



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

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STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

September 28, 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 August 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 August 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.

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

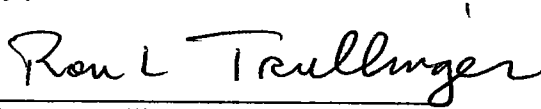
Qwest is also restating its "Reconciliation of the Service Order Interval Missed Commitment and Aging Reports" for January, February, March, April, June and July of 2005. The "View 1" of this report had a minor calculation error.

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	9/04	10/04	11/04	12/04	01/05	02/05	03/05	04/05	05/05	06/05	07/05	08/05
PERCENTAGE	99.6	99.6	99.6	99.7	99.7	99.7	99.8	99.7	99.6	99.5	99.5	99.3

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	9/04	10/04	11/04	12/04	01/04	02/05	03/05	04/05	05/05	06/05	07/05	08/05
RATIOS	0.96	0.80	0.92	0.81	0.77	0.70	0.69	0.78	1.55	1.90	1.63	2.00

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

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

**Qwest Corporation**  
**Reconciliation of the Service Order Interval Missed Commitment and Aging Reports**  
**August 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 August 31, 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 August 2005 indicates that we have completed 38,572 (98.00%) orders year to date within 5 business days (new, transfer or change orders with at least one inward line). 770 (2.00%) orders were not completed within 5 business days due to company reasons.

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

- 38,572 orders for lines were completed in August 2005.
- 150,981 total orders were completed in August 2005.
- Qwest missed the commitment/appointment for 1,024 orders (0.68%) of the total orders completed in August .
- 770 orders (2.00%) were not completed in 5 business days (770/38,572). These were all held orders. Information on the Aging Report indicates that [REDACTED] orders were held in August due to a lack of facilities (905 that have completed +45 that are still pending ). Therefore, you can conclude that the August 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 (99.94%) have been completed that were originally held due to a lack of facilities, some of these orders may have been taken in 2003. [REDACTED]
- Of the [REDACTED] total orders held due to a lack of facilities to date, [REDACTED] were completed in less than 30 days (96%).

<i>VIEW 1</i>	05/05 SOT=NTC Inward R, SB, LB	Not Compl w/i 90 days	Orders Still Open > 60 days (from 08/05 facilities aging report)	Total orders not compl w/i 90 days	90 days (greater than 1%)
State Total	33,509	6	[REDACTED]	7	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] 05/05 SOT=NTC Inward (R, SB, LB): Total of all completed New, Transfer and Changed service orders for May 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)  
 August 2005

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	8/05 TOTAL ORDERS SOT= NTC R,SB,LB	8/05 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	1439	1433	7	20	27	98.60%	99.51%	98.12%
AUBURN	833	253	2998	2985	31	53	84	98.21%	98.95%	97.20%
BAINBRIDGE ISLAND	842	206	1047	1043	4	27	31	97.41%	99.61%	97.04%
BATTLEGROUND	687	360	944	941	7	18	25	98.08%	99.24%	97.35%
BELFAIR	275	360	562	562	5	8	13	98.56%	99.10%	97.69%
BELLEVUE			4054	3995	27	102	129	97.48%	99.33%	96.82%
GLENCOURT	453	425	1378	1351	13	44	57	96.78%	99.03%	95.86%
SHERWOOD	641	425	2676	2644	14	58	72	97.82%	99.47%	97.31%
BELLINGHAM			3273	3250	17	76	93	97.68%	99.48%	97.16%
LUMMI	758	360	142	142	0	2	2	98.59%	100.00%	98.59%
REGENT	671	360	3131	3108	17	74	91	97.62%	99.44%	97.09%
BLACK DIAMOND	886	360	253	252	4	3	7	98.80%	98.40%	97.23%
BREMERTON			2914	2686	18	55	73	98.11%	99.38%	97.49%
CROSBY	373	360	225	225	5	12	17	94.55%	97.65%	92.44%
BREM ESSEX	830	360	2632	2404	13	41	54	98.43%	99.50%	97.95%
SUNNYSLOPE	674	360	57	57	0	2	2	96.49%	100.00%	96.49%
BUCKLEY	829	360	239	239	5	3	8	98.72%	97.88%	96.65%
CASTLE ROCK	274	360	352	352	3	10	13	97.13%	99.12%	96.31%
CENTRALIA	736	360	985	983	8	12	20	98.77%	99.18%	97.97%
CHEHALIS			724	721	12	15	27	97.93%	98.34%	96.27%
CHEHALIS	748	360	540	537	9	11	20	97.93%	98.30%	96.30%
NAPAVINE	262	360	184	184	3	4	7	97.79%	98.33%	96.20%
CLE-ELUM	674	509	218	215	4	7	11	96.73%	98.10%	94.95%
COLFAX	397	509	160	158	0	3	3	98.13%	100.00%	98.13%
COLVILLE	684	509	488	486	5	10	15	97.93%	98.95%	96.93%
COPALIS										
(OCEAN SHORES)	289	360	294	294	0	8	8	97.28%	100.00%	97.28%
COULEE DAM	633	509	150	148	0	2	2	98.67%	100.00%	98.67%
CRYSTAL MTN.	663	360	71	71	3	4	7	94.12%	95.52%	90.14%
DAYTON	382	509	170	168	3	4	7	97.60%	98.19%	95.88%
DEER PARK	276	509	508	508	11	9	20	98.19%	97.80%	96.06%
DES MOINES			3846	3831	16	49	65	98.73%	99.58%	98.31%
DES MOINES	824	206	1417	1414	6	19	25	98.65%	99.57%	98.24%
FEDERAL WAY	839	253	2429	2417	10	30	40	98.76%	99.58%	98.35%
EASTON	656	509	36	36	0	1	1	97.22%	100.00%	97.22%
ELK	292	509	183	183	0	4	4	97.81%	100.00%	97.81%
ENUMCLAW	825	360	615	606	9	7	16	98.84%	98.52%	97.40%
EPHRATA	754	509	266	266	1	4	5	98.49%	99.62%	98.12%
GRAHAM	847	253	2042	2038	17	32	49	98.42%	99.15%	97.60%
GREEN BLUFF	238	509	159	159	2	1	3	99.36%	98.73%	98.11%
HOODSPORT	877	360	161	161	0	6	6	96.27%	100.00%	96.27%
ISSAQUAH	392	425	1703	1695	14	49	63	97.10%	99.15%	96.30%
KENT			4884	4848	26	71	97	98.55%	99.47%	98.01%

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

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	8/05 TOTAL ORDERS SOT= NTC R,SB,LB	8/05 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
MERIDIAN	253	360	1627	1623	15	23	38	98.57%	99.06%	97.66%
OBRIEN	251	206	282	265	0	13	13	95.39%	100.00%	95.39%
ULRICH	253	206	2975	2960	11	35	46	98.82%	99.63%	98.45%
LIBERTY LAKE	255	509	114	114	0	2	2	98.25%	100.00%	98.25%
LONGVIEW-KELSO	423	360	3045	3026	20	52	72	98.28%	99.33%	97.64%
LOON LAKE	233	509	85	85	1	2	3	97.62%	98.80%	96.47%
MAPLE VALLEY	432	425	1009	1008	6	22	28	97.81%	99.39%	97.22%
MOSES LAKE			1267	1251	7	18	25	98.58%	99.45%	98.03%
MOSES LAKE(AFB)	762	509	287	285	2	3	5	98.95%	99.30%	98.26%
MOSES LAKE	765	509	980	966	5	15	20	98.46%	99.48%	97.96%
NEWMAN LAKE	226	509	153	153	3	5	8	96.67%	97.97%	94.77%
NORTHPORT	732	509	79	79	1	2	3	97.44%	98.70%	96.20%
OLYMPIA			7219	6752	23	120	143	98.34%	99.68%	98.02%
EVERGREEN	866	360	495	494	2	6	8	98.78%	99.59%	98.38%
LACEY	456	360	3443	3399	9	58	67	98.31%	99.73%	98.05%
WHITEHALL	352	360	3281	2859	12	56	68	98.29%	99.63%	97.93%
OMAK-OKANOGAN	826	509	524	518	3	9	12	98.27%	99.42%	97.71%
OROVILLE	476	509	134	132	0	1	1	99.25%	100.00%	99.25%
OTHELLO	488	509	490	489	4	7	11	98.56%	99.17%	97.76%
PASCO	545	509	2196	2187	12	56	68	97.44%	99.44%	96.90%
PATEROS	923	509	49	49	0	2	2	95.92%	100.00%	95.92%
POMEROY	843	509	88	83	3	1	4	98.82%	96.55%	95.45%
PT. ANGELES			1304	1291	13	21	34	98.39%	99.00%	97.39%
JOYCE	928	360	45	45	0	0	0	100.00%	100.00%	100.00%
PT. ANGELES	452	360	1259	1246	13	21	34	98.31%	98.95%	97.30%
PT. LUDLOW	437	360	175	174	8	9	17	94.61%	95.18%	90.29%
PT. ORCHARD			1934	1916	4	25	29	98.71%	99.79%	98.50%
COLBY	871	360	727	727	2	7	9	99.03%	99.72%	98.76%
PT. ORCHARD	876	360	1207	1189	2	18	20	98.51%	99.83%	98.34%
PT. TOWNSEND	385	360	829	827	5	15	20	98.18%	99.39%	97.59%
PUYALLAP	841	253	3571	3552	31	55	86	98.45%	99.12%	97.59%
RENTON	226	425	4897	4879	17	67	84	98.63%	99.65%	98.28%
RIDGEFIELD	887	360	208	206	5	8	13	96.06%	97.50%	93.75%
ROCHESTER	273	360	460	458	2	6	8	98.69%	99.56%	98.26%
ROY	842	253	221	221	1	3	4	98.64%	99.54%	98.19%
SEATTLE			27399	26826	171	579	750	97.88%	99.37%	97.25%
ATWATER	281	206	1984	1963	20	53	73	97.30%	98.96%	96.32%
CAMPUS	543	206	1011	1006	9	25	34	97.50%	99.09%	96.64%
CHERRY	241	206	3771	3729	11	73	84	98.06%	99.70%	97.77%
DUWAMISH	762	206	1409	1401	8	21	29	98.50%	99.42%	97.94%
EAST	322	206	3767	3756	17	80	97	97.87%	99.54%	97.43%
ELLIOT	441	206	822	810	5	23	28	97.18%	99.37%	96.59%
EMERSON	361	206	2979	2967	20	59	79	98.01%	99.32%	97.35%
LAKEVIEW	522	206	2286	2266	31	52	83	97.69%	98.61%	96.37%

