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

**Qwest** 

*Spirit of Service™*

March 27, 2006

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 February 2006 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 February 2006. 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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## 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 2005/2006 orders reflected in the Service Interval Missed Commitment Report 1, Commitments Met-Company Missed.

MONTH/YEAR	03/05	04/05	05/05	06/05	07/05	08/05	09/05	10/05	11/05	12/05	01/06	02/06
PERCENTAGE	99.8	99.7	99.6	99.5	99.5	99.3	99.5	99.5	99.4	99.4	99.4	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 2005/2006 orders reflected in the Service Interval Missed Commitment Report 2, 5 Day Greater than 10%.

MONTH/YEAR	03/05	04/05	05/05	06/05	07/05	08/05	09/05	10/05	11/05	12/05	01/06	02/06
RATIOS	0.69	0.78	1.55	1.90	1.63	2.00	1.51	1.68	1.82	1.98	2.28	1.61

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

WA Year To Date Age Report For Feb 2006																			
For End of Month Feb 2006																			
Excludes Customer Reasons																			
February	Completed (Met/Missed Due Date)				Year To Date				Open (Missed Due Date)										
	ORD CNT	AVG AGE	< 5 Days	5 <= 30	31 <= 60	> 60	ORD CNT	AVG AGE	< 5 Days	5 <= 30	31 <= 60	> 60	ORD CNT	AVG AGE	< 5 Days	5 <= 30	31 <= 60	> 60	
Inside Base Rate																			
Outside Base Rate																			
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**  
**February 2006**

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, 2006, 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 February 2006 indicates that we have completed 27,685 (98.39%) orders year to date within 5 business days (new, transfer or change orders with at least one inward line). 447 (1.61%) orders were not completed within 5 business days due to company reasons.

The February Year-to-Date Aging Report indicates that [REDACTED] 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:

- 27,685 orders for lines were completed in February 2006.
- 136,222 total orders were completed in February 2006.
- Qwest missed the commitment/appointment for 730 orders (0.54%) of the total orders completed in February.
- 447 orders (1.61%) were not completed in 5 business days (447/27,685). These were all held orders. Information on the Aging Report indicates that [REDACTED] orders were held in February due to a lack of facilities (760 that have completed and 23 that are still pending). 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, [REDACTED] orders (99.24%) 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 (91.7%).

<i>VIEW 1</i>	11/05 SOT=NTC Inward R, SB, LB	Not Compl w/i 90 days	Orders Still Open > 60 days (from 02/06 facilities aging report)	Total orders not compl w/i 90 days	90 days (greater than 1%)
State Total	31,458	5	[REDACTED]	6	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] 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.

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

WASHINGTON SERVICE ORDER INTERVAL MISSED COMMITMENTS SUMMARY  
 FEBRUARY 2006

MONTH	TOTAL SOT=NTC	COMPANY MISSED	SUBSCRIBER MISSES	COMMITMENTS MET CO MSSD	SOT=NTC INWARD R,SB,LB	TOTAL NOT COMPLETED WITHIN 5 BUSINESS DAYS	5 DAY (Greater than 10%)	TOTAL NOT COMPLETED WITHIN 90 DAYS	90 DAY (Greater than 1%)
JANUARY	158,569	955	2,039	99.40%	29,330	670	2.28%	5	0.02%
FEBRUARY	136,222	730	1,907	99.46%	27,685	447	1.61%	5	0.02%
MARCH									
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
YTD	294,791	1,685	3,946	99.43%	57,015	1,117	1.96%	10	0.02%
NOTES:									
1) The "Orders, Appointments and Held Orders / Percent Orders Not Met in 5 Business Days" results in the number of total orders handled during the month and the disposition of such.									



Washington Service Order Interval Missed Commitment Report  
 Based on 2003 and 2004 Orders (Report 1, Completed Orders)  
 February 2006

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	02/06 TOTAL ORDERS SOT= NTC R,SB,LB	02/06 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	1369	1360	7	14	21	98.97%	99.48%	98.47%
AUBURN	833	253	2793	2781	56	32	88	98.83%	97.97%	96.85%
BAINBRIDGE ISLAND	842	206	788	783	4	16	20	97.96%	99.48%	97.46%
BATTLEGROUND	687	360	1014	1006	7	11	18	98.91%	99.30%	98.22%
BELFAIR	275	360	574	571	7	13	20	97.71%	98.75%	96.52%
BELLEVUE			3207	3152	17	56	73	98.25%	99.47%	97.72%
GLENCOURT	453	425	1130	1104	8	26	34	97.68%	99.28%	96.99%
SHERWOOD	641	425	2077	2048	9	30	39	98.55%	99.56%	98.12%
BELLINGHAM			2716	2695	9	45	54	98.34%	99.67%	98.01%
LUMMI	758	360	169	169	0	4	4	97.63%	100.00%	97.63%
REGENT	671	360	2547	2526	9	41	50	98.38%	99.64%	98.04%
BLACK DIAMOND	886	360	276	276	3	11	14	95.97%	98.87%	94.93%
BREMERTON			2881	2886	27	29	56	98.99%	99.06%	98.06%
CROSBY	373	360	267	267	7	4	11	98.46%	97.34%	95.88%
BREM ESSEX	830	360	2564	2369	20	25	45	99.02%	99.21%	98.24%
SUNNYSLOPE	674	360	50	50	0	0	0	100.00%	100.00%	100.00%
BUCKLEY	829	360	202	201	2	2	4	99.00%	99.00%	98.02%
CASTLE ROCK	274	360	380	379	9	6	15	98.38%	97.59%	96.05%
CENTRALIA	736	360	848	847	5	7	12	99.17%	99.41%	98.58%
CHEHALIS			756	742	4	16	20	97.88%	99.47%	97.35%
CHEHALIS	748	360	577	565	4	14	18	97.56%	99.29%	96.88%
NAPAVINE	262	360	179	177	0	2	2	98.88%	100.00%	98.88%
CLE-ELUM	674	509	254	253	1	5	6	98.02%	99.60%	97.64%
COLFAX	397	509	109	109	0	3	3	97.25%	100.00%	97.25%
COLVILLE	684	509	401	399	2	6	8	98.50%	99.49%	98.00%
COPALIS										
(OCEAN SHORES)	289	360	262	262	1	2	3	99.23%	99.62%	98.85%
COULEE DAM	633	509	131	129	1	1	2	99.23%	99.23%	98.47%
CRYSTAL MTN.	663	360	27	27	1	2	3	92.31%	96.00%	88.89%
DAYTON	382	509	167	166	0	2	2	98.80%	100.00%	98.80%
DEER PARK	276	509	452	450	0	3	3	99.34%	100.00%	99.34%
DES MOINES			3447	3433	5	32	37	99.07%	99.85%	98.93%
DES MOINES	824	206	1243	1237	2	11	13	99.11%	99.84%	98.95%
FEDERAL WAY	839	253	2204	2196	3	21	24	99.05%	99.86%	98.91%
EASTON	656	509	34	34	0	1	1	97.06%	100.00%	97.06%
ELK	292	509	187	187	0	3	3	98.40%	100.00%	98.40%
ENUMCLAW	825	360	629	623	5	6	11	99.04%	99.20%	98.25%
EPHRATA	754	509	247	242	1	3	4	98.78%	99.59%	98.38%
GRAHAM	847	253	1876	1872	16	24	40	98.71%	99.14%	97.87%
GREEN BLUFF	238	509	137	137	0	0	0	100.00%	100.00%	100.00%
HOODSPORT	877	360	159	158	1	3	4	98.10%	99.36%	97.48%
ISSAQUAH	392	425	1248	1241	11	34	45	97.25%	99.09%	96.39%
KENT			4549	4513	20	61	81	98.66%	99.56%	98.22%

