170	1	99.41%	0.59%	914	0	0.00%
BELLINGHAM			39	39	1	2.56%	8	0	100.00%	0.00%	31	0	0.00%
LUMMI	758	360	936	929	11	1.18%	162	1	99.38%	0.62%	883	0	0.00%
REGENT	671	360	67	66	3	4.48%	14	0	100.00%	0.00%	35	0	0.00%
BLACK DIAMOND	886	360	737	712	9	1.22%	114	2	98.25%	1.75%	737	0	0.00%
BREMERTON			45	45	3	6.67%	12	1	91.67%	8.33%	41	0	0.00%
CROSBY	373	360	688	663	5	0.73%	102	1	99.02%	0.98%	688	0	0.00%
BREM ESSEX	830	360	4	4	1	25.00%	0	0	0.00%	0.00%	8	0	0.00%
SUNNYSLOPE	674	360	41	41	1	2.44%	7	0	100.00%	0.00%	53	0	0.00%
BUCKLEY	829	360	99	98	2	2.02%	14	0	100.00%	0.00%	81	0	0.00%
CASTLE ROCK	274	360	259	259	5	1.93%	34	2	94.12%	5.88%	223	0	0.00%
CENTRALIA	736	360	203	198	8	3.94%	28	1	96.43%	3.57%	201	1	0.50%
CHEHALIS			152	147	5	3.29%	22	1	95.45%	4.55%	158	0	0.00%
CHEHALIS	748	360	51	51	3	5.88%	6	0	100.00%	0.00%	43	1	2.33%
NAPAVINE	262	360	73	72	2	2.74%	10	0	100.00%	0.00%	56	0	0.00%
CLE-ELUM	674	509	52	50	0	0.00%	12	0	100.00%	0.00%	31	0	0.00%
COLFAX	397	509	127	126	3	2.36%	20	2	90.00%	10.00%	132	2	1.52%
COLVILLE	684	509											
COPALIS			88	88	5	5.68%	12	1	91.67%	8.33%	89	0	0.00%
(OCEAN SHORES)	289	360	43	43	2	4.65%	3	0	100.00%	0.00%	38	0	0.00%
COULEE DAM	633	509	6	6	0	0.00%	0	0	0.00%	0.00%	6	0	0.00%
CRYSTAL MTN.	663	360	42	42	2	4.76%	3	0	100.00%	0.00%	38	0	0.00%
DAYTON	382	509	133	130	7	5.26%	28	0	100.00%	0.00%	111	0	0.00%
DEER PARK	276	509	855	850	3	0.35%	115	1	99.13%	0.87%	809	0	0.00%
DES MOINES			320	319	2	0.63%	44	1	97.73%	2.27%	294	0	0.00%
DES MOINES	824	206	535	531	2	0.19%	71	0	100.00%	0.00%	515	0	0.00%
FEDERAL WAY	839	253	11	11	1	9.09%	0	0	0.00%	0.00%	7	0	0.00%
EASTON	656	509	62	62	2	3.23%	7	0	100.00%	0.00%	41	0	0.00%
ELK	292	509	124	120	0	0.00%	23	0	100.00%	0.00%	150	0	0.00%
ENUMCLAW	825	360	78	77	0	0.00%	6	0	100.00%	0.00%	86	0	0.00%
EPHRATA	754	509	431	430	13	3.02%	72	2	97.22%	2.78%	345	0	0.00%
GRAHAM	847	509	24	24	1	4.17%	8	0	100.00%	0.00%	38	0	0.00%
GREEN BLUFF	238	509	59	59	0	0.00%	11	0	100.00%	0.00%	50	0	0.00%
HOODSPORT	877	360	562	557	7	1.25%	133	3	97.74%	2.26%	450	1	0.22%
ISSAQUAH	392	425	1238	1225	18	1.45%	199	5	97.49%	2.51%	1188	0	0.00%
KENT			356	354	7	1.97%	81	3	96.30%	3.70%	318	0	0.00%
MERIDIAN	253	360	54	54	1	1.64%	10	0	100.00%	0.00%	81	0	0.00%
O'BRIEN	251	206	821	817	10	1.22%	108	2	98.15%	1.85%	789	0	0.00%
ULRICH	852	253											

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

1	2	3	12	13	14	15	16	17	18	19	21	22
EXCHANGES	WC	AREA CODE	7/05 SOT=NTC INWARD R,SB,LB	7/05 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; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	4/05 SOT=NTC INWARD R,SB,LB	90 DAYS (GRTR THAN 1%)
LIBERTY LAKE	255	509	20	20	0	0.00%	4	0	100.00%	0.00%	24	0
LONGVIEW-KELSO	423	360	797	794	21	2.63%	100	5	95.00%	5.00%	783	0
LOON LAKE	233	509	36	36	0	0.00%	4	0	100.00%	0.00%	25	0
MAPLE VALLEY	432	425	242	240	3	1.24%	58	0	100.00%	0.00%	180	0
MOSES LAKE			346	341	15	4.34%	40	2	95.00%	5.00%	329	0
MOSES LAKE (AFB)	762	509	72	71	3	4.17%	3	0	100.00%	0.00%	59	0
MOSES LAKE	765	509	274	270	12	4.38%	37	2	94.59%	5.41%	270	0
NEWMAN LAKE	226	509	42	42	0	0.00%	6	0	100.00%	0.00%	39	0
NORTHPORT	732	509	12	12	1	8.33%	1	1	100.00%	100.00%	20	0
OLYMPIA			1952	1918	13	0.67%	336	1	99.70%	0.30%	1711	0
EVERGREEN	866	360	158	157	1	0.63%	32	0	100.00%	0.00%	130	0
LACEY	456	360	918	913	7	0.76%	156	1	99.36%	0.64%	796	0
WHITEHALL	352	360	876	848	5	0.57%	148	0	100.00%	0.00%	785	0
OMAK-OKANOGAN	826	509	177	177	2	1.13%	19	0	100.00%	0.00%	148	0
OROVILLE	476	509	55	55	2	3.64%	4	0	100.00%	0.00%	42	0
OTHELLO	488	509	106	104	2	1.89%	10	0	100.00%	0.00%	116	0
PASCO	545	509	547	546	19	3.47%	40	1	97.50%	2.50%	582	0
PATEROS	923	509	14	14	1	7.14%	1	0	100.00%	0.00%	7	0
POMEROY	843	509	24	22	0	0.00%	2	0	100.00%	0.00%	21	0
PT. ANGELES			331	330	4	1.21%	56	0	100.00%	0.00%	319	0
JOYCE	928	360	25	25	0	0.00%	1	0	100.00%	0.00%	23	0
PT. ANGELES	452	360	306	305	4	1.31%	55	0	100.00%	0.00%	296	0
PT. LUDLOW	437	360	46	46	2	4.35%	13	1	92.31%	7.69%	40	0
PT. ORCHARD			461	459	7	1.52%	82	1	98.78%	1.22%	433	0
COLBY	871	360	174	173	1	0.57%	31	0	100.00%	0.00%	145	0
PT. ORCHARD	876	360	287	286	6	2.09%	51	1	98.04%	1.96%	288	0
PT. TOWNSEND	385	360	253	246	3	1.19%	47	0	100.00%	0.00%	217	0
PUYALLAP	841	253	927	922	17	1.83%	138	3	97.83%	2.17%	836	0
RENTON	226	425	1202	1195	16	1.33%	198	4	97.98%	2.02%	1208	0
RIDGEFIELD	887	360	77	77	4	5.19%	15	1	93.33%	6.67%	54	0
ROCHESTER	273	360	119	119	0	0.00%	23	0	100.00%	0.00%	109	0
ROY	842	253	44	44	3	6.82%	3	0	100.00%	0.00%	53	0
SEATTLE			7227	7089	127	1.76%	1173	20	98.29%	1.71%	7035	1
ATWATER	281	206	556	549	8	1.44%	95	1	98.95%	1.05%	587	0
CAMPUS	543	206	329	327	9	2.74%	55	2	96.36%	3.64%	254	0
CHERRY	241	206	867	854	8	0.92%	96	2	97.92%	2.08%	903	0
DUWAMISH	762	206	318	316	5	1.57%	52	0	100.00%	0.00%	323	0
EAST	322	206	1007	1006	14	1.39%	153	1	99.35%	0.65%	902	0
ELLIOT	441	206	264	260	2	0.76%	42	0	100.00%	0.00%	292	0
EMERSON	361	206	820	816	7	0.85%	125	3	97.60%	2.40%	801	0
LAKEVIEW	522	206	650	647	15	2.31%	146	4	97.26%	2.74%	581	0
MAIN	223	206	563	473	23	4.09%	81	0	100.00%	0.00%	624	0
MERCER ISLAND (Adams)												
	232	206	187	182	5	2.67%	58	1	98.28%	1.72%	156	0
PARKWAY	721	206	538	534	19	3.53%	75	4	94.67%	5.33%	531	1
SUNSET	782	206	575	574	10	1.74%	95	1	98.95%	1.05%	517	0