Washington Service Order Interval Missed Commitment Report  
 Based on 2003 and 2004 Orders (Report 1, Completed Orders)  
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EXCHANGES	WC CODE	AREA CODE	8/05 TOTAL ORDERS SOT= NTC R,SB,LB	8/05 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
MAIN	223	206	1915	1616	13	49	62	97.42%	99.30%	96.76%
MERCER ISLAND (Adams)	232	206	629	622	1	21	22	96.66%	99.84%	96.50%
PARKWAY	721	206	2436	2417	19	45	64	98.14%	99.21%	97.37%
SUNSET	782	206	2152	2143	8	39	47	98.18%	99.62%	97.82%
WEST	932	206	2138	2130	9	39	48	98.17%	99.57%	97.75%
SEQUIM	683	360	1054	1051	15	24	39	97.69%	98.54%	96.30%
SHELTON	426	360	1346	1346	7	28	35	97.91%	99.47%	97.40%
SILVERDALE	692	360	1291	1286	5	16	21	98.76%	99.61%	98.37%
SPOKANE			14599	14512	211	234	445	98.40%	98.55%	96.95%
CHESTNUT	244	509	439	438	4	5	9	98.85%	99.08%	97.95%
FAIRFAX	325	509	2301	2285	41	34	75	98.50%	98.19%	96.74%
HUDSON	482	509	2119	2108	38	25	63	98.80%	98.19%	97.03%
KEYSTONE	534	509	1536	1532	7	22	29	98.56%	99.54%	98.11%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE							
RIVERSIDE	455	509	2639	2610	23	55	78	97.92%	99.13%	97.04%
WALNUT	922	509	3635	3615	36	53	89	98.53%	98.99%	97.55%
WHITWORTH	466	509	1930	1924	62	40	102	97.86%	96.72%	94.72%
SPRINGDALE	258	509	158	154	1	1	2	99.36%	99.36%	98.73%
SUMNER (BonneyLake)	863	253	1807	1803	16	35	51	98.05%	99.10%	97.18%
TACOMA			20145	19117	89	343	432	98.30%	99.56%	97.86%
FORT LEWIS	964	253	1893	1013	9	20	29	98.94%	99.52%	98.47%
GREENFIELD	472	253	2908	2892	12	44	56	98.48%	99.58%	98.07%
JUNIPER	582	253	3113	3087	12	52	64	98.32%	99.61%	97.94%
LENNOX	531	253	3745	3738	13	59	72	98.42%	99.65%	98.08%
LOGAN	564	253	1638	1623	8	23	31	98.59%	99.50%	98.11%
MARKET (Fawcett)	272	253	1932	1876	8	39	47	97.97%	99.58%	97.57%
SKYLINE	752	253	1250	1238	10	39	49	96.85%	99.17%	96.08%
WAVERLY-2	922	253	662	660	6	15	21	97.71%	99.07%	96.83%
WAVERLY-7	927	253	3004	2990	11	52	63	98.26%	99.63%	97.90%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA							
VANCOUVER			9976	9932	50	189	239	98.11%	99.50%	97.60%
ORCHARDS	253	360	5110	5096	26	92	118	98.19%	99.48%	97.69%
OXFORD	693	360	3002	2987	17	64	81	97.86%	99.42%	97.30%
SALMON CREEK (VANCVR NO)	573	360	1864	1849	7	33	40	98.22%	99.62%	97.85%
WAITSBURG	337	509	35	34	0	0	0	100.00%	100.00%	100.00%
WALLA WALLA	522	509	1685	1658	2	22	24	98.69%	99.88%	98.58%
WARDEN	349	509	96	96	0	0	0	100.00%	100.00%	100.00%
WINLOCK	785	360	179	177	3	1	4	99.43%	98.31%	97.77%
YAKIMA			4899	4871	22	65	87	98.67%	99.55%	98.22%
CHESTNUT	244	509	3615	3590	18	47	65	98.69%	99.50%	98.20%
WEST	965	509	1284	1281	4	18	22	98.59%	99.68%	98.29%

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

August 2005

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	8/05 TOTAL ORDERS SOT= NTC R,SB,LB	8/05 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	623	622	4	11	15	98.22%	99.35%	97.59%
<b>WC TOTAL</b>			150981	148248	1024	2729	3753	98.19%	99.32%	97.51%

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

1	2	3	12	13	14	15	16	17	18	19	21	22	
EXCHANGES	WC	AREA CODE	8/05 SOT=NTC INWARD R,SB,LB	8/05 SOT=NTC INWARD R,SB	NOT COMPL W/I 5 DAYS	5 DAY (Greater than 10%)	SUM OF ORDERS W/ID > 5 days: Customer Reasons	SUM OF ORDERS W/ID > 5 DAYS; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	5/05 SOT=NTC INWARD R,SB,LB	NOT COMPL W/I 90 DAYS	90 DAYS (GRTR THAN 1%)
ABERDEEN-HOQUIAM	532	360	370	368	5	1.35%	66	1	98.48%	1.52%	307	0	0.00%
AUBURN	833	253	752	742	22	2.93%	121	4	96.69%	3.31%	664	0	0.00%
BAINBRIDGE ISLAND	842	206	222	221	3	1.35%	62	2	96.77%	3.23%	178	0	0.00%
BATTLEGROUND	687	360	216	215	4	1.85%	71	1	98.59%	1.41%	201	0	0.00%
BEAUFORT	275	360	133	133	4	3.01%	17	2	88.24%	11.76%	119	0	0.00%
BELLEVEUE			1138	1124	23	2.02%	235	5	97.87%	2.13%	921	0	0.00%
GLENCOURT	453	425	401	395	10	2.49%	88	4	95.45%	4.55%	303	0	0.00%
SHERWOOD	641	425	737	729	13	1.76%	147	1	99.32%	0.68%	618	0	0.00%
BELLINGHAM			1058	1050	14	1.32%	186	3	98.39%	1.61%	824	0	0.00%
LUMMI	758	360	24	24	0	0.00%	4	0	100.00%	0.00%	39	0	0.00%
REGENT	671	360	1034	1026	14	1.35%	182	3	98.35%	1.65%	785	0	0.00%
BLACK DIAMOND	886	360	62	62	4	6.45%	15	0	100.00%	0.00%	56	0	0.00%
BREMERTON			765	650	12	1.57%	147	2	98.64%	1.36%	675	0	0.00%
CROSBY	373	360	44	44	2	4.55%	9	0	100.00%	0.00%	42	0	0.00%
BREM ESSEX	830	360	707	592	10	1.41%	134	2	98.51%	1.49%	621	0	0.00%
SUNNYSLOPE	674	360	14	14	0	0.00%	4	0	100.00%	0.00%	12	0	0.00%
BUCKLEY	829	360	35	35	3	8.57%	4	1	75.00%	25.00%	43	0	0.00%
CASTLE ROCK	274	360	90	90	2	2.22%	21	1	95.24%	4.76%	84	0	0.00%
CENTRALIA	736	360	240	240	6	2.50%	58	3	94.83%	5.17%	210	0	0.00%
CHEHALIS			183	181	10	5.46%	22	0	100.00%	0.00%	178	0	0.00%
CHEHALIS	748	360	133	131	6	4.51%	17	0	100.00%	0.00%	128	0	0.00%
NAPAVINE	262	360	50	50	4	8.00%	5	0	100.00%	0.00%	50	0	0.00%
CLE-ELUM	674	509	60	57	3	5.00%	9	0	100.00%	0.00%	63	1	1.59%
COLFAX	397	509	36	36	0	0.00%	5	0	100.00%	0.00%	29	0	0.00%
COLVILLE	684	509	127	127	3	2.36%	27	1	96.30%	3.70%	119	1	0.84%
COPALIS													
(OCEAN SHORES)	289	360	86	86	0	0.00%	20	0	100.00%	0.00%	84	0	0.00%
COULEE DAM	633	509	34	33	0	0.00%	2	0	100.00%	0.00%	30	0	0.00%
CRYSTAL MTN.	663	360	10	10	0	0.00%	1	0	100.00%	0.00%	9	0	0.00%
DAYTON	382	509	45	45	3	6.67%	10	1	90.00%	10.00%	25	0	0.00%
DEER PARK	276	509	129	129	9	6.98%	20	4	80.00%	20.00%	111	0	0.00%
DES MOINES			864	859	12	1.39%	125	3	97.60%	2.40%	740	0	0.00%
DES MOINES	824	206	320	319	4	1.25%	50	2	96.00%	4.00%	291	0	0.00%
FEDERAL WAY	839	253	544	540	8	1.47%	75	1	98.67%	1.33%	449	0	0.00%
EASTON	656	509	13	13	0	0.00%	3	0	100.00%	0.00%	12	0	0.00%
ELK	292	509	49	49	0	0.00%	3	0	100.00%	0.00%	42	0	0.00%
ENUMCLAW	825	360	133	129	6	4.51%	22	0	100.00%	0.00%	143	0	0.00%
EPHRATA	754	509	72	72	1	1.39%	9	1	88.89%	11.11%	57	0	0.00%
GRAHAM	847	253	420	418	14	3.33%	64	3	95.31%	4.69%	341	0	0.00%
GREEN BLUFF	238	509	31	31	2	6.45%	3	0	100.00%	0.00%	31	0	0.00%
HOODSPORT	877	360	48	48	0	0.00%	5	0	100.00%	0.00%	61	0	0.00%
ISSAQUAH	392	425	555	552	11	1.98%	147	2	98.64%	1.36%	463	0	0.00%
KENT			1239	1225	21	1.69%	182	1	99.45%	0.55%	1058	0	0.00%
MERIDIAN	253	360	353	351	11	3.12%	70	1	98.57%	1.43%	274	0	0.00%
OBRIEN	251	206	81	74	1	1.23%	10	0	100.00%	0.00%	82	0	0.00%
ULRICH	852	253	805	800	9	1.12%	102	0	100.00%	0.00%	702	0	0.00%
LIBERTY LAKE	255	509	30	30	0	0.00%	7	0	100.00%	0.00%	15	0	0.00%

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

1	2	3	12	13	14	15	16	17	18	19	12	21	22
EXCHANGES	WC	AREA	8/05	8/05	NOT	5 DAY	SUM OF	SUM OF ORDERS	% MET	% Missed	5/05	NOT	90 DAYS
	CODE	CODE	SOT=NTC	SOT=NTC	COMPL	(Greater	ORDERS	W/DD >5 DAYS;			SOT=NTC	COMPL	(GRTR
			INWARD	INWARD	W/I 5	than 10%)	W/DD > 5	CR; 5 Lines or			INWARD	W/I 90	THAN 1%)
			R,SB,LB	R,SB	DAYS		Customer	Less Missed Appt.			R,SB,LB	DAYS	
							Reasons	Company					
							Reasons	Reasons					
LONGVIEW-KELSO	423	360	727	725	11	1.51%	110	2	98.18%	1.82%	714	0	0.00%
LOON LAKE	233	509	21	21	1	4.76%	3	0	100.00%	0.00%	39	0	0.00%
MAPLE VALLEY	432	425	221	221	6	2.71%	70	1	98.57%	1.43%	205	0	0.00%
MOSES LAKE			327	322	5	1.53%	31	0	100.00%	0.00%	302	0	0.00%
MOSES LAKE (AFB)	762	509	67	66	2	2.99%	7	0	100.00%	0.00%	46	0	0.00%
MOSES LAKE	765	509	260	256	3	1.15%	24	0	100.00%	0.00%	256	0	0.00%
NEWMAN LAKE	226	509	42	42	3	7.14%	5	0	100.00%	0.00%	46	0	0.00%
NORTHPORT	732	509	24	24	1	4.17%	4	0	100.00%	0.00%	23	0	0.00%
OLYMPIA			1841	1812	18	0.98%	353	3	99.15%	0.85%	1591	1	0.06%
EVERGREEN	866	360	136	136	2	1.47%	30	0	100.00%	0.00%	127	0	0.00%
LACEY	456	360	846	833	8	0.95%	149	2	98.66%	1.34%	769	0	0.00%
WHITEHALL	352	360	859	843	8	0.93%	174	1	99.43%	0.57%	695	1	0.14%
OMAK-OKANOGAN	826	509	164	162	1	0.61%	14	0	100.00%	0.00%	140	0	0.00%
OROVILLE	476	509	34	34	0	0.00%	4	0	100.00%	0.00%	35	0	0.00%
OTHELLO	488	509	132	131	4	3.03%	11	1	90.91%	9.09%	102	0	0.00%
PASCO	545	509	532	528	11	2.07%	52	1	98.08%	1.92%	544	0	0.00%
PATEROS	923	509	16	16	0	0.00%	2	0	100.00%	0.00%	12	0	0.00%
POMEROY	843	509	36	33	2	5.56%	5	0	100.00%	0.00%	26	0	0.00%
PT. ANGELES			318	310	9	2.83%	39	1	97.44%	2.56%	321	0	0.00%
JOYCE	928	360	14	14	0	0.00%	1	0	100.00%	0.00%	21	0	0.00%
PT. ANGELES	452	360	304	296	9	2.96%	38	1	97.37%	2.63%	300	0	0.00%
PT. LUDLOW	437	360	39	38	3	7.69%	10	1	90.00%	10.00%	38	0	0.00%
PT. ORCHARD			457	454	4	0.88%	72	1	98.61%	1.39%	389	1	0.26%
COLBY	871	360	166	166	2	1.20%	26	1	96.15%	3.85%	133	0	0.00%
PT. ORCHARD	876	360	291	288	2	0.69%	46	0	100.00%	0.00%	256	1	0.39%
PT. TOWNSEND	385	360	201	201	2	1.00%	40	0	100.00%	0.00%	209	0	0.00%
PUYALLAP	841	253	909	899	23	2.53%	148	5	96.62%	3.38%	837	0	0.00%
RENTON	226	425	1254	1243	17	1.36%	214	2	99.07%	0.93%	1063	0	0.00%
RIDGEFIELD	887	360	47	46	4	8.51%	12	0	100.00%	0.00%	61	0	0.00%
ROCHESTER	273	360	109	109	2	1.83%	13	1	92.31%	7.69%	123	0	0.00%
ROY	842	253	49	49	1	2.04%	6	0	100.00%	0.00%	55	0	0.00%
SEATTLE			7232	7069	132	1.83%	1123	16	98.58%	1.42%	6134	1	0.02%
ATWATER	281	206	574	567	14	2.44%	17	1	99.15%	0.85%	527	0	0.00%
CAMPUS	543	206	313	312	4	1.28%	47	0	100.00%	0.00%	233	0	0.00%
CHERRY	241	206	961	947	8	0.83%	104	0	100.00%	0.00%	851	0	0.00%
DUWAMISH	762	206	321	319	7	2.18%	50	0	100.00%	0.00%	282	0	0.00%
EAST	322	206	1005	1000	14	1.39%	131	2	98.47%	1.53%	801	0	0.00%
ELLIOT	441	206	237	231	4	1.69%	41	1	97.56%	2.44%	270	0	0.00%
EMERSON	361	206	793	789	7	0.88%	129	1	99.22%	0.78%	705	0	0.00%
LAKEVIEW	522	206	681	675	20	2.94%	142	6	95.77%	4.23%	436	0	0.00%
MAIN	223	206	536	429	28	5.22%	53	1	98.11%	1.89%	517	0	0.00%
MERCER ISLAND													
(Adams)	232	206	178	176	2	1.12%	53	0	100.00%	0.00%	147	0	0.00%
PARKWAY	721	206	523	519	12	2.29%	56	3	94.64%	5.36%	433	1	0.23%
SUNSET	782	206	570	568	5	0.88%	117	0	100.00%	0.00%	466	0	0.00%
WEST	932	206	540	537	7	1.30%	82	1	98.78%	1.22%	466	0	0.00%
SEQUIM	683	360	287	285	11	3.83%	67	2	97.01%	2.99%	235	0	0.00%