Washington Service Order Interval Missed Commitment Report  
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MERIDIAN	253	360	1582	1577	10	19	29	98.79%	99.36%	98.17%
OBRIEN	251	206	290	272	0	9	9	96.90%	100.00%	96.90%
ULRICH	852	253	2677	2664	10	33	43	98.76%	99.62%	98.39%
LIBERTY LAKE	255	509	75	72	0	4	4	94.67%	100.00%	94.67%
LONGVIEW-KELSO	423	360	3125	3110	29	50	79	98.39%	99.06%	97.47%
LOON LAKE	233	509	69	69	0	0	0	100.00%	100.00%	100.00%
MAPLE VALLEY	432	425	774	772	1	7	8	99.09%	99.87%	98.97%
MOSES LAKE			1245	1204	19	18	37	98.55%	98.47%	97.03%
MOSES LAKE(AFB)	762	509	293	257	3	3	6	98.97%	98.97%	97.95%
MOSES LAKE	765	509	952	947	16	15	31	98.40%	98.29%	96.74%
NEWMAN LAKE	226	509	145	145	0	2	2	98.62%	100.00%	98.62%
NORTHPORT	732	509	59	59	0	0	0	100.00%	100.00%	100.00%
OLYMPIA			6192	5758	34	81	115	98.69%	99.45%	98.14%
EVERGREEN	866	360	377	377	0	2	2	99.47%	100.00%	99.47%
LACEY	456	360	2893	2860	4	41	45	98.58%	98.86%	98.44%
WHITEHALL	352	360	2922	2521	30	38	68	98.69%	98.96%	97.67%
OMAK-OKANOGAN	826	509	489	489	2	9	11	98.15%	99.58%	97.75%
OROVILLE	476	509	144	144	0	1	1	99.31%	100.00%	99.31%
OTHELLO	488	509	389	388	3	2	5	99.48%	99.22%	98.71%
PASCO	545	509	2154	2145	7	23	30	98.93%	99.67%	98.61%
PATEROS	923	509	38	38	1	1	1	97.37%	100.00%	97.37%
POMEROY	843	509	95	95	1	1	2	98.94%	98.94%	97.89%
PT. ANGELES			1283	1268	2	21	23	98.36%	99.84%	98.21%
JOYCE	928	360	80	80	0	1	1	98.75%	100.00%	98.75%
PT. ANGELES	452	360	1203	1188	2	20	22	98.33%	99.83%	98.17%
PT. LUDLOW	437	360	135	135	3	3	6	97.73%	97.73%	95.56%
PT. ORCHARD			1831	1820	20	24	44	98.69%	98.91%	97.60%
COLBY	871	360	651	649	1	9	10	98.62%	99.84%	98.46%
PT. ORCHARD	876	360	1180	1171	19	15	34	98.71%	98.37%	97.12%
PT. TOWNSEND	385	360	794	792	13	17	30	97.82%	98.33%	96.22%
PUYALLAP	841	253	3079	3064	9	43	52	98.60%	99.70%	98.31%
RENTON	226	425	4548	4529	9	38	47	99.16%	99.80%	98.97%
RIDGEFIELD	887	360	276	273	4	7	11	97.43%	98.51%	96.01%
ROCHESTER	273	360	556	553	2	10	12	98.19%	99.63%	97.84%
ROY	842	253	216	216	8	3	11	98.56%	96.24%	94.91%
SEATTLE			24299	23831	97	425	522	98.25%	99.60%	97.85%
ATWATER	281	206	1680	1667	5	43	48	97.43%	99.69%	97.14%
CAMPUS	543	206	738	733	2	12	14	98.37%	99.72%	98.10%
CHERRY	241	206	3616	3573	8	42	50	98.84%	99.78%	98.62%
DUWAMISH	762	206	1403	1391	7	14	21	99.00%	99.50%	98.50%
EAST	322	206	3228	3216	13	55	68	98.29%	99.59%	97.89%
ELLIOT	441	206	618	605	1	14	15	97.73%	99.83%	97.57%
EMERSON	361	206	2799	2773	6	44	50	98.42%	99.78%	98.21%
LAKEVIEW	522	206	1731	1726	3	39	42	97.74%	99.82%	97.57%

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MAIN	223	206	1927	1613	35	62	97	96.72%	98.12%	94.97%
MERCER ISLAND (Adams) PARKWAY	232	206	502	497	1	10	11	98.00%	99.80%	97.81%
SUNSET WEST	721	206	2326	2320	8	30	38	98.71%	99.65%	98.37%
SEQUIM	782	206	1860	1855	5	26	31	98.60%	99.73%	98.33%
SHELTON	932	206	1871	1862	3	34	37	98.18%	99.84%	98.02%
SILVERDALE	360	360	863	859	8	17	25	98.01%	99.05%	97.10%
SPOKANE	426	360	1291	1288	1	22	23	98.29%	99.92%	98.22%
	692	360	1168	1160	1	25	26	97.86%	99.91%	97.77%
			12761	12663	29	152	181	98.81%	99.77%	98.58%
CHESTNUT	244	509	371	370	0	2	2	99.46%	100.00%	99.46%
FAIRFAX	325	509	2014	2003	2	21	23	98.96%	99.90%	98.86%
HUDSON	482	509	1976	1965	1	19	20	99.04%	99.95%	98.99%
KEYSTONE	534	509	1338	1334	3	15	18	98.88%	99.77%	98.65%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE							
RIVERSIDE	455	509	2271	2215	9	38	47	98.33%	99.60%	97.93%
WALNUT	922	509	3232	3219	9	35	44	98.91%	99.72%	98.64%
WHITWORTH	466	509	1559	1557	5	22	27	98.58%	99.67%	98.27%
SPRINGDALE	258	509	163	159	0	1	1	99.39%	100.00%	99.39%
SUMNER (BonneyLake)	863	253	1623	1619	9	21	30	98.70%	99.44%	98.15%
TACOMA			17422	17160	49	225	274	98.71%	99.72%	98.43%
FORT LEWIS	964	253	800	657	4	12	16	98.49%	99.49%	98.00%
GREENFIELD	472	253	2734	2717	6	34	40	98.75%	99.78%	98.54%
JUNIPER	582	253	2825	2812	5	35	40	98.76%	99.82%	98.58%
LENNOX	531	253	3449	3443	8	40	48	98.84%	99.77%	98.61%
LOGAN	564	253	1356	1354	5	21	26	98.45%	99.63%	98.08%
MARKET (Fawcett)	272	253	1762	1711	6	26	32	98.52%	99.65%	98.18%
SKYLINE	752	253	1065	1064	3	15	18	98.59%	99.71%	98.31%
WAVERLY-2	922	253	600	594	2	8	10	98.66%	99.66%	98.33%
WAVERLY-7	927	253	2831	2808	10	34	44	98.79%	99.64%	98.45%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA							
VANCOUVER			9574	9531	57	140	197	98.54%	99.40%	97.94%
ORCHARDS	253	360	4744	4731	18	59	77	98.75%	99.62%	98.38%
OXFORD	693	360	3140	3119	28	57	85	98.17%	99.09%	97.29%
SALMON CREEK (VANCVR NO)	573	360	1690	1681	11	24	35	98.57%	99.34%	97.93%
WAITSBURG	337	509	44	44	1	0	1	100.00%	97.73%	97.73%
WALLA WALLA	522	509	1495	1481	15	13	28	99.12%	98.99%	98.13%
WARDEN	349	509	143	143	3	1	4	99.29%	97.89%	97.20%
WINLOCK	785	360	171	171	2	2	4	98.82%	98.82%	97.66%
YAKIMA			4756	4739	68	46	114	99.03%	98.57%	97.60%
CHESTNUT	244	509	3635	3618	63	34	97	99.05%	98.25%	97.33%
WEST	965	509	1121	1121	5	12	17	98.92%	99.55%	98.48%

