



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

November 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 October 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

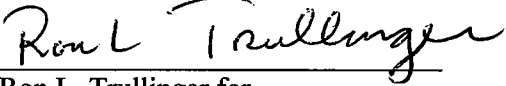
The Service Order Interval Missed Commitment Report enclosed includes all orders completed in October 2005. Information is provided for each exchange and includes orders for primary service, orders held beyond five business days and orders not completed within 90 days. The order count used for this report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

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RECORDS MANAGEMENT  
05 NOV 29 PM 1:16  
STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

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

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

Very truly yours,

By   
Ron L. Trullinger for  
Holly Dean

Enclosures

## INSTALLATION APPOINTMENTS MET

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

COMPANY NAME: Qwest Corporation

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

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

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

## HELD ORDERS

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

COMPANY NAME: Qwest Corporation

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

MONTH/YEAR	11/04	12/04	01/05	02/05	03/05	04/05	05/05	06/05	07/05	08/05	09/05	10/05
RATIOS	0.92	0.81	0.77	0.70	0.69	0.78	1.55	1.90	1.63	2.00	1.51	1.68

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

WA Year To Date Age Report For Oct 2005											
For End of Month Oct 2005											
Excludes Customer Reasons											
Completed (Met/Missed Due Date)						Open (Missed Due Date)					
October	Year To Date					Still Open					
ORD CNT	AVG AGE	< 5 Days	5 <= 30	31 <= 60	> 60	ORD CNT	AVG AGE	< 5 Days	5 <= 30	31 <= 60	> 60
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**  
**October 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 October 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 October 2005 indicates that we have completed 37,464 (98.32%) orders year to date within 5 business days (new, transfer or change orders with at least one inward line). 630 (1.68%) orders were not completed within 5 business days due to company reasons.

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

- 37,464 orders for lines were completed in October 2005.
- 154,739 total orders were completed in October 2005.
- Qwest missed the commitment/appointment for 834 orders (0.54%) of the total orders completed in October..
- 630 orders (1.68%) were not completed in 5 business days (630/37,464). These were all held orders. Information on the Aging Report indicates that [REDACTED] orders were held in October due to a lack of facilities (973 that have completed 40 that are still pending). Therefore, you can conclude that the October 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 (99.66%) have been completed that were originally held due to a lack of facilities, some of these orders may have been taken in 2003. [REDACTED]
- Of the [REDACTED] total orders held due to a lack of facilities to date, [REDACTED] were completed in less than 30 days (95.45%).

<i>VIEW 1</i>	07/05 SOT=NTC Inward R, SB, LB	Not Compl w/i 90 days	Orders Still Open > 60 days (from 10/05 facilities aging report)	Total orders not compl w/i 90 days	90 days (greater than 1%)
State Total	38,681	5	[REDACTED]	10	0.03%

Completed Order Detail, (Report 1)

Column #

1] EXCHANGE: Exchange/wire center name.

2] WC: Wire center number.

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

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

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

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

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

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

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

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

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

Missed Commitment Information (Report 2)

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

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

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

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

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

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

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

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

20] 07/05 SOT=NTC Inward (R, SB, LB): Total of all completed New, Transfer and Changed service orders for July 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)

October 2005

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	10/05 TOTAL ORDERS SOT= NTC R,SB,LB	10/05 TOTAL ORDERS SOT=NTC R,SB	Company Misses R,SB,LB	Subscriber Misses R,SB,LB	Combined Misses R,SB,LB	COMMITTS MET Subscriber Missed R,SB,LB	COMMITTS MET Company Missed R,SB,LB	COMMITTS MET (Combined Missed) R,SB,LB
ABERDEEN-HOQUIAM	532	360	1465	1461	18	23	41	98.41%	98.75%	97.20%
AUBURN	833	253	3041	3020	16	38	54	98.74%	99.47%	98.22%
BAINBRIDGE ISLAND	842	206	1002	995	6	22	28	97.79%	99.39%	97.21%
BATTLEGROUND	687	360	1007	1005	20	16	36	98.38%	97.98%	96.43%
BELFAIR	275	360	590	590	5	9	14	98.46%	99.14%	97.63%
BELLEVUE			3782	3714	18	91	109	97.59%	99.52%	97.12%
GLENCOURT	453	425	1266	1235	9	42	51	96.66%	99.26%	95.97%
SHERWOOD	641	425	2516	2479	9	49	58	98.05%	99.64%	97.69%
BELLINGHAM			3124	3101	20	52	72	98.34%	99.36%	97.70%
LUMMI	758	360	172	170	0	1	1	99.42%	100.00%	99.42%
REGENT	671	360	2952	2931	20	51	71	98.26%	99.31%	97.59%
BLACK DIAMOND	886	360	281	277	4	3	7	98.92%	98.56%	97.51%
BREMERTON			3020	2883	11	53	64	98.25%	99.64%	97.88%
CROSBY	373	360	216	216	3	8	11	96.24%	98.56%	94.91%
BREM ESSEX	830	360	2752	2565	8	45	53	98.36%	99.70%	98.07%
SUNNYSLOPE	674	360	52	52	0	0	0	100.00%	100.00%	100.00%
BUCKLEY	829	360	279	278	0	2	2	99.28%	100.00%	99.28%
CASTLE ROCK	274	360	455	450	3	9	12	98.01%	99.33%	97.36%
CENTRALIA	736	360	966	966	6	8	14	99.17%	99.37%	98.55%
CHEHALIS			857	857	9	17	26	98.02%	98.95%	96.97%
CHEHALIS	748	360	675	675	8	13	21	98.05%	98.79%	96.89%
NAPAVINE	262	360	182	182	1	4	5	97.79%	99.44%	97.25%
CLE-ELUM	674	509	224	224	2	8	10	96.40%	99.07%	95.54%
COLFAX	397	509	129	129	1	3	4	97.66%	99.21%	96.90%
COLVILLE	684	509	532	528	7	15	22	97.14%	98.65%	95.86%
COPALIS										
(OCEAN SHORES)	289	360	316	316	14	10	24	96.69%	95.42%	92.41%
COULEE DAM	633	509	152	152	2	1	3	99.33%	98.68%	98.03%
CRYSTAL MTN.	663	360	33	33	8	0	8	100.00%	75.76%	75.76%
DAYTON	382	509	138	135	0	5	5	96.38%	100.00%	96.38%
DEER PARK	276	509	465	464	8	14	22	96.94%	98.23%	95.27%
DES MOINES			3806	3779	17	53	70	98.61%	99.55%	98.16%
DES MOINES	824	206	1419	1408	2	20	22	98.59%	99.86%	98.45%
FEDERAL WAY	839	253	2387	2371	15	33	48	98.61%	99.36%	97.99%
EASTON	656	509	50	50	0	2	2	96.00%	100.00%	96.00%
ELK	292	509	188	188	2	3	5	98.39%	98.92%	97.34%
ENUMCLAW	825	360	773	758	7	22	29	97.13%	99.07%	96.25%
EPHRATA	754	509	224	222	0	6	6	97.32%	100.00%	97.32%
GRAHAM	847	253	2061	2059	8	35	43	98.30%	99.61%	97.91%
GREEN BLUFF	238	509	164	164	0	4	4	97.56%	100.00%	97.56%
HOODSPORT	877	360	219	219	0	4	4	98.17%	100.00%	98.17%
ISSAQUAH	392	425	1616	1608	17	33	50	97.94%	98.93%	96.91%
KENT			5130	5105	31	76	107	98.52%	99.40%	97.91%
MERIDIAN	253	360	1812	1807	14	22	36	98.78%	99.22%	98.01%

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

October 2005

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	10/05 TOTAL ORDERS SOT=NTC R,SB,LB	10/05 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
O'BRIEN	251	206	240	225	1	13	14	94.56%	99.56%	94.17%
ULRICH	852	253	3078	3073	16	41	57	98.66%	99.47%	98.15%
LIBERTY LAKE	255	509	108	108	0	0	0	100.00%	100.00%	100.00%
LONGVIEW-KELSO	423	360	3347	3338	32	47	79	98.58%	99.03%	97.64%
LOON LAKE	233	509	69	69	0	2	2	97.10%	100.00%	97.10%
MAPLE VALLEY	432	425	852	846	7	19	26	97.75%	99.16%	96.95%
MOSES LAKE			1311	1307	10	25	35	98.09%	99.24%	97.33%
MOSES LAKE(AFB)	762	509	253	252	3	4	7	98.40%	98.80%	97.23%
MOSES LAKE	765	509	1058	1055	7	21	28	98.00%	99.32%	97.35%
NEWMAN LAKE	226	509	144	144	0	2	2	98.61%	100.00%	98.61%
NORTHPORT	732	509	82	82	2	1	3	98.75%	97.53%	96.34%
OLYMPIA			7472	6920	23	115	138	98.46%	99.69%	98.15%
EVERGREEN	866	360	562	562	7	15	22	97.30%	98.72%	96.09%
LACEY	456	360	3452	3395	8	51	59	98.52%	99.76%	98.29%
WHITEHALL	352	360	3458	2963	8	49	57	98.58%	99.77%	98.35%
OMAK-OKANOGAN	826	509	578	577	4	10	14	98.26%	99.30%	97.58%
OROVILLE	476	509	140	139	0	1	1	99.29%	100.00%	99.29%
OTHELLO	488	509	374	372	3	5	8	98.65%	99.19%	97.86%
PASCO	545	509	2298	2282	17	39	56	98.29%	99.25%	97.56%
PATEROS	923	509	44	44	4	2	3	95.35%	97.62%	93.18%
POMEROY	843	509	76	76	2	0	2	100.00%	97.37%	97.37%
PT. ANGELES			1351	1347	12	24	36	98.22%	99.11%	97.34%
JOYCE	928	360	69	69	1	1	2	98.53%	98.53%	97.10%
PT. ANGELES	452	360	1282	1278	11	23	34	98.19%	99.13%	97.35%
PT. LUDLOW	437	360	188	187	2	3	5	98.39%	98.92%	97.34%
PT. ORCHARD			2072	2065	27	33	60	98.41%	98.70%	97.10%
COLBY	871	360	721	717	7	10	17	98.60%	99.02%	97.64%
PT. ORCHARD	876	360	1351	1348	20	23	43	98.27%	98.49%	96.82%
PT. TOWNSEND	385	360	1069	1064	7	25	32	97.65%	99.33%	97.01%
PUYALLAP	841	253	3568	3553	8	49	57	98.62%	99.77%	98.40%
RENTON	226	425	5022	5004	13	57	70	98.86%	99.74%	98.61%
RIDGEFIELD	887	360	258	255	4	10	14	96.06%	98.39%	94.57%
ROCHESTER	273	360	580	580	7	6	13	98.95%	98.78%	97.76%
ROY	842	253	239	239	5	4	9	98.29%	97.87%	96.23%
SEATTLE			28369	27869	108	530	638	98.13%	99.62%	97.75%
ATWATER	281	206	2050	2031	4	38	42	98.14%	99.80%	97.95%
CAMPUS	543	206	1098	1093	3	20	23	98.17%	99.72%	97.91%
CHERRY	241	206	4074	4040	19	66	85	98.37%	99.53%	97.91%
DUWAMISH	762	206	1543	1527	3	20	23	98.70%	99.80%	98.51%
EAST	322	206	3800	3786	8	70	78	98.15%	99.79%	97.95%
ELLIOT	441	206	745	733	0	16	16	97.85%	100.00%	97.85%
EMERSON	361	206	3252	3232	6	55	61	98.31%	99.81%	98.12%
LAKEVIEW	522	206	2181	2176	12	51	63	97.65%	99.44%	97.11%
MAIN	223	206	2024	1677	13	55	68	97.27%	99.34%	96.64%