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

1	2	3	12	13	14	15	16	17	18	19	12	21	22
EXCHANGES	WC	AREA CODE	8/05 SOT=NTC INWARD R,SB,LB	8/05 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	5/05 SOT=NTC INWARD R,SB,LB	NOT COMPL W/I 90 DAYS	90 DAYS (GRTR THAN 1%)
SHELTON	426	360	344	344	5	1.45%	44	1	97.73%	2.27%	298	0	0.00%
SILVERDALE	692	360	339	337	2	0.59%	74	0	100.00%	0.00%	295	0	0.00%
SPOKANE			3932	3938	154	3.92%	926	62	93.30%	6.70%	3259	0	0.00%
CHESTNUT	244	509	103	103	4	3.88%	12	0	100.00%	0.00%	84	0	0.00%
FAIRFAX	325	509	563	557	25	4.44%	133	10	92.48%	7.52%	487	0	0.00%
HUDSON	482	509	524	519	31	5.92%	109	15	86.24%	13.76%	448	0	0.00%
KEYSTONE	534	509	395	393	7	1.77%	73	1	98.63%	1.37%	343	0	0.00%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE										
RIVERSIDE	455	509	810	799	13	1.60%	200	3	98.50%	1.50%	630	0	0.00%
WALNUT	922	509	985	978	24	2.44%	225	7	96.89%	3.11%	825	0	0.00%
WHITWORTH	466	509	552	549	50	9.06%	174	26	85.06%	14.94%	442	0	0.00%
SPRINGDALE	258	509	40	37	1	2.50%	6	0	100.00%	0.00%	49	0	0.00%
SUMNER (BonneyLake)	863	253	392	390	14	3.57%	67	1	98.51%	1.49%	330	0	0.00%
TACOMA			4656	4585	64	1.37%	624	12	98.08%	1.92%	4086	1	0.02%
FORT LEWIS	964	253	335	315	5	1.49%	53	3	94.34%	5.66%	234	0	0.00%
GREENFIELD	472	253	683	678	9	1.32%	72	1	98.61%	1.39%	586	0	0.00%
JUNIPER	582	253	782	776	8	1.02%	82	0	100.00%	0.00%	664	0	0.00%
LENNOX	531	253	762	761	11	1.44%	111	1	99.10%	0.90%	642	0	0.00%
LOGAN	564	253	427	421	6	1.41%	67	3	95.52%	4.48%	383	0	0.00%
MARKET (Fawcett)	272	253	506	481	8	1.58%	54	1	98.15%	1.85%	464	0	0.00%
SKYLINE	752	253	320	317	5	1.56%	65	1	98.46%	1.54%	270	0	0.00%
WAVERLY-2	922	253	174	173	4	2.30%	27	0	100.00%	0.00%	168	0	0.00%
WAVERLY-7	927	253	667	663	8	1.20%	93	2	97.85%	2.15%	675	1	0.15%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA										
VANCOUVER			2582	2568	36	1.39%	716	13	98.18%	1.82%	2369	0	0.00%
ORCHARDS	253	360	1318	1313	15	1.14%	368	4	98.91%	1.09%	1202	0	0.00%
OXFORD	693	360	782	776	14	1.79%	195	6	96.92%	3.08%	743	0	0.00%
SALMON CREEK (VANCVR NO)	573	360	482	479	7	1.45%	153	3	98.04%	1.96%	424	0	0.00%
WAITSBURG	337	509	15	14	0	0.00%	0	0	0.00%	0.00%	9	0	0.00%
WALLA WALLA	522	509	468	461	1	0.21%	50	0	100.00%	0.00%	353	0	0.00%
WARDEN	349	509	26	26	0	0.00%	1	0	100.00%	0.00%	24	0	0.00%
WINLOCK	785	360	38	36	3	7.89%	4	0	100.00%	0.00%	35	0	0.00%
YAKIMA			1291	1281	18	1.39%	107	0	100.00%	0.00%	1112	0	0.00%
CHESTNUT WEST	244	509	967	958	14	1.45%	68	0	100.00%	0.00%	838	0	0.00%
Washington Customers Served by Exchanges in Neighboring States	965	509	324	323	4	1.23%	39	0	100.00%	0.00%	274	0	0.00%
Clarkston	751	509	185	184	4	2.16%	15	0	100.00%	0.00%	153	0	0.00%
WC TOTAL			38572	37995	770	2.00%	6731	167	97.52%	2.48%	33509	6	0.02%

WASHINGTON REPAIR COMMITMENTS MET  
AUGUST 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						
October						
November						
December						
<b>YTD Total</b>	<b>136,474</b>	<b>129,693</b>	<b>6,781</b>	<b>95.03%</b>	<b>555</b>	<b>589</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  
AUGUST 2005

EXCHANGE	#	WC	ALINES	#Rpts	RATE													
					Aug-05	Aug-05	Jul-05	Jul-05	Jun-05	May-05	Apr-05	Mar-05	Feb-05	Jan-05	Dec-04	Nov-04	Oct-04	Rate
Report Rate > 4.00					1	0	0	0	0	0	0	0	0	0	0	0	0	1
ABERDEEN	0	532	16498	129	0.78	0.77	0.71	0.82	0.70	1.09	0.62	1.01	1.46	1.32	0.90	0.86	0.86	
AUBURN	0	833	33046	335	1.01	1.10	1.05	1.05	1.06	1.02	1.01	1.21	1.17	0.78	1.04	1.07	1.07	
BAINBRIDGE	0	842	13996	160	1.14	1.14	0.98	1.18	0.96	1.77	1.11	1.38	1.39	1.07	1.13	1.48	1.48	
BATTLE GROUND	0	687	11597	164	1.41	1.30	1.48	1.34	1.84	1.02	0.82	2.13	2.88	1.66	1.39	2.12	2.12	
BEFAIR	0	275	8231	148	1.80	1.97	1.66	1.60	1.27	1.05	1.32	2.14	2.36	1.40	1.45	2.33	2.33	
BELLEVUE	0		69617	508	0.73	0.72	0.63	0.69	0.63	0.69	1.11	1.11	0.85	0.69	0.68	0.79	0.79	
GLENCOURT	0	453	27138	186	0.69	0.59	0.45	0.56	0.48	0.53	0.48	0.61	0.58	0.69	0.60	0.63	0.63	
SHERWOOD	0	641	42479	322	0.76	0.80	0.75	0.78	0.73	0.79	1.05	1.43	1.03	0.69	0.73	0.90	0.90	
BELLINGHAM	0		42351	274	0.65	0.59	0.86	0.50	0.56	0.63	0.66	0.66	0.76	0.92	0.77	0.69	0.69	
LUMMI	0	758	1516	23	1.52	0.98	1.11	1.30	1.18	0.98	1.18	1.17	0.39	1.03	1.80	1.35	1.35	
REGENT	0	671	40835	251	0.61	0.57	0.85	0.47	0.54	0.62	0.54	0.64	0.77	0.92	0.74	0.67	0.67	
BLACK DIAMOND	0	886	3506	45	1.28	0.86	1.37	1.14	1.35	1.34	2.57	1.48	1.79	0.91	2.05	1.14	1.14	
BREMERTON	0		39273	190	0.48	0.59	0.60	0.55	0.52	0.65	0.84	0.84	0.76	0.76	0.68	0.72	0.72	
BREMERTON ESX	0	373	34940	144	0.41	0.48	0.52	0.53	0.49	0.62	1.22	0.77	0.69	0.71	0.59	0.66	0.66	
CROSBY	0	830	3510	39	1.11	1.63	1.34	0.85	0.80	1.08	0.45	1.44	1.45	1.33	1.57	1.26	1.26	
SUNNYSLOPE	0	674	823	7	0.85	0.85	0.84	0.53	0.72	0.48	0.83	1.67	0.72	0.60	0.97	0.84	0.84	
BONNEY LAKE	0		Numbers added to Summer															
BUCKLEY	0	829	3288	75	2.28	1.73	0.85	1.30	0.87	1.65	1.68	1.29	1.49	0.84	1.38	1.14	1.14	
CASTLEROCK	0	274	4944	125	2.53	2.01	1.99	2.90	3.55	1.46	1.59	1.74	2.25	2.24	3.71	2.12	2.12	
CENTRALIA	0	736	10128	113	1.12	0.78	1.03	1.04	0.74	0.88	0.68	1.21	1.24	1.14	1.03	1.28	1.28	
CHEHALIS	0		10701	150	1.40	0.85	0.96	1.11	0.71	0.99	1.02	1.02	1.05	1.21	0.96	0.89	0.89	
CHEHALIS	0	748	8040	109	1.36	0.77	0.88	1.28	0.66	0.99	0.78	0.85	0.95	1.14	0.88	0.85	0.85	
NAPAVINE	0	262	2661	41	1.54	1.10	1.18	0.57	0.88	0.99	0.84	1.53	1.38	1.42	1.22	1.00	1.00	
CLE-ELUM	0	674	3371	25	0.74	1.31	0.75	0.57	1.02	0.90	0.60	0.93	0.69	0.96	1.42	1.11	1.11	
COLFAX	0	397	2488	30	1.21	1.36	1.97	0.56	0.64	0.91	0.59	0.79	0.83	1.37	1.22	2.38	2.38	
COLVILLE	0	684	7160	90	1.26	1.09	1.56	0.83	0.66	1.07	0.80	0.72	0.86	0.70	1.04	1.15	1.15	
COPALIS(OCEAN SHORES)	0	289	4164	50	1.20	1.37	1.51	1.70	0.82	1.01	1.22	1.90	1.91	2.21	1.57	1.62	1.62	
COULEE DAM	0	633	2301	21	0.91	1.65	1.22	1.04	0.91	1.35	0.43	0.78	1.07	0.56	0.94	0.90	0.90	
CRYSTAL MTN.	1	663	684	42	6.14	1.47	1.34	2.84	0.89	1.47	1.57	0.85	3.76	0.58	0.88	1.63	1.63	
DAYTON	0	382	1927	33	1.71	1.41	1.57	1.23	1.60	1.51	0.78	1.04	1.51	1.26	1.74	2.80	2.80	
DEER PARK	0	276	6444	82	1.27	1.31	2.02	0.84	1.11	0.94	1.15	0.73	1.08	1.04	1.06	1.00	1.00	
DES MOINES	0		34634	261	0.75	0.85	0.82	0.73	0.77	0.74	0.93	0.93	0.82	0.75	0.83	0.92	0.92	
DES MOINES	0	824	13419	96	0.72	0.83	0.78	0.68	0.83	0.81	0.70	1.09	0.87	0.81	0.90	0.94	0.94	
FEDERAL WAY	0	839	21215	165	0.78	0.86	0.85	0.77	0.74	0.69	0.62	0.84	0.80	0.72	0.79	0.91	0.91	
EASTON	0	656	730	7	0.96	0.69	0.28	0.70	0.28	0.14	0.42	0.97	0.69	0.70	0.98	1.23	1.23	
ELK	0	292	2909	38	1.31	1.24	1.18	0.97	0.91	0.70	0.66	0.94	0.80	1.04	0.90	1.53	1.53	
ENUMCLAW	0	825	9391	86	0.92	0.98	0.81	1.06	0.94	0.87	0.65	1.26	1.26	0.80	1.26	1.38	1.38	
EPHRATA	0	754	3565	40	1.12	0.84	1.54	1.39	0.91	1.57	0.99	1.23	0.87	1.10	1.26	0.93	0.93	
GRAHAM	0	847	19859	244	1.23	0.92	1.10	1.21	0.87	0.92	1.12	1.26	1.08	1.12	0.96	1.01	1.01	