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

1	2	3	12	13	14	15	16	17	18	19	12	21	22
EXCHANGES	WC	AREA CODE	7/05 SOT=NTC INWARD R,S,B,LB	7/05 SOT=NTC INWARD R,SB	NOT COMPL W/I 5 DAYS	5 DAY (Greater than 10%)	SUM OF ORDERS W/IDD > 5 days; Customer Reasons	SUM OF ORDERS W/IDD > 5 DAYS; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	4/05 SOT=NTC INWARD R,S,B,LB	NOT COMPL W/I 90 DAYS	90 DAYS (GRTR THAN 4%)
WEST	932	206	553	551	2	0.36%	100	1	99.00%	1.00%	564	0	0.00%
SEQUIM	683	360	275	275	7	2.55%	94	4	95.74%	4.26%	233	0	0.00%
SHELTON	426	360	326	325	2	0.61%	43	0	100.00%	0.00%	362	0	0.00%
SILVERDALE	692	360	356	353	3	0.84%	57	0	100.00%	0.00%	298	0	0.00%
SPOKANE			3640	3615	58	1.59%	847	13	98.47%	1.53%	3703	0	0.00%
CHESTNUT	244	509	97	93	1	1.03%	15	1	93.33%	6.67%	99	0	0.00%
FAIRFAX	325	509	500	495	5	1.00%	103	0	100.00%	0.00%	525	0	0.00%
HUDSON	482	509	491	488	7	1.43%	84	0	100.00%	0.00%	549	0	0.00%
KEYSTONE	534	509	334	331	4	1.20%	87	0	100.00%	0.00%	386	0	0.00%
MORAN	441	509											
RIVERSIDE	455	509	752	748	12	1.60%	204	4	98.04%	1.96%	712	0	0.00%
WALNUT	922	509	956	953	15	1.57%	208	3	98.56%	1.44%	892	0	0.00%
WHITWORTH	466	509	510	507	14	2.75%	146	5	96.58%	3.42%	540	0	0.00%
SPRINGDALE	258	509	38	38	2	5.26%	5	0	100.00%	0.00%	41	0	0.00%
SUMNER (BonneyLake)	863	253	446	445	18	4.04%	96	2	97.92%	2.08%	377	0	0.00%
TACOMA			4760	4735	61	1.28%	716	13	98.18%	1.82%	4444	0	0.00%
FORT LEWIS	964	253	356	356	2	0.56%	62	0	100.00%	0.00%	230	0	0.00%
GREENFIELD	472	253	664	660	5	0.75%	84	4	95.24%	4.76%	590	0	0.00%
JUNIPER	582	253	744	739	10	1.34%	86	3	96.51%	3.49%	696	0	0.00%
LENNOX	531	253	834	830	11	1.32%	118	0	100.00%	0.00%	737	0	0.00%
LOGAN	564	253	434	433	9	2.07%	91	3	96.70%	3.30%	449	0	0.00%
MARKET (Fawcett)	272	253	497	493	5	1.01%	75	1	98.67%	1.33%	524	0	0.00%
SKYLINE	752	253	339	339	4	1.18%	66	0	100.00%	0.00%	327	0	0.00%
WAVERLY-2	922	253	150	146	1	0.67%	26	0	100.00%	0.00%	154	0	0.00%
WAVERLY-7	927	253	742	739	14	1.89%	108	2	98.15%	1.85%	737	0	0.00%
TOUCHET	394	509											
VANCOUVER			2764	2742	40	1.45%	478	10	97.91%	2.09%	2684	1	0.04%
ORCHARDS	253	360	1408	1395	19	1.35%	258	4	98.45%	1.55%	1375	0	0.00%
OXFORD	693	360	854	851	8	0.94%	115	1	99.13%	0.87%	846	0	0.00%
SALMON CREEK (VANCVR NO)	573	360	502	496	13	2.59%	105	5	95.24%	4.76%	463	1	0.22%
WAITSBURG	337	509	16	16	0	0.00%	2	0	100.00%	0.00%	15	0	0.00%
WALLA WALLA	522	509	423	421	7	1.65%	39	0	100.00%	0.00%	428	1	0.23%
WARDEN	349	509	33	33	1	3.03%	1	0	100.00%	0.00%	21	0	0.00%
WINLOCK	785	360	41	40	4	9.76%	3	0	100.00%	0.00%	45	0	0.00%
YAKIMA			1282	1277	11	0.86%	128	0	100.00%	0.00%	1221	0	0.00%
CHESTNUT	244	509	965	960	7	0.73%	73	0	100.00%	0.00%	920	0	0.00%
WEST	965	509	317	317	4	1.26%	55	0	100.00%	0.00%	301	0	0.00%
Washington Customers Served by Exchanges in Neighboring States													
Clarkston	751	509	168	168	3	1.79%	22	0	100.00%	0.00%	178	0	0.00%
WC TOTAL			38681	38284	632	1.63%	6417	107	98.33%	1.67%	37015	7	0.02%

WASHINGTON REPAIR COMMITMENTS MET  
JULY 2005

Measurement Period 2005	# of Repair Tickets	Repair Commitments Met	Repair Commitments Missed	% Met	Force Majeure Exclusions	Physically Obstructed Exclusions
January	18,241	17,147	1094	94.00%	51	105
February	13,348	12,805	543	95.93%	29	62
March	17,068	16,465	603	96.47%	48	55
April	15,158	14,513	645	95.74%	35	56
May	17226	16138	1088	93.68%	112	63
June	17,810	17,010	800	95.51%	78	60
July	18,921	17,981	940	95.03%	123	88
August						
September						
October						
November						
December						
<b>YTD Total</b>	<b>117,772</b>	<b>112,059</b>	<b>5,713</b>	<b>95.15%</b>	<b>476</b>	<b>489</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  
JULY 2005

EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Jul-05	Jul-05	Jun-05	May-05	Apr-05	Mar-05	Feb-05	Jan-05	Dec-04	Nov-04	Oct-04	Sep-04	Aug-04			
Report Rate > 4.00					0	0	0	0	0	0	0	0	0	0	0	0	0	0
ABERDEEN	0	532	16462	127	0.77	0.71	0.82	0.70	1.09	0.62	1.01	1.46	1.32	0.90	0.86	1.11	0.86	1.11
AUBURN	0	833	33100	364	1.10	1.05	1.05	1.06	1.02	1.01	1.21	1.17	0.78	1.04	1.07	1.12	1.07	1.12
BAINBRIDGE	0	842	13981	160	1.14	0.98	1.18	0.96	1.77	1.11	1.38	1.39	1.07	1.13	1.48	1.52	1.48	1.52
BATTLE GROUND	0	687	11596	151	1.30	1.48	1.34	1.84	1.02	0.82	2.13	2.88	1.66	1.39	2.12	2.12	2.12	2.12
BELFAIR	0	275	8190	161	1.97	1.66	1.60	1.27	1.05	1.32	2.14	2.36	1.40	1.45	2.33	1.51	2.33	1.51
BELLEVUE	0		69819	503	0.72	0.63	0.69	0.63	0.69	1.11	1.11	0.85	0.69	0.68	0.79	2.44	0.79	2.44
GLENCOURT	0	453	27174	161	0.59	0.45	0.56	0.48	0.53	0.48	0.61	0.58	0.69	0.60	0.63	0.65	0.63	0.65
SHERWOOD	0	641	42645	342	0.80	0.75	0.78	0.73	0.79	1.05	1.43	1.03	0.69	0.73	0.90	3.57	0.90	3.57
BELLINGHAM	0		42432	250	0.59	0.86	0.50	0.56	0.63	0.66	0.66	0.76	0.92	0.77	0.69	0.88	0.69	0.88
LUMMI	0	758	1529	15	0.98	1.11	1.30	1.18	0.98	1.18	1.17	0.39	1.03	1.80	1.35	1.09	1.35	1.09
REGENT	0	671	40903	235	0.57	0.85	0.47	0.54	0.62	0.54	0.64	0.77	0.92	0.74	0.67	0.87	0.67	0.87
BLACK DIAMOND	0	886	3505	30	0.86	1.37	1.14	1.35	1.34	2.57	1.48	1.79	0.91	2.05	1.14	0.88	1.14	0.88
BREMERTON	0		39243	233	0.59	0.60	0.55	0.52	0.65	0.84	0.84	0.76	0.76	0.68	0.72	0.74	0.68	0.74
BREMERTON ESX	0	373	34916	169	0.48	0.52	0.53	0.49	0.62	1.22	0.77	0.69	0.71	0.59	0.66	0.62	0.66	0.62
CROSBY	0	830	3505	57	1.63	1.34	0.85	0.80	1.08	0.45	1.44	1.45	1.33	1.57	1.26	1.80	1.26	1.80
SUNNYSLOPE	0	674	822	7	0.85	0.84	0.53	0.72	0.48	0.83	1.67	0.72	0.60	0.97	0.84	1.08	0.84	1.08
BONNEY LAKE	0		Numbers added to Summer															
BUCKLEY	0	829	3296	57	1.73	0.85	1.30	0.87	1.65	1.68	1.29	1.49	0.84	1.38	1.14	1.29	1.14	1.29
CASTLEROCK	1	274	4926	99	2.01	1.99	2.90	3.55	1.46	1.59	1.74	2.25	2.24	3.71	2.12	4.26	2.12	4.26
CENTRALIA	0	736	10112	79	0.78	1.03	1.04	0.74	0.88	0.68	1.21	1.24	1.14	1.03	1.28	1.08	1.03	1.28
CHEHALIS	0		10667	91	0.85	0.96	1.11	0.71	0.99	1.02	1.02	1.05	1.21	0.96	0.89	1.28	0.96	1.28
CHEHALIS	0	748	8029	62	0.77	0.88	1.28	0.66	0.99	0.78	0.85	0.95	1.14	0.88	0.85	1.22	0.88	1.22
NAPAVINE	0	262	2638	29	1.10	1.18	0.57	0.88	0.99	0.84	1.53	1.38	1.42	1.22	1.00	1.47	1.22	1.47
CLE-ELUM	0	674	3361	44	1.31	0.75	0.57	1.02	0.90	0.60	0.93	0.69	0.96	1.42	1.11	2.68	1.42	2.68
COLFAX	0	397	2494	34	1.36	1.97	0.56	0.64	0.91	0.59	0.79	0.83	1.37	1.22	2.38	1.23	1.22	2.38
COLVILLE	0	684	7143	78	1.09	1.56	0.83	0.66	1.07	0.80	0.72	0.86	0.70	1.04	1.15	2.56	1.04	2.56
COPALIS(OCEAN SHORES)	0	289	4166	57	1.37	1.51	1.70	0.82	1.01	1.22	1.90	1.91	2.21	1.57	1.62	1.33	1.57	1.62
COULEE DAM	0	633	2300	38	1.65	1.22	1.04	0.91	1.35	0.43	0.78	1.07	0.56	0.94	0.90	1.23	0.94	1.23
CRYSTAL MTN.	0	663	679	10	1.47	1.34	2.84	0.89	1.47	1.57	0.85	3.76	0.58	0.88	1.63	1.18	0.88	1.63
DAYTON	0	382	1916	27	1.41	1.57	1.23	1.60	1.51	0.78	1.04	1.51	1.26	1.74	2.80	2.36	1.74	2.80
DEER PARK	0	276	6435	84	1.31	2.02	0.84	1.11	0.94	1.15	0.73	1.08	1.04	1.06	1.00	1.81	1.06	1.00
DES MOINES	0		34713	294	0.85	0.82	0.73	0.77	0.74	0.93	0.93	0.82	0.75	0.83	0.92	0.85	0.83	0.92
DES MOINES	0	824	13468	112	0.83	0.78	0.68	0.83	0.81	0.70	1.09	0.87	0.81	0.90	0.94	0.84	0.90	0.94
FEDERAL WAY	0	839	21245	182	0.86	0.85	0.77	0.74	0.69	0.62	0.84	0.80	0.72	0.79	0.91	0.86	0.79	0.91
EASTON	0	656	728	5	0.69	0.28	0.70	0.28	0.14	0.42	0.97	0.69	0.70	0.98	1.23	1.92	0.98	1.23
ELK	0	292	2898	36	1.24	1.18	0.97	0.91	0.70	0.66	0.94	0.80	1.04	0.90	1.53	1.01	0.90	1.53
ENUMCLAW	0	825	9390	92	0.98	0.81	1.06	0.94	0.87	0.65	1.26	1.26	0.80	1.26	1.38	1.19	1.26	1.38
EPHRATA	0	754	3559	30	0.84	1.54	1.39	0.91	1.57	0.99	1.23	0.87	1.10	1.26	0.93	0.61	1.10	1.26
GRAHAM	0	847	19862	183	0.92	1.10	1.21	0.87	0.92	1.12	1.26	1.08	1.12	0.96	1.01	1.10	0.96	1.01

WASHINGTON TROUBLE REPORT  
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EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Jul-05	Jul-05	Jul-05	May-05	Apr-05	Mar-05	Feb-05	Jan-05	Dec-04	Nov-04	Oct-04	Sep-04	Aug-04		
Report Rate > 4.00					0	0	0	0	0	0	0	0	0	0	0	0	0
GREEN BLUFF	0	238	3028	40	1.32	0.63	1.12	0.93	0.73	0.83	0.99	0.86	0.59	1.59	1.52		
HOODSPORT	0	877	2631	36	1.37	1.23	1.20	1.17	0.35	0.82	0.94	1.06	1.41	0.62	1.52		
ISSAQUAH	0	392	26458	174	0.66	0.79	0.87	0.61	0.72	0.47	1.00	0.90	0.98	0.88	1.23		
KENT	0		60886	459	0.75	0.79	0.79	0.62	0.60	0.83	0.83	0.79	0.79	0.76	0.93		
KENT MERIDIAN	0	630	22235	241	1.08	0.91	0.95	0.79	0.71	0.88	1.11	1.03	0.94	1.04	1.27		
KENT OBRIEN	0	251	10664	30	0.28	0.36	0.25	0.22	0.15	0.20	0.35	0.37	0.27	0.32	0.31		
KENT ULRICH	0	852	27987	188	0.67	0.85	0.86	0.65	0.68	0.54	0.80	0.82	0.75	0.88	0.72		
LIBERTY LAKE	0	255	1594	18	1.13	0.81	0.56	0.44	0.50	0.31	0.25	0.31	0.55	0.37	0.61		
LONGVIEW-KELSO	0	423	31892	350	1.10	1.36	1.23	1.29	1.34	1.01	1.16	1.09	1.23	1.25	1.48		
LOON LAKE	0	233	1501	17	1.13	2.34	2.06	1.18	0.98	1.32	0.49	0.83	0.82	0.87	1.78		
MAPLE VALLEY	0	432	13318	190	1.43	0.85	0.78	0.96	0.77	0.66	0.85	0.95	0.70	2.19	0.79		
MOSES LAKE	0		14261	182	1.28	1.42	1.43	1.18	1.16	1.08	1.08	1.22	0.96	1.09	1.63		
MOSES LAKE AFB	0	762	2402	18	0.75	0.99	1.26	0.68	0.72	0.50	0.88	1.11	0.68	1.17	0.75		
MOSES LAKE	0	765	11859	164	1.38	1.51	1.46	1.28	1.25	0.96	1.12	1.25	1.02	0.90	1.16		
NEWMAN LAKE	0	226	2581	20	0.77	1.13	1.01	0.93	0.78	0.50	0.74	0.62	0.31	0.70	0.96		
NORTHPORT	0	732	1039	12	1.15	3.19	1.56	1.08	1.38	0.78	0.69	1.76	2.16	1.08	1.36		
OLYMPIA	0		94309	740	0.78	0.87	0.67	0.73	0.89	0.98	0.98	0.85	0.79	0.83	0.85		
EVERGREEN	0	866	7325	60	0.82	0.92	0.51	0.90	0.75	0.80	1.15	1.24	1.33	0.96	1.59		
LACEY	0	456	41955	345	0.82	0.85	0.70	0.66	0.84	0.65	0.97	0.88	0.59	0.77	0.77		
WHITEHALL	0	352	45029	335	0.74	0.89	0.67	0.76	0.95	0.80	0.96	0.76	0.87	0.88	0.82		
OMAK-OKANOGAN	0	826	7490	185	2.47	1.22	0.95	0.88	1.08	0.79	0.90	1.28	0.95	0.97	1.08		
OROVILLE	0	476	1862	18	0.97	1.24	1.29	0.96	1.55	0.65	0.96	0.91	0.86	1.50	1.71		
OTHELLO	0	488	4618	93	2.01	2.18	1.66	1.36	2.66	1.66	2.15	1.53	2.05	1.22	1.20		
PASCO	0	545	20693	298	1.44	1.16	0.88	0.90	0.88	0.78	1.13	0.93	1.70	1.29	1.73		
PATEROS	0	923	839	13	1.55	1.08	1.20	0.36	0.96	0.36	0.60	0.60	0.12	0.60	1.54		
POMEROY	0	843	1371	26	1.90	2.64	1.83	1.54	1.61	0.74	1.04	1.64	0.83	1.41	2.01		
PT-ANGELES	0		19292	181	0.94	1.04	0.88	0.75	0.81	1.67	1.67	1.06	1.00	0.87	1.13		
JOYCE	1	928	1285	21	1.63	1.80	1.33	0.79	1.59	2.46	5.98	2.07	0.79	1.34	1.87		
PT. ANGELES	0	452	18007	160	0.89	0.98	0.85	0.75	0.75	0.86	1.37	1.02	0.84	1.08	1.15		
PT. LUDLOW	0	437	2917	18	0.62	1.21	0.42	0.83	0.52	0.73	0.83	0.93	0.94	1.57	1.04		
PT. ORCHARD	0		23579	238	1.01	1.08	0.96	0.86	1.07	1.14	1.14	1.10	1.02	1.07	1.02		
COLBY	0	871	9039	73	0.81	0.94	1.00	0.77	1.32	1.07	1.37	1.20	1.13	1.01	0.94		
PT. ORCHARD	0	876	14540	165	1.13	1.17	0.93	0.92	0.91	0.80	1.00	1.03	1.04	1.03	1.15		
PT. TOWNSEND	0	385	12034	110	0.91	0.98	1.58	0.88	0.93	0.64	0.96	0.99	0.86	0.87	1.03		
PUYALLUP	0	841	39886	359	0.90	0.96	0.78	0.69	0.73	0.71	0.93	1.04	0.91	2.00	0.96		
RENTON	0	226	56654	561	0.99	0.78	0.90	0.62	0.76	0.64	1.03	1.01	0.84	0.78	1.08		
RIDGEFIELD	2	887	3908	58	1.48	1.49	2.04	1.35	1.66	2.92	1.95	2.91	1.33	4.18	6.65		
ROCHESTER	0	273	6261	66	1.05	1.45	1.42	1.77	0.94	0.93	1.74	1.17	1.26	1.86	2.45		
ROY	0	843	2779	23	0.83	1.05	0.97	2.05	1.16	0.90	1.12	1.59	1.67	1.45	1.82		
SEATTLE	0		401608	2330	0.58	0.65	0.65	0.60	0.66	0.71	0.71	0.68	0.66	0.68	0.73		