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

October 2005

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EXCHANGES	WC	AREA CODE	10/05 TOTAL ORDERS SOT= NTC R,SB,LB	10/05 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
MERCER ISLAND (Adams)	232	206	573	570	3	14	17	97.54%	99.46%	97.03%
PARKWAY	721	206	2641	2632	17	43	60	98.36%	99.35%	97.73%
SUNSET	782	206	2239	2229	7	46	53	97.94%	99.68%	97.63%
WEST	932	206	2149	2143	13	36	49	98.31%	99.38%	97.72%
SEQJIM	683	360	1088	1081	31	23	54	97.82%	97.09%	95.04%
SHELTON	426	360	1506	1499	7	36	43	97.60%	99.52%	97.14%
SILVERDALE	692	360	1428	1423	6	18	24	98.73%	99.57%	98.32%
SPOKANE			14749	14664	73	269	342	98.18%	99.51%	97.68%
CHESTNUT	244	509	421	419	5	5	10	98.80%	98.80%	97.62%
FAIRFAX	325	509	2292	2275	11	48	59	97.90%	99.51%	97.43%
HUDSON	482	509	2278	2267	15	30	45	98.67%	99.33%	98.02%
KEYSTONE	534	509	1487	1482	4	18	22	98.79%	99.73%	98.52%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE							
RIVERSIDE	455	509	2690	2671	14	77	91	97.14%	99.48%	96.62%
WALNUT	922	509	3770	3742	9	57	66	98.48%	99.76%	98.25%
WHITWORTH	466	509	1811	1808	15	34	49	98.11%	99.16%	97.29%
SPRINGDALE	258	509	174	173	1	3	4	98.27%	99.42%	97.70%
SUMNER (BonneyLake)	863	253	1949	1946	18	55	73	97.15%	99.05%	96.25%
TACOMA			19731	19483	66	310	376	98.43%	99.67%	98.09%
FORT LEWIS	964	253	1108	958	1	27	28	97.56%	99.91%	97.47%
GREENFIELD	472	253	2965	2950	6	46	52	98.45%	99.79%	98.25%
JUNIPER	582	253	3093	3089	8	40	48	98.70%	99.74%	98.45%
LENNOX	531	253	3834	3823	15	37	52	99.03%	99.60%	98.64%
LOGAN	564	253	1553	1548	5	26	31	98.32%	99.67%	98.00%
MARKET (Fawcett)	272	253	2088	2050	4	46	50	97.79%	99.80%	97.61%
SKYLINE	752	253	1255	1253	6	24	30	98.08%	99.51%	97.61%
WAVERLY-2	922	253	737	731	6	14	20	98.08%	99.17%	97.29%
WAVERLY-7	927	253	3098	3081	15	50	65	98.38%	99.51%	97.90%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA							
VANCOUVER			10536	10505	56	168	224	98.41%	99.47%	97.87%
ORCHARDS	253	360	5469	5457	22	73	95	98.66%	99.59%	98.26%
OXFORD	693	360	3177	3162	18	60	78	98.10%	99.42%	97.54%
SALMON CREEK (VANCVR NO)	573	360	1890	1886	16	35	51	98.13%	99.14%	97.30%
WAITSBURG	337	509	50	50	0	2	2	96.00%	100.00%	96.00%
WALLA WALLA	522	509	1646	1631	6	13	19	99.21%	99.63%	98.85%
WARDEN	349	509	124	124	0	0	0	100.00%	100.00%	100.00%
WINLOCK	785	360	195	195	1	2	3	98.97%	99.48%	98.46%
YAKIMA			5178	5143	12	69	81	98.67%	99.77%	98.44%
CHESTNUT	244	509	3932	3900	11	52	63	98.67%	99.72%	98.40%
WEST	965	509	1246	1243	1	17	18	98.63%	99.92%	98.56%

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

October 2005

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	10/05 TOTAL ORDERS SOT= NTC R,SB,LB	10/05 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	685	682	3	6	9	99.12%	99.56%	98.69%
WC TOTAL			154739	152746	834	2620	3454	98.31%	99.46%	97.77%

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

1	2	3	12	13	14	15	16	17	18	19	21	22
EXCHANGES	WC	AREA	10/05	10/05	NOT	5 DAY	SUM OF	SUM OF ORDERS	% MET	% Missed	7/05	90 DAYS
	CODE	SOT=NTC	SOT=NTC	COMPL	(Greater	ORDERS	W/DD >5 DAYS;	W/DD > 5			SOT=NTC	(GRTR
		INWARD	INWARD	W/I 5	than 10%)	W/DD > 5	CR; 5 Lines or	days;			INWARD	THAN 1%)
		R,SB,LB	R,SB	DAYS		Customer	Less Missed Appt.	Reasons			R,SB,LB	DAYS
						Reasons	Company	Reasons				
							Reasons					
ABERDEEN-HOQUIAM	532	360	332	330	12	3.61%	27	1	96.30%	3.70%	350	0
AUBURN	833	253	695	686	14	2.01%	91	2	97.80%	2.20%	720	0
BAINBRIDGE ISLAND	842	206	193	190	3	1.55%	32	0	100.00%	0.00%	203	0
BATTLEGROUND	687	360	221	220	5	2.26%	83	3	96.39%	3.61%	223	0
BELFAIR	275	360	124	124	5	4.03%	23	0	100.00%	0.00%	144	0
BELLEVUE			917	891	14	1.53%	181	1	99.45%	0.55%	1027	0
GLENCOURT	453	425	307	296	8	2.61%	74	0	100.00%	0.00%	344	0
SHERWOOD	641	425	610	595	6	0.98%	107	1	99.07%	0.93%	683	0
BELLINGHAM			931	923	17	1.83%	188	2	98.55%	1.45%	975	0
LUMMI	758	360	34	33	0	0.00%	1	0	100.00%	0.00%	39	0
REGENT	671	360	897	890	17	1.90%	137	2	98.54%	1.46%	936	0
BLACK DIAMOND	886	360	50	48	2	4.00%	6	0	100.00%	0.00%	67	0
BREMERTON			806	745	13	1.61%	201	4	98.01%	1.99%	737	0
CROSBY	373	360	40	40	2	5.00%	5	0	100.00%	0.00%	45	0
BREM ESSEX	830	360	752	691	11	1.46%	195	4	97.95%	2.05%	688	0
SUNNYSLOPE	674	360	14	14	0	0.00%	1	0	100.00%	0.00%	4	0
BUCKLEY	829	360	57	57	0	0.00%	5	0	100.00%	0.00%	41	0
CASTLE ROCK	274	360	105	105	3	2.86%	35	1	97.14%	2.86%	99	0
CENTRALIA	736	360	262	262	5	1.91%	51	1	98.04%	1.96%	259	0
CHEHALIS			188	188	4	2.13%	20	1	95.00%	5.00%	203	0
CHEHALIS	748	360	159	159	2	1.26%	18	1	94.44%	5.56%	152	0
NAPAVINE	262	360	29	29	2	6.90%	2	0	100.00%	0.00%	51	0
CLE-ELUM	674	509	52	52	2	3.85%	4	1	75.00%	25.00%	73	1
COLFAX	397	509	37	37	0	0.00%	3	0	100.00%	0.00%	52	0
COLVILLE	684	509	164	164	4	2.44%	21	2	90.48%	9.52%	127	0
COPALIS												
(OCEAN SHORES)	289	360	90	90	13	14.44%	11	1	90.91%	9.09%	88	0
COULEE DAM	633	509	41	41	1	2.44%	3	0	100.00%	0.00%	43	0
CRYSTAL MTN.	663	360	3	3	1	33.33%	0	0	0.00%	0.00%	6	0
DAYTON	382	509	28	27	0	0.00%	3	0	100.00%	0.00%	42	0
DEER PARK	276	509	118	118	7	5.93%	25	1	96.00%	4.00%	133	0
DES MOINES			857	839	11	1.28%	92	4	95.65%	4.35%	855	0
DES MOINES	824	206	305	301	2	0.66%	32	0	100.00%	0.00%	320	0
FEDERAL WAY	839	253	552	538	9	1.63%	60	4	93.33%	6.67%	535	0
EASTON	656	509	18	18	0	0.00%	3	0	100.00%	0.00%	11	0
ELK	292	509	47	47	2	4.26%	3	0	100.00%	0.00%	62	0
ENUMCLAW	825	360	157	153	3	1.91%	30	2	93.33%	6.67%	124	0
EPHRATA	754	509	74	74	0	0.00%	10	0	100.00%	0.00%	78	0
GRAHAM	847	253	400	399	7	1.75%	78	1	98.72%	1.28%	431	1
GREEN BLUFF	238	509	35	35	0	0.00%	6	0	100.00%	0.00%	24	0
HOODSPORT	877	360	33	33	0	0.00%	4	0	100.00%	0.00%	59	0
ISSAQUAH	392	425	464	463	10	2.16%	83	0	100.00%	0.00%	562	0
KENT			1235	1223	23	1.86%	173	4	97.69%	2.31%	1238	0
MERIDIAN	253	360	344	341	9	2.62%	51	2	96.08%	3.92%	356	0
OBRIEN	251	206	75	69	1	1.33%	9	0	100.00%	0.00%	61	0
ULRICH	852	253	816	813	13	1.59%	113	2	98.23%	1.77%	821	0