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EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Aug-05	Aug-05	Jul-05	Jun-05	May-05	Apr-05	Mar-05	Feb-05	Jan-05	Dec-04	Nov-04	Oct-04	Sep-04			
Report Rate > 4.00																		
GREEN BLUFF	0	238	3024	21	0.69	1.32	0.63	1.12	0.93	0.73	0.83	0.69	0.86	0.59	1.59			
HOODSPORT	0	877	2648	37	1.40	1.37	1.23	1.20	1.17	0.35	0.82	0.67	1.06	1.41	0.62			
ISSAQUAH	0	392	26470	224	0.85	0.66	0.79	0.87	0.61	0.72	0.47	1.05	0.90	0.98	0.88			
KENT	0		60629	471	0.78	0.75	0.79	0.79	0.62	0.60	0.83	0.80	0.79	0.79	0.76			
KENT MERIDIAN	0	630	22140	215	0.97	1.08	0.91	0.95	0.79	0.71	0.88	1.01	1.03	0.94	1.04			
KENT O'BRIEN	0	251	10607	31	0.29	0.28	0.36	0.25	0.22	0.15	0.20	0.30	0.37	0.27	0.32			
KENT ULRICH	0	852	27882	225	0.81	0.67	0.85	0.86	0.65	0.68	0.54	0.82	0.75	0.88	0.72			
LIBERTY LAKE	0	255	1602	12	0.75	1.13	0.81	0.56	0.44	0.50	0.31	0.31	0.55	0.37	0.61			
LONGVIEW-KELSO	0	423	31929	433	1.36	1.10	1.36	1.23	1.29	1.34	1.01	1.13	1.09	1.23	1.25			
LOON LAKE	0	233	1498	13	0.87	1.13	2.34	2.06	1.18	0.98	1.32	1.24	0.83	0.82	0.87			
MAPLE VALLEY	0	432	13308	151	1.13	1.43	0.85	0.78	0.96	0.77	0.66	1.02	0.95	0.70	2.19			
MOSES LAKE	0		14269	277	1.94	1.28	1.42	1.43	1.18	1.16	1.08	1.22	0.96	0.95	1.09			
MOSES LAKE AFB	0	762	2384	29	1.22	0.75	0.99	1.26	0.68	0.72	0.50	1.11	0.68	1.17	0.75			
MOSES LAKE	0	765	11885	248	2.09	1.38	1.51	1.46	1.28	1.25	0.96	1.25	1.02	0.90	1.16			
NEWMAN LAKE	0	226	2585	27	1.04	0.77	1.13	1.01	0.93	0.78	0.50	0.62	0.31	0.70	0.96			
NORTHPORT	0	732	1035	18	1.74	1.15	3.19	1.56	1.08	1.38	0.78	1.76	2.16	1.08	1.36			
OLYMPIA	0		94216	795	0.84	0.78	0.87	0.67	0.73	0.89	0.98	0.85	0.79	0.83	0.85			
EVERGREEN	0	866	7301	76	1.04	0.82	0.92	0.51	0.90	0.75	0.80	1.24	1.33	0.96	1.59			
LACEY	0	456	41943	397	0.95	0.82	0.85	0.70	0.66	0.84	0.65	0.88	0.59	0.77	0.77			
WHITEHALL	0	352	44972	322	0.72	0.74	0.89	0.67	0.76	0.95	0.80	0.76	0.87	0.88	0.82			
OMAK-OKANOGAN	0	826	7471	111	1.49	2.47	1.22	0.95	0.88	1.08	0.79	1.28	0.95	0.97	1.08			
OROVILLE	0	476	1873	24	1.28	0.97	1.24	1.29	0.96	1.55	0.65	0.91	0.86	1.50	1.71			
OTHELLO	0	488	4659	105	2.25	2.01	2.18	1.66	1.36	2.66	1.66	1.53	2.05	1.22	1.20			
PASCO	0	545	20751	316	1.52	1.44	1.16	0.88	0.90	0.88	0.78	0.93	1.09	1.70	1.29			
PATEROS	0	923	844	21	2.49	1.55	1.08	1.20	0.36	0.96	0.36	0.60	0.84	0.12	0.60			
POMEROY	0	843	1411	44	3.12	1.90	2.64	1.83	1.54	1.61	0.74	1.64	0.83	1.41	2.01			
PT. ANGELES	0		19260	231	1.20	0.94	1.04	0.88	0.75	0.81	1.67	1.06	1.00	0.87	1.13			
JOYCE	1	928	1276	11	0.86	1.63	1.80	1.33	0.79	1.59	2.46	2.07	0.79	1.34	1.87			
PT. ANGELES	0	452	17984	220	1.22	0.89	0.98	0.85	0.75	0.75	0.86	0.99	1.02	0.84	1.08			
PT. LUDLOW	0	437	2922	34	1.16	0.62	1.21	0.42	0.83	0.52	0.73	0.93	0.94	1.57	1.04			
PT. ORCHARD	0		23527	224	0.95	1.01	1.08	0.96	0.86	1.07	1.14	1.10	1.07	1.02	1.07			
COLBY	0	871	9020	78	0.86	0.81	0.94	1.00	0.77	1.32	1.07	1.20	1.13	1.01	0.94			
PT. ORCHARD	0	876	14507	146	1.01	1.13	1.17	0.93	0.92	0.91	0.80	1.03	1.04	1.03	1.15			
PT. TOWNSEND	0	385	12009	126	1.05	0.91	0.98	1.58	0.88	0.93	0.64	0.99	0.86	0.87	1.03			
PUYALLUP	0	841	39814	332	0.83	0.90	0.96	0.78	0.69	0.73	0.71	1.04	0.91	2.00	0.96			
RENTON	0	226	56658	570	1.01	0.99	0.78	0.90	0.62	0.76	0.64	1.01	0.84	0.84	0.78			
RIDGEFIELD	2	887	3924	44	1.12	1.48	1.49	2.04	1.35	1.66	2.92	2.91	1.33	4.18	6.65			
ROCHESTER	0	273	6275	83	1.32	1.05	1.45	1.42	1.77	0.94	0.93	1.17	1.26	1.72	1.86			
ROY	0	843	2780	25	0.90	0.83	1.05	0.97	2.05	1.16	0.90	1.59	1.29	1.67	1.45			
SEATTLE	0		400119	2587	0.65	0.58	0.65	0.65	0.60	0.66	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	RATE
			Aug-05	Aug-05	Aug-05	Jul-05	Jun-05	May-05	Apr-05	Mar-05	Feb-05	Jan-05	Dec-04	Nov-04	Oct-04	Sep-04		
Report Rate > 4.00					1	0	0	0	0	0	0	0	0	0	0	1		
ATWATER	0	281	31450	167	0.53	0.58	0.49	0.54	0.44	0.54	0.45	0.54	0.68	0.62	0.51	0.63		
CAMPUS	0	543	14535	102	0.70	0.52	0.53	0.48	0.65	0.39	0.35	0.48	0.44	0.51	0.63	0.76		
CHERRY	0	241	43614	353	0.81	0.80	0.76	0.90	0.78	0.83	0.58	1.18	0.87	0.73	0.78	0.79		
DUWAMISH	0	655	17145	142	0.83	0.59	0.75	0.81	0.76	0.73	0.56	0.82	0.69	0.81	0.84	0.90		
EAST	0	322	43462	320	0.74	0.66	0.70	0.76	0.76	0.81	0.59	0.74	0.82	0.82	1.03	0.93		
ELLIOT	0	441	11140	37	0.33	0.26	0.22	0.26	0.31	0.28	0.26	0.24	0.30	0.22	0.39	0.28		
EMERSON	0	417	43385	302	0.70	0.59	0.67	0.52	0.60	0.68	0.56	0.83	0.69	0.61	0.68	0.79		
LAKEVIEW	0	522	37104	206	0.56	0.69	0.68	0.77	0.62	0.88	0.56	0.93	0.72	0.72	0.72	0.77		
MAIN	0	223	59860	135	0.23	0.22	0.16	0.19	0.19	0.20	0.16	0.18	0.20	0.17	0.20	0.21		
MERCER ISLAND (ADAMS)	0	232	12508	129	1.03	0.66	0.80	0.71	0.70	0.81	0.70	0.97	0.88	0.92	0.76	1.20		
PARKWAY	0	723	23891	251	1.05	0.90	1.29	1.49	1.09	1.24	0.76	1.15	1.07	1.30	0.84	1.03		
SUNSET	0	782	33101	167	0.50	0.49	0.62	0.61	0.48	0.50	0.40	0.56	0.69	0.58	0.67	0.74		
WEST	0	932	28924	286	0.99	0.68	1.10	0.66	0.73	0.78	0.59	0.75	0.94	0.93	0.97	0.99		
SEQUIM	0	683	14939	174	1.16	0.76	1.04	0.87	0.64	0.73	0.79	1.07	1.04	1.49	1.59	1.07		
SHELTON	0	427	17032	179	1.05	0.93	2.29	0.89	0.91	1.01	0.86	1.27	1.05	1.22	1.01	1.29		
SILVERDALE	0	692	17537	179	1.02	0.84	0.68	0.62	0.60	0.59	0.63	0.67	0.88	0.85	0.76	0.66		
SPOKANE	0		175373	1645	0.94	0.91	0.84	0.78	0.71	0.73	0.63	0.63	0.74	0.75	0.74	0.95		
CHESTNUT	0	244	3588	47	1.31	1.15	0.89	0.83	1.06	0.93	0.95	0.76	0.87	0.68	1.26	1.12		
FAIRFAX	0	325	25282	179	0.71	0.96	0.68	0.85	0.63	0.98	0.68	0.68	0.69	0.77	0.67	0.85		
HUDSON	0	482	19482	164	0.84	0.77	0.83	0.73	0.50	0.73	0.36	0.58	0.62	0.67	0.57	0.68		
KEYSTONE	0	534	17099	145	0.85	0.79	0.85	1.06	1.08	0.62	0.44	0.71	0.59	0.58	0.76	0.76		
MORAN	0		Numbers added to Riverside															
RIVERSIDE	0	455	36473	324	0.89	0.72	0.72	0.83	0.70	0.63	0.00	0.62	0.84	0.73	0.73	0.89		
WALNUT	0	922	47423	464	0.98	0.93	1.03	0.59	0.67	0.68	0.46	0.58	0.69	0.78	0.67	0.89		
WHITWORTH	0	466	26026	322	1.24	1.28	0.78	0.88	0.74	0.78	0.51	0.66	0.89	0.91	1.01	1.54		
SPRINGDALE	0	258	1731	65	3.76	2.34	3.34	1.17	0.71	1.06	0.58	0.99	2.33	1.77	2.48	1.59		
SUMNER	0	863	23112	270	1.17	1.11	1.03	0.98	1.28	0.90	0.76	1.02	1.01	1.22	1.64	1.01		
TACOMA	0		192868	1680	0.87	0.88	0.88	0.83	0.78	0.95	0.97	0.97	0.84	0.78	0.91	1.00		
FORT LEWIS	0	964	7622	55	0.72	0.63	0.72	0.45	0.71	0.51	0.58	0.89	1.09	0.70	0.74	0.55		
GREENFIELD	0	472	24673	241	0.98	0.95	0.96	1.14	1.03	1.96	0.95	1.20	1.06	0.95	1.09	0.96		
JUNIPER	0	581	27982	263	0.94	1.08	0.91	0.85	0.70	0.93	0.80	0.97	0.86	0.86	1.03	1.22		
LENNOX	0	531	32465	414	1.28	1.28	1.13	1.12	0.92	1.13	0.85	1.18	1.09	0.95	1.19	1.09		
LOGAN	0	564	18543	194	1.05	0.77	0.66	0.77	0.67	0.81	0.55	1.12	0.71	0.84	0.86	0.95		
MARKET/FAWCETT	0	272	20940	90	0.43	0.51	0.60	0.45	0.67	0.64	0.51	0.61	0.56	0.57	0.66	0.68		
SKYLINE	0	752	17220	115	0.67	0.71	0.70	0.72	0.62	0.82	0.56	0.81	0.74	0.73	0.83	0.93		
WAVERLY-2	0	922	8600	69	0.80	0.74	0.75	0.71	1.26	0.89	0.89	1.07	0.90	0.68	0.93	1.05		
WAVERLY-7	0	927	34823	239	0.69	0.76	0.99	0.70	0.63	0.52	0.54	0.83	0.68	0.60	0.67	1.06		
TOUCHET	0		Numbers added to Walla Walla															
VANCOUVER	0		109376	1147	1.95	1.15	1.05	1.31	0.85	1.04	1.05	1.05	1.07	1.02	1.00	0.94		