Washington Service Order Interval Missed Commitment Report  
 Based on 2003 and 2004 Orders (Report 1, Completed Orders)  
 February 2006

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	02/06 TOTAL ORDERS SOT= NTC R,SB,LB	02/06 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	618	617	2	3	5	99.51%	99.67%	99.19%
<b>WC TOTAL</b>			136222	134317	730	1907	2637	98.60%	99.46%	98.06%

Washington Service Order Interval Missed Commitment Report  
 Based on 2003 and 2004 Orders (Report 2, Missed Commitments)  
 February 2006

1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC	AREA	02/06	01/06	NOT COMPL	5 DAYS	SUM OF	SUM OF ORDERS	% MET	% Missed	NOT	90 DAYS
		CODE	SOT=NTC	SOT=NTC	W/I 5 DAYS	(Greater	ORDERS	W/ID > 5			COMPL	(GRTR
			INWARD	INWARD R,SB		than 10%)	W/DD > 5	Days; CR; 5 Lines or Less			W/I 90	THAN
			R,SB,LB	R,SB			Customer	Missed Appt. Company			DAYS	1%)
							Reasons	Reasons				
ABERDEEN-HOQUIAM	532	360	288	285	3	1.04%	21	0	100.00%	0.00%	0	0.00%
AUBURN	833	253	577	570	16	2.77%	59	1	98.31%	1.69%	0	0.00%
BAINBRIDGE ISLAND	842	206	135	133	2	1.48%	27	0	100.00%	0.00%	0	0.00%
BATTLEGROUND	687	360	156	154	3	1.92%	64	1	98.44%	1.56%	0	0.00%
BELFAIR	275	360	101	98	5	4.95%	7	0	100.00%	0.00%	0	0.00%
BELLEVUE			665	647	12	1.80%	118	2	98.31%	1.69%	0	0.00%
GLENCOURT	453	425	249	239	5	2.01%	46	0	100.00%	0.00%	0	0.00%
SHERWOOD	641	425	416	408	7	1.68%	72	2	97.22%	2.78%	0	0.00%
BELLINGHAM			645	641	8	1.24%	92	1	98.91%	1.09%	0	0.00%
LUMMI	758	360	28	28	0	0.00%	4	0	100.00%	0.00%	0	0.00%
REGENT	671	360	617	613	8	1.30%	88	1	98.86%	1.14%	0	0.00%
BLACK DIAMOND	886	360	53	53	3	5.66%	14	0	100.00%	0.00%	0	0.00%
BREMERTON			605	538	14	2.31%	86	3	96.51%	3.49%	0	0.00%
CROSBY	373	360	44	44	7	15.91%	6	0	100.00%	0.00%	0	0.00%
BREM ESSEX	830	360	549	482	7	1.28%	76	3	96.05%	3.95%	0	0.00%
SUNNYSLOPE	674	360	12	12	4	0.00%	4	0	100.00%	0.00%	0	0.00%
BUCKLEY	829	360	26	26	1	3.85%	6	0	100.00%	0.00%	0	0.00%
CASTLE ROCK	274	360	62	62	6	9.68%	11	2	81.82%	18.18%	0	0.00%
CENTRALIA	736	360	172	172	3	1.74%	23	0	100.00%	0.00%	0	0.00%
CHEHALIS			161	156	4	2.48%	14	1	92.86%	7.14%	0	0.00%
CHEHALIS	748	360	129	124	4	3.10%	12	1	91.67%	8.33%	0	0.00%
NAPAVINE	262	360	32	32	0	0.00%	2	0	100.00%	0.00%	0	0.00%
CLE-ELUM	674	509	49	49	1	2.04%	3	0	100.00%	0.00%	0	0.00%
COLFAX	397	509	19	19	0	0.00%	1	0	100.00%	0.00%	0	0.00%
COLVILLE	684	509	75	74	2	2.67%	1	0	100.00%	0.00%	0	0.00%
COPALIS												
(OCEAN SHORES)	289	360	66	66	1	1.52%	7	0	100.00%	0.00%	0	0.00%
COULEE DAM	633	509	36	35	1	2.78%	1	0	100.00%	0.00%	0	0.00%
CRYSTAL MTN.	663	360	5	5	1	20.00%	0	0	0.00%	0.00%	0	0.00%
DAYTON	382	509	33	32	0	0.00%	6	0	100.00%	0.00%	0	0.00%
DEER PARK	276	509	94	93	0	0.00%	7	0	100.00%	0.00%	0	0.00%
DES MOINES			618	614	4	0.65%	59	1	98.31%	1.69%	0	0.00%
DES MOINES	824	206	224	223	1	0.45%	20	1	95.00%	5.00%	0	0.00%
FEDERAL WAY	839	253	394	391	3	0.76%	39	0	100.00%	0.00%	0	0.00%
EASTON	656	509	7	7	0	0.00%	1	0	100.00%	0.00%	0	0.00%
ELK	292	509	31	31	0	0.00%	3	0	100.00%	0.00%	0	0.00%
ENUMCLAW	825	360	102	101	3	2.94%	8	0	100.00%	0.00%	0	0.00%
EPHRATA	754	509	64	59	4	0.00%	4	0	100.00%	0.00%	0	0.00%
GRAHAM	847	253	289	287	5	1.73%	46	1	97.83%	2.17%	0	0.00%
GREEN BLUFF	238	509	17	17	0	0.00%	2	0	100.00%	0.00%	0	0.00%
HOODSPORT	877	360	28	28	0	0.00%	5	0	100.00%	0.00%	0	0.00%
ISSAQUAH	392	425	297	296	2	0.67%	44	1	97.73%	2.27%	0	0.00%
KENT			884	872	14	1.58%	113	3	97.35%	2.65%	0	0.00%
MERIDIAN	253	360	245	244	5	2.04%	33	2	93.94%	6.06%	0	0.00%
OBRIEN	251	206	81	73	0	0.00%	15	0	100.00%	0.00%	0	0.00%
ULRICH	852	253	558	555	9	1.61%	65	1	98.46%	1.54%	0	0.00%
LIBERTY LAKE	255	509	7	7	0	0.00%	0	0	0.00%	0.00%	0	0.00%