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EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Jul-05	Jul-05	Jul-05	May-05	Apr-05	Mar-05	Feb-05	Jan-05	Dec-04	Nov-04	Oct-04	Sep-04	Aug-04		
Report Rate > 4.00					0	0	0	0	0	0	0	0	0	1	1		
ATWATER	0	281	31668	184	0.58	0.49	0.54	0.44	0.54	0.45	0.68	0.62	0.51	0.63	0.82		
CAMPUS	0	543	14633	76	0.52	0.53	0.48	0.65	0.39	0.35	0.44	0.51	0.63	0.76	0.69		
CHERRY	0	241	43630	347	0.80	0.76	0.90	0.78	0.83	0.58	0.87	0.73	0.78	0.79	1.04		
DUWAMISH	0	655	17167	102	0.59	0.75	0.81	0.76	0.73	0.56	0.69	0.81	0.84	0.90	0.92		
EAST	0	322	43699	287	0.66	0.70	0.76	0.76	0.81	0.59	0.82	0.82	1.03	0.93	0.88		
ELLIOT	0	441	11221	29	0.26	0.22	0.26	0.31	0.28	0.26	0.30	0.22	0.39	0.28	0.24		
EMERSON	0	417	43563	257	0.59	0.67	0.52	0.60	0.68	0.56	0.69	0.61	0.68	0.79	0.95		
LAKEVIEW	0	522	37302	257	0.69	0.68	0.77	0.62	0.88	0.56	0.72	0.72	0.72	0.77	0.85		
MAIN	0	223	60133	135	0.22	0.16	0.19	0.19	0.20	0.16	0.20	0.17	0.20	0.21	0.22		
MERCER ISLAND (ADAMS)	0	232	12538	83	0.66	0.80	0.71	0.70	0.81	0.70	0.88	0.92	0.76	1.20	0.99		
PARKWAY	0	723	23891	214	0.90	1.29	1.49	1.09	1.24	0.76	1.07	1.30	0.84	1.03	1.04		
SUNSET	0	782	33172	163	0.49	0.62	0.61	0.48	0.50	0.40	0.69	0.58	0.67	0.74	0.65		
WEST	0	932	28991	196	0.68	1.10	0.66	0.73	0.78	0.59	0.94	0.93	0.97	0.99	1.11		
SEQUIM	0	683	14920	114	0.76	1.04	0.87	0.64	0.73	0.79	1.04	1.49	1.59	1.07	0.98		
SHELTON	0	427	16973	158	0.93	2.29	0.89	0.91	1.01	0.86	1.05	1.22	1.01	1.29	1.14		
SILVERDALE	0	692	17540	147	0.84	0.68	0.62	0.60	0.59	0.63	0.88	0.85	0.76	0.66	0.87		
SPOKANE	0		175516	1605	0.91	0.84	0.78	0.71	0.73	0.63	0.74	0.75	0.74	0.95	0.99		
CHESTNUT	0	244	3573	41	1.15	0.89	0.83	1.06	0.93	0.95	0.87	0.68	1.26	1.12	2.09		
FAIRFAX	0	325	25392	244	0.96	0.68	0.85	0.63	0.98	0.68	0.69	0.77	0.67	0.85	1.11		
HUDSON	0	482	19521	150	0.77	0.83	0.73	0.50	0.73	0.36	0.62	0.67	0.57	0.68	0.67		
KEYSTONE	0	534	17130	135	0.79	0.85	1.06	1.08	0.62	0.44	0.59	0.58	0.76	0.76	0.98		
MORAN	0		Numbers added to Riverside														
RIVERSIDE	0	455	36497	261	0.72	0.72	0.83	0.70	0.63	0.00	0.62	0.73	0.73	0.89	0.88		
WALNUT	0	922	47428	442	0.93	1.03	0.59	0.67	0.68	0.46	0.58	0.78	0.67	0.89	0.99		
WHITWORTH	0	466	25975	332	1.28	0.78	0.88	0.74	0.78	0.51	0.66	0.91	1.01	1.54	1.14		
SPRINGDALE	0	258	1711	40	2.34	3.34	1.17	0.71	1.06	0.58	2.33	1.77	2.48	1.59	1.41		
SUMNER	0	863	23113	256	1.11	1.03	0.98	1.28	0.90	0.76	1.01	1.22	1.64	1.01	1.02		
TACOMA	0		194134	1712	0.88	0.88	0.83	0.78	0.95	0.97	0.84	0.78	0.91	1.00	1.02		
FORT LEWIS	0	964	8382	53	0.63	0.72	0.45	0.71	0.51	0.58	1.09	0.70	0.74	0.55	0.54		
GREENFIELD	0	472	24713	235	0.95	0.96	1.14	1.03	1.96	0.95	1.06	0.95	1.09	0.96	1.31		
JUNIPER	0	581	28061	303	1.08	0.91	0.85	0.70	0.93	0.80	0.86	0.86	1.03	1.22	1.22		
LENNOX	0	531	32549	417	1.28	1.13	1.12	0.92	1.13	0.85	1.09	0.95	1.19	1.09	1.28		
LOGAN	0	564	18554	143	0.77	0.66	0.77	0.67	0.81	0.55	0.71	0.84	0.86	0.95	0.90		
MARKET/FAWCETT	0	272	21015	108	0.51	0.60	0.45	0.67	0.64	0.51	0.56	0.57	0.66	0.68	0.62		
SKYLINE	0	752	17226	122	0.71	0.70	0.72	0.62	0.82	0.56	0.74	0.73	0.83	0.93	0.99		
WAVERLY-2	0	922	8642	64	0.74	0.75	0.71	1.26	0.89	0.89	1.07	0.68	0.93	1.05	0.76		
WAVERLY-7	0	927	34992	267	0.76	0.99	0.70	0.63	0.52	0.54	0.68	0.60	0.67	1.06	0.85		
TOUCHET	0		Numbers added to Walla Walla														
VANCOUVER	0		109762	1267	1.15	1.05	1.31	0.85	1.04	1.05	1.07	1.02	1.00	0.94	1.21		

WASHINGTON TROUBLE REPORT  
JULY 2005

EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Jul-05	Jul-05	Jul-05	May-05	Apr-05	Mar-05	Feb-05	Jan-05	Dec-04	Nov-04	Oct-04	Sep-04	Aug-04			
<b>Report Rate &gt; 4.00</b>					0	0	0	0	0	0	0	0	0	1	1			
ORCHARDS	0	253	56658	775	1.37	1.18	0.82	1.03	1.02	1.07	1.05	1.05	0.97	0.95	1.20			
OXFORD	0	693	30454	276	0.91	0.91	1.04	1.14	0.74	1.04	1.09	1.02	1.09	0.92	1.11			
SALMON CREEK (VANCOUVER NORTH)	0	573	22650	216	0.95	0.94	0.93	0.81	0.79	1.01	1.11	0.96	0.98	0.95	1.37			
WAITSBURG	0	337	759	7	0.92	0.66	1.32	1.96	0.65	0.39	1.45	1.70	1.17	1.96	3.00			
WALLA WALLA /TOUCHET	0	522	21622	182	0.84	0.82	0.98	0.72	0.67	0.80	0.73	0.77	1.02	0.67	1.00			
WARDEN	0	349	1385	12	0.87	1.23	0.94	1.17	0.94	1.23	1.08	0.50	2.20	1.20	3.05			
WINLOCK	0	785	2313	28	1.21	0.99	1.17	1.30	1.39	2.01	1.48	1.65	1.97	1.80	1.14			
YAKIMA	0		53209	514	0.97	0.74	1.10	0.77	0.70	0.70	0.65	0.84	0.74	0.70	0.97			
CHESTNUT	0	248	35987	351	0.98	0.71	1.26	0.79	0.53	0.69	0.68	0.97	0.79	0.68	0.98			
WEST	0	965	17222	163	0.95	0.78	0.77	0.73	0.35	0.71	0.60	0.55	0.64	0.73	0.95			
Washington Customers Served by Exchanges in Neighboring States																		
CLARKSTON	0	751	8281	129	1.56	1.55	1.38	1.11	0.71	0.89								
<b>TOTALS</b>			<b>1867500</b>	<b>16303</b>	<b>0.87</b>	<b>0.89</b>	<b>0.85</b>	<b>0.76</b>	<b>0.68</b>	<b>0.92</b>	<b>0.90</b>	<b>0.85</b>	<b>0.91</b>	<b>0.94</b>	<b>1.09</b>			