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EXCHANGE	#	WC	ALINES Aug-05	#Rpts Aug-05	RATE Aug-05	RATE Jul-05	RATE Jun-05	RATE May-05	RATE Apr-05	RATE Mar-05	RATE Feb-05	RATE Jan-05	RATE Dec-04	RATE Nov-04	RATE Oct-04	RATE Sep-04
Report Rate > 4.00					1	0	0	0	0	0	0	0	0	0	1	1
ORCHARDS	0	253	56459	617	1.09	1.37	1.18	1.61	0.82	1.03	1.02	1.07	1.05	1.05	0.97	0.95
OXFORD	0	693	30329	290	0.96	0.91	0.91	1.04	0.93	1.14	0.74	1.04	1.09	1.02	1.09	0.92
SALMON CREEK (VANCOUVER NORTH)	0	573	22588	240	1.06	0.95	0.94	0.93	0.81	0.94	0.79	1.01	1.11	0.96	0.98	0.95
WAITSBURG	0	337	758	14	1.85	0.92	0.66	1.32	1.96	0.66	0.65	0.39	1.45	1.70	1.17	1.96
WALLA WALLA																
TOUCHET	0	522	21614	187	0.87	0.84	0.82	0.98	0.72	0.92	0.67	0.80	0.73	0.77	1.02	0.67
WARDEN	0	349	1391	25	1.80	0.87	1.23	0.94	1.17	1.08	0.94	1.23	1.08	0.50	2.20	1.20
WINLOCK	0	785	2286	38	1.66	1.21	0.99	1.17	1.30	1.00	1.39	2.01	1.48	1.65	1.97	1.80
YAKIMA	0	53140	0.95	504	0.95	0.97	0.74	1.10	0.77	0.70	0.70	0.70	0.65	0.84	0.74	0.70
CHESTNUT	0	248	35986	258	0.72	0.98	0.71	1.26	0.79	0.78	0.53	0.69	0.68	0.97	0.79	0.68
WEST	0	965	17154	246	1.43	0.95	0.78	0.77	0.73	0.52	0.35	0.71	0.60	0.55	0.64	0.73
Washington Customers Served by Exchanges in Neighboring States																
CLARKSTON	0	751	8257	120	1.45	1.56	1.55	1.38	1.11	1.05	0.71	0.89				
TOTALS			1863727	17058	0.92	0.87	0.89	0.85	0.76	0.63	0.68	0.92	0.90	0.85	0.91	0.94

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WASHINGTON ANCR - AUGUST 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.050803.002	YELLOW	CABLE	03AUG2005:04:00:00	05AUG2005:08:35:00	52:35:00		3600 PAIR CUT PULP CABLE TECHS ONSITE WORKING TO RESTORE. 08:30 ALL SPLICES COMPLETE. CLOSING SPLICE CASE NOW. DISPUTE EXISTS OVER LOCATE ACCURACY. CABLE SPLICED TO RESTORE.
WA.050805.004	YELLOW	INTERCONNECT	05AUG2005:09:13:00	08AUG2005:22:40:00	85:27:00		WHITMAN CNTY PSAP HAS A DUAL ALI LINK FAILURE. LOOKUP PROCEDURE PROVIDED.08/05/05 10:45 PER THE 911 CENTER, THERE IS A KNOWN LOSS OF UPS POWER TO THE PSAP'S BACK UP FACILITY. POWER TROUBLE HAS BEEN REFERRED TO THEIR VENDOR. NO REROUTES ARE REQUIRED. AFFECTING BACK-UP FACILITY ONLY.08/05/05 2246 - 911 IS WAITING ON STATUS FROM PSAP BUT ALI LINKS ARE STILL DOWN.08-08-05 1400 PSAP MANAGER IS GOING TO THE BACK UP SITE TO CHECK THE STATUS OF THE CPE EQUIPMENT. 22:40 911 CENTER REPORTS BOTH SIDES UP. 8/9 08:00 PRIMARY PSAP HAS NOW FAILED. 911 CENTER WANTS BOTH ANCRS LEFT OPEN. PSAP REPAIRED CPE UPS TO RESTORE.

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

WASHINGTON OUT OF SERVICE SUMMARY  
AUGUST 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					
October					
November					
December					
	<b>99,874</b>	<b>98,562</b>	<b>98.69%</b>	<b>1,312</b>	<b>1,384</b>

Baseline(WAC 480-120-439(9)/480-120-440(1)): A company must repair all out-of-service interruptions within 48 hours, excluding Sundays and holidays, unless physically obstructed from doing so or due to interruptions caused by extraordinary or abnormal conditions of operation.

Measurement Period 2005	All Other Repair Tickets	All Other Repairs Cleared LT <=72 Hours	All Other Repairs Cleared GTR > 72 Hours	% All Other Repairs Cleared <= 72 Hours	Force Majeure All Other Troubles Cleared GTR > 72 Hours	Non Force Majeure All Troubles Cleared GTR > 72 Hours
January	5,075	5,040	35	99.31%	2	40
February	3,748	3,731	17	99.55%	2	32
March	4,576	4,563	13	99.72%	0	35
April	4,263	4,243	20	99.53%	2	39
May	4,564	4,529	35	99.23%	3	41
June	4,738	4,708	30	99.37%	2	43
July	4,467	4,443	24	99.46%	3	42
August	4,577	4,506	71	98.45%	7	59
September						
October						
November						
December						
<b>YTD TOTAL</b>	<b>36,008</b>	<b>35,763</b>	<b>245</b>	<b>99.32%</b>	<b>21</b>	<b>331</b>

Baseline: (WAC 480-120-439 (9)/480-120-440(2)): All "other" regulated service interruptions must be repaired within seventy-two hours unless the company is unable to make the repair because it is physically obstructed from doing so or because of force majeure, in which case the repair must be made as soon as practicable.

Washington E911, Local and Toll Trunk Blocking  
August 2005

**Trunks Blocking > 1% for the month of Aug 2005**

**E911**

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for Aug 05	Explanantion/Details of Action Taken, Trunk Servicing Response - Aug 05
AP088626	2			one way	E911	3.33%	Blocked 9/2/05 @ 1400 only. This group seems to have sporadic blocking throughout each month. Issued Capacity TGSR on 9/13/05
Percent of trunks meeting standard:							99.28%
Total number of trunk groups:							139
Number of trunk groups out of compliance for the month:							1

**Trunks Blocking > 1% for the month of Aug 2005**

**LOCAL**

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for Aug 05	Explanantion/Details of Action Taken, Trunk Servicing Response - Aug 05
<b>NOTHING TO REPORT</b>							
Percent of trunks meeting standard:							100.00%
Total number of trunk groups:							337
Number of trunk groups out of compliance for the month:							0

**Trunks Blocking > .5% for the month of Aug 2005**

**TOLL**

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for Aug 05	Explanantion/Details of Action Taken, Trunk Servicing Response - Aug 05	
AP077426	288			two way	GOS	0.58%	Blocked on 8/22/05 @ 1500. Issued order NOM036978 to add 48 trunks. These were added on 9/16/05 and we have not seen any blocking since the additional trunks were turned up.	
AP081627	142			two way	GOS	0.66%		
AP077425	131			two way	GOS	0.71%		
AP081502	216			two way	GOS	0.74%		
AP081624	168			two way	GOS	0.81%		
AP081645	120			two way	GOS	1.01%		
AP081632	119			two way	GOS	1.15%		
AP077405	108			two way	GOS	1.32%		
AP081641	120			two way	GOS	2.53%		
AP081503	264			two way	GOS	2.61%		
AP077298	48			two way	TOLL-DDD	4.02%		
AP081969	432			two way	GOS	5.46%		
Percent of trunks meeting standard:								96.90%
Total number of trunk groups:								388
Number of trunk groups out of compliance for the month:								12

Key =

GOS: Grade of Service

Toll-DDD: Direct Distance Dial

TGSR: Trunk Group Service Request Form



DIAL TONE  
NETWORK CONGESTION MONTHLY REPORT  
2005

Measurement Period	# ACCESS LINES	DIAL TONE SPEED TESTS	DIAL TONE DELAYS	PERCENT (Greater than 10%)
January	1,902,908	38,021,739	6,083	0.02%
February	1,897,897	34,096,954	5,089	0.01%
March	1,888,657	38,446,090	5,470	0.01%
April	1,884,267	37,808,219	3,532	0.01%
May	1,915,474	38,275,579	3,755	0.01%
June	1,868,966	36,957,670	2,682	0.01%
July	1,867,500	35,521,445	2,037	0.01%
August	1,863,727	37,654,349	2,358	0.01%
September				
October				
November				
December				
YTD Total		296,782,045	31,006	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  
AUGUST 2005

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
ABERDEEN-HOQUIAM	532	360	457831	1	0.00%
ATWATER	281	206	588490	3	0.00%
AUBURN	833	253	711112	26	0.00%
BLACK DIAMOND	REMOTE OF AUBURN				
BAINBRIDGE ISLAND	842	206	355265	40	0.01%
BATTLEGROUND	687	360	214994	40	0.02%
BELFAIR	275	360	156470	0	0.00%
BONNEY LAKE	862	253	249904	0	0.00%
BREMERTON ESSEX	373	360	669357	0	0.00%
BUCKLEY	829	360	60006	0	0.00%
CAMPUS	543	206	298471	1	0.00%
CASTLE ROCK	274	360	112325	102	0.09%
CENTRALIA	736	360	213957	2	0.00%
CHEHALIS	748	360	162421	1	0.00%
CHERRY	241	206	924635	77	0.01%
CLE-ELUM	674	509	48073	0	0.00%
COLBY	871	360	170319	29	0.02%
COLFAX	397	509	37054	0	0.00%
COLVILLE	684	509	138378	0	0.00%
NORTHPORT	REMOTE OF COLVILLE				
COULEE DAM	633	509	41422	0	0.00%
CROSBY	830	360	68468	0	0.00%
CRYSTAL MTN.	663	360	5627	0	0.00%
DAYTON	382	509	34677	0	0.00%
DEER PARK	276	509	132595	0	0.00%
DES MOINES	824	206	296804	24	0.01%
DUWAMISH	762	206	498716	0	0.00%
EAST	322	206	662713	28	0.00%
EASTON	656	509	8074	0	0.00%
ELK	292	509	56752	0	0.00%
ELLIOT	441	206	217735	0	0.00%
EMERSON	361	206	722625	0	0.00%
ENUMCLAW	825	360	166344	0	0.00%
EPHRATA	754	509	65723	0	0.00%
FAIRFAX	325	509	508152	37	0.01%
CHESTNUT	REMOTE OF FAIRFAX				
FEDERAL WAY	839	253	466709	117	0.03%
FORT LEWIS	964	253	88092	1	0.00%
GLENCOURT	453	425	625643	8	0.00%
GRAHAM	847	253	448047	33	0.01%
GREEN BLUFF	238	509	55613	0	0.00%
GREENFIELD	472	253	668148	40	0.01%
HUDSON	482	509	458780	0	0.00%
ISSAQUAH	392	425	570555	22	0.00%
JOYCE	928	360	21843	0	0.00%
JUNIPER	582	253	597608	54	0.01%
KENT MERIDIAN	630	253	413261	106	0.03%
KENT OBRIEN	251	206	309445	10	0.00%
KENT ULRICH	852	253	553212	9	0.00%
KEYSTONE	534	509	472042	0	0.00%
LACEY	456	360	732223	106	0.01%
LAKEVIEW	522	206	471155	7	0.00%
LENNOX	531	253	809908	11	0.00%
LIBERTY LAKE	255	509	24623	0	0.00%
LOGAN	564	253	349943	422	0.12%
LONGVIEW-KELSO	423	360	719497	0	0.00%
LOON LAKE	233	509	22745	0	0.00%
Main (Seattle)	223	206	1451163	41	0.00%
MAPLE VALLEY	432	425	201670	10	0.00%
MARKET (Fawcett)	272	253	609919	17	0.00%
MERCER ISLAND (Adams)	232	206	296779	6	0.00%
MOSES LAKE	762	509	268306	1	0.00%
MOSES LAKE (AFB)	765	509	55418	0	0.00%
NAPAVINE	262	360	57656	0	0.00%