Washington Service Order Interval Missed Commitment Report  
 Based on 2003 and 2004 Orders (Report 2, Missed Commitments)  
 February 2006

1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC	AREA	02/06	01/06	NOT COMPL	5 DAYS	SUM OF	SUM OF ORDERS	% MET	% Missed	NOT	90 DAYS
	CODE	CODE	SOT=NTC	SOT=NTC	W/I 5 DAYS	(Greater	ORDERS	WIDD > 5			COMPL	(GRTR
			INWARD	INWARD		than 10%)	WIDD > 5	Days; CR; 5 Lines or Less			W/I 90	THAN
			R,SB,LB	R,SB			Customer	Missed Appt. Company			DAYS	1%)
							Reasons	Reasons				
LONGVIEW-KELSO	423	360	701	697	17	2.43%	89	7	92.13%	7.87%	1	0.14%
LOON LAKE	233	509	11	11	0	0.00%	1	0	100.00%	0.00%	0	0.00%
MAPLE VALLEY	432	425	131	131	1	0.76%	24	0	100.00%	0.00%	0	0.00%
MOSES LAKE			271	269	15	5.54%	25	2	92.00%	8.00%	0	0.00%
MOSES LAKE(AFB)	762	509	57	56	2	3.51%	3	1	66.67%	33.33%	0	0.00%
MOSES LAKE	765	509	214	213	13	6.07%	22	1	95.45%	4.55%	0	0.00%
NEWMAN LAKE	226	509	20	20	0	0.00%	3	0	100.00%	0.00%	0	0.00%
NORTHPORT	732	509	10	10	0	0.00%	0	0	0.00%	0.00%	0	0.00%
OLYMPIA			1233	1209	21	1.70%	167	4	97.60%	2.40%	1	0.08%
EVERGREEN	866	360	77	77	0	0.00%	7	0	100.00%	0.00%	0	0.00%
LACEY	456	360	586	581	6	1.02%	81	0	100.00%	0.00%	0	0.00%
WHITEHALL	352	360	570	551	15	2.63%	79	4	94.94%	5.06%	1	0.15%
OMAK-OKANOGAN	826	509	115	115	2	1.74%	9	0	100.00%	0.00%	0	0.00%
OROVILLE	476	509	28	28	0	0.00%	8	0	100.00%	0.00%	0	0.00%
OTHELLO	488	509	90	89	3	3.33%	4	0	100.00%	0.00%	0	0.00%
PASCO	545	509	457	456	6	1.31%	34	0	100.00%	0.00%	0	0.00%
PATEROS	923	509	7	7	0	0.00%	0	0	0.00%	0.00%	0	0.00%
POMEROY	843	509	23	23	1	4.35%	1	0	100.00%	0.00%	0	0.00%
PT. ANGELES			248	245	2	0.81%	34	0	100.00%	0.00%	0	0.00%
JOYCE	928	360	15	15	0	0.00%	2	0	100.00%	0.00%	0	0.00%
PT. ANGELES	452	360	233	230	2	0.86%	32	0	100.00%	0.00%	0	0.00%
PT. LUDLOW	437	360	29	29	3	10.34%	5	0	100.00%	0.00%	0	0.00%
PT. ORCHARD			332	326	4	1.20%	31	0	100.00%	0.00%	0	0.00%
COLBY	871	360	102	101	1	0.98%	10	0	100.00%	0.00%	0	0.00%
PT. ORCHARD	876	360	230	225	3	1.30%	21	0	100.00%	0.00%	0	0.00%
PT. TOWNSEND	385	360	158	156	4	2.53%	22	2	90.91%	9.09%	0	0.00%
PUYALLAP	841	253	566	558	8	1.41%	87	4	95.40%	4.60%	0	0.00%
RENTON	226	425	921	913	7	0.76%	127	0	100.00%	0.00%	0	0.00%
RIDGEFIELD	887	360	54	53	4	7.41%	28	1	96.43%	3.57%	0	0.00%
ROCHESTER	273	360	101	100	3	2.97%	10	1	90.00%	10.00%	0	0.00%
ROY	842	253	43	43	8	18.60%	6	0	100.00%	0.00%	0	0.00%
SEATTLE			5110	4898	81	1.59%	624	7	98.88%	1.12%	2	0.04%
ATWATER	281	206	396	389	4	1.01%	59	0	100.00%	0.00%	0	0.00%
CAMPUS	543	206	187	183	2	1.07%	25	0	100.00%	0.00%	0	0.00%
CHERRY	241	206	736	719	8	1.09%	82	3	96.34%	3.66%	1	0.11%
DUWAMISH	762	206	260	254	4	1.54%	24	0	100.00%	0.00%	1	0.36%
EAST	322	206	706	697	13	1.84%	84	2	97.62%	2.38%	0	0.00%
ELLIOT	441	206	172	166	1	0.58%	21	1	95.24%	4.76%	0	0.00%
EMERSON	361	206	578	570	1	0.17%	74	0	100.00%	0.00%	0	0.00%
LAKEVIEW	522	206	338	336	1	0.30%	43	0	100.00%	0.00%	0	0.00%
MAIN	223	206	533	392	33	6.19%	60	0	100.00%	0.00%	0	0.00%
MERCER ISLAND												
(Adams)	232	206	88	87	1	1.14%	25	1	96.00%	4.00%	0	0.00%
PARKWAY	721	206	365	362	5	1.37%	30	0	100.00%	0.00%	0	0.00%
SUNSET	782	206	368	363	4	1.09%	53	0	100.00%	0.00%	0	0.00%
WEST	932	206	383	380	4	1.04%	44	0	100.00%	0.00%	0	0.00%
SEQUIM	683	360	176	175	5	2.84%	27	0	100.00%	0.00%	0	0.00%

Washington Service Order Interval Missed Commitment Report  
 Based on 2003 and 2004 Orders (Report 2, Missed Commitments)  
 February 2006