WASHINGTON AVERAGE TIME IN QUEUE IN SECONDS  
 FOR REPAIR AND RES/BUS OFFICE ACCESS  
 JULY 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												
SEPTEMBER												
OCTOBER												
NOVEMBER												
DECEMBER												

**WASHINGTON OUT OF SERVICE SUMMARY  
JULY 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						
September						
October						
November						
December						
	<b>85,851</b>	<b>84,796</b>	<b>98.77%</b>	<b>1,055</b>	<b>1,169</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	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						
September						
October						
November						
December						
<b>YTD TOTAL</b>	<b>31,431</b>	<b>31,257</b>	<b>174</b>	<b>99.45%</b>	<b>14</b>	<b>272</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  
July 2005

Trunks Blocking > 1% for the month of July 2005

E911

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for Jul 05	Explanantion/Details of Action Taken, Trunk Servicing Response -Jul 05
AP088626	2			one way	E911	6.67%	Blocked hours 12, 12, 14 and 18 on 7/25/05. Capacity TGSR sent on 8/4/05. Original Service advisory sent 7/29/05.
AP088805	3			one way	E911	3.57%	Blocked hour 21 on 7/4/05 only. TGSR sent on 7/28/05.
AP088638	2			one way	E911	3.21%	
Percent of trunks meeting standard:						97.84%	
Total number of trunk groups:						139	
Number of trunk groups out of compliance for the month:						3	

Trunks Blocking > 1% for the month of July 2005

LOCAL

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for Jul 05	Explanantion/Details of Action Taken, Trunk Servicing Response -Jul 05
AP088860	96			two way	LOCAL	4.10%	
Percent of trunks meeting standard:						99.69%	
Total number of trunk groups:						333	
Number of trunk groups out of compliance for the month:						1	

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

TOLL

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for Jul 05	Explanantion/Details of Action Taken, Trunk Servicing Response -Jul 05
AP077402	144			two way	GOS	1.58%	
AP077426	288			two way	GOS	0.66%	NOM035652 added 24 trunks to this group and we have not encountered blocking since.
Percent of trunks meeting standard:						99.48%	
Total number of trunk groups:						390	
Number of trunk groups out of compliance for the month:						2	

Key=

GOS: Grad of Service

Toll-DDD: Direct Distance Dial

TGSR: Trunk Group Service Request Form



DIAL TONE  
NETWORK CONGESTION MONTHLY REPORT  
2005

Measurement Period	# ACCESS LINES	DIAL TONE SPEED TESTS	DIAL TONE DELAYS	PERCENT (Greater than 10%)
January	1,902,908	38,021,739	6,083	0.02%
February	1,897,897	34,096,954	5,089	0.01%
March	1,888,657	38,446,090	5,470	0.01%
April	1,884,267	37,808,219	3,532	0.01%
May	1,915,474	38,275,579	3,755	0.01%
June	1,868,966	36,957,670	2,682	0.01%
July	1,867,500	35,521,445	2,037	0.01%
August				
September				
October				
November				
December				
YTD Total		259,127,696	28,648	0.01%
<b>Baseline:</b> Sufficient dial central office capacity and equipment shall be provided to meet the requirement of dial tone within three seconds on at least 98% of calls placed. Credits do not apply during periods of emergency or catastrophe, extraordinary or abnormal conditions of operations, such as those resulting from work stoppage, holidays, civil unrest, force majeure or disruptions of service caused by persons or entities other than Qwest.				

WASHINGTON DIAL TONE REPORT  
JULY 2005

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
ABERDEEN-HOQUIAM	532	360	425086	3	0.00%
ATWATER	281	206	591881	1	0.00%
AUBURN	833	253	694369	91	0.01%
BLACK DIAMOND	REMOTE OF AUBURN				
BAINBRIDGE ISLAND	842	206	344811	22	0.01%
BATTLEGROUND	687	360	195467	47	0.02%
BELFAIR	275	360	145964	2	0.00%
BONNEY LAKE	862	253	237988	0	0.00%
BREMERTON ESSEX	373	360	608820	9	0.00%
BUCKLEY	829	360	50666	0	0.00%
CAMPUS	543	206	300056	0	0.00%
CASTLE ROCK	274	360	104351	38	0.04%
CENTRALIA	736	360	195560	0	0.00%
CHEHALIS	748	360	126873	2	0.00%
CHERRY	241	206	860176	81	0.01%
CLE-ELUM	674	509	44708	0	0.00%
COLBY	871	360	150766	3	0.00%
COLFAX	397	509	38119	0	0.00%
COLVILLE	684	509	131625	1	0.00%
NORTHPORT	REMOTE OF COLVILLE				
COULEE DAM	633	509	37129	0	0.00%
CROSBY	830	360	59823	0	0.00%
CRYSTAL MTN.	663	360	4753	0	0.00%
DAYTON	382	509	29365	0	0.00%
DEER PARK	276	509	125185	0	0.00%
DES MOINES	824	206	286730	23	0.01%
DUWAMISH	762	206	481767	0	0.00%
EAST	322	206	633515	13	0.00%
EASTON	656	509	7704	0	0.00%
ELK	292	509	59055	0	0.00%
ELLIOT	441	206	205599	0	0.00%
EMERSON	361	206	692094	0	0.00%
ENUMCLAW	825	360	162136	0	0.00%
EPHRATA	754	509	58613	0	0.00%
FAIRFAX	325	509	517532	29	0.01%
CHESTNUT	REMOTE OF FAIRFAX				
FEDERAL WAY	839	253	451383	80	0.02%
FORT LEWIS	964	253	142420	2	0.00%
GLENCOURT	453	425	598756	5	0.00%
GRAHAM	847	253	417761	62	0.01%
GREEN BLUFF	238	509	50342	0	0.00%
GREENFIELD	472	253	655421	32	0.00%
HUDSON	482	509	404432	0	0.00%
ISSAQUAH	392	425	530372	3	0.00%
JOYCE	928	360	19639	0	0.00%
JUNIPER	582	253	568832	35	0.01%
KENT MERIDIAN	630	253	379971	131	0.03%
KENT OBRIEN	251	206	279899	4	0.00%
KENT ULRICH	852	253	539367	7	0.00%
KEYSTONE	534	509	447095	0	0.00%
LACEY	456	360	698853	38	0.01%
LAKEVIEW	522	206	460643	43	0.01%
LENNOX	531	253	770621	11	0.00%
LIBERTY LAKE	255	509	21514	0	0.00%
LOGAN	564	253	329829	14	0.00%
LONGVIEW-KELSO	423	360	669951	0	0.00%
LOON LAKE	233	509	21233	0	0.00%
Main (Seattle)	223	206	1308688	52	0.00%
MAPLE VALLEY	432	425	189027	14	0.01%
MARKET (Fawcett)	272	253	570786	6	0.00%
MERCER ISLAND (Adams)	232	206	273785	7	0.00%
MOSES LAKE	762	509	296977	1	0.00%
MOSES LAKE (AFB)	765	509	57056	0	0.00%
NAPAVINE	262	360	49760	0	0.00%