WASHINGTON DIAL TONE REPORT  
AUGUST 2005

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
NEWMAN LAKE	226	509	50426	0	0.00%
OCEAN SHORES	289	360	94396	0	0.00%
OMAK-OKANOGAN	826	509	140144	0	0.00%
ORCHARDS	253	360	1027226	25	0.00%
OROVILLE	476	509	34665	0	0.00%
OTHELLO	488	509	135562	0	0.00%
PARKWAY	721	206	636569	158	0.02%
PASCO	545	509	486135	1	0.00%
PATEROS	923	509	12938	0	0.00%
POMEROY	843	509	26604	0	0.00%
PT. ANGELES	452	360	274472	1	0.00%
PT. LUDLOW	437	360	52884	0	0.00%
PT. ORCHARD	876	360	298910	40	0.01%
SUNNYSLOPE	REMOTE OF PT. ORCHARD				
PT. TOWNSEND	385	360	289983	2	0.00%
PUYALLAP	841	253	803848	0	0.00%
REGENT	671	360	1113558	181	0.02%
LUMMI	REMOTE OF REGENT				
RENTON	226	425	998531	154	0.02%
RIDGEFIELD	887	360	61924	0	0.00%
RIVERSIDE	455	509	582705	18	0.00%
MORAN	REMOTE OF RIVERSIDE				
ROCHESTER	273	360	153670	0	0.00%
ROY	843	253	61156	0	0.00%
SEQUIM	683	360	195617	11	0.01%
SHELTON	426	360	375457	106	0.03%
HOODSPORT	REMOTE OF SHELTON				
SHERWOOD	641	425	592954	39	0.01%
SILVERDALE	692	360	300469	27	0.01%
SKYLINE	752	253	331894	0	0.00%
SPRINGDALE	258	509	43235	0	0.00%
SUMNER	863	253	140885	33	0.02%
BONNEY LAKE	REMOTE OF SUMNER				
SUNSET	782	206	445291	16	0.00%
VANCOUVER NO. SALMON CRK(NO)	573	360	357488	0	0.00%
VANCOUVER OXFORD	693	360	801936	13	0.00%
WAITSBURG	337	509	15448	0	0.00%
WALLA WALLA (incl Touchet)	522	509	657202	4	0.00%
TOUCHET	REMOTE OF WALLA WALLA				
WALNUT	922	509	868109	0	0.00%
WARDEN	349	509	36466	0	0.00%
WAVERLY-2	922	253	258129	5	0.00%
WAVERLY-7	927	253	612637	11	0.00%
WEST	965	509	518098	0	0.00%
WHITEHALL	352	360	1141422	39	0.00%
EVERGREEN	REMOTE OF WHITEHALL				
WHITWORTH	466	509	448145	38	0.01%
WINLOCK	785	360	46866	0	0.00%
YAKIMA CHESTNUT	244	509	859639	3	0.00%
YAKIMA WEST	965	509	395164	1	0.00%
TOTAL			37654349	2358	0.01%

Washington Commission Complaint Report  
August 2005

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

Washington Customer Service Guarantee Program Credits  
August 2005

Missed Appointments/Commitments - Install Residence (New Connect/Reconnect orders)									
Measurement Period	Number of Scheduled Appointments (dispatched orders)	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched orders)	Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	Number Exclusions		
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
YTD Total	108911	3013	5926	1013363	700	3112	9038		
Missed Appointments/Commitments - Install Business (New Connect/Reconnect orders)									
Measurement Period	Number of Scheduled Appointments (dispatched orders)	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched orders)	Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	Number Exclusions		
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
YTD Total	31793	1041	2462	91293	236	596	3058		

Washington Customer Service Guarantee Program Credits  
August 2005

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						
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	88861	5145	475	32161	635	0	933						
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						
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	10928	906	113	4524	95	1	211						

Washington Customer Service Guarantee Program Credits  
August 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	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	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				
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	3317	\$177,547		1499	\$82,748								
Missed Appointment/Commitment Credits Paid - Repair		Number of RESIDENCE customers receiving credits for company missed appointments/com- mits-Repair		Total amount of missed appointments credits paid.		Month Credit Paid Upon Credit Issued/Bill Date		Number of BUSINESS customers receiving credits for company missed appointments/com- mits-Repair		Total amount of missed appointments credits paid.		Month Credit Paid Upon Credit Issued/Bill Date	
Measurement Period	Number of RESIDENCE customers receiving credits for company missed appointments/com- mits-Repair	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date	Number of BUSINESS customers receiving credits for company missed appointments/com- mits-Repair	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date	Number of BUSINESS customers receiving credits for company missed appointments/com- mits-Repair	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date				
January, 2005													
February, 2005													
March, 2005													
April, 2005													
May, 2005													
June, 2005													
July, 2005													
August, 2005													
September, 2005													
October, 2005													
November, 2005													
December, 2005													
YTD Total	6567	\$328,350		815	\$40,750								

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

Washington Customer Service Guarantee Program Credits  
August 2005

Delayed Primary Exchange Alternative	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD # of credits paid
Residence													253256
# of completed orders for installation of primary service													250552
# of completed orders for primary service installed w/i 5 bus. days													1851
# of credits-First Month's Charge(HO Recurring)													\$22,958.00
Amount of credit-First Month's Charge(HO Recur)													1852
# of credits-Installation (HO NonRecur)													\$56,483.00
Amount of credits-Installation (Ho NonRecur)													1851
# of \$100 Bill Credits													\$196,050.00
Amount of \$100 Bill Credits													0
# of Voice Mail Recurring Credits													\$0.00
Amount of Voice Mail Recurring Credits													0
# of Voice Mail Nonrecurring Credits													\$0.00
Amount of Voice Mail Nonrecurring Credits													0
#Cell Loaners													\$263.00
Amount of cell vouchers*													
*Note: Cellular vouchers are paid to Verizon, for Qwest customers located in Washington using Verizon wireless loaner telephones.													
# of Remote Call Fwding-Recurring													11
Amount of Remote Call Fwding-Recurring													\$176.00
# of Remote Call Fwding-Non-Recurring													0
Amount of Remote Call Fwding-Non-Recurring													\$0.00
YTD Total Number of Credits Paid													5565
YTD Total Amount of Credits Paid	\$36,672	\$30,179	\$27,990	\$28,008	\$27,123	\$36,727	\$46,770	\$42,461					\$275,930.00



Washington Customer Service Guarantee Program Credits  
August 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													32609
# of completed orders for primary service installed w/i 5 bus. days													31657
# of credits-First Month's Charge(HO Recurring)													597
Amount of credit-First Month's Charge(HO Recur)													\$25,693.00
# of credits-Installation (HO NonRecur)													597
Amount of credits-Installation (Ho NonRecur)													\$45,871.00
# of \$100 Bill Credits													598
Amount of \$100 Bill Credits													\$69,635.00
# of Voice Mail Recurring Credits													0
Amount of Voice Mail Recurring Credits													\$0.00
# of Voice Mail Nonrecurring Credits													0
Amount of Voice Mail Nonrecurring Credits													\$0.00
#Cell Loaners													0
Amount of cell vouchers*													\$191.00
*Note: Cellular vouchers are paid to Verizon, for Qwest customers located in Washington using Verizon wireless loaner telephones.													
# of Remote Call Fwding- <u>Recurring</u>													0
Amount of Remote Call Fwding- <u>Recurring</u>													\$0.00
# of Remote Call Fwding- <u>Non-<u>Recurring</u></u>													0
Amount of Remote Call Fwding- <u>Non-<u>Recurring</u></u>													\$0.00
YTD Total Number of Credits Paid													1792
YTD Total Amount of Credits Paid	\$15,239	\$14,418	\$17,187	\$11,105	\$24,093	\$25,231	\$15,856	\$18,261					\$141,390.00

Washington Customer Service Guarantee Program Credits  
August 2005

REPORT: Out of Service Customer Bill Credits									
Measurement Period	Condition not Cleared in 2 working days; # tickets missed	#Credits Paid (Actual)	Amount of Credit Paid (\$5.00 credit)	Condition lasting more than 7 Calendar Days; # tickets missed.	#Credits Paid (Actual)	Total Amount of Credit Paid (One month's recurring charge, plus associated regulated features)	Month Credit Paid Upon Credit Issued/Bill Date		
Residence									
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
Total	1221	1017	\$5,081.00	57	46	\$671.98			
<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									
Total	99	75	\$374.30	4	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									
Total	1320	1092	\$5,455.30	61	48	\$700.29			
Baseline: Each customer with an out-of-service condition not cleared within two working days will receive a \$5.00 credit. Each customer with an out-of-service condition lasting more than seven calendar days will receive credit of the monthly recurring charge. Credits do not apply due to emergency situations, unavoidable catastrophes, force majeure, work stoppage, inside wiring or customer premise equipment.									
**Repair tickets with a Disposition Code of 7, 8 or 9 will not be given credit; no trouble found when clearing the report Disposition Code 7 = Test OK, verify OK Disposition Code 8 = Found OK In. Disposition Code 9 = Found OK Out.									