1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC CODE	AREA CODE	02/06 SOT=NTC INWARD R,SB,LB	01/06 SOT=NTC INWARD R,SB	NOT COMPL W/I 5 DAYS	5 DAYS (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	NOT COMPL W/I 90 DAYS	90 DAYS (GRTR THAN 1%)
SHELTON	426	360	249	248	1	0.40%	30	0	100.00%	0.00%	0	0.00%
SILVERDALE	692	360	231	227	1	0.43%	22	0	100.00%	0.00%	0	0.00%
SPOKANE			2574	2549	21	0.82%	262	2	99.24%	0.76%	1	0.04%
CHESTNUT	244	509	73	73	0	0.00%	5	0	100.00%	0.00%	0	0.00%
FAIRFAX	325	509	366	363	1	0.27%	36	0	100.00%	0.00%	0	0.00%
HUDSON	482	509	380	378	1	0.26%	18	0	100.00%	0.00%	0	0.00%
KEYSTONE	534	509	299	298	2	0.67%	40	0	100.00%	0.00%	0	0.00%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE									
RIVERSIDE	455	509	516	499	5	0.97%	57	1	98.25%	1.75%	1	0.00%
WALNUT	922	509	636	634	7	1.10%	62	1	98.39%	1.61%	0	0.00%
WHITWORTH	466	509	304	304	5	1.64%	44	0	100.00%	0.00%	0	0.00%
SPRINGDALE	258	509	29	27	0	0.00%	3	0	100.00%	0.00%	0	0.00%
SUMNER (BonneyLake)	863	253	250	250	5	2.00%	34	0	100.00%	0.00%	0	0.00%
TACOMA			3498	3442	35	1.00%	384	7	98.18%	1.82%	0	0.00%
FORT LEWIS	964	253	186	165	4	2.15%	31	0	100.00%	0.00%	0	0.00%
GREENFIELD	472	253	548	543	4	0.73%	44	1	97.73%	2.27%	0	0.00%
JUNIPER	582	253	586	582	3	0.51%	55	2	96.36%	3.64%	0	0.00%
LENNOX	531	253	565	562	6	1.06%	50	1	98.00%	2.00%	0	0.00%
LOGAN	564	253	280	279	3	1.07%	44	1	97.73%	2.27%	0	0.00%
MARKET (Fawcett)	272	253	439	425	6	1.37%	49	1	97.96%	2.04%	0	0.00%
SKYLINE	752	253	232	232	3	1.29%	31	0	100.00%	0.00%	0	0.00%
WAVERLY-2	922	253	112	109	2	1.79%	9	0	100.00%	0.00%	0	0.00%
WAVERLY-7	927	253	550	545	4	0.73%	71	1	98.59%	1.41%	0	0.00%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA									
VANCOUVER			2064	2052	50	2.42%	678	22	96.76%	3.24%	0	0.00%
ORCHARDS	253	360	983	978	22	2.24%	351	8	97.72%	2.28%	0	0.00%
OXFORD	693	360	732	726	21	2.87%	207	9	95.65%	4.35%	0	0.00%
SALMON CREEK (VANCVR NO)	573	360	349	348	7	2.01%	120	5	95.83%	4.17%	0	0.00%
WAITSBURG	337	509	11	11	1	9.09%	2	1	50.00%	50.00%	0	0.00%
WALLA WALLA	522	509	338	337	2	0.59%	28	0	100.00%	0.00%	0	0.00%
WARDEN	349	509	22	22	2	9.09%	0	0	0.00%	0.00%	0	0.00%
WINLOCK	785	360	38	38	2	5.26%	2	0	100.00%	0.00%	0	0.00%
YAKIMA			1059	1055	17	1.61%	72	2	97.22%	2.78%	0	0.00%
CHESTNUT	244	509	836	832	13	1.56%	48	1	97.92%	2.08%	0	0.00%
WEST	965	509	223	223	4	1.79%	24	1	95.83%	4.17%	0	0.00%
Washington Customers Served by Exchanges in Neighboring States												
Clarkston	751	509	120	120	1	0.83%	8	0	100.00%	0.00%	0	0.00%
WC TOTAL			27685	27166	447	1.61%	3744	79	97.89%	2.11%	5	0.02%

WASHINGTON REPAIR COMMITMENTS MET  
FEBRUARY 2006

Measurement Period 2006	# of Repair Tickets	Repair Commitments Met	Repair Commitments Missed	% Met	Force Majeure Exclusions	Physically Obstructed Exclusions
January	24,987	20,993	3,994	84.02%	501	193
February	18,337	16,826	1,511	91.76%	110	85
March						
April						
May						
June						
July						
August						
September						
October						
November						
December						
<b>YTD Total</b>	<b>43,324</b>	<b>37,819</b>	<b>5,505</b>	<b>87.29%</b>	<b>611</b>	<b>278</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  
FEBRUARY 2006

EXCHANGE	#	WC	ALINES	#RPTS	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Feb-06	Feb-06	Feb-06	Jan-06	Dec-05	Nov-05	Oct-05	Sep-05	Aug-05	Jul-05	Jun-05	May-05	Apr-05	Mar-05		
Report Rate > 4.00			0		4	0	0	0	0	1	1	0	0	0	0	0	0	0
ABERDEEN	0	532	16050	352	2.19	1.80	1.22	1.07	1.17	0.84	0.78	0.77	0.71	0.82	0.70	1.09		
AUBURN	0	833	32316	283	0.88	1.31	1.15	0.96	0.77	0.81	1.01	1.10	1.05	1.05	1.06	1.02		
BAINBRIDGE	0	842	13690	150	1.10	1.55	1.10	0.98	1.10	0.99	1.14	1.14	0.98	1.18	0.96	1.77		
BATTLE GROUND	0	687	11561	195	1.69	2.21	1.37	1.49	1.47	2.71	1.41	1.30	1.48	1.34	1.84	1.02		
BELFAIR	1	275	8154	129	1.58	4.27	1.77	1.54	1.91	1.46	1.80	1.97	1.66	1.60	1.27	1.05		
BELLEVUE	0		66968	454	0.63	0.82	0.73	0.83	0.73	0.61	0.73	0.72	0.63	0.69	0.63	0.69		
GLENCOURT	0	453	26046	135	0.52	0.79	0.65	0.56	0.73	0.56	0.69	0.59	0.45	0.56	0.48	0.53		
SHERWOOD	0	641	40922	319	0.78	0.84	0.78	1.01	0.73	0.64	0.76	0.80	0.75	0.78	0.73	0.79		
BELLINGHAM	0		41914	277	0.66	0.57	0.74	0.53	0.57	0.57	0.65	0.59	0.86	0.50	0.55	0.63		
LUMMI	0	758	1507	9	0.60	2.20	0.93	1.56	0.79	1.11	1.52	0.98	1.11	1.30	1.18	0.98		
REGENT	0	671	40407	268	0.66	0.51	0.73	0.49	0.56	0.55	0.61	0.57	0.85	0.47	0.54	0.62		
BLACK DIAMOND	0	886	3483	47	1.35	1.90	1.66	1.72	1.31	1.54	1.28	0.86	1.37	1.14	1.35	1.34		
BREMERTON	0		39188	337	0.86	0.88	0.83	0.74	0.70	0.58	0.48	0.59	0.60	0.55	0.52	0.65		
BREMERTON ESX	0	373	34852	241	0.69	0.81	1.57	0.67	0.59	0.45	0.41	0.48	0.52	0.53	0.49	0.62		
CROSBY	0	830	3507	81	2.31	1.42	0.76	1.43	1.80	1.97	1.11	1.63	1.34	0.85	0.80	1.08		
SUNNYSLOPE	0	674	829	15	1.81	1.46	0.86	0.49	0.49	0.12	0.85	0.85	0.84	0.53	0.72	0.48		
BONNEY LAKE	0		Numbers added to Summer															
BUCKLEY	0	829	3201	33	1.03	1.37	1.55	1.23	2.54	1.35	2.28	1.73	0.85	1.30	0.87	1.65		
CASTLEROCK	0	274	5020	98	1.95	2.89	2.36	2.68	2.11	2.18	2.53	2.01	1.99	2.90	3.55	1.46		
CENTRALIA	0	736	9926	91	0.92	1.86	1.25	1.72	1.01	0.72	1.12	0.78	1.03	1.04	0.74	0.88		
CHEHALIS	0		10614	114	1.07	1.77	1.39	1.27	1.09	0.90	1.40	0.85	0.96	1.11	0.71	0.99		
CHEHALIS	0	748	7921	85	1.07	1.87	1.25	1.33	0.96	1.00	1.36	0.77	0.88	1.28	0.66	0.99		
NAPAVINE	0	262	2693	29	1.08	1.45	1.79	1.09	1.50	0.60	1.54	1.10	1.18	0.57	0.88	0.99		
CLE-ELUM	0	674	3380	28	0.83	1.19	1.04	0.92	1.27	1.30	0.74	1.31	0.75	0.57	1.02	0.90		
COLFAX	0	397	2472	17	0.69	3.11	1.70	3.07	1.45	1.21	1.21	1.36	1.97	0.56	0.64	0.91		
COLVILLE	0	684	7208	84	1.17	1.69	1.23	1.26	0.99	1.22	1.26	1.09	1.56	0.83	0.66	1.07		
COPALIS(OCEAN SHORES)	0	289	4150	137	3.30	2.19	1.86	1.28	2.74	2.19	1.20	1.37	1.51	1.70	0.82	1.01		
COULLEE DAM	0	633	2274	21	0.92	1.80	2.32	0.83	1.62	0.39	0.91	1.65	1.22	1.04	0.91	1.35		
CRYSTAL MTN.	2	663	694	14	2.02	1.59	1.02	2.77	1.93	5.74	6.14	1.47	1.34	2.84	0.89	1.47		
DAYTON	0	382	1885	20	1.06	1.28	1.16	1.41	1.25	0.67	1.71	1.41	1.57	1.23	1.60	1.51		
DEER PARK	0	276	6569	41	0.62	1.43	0.98	0.84	1.10	1.18	1.27	1.31	2.02	0.84	1.11	0.94		
DES MOINES	0		33658	266	0.79	1.19	0.86	0.91	0.82	0.84	0.75	0.85	0.82	0.73	0.77	0.74		
DES MOINES	0	824	13041	100	0.77	1.14	0.99	0.88	0.73	0.83	0.72	0.83	0.78	0.68	0.83	0.81		
FEDERAL WAY	0	839	20617	166	0.81	1.22	0.78	0.93	0.88	0.85	0.78	0.86	0.85	0.77	0.74	0.69		
EASTON	0	656	728	5	0.69	0.83	1.36	0.54	1.37	0.69	0.96	0.69	0.28	0.70	0.28	0.14		
ELK	0	292	2914	24	0.82	2.09	0.79	1.47	1.27	1.00	1.31	1.24	1.18	0.97	0.91	0.70		