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

1	2	3	12	13	14	15	16	17	18	19	12	21	22
EXCHANGES	WC	AREA	10/05	10/05	NOT	5 DAY	SUM OF	SUM OF ORDERS	% MET	% Missed	7/05	NOT	90 DAYS
	CODE	INWARD	SOT=NTC	COMPL	(Greater	ORDERS	W/DD >5	W/DD >5 DAYS;			SOT=NTC	COMPL	(GRTR
		R,SB,LB	INWARD	W/I 5	than 10%)	W/DD > 5	Less Missed Appt.	CR; 5 Lines or			R,SB,LB	W/I 90	THAN 1%)
			R,SB	DAYS		Customer	Reasons	Company				DAYS	
						Reasons	Reasons	Reasons					
LIBERTY LAKE	255	509	17	17	0	0.00%	4	0	100.00%	0.00%	20	0	0.00%
LONGVIEW-KELSO	423	360	798	791	24	3.01%	214	13	93.93%	6.07%	797	0	0.00%
LOON LAKE	233	509	14	14	0	0.00%	0	0	0.00%	0.00%	36	0	0.00%
MAPLE VALLEY	432	425	180	178	1	0.56%	44	1	97.73%	2.27%	242	0	0.00%
MOSES LAKE	369	509	369	368	10	2.71%	34	3	91.18%	8.82%	346	0	0.00%
MOSES LAKE (AFB)	762	509	69	69	3	4.35%	7	2	71.43%	28.57%	72	0	0.00%
MOSES LAKE	765	509	300	299	7	2.33%	27	1	96.30%	3.70%	274	0	0.00%
NEWMAN LAKE	226	509	27	27	0	0.00%	6	0	100.00%	0.00%	42	0	0.00%
NORTHPORT	732	509	25	25	2	8.00%	5	1	80.00%	20.00%	12	0	0.00%
OLYMPIA	1870	509	1851	1851	23	1.23%	286	4	98.60%	1.40%	1952	2	0.10%
EVERGREEN	866	360	178	178	6	3.37%	23	1	95.65%	4.35%	158	1	0.63%
LACEY	456	360	851	846	9	1.06%	121	2	98.35%	1.65%	918	1	0.11%
WHITEHALL	352	360	841	827	8	0.95%	142	1	99.30%	0.70%	876	0	0.00%
OMAK-OKANOGAN	826	509	175	175	5	2.86%	15	1	93.33%	6.67%	177	0	0.00%
OROVILLE	476	509	45	45	0	0.00%	2	0	100.00%	0.00%	55	0	0.00%
OTHELLO	488	509	80	80	3	3.75%	3	0	100.00%	0.00%	106	0	0.00%
PASCO	545	509	566	555	14	2.47%	54	1	98.15%	1.85%	547	0	0.00%
PATEROS	923	509	16	16	1	6.25%	1	0	100.00%	0.00%	14	0	0.00%
POMEROY	843	509	21	21	2	9.52%	0	0	0.00%	0.00%	24	0	0.00%
PT. ANGELES	317	360	314	314	9	2.84%	51	4	92.16%	7.84%	331	0	0.00%
JOYCE	928	360	15	15	1	6.67%	0	0	0.00%	0.00%	25	0	0.00%
PT. ANGELES	452	360	302	299	8	2.65%	51	4	92.16%	7.84%	306	0	0.00%
PT. LUDLOW	437	360	28	28	0	0.00%	9	0	100.00%	0.00%	46	0	0.00%
PT. ORCHARD	429	360	429	429	18	4.20%	65	1	98.46%	1.54%	461	0	0.00%
COLBY	871	360	145	145	4	2.76%	26	0	100.00%	0.00%	174	0	0.00%
PT. ORCHARD	876	360	284	284	14	4.93%	39	1	97.44%	2.56%	287	0	0.00%
PT. TOWNSEND	385	360	258	257	6	2.33%	54	2	96.30%	3.70%	253	0	0.00%
PUYALLAP	841	253	796	787	6	0.75%	154	3	98.05%	1.95%	927	0	0.00%
RENTON	226	425	1217	1207	12	0.99%	180	1	99.44%	0.56%	1202	0	0.00%
RIDGEFIELD	887	360	75	73	3	4.00%	41	2	95.12%	4.88%	77	0	0.00%
ROCHESTER	273	360	108	108	6	5.56%	16	2	87.50%	12.50%	119	0	0.00%
ROY	842	253	40	40	5	12.50%	5	0	100.00%	0.00%	44	0	0.00%
SEATTLE	7095	206	6896	6896	89	1.25%	1014	11	98.92%	1.08%	7227	1	0.01%
ATWATER	281	206	549	541	4	0.73%	96	1	98.96%	1.04%	556	1	0.18%
CAMPUS	543	206	314	312	3	0.96%	39	1	97.44%	2.56%	329	0	0.00%
CHERRY	241	206	947	935	14	1.48%	107	3	97.20%	2.80%	867	0	0.00%
DUWAMISH	762	206	321	316	3	0.93%	44	0	100.00%	0.00%	318	0	0.00%
EAST	322	206	966	963	8	0.83%	132	0	100.00%	0.00%	1007	0	0.00%
ELLIOT	441	206	263	258	0	0.00%	41	0	100.00%	0.00%	264	0	0.00%
EMERSON	361	206	786	780	5	0.64%	128	0	100.00%	0.00%	820	0	0.00%
LAKEVIEW	522	206	597	593	8	1.34%	97	0	100.00%	0.00%	650	0	0.00%
MAIN	223	206	621	478	15	2.42%	80	3	96.25%	3.75%	563	0	0.00%
MERCER ISLAND (Adams)	232	206	124	123	4	3.23%	20	2	90.00%	10.00%	187	0	0.00%
PARKWAY	721	206	524	519	13	2.48%	60	1	98.33%	1.67%	538	0	0.00%
SUNSET	782	206	562	560	4	0.71%	82	0	100.00%	0.00%	575	0	0.00%

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

1	2	3	12	13	14	15	16	17	18	19	12	21	22
EXCHANGES	WC CODE	AREA CODE	10/05 SOT=NTC INWARD R,S,B,LB	10/05 SOT=NTC INWARD R,S,B	NOT COMPL W/I 5 DAYS	5 DAY (Greater than 10%)	SUM OF ORDERS W/DD > 5 days; Customer Reasons	SUM OF ORDERS W/DD > 5 DAYS; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	7/05 SOT=NTC INWARD R,S,B,LB	NOT COMPL W/I 90 DAYS	90 DAYS (GRTR THAN 1%)
WEST	932	206	521	518	8	1.54%	88	0	100.00%	0.00%	553	0	0.00%
SEQUIM	683	360	275	272	7	2.55%	42	1	97.62%	2.38%	275	0	0.00%
SHELTON	426	360	345	342	5	1.45%	63	1	98.41%	1.59%	326	0	0.00%
SILVERDALE	682	360	341	337	4	1.17%	54	1	98.15%	1.85%	356	0	0.00%
SPOKANE			3709	3681	66	1.78%	942	25	97.35%	2.65%	3640	0	0.00%
CHESTNUT	244	509	100	100	3	3.00%	18	1	94.44%	5.56%	97	0	0.00%
FAIRFAX	325	509	532	528	8	1.50%	134	3	97.76%	2.24%	500	0	0.00%
HUDSON	482	509	569	563	15	2.64%	130	5	96.15%	3.85%	491	0	0.00%
KEYSTONE	534	509	384	383	5	1.30%	74	1	98.65%	1.35%	334	0	0.00%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE										
RIVERSIDE	455	509	703	697	15	2.13%	214	7	96.73%	3.27%	752	0	0.00%
WALNUT	922	509	940	929	6	0.64%	223	3	98.65%	1.35%	956	0	0.00%
WHITWORTH	466	509	481	481	14	2.91%	149	5	96.64%	3.36%	510	0	0.00%
SPRINGDALE	258	509	46	45	1	2.17%	6	0	100.00%	0.00%	38	0	0.00%
SUMNER (BonneyLake)	863	253	421	419	17	4.04%	87	5	94.25%	5.75%	446	0	0.00%
TACOMA			4540	4430	53	1.17%	588	12	97.96%	2.04%	4760	0	0.00%
FORT LEWIS	964	253	311	227	1	0.32%	28	0	100.00%	0.00%	356	0	0.00%
GREENFIELD	472	253	689	682	7	1.02%	81	1	98.77%	1.23%	664	0	0.00%
JUNIPER	582	253	691	689	3	0.43%	76	0	100.00%	0.00%	744	0	0.00%
LENNOX	531	253	748	746	15	2.01%	89	5	94.38%	5.62%	834	0	0.00%
LOGAN	564	253	378	377	4	1.06%	57	2	96.49%	3.51%	434	0	0.00%
MARKET (Fawcett)	272	253	588	582	6	1.02%	82	0	100.00%	0.00%	497	0	0.00%
SKYLINE	752	253	294	294	5	1.70%	41	1	97.56%	2.44%	339	0	0.00%
WAVERLY-2	922	253	176	173	6	3.41%	36	1	97.22%	2.78%	150	0	0.00%
WAVERLY-7	927	253	665	660	6	0.90%	98	2	97.96%	2.04%	742	0	0.00%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA										
VANCOUVER			2581	2569	38	1.47%	957	15	98.43%	1.57%	2764	0	0.00%
ORCHARDS	253	360	1313	1307	16	1.22%	502	6	98.80%	1.20%	1408	0	0.00%
OXFORD	693	360	834	829	14	1.68%	277	5	98.19%	1.81%	854	0	0.00%
SALMON CREEK (VANCOUVER NO)	573	360	434	433	8	1.84%	178	4	97.75%	2.25%	502	0	0.00%
WATTSBURG	337	509	14	14	0	0.00%	1	0	100.00%	0.00%	16	0	0.00%
WALLA WALLA	522	509	448	444	5	1.12%	45	0	100.00%	0.00%	423	0	0.00%
WARDEN	349	509	27	27	0	0.00%	0	0	100.00%	0.00%	33	0	0.00%
WINLOCK	785	360	39	39	1	2.56%	3	0	100.00%	0.00%	41	0	0.00%
YAKIMA			1198	1190	10	0.83%	99	1	98.99%	1.01%	1282	0	0.00%
CHESTNUT	244	509	899	893	7	0.78%	58	1	98.28%	1.72%	965	0	0.00%
WEST	965	509	299	297	3	1.00%	41	0	100.00%	0.00%	317	0	0.00%
Washington Customers Served by Exchanges in Neighboring States													
Clarkston	751	509	180	180	3	1.67%	12	1	91.67%	8.33%	168	0	0.00%
WC TOTAL			37464	36876	630	1.68%	6601	144	97.82%	2.18%	38681	5	0.01%

WASHINGTON REPAIR COMMITMENTS MET  
OCTOBER 2005

Measurement Period 2005	# of Repair Tickets	Repair Commitments Met	Repair Commitments Missed	% Met	Force Majeure Exclusions	Physically Obstructed Exclusions
January	18,241	17,147	1,094	94.00%	51	105
February	13,348	12,805	543	95.93%	29	62
March	17,068	16,465	603	96.47%	48	55
April	15,158	14,513	645	95.74%	35	56
May	17,226	16,138	1,088	93.68%	112	63
June	17,810	17,010	800	95.51%	78	60
July	18,921	17,981	940	95.03%	123	88
August	18,702	17,634	1,068	94.29%	79	100
September	15,954	15,171	783	95.09%	76	63
October	17,995	16,913	1,082	93.99%	114	76
November						
December						
<b>YTD Total</b>	<b>170,423</b>	<b>161,777</b>	<b>8,646</b>	<b>94.93%</b>	<b>745</b>	<b>728</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  
OCTOBER 2005

EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	
			Oct-05	Oct-05	Oct-05	Oct-05	Oct-05	Oct-05	Oct-05	Oct-05	Oct-05	Oct-05	Oct-05	Oct-05	Oct-05	Oct-05	Oct-05	Oct-05	
Report Rate > 4.00					0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
ABERDEEN	0	532	16458	193	1.17	0.84	0.78	0.77	0.71	0.82	0.70	1.09	0.62	1.01	1.32	1.46	1.46	1.32	1.32
AUBURN	0	833	32868	254	0.77	0.81	1.01	1.10	1.05	1.05	1.06	1.02	1.01	1.21	1.17	1.17	1.17	0.78	0.78
BAINBRIDGE	0	842	13952	153	1.10	0.99	1.14	1.14	0.98	1.18	0.96	1.77	1.11	1.38	1.39	1.39	1.39	1.07	1.07
BATTLE GROUND	0	687	11569	170	1.47	2.71	1.41	1.30	1.48	1.34	1.84	1.02	0.82	2.13	2.88	2.88	2.88	1.66	1.66
BELFAIR	0	275	8206	157	1.91	1.46	1.80	1.97	1.66	1.60	1.27	1.05	1.32	2.14	2.36	2.36	2.36	1.40	1.40
BELLEVUE	0	68915	68915	593	0.73	0.61	0.73	0.72	0.63	0.69	0.63	0.69	1.11	1.11	0.85	0.85	0.85	0.69	0.69
GLENCOURT	0	453	26865	195	0.73	0.56	0.69	0.59	0.45	0.56	0.48	0.53	0.48	0.61	0.58	0.58	0.58	0.69	0.69
SHERWOOD	0	641	42050	308	0.73	0.64	0.76	0.80	0.75	0.78	0.73	0.79	1.05	1.43	1.03	1.03	1.03	0.69	0.69
BELLINGHAM	0	42505	42505	243	0.57	0.57	0.65	0.59	0.86	0.50	0.56	0.63	0.66	0.66	0.76	0.76	0.76	0.92	0.92
LUMMI	0	758	1522	12	0.79	1.11	1.52	0.98	1.11	1.30	1.18	0.98	1.18	1.17	0.39	0.39	0.39	1.03	1.03
REGENT	0	671	40983	231	0.56	0.55	0.61	0.57	0.85	0.47	0.54	0.62	0.54	0.64	0.77	0.77	0.77	0.92	0.92
BLACK DIAMOND	0	886	3499	46	1.31	1.54	1.28	0.86	1.37	1.14	1.35	1.34	2.57	1.48	1.79	1.79	1.79	0.91	0.91
BREMERTON	0	39333	39333	275	0.70	0.58	0.48	0.59	0.60	0.55	0.52	0.65	0.84	0.84	0.76	0.76	0.76	0.76	0.76
BREMERTON ESX	0	373	35014	208	0.59	0.45	0.41	0.48	0.52	0.53	0.49	0.62	1.22	0.77	0.69	0.69	0.69	0.71	0.71
CROSBY	0	830	3499	63	1.80	1.97	1.11	1.63	1.34	0.85	0.80	1.08	0.45	1.44	1.45	1.45	1.45	1.33	1.33
SUNNYSLOPE	0	674	820	4	0.49	0.12	0.85	0.85	0.84	0.53	0.72	0.48	0.83	1.67	0.72	0.72	0.72	0.60	0.60
BONNEY LAKE	0																		
Numbers added to Summer																			
BUCKLEY	0	829	3266	83	2.54	1.35	2.28	1.73	0.85	1.30	0.87	1.65	1.68	1.29	1.49	1.49	1.49	0.84	0.84
CASTLEROCK	0	274	4979	105	2.11	2.18	2.53	2.01	1.99	2.90	3.55	1.46	1.59	1.74	2.25	2.25	2.25	2.24	2.24
CENTRALIA	0	736	10083	102	1.01	0.72	1.12	0.78	1.03	1.04	0.74	0.88	0.68	1.21	1.24	1.24	1.24	1.14	1.14
CHEHALIS	0	10697	10697	117	1.09	0.90	1.40	0.85	0.96	1.11	0.71	0.99	1.02	1.02	1.05	1.05	1.05	1.21	1.21
CHEHALIS	0	748	8028	77	0.96	1.00	1.36	0.77	0.88	1.28	0.66	0.99	0.78	0.85	0.95	0.95	0.95	1.14	1.14
NAPAVINE	0	262	2669	40	1.50	0.60	1.54	1.10	1.18	0.57	0.88	0.99	0.84	1.53	1.38	1.38	1.38	1.42	1.42
CLE-ELUM	0	674	3373	43	1.27	1.30	0.74	1.31	0.75	0.57	1.02	0.90	0.60	0.93	0.69	0.69	0.69	0.96	0.96
COLFAX	0	397	2489	36	1.45	1.21	1.21	1.36	1.97	0.56	0.64	0.91	0.59	0.79	0.83	0.83	0.83	1.37	1.37
COLVILLE	0	684	7180	71	0.99	1.22	1.26	1.09	1.56	0.83	0.66	1.07	0.80	0.72	0.86	0.86	0.86	0.70	0.70
COPALIS(OCEAN SHORES)																			
COULEE DAM	0	289	4154	114	2.74	2.19	1.20	1.37	1.51	1.70	0.82	1.01	1.22	1.90	1.91	1.91	1.91	2.21	2.21
CRYSTAL MTN.	2	663	674	13	1.93	5.74	6.14	1.47	1.34	2.84	0.89	1.47	1.57	0.85	3.76	3.76	3.76	0.58	0.58
DAYTON	0	382	1925	24	1.25	0.67	1.71	1.41	1.57	1.23	1.60	1.51	0.78	1.04	1.51	1.51	1.51	1.26	1.26
DEER PARK	0	276	6516	72	1.10	1.18	1.27	1.31	2.02	0.84	1.11	0.94	1.15	0.73	1.08	1.08	1.08	1.04	1.04
DES MOINES	0	34345	34345	283	0.82	0.84	0.75	0.85	0.82	0.73	0.77	0.74	0.93	0.93	0.82	0.82	0.82	0.75	0.75
DES MOINES	0	824	13240	97	0.73	0.83	0.72	0.83	0.78	0.68	0.83	0.81	0.70	1.09	0.87	0.87	0.87	0.81	0.81
FEDERAL WAY	0	839	21105	186	0.88	0.85	0.78	0.86	0.85	0.77	0.74	0.69	0.62	0.84	0.80	0.80	0.80	0.72	0.72
EASTON	0	656	731	10	1.37	0.69	0.96	0.69	0.28	0.70	0.28	0.14	0.42	0.97	0.69	0.69	0.69	0.70	0.70
ELK	0	292	2915	37	1.27	1.00	1.31	1.24	1.18	0.97	0.91	0.70	0.66	0.94	0.80	0.80	0.80	1.04	1.04
ENUMCLAW	0	825	9336	112	1.20	1.26	0.92	0.98	0.81	1.06	0.94	0.87	0.65	1.26	1.26	1.26	1.26	0.80	0.80
EPHRATA	0	754	3533	46	1.30	1.10	1.12	0.84	1.54	1.39	0.91	1.57	0.99	1.23	0.87	0.87	0.87	1.10	1.10
GRAHAM	0	847	19829	246	1.24	0.94	1.23	0.92	1.10	1.21	0.87	0.92	1.12	1.26	1.08	1.08	1.08	1.12	1.12

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EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Oct-05	Oct-05	Oct-05	Aug-05	Jul-05	Jun-05	May-05	Apr-05	Mar-05	Feb-05	Jan-05	Dec-04	Nov-04				
Report Rate > 4.00					0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
GREEN BLUFF	0	238	3021	24	0.79	1.62	0.69	1.32	0.63	1.12	0.93	0.73	0.83	0.99	0.69	0.86			
HOODSPORT	0	877	2609	37	1.42	0.80	1.40	1.37	1.23	1.20	1.17	0.35	0.82	0.94	0.67	1.06			
ISSAQUAH	0	392	26379	218	0.83	0.75	0.85	0.66	0.79	0.87	0.61	0.72	0.47	1.00	1.05	0.90			
KENT	0	60241	479	479	0.80	0.75	0.78	0.75	0.79	0.79	0.62	0.60	0.83	0.83	0.80	0.79			
KENT MERIDIAN	0	630	22045	226	1.03	1.01	0.97	1.08	0.91	0.95	0.79	0.71	0.88	1.11	1.01	1.03			
KENT OBRLEN	0	251	10482	37	0.35	0.17	0.29	0.28	0.36	0.25	0.22	0.15	0.20	0.35	0.30	0.37			
KENT ULRICH	0	852	27714	216	0.78	0.76	0.81	0.67	0.85	0.86	0.65	0.68	0.54	0.80	0.82	0.75			
LIBERTY LAKE	0	255	1583	18	1.14	0.88	0.75	1.13	0.81	0.56	0.44	0.50	0.31	0.25	0.31	0.55			
LONGVIEW-KELSO	0	423	31890	476	1.49	1.46	1.36	1.10	1.36	1.23	1.29	1.34	1.01	1.16	1.13	1.09			
LOON LAKE	0	233	1442	12	0.83	0.47	0.87	1.13	2.34	2.06	1.18	0.98	1.32	0.49	1.24	0.83			
MAPLE VALLEY	0	432	13286	87	0.65	0.90	1.13	1.43	0.85	0.78	0.96	0.77	0.66	0.85	1.02	0.95			
MOSES LAKE	0	14266	227	227	1.59	1.06	1.94	1.28	1.42	1.43	1.13	1.16	1.08	1.08	1.22	0.96			
MOSES LAKE AFB	0	762	2374	23	0.97	1.04	1.22	0.75	0.99	1.26	0.68	0.72	0.50	0.88	1.11	0.68			
MOSES LAKE	0	765	11892	204	1.72	1.07	2.09	1.38	1.51	1.46	1.28	1.25	0.96	1.12	1.25	1.02			
NEWMAN LAKE	0	226	2558	16	0.63	0.55	1.04	0.77	1.13	1.01	0.93	0.78	0.50	0.74	0.62	0.31			
NORTHPORT	0	732	1042	10	0.96	1.73	1.74	1.15	3.19	1.56	1.08	1.38	0.78	0.69	1.76	2.16			
OLYMPIA	0	93691	778	778	0.83	0.74	0.84	0.78	0.87	0.67	0.73	0.89	0.98	0.98	0.85	0.79			
EVERGREEN	0	866	7434	89	1.20	1.17	1.04	0.82	0.92	0.51	0.90	0.75	0.80	1.15	1.24	1.33			
LACEY	0	456	41747	312	0.75	0.71	0.95	0.82	0.85	0.70	0.66	0.84	0.65	0.97	0.88	0.59			
WHITEHALL	0	352	44510	377	0.85	0.70	0.72	0.74	0.89	0.67	0.76	0.95	0.80	0.96	0.76	0.87			
OMAK-OKANOGAN	0	826	7498	107	1.43	1.36	1.49	2.47	1.22	0.95	0.88	1.08	0.79	0.90	1.28	0.95			
OROVILLE	0	476	1857	21	1.13	1.24	1.28	0.97	1.24	1.29	0.96	1.55	0.65	0.96	0.91	0.86			
OTHELLO	0	488	4606	101	2.19	1.27	2.25	2.01	2.18	1.66	1.36	2.66	1.66	2.15	1.53	2.05			
PASCO	0	545	20781	239	1.15	1.26	1.52	1.44	1.16	0.88	0.90	0.88	0.78	1.13	0.93	1.09			
PATEROS	0	923	837	5	0.60	1.55	2.49	1.55	1.08	1.20	0.36	0.96	0.36	0.60	0.60	0.84			
POMEROY	0	843	1354	23	1.70	2.43	3.12	1.90	2.64	1.83	1.54	1.61	0.74	1.04	1.64	0.83			
PT. ANGELES	0	19216	223	223	1.16	0.78	1.20	0.94	1.04	0.88	0.73	0.81	1.67	1.67	1.06	1.00			
JOYCE	1	928	1259	26	2.07	3.71	0.86	1.63	1.80	1.33	0.79	1.59	2.46	5.98	2.07	0.79			
PT. ANGELES	0	452	17957	197	1.10	0.57	1.22	0.89	0.98	0.85	0.75	0.75	0.86	1.37	0.99	1.02			
PT. LUDLOW	0	437	2911	16	0.55	0.89	1.16	0.62	1.21	0.42	0.83	0.52	0.73	0.83	0.93	0.94			
PT. ORCHARD	0	23477	283	283	1.21	0.84	0.95	1.01	1.08	0.96	0.86	1.07	1.14	1.14	1.10	1.07			
COLBY	0	871	9001	124	1.38	0.80	0.86	0.81	0.94	1.00	0.77	1.32	1.07	1.37	1.20	1.13			
PT. ORCHARD	0	876	14476	159	1.10	0.87	1.01	1.13	1.17	0.93	0.92	0.91	0.80	1.00	1.03	1.04			
PT. TOWNSEND	0	385	11979	137	1.14	0.75	1.05	0.91	0.98	1.58	0.88	0.93	0.64	0.96	0.99	0.86			
PUYALLUP	0	841	39382	366	0.93	0.84	0.83	0.90	0.96	0.78	0.69	0.73	0.71	0.93	1.04	0.91			
RENTON	0	226	56247	455	0.81	0.82	1.01	0.99	0.78	0.90	0.62	0.76	0.64	1.03	1.01	0.84			
RIDGEFIELD	0	887	3954	57	1.44	1.65	1.12	1.48	1.49	2.04	1.35	1.66	2.92	1.95	2.91	1.33			
ROCHESTER	0	273	6276	243	3.87	1.02	1.32	1.05	1.45	1.42	1.77	0.94	0.93	1.74	1.17	1.26			
ROY	0	843	2770	30	1.08	1.05	0.90	0.83	1.05	0.97	2.05	1.16	0.90	1.12	1.59	1.29			
SEATTLE	0	396930	2435	2435	0.61	0.60	0.65	0.58	0.65	0.65	0.60	0.66	0.71	0.71	0.68	0.66			