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

Washington Customer Service Guarantee Program Credits  
August 2005

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

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

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

EXCHANGE	WC CODE	2 DAY DATA										7 DAY DATA						
		AREA CODE	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 Wrkg Dys) RES	# Missed (Less Than 2 Wrkg Dys) BUS	# Missed (Less Than 2 Wrkg Dys) TOT	% Missed (Less Than 2 Wrkg 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 <= 7 Cal Days	# Missed (Less Than 7 Days) RES	# Missed (Less Than 7 Days) BUS	# Missed (Less Than 7 Days) TOT	% Missed (Less Than 7 Days)	Total Expts
ABERDEEN-HOQUIAM	532	360	99	98	98.99%	1	0	1	1.01%	0	99	100.00%	0	0	0	0.00%	0	
AUBURN	833	253	256	252	98.44%	4	0	4	1.56%	0	256	100.00%	0	0	0	0.00%	0	
BAINBRIDGE ISLAND	842	206	103	101	98.06%	2	0	2	1.94%	0	103	100.00%	0	0	0	0.00%	0	
BATTLEGROUND	687	360	123	123	100.00%	0	0	0	0.00%	0	123	100.00%	0	0	0	0.00%	0	
BELFAIR	275	360	112	109	97.32%	3	0	3	2.68%	1	113	100.00%	0	0	0	0.00%	0	
BELLEVUE			400	397	99.25%	2	1	3	0.75%	0	400	100.00%	0	0	0	0.00%	0	
GLENOCOURT	453	425	149	147	98.66%	1	1	2	1.34%	0	149	100.00%	0	0	0	0.00%	0	
SHERWOOD	641	425	251	250	99.60%	1	0	1	0.40%	0	251	100.00%	0	0	0	0.00%	0	
BELLINGHAM			224	222	99.11%	1	1	2	0.89%	0	224	100.00%	0	0	0	0.00%	0	
LUMMI	758	360	15	15	100.00%	0	0	0	0.00%	0	15	100.00%	0	0	0	0.00%	0	
REGENT	671	360	209	207	99.04%	1	1	2	0.96%	0	209	100.00%	0	0	0	0.00%	0	
BLACK DIAMOND	886	360	31	31	100.00%	0	0	0	0.00%	0	31	100.00%	0	0	0	0.00%	0	
BONNEY LAKE																		
BREMERSON			127	126	99.21%	1	0	1	0.79%	1	127	99.22%	1	0	1	0.00%	0	
CROSBY	830	360	26	26	100.00%	0	0	0	0.00%	0	26	100.00%	0	0	0	0.00%	0	
BREMERTON																		
ESSEX	373	360	97	96	98.97%	1	0	1	1.03%	1	98	98.98%	1	0	1	1.02%	0	
SUNNYSLOPE	674	360	4	4	100.00%	0	0	0	0.00%	0	4	100.00%	0	0	0	0.00%	0	
BUCKLEY	829	360	58	56	96.55%	2	0	2	3.45%	0	58	100.00%	0	0	0	0.00%	0	
CASTLE ROCK	274	360	98	98	100.00%	0	0	0	0.00%	0	98	100.00%	0	0	0	0.00%	0	
CENTRALIA	736	360	87	86	98.85%	1	0	1	1.15%	0	87	100.00%	0	0	0	0.00%	0	
CHEHALIS			179	177	98.88%	2	0	2	1.12%	0	179	99.44%	1	0	1	0.00%	0	
CHEHALIS	748	360	86	85	98.84%	1	0	1	1.16%	0	86	100.00%	0	0	0	0.00%	0	
NAPAVINE	262	360	93	92	98.92%	1	0	1	1.08%	0	93	98.92%	1	0	1	1.08%	0	
CLARKSTON			81	79	97.53%	2	0	2	2.47%	0	81	100.00%	0	0	0	0.00%	0	
CLE-ELUM	674	509	20	20	100.00%	0	0	0	0.00%	0	20	100.00%	0	0	0	0.00%	0	
COLFAX	397	509	23	23	100.00%	0	0	0	0.00%	0	23	100.00%	0	0	0	0.00%	0	
COLVILLE	684	509	109	109	100.00%	0	0	0	0.00%	0	109	100.00%	0	0	0	0.00%	0	
COPALIS(OCEAN SHORES)	289	360	34	33	97.06%	0	1	1	2.94%	0	34	100.00%	0	0	0	0.00%	0	
COULLEE DAM	633	509	20	20	100.00%	0	0	0	0.00%	0	20	100.00%	0	0	0	0.00%	0	
CRYSTAL MTN.	663	360	37	32	86.49%	4	1	5	13.51%	0	37	100.00%	0	0	0	0.00%	0	
DAYTON	382	509	24	24	100.00%	0	0	0	0.00%	0	24	100.00%	0	0	0	0.00%	0	
DEER PARK	276	509	66	65	98.48%	1	0	1	1.52%	0	66	100.00%	0	0	0	0.00%	0	
DES MOINES			205	204	99.51%	1	0	1	0.49%	1	206	100.00%	0	0	0	0.00%	0	
DES MOINES	824	206	72	72	100.00%	0	0	0	0.00%	0	72	100.00%	0	0	0	0.00%	0	
FEDERAL WAY	839	253	133	132	99.25%	1	0	1	0.75%	1	134	100.00%	0	0	0	0.00%	0	
EASTON	656	509	6	6	100.00%	0	0	0	0.00%	0	6	100.00%	0	0	0	0.00%	0	
ELK	292	509	75	75	100.00%	0	0	0	0.00%	0	75	100.00%	0	0	0	0.00%	0	
ENUMCLAW	825	360	83	81	97.59%	2	0	2	2.41%	0	83	100.00%	0	0	0	0.00%	0	
EPHRATA	754	509	29	28	96.55%	1	0	1	3.45%	0	29	96.55%	1	0	1	3.45%	0	
GRAHAM	847	253	183	183	100.00%	0	0	0	0.00%	0	183	100.00%	0	0	0	0.00%	0	
GREEN BLUFF	238	509	20	20	100.00%	0	0	0	0.00%	0	20	100.00%	0	0	0	0.00%	0	
HOODSPORT	877	360	28	28	100.00%	0	0	0	0.00%	0	28	100.00%	0	0	0	0.00%	0	

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

	WC	AREA CODE	2 DAY DATA										7 DAY DATA						
			Number of Tickets Out of Service Less Than 2 Working Days	Out of Service Cleared in 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 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 <= 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	
ISSAQUAH	392	425	183	182	99.45%	1	0	1	0.55%	1	184	100.00%	0	0	0	0.00%	0		
KENT			360	357	99.17%	3	0	3	0.83%	1	361	100.00%	0	0	0	0.00%	0		
MERIDIAN	630	253	158	156	98.73%	2	0	2	1.27%	1	159	100.00%	0	0	0	0.00%	0		
OBRIEN	251	206	23	23	100.00%	0	0	0	0.00%	0	23	100.00%	0	0	0	0.00%	0		
ULRICH	852	253	179	178	99.44%	1	0	1	0.56%	0	179	100.00%	0	0	0	0.00%	0		
LIBERTY LAKE	255	509	12	12	100.00%	0	0	0	0.00%	0	12	100.00%	0	0	0	0.00%	0		
LONGVIEW-																			
KELSO	423	360	331	329	99.40%	1	1	2	0.60%	0	331	100.00%	0	0	0	0.00%	0		
LOON LAKE	233	509	7	7	100.00%	0	0	0	0.00%	1	8	100.00%	0	0	0	0.00%	0		
MAPLE VALLEY	432	425	123	122	99.19%	1	0	1	0.81%	0	123	100.00%	0	0	0	0.00%	0		
MOSES LAKE			217	207	95.39%	8	2	10	4.61%	0	217	100.00%	0	0	0	0.00%	0		
MOSES LAKE(AFB)	765	509	17	17	100.00%	0	0	0	0.00%	0	17	100.00%	0	0	0	0.00%	0		
MOSES LAKE	762	509	200	190	95.00%	8	2	10	5.00%	0	200	100.00%	0	0	0	0.00%	0		
NEWMAN LAKE	226	509	23	22	95.65%	1	0	1	4.35%	0	23	100.00%	0	0	0	0.00%	0		
NORTHPORT	732	509	11	11	100.00%	0	0	0	0.00%	0	11	100.00%	0	0	0	0.00%	0		
OLYMPIA			718	714	99.44%	3	1	4	0.56%	1	719	99.86%	1	0	1	0.14%	0		
EVERGREEN	866	360	66	66	100.00%	0	0	0	0.00%	0	66	100.00%	0	0	0	0.00%	0		
LACEY	456	360	420	419	99.76%	1	0	1	0.24%	1	421	100.00%	0	0	0	0.00%	0		
WHITEHALL	352	360	232	229	98.71%	2	1	3	1.29%	0	232	99.57%	1	0	1	0.43%	0		
OMAK-																			
OKANOAGAN	826	509	101	101	100.00%	0	0	0	0.00%	0	101	100.00%	0	0	0	0.00%	0		
OROVILLE	476	509	18	18	100.00%	0	0	0	0.00%	0	18	100.00%	0	0	0	0.00%	0		
OTHELLO	486	509	86	76	88.37%	10	0	10	11.63%	0	86	100.00%	0	0	0	0.00%	0		
PASCO	545	509	243	238	97.94%	5	0	5	2.06%	0	243	99.59%	1	0	1	0.41%	0		
PATEROS	923	509	13	13	100.00%	0	0	0	0.00%	0	13	100.00%	0	0	0	0.00%	0		
POMEROY	843	509	44	43	97.73%	1	0	1	2.27%	5	44	100.00%	0	0	0	0.00%	5		
PT. ANGELES			172	172	100.00%	0	0	0	0.00%	2	174	100.00%	0	0	0	0.00%	0		
JOYCE	928	360	8	8	100.00%	0	0	0	0.00%	0	8	100.00%	0	0	0	0.00%	0		
PT. ANGELES	452	360	164	164	100.00%	0	0	0	0.00%	2	166	100.00%	0	0	0	0.00%	0		
PT. LUDLOW	437	360	15	15	100.00%	0	0	0	0.00%	0	15	100.00%	0	0	0	0.00%	0		
PT. ORCHARD			163	162	99.39%	1	0	1	0.61%	0	163	100.00%	0	0	0	0.00%	0		
COLBY	871	360	60	60	100.00%	0	0	0	0.00%	0	60	100.00%	0	0	0	0.00%	0		
PT. ORCHARD	876	360	103	102	99.03%	1	0	1	0.97%	0	103	100.00%	0	0	0	0.00%	0		
PT. TOWNSEND	385	360	110	106	96.36%	4	0	4	3.64%	0	110	99.09%	1	0	1	0.91%	0		
PUYALLAP	841	253	280	279	99.64%	1	0	1	0.36%	1	281	100.00%	0	0	0	0.00%	0		
RENTON	226	425	488	486	99.59%	2	0	2	0.41%	1	489	100.00%	0	0	0	0.00%	0		
RIDGEFIELD	887	360	37	37	100.00%	0	0	0	0.00%	0	37	100.00%	0	0	0	0.00%	0		
ROCHESTER	273	360	58	58	100.00%	0	0	0	0.00%	0	58	100.00%	0	0	0	0.00%	0		
ROY	843	253	17	17	100.00%	0	0	0	0.00%	0	17	100.00%	0	0	0	0.00%	0		
SEATTLE			1922	1884	98.02%	33	5	38	1.98%	11	1931	99.95%	1	0	1	0.0044	2		
ATWATER	281	206	108	105	97.22%	2	1	3	2.78%	0	108	100.00%	0	0	0	0.00%	0		
CAMPUS	543	206	81	80	98.77%	1	0	1	1.23%	3	82	100.00%	0	0	0	0.00%	2		
CHERRY	241	206	278	273	98.20%	5	0	5	1.80%	2	280	100.00%	0	0	0	0.00%	0		
DUWAMISH	762	206	109	106	97.25%	3	0	3	2.75%	0	109	100.00%	0	0	0	0.00%	0		
EAST	322	206	237	231	97.47%	4	2	6	2.53%	0	237	100.00%	0	0	0	0.00%	0		