WASHINGTON TROUBLE REPORT  
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EXCHANGE	#	WC	ALINES	#RPTS	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Feb-06	Feb-06	Jan-06	Dec-05	Nov-05	Oct-05	Sep-05	Aug-05	Jul-05	Jun-05	May-05	Apr-05	Mar-05			
Report Rate > 4.00			0		4	0	0	0	1	1	0	0	0	0	0	0	0	0
ENUMCLAW	0	825	9220	120	1.30	1.35	1.55	1.16	1.20	1.26	0.92	0.98	0.81	1.06	0.94	0.87		
EPHRATA	1	754	3513	53	1.51	4.99	0.85	1.13	1.30	1.10	1.12	0.84	1.54	1.39	0.91	1.57		
GRAHAM	0	847	19422	196	1.01	1.46	1.44	1.16	1.24	0.94	1.23	0.92	1.10	1.21	0.87	0.92		
GREEN BLUFF	0	238	3020	28	0.93	1.89	0.86	0.96	0.79	1.62	0.69	1.32	0.63	1.12	0.93	0.73		
HOODSPORT	0	877	2548	42	1.65	1.37	1.48	0.93	1.42	0.80	1.40	1.37	1.23	1.20	1.17	0.35		
ISSAQUAH	0	392	25806	177	0.69	1.00	0.77	0.72	0.83	0.75	0.85	0.66	0.79	0.87	0.61	0.72		
KENT	0	58979	1.01	596	1.61	0.86	0.80	0.80	0.80	0.75	0.78	0.75	0.79	0.79	0.62	0.60		
KENT MERIDIAN	0	630	21582	366	1.70	2.95	1.16	1.01	1.03	1.01	0.97	1.08	0.91	0.95	0.79	0.71		
KENT O'BRIEN	0	251	10109	25	0.25	0.32	0.30	0.26	0.35	0.17	0.29	0.28	0.36	0.25	0.22	0.15		
KENT ULRICH	0	852	27288	205	0.75	1.03	0.83	0.85	0.78	0.76	0.81	0.67	0.85	0.86	0.65	0.68		
LIBERTY LAKE	0	255	1544	7	0.45	1.15	0.51	0.63	1.14	0.88	0.75	1.13	0.81	0.56	0.44	0.50		
LONGVIEW-KELSO	0	423	31879	581	1.82	2.20	1.60	1.74	1.49	1.46	1.36	1.10	1.36	1.23	1.29	1.34		
LOON LAKE	0	233	1430	11	0.77	1.61	0.91	1.11	0.83	0.47	0.87	1.13	2.34	2.06	1.18	0.98		
MAPLE VALLEY	0	432	13068	321	2.46	1.26	0.89	0.99	0.65	0.90	1.13	1.43	0.85	0.78	0.96	0.77		
MOSES LAKE	0	14178	1.16	164	3.70	1.74	1.65	1.59	1.06	1.94	1.28	1.42	1.43	1.18	1.16			
MOSES LAKE AFB	0	762	2346	11	0.47	2.82	0.93	0.89	0.97	1.04	1.22	0.75	0.99	1.26	0.68	0.72		
MOSES LAKE	0	765	11832	153	1.29	3.88	1.90	1.81	1.72	1.07	2.09	1.38	1.51	1.46	1.28	1.25		
NEWMAN LAKE	0	226	2499	37	1.48	1.99	0.64	1.46	0.63	0.55	1.04	0.77	1.13	1.01	0.93	0.78		
NORTHPORT	0	732	1049	15	1.43	1.99	3.23	1.05	0.96	1.73	1.74	1.15	3.19	1.56	1.08	1.38		
OLYMPIA	0	90942	0.83	759	1.24	1.03	0.88	0.83	0.83	0.74	0.84	0.78	0.87	0.67	0.73	0.89		
EVERGREEN	0	866	7236	70	0.97	2.00	0.85	1.33	1.20	1.17	1.04	0.82	0.92	0.51	0.90	0.75		
LACEY	0	456	40715	376	0.92	0.99	1.09	0.81	0.75	0.71	0.95	0.82	0.85	0.70	0.66	0.84		
WHITEHALL	0	352	42991	313	0.73	1.35	0.99	0.88	0.85	0.70	0.72	0.74	0.89	0.67	0.76	0.95		
OMAK-OKANOGAN	0	826	7422	95	1.28	2.45	1.77	1.06	1.43	1.36	1.49	2.47	1.22	0.95	0.88	1.08		
OROVILLE	0	476	1860	21	1.13	1.78	1.30	0.76	1.13	1.24	1.28	0.97	1.24	1.29	0.96	1.55		
OTHELLO	1	488	4557	83	1.82	4.77	1.98	2.03	2.19	1.27	2.25	2.01	2.18	1.66	1.36	2.66		
PASCO	0	545	20736	167	0.81	1.65	1.41	1.14	1.15	1.26	1.52	1.44	1.16	0.88	0.90	0.88		
PATEROS	0	923	838	12	1.43	1.79	0.85	1.32	0.60	1.55	2.49	1.55	1.08	1.20	0.36	0.96		
POMEROY	0	843	1331	24	1.80	2.65	3.71	2.07	1.70	2.43	3.12	1.90	2.64	1.83	1.54	1.61		
PT. ANGELES	0	19088	0.96	183	1.42	0.96	1.04	1.16	1.16	0.78	1.20	0.94	1.04	0.88	0.75	0.81		
JOYCE	0	928	1254	38	3.03	4.00	1.60	2.17	2.07	3.71	0.86	1.63	1.80	1.33	0.79	1.59		
PT. ANGELES	0	452	17834	145	0.81	1.24	0.91	0.96	1.10	0.57	1.22	0.89	0.98	0.85	0.75	0.75		
PT. LUDLOW	0	437	2923	38	1.30	1.23	1.09	1.00	0.55	0.89	1.16	0.62	1.21	0.42	0.83	0.52		
PT. ORCHARD	0	23296	1.34	313	1.78	1.25	1.23	1.21	1.21	0.84	0.95	1.01	1.08	0.96	0.86	1.07		
COLBY	0	871	8935	106	1.19	1.76	1.06	1.02	1.38	0.80	0.86	0.81	0.94	1.00	0.77	1.32		
PT. ORCHARD	0	876	14361	207	1.44	1.79	1.36	1.36	1.10	0.87	1.01	1.13	1.17	0.93	0.92	0.91		
PT. TOWNSEND	0	385	11884	111	0.93	1.04	1.08	1.10	1.14	0.75	1.05	0.91	0.98	1.58	0.88	0.93		