WASHINGTON DIAL TONE REPORT  
JULY 2005

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
NEWMAN LAKE	226	509	43498	0	0.00%
OCEAN SHORES	289	360	84518	0	0.00%
OMAK-OKANOGAN	826	509	131093	0	0.00%
ORCHARDS	253	360	969623	287	0.03%
OROVILLE	476	509	33562	0	0.00%
OTHELLO	488	509	121518	0	0.00%
PARKWAY	721	206	605575	143	0.02%
PASCO	545	509	450044	3	0.00%
PATEROS	923	509	12860	0	0.00%
POMEROY	843	509	21712	0	0.00%
PT. ANGELES	452	360	260953	2	0.00%
PT. LUDLOW	437	360	48511	0	0.00%
PT. ORCHARD	876	360	277549	26	0.01%
SUNNYSLOPE	REMOTE OF PT. ORCHARD				
PT. TOWNSEND	385	360	271849	14	0.01%
PUYALLAP	841	253	787842	3	0.00%
REGENT	671	360	1030631	156	0.02%
LUMMI	REMOTE OF REGENT				
RENTON	226	425	941730	49	0.01%
RIDGEFIELD	887	360	60281	0	0.00%
RIVERSIDE	455	509	532557	23	0.00%
MORAN	REMOTE OF RIVERSIDE				
ROCHESTER	273	360	135739	0	0.00%
ROY	843	253	51686	0	0.00%
SEQUIM	683	360	182511	6	0.00%
SHELTON	426	360	345121	80	0.02%
HOODSPORT	REMOTE OF SHELTON				
SHERWOOD	641	425	578983	28	0.00%
SILVERDALE	692	360	282839	13	0.00%
SKYLINE	752	253	304765	0	0.00%
SPRINGDALE	258	509	36085	0	0.00%
SUMNER	863	253	206269	1	0.00%
BONNEY LAKE	REMOTE OF SUMNER				
SUNSET	782	206	433185	94	0.02%
VANCOUVER NO. SALMON CRK(NO)	573	360	331008	2	0.00%
VANCOUVER OXFORD	693	360	728046	24	0.00%
WAITSBURG	337	509	13967	0	0.00%
WALLA WALLA (incl Touchet)	522	509	595937	7	0.00%
TOUCHET	REMOTE OF WALLA WALLA				
WALNUT	922	509	789627	1	0.00%
WARDEN	349	509	31436	0	0.00%
WAVERLY-2	922	253	243994	2	0.00%
WAVERLY-7	927	253	570900	42	0.01%
WEST	965	509	487960	0	0.00%
WHITEHALL	352	360	1090525	75	0.01%
EVERGREEN	REMOTE OF WHITEHALL				
WHITWORTH	466	509	414893	39	0.01%
WINLOCK	785	360	39086	0	0.00%
YAKIMA CHESTNUT	244	509	767354	4	0.00%
YAKIMA WEST	965	509	360924	1	0.00%
TOTAL			35521445	2037	0.01%

Washington Commission Complaint Report  
July 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.						

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 Scheduled Commitments (non-dispatched orders) missed due to Exclusions	Number of Scheduled Commitments (non-dispatched orders) missed due to Exclusions	Number of Scheduled Commitments (non-dispatched orders) 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	92490	2350	4603	895415	590	2331	6934		
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 Scheduled Commitments (non-dispatched orders) missed due to Exclusions	Number of Scheduled Commitments (non-dispatched orders) missed due to Exclusions	Number of Scheduled Commitments (non-dispatched orders) 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	27458	836	1957	79016	190	476	2433		

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)		Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons		Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons		Number Exclusions		
Measurement Period	Number of Scheduled Appointments (dispatched tickets)	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets)	Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	Number Exclusions	Number of Scheduled Appointments (dispatched tickets)	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets)	Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	Number Exclusions
January, 2005														
February, 2005														
March, 2005														
April, 2005														
May, 2005														
June, 2005														
July, 2005														
August, 2005														
September, 2005														
October, 2005														
November, 2005														
December, 2005														
YTD Total	76790	4293	409	27615	575	0	801							
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)		Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons		Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons		Number Exclusions		
Measurement Period	Number of Scheduled Appointments (dispatched tickets)	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets)	Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	Number Exclusions	Number of Scheduled Appointments (dispatched tickets)	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets)	Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	Number Exclusions
January, 2005														
February, 2005														
March, 2005														
April, 2005														
May, 2005														
June, 2005														
July, 2005														
August, 2005														
September, 2005														
October, 2005														
November, 2005														
December, 2005														
YTD Total	9447	766	80	3920	79	0	164							

Washington Customer Service Guarantee Program Credits  
July 2005

Missed Appointment/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		2738		\$146,772				1307		\$72,298			
<b>Missed Appointment/Commitment Credits Paid - Repair</b>													
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		5490		\$274,500				684		\$34,200			

Baseline: VN U-40 2.2.B.1.b. / VN U-40 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  
July 2005

Delayed Primary Exchange Alternative	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD # of credits paid
Residence													218890
# 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)													216766
Amount of credit-First Month's Charge(HO Recur)													1560
# of credits-Installation (HO NonRecur)													\$19,359.00
Amount of credits-Installation (Ho NonRecur)													1561
# of \$100 Bill Credits													\$47,787.00
Amount of \$100 Bill Credits													1560
# of Voice Mail Recurring Credits													\$165,900.00
Amount of Voice Mail Recurring Credits													0
# of Voice Mail Nonrecurring Credits													\$0.00
Amount of Voice Mail Nonrecurring Credits													0
#Cell Loaners													\$0.00
Amount of cell vouchers*													0
*Note: Cellular vouchers are paid to Verizon, for Qwest customers located in Washington using Verizon wireless loaner telephones.													
# of Remote Call Fwding-Recurring													\$263.00
Amount of Remote Call Fwding-Recurring													10
# of Remote Call Fwding-Non-Recurring													\$160.00
Amount of Remote Call Fwding-Non-Recurring													0
YTD Total Number of Credits Paid													\$0.00
YTD Total Amount of Credits Paid	\$36,672	\$30,179	\$27,990	\$28,008	\$27,123	\$36,727	\$46,770						\$233,469.00



Washington Customer Service Guarantee Program Credits  
July 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													28403
# of completed orders for primary service installed w/i 5 bus. days													27641
# of credits-First Month's Charge(HO Recurring)													524
Amount of credit-First Month's Charge(HO Recur)													\$22,332.00
# of credits-Installation (HO NonRecur)													524
Amount of credits-Installation (Ho NonRecur)													\$39,871.00
# of \$100 Bill Credits													525
Amount of \$100 Bill Credits													\$60,735.00
# of Voice Mail Recurring Credits													0
Amount of Voice Mail Recurring Credits													\$0.00
# of Voice Mail Nonrecurring Credits													0
Amount of Voice Mail Nonrecurring Credits													\$0.00
#Cell Loaners													0
Amount of cell vouchers*													\$191.00
*Note: Cellular vouchers are paid to Verizon, for Qwest customers located in Washington using Verizon wireless loaner telephones.													
# of Remote Call Fwding-Recurring													0
Amount of Remote Call Fwding-Recurring													\$0.00
# of Remote Call Fwding-Non-Recurring													0
Amount of Remote Call Fwding-Non-Recurring													\$0.00
YTD Total Number of Credits Paid	\$15,239	\$14,418	\$17,187	\$11,105	\$24,093	\$25,231	\$15,856						\$123,129.00

Washington Customer Service Guarantee Program Credits  
July 2005

REPORT: Out of Service Customer Bill Credits									
Measurement Period	Condition not Cleared in 2 working days; # tickets missed	#Credits Paid (Actual)	Amount of Credit Paid (\$5.00 credit)	Condition lasting more than 7 Calendar Days; # tickets missed.	#Credits Paid (Actual)	Total Amount of Credit Paid (One month's recurring charge, plus associated regulated features)	Month Credit Paid Upon Credit Issued/Bill Date		
<b>Residence</b>									
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
<b>Total</b>	1003	840	\$4,196.25	41	31	\$448.79			
<b>Business</b>									
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
<b>Total</b>	78	60	\$299.30	3	2	\$28.31			
<b>Total OOS</b>									
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
<b>Total</b>	1081	900	\$4,495.55	44	33	\$477.10			