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

EXCHANGE	WC CODE	AREA CODE	2 DAY DATA						7 DAY DATA										
			Number of Tickets Out of Service Less Than 2 Working Days	Out of Service Cleared in 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Working Days) RES	# Missed (Less Than 2 Working Days) BUS	# Missed (Less Than 2 Working Days) TOT	% Missed (Less Than 2 Working Days)	Total Expts	Number of Tickets Out of Service Less Than 7 Cal Days	Out of Service Cleared in 7 Cal Days	% Out Of Service <= 7 Cal Days	# Missed (Less Than 7 Days) RES	# Missed (Less Than 7 Days) BUS	# Missed (Less Than 7 Days) TOT	% Missed (Less Than 7 Days)	Total Expts	
ELLIOT	441	206	24	24	100.00%	0	0	0	0	0.00%	0	24	24	100.00%	0	0	0	0.00%	0
EMERSON	361	206	219	216	98.63%	2	1	3	1.37%	2	221	221	100.00%	0	0	0	0.00%	0	
LAKEVIEW	522	206	135	130	96.30%	5	0	5	3.70%	0	135	135	100.00%	0	0	0	0.00%	0	
MAIN	223	206	100	99	99.00%	0	1	1	1.00%	0	100	100	100.00%	0	0	0	0.00%	0	
MERCER ISLAND (Adams)	232	206	101	101	100.00%	0	0	0	0.00%	0	101	101	100.00%	0	0	0	0.00%	0	
PARKWAY	721	206	186	183	98.39%	3	0	3	1.61%	0	186	186	100.00%	0	0	0	0.00%	0	
SUNSET	782	206	116	114	98.28%	2	0	2	1.72%	3	119	119	100.00%	0	0	0	0.00%	0	
WEST	932	206	228	222	97.37%	6	0	6	2.63%	1	229	228	99.56%	1	0	1	0.44%	0	
SEQUIM	683	360	133	133	100.00%	0	0	0	0.00%	0	133	133	100.00%	0	0	0	0.00%	0	
SHELTON	426	360	149	149	100.00%	0	0	0	0.00%	1	150	150	100.00%	0	0	0	0.00%	0	
SILVERDALE	692	360	140	139	99.29%	1	0	1	0.71%	0	140	140	100.00%	0	0	0	0.00%	0	
SPOKANE	1641	509	1558	1558	94.94%	77	6	83	5.06%	12	1653	1650	99.82%	2	1	3	0.00%	0	
CHESTNUT	244	509	36	32	88.89%	4	0	4	11.11%	0	36	36	100.00%	0	0	0	0.00%	0	
FAIRFAX	325	509	139	128	92.09%	10	1	11	7.91%	1	140	140	100.00%	0	0	0	0.00%	0	
HUDSON	482	509	128	113	88.28%	15	0	15	11.72%	3	131	131	100.00%	0	0	0	0.00%	0	
KEYSTONE	534	509	108	103	95.37%	5	0	5	4.63%	1	109	109	100.00%	0	0	0	0.00%	0	
MORAN NUMBERS ADDED TO RIVERSIDE																			
RIVERSIDE	455	509	257	238	92.61%	18	1	19	7.39%	2	259	258	99.61%	1	0	1	0.39%	0	
WALNUT	922	509	362	349	96.41%	11	2	13	3.59%	2	364	363	99.73%	0	1	1	0.27%	0	
WHITWORTH	466	509	611	595	97.38%	14	2	16	2.62%	3	614	613	99.84%	1	0	1	0.16%	0	
SPRINGDALE	258	509	73	73	100.00%	0	0	0	0.00%	0	73	73	100.00%	0	0	0	0.00%	0	
SUNNER (BonneyLake)	863	253	340	337	99.12%	3	0	3	0.88%	1	341	340	99.71%	1	0	1	0.29%	0	
TACOMA	1304	253	1304	1284	98.47%	19	1	20	1.53%	8	1311	1309	99.85%	2	0	2	0.0172	1	
FORT LEWIS	964	253	47	46	97.87%	1	0	1	2.13%	0	47	47	100.00%	0	0	0	0.00%	0	
GREENFIELD	472	253	187	182	97.33%	4	1	5	2.67%	1	188	188	100.00%	0	0	0	0.00%	0	
JUNIPER	582	253	210	206	98.10%	4	0	4	1.90%	1	211	210	99.53%	1	0	1	0.47%	0	
LENNOX	531	253	323	320	99.07%	3	0	3	0.93%	1	324	324	100.00%	0	0	0	0.00%	0	
LOGAN	564	253	163	162	99.39%	1	0	1	0.61%	1	164	164	100.00%	0	0	0	0.00%	0	
MARKET (Fawcett)	272	253	64	63	98.44%	1	0	1	1.56%	1	65	65	100.00%	0	0	0	0.00%	0	
SKYLINE	752	253	79	78	98.73%	1	0	1	1.27%	2	80	79	98.75%	1	0	1	1.25%	1	
WAVERLY-2	922	253	56	55	98.21%	1	0	1	1.79%	0	56	56	100.00%	0	0	0	0.00%	0	
WAVERLY-7	927	253	175	172	98.29%	3	1	3	1.71%	1	176	176	100.00%	0	0	0	0.00%	0	
TOUCHET NUMBERS ADDED TO WALLA WALLA																			
VANCOUVER	878	360	878	869	98.97%	8	1	9	1.03%	5	883	880	99.66%	3	0	3	0.00%	0	
ORCHARDS	253	360	474	469	98.95%	4	1	5	1.05%	2	476	474	99.58%	2	0	2	0.42%	0	
OXFORD	693	360	209	206	98.56%	3	0	3	1.44%	3	212	212	100.00%	0	0	0	0.00%	0	
SALMON																			
CRK(NORTH)	573	360	195	194	99.49%	1	0	1	0.51%	0	195	194	99.49%	1	0	1	0.51%	0	
WAITSBURG	337	509	9	9	100.00%	0	0	0	0.00%	0	9	9	100.00%	0	0	0	0.00%	0	
WALLA WALLA (incl Touchet)	522	509	136	135	99.26%	1	0	1	0.74%	0	136	136	100.00%	0	0	0	0.00%	0	
WARDEN	349	509	18	15	83.33%	3	0	3	16.67%	0	18	18	100.00%	0	0	0	0.00%	0	
WINLOCK	785	360	35	35	100.00%	0	0	0	0.00%	0	35	35	100.00%	0	0	0	0.00%	0	

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

	WC	AREA CODE	2 DAY DATA						7 DAY DATA									
			Number of Tickets Out of Service Less Than 2 Working Days	Out of Service Cleared in 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 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			635	634	99.84%	1	0	1	0.16%	1	636	635	99.84%	1	0	1	0.0047	0
CHESTNUT	244	509	424	424	100.00%	0	0	0	0.00%	1	425	425	100.00%	0	0	0	0.00%	0
WEST	965	509	211	210	99.53%	1	0	1	0.47%	0	211	210	99.53%	1	0	1	0.47%	0
<b>Totals</b>			14183	13944	98.31%	218	21	239	1.69%	55	14230	14213	99.88%	16	1	17	0.12%	8



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

OOS Report		MOOSA Credits Paid	
OOS Tickets	239	192	Total Credits Paid
Disp 7, 8, 9 Tickets**	25	2	Previous Pending Paid (MOOSA only) PUC metric captured the out of service in the month it occurred, however MOOSA did not pay the credit until the current reporting month
Eligible 2 Day Tickets	198	175	2 Day Credits Paid (Total with PUC&MOOSA in source) Matches to PUC metric. Customer experience out of service in the same month that credit was paid
Eligible 7 Day Tickets	16	15	7 Day Credits Paid (Total with PUC&MOOSA in source) Matches to PUC metric. Customer experience out of service in the same month that credit was paid
Total Eligible Tickets	214	24	Pending Credits To Be Paid (PUC only in source) Customer experience an OOS as captured by PUC metric in current month, however, MOOSA will credit in a later month
		214	

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

Disposition Code 7 = Test OK, verify OK

Disposition Code 8 = Found OK In

Disposition Code 9 = Found OK Out

Wire Centers Exceeding 4 Reports / 100 Access Lines

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

EXCHANGE	Access Lines	# of Trouble Reports	Report Rate	Facilities Impacted/Reasons Out of Compliance
Report Rate > 4.00	Aug-05	Aug-05	Aug-05	
Crystal Mtn	684	42	6.14%	

Restated Reconciliation Reports  
Jan, Feb, Mar, Apr, June and July 2005

**Qwest Corporation**  
**Reconciliation of the Service Order Interval Missed Commitment and Aging Reports**  
**January 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 January 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 January 2005 indicates that we have completed 31,132 (99.2%) orders year to date within 5 business days (new, transfer or change orders with at least one inward line). 240 (0.77%) orders were not completed within 5 business days due to company reasons.

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

- 31,132 orders for lines were completed in January 2005.
- 162,115 total orders were completed in January 2005.
- Qwest missed the commitment/appointment for 442 orders (0.3%) of the total orders completed in January .
- 240 orders (0.77%) were not completed in 5 business days (240/31,132). These were all held orders. Information on the Aging Report indicates that █ orders were held in January due to a lack of facilities (735 that have completed + 6 that are still pending less than 30days). Therefore, you can conclude that the January 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 (99.7%) have been completed that were originally held due to a lack of facilities, some of these orders may have been taken in 2003. █
- Of the █ total orders held due to a lack of facilities to date, █ were completed in less than 30 days (96%).

<i>VIEW 1</i>	10/04 SOT=NTC Inward R, SB, LB	Not Compl w/i 90 days	Orders Still Open > 60 days (from 01/05 facilities aging report)	Total orders not compl w/i 90 days	90 days (greater than 1%)
State Total	42,000	6	█	8	*0.02%

\* Restated September 05

**Qwest Corporation**  
**Reconciliation of the Service Order Interval Missed Commitment and Aging Reports**  
**February 2005**

The Year-to-date Aging Report reflects the progress made when an order is held due to the lack of company facilities. As of February 28, 2005, Qwest had █ pending held orders over 30 days old due to a lack of company facilities, all of which were for additional lines.

The Qwest Service Order Interval Missed Commitment Summary Report for February 2005 indicates that we have completed 31,203 (99.3%) orders year to date within 5 business days (new, transfer or change orders with at least one inward line). 219 (0.70%) orders were not completed within 5 business days due to company reasons.

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

- 31,203 orders for lines were completed in February 2005.
- 145,622 total orders were completed in February 2005.
- Qwest missed the commitment/appointment for 433 orders (0.3%) of the total orders completed in February .
- 219 orders (0.70%) were not completed in 5 business days (219/31,203). These were all held orders. Information on the Aging Report indicates that █ orders were held in February due to a lack of facilities (682 that have completed + 2 that are still pending less than 30days). Therefore, you can conclude that the February orders that were not completed within 5 business days were held due to a lack of facilities. In other words, the technicians completed all orders within 5 business days unless they were unable to do so because there were no available facilities.
- Year-to-date, █ orders (99.9%) have been completed that were originally held due to a lack of facilities, some of these orders may have been taken in 2003. █
- Of the █ total orders held due to a lack of facilities to date █ were completed in less than 30 days (96%).

<i>VIEW 1</i>	11/04 SOT=NTC Inward R, SB, LB	Not Compl w/i 90 days	Orders Still Open > 60 days (from 02/05 facilities aging report)	Total orders not compl w/i 90 days	90 days (greater than 1%)
State Total	*35,170	9	█	11	0.03%

\* Restated September 05

**Qwest Corporation**  
**Reconciliation of the Service Order Interval Missed Commitment and Aging Reports**  
**March 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 March 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 March 2005 indicates that we have completed 37,092 (99.3%) orders year to date within 5 business days (new, transfer or change orders with at least one inward line). 255 (0.69%) orders were not completed within 5 business days due to company reasons.

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

- 37,092 orders for lines were completed in March 2005.
- 167,213 total orders were completed in March 2005.
- Qwest missed the commitment/appointment for 402 orders (0.2%) of the total orders completed in March .
- 255 orders (0.69%) were not completed in 5 business days (255/37,092). These were all held orders. Information on the Aging Report indicates that █ orders were held in March due to a lack of facilities (808 that have completed + 7 that are still pending ). Therefore, you can conclude that the March orders that were not completed within 5 business days were held due to a lack of facilities. In other words, the technicians completed all orders within 5 business days unless they were unable to do so because there were no available facilities.
- Year-to-date, █ orders (99.9%) have been completed that were originally held due to a lack of facilities, some of these orders may have been taken in 2003. █
- Of the █ total orders held due to a lack of facilities to date, █ were completed in less than 30 days (96%).

<i>VIEW 1</i>	12/04 SOT=NTC Inward R, SB, LB	Not Compl w/i 90 days	Orders Still Open > 60 days (from 03/05 facilities aging report)	Total orders not compl w/i 90 days	90 days (greater than 1%)
State Total	36,044	8	█	10	*0.03%

\* Restated September 05

**Qwest Corporation**  
**Reconciliation of the Service Order Interval Missed Commitment and Aging Reports**  
**April 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 April 30, 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 April 2005 indicates that we have completed 37,015 (99.2%) orders year to date within 5 business days (new, transfer or change orders with at least one inward line). 288 (0.78%) orders were not completed within 5 business days due to company reasons.

The April Year-to-Date Aging Report indicates that 3,184 total orders through April have been completed that were originally held due to a lack of facilities. By working with the April Service Order Interval Missed Commitment Summary and the April Year-to-Date Report the following conclusions can be drawn:

- 37,015 orders for lines were completed in April 2005.
- 160,267 total orders were completed in April 2005.
- Qwest missed the commitment/appointment for 510 orders (0.3%) of the total orders completed in April .
- 288 orders (0.78%) were not completed in 5 business days (288/37,015). These were all held orders. Information on the Aging Report indicates that █ orders were held in April due to a lack of facilities (856 that have completed + 1 that are still pending ). Therefore, you can conclude that the April 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>	01/05 SOT=NTC Inward R, SB, LB	Not Compl w/i 90 days	Orders Still Open > 60 days (from 04/05 facilities aging report)	Total orders not compl w/i 90 days	90 days (greater than 1%)
State Total	31,132	6	█	8	*0.03%

\* Restated September 05



**Qwest Corporation**  
**Reconciliation of the Service Order Interval Missed Commitment and Aging Reports**  
**June 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 June 30, 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 June 2005 indicates that we have completed 38,661 (98.1%) orders year to date within 5 business days (new, transfer or change orders with at least one inward line). 735 (1.90%) orders were not completed within 5 business days due to company reasons.

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

- 38,661 orders for lines were completed in June 2005.
- 161,779 total orders were completed in June 2005.
- Qwest missed the commitment/appointment for 852 orders (0.5%) of the total orders completed in June .
- 735 orders (1.90%) were not completed in 5 business days (735/38,661). These were all held orders. Information on the Aging Report indicates that █ orders were held in June due to a lack of facilities (982 that have completed + 8 that are still pending ). Therefore, you can conclude that the June 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>	03/05 SOT=NTC Inward R, SB, LB	Not Compl w/i 90 days	Orders Still Open > 60 days (from 06/05 facilities aging report)	Total orders not compl w/i 90 days	90 days (greater than 1%)
State Total	37,092	1	█	3	*0.01%

\*Restated September 05

**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 [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 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 [REDACTED] 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 [REDACTED] 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, [REDACTED] 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. [REDACTED]
- Of the [REDACTED] total orders held due to a lack of facilities to date, [REDACTED] 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	[REDACTED]	10	*0.03%

\*Restated September 05