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EXCHANGE	#	WC	ALINES	#RPTS	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Feb-06	Feb-06	Jan-06	Dec-05	Nov-05	Oct-05	Sep-05	Aug-05	Jul-05	Jun-05	May-05	Apr-05	Mar-05			
Report Rate > 4.00					4	0	0	0	0	1	1	0	0	0	0	0	0	0
PUYALLUP	0	841	38335	454	1.40	1.15	0.98	0.93	0.84	0.83	0.90	0.96	0.78	0.69	0.73			
RENTON	0	226	55227	530	1.11	0.83	0.84	0.81	0.82	1.01	0.99	0.78	0.90	0.62	0.76			
RIDGEFIELD	0	887	3949	82	2.80	1.26	1.86	1.44	1.65	1.12	1.48	1.49	2.04	1.35	1.66			
ROCHESTER	0	273	6210	99	1.91	1.31	1.25	3.87	1.02	1.32	1.05	1.45	1.42	1.77	0.94			
ROY	0	843	2798	34	2.10	1.94	1.72	1.08	1.05	0.90	0.83	1.05	0.97	2.05	1.16			
SEATTLE	0		389004	2773	0.89	0.63	0.68	0.61	0.60	0.65	0.58	0.65	0.63	0.60	0.66			
ATWATER	0	281	30048	186	0.68	0.56	0.49	0.48	0.47	0.53	0.58	0.49	0.54	0.44	0.54			
CAMPUS	0	543	14097	58	0.47	0.39	0.69	0.63	0.62	0.70	0.52	0.53	0.48	0.65	0.39			
CHERRY	0	241	42706	439	1.33	1.05	1.05	0.75	0.68	0.81	0.80	0.76	0.90	0.78	0.83			
DUWAMISH	0	655	16740	113	0.68	0.69	0.59	0.75	1.14	0.83	0.59	0.75	0.81	0.76	0.73			
EAST	0	322	41926	276	0.66	0.97	0.78	0.76	0.74	0.74	0.66	0.70	0.76	0.76	0.81			
ELLIOT	0	441	10650	26	0.24	0.27	0.30	0.43	0.39	0.33	0.26	0.22	0.26	0.31	0.28			
EMERSON	0	417	42130	324	0.77	0.92	0.66	0.61	0.58	0.70	0.59	0.67	0.52	0.60	0.68			
LAKEVIEW	0	522	35939	230	0.64	1.25	0.65	0.62	0.62	0.56	0.69	0.68	0.77	0.62	0.88			
MAIN	0	223	59060	98	0.17	0.21	0.16	0.19	0.17	0.23	0.22	0.16	0.19	0.19	0.20			
MERCER ISLAND (ADAMS)	0	232	12069	139	1.15	0.91	1.03	1.05	0.70	1.03	0.66	0.80	0.71	0.70	0.81			
PARKWAY	0	723	23574	308	1.57	1.08	1.15	1.08	1.10	1.05	0.90	1.29	1.49	1.09	1.24			
SUNSET	0	782	31912	315	0.99	0.73	0.51	0.63	0.43	0.50	0.49	0.62	0.61	0.48	0.50			
WEST	0	932	28153	261	0.93	1.06	0.94	0.75	0.82	0.99	0.68	1.10	0.66	0.73	0.78			
SEQUIM	0	683	14888	150	1.01	1.17	0.85	1.14	1.23	1.16	0.76	1.04	0.87	0.64	0.73			
SHELTON	0	427	16794	226	1.35	1.66	1.04	1.19	1.57	1.05	0.93	2.29	0.89	0.91	1.01			
SILVERDALE	0	692	17324	131	0.76	0.85	0.89	0.68	0.85	1.02	0.84	0.68	0.62	0.60	0.59			
SPOKANE	0		172316	1124	0.65	0.97	0.75	0.85	0.73	0.94	0.91	0.84	0.78	0.71	0.73			
CHESTNUT	0	244	3553	66	1.66	1.32	0.96	1.12	1.09	1.31	1.15	0.89	0.83	1.06	0.93			
FAIRFAX	0	325	24928	195	1.49	0.84	0.83	0.87	0.66	0.71	0.96	0.68	0.85	0.63	0.98			
HUDSON	0	482	19111	125	1.32	0.57	0.63	0.75	0.63	0.84	0.77	0.83	0.73	0.50	0.73			
KEYSTONE	0	534	16956	87	1.66	0.97	0.81	0.84	0.71	0.85	0.79	0.85	1.06	1.08	0.62			
MORAN	0		Numbers added to Riverside															
RIVERSIDE	0	455	35075	234	1.56	0.86	0.87	0.93	0.80	0.89	0.72	0.72	0.83	0.70	0.63			
WALNUT	0	922	46896	244	1.14	1.01	0.71	0.82	0.65	0.98	0.93	1.03	0.59	0.67	0.68			
WHITWORTH	0	466	25797	173	1.19	0.75	0.62	0.79	0.89	1.24	1.28	0.78	0.88	0.74	0.78			
SPRINGDALE	0	258	1754	31	1.77	1.89	1.09	1.79	1.16	3.76	2.34	3.34	1.17	0.71	1.06			
SUMNER	0	863	22575	267	1.18	1.45	1.32	1.18	1.29	0.91	1.11	1.03	0.98	1.28	0.90			
TACOMA	0		187318	1993	1.38	1.10	0.99	0.88	0.78	0.87	0.88	0.88	0.83	0.78	0.95			
FORT LEWIS	0	964	6859	72	1.05	0.67	0.70	0.58	0.72	0.72	0.63	0.72	0.45	0.71	0.51			
GREENFIELD	0	472	24287	261	1.07	1.47	1.33	1.10	1.09	0.98	0.95	0.96	1.14	1.03	1.96			