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  
July 2005

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

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					

**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)

JULY 2005

EXCHANGE	WC CODE	AREA CODE	2 DAY DATA					7 DAY DATA					Total Expts	Total Expts			
			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 Wrgng Ds) RES	# Missed (Less Than 2 Wrgng Ds) BUS	# Missed (Less Than 2 Wrgng Ds) TOT	% Missed (Less Than 2 Wrgng Ds)	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
ABERDEEN-HOQUIAM	532	360	129	127	98.45%	2	0	2	1.55%	11	140	140	100.00%	0	0	0	0.00%
AUBURN	833	253	366	363	99.18%	3	0	3	0.82%	2	368	368	100.00%	0	0	0	0.00%
BAINBRIDGE ISLAND	842	206	111	109	98.20%	2	0	2	1.80%	1	112	112	100.00%	0	0	0	0.00%
BATTLEGROUND	687	360	98	98	100.00%	0	0	0	0.00%	1	99	99	100.00%	0	0	0	0.00%
BELFAIR	275	360	123	121	98.37%	2	0	2	1.63%	0	123	123	100.00%	0	0	0	0.00%
BELLEVUE			370	366	98.92%	4	0	4	1.08%	2	372	372	100.00%	0	0	0	0.00%
GLENCOURT	453	425	109	108	99.08%	1	0	1	0.92%	0	109	109	100.00%	0	0	0	0.00%
SHERWOOD	641	425	261	258	98.85%	3	0	3	1.15%	2	263	263	100.00%	0	0	0	0.00%
BELLINGHAM			183	183	100.00%	0	0	0	0.00%	0	183	183	100.00%	0	0	0	0.00%
LUMMI	758	360	11	11	100.00%	0	0	0	0.00%	0	11	11	100.00%	0	0	0	0.00%
REGENT	671	360	172	172	100.00%	0	0	0	0.00%	0	172	172	100.00%	0	0	0	0.00%
BLACK DIAMOND	886	360	23	22	95.65%	1	0	1	4.35%	0	23	23	100.00%	0	0	0	0.00%
BONNEY LAKE																	
BREMERTON			177	173	97.74%	4	0	4	2.26%	0	177	177	100.00%	0	0	0	0.00%
CROSBY	830	360	46	46	100.00%	0	0	0	0.00%	0	46	46	100.00%	0	0	0	0.00%
BREMERTON																	
BREMERTON																	
ESSEX	373	360	125	121	96.80%	4	0	4	3.20%	0	125	125	100.00%	0	0	0	0.00%
SUNNYSLOPE	674	360	6	6	100.00%	0	0	0	0.00%	0	6	6	100.00%	0	0	0	0.00%
BUCKLEY	829	360	40	40	100.00%	0	0	0	0.00%	0	40	40	100.00%	0	0	0	0.00%
CASTLE ROCK	274	360	83	82	98.80%	1	0	1	1.20%	0	83	83	100.00%	0	0	0	0.00%
CENTRALIA	736	360	51	51	98.04%	1	0	1	1.96%	0	51	51	100.00%	0	0	0	0.00%
CHEHALIS			75	74	98.67%	1	0	1	1.33%	1	76	76	100.00%	0	0	0	0.00%
CHEHALIS	748	360	54	53	98.15%	1	0	1	1.85%	0	54	54	100.00%	0	0	0	0.00%
NAPAVINE	262	360	21	21	100.00%	0	0	0	0.00%	1	22	22	100.00%	0	0	0	0.00%
CLARKSTON			105	103	98.10%	2	0	2	1.90%	0	105	105	100.00%	0	0	0	0.00%
CLE-ELUM	674	509	44	44	100.00%	0	0	0	0.00%	0	44	44	100.00%	0	0	0	0.00%
COLFAX	397	509	27	27	100.00%	0	0	0	0.00%	0	27	27	100.00%	0	0	0	0.00%
COLVILLE	684	509	61	61	100.00%	0	0	0	0.00%	0	61	61	100.00%	0	0	0	0.00%
COPALIS(OCEAN SHORES)	289	360	37	36	97.30%	1	0	1	2.70%	0	37	37	100.00%	0	0	0	0.00%
COULLEE DAM	633	509	32	32	100.00%	0	0	0	0.00%	0	32	32	100.00%	0	0	0	0.00%
CRYSTAL MTN.	663	360	9	7	77.78%	2	0	2	22.22%	0	9	8	88.89%	1	0	1	11.11%
DAYTON	382	509	23	23	100.00%	0	0	0	0.00%	0	23	23	100.00%	0	0	0	0.00%
DEER PARK	276	509	61	61	100.00%	0	0	0	0.00%	0	61	61	100.00%	0	0	0	0.00%
DES MOINES			216	214	99.07%	2	0	2	0.93%	1	217	217	100.00%	0	0	0	0.00%
DES MOINES	824	206	81	81	100.00%	0	0	0	0.00%	1	82	82	100.00%	0	0	0	0.00%
FEDERAL WAY	839	253	135	133	98.52%	2	0	2	1.48%	0	135	135	100.00%	0	0	0	0.00%
EASTON	656	509	5	5	100.00%	0	0	0	0.00%	0	5	5	100.00%	0	0	0	0.00%
ELK	292	509	23	23	100.00%	0	0	0	0.00%	0	23	23	100.00%	0	0	0	0.00%
ENUMCLAW	825	360	64	64	100.00%	0	0	0	0.00%	0	64	64	100.00%	0	0	0	0.00%
EPHRATA	754	509	24	24	100.00%	0	0	0	0.00%	0	24	24	100.00%	0	0	0	0.00%
GRAHAM	847	253	137	137	100.00%	0	0	0	0.00%	0	137	137	100.00%	0	0	0	0.00%
GREEN BLUFF	238	509	43	43	100.00%	0	0	0	0.00%	0	43	43	100.00%	0	0	0	0.00%
HOODSPORT	877	360	33	33	100.00%	0	0	0	0.00%	0	33	33	100.00%	0	0	0	0.00%

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

Agency	WC CODE	AREA CODE	2 DAY DATA										7 DAY DATA									
			Number of Tickets Out of Service Less Than 2 Working Days	% Out of Service Cleared in 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Wkng Dys) RES	# Missed (Less Than 2 Wkng Dys) BUS	# Missed (Less Than 2 Wkng Dys) TOT	% Missed (Less Than 2 Wkng Dys)	Total Expts	Number of Tickets Out of Service Less Than 7 Cal Days	Out of Service Cleared in 7 Cal Days	% Out of Service Cleared in 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				
																			140	138	98.57%	2
ISSAQUAH	392	425	140	138	98.57%	2	0	2	1.43%	1	141	141	100.00%	0	0	0	0.00%	0				
KENT			652	649	99.54%	3	0	3	0.46%	1	653	653	100.00%	0	0	0	0.00%	0				
MERIDIAN	630	253	478	477	99.79%	1	0	1	0.21%	1	479	479	100.00%	0	0	0	0.00%	0				
OBRIEN	251	206	23	23	100.00%	0	0	0	0.00%	0	23	23	100.00%	0	0	0	0.00%	0				
ULRICH	852	253	151	149	98.68%	2	0	2	1.32%	0	151	151	100.00%	0	0	0	0.00%	0				
LIBERTY LAKE	255	509	13	13	100.00%	0	0	0	0.00%	0	13	13	100.00%	0	0	0	0.00%	0				
LONGVIEW-																						
KELSO	423	360	243	240	98.77%	3	0	3	1.23%	0	243	243	100.00%	0	0	0	0.00%	0				
LOON LAKE	233	509	17	17	100.00%	0	0	0	0.00%	0	17	17	100.00%	0	0	0	0.00%	0				
MAPLE VALLEY	432	425	158	157	99.37%	1	0	1	0.63%	0	158	158	100.00%	0	0	0	0.00%	0				
MOSES LAKE			151	150	99.34%	1	0	1	0.66%	0	151	151	100.00%	0	0	0	0.00%	0				
MOSES																						
LAKE(AFB)	765	509	16	16	100.00%	0	0	0	0.00%	0	16	16	100.00%	0	0	0	0.00%	0				
MOSES LAKE	762	509	135	134	99.26%	1	0	1	0.74%	0	135	135	100.00%	0	0	0	0.00%	0				
NEWMAN LAKE	226	509	15	15	100.00%	0	0	0	0.00%	0	15	15	100.00%	0	0	0	0.00%	0				
NORTHPORT	732	509	7	7	100.00%	0	0	0	0.00%	0	7	7	100.00%	0	0	0	0.00%	0				
OLYMPIA			543	542	99.82%	1	0	1	0.18%	0	543	543	100.00%	0	0	0	0.00%	0				
EVERGREEN	866	360	40	40	100.00%	0	0	0	0.00%	0	40	40	100.00%	0	0	0	0.00%	0				
LACEY	456	360	250	249	99.60%	1	0	1	0.40%	0	250	250	100.00%	0	0	0	0.00%	0				
WHITEHALL	352	360	253	253	100.00%	0	0	0	0.00%	0	253	253	100.00%	0	0	0	0.00%	0				
OMAK-																						
OKANOGAN	826	509	167	167	100.00%	0	0	0	0.00%	0	167	167	100.00%	0	0	0	0.00%	0				
ORVILLE	476	509	10	10	100.00%	0	0	0	0.00%	0	10	10	100.00%	0	0	0	0.00%	0				
OTHELLO	488	509	75	70	93.33%	5	0	5	6.67%	0	75	75	100.00%	0	0	0	0.00%	0				
PASCO	545	509	265	263	99.25%	2	0	2	0.75%	1	266	266	100.00%	0	0	0	0.00%	0				
PATEROS	923	509	9	9	100.00%	0	0	0	0.00%	0	9	9	100.00%	0	0	0	0.00%	0				
POMEROY	843	509	22	22	100.00%	0	0	0	0.00%	0	22	22	100.00%	0	0	0	0.00%	0				
PT. ANGELES			134	133	99.25%	1	0	1	0.75%	0	134	134	100.00%	0	0	0	0.00%	0				
JOYCE	928	360	17	17	100.00%	0	0	0	0.00%	0	17	17	100.00%	0	0	0	0.00%	0				
PT. ANGELES	452	360	117	116	99.15%	1	0	1	0.85%	0	117	117	100.00%	0	0	0	0.00%	0				
PT. LUDLOW	437	360	12	11	91.67%	1	0	1	8.33%	0	12	11	91.67%	1	0	1	8.33%	0				
PT. ORCHARD			175	172	98.29%	2	1	3	1.71%	1	176	175	99.43%	1	0	1	0.57%	0				
COLBY	871	360	56	55	98.21%	1	0	1	1.79%	0	56	56	100.00%	0	0	0	0.00%	0				
PT. ORCHARD	876	360	119	117	98.32%	1	1	2	1.68%	1	120	119	99.17%	1	0	1	0.83%	0				
PT. TOWNSEND	385	360	73	71	97.26%	2	0	2	2.74%	0	73	73	100.00%	0	0	0	0.00%	0				
PUYALLAP	841	253	1766	1765	99.94%	1	0	1	0.06%	0	1766	1766	100.00%	0	0	0	0.00%	0				
RENTON	226	425	441	441	100.00%	0	0	0	0.00%	1	442	442	100.00%	0	0	0	0.00%	0				
RIDGEFIELD	887	360	86	86	100.00%	0	0	0	0.00%	0	86	86	100.00%	0	0	0	0.00%	0				
ROCHESTER	273	360	61	60	98.36%	1	0	1	1.64%	0	61	61	100.00%	0	0	0	0.00%	0				
ROY	843	253	17	17	100.00%	0	0	0	0.00%	0	17	17	100.00%	0	0	0	0.00%	0				
SEATTLE			1790	1747	97.60%	42	1	43	2.40%	3	1793	1790	99.83%	3	0	3	0.17%	0				
ATWATER	281	206	125	123	98.40%	2	0	2	1.60%	0	125	125	100.00%	0	0	0	0.00%	0				
CAMPUS	543	206	54	50	92.59%	4	0	4	7.41%	1	55	55	100.00%	0	0	0	0.00%	0				
CHERRY	241	206	286	284	99.30%	2	0	2	0.70%	0	286	286	100.00%	0	0	0	0.00%	0				
DUWAMISH	762	206	79	79	100.00%	0	0	0	0.00%	0	79	79	100.00%	0	0	0	0.00%	0				
EAST	322	206	229	224	97.82%	5	0	5	2.18%	1	230	228	99.13%	2	0	2	0.87%	0				