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EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Oct-05	Oct-05	Oct-05	Aug-05	Jul-05	Jun-05	May-05	Apr-05	Mar-05	Feb-05	Jan-05	Dec-04	Nov-04			
Report Rate > 4.00					0	1	0	0	0	0	0	0	0	0	0	0	0	0
ATWATER	0	281	30987	149	0.47	0.53	0.58	0.49	0.54	0.44	0.54	0.45	0.54	0.68	0.62			
CAMPUS	0	543	14460	91	0.62	0.70	0.52	0.53	0.48	0.65	0.39	0.35	0.48	0.44	0.51			
CHERRY	0	241	43473	325	0.68	0.81	0.80	0.76	0.90	0.78	0.83	0.58	1.18	0.87	0.73			
DUWAMISH	0	655	16980	128	1.14	0.83	0.59	0.75	0.81	0.76	0.73	0.56	0.82	0.69	0.81			
EAST	0	322	43007	327	0.74	0.74	0.66	0.70	0.76	0.76	0.81	0.59	0.74	0.82	0.82			
ELLIOT	0	441	10994	46	0.39	0.33	0.26	0.22	0.26	0.31	0.28	0.26	0.24	0.30	0.22			
EMERSON	0	417	43060	263	0.58	0.70	0.59	0.67	0.52	0.60	0.68	0.56	0.83	0.69	0.61			
LAKEVIEW	0	522	36765	211	0.62	0.56	0.69	0.68	0.77	0.62	0.88	0.56	0.93	0.72	0.72			
MAIN	0	223	59585	112	0.17	0.23	0.22	0.16	0.19	0.19	0.20	0.16	0.18	0.20	0.17			
MERCER ISLAND (ADAMS)	0	232	12367	130	0.70	1.03	0.66	0.80	0.71	0.70	0.81	0.70	0.97	0.88	0.92			
PARKWAY	0	723	23817	257	1.10	1.05	0.90	1.29	1.49	1.09	1.24	0.76	1.15	1.07	1.30			
SUNSET	0	782	32648	181	0.43	0.50	0.49	0.62	0.61	0.48	0.50	0.40	0.56	0.69	0.58			
WEST	0	932	28787	215	0.82	0.99	0.68	1.10	0.66	0.73	0.78	0.59	0.75	0.94	0.93			
SEQUIM	0	683	14955	184	1.23	1.16	0.76	1.04	0.87	0.64	0.73	0.79	1.07	1.04	1.49			
SHELTON	0	427	17027	268	0.92	1.05	0.93	2.29	0.89	0.91	1.01	0.86	1.27	1.05	1.22			
SILVERDALE	0	692	17514	119	0.85	1.02	0.84	0.68	0.62	0.60	0.59	0.63	0.67	0.88	0.85			
SPOKANE	0	174895	1483	1483	0.73	0.94	0.91	0.84	0.78	0.71	0.73	0.63	0.63	0.74	0.75			
CHESTNUT	0	244	3575	40	1.09	1.31	1.15	0.89	0.83	1.06	0.93	0.95	0.76	0.87	0.68			
FAIRFAX	0	325	25352	221	0.66	0.71	0.96	0.68	0.85	0.63	0.98	0.68	0.68	0.69	0.77			
HUDSON	0	482	19462	145	0.63	0.84	0.77	0.83	0.73	0.50	0.73	0.36	0.58	0.62	0.67			
KEYSTONE	0	534	17126	144	0.71	0.85	0.79	0.85	1.06	1.08	0.62	0.44	0.71	0.59	0.58			
MORAN	0	Numbers added to Riverside																
RIVERSIDE	0	455	35834	335	0.80	0.89	0.72	0.72	0.83	0.70	0.63	0.00	0.62	0.84	0.73			
WALNUT	0	922	47450	391	0.65	0.98	0.93	1.03	0.59	0.67	0.68	0.46	0.58	0.69	0.78			
WHITWORTH	0	466	26096	207	0.89	1.24	1.28	0.78	0.88	0.74	0.78	0.51	0.66	0.89	0.91			
SPRINGDALE	0	258	1735	31	1.16	3.76	2.34	3.34	1.17	0.71	1.06	0.58	0.99	2.33	1.77			
SUMNER	0	863	23027	298	0.91	1.17	1.11	1.03	0.98	1.28	0.90	0.76	1.02	1.01	1.22			
TACOMA	0	191190	1676	1676	0.78	0.87	0.88	0.88	0.83	0.78	0.95	0.97	0.97	0.84	0.78			
FORT LEWIS	0	964	7125	51	0.77	0.72	0.63	0.72	0.45	0.71	0.51	0.58	0.89	1.09	0.70			
GREENFIELD	0	472	24600	268	0.74	0.98	0.95	0.96	1.14	1.03	1.96	0.95	1.20	1.06	0.95			
JUNIPER	0	581	27643	254	0.80	0.94	1.08	0.91	0.85	0.70	0.93	0.80	0.97	0.86	0.86			
LENNOX	0	531	32233	401	1.27	1.28	1.28	1.13	1.12	0.92	1.13	0.85	1.18	1.09	0.95			
LOGAN	0	564	18453	139	0.85	1.05	0.77	0.66	0.77	0.67	0.81	0.55	1.12	0.71	0.84			
MARKET/FAWCETT	0	272	20819	124	0.45	0.43	0.51	0.60	0.45	0.67	0.64	0.51	0.61	0.56	0.57			
SKYLINE	0	752	17140	128	0.57	0.67	0.71	0.70	0.72	0.62	0.82	0.56	0.81	0.74	0.73			
WAVERLY-2	0	922	8556	52	0.61	0.80	0.74	0.75	0.71	1.26	0.89	0.89	1.07	0.90	0.68			
WAVERLY-7	0	927	34621	259	0.75	0.69	0.76	0.99	0.70	0.63	0.52	0.54	0.83	0.68	0.60			
TOUCHET	0	Numbers added to Walla Walla																
VANCOUVER	0	108907	1425	1425	0.98	1.95	1.15	1.05	1.31	0.85	1.04	1.05	1.05	1.07	1.02			

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EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Oct-05	Oct-05	Oct-05	Aug-05	Jul-05	Jun-05	May-05	Apr-05	Mar-05	Feb-05	Jan-05	Dec-04	Nov-04		
Report Rate > 4.00					0	1	0	0	0	0	0	0	0	0	0	0	0
ORCHARDS	0	253	56066	748	1.33	1.10	1.09	1.37	1.18	1.61	1.03	1.02	1.07	1.05	1.05	1.05	1.05
OXFORD	0	693	30229	390	1.29	0.85	0.96	0.91	0.91	1.04	1.14	0.74	1.04	1.09	1.02	1.02	1.02
SALMON CREEK (VANCOUVER NORTH)	0	573	22612	287	1.27	0.88	1.06	0.95	0.94	0.93	0.94	0.79	1.01	1.11	0.96	0.96	0.96
WAITSBURG	0	337	762	13	1.71	0.53	1.85	0.92	0.66	1.32	0.66	0.65	0.39	1.45	1.70	1.70	1.70
WALLA WALLA																	
TOUCHET	0	522	21649	188	0.87	0.67	0.87	0.84	0.82	0.98	0.72	0.67	0.80	0.73	0.77	0.77	0.77
WARDEN	0	349	1375	31	2.25	1.15	1.80	0.87	1.23	0.94	1.17	0.94	1.23	1.08	0.50	0.50	0.50
WINLOCK	0	785	2316	43	1.86	0.78	1.66	1.21	0.99	1.17	1.30	1.39	2.01	1.48	1.65	1.65	1.65
YAKIMA	0	53038	0.82	435	0.82	0.78	0.95	0.97	0.74	1.10	0.77	0.70	0.70	0.65	0.84	0.84	0.84
CHESTNUT	0	248	35922	324	0.90	0.78	0.72	0.98	0.71	1.26	0.79	0.53	0.69	0.68	0.97	0.97	0.97
WEST	0	965	17116	111	0.65	0.79	1.43	0.95	0.78	0.77	0.73	0.35	0.71	0.60	0.55	0.55	0.55
Washington Customers Served by Exchanges in Neighboring States	0																
CLARKSTON	0	751	8196	93	1.13	1.05	1.45	1.56	1.55	1.38	1.11	0.71	0.89				
TOTALS			1854283	16955	0.91	0.81	0.92	0.87	0.89	0.85	0.76	0.68	0.92	0.90	0.85	0.85	0.85



WASHINGTON AVERAGE TIME IN QUEUE IN SECONDS  
 FOR REPAIR AND RES/BUS OFFICE ACCESS  
 OCTOBER 2005

	RES			BUS			RES/BUS COMBINED TOTALS			REPAIR		
	Volume	Time in Queue	Average	Volume	Time in Queue	Average	Volume	Time in Queue	Average	Volume	Time in Queue	Average
January		28,894,011	14		3,379,035	15		32,273,046	14		8,768,809	20
February		43,301,914	23		2,490,920	12		45,792,834	22		10,994,954	30
March		38,303,010	19		978,176	4		39,281,186	17		9,669,312	25
April		31,820,332	17		2,161,476	11		33,981,808	17		9,807,011	25
May		47,922,655	26		1,872,602	9		49,795,257	24		9,276,181	23
June		44,329,286	22		2,411,784	11		46,741,070	21		9,361,793	20
JULY		70,087,349	37		2,845,667	14		72,933,016	35		9,230,552	21
AUGUST		87,894,661	41		3,088,306	12		90,982,967	38		13,612,932	24
SEPTEMBER		77,930,668	41		2,378,162	11		80,308,830	37		8,373,639	19
OCTOBER		94,333,083	49		1,569,827	7		95,902,910	45		8,191,670	19
NOVEMBER												
DECEMBER												

WASHINGTON OUT OF SERVICE SUMMARY  
OCTOBER 2005

Measurement Period 2005	Total # of Out Of Service Tickets	Out of Service Cleared 48 Hours	% Out Of Service <= 48 Hours	Out of Service Not Cleared in 48 Hours	# Of Exemptions
January	13,081	12,876	98.43%	205	199
February	9,545	9,473	99.25%	72	112
March	12,453	12,382	99.43%	71	107
April	10,816	10,737	99.27%	79	129
May	12,571	12,225	97.25%	346	222
June	12,951	12,819	98.98%	132	214
July	14,434	14,284	98.96%	150	186
August	14,023	13,766	98.17%	257	215
September	11,960	11,840	99.00%	120	185
October	13,531	13,293	98.24%	238	186
November					
December					
	<b>125,365</b>	<b>123,695</b>	<b>98.67%</b>	<b>1,670</b>	<b>1,755</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	3,908	3,890	18	99.54%	4	36
October	4424	4377	47	98.94%	4	40
November						
December						
<b>YTD TOTAL</b>	<b>44,340</b>	<b>44,030</b>	<b>310</b>	<b>99.30%</b>	<b>29</b>	<b>407</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  
October 2005

Trunks Blocking > 1% for the month of Oct 2005

E911

Group ID	in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for Oct 05	Explanantion/Details of Action Taken, Trunk Servicing Response -Oct 05
AP088626	2			one way	E911	3.33%	This group has blocked at least 1 day each week. Blocked hour 13 week of 10/10, hours 13 - 15 - 17 week of 10/17, hour 15 week of 10/24 and hours 14 - 16 - 17 week of 10/31. Capacity TGSR was sent to 911 group on 10/20 to notify them of the blocking.
AP088396	1		one way	E911	4.61%		
AP089131	2		two way	E911	11.70%		
Percent of trunks meeting standard:						96.85%	
Total number of trunk groups:						127	
Number of trunk groups out of compliance for the month:						3	

Trunks Blocking > 1% for the month of Oct 2005

LOCAL

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for Oct 05	Explanantion/Details of Action Taken, Trunk Servicing Response -Oct 05
AP088860	216			two way	LOCAL	1.27%	
Percent of trunks meeting standard:						99.70%	
Total number of trunk groups:						337	
Number of trunk groups out of compliance for the month:						1	

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

TOLL

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for Oct 05	Explanantion/Details of Action Taken, Trunk Servicing Response -Oct 05
AP072407	264			two way	GOS	7.91%	
AP072408	336			two way	GOS	4.94%	
AP081958	288			two way	GOS	4.11%	
AP072426	168			two way	GOS	3.08%	
AP072428	336			two way	GOS	2.83%	
AP077417	168			two way	GOS	2.51%	
AP081503	264			two way	GOS	1.96%	
AP072405	216			two way	GOS	1.94%	
AP081687	168			two way	GOS	1.03%	Blocked hour 9 on 10/3 only. Service Advisory TGSR sent on 10/3/05 for notification.
AP081887	288			two way	GOS	0.83%	Blocking occurred one day each week of the month. Order NOM037414 was issued to add 48 trunks - due 10/12/05. No additional blocking since augment. Pending order TGSR was issued on 10/7/05 for notification
AP072413	360			two way	GOS	0.82%	
AP081953	312			two way	GOS	0.71%	
AP077391	308			two way	GOS	0.65%	
AP077295	168			two way	GOS	0.62%	Blocked hours 10 - 11 week of 10/3, hour 19 - week of 10/17 and hour 10 - week of 10/31. Service advisory TGSR sent on 10/7 for notification.
AP072415	312			two way	GOS	0.59%	
Percent of trunks meeting standard:						96.13%	
Total number of trunk groups:						388	
Number of trunk groups out of compliance for the month:						15	



DIAL TONE  
NETWORK CONGESTION MONTHLY REPORT  
2005

Measurement Period	# ACCESS LINES	DIAL TONE SPEED TESTS	DIAL TONE DELAYS	PERCENT (Greater than 10%)
January	1,902,908	38,021,739	6,083	0.02%
February	1,897,897	34,096,954	5,089	0.01%
March	1,888,657	38,446,090	5,470	0.01%
April	1,884,267	37,808,219	3,532	0.01%
May	1,915,474	38,275,579	3,755	0.01%
June	1,868,966	36,957,670	2,682	0.01%
July	1,867,500	35,521,445	2,037	0.01%
August	1,863,727	37,654,349	2,358	0.01%
September	1,856,604	35,550,485	3,912	0.01%
October	1,854,283	34,965,802	2,994	0.01%
November				
December				
YTD Total		367,298,332	37,912	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  
OCTOBER 2005

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
ABERDEEN-HOQUIAM	532	360	425826	11	0.00%
ATWATER	281	206	545527	9	0.00%
AUBURN	833	253	694382	76	0.01%
BLACK DIAMOND	REMOTE OF AUBURN				
BAINBRIDGE ISLAND	842	206	322839	116	0.04%
BATTLEGROUND	687	360	212076	95	0.04%
BELFAIR	275	360	150447	0	0.00%
BONNEY LAKE	862	253	203746	0	0.00%
BREMERTON ESSEX	373	360	619566	4	0.00%
BUCKLEY	829	360	60573	0	0.00%
CAMPUS	543	206	262379	0	0.00%
CASTLE ROCK	274	360	112197	504	0.45%
CENTRALIA	736	360	203094	0	0.00%
CHEHALIS	748	360	149138	1	0.00%
CHERRY	241	206	905327	104	0.01%
CLE-ELUM	674	509	45218	0	0.00%
COLBY	871	360	161216	40	0.02%
COLFAX	397	509	33524	0	0.00%
COLVILLE	684	509	105956	15	0.01%
NORTHPORT	REMOTE OF COLVILLE				
COULEE DAM	633	509	38482	0	0.00%
CROSBY	830	360	69213	0	0.00%
CRYSTAL MTN.	663	360	3695	0	0.00%
DAYTON	382	509	27444	0	0.00%
DEER PARK	276	509	129401	0	0.00%
DES MOINES	824	206	281577	35	0.01%
DUWAMISH	762	206	451155	0	0.00%
EAST	322	206	574493	22	0.00%
EASTON	656	509	9442	0	0.00%
ELK	292	509	63255	10	0.02%
ELLIOT	441	206	146223	0	0.00%
EMERSON	361	206	654004	0	0.00%
ENUMCLAW	825	360	159321	0	0.00%
EPHRATA	754	509	60978	0	0.00%
FAIRFAX	325	509	544418	104	0.02%
CHESTNUT	REMOTE OF FAIRFAX				
FEDERAL WAY	839	253	462068	109	0.02%
FORT LEWIS	964	253	115514	0	0.00%
GLENCOURT	453	425	560789	1	0.00%
GRAHAM	847	253	449110	134	0.03%
GREEN BLUFF	238	509	56298	0	0.00%
GREENFIELD	472	253	687135	85	0.01%
HUDSON	482	509	371757	0	0.00%
ISSAQUAH	392	425	499729	11	0.00%
JOYCE	928	360	14816	0	0.00%
JUNIPER	582	253	586367	55	0.01%
KENT MERIDIAN	630	253	356052	147	0.04%
KENT O BRIEN	251	206	282726	0	0.00%
KENT ULRICH	852	253	555398	33	0.01%
KEYSTONE	534	509	425274	0	0.00%
LACEY	456	360	716691	74	0.01%
LAKEVIEW	522	206	397609	22	0.01%
LENNOX	531	253	798364	8	0.00%
LIBERTY LAKE	255	509	22405	0	0.00%
LOGAN	564	253	342561	39	0.01%
LONGVIEW-KELSO	423	360	677289	3	0.00%
LOON LAKE	233	509	18131	0	0.00%
Main (Seattle)	223	206	1265711	45	0.00%
MAPLE VALLEY	432	425	165704	26	0.02%
MARKET (Fawcett)	272	253	549834	7	0.00%
MERCER ISLAND (Adams)	232	206	268625	4	0.00%
MOSES LAKE	762	509	252390	0	0.00%
MOSES LAKE (AFB)	765	509	44779	0	0.00%
NAPAVINE	262	360	52506	0	0.00%

WASHINGTON DIAL TONE REPORT  
OCTOBER 2005

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
NEWMAN LAKE	226	509	47226	0	0.00%
OCEAN SHORES	289	360	77788	0	0.00%
OMAK-OKANOGAN	826	509	119285	0	0.00%
ORCHARDS	253	360	1007419	94	0.01%
OROVILLE	476	509	29860	0	0.00%
OTHELLO	488	509	106966	0	0.00%
PARKWAY	721	206	542219	210	0.04%
PASCO	545	509	478084	6	0.00%
PATEROS	923	509	10835	0	0.00%
POMEROY	843	509	18989	0	0.00%
PT. ANGELES	452	360	237105	0	0.00%
PT. LUDLOW	437	360	46340	0	0.00%
PT. ORCHARD	876	360	292022	73	0.02%
SUNNYSLOPE	REMOTE OF PT. ORCHARD				
PT. TOWNSEND	385	360	266264	6	0.00%
PUYALLAP	841	253	775853	3	0.00%
REGENT	671	360	988157	129	0.01%
LUMMI	REMOTE OF REGENT				
RENTON	226	425	889489	69	0.01%
RIDGEFIELD	887	360	59420	0	0.00%
RIVERSIDE	455	509	523253	30	0.01%
MORAN	REMOTE OF RIVERSIDE				
ROCHESTER	273	360	152358	0	0.00%
ROY	843	253	60527	0	0.00%
SEQUIM	683	360	171757	2	0.00%
SHELTON	426	360	365081	161	0.04%
HOODSPORT	REMOTE OF SHELTON				
SHERWOOD	641	425	502320	19	0.00%
SILVERDALE	692	360	259743	51	0.02%
SKYLINE	752	253	330781	0	0.00%
SPRINGDALE	258	509	40541	0	0.00%
SUMNER	863	253	225788	9	0.00%
BONNEY LAKE	REMOTE OF SUMNER				
SUNSET	782	206	392635	23	0.01%
VANCOUVER NO. SALMON CRK(NO)	573	360	306847	0	0.00%
VANCOUVER OXFORD	693	360	773023	17	0.00%
WAITSBURG	337	509	14618	0	0.00%
WALLA WALLA (incl Touchet)	522	509	649679	7	0.00%
TOUCHET	REMOTE OF WALLA WALLA				
WALNUT	922	509	775971	0	0.00%
WARDEN	349	509	33746	0	0.00%
WAVERLY-2	922	253	228197	6	0.00%
WAVERLY-7	927	253	553347	44	0.01%
WEST	965	509	512883	0	0.00%
WHITEHALL	352	360	1002064	41	0.00%
EVERGREEN	REMOTE OF WHITEHALL				
WHITWORTH	466	509	380318	36	0.01%
WINLOCK	785	360	43244	0	0.00%
YAKIMA CHESTNUT	244	509	853633	6	0.00%
YAKIMA WEST	965	509	398363	3	0.00%
TOTAL			34965802	2994	0.01%

Washington Commission Complaint Report  
October 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  
October 2005

Missed Appointments/Commitments - Install Residence (New Connect/Reconnect orders)									
Measurement Period	Number of Scheduled Appointments (dispatched orders)	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	Number of Scheduled Appointments (dispatched orders) missed due to (non-dispatched orders)	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched orders) missed due to customer 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	141859	4077	8523	1253502	904	4602	13125		
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	40410	1332	3460	112966	288	840	4300		

Washington Customer Service Guarantee Program Credits  
October 2005

Missed Appointments/Commitments - Repair Residence									
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	111798	6621	565	39386	815	1	1169		
Missed Appointments/Commitments - Repair Business									
Measurement Period	Number of Scheduled Appointments (dispatched tickets)	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets)	Number of Scheduled Commitments (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	13694	1090	161	5545	120	1	304		

Washington Customer Service Guarantee Program Credits  
October 2005

Missed Appointment/Commitment Credits Paid - Install Residence/Business (New Connect/Reconnect)		Number of RESIDENCE customers receiving credits for company missed appointments/com mits-Install		Total amount of missed appointments credits paid		Month Credit Paid Upon Credit Issued/Bill Date		Number of BUSINESS customers receiving credits for company missed appointments-com mits-Install		Total amount of missed appointments credits paid.		Month Credit Paid Upon Credit Issued/Bill Date	
Measurement Period													
January, 2005													
February, 2005													
March, 2005													
April, 2005													
May, 2005													
June, 2005													
July, 2005													
August, 2005													
September, 2005													
October, 2005													
November, 2005													
December, 2005													
YTD Total		4511		\$242,247				1946		\$108,073			
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-Repair		Total amount of missed appointments credits paid.		Month Credit Paid Upon Credit Issued/Bill Date	
Measurement Period													
January, 2005													
February, 2005													
March, 2005													
April, 2005													
May, 2005													
June, 2005													
July, 2005													
August, 2005													
September, 2005													
October, 2005													
November, 2005													
December, 2005													
YTD Total		8507		\$425,350				1071		\$53,550			

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  
October 2005

Delayed Primary Exchange Alternative	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD # of credits paid
Residence													321347
# of completed orders for installation of primary service													
# of completed orders for primary service installed w/ 5 bus. days													
# of credits-First Month's Charge(HO Recurring)													317703
Amount of credit-First Month's Charge(HO Recur)													2441
# of credits-Installation (HO NonRecur)													\$30,282.00
Amount of credits-Installation (Ho NonRecur)													2443
# of \$100 Bill Credits													\$74,370.00
Amount of \$100 Bill Credits													2441
# of Voice Mail Recurring Credits													\$257,850.00
Amount of Voice Mail Recurring Credits													0
# of Voice Mail Nonrecurring Credits													\$0.00
Amount of Voice Mail Nonrecurring Credits													0
#Cell Loaners													\$0.00
Amount of cell vouchers*													1
*Note: Cellular vouchers are paid to Verizon, for Qwest customers located in Washington using Verizon wireless loaner telephones.													
# of Remote Call Fwrding-Recurring													\$263.00
Amount of Remote Call Fwrding-Recurring													13
# of Remote Call Fwrding-Non-Recurring													\$208.00
Amount of Remote Call Fwrding-Non-Recurring													0
YTD Total Number of Credits Paid	\$36,672	\$30,179	\$27,990	\$28,008	\$27,123	\$36,727	\$46,770	\$42,461	\$44,698	\$42,345	\$0	\$0	\$362,973.00



Washington Customer Service Guarantee Program Credits  
October 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													40779
# of completed orders for primary service installed w/ 15 bus. days													39552
# of credits-First Month's Charge(HO Recurring)													768
Amount of credit-First Month's Charge(HO Recur)													\$33,047.00
# of credits-Installation (HO NonRecur)													768
Amount of credits-Installation (Ho NonRecur)													\$59,006.00
# of \$100 Bill Credits													769
Amount of \$100 Bill Credits													\$90,735.00
# of Voice Mail Recurring Credits													0
Amount of Voice Mail Recurring Credits													\$0.00
# of Voice Mail Nonrecurring Credits													0
Amount of Voice Mail Nonrecurring Credits													\$0.00
#Cell Loaners													0
Amount of cell vouchers*													\$191.00
*Note: Cellular vouchers are paid to Verizon, for Qwest customers located in Washington using Verizon wireless loaner telephones.													
# of Remote Call Frwding-Recurring													0
Amount of Remote Call Frwding-Recurring													\$0.00
# of Remote Call Frwding-Non-Recurring													0
Amount of Remote Call Frwding-Non-Recurring													\$0.00
YTD Total Number of Credits Paid	\$15,239	\$14,418	\$17,187	\$11,105	\$24,093	\$25,231	\$15,856	\$18,261	\$23,502	\$18,087	\$0	\$0	\$182,979.00
YTD Total Amount of Credits Paid													

Washington Customer Service Guarantee Program Credits  
October 2005

REPORT: Out of Service Customer Bill Credits									
Measurement Period	Residence	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	
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
Total		1507	1247	\$6,230.87	77	60	\$862.18		
<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		130	103	\$514.30	6	4	\$62.89		
<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		1637	1350	\$6,745.17	83	64	\$925.07		

Baseline: Each customer with an out-of-service condition not cleared within two working days will receive a \$5.00 credit. Each customer with an out-of-service condition lasting more than seven calendar days will receive credit of the monthly recurring charge. Credits do not apply due to emergency situations, unavoidable catastrophes, force majeure, work stoppage, inside wiring or customer premise equipment.