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

EXCHANGE	WC	AREA CODE	2 DAY DATA						7 DAY DATA						Total Expts	Total Expts
			Number of Tickets Out of Service Less Than 2 Working Days	Out of Service Cleared in 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Wkrng Dys) RES	# Missed (Less Than 2 Wkrng Dys) BUS	# Missed (Less Than 2 Wkrng Dys) TOT	% Missed (Less Than 2 Wkrng Dys)	Number of Tickets Out of Service Less Than 7 Cal. Days	Out of Service Cleared in 7 Cal. Days	% Out of Service <= 7 Cal. Days	# Missed (Less Than 7 Days) RES	# Missed (Less Than 7 Days) BUS		
ELLIOT	441	206	21	20	95.24%	1	0	1	4.76%	0	21	100.00%	0	0	0.00%	0
EMERSON	361	206	196	187	95.41%	9	0	9	4.59%	0	196	100.00%	0	0	0.00%	0
LAKEVIEW	522	206	203	193	95.07%	9	1	10	4.93%	0	203	99.51%	1	0	0.49%	0
MAIN	223	206	108	108	100.00%	0	0	0	0.00%	0	108	100.00%	0	0	0.00%	0
MERCER ISLAND (Adams)	232	206	67	66	98.51%	1	0	1	1.49%	0	67	100.00%	0	0	0.00%	0
PARKWAY	721	206	155	154	99.35%	1	0	1	0.65%	0	155	100.00%	0	0	0.00%	0
SUNSET	782	206	122	119	97.54%	3	0	3	2.46%	1	123	100.00%	0	0	0.00%	0
WEST	932	206	145	140	96.55%	5	0	5	3.45%	0	145	100.00%	0	0	0.00%	0
SEQUIM	683	360	81	81	100.00%	0	0	0	0.00%	0	81	100.00%	0	0	0.00%	0
SHELTON	426	360	109	108	99.08%	1	0	1	0.92%	0	109	100.00%	0	0	0.00%	0
SILVERDALE	692	360	118	118	100.00%	0	0	0	0.00%	0	118	100.00%	0	0	0.00%	0
SPOKANE			1340	1328	99.10%	12	0	12	0.90%	5	1345	100.00%	0	0	0.00%	0
CHESTNUT	244	509	27	27	100.00%	0	0	0	0.00%	0	27	100.00%	0	0	0.00%	0
FAIRFAX	325	509	180	178	98.89%	2	0	2	1.11%	3	183	100.00%	0	0	0.00%	0
HUDSON	482	509	118	117	99.15%	1	0	1	0.85%	0	118	100.00%	0	0	0.00%	0
KEYSTONE	534	509	100	100	100.00%	0	0	0	0.00%	0	100	100.00%	0	0	0.00%	0
MORAN (NUMBERS ADDED TO RIVERSIDE)																
RIVERSIDE	455	509	292	288	98.63%	4	0	4	1.37%	2	294	100.00%	0	0	0.00%	0
WALNUT	922	509	353	350	99.15%	3	0	3	0.85%	0	353	100.00%	0	0	0.00%	0
WHITWORTH	466	509	270	268	99.26%	2	0	2	0.74%	0	270	100.00%	0	0	0.00%	0
SPRINGDALE	258	509	33	33	100.00%	0	0	0	0.00%	0	33	100.00%	0	0	0.00%	0
SUMNER (Bonney/Lake)	863	253	197	194	98.48%	3	0	3	1.52%	0	197	100.00%	0	0	0.00%	0
TACOMA			1309	1301	99.39%	8	0	8	0.61%	2	1311	100.00%	0	0	0.00%	0
FORT LEWIS	964	253	46	46	100.00%	0	0	0	0.00%	0	46	100.00%	0	0	0.00%	0
GREENFIELD	472	253	173	169	97.69%	4	0	4	2.31%	0	173	100.00%	0	0	0.00%	0
JUNIPER	582	253	258	258	100.00%	0	0	0	0.00%	0	258	100.00%	0	0	0.00%	0
LENNOX	531	253	315	315	100.00%	0	0	0	0.00%	0	315	100.00%	0	0	0.00%	0
LOGAN	564	253	99	98	98.99%	1	0	1	1.01%	0	99	100.00%	0	0	0.00%	0
MARKET (Fawcett)	272	253	84	84	100.00%	0	0	0	0.00%	0	84	100.00%	0	0	0.00%	0
SKYLINE	752	253	88	88	100.00%	0	0	0	0.00%	1	89	100.00%	0	0	0.00%	0
WAVERLY-2	922	253	47	47	100.00%	0	0	0	0.00%	0	47	100.00%	0	0	0.00%	0
WAVERLY-7	927	253	199	196	98.49%	3	0	3	1.51%	1	200	100.00%	0	0	0.00%	0
TOUCHET (NUMBERS ADDED TO WALLA WALLA)																
VANCOUVER			996	980	98.39%	16	0	16	1.61%	11	1007	99.80%	2	0	0.20%	0
ORCHARDS	253	360	632	622	98.42%	10	0	10	1.58%	10	642	99.59%	2	0	0.31%	0
OXFORD	693	360	201	197	98.01%	4	0	4	1.99%	0	201	100.00%	0	0	0.00%	0
SALMON																
CRK(NORTH)	573	360	163	161	98.77%	2	0	2	1.23%	1	164	100.00%	0	0	0.00%	0
WAITSBURG	337	509	5	5	100.00%	0	0	0	0.00%	0	5	100.00%	0	0	0.00%	0
WALLA WALLA (incl Touchet)	522	509	134	130	97.01%	2	2	4	2.99%	2	136	99.26%	0	1	0.74%	0
WARDEN	349	509	10	9	90.00%	1	0	1	10.00%	0	10	100.00%	0	0	0.00%	0
WINLOCK	785	360	24	24	100.00%	0	0	0	0.00%	0	24	100.00%	0	0	0.00%	0

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

EXCHANGE	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 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
YAKIMA			402	398	99.00%	4	4	0	4	1.00%	0	402	402	100.00%	0	0	0	0
CHESTNUT	244	509	274	272	99.27%	2	2	0	2	0.73%	0	274	274	100.00%	0	0	0	0
WEST	965	509	128	126	98.44%	2	2	0	2	1.56%	0	128	128	100.00%	0	0	0	0
<b>Totals</b>			14573	14426	98.99%	143	143	4	147	1.01%	47	14620	14611	99.94%	8	1	9	0



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

OOS Report		MOOSA Credits Paid	
OOS Tickets	147	123	<b>TOTAL CREDITS PAID</b>
Disp. 7, 8, 9 Tickets**	11	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>	128	116	<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>ELIBIBLE 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>	136	13	<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>
		136	

\*\*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