\*\*Repair tickets with a Disposition Code of 7, 8 or 9 will 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								
Measurement Period	Exchange Out of Compliance	# of Customers Served	Actual Working Numbers Paid	Month Credit Paid				
January, 2005								
February, 2005								
March, 2005								
April, 2005								
May, 2005								
June, 2004								
July, 2005								
August, 2005								
September, 2005								
October, 2005								
November, 2005								
December, 2005								
YTD Total	1	680	680					
<b>Residence</b>								
<b>Measurement Period</b>								
January, 2005								
February, 2005								
March, 2005								
April, 2005								
May, 2005								
June, 2005								
July, 2005								
August, 2005								
September, 2005								
October, 2005								
November, 2005								
December, 2005								
YTD Total	1	560	560					
<b>Business</b>								
January, 2005								
February, 2005								
March, 2005								
April, 2005								
May, 2005								
June, 2005								
July, 2005								
August, 2005								
September, 2005								
October, 2005								
November, 2005								
December, 2005								
YTD Total	0	0	0					
November, 2005								
December, 2005								
YTD Total	1	120	120					

Baseline: Exceeds trouble report standard of 4.0 for month and either of the preceding month or four in 12 months. Credits do not apply related to customer premise equipment, emergency situations, extraordinary or abnormal conditions or disruptions caused by persons or entities other than Qwest.

Washington Customer Service Guarantee Program Credits  
October 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)  
OCTOBER 2005

EXCHANGE	WC CODE	AREA CODE	2 DAY DATA					7 DAY DATA										
			Number of Tickets Out of Service Less Than 2 Working Days	Out of Service Cleared in 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Working Days) RES	# Missed (Less Than 2 Working Days) BUS	# Missed (Less Than 2 Working Days) TOT	% Missed (Less Than 2 Working Days)	Total Expts	Number of Tickets Out of Service Less Than 7 Cal Days	Out of Service Cleared in 7 Cal Days	% Out Of Service <= 7 Cal Days	# Missed (Less Than 7 Days) RES	# Missed (Less Than 7 Days) BUS	# Missed (Less Than 7 Days) TOT	% Missed (Less Than 7 Days)	Total Expts
ABERDEEN-HOQUIAM	532	360	155	154	99.35%	1	0	1	0.65%	3	157	157	100.00%	0	0	0	0.00%	1
AUBURN	833	253	199	195	97.99%	4	0	4	2.01%	0	199	199	100.00%	0	0	0	0.00%	0
BAINBRIDGE ISLAND	842	206	113	111	98.23%	2	0	2	1.77%	0	113	113	100.00%	0	0	0	0.00%	0
BATTLEGROUND	687	360	113	110	97.35%	3	0	3	2.65%	1	114	114	100.00%	0	0	0	0.00%	0
BELFAIR	275	360	108	105	97.22%	3	0	3	2.78%	0	108	108	100.00%	0	0	0	0.00%	0
BELLEVUE			387	386	99.74%	1	0	1	0.26%	2	389	389	100.00%	0	0	0	0.00%	0
GLENCOURT	453	425	166	166	100.00%	0	0	0	0.00%	1	167	167	100.00%	0	0	0	0.00%	0
SHERWOOD	641	425	221	220	99.55%	1	0	1	0.45%	1	222	222	100.00%	0	0	0	0.00%	0
BELLINGHAM			192	192	100.00%	0	0	0	0.00%	0	192	192	100.00%	0	0	0	0.00%	0
LUMMI	758	360	9	9	100.00%	0	0	0	0.00%	0	9	9	100.00%	0	0	0	0.00%	0
REGENT	671	360	183	183	100.00%	0	0	0	0.00%	0	183	183	100.00%	0	0	0	0.00%	0
BLACK DIAMOND	886	360	34	34	100.00%	0	0	0	0.00%	0	34	34	100.00%	0	0	0	0.00%	0
BONNEY LAKE																		
BREMERTON			215	212	98.60%	2	1	3	1.40%	0	215	215	100.00%	0	0	0	0.00%	0
CROSBY	830	360	47	47	100.00%	0	0	0	0.00%	0	47	47	100.00%	0	0	0	0.00%	0
BREMERTON ESSEX	373	360	164	161	98.17%	2	1	3	1.83%	0	164	164	100.00%	0	0	0	0.00%	0
SUNNYSLOPE	674	360	4	4	100.00%	0	0	0	0.00%	0	4	4	100.00%	0	0	0	0.00%	0
BUCKLEY	829	360	68	68	100.00%	0	0	0	0.00%	0	68	68	100.00%	0	0	0	0.00%	0
CASTLE ROCK	274	360	80	79	98.75%	1	0	1	1.25%	0	80	80	100.00%	0	0	0	0.00%	0
CENTRALIA	736	360	73	70	95.89%	3	0	3	4.11%	0	73	73	100.00%	0	0	0	0.00%	0
CHEHALIS			81	81	100.00%	0	0	0	0.00%	0	81	81	100.00%	0	0	0	0.00%	0
CHEHALIS	748	360	58	58	100.00%	0	0	0	0.00%	0	58	58	100.00%	0	0	0	0.00%	0
NAPAVINE	262	360	23	23	100.00%	0	0	0	0.00%	0	23	23	100.00%	0	0	0	0.00%	0
CLARKSTON			68	68	100.00%	0	0	0	0.00%	0	68	68	100.00%	0	0	0	0.00%	0
CLE-ELUM	674	509	39	39	100.00%	0	0	0	0.00%	0	39	39	100.00%	0	0	0	0.00%	0
COLFAX	397	509	59	59	100.00%	0	0	0	0.00%	0	59	59	100.00%	0	0	0	0.00%	0
COLVILLE	684	509	56	56	100.00%	0	0	0	0.00%	0	56	56	100.00%	0	0	0	0.00%	0
COPALIS(OCEAN SHORES)	289	360	93	93	100.00%	0	0	0	0.00%	0	93	93	100.00%	0	0	0	0.00%	0
COULLEE DAM	633	509	31	31	100.00%	0	0	0	0.00%	0	31	31	100.00%	0	0	0	0.00%	0
CRYSTAL MTN.	663	360	11	10	90.91%	1	0	1	9.09%	0	11	11	100.00%	0	0	0	0.00%	0
DAYTON	382	509	18	18	100.00%	0	0	0	0.00%	0	18	18	100.00%	0	0	0	0.00%	0
DEER PARK	276	509	93	93	100.00%	0	0	0	0.00%	0	93	93	100.00%	0	0	0	0.00%	0
DES MOINES			227	225	99.12%	2	0	2	0.88%	0	227	226	99.56%	1	0	1	0.44%	0
DES MOINES	824	206	80	79	98.75%	1	0	1	1.25%	0	80	79	98.75%	1	0	1	1.25%	0
FEDERAL WAY	839	253	147	146	99.32%	1	0	1	0.68%	0	147	147	100.00%	0	0	0	0.00%	0
EASTON	656	509	9	9	100.00%	0	0	0	0.00%	0	9	9	100.00%	0	0	0	0.00%	0
ELK	292	509	23	23	100.00%	0	0	0	0.00%	0	23	23	100.00%	0	0	0	0.00%	0
ENUMCLAW	825	360	76	76	100.00%	0	0	0	0.00%	1	77	77	100.00%	0	0	0	0.00%	0
EPHRATA	754	509	36	36	100.00%	0	0	0	0.00%	0	36	36	100.00%	0	0	0	0.00%	0
GRAHAM	847	253	196	196	100.00%	0	0	0	0.00%	0	196	196	100.00%	0	0	0	0.00%	0
GREEN BLUFF	238	509	21	21	100.00%	0	0	0	0.00%	0	21	21	100.00%	0	0	0	0.00%	0
HOODSPORT	877	360	27	27	100.00%	0	0	0	0.00%	0	27	27	100.00%	0	0	0	0.00%	0

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

	WC CODE	AREA CODE	2 DAY DATA						7 DAY DATA						Total Exptns		
			Number of Tickets Out of Service Less Than 2 Working Days	Out of Service Cleared in 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Wkrng Dys) RES	# Missed (Less Than 2 Wkrng Dys) BUS	# Missed (Less Than 2 Wkrng Dys) TOT	% Missed (Less Than 2 Wkrng Dys)	Total Exptns	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
EXCHANGE	392	425	171	167	97.66%	3	1	4	2.34%	0	171	170	99.42%	1	0	1	0.58%
ISSAQUAH			380	377	99.21%	3	0	3	0.79%	1	381	381	100.00%	0	0	0	0.00%
KENT			183	181	98.91%	2	0	2	1.09%	0	183	183	100.00%	0	0	0	0.00%
MERIDIAN	630	253	30	30	100.00%	0	0	0	0.00%	0	30	30	100.00%	0	0	0	0.00%
OBRIEN	251	206	167	166	99.40%	1	0	1	0.60%	1	168	168	100.00%	0	0	0	0.00%
ULRICH	852	253	16	16	100.00%	0	0	0	0.00%	0	16	16	100.00%	0	0	0	0.00%
LIBERTY LAKE	255	509	336	320	95.24%	16	0	16	4.76%	1	337	337	100.00%	0	0	0	0.00%
LONGVIEW-	423	360	8	8	100.00%	0	0	0	0.00%	0	8	8	100.00%	0	0	0	0.00%
KELSO	233	509	72	72	100.00%	0	0	0	0.00%	0	72	72	100.00%	0	0	0	0.00%
LOON LAKE	432	425	203	196	96.55%	7	0	7	3.45%	6	209	209	100.00%	0	0	0	0.00%
MAPLE VALLEY			25	24	96.00%	1	0	1	4.00%	0	25	25	100.00%	0	0	0	0.00%
MOSES LAKE	765	509	178	172	96.63%	6	0	6	3.37%	6	184	184	100.00%	0	0	0	0.00%
MOSES LAKE (AFB)	762	509	12	12	100.00%	0	0	0	0.00%	0	12	12	100.00%	0	0	0	0.00%
NEWMAN LAKE	226	509	6	6	100.00%	0	0	0	0.00%	0	6	6	100.00%	0	0	0	0.00%
NORTHPORT	732	509	575	571	99.30%	4	0	4	0.70%	1	576	576	100.00%	0	0	0	0.00%
OLYMPIA			59	59	100.00%	0	0	0	0.00%	0	59	59	100.00%	0	0	0	0.00%
EVERGREEN	866	360	226	224	99.12%	2	0	2	0.88%	0	226	226	100.00%	0	0	0	0.00%
LACEY	456	360	290	288	99.31%	2	0	2	0.69%	1	291	291	100.00%	0	0	0	0.00%
WHITEHALL	352	360	85	84	98.82%	0	1	1	1.18%	0	85	85	100.00%	0	0	0	0.00%
OMAK-	826	509	14	14	100.00%	0	0	0	0.00%	0	14	14	100.00%	0	0	0	0.00%
OKANOGAN	476	509	85	83	97.65%	2	0	2	2.35%	0	85	85	100.00%	0	0	0	0.00%
OROVILLE	488	509	192	189	98.44%	3	0	3	1.56%	0	192	192	100.00%	0	0	0	0.00%
OTHELLO	545	509	4	4	100.00%	0	0	0	0.00%	0	4	4	100.00%	0	0	0	0.00%
PASCO	545	509	18	18	100.00%	0	0	0	0.00%	0	18	18	100.00%	0	0	0	0.00%
PATEROS	923	509	162	162	100.00%	0	0	0	0.00%	0	162	162	100.00%	0	0	0	0.00%
POMEROY	843	509	15	15	100.00%	0	0	0	0.00%	0	15	15	100.00%	0	0	0	0.00%
PT. ANGELES	928	360	147	147	100.00%	0	0	0	0.00%	0	147	147	100.00%	0	0	0	0.00%
JOYCE	452	360	11	11	100.00%	0	0	0	0.00%	0	11	11	100.00%	0	0	0	0.00%
PT. ANGELES	437	360	208	201	96.63%	6	1	7	3.37%	0	208	208	100.00%	0	0	0	0.00%
PT. LUDLOW			95	91	95.79%	3	1	4	4.21%	0	95	95	100.00%	0	0	0	0.00%
PT. ORCHARD	871	360	113	110	97.35%	3	0	3	2.65%	0	113	113	100.00%	0	0	0	0.00%
COLBY	876	360	94	94	100.00%	0	0	0	0.00%	0	94	94	100.00%	0	0	0	0.00%
PT. ORCHARD	385	360	272	268	98.53%	3	1	4	1.47%	0	272	272	100.00%	0	0	0	0.00%
PT. TOWNSEND	841	253	358	355	99.16%	2	1	3	0.84%	1	359	359	100.00%	0	0	0	0.00%
PUYALLAP	841	253	45	45	100.00%	0	0	0	0.00%	0	45	45	100.00%	0	0	0	0.00%
RENTON	226	425	476	476	100.00%	0	0	0	0.00%	1	477	477	100.00%	0	0	0	0.00%
RIDGEFIELD	887	360	23	23	100.00%	0	0	0	0.00%	0	23	23	100.00%	0	0	0	0.00%
RIDGECREST	273	360	1847	1818	98.43%	25	4	29	1.57%	8	1854	1854	99.84%	3	0	3	0.196%
ROCHESTER	843	253	116	115	99.14%	1	0	1	0.86%	0	116	115	99.14%	1	0	1	0.86%
ROY	281	206	72	69	95.83%	2	1	3	4.17%	0	72	72	100.00%	0	0	0	0.00%
SEATTLE	543	206	256	253	98.83%	3	0	3	1.17%	2	258	258	100.00%	0	0	0	0.00%
ATWATER	241	206	104	104	100.00%	0	0	0	0.00%	0	104	104	100.00%	0	0	0	0.00%
CAMPUS	762	206	248	244	98.39%	4	0	4	1.61%	3	251	250	99.60%	1	0	1	0.40%
CHERRY	241	206	248	244	98.39%	4	0	4	1.61%	3	251	250	99.60%	1	0	1	0.40%
DUWAMISH	762	206	248	244	98.39%	4	0	4	1.61%	3	251	250	99.60%	1	0	1	0.40%
EAST	322	206	248	244	98.39%	4	0	4	1.61%	3	251	250	99.60%	1	0	1	0.40%

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

EXCHANGE	WC CODE	AREA CODE	2 DAY DATA					7 DAY DATA					Total Expts						
			Number of Tickets Out of Service Less Than 2 Working Days	Out of Service Cleared in 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Wkrng Ds) RES	# Missed (Less Than 2 Wkrng Ds) BUS	# Missed (Less Than 2 Wkrng Ds) TOT	% Missed (Less Than 2 Wkrng Ds)	Total Expts	Number of Tickets Out of Service Less Than 7 Cal Days	Out of Service Cleared in 7 Cal Days		% Out Of Service <= 7 Cal Days	# Missed (Less Than 7 Days) RES	# Missed (Less Than 7 Days) BUS	# Missed (Less Than 7 Days) TOT	% Missed (Less Than 7 Days)	
ELLIOT	441	206	39	39	100.00%	0	0	0	0	0.00%	0	0	0	39	100.00%	0	0	0	0.00%
EMERSON	361	206	199	198	99.50%	1	0	1	0	0.50%	2	0	200	100.00%	0	0	0	0	0.00%
LAKEVIEW	522	206	142	138	97.18%	3	1	4	2	2.82%	0	0	142	99.30%	1	0	1	0	0.70%
MAIN	223	206	80	79	98.75%	0	1	1	1	1.25%	0	0	80	100.00%	0	0	0	0	0.00%
MERCER ISLAND (Adams)	232	206	101	98	97.03%	3	0	3	3	2.97%	0	0	101	100.00%	0	0	0	0	0.00%
PARKWAY	721	206	204	201	98.53%	2	1	3	3	1.47%	0	0	204	100.00%	0	0	0	0	0.00%
SUNSET	782	206	133	130	97.74%	3	0	3	3	2.26%	1	0	134	100.00%	0	0	0	0	0.00%
WEST	932	206	153	150	98.04%	3	0	3	3	1.96%	0	0	153	100.00%	0	0	0	0	0.00%
SEQUIM	683	360	131	131	100.00%	0	0	0	0	0.00%	0	0	131	100.00%	0	0	0	0	0.00%
SHELTON	426	360	265	265	100.00%	0	0	0	0	0.00%	0	0	265	100.00%	0	0	0	0	0.00%
SILVERDALE	692	360	79	77	97.47%	2	0	2	2	2.53%	1	0	80	100.00%	0	0	0	0	0.00%
SPOKANE			1289	1250	96.97%	36	3	39	3	3.03%	3	0	1292	99.77%	3	0	3	0	0.00%
CHESTNUT	244	509	36	35	97.22%	1	0	1	1	2.78%	0	0	36	100.00%	0	0	0	0	0.00%
FAIRFAX	325	509	172	166	96.51%	5	1	6	6	3.49%	0	0	172	100.00%	0	0	0	0	0.00%
HUDSON	482	509	185	181	97.84%	4	0	4	4	2.16%	0	0	185	100.00%	0	0	0	0	0.00%
KEYSTONE	534	509	120	111	92.50%	9	0	9	9	7.50%	1	0	121	100.00%	0	0	0	0	0.00%
MORAN (NUMBERS ADDED TO RIVERSIDE)																			
RIVERSIDE	455	509	281	271	96.44%	9	1	10	10	3.56%	0	0	281	99.64%	1	0	1	0	0.36%
WALNUT	922	509	324	319	98.46%	4	1	5	5	1.54%	0	0	324	99.69%	1	0	1	0	0.31%
WHITWORTH	466	509	171	167	97.66%	4	0	4	4	2.34%	2	0	173	99.42%	1	0	1	0	0.58%
SPRINGDALE	258	509	22	22	100.00%	0	0	0	0	0.00%	0	0	22	100.00%	0	0	0	0	0.00%
SUMNER (BonneyLake)	863	253	324	322	99.38%	2	0	2	2	0.62%	0	0	324	100.00%	0	0	0	0	0.00%
TACOMA			1300	1284	98.77%	15	1	16	3	1.23%	3	0	1303	99.85%	2	0	2	0	0.00%
FORT LEWIS	964	253	41	41	100.00%	0	0	0	0	0.00%	0	0	41	100.00%	0	0	0	0	0.00%
GREENFIELD	472	253	215	213	99.07%	2	0	2	2	0.93%	0	0	215	99.53%	1	0	1	0	0.47%
JUNIPER	582	253	226	224	99.12%	2	0	2	2	0.88%	0	0	226	99.56%	1	0	1	0	0.44%
LENNOX	531	253	287	285	99.30%	2	0	2	2	0.70%	1	0	288	100.00%	0	0	0	0	0.00%
LOGAN	564	253	112	111	99.11%	1	0	1	1	0.89%	2	0	114	100.00%	0	0	0	0	0.00%
MARKET (Fawcett)	272	253	100	100	100.00%	0	0	0	0	0.00%	0	0	100	100.00%	0	0	0	0	0.00%
SKYLINE	752	253	88	88	100.00%	0	0	0	0	0.00%	0	0	88	100.00%	0	0	0	0	0.00%
WAVERLY-2	922	253	38	36	94.74%	2	0	2	2	5.26%	0	0	38	100.00%	0	0	0	0	0.00%
WAVERLY-7	927	253	193	186	96.37%	6	1	7	7	3.63%	0	0	193	100.00%	0	0	0	0	0.00%
TOUCHET (NUMBERS ADDED TO WALLA WALLA)																			
VANCOUVER			1102	1086	98.55%	16	0	16	5	1.45%	5	0	1107	100.00%	0	0	0	0	0.00%
ORCHARDS	253	360	598	591	98.83%	7	0	7	2	1.17%	2	0	600	100.00%	0	0	0	0	0.00%
OXFORD	693	360	301	295	98.01%	6	0	6	2	1.99%	2	0	303	100.00%	0	0	0	0	0.00%
SALMON																			
CRK(NORTH)	573	360	203	200	98.52%	3	0	3	1	1.48%	1	0	204	100.00%	0	0	0	0	0.00%
WAITSBURG	337	509	6	6	100.00%	0	0	0	0	0.00%	0	0	6	100.00%	0	0	0	0	0.00%
WALLA WALLA (Incl Touchet)	522	509	144	143	99.31%	1	0	1	0	0.69%	0	0	144	100.00%	0	0	0	0	0.00%
WARDEN	349	509	26	26	100.00%	0	0	0	0	0.00%	0	0	26	100.00%	0	0	0	0	0.00%
WINLOCK	785	360	32	31	96.88%	1	0	1	0	3.13%	0	0	32	100.00%	0	0	0	0	0.00%

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

	WC	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 Working Days) RES	# Missed (Less Than 2 Working Days) BUS	# Missed (Less Than 2 Working Days) TOT	% Missed (Less Than 2 Working Days)	Total Exptrns	Number of Tickets Out of Service Less Than 7 Cal Days	Out of Service Cleared in 7 Cal Days	% Out Of Service <= 7 Cal Days	# Missed (Less Than 7 Days) RES	# Missed (Less Than 7 Days) BUS	# Missed (Less Than 7 Days) TOT	% Missed (Less Than 7 Days)	Total Exptrns
YAKIMA			385	383	99.48%	1	1	2	0.52%	0	385	385	100.00%	0	0	0	0.00%	0
CHESTNUT	244	509	291	289	99.31%	1	1	2	0.69%	0	291	291	100.00%	0	0	0	0.00%	0
WEST	965	509	94	94	100.00%	0	0	0	0.00%	0	94	94	100.00%	0	0	0	0.00%	0
<b>Totals</b>			13679	13493	98.64%	171	15	186	1.36%	38	13715	13705	99.93%	10	0	10	0.07%	2



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

OOS Report		MOOSA Credits Paid	
OOS Tickets	186	153	Total Credits Paid
Disp 7, 8, 9 Tickets**	22	0	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	155	146	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	9	7	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
			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
<b>Total Eligible Tickets</b>	<b>164</b>	<b>164</b>	

\*\* 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