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EXCHANGE	#	WC	ALINES	#RPTS	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Feb-06	Feb-06	Feb-06	Jan-06	Dec-05	Nov-05	Oct-05	Sep-05	Aug-05	Jul-05	Jun-05	May-05	Apr-05	Mar-05	
Report Rate > 4.00					4	0	0	0	0	1	1	0	0	0	0	0	0
JUNIPER	0	581	26960	448	1.66	1.51	1.12	1.14	0.92	0.80	0.94	1.08	0.91	0.85	0.70	0.93	0.93
LENNOX	0	531	31565	501	1.59	2.46	1.69	1.37	1.24	1.27	1.28	1.28	1.13	1.12	0.92	1.13	1.13
LOGAN	0	564	18019	146	0.81	1.36	1.09	0.79	0.75	0.85	1.05	0.77	0.66	0.77	0.67	0.81	0.81
MARKET/FAWCETT	0	272	20463	148	0.72	0.87	0.53	0.68	0.60	0.45	0.43	0.51	0.60	0.45	0.67	0.64	0.64
SKYLINE	0	752	16883	102	0.60	0.95	0.88	0.78	0.75	0.57	0.67	0.71	0.70	0.72	0.62	0.82	0.82
WAVERLY-2	0	922	8361	73	0.87	1.49	1.44	0.94	0.61	0.76	0.80	0.74	0.75	0.71	1.26	0.89	0.89
WAVERLY-7	0	927	33921	242	0.71	0.86	0.80	0.93	0.75	0.60	0.69	0.76	0.99	0.70	0.63	0.52	0.52
TOUCHET	0																
VANCOUVER	0		106890	1075	1.01	1.47	1.10	1.07	1.31	0.98	1.95	1.15	1.05	1.31	0.85	1.04	1.04
ORCHARDS	0	253	54899	560	1.02	1.42	1.03	1.04	1.33	1.10	1.09	1.37	1.18	1.61	0.82	1.03	1.03
OXFORD	0	693	29783	319	1.07	1.52	1.25	1.14	1.29	0.85	0.96	0.91	0.91	1.04	0.93	1.14	1.14
SALMON CREEK (VANCOUVER NORTH)	0	573	22208	196	0.88	1.52	1.07	1.04	1.27	0.88	1.06	0.95	0.94	0.93	0.81	0.94	0.94
WAITSBURG	0	337	763	12	1.57	1.05	0.91	1.05	1.71	0.53	1.85	0.92	0.66	1.32	1.96	0.66	0.66
WALLA WALLA																	
TOUCHET	0	522	21473	189	0.88	1.00	0.81	0.84	0.87	0.67	0.87	0.84	0.82	0.98	0.72	0.92	0.92
WARDEN	1	349	1331	24	1.80	6.76	3.04	3.17	2.25	1.15	1.80	0.87	1.23	0.94	1.17	1.08	1.08
WINLOCK	0	785	2346	19	0.81	1.59	1.64	1.99	1.86	0.78	1.66	1.21	0.99	1.17	1.30	1.00	1.00
YAKIMA	0		52834	342	0.65	1.65	0.93	0.89	0.82	0.78	0.95	0.97	0.74	1.10	0.77	0.70	0.70
CHESTNUT	0	248	35750	252	0.70	1.74	0.97	0.96	0.90	0.78	0.72	0.98	0.71	1.26	0.79	0.78	0.78
WEST	0	965	17084	90	0.53	1.48	0.85	0.73	0.65	0.79	1.43	0.95	0.78	0.77	0.73	0.52	0.52
Washington Customers Served by Exchanges in Neighboring States	0																
CLARKSTON	0	751	8113	77	0.95	1.95	1.85	0.84	1.13	1.05	1.45	1.56	1.55	1.38	1.11	1.05	1.05
TOTALS			1823291	17003	0.93	1.33	0.97	0.92	0.91	0.81	0.92	0.87	0.89	0.85	0.76	0.63	0.63

WASHINGTON ANCR  
 FEBRUARY 2006

WASHINGTON ANCR - FEBRUARY 2006  
 ANCR Red Orange Yellow Report

Ticket ID	Escalation Code	Failure Category	Incident Dat	Restore Date	Total No. of Hours OOS	Geography Affected	Failure Description
There are no incident reports greater than 48 hours for this month							

WASHINGTON AVERAGE TIME IN QUEUE IN SECONDS  
 FOR REPAIR AND RES/BUS OFFICE ACCESS  
 FEBRUARY 2006

	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		78,876,342	41		6,118,330	28		89,994,672	40		7,821,332	20
February		29,953,931	19		4,743,100	25		34,697,031	19		6,546,003	22
March												
April												
May												
June												
JULY												
AUGUST												
SEPTEMBER												
OCTOBER												
NOVEMBER												
DECEMBER												

WASHINGTON OUT OF SERVICE SUMMARY  
FEBRUARY 2006

Measurement Period 2006	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	18,814	17,613	93.62%	1,201	566	
February	14,010	13,704	97.82%	306	191	
March						
April						
May						
June						
July						
August						
September						
October						
November						
December						
	<b>32,824</b>	<b>31,317</b>	<b>95.41%</b>	<b>1,507</b>	<b>757</b>	
<b>Baseline(WAC 480-120-439(9)/480-120-440(1)):</b> A company must repair all out-of-service interruptions within 48 hours, excluding Sundays and holidays, unless physically obstructed from doing so or due to interruptions caused by extraordinary or abnormal conditions of operation.						
Measurement Period 2006	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	6,196	5,906	290	95.32%	48	57
February	4,300	4,238	62	98.56%	1	30
March						
April						
May						
June						
July						
August						
September						
October						
November						
December						
<b>YTD TOTAL</b>	<b>10,496</b>	<b>10,144</b>	<b>352</b>	<b>96.65%</b>	<b>49</b>	<b>87</b>
<b>Baseline: (WAC 480-120-439 (9)/480-120-440(2)):</b> All "other" regulated service interruptions must be repaired within seventy-two hours unless the company is unable to make the repair because it is physically obstructed from doing so or because of force majeure, in which case the repair must be made as soon as practicable.						

Washington E911, Local and Toll Trunk Blocking  
February 2006

Trunks Blocking > 1% for the month of Feb 2006

E911

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for Feb06	Explanantion/Details of Action Taken, Trunk Servicing Response -Feb06
AP088610	1			one way	E911	1.88%	BLOCKED HOUR 3 WEEK OF 2/6/06 CAP TGSR ISSUED 2/16/06 NO CURRENT BLOCKING
AP088626	2			one way	E911	6.67%	BLOCKED MULTI HOURS IN FEB CAPS HAVE BEEN ISSUED 1/5/06 AND 2/9/06 NO RESPOSE FROM CUSTOMER
Percent of trunks meeting standard:						98.42%	
Total number of trunk groups:						127	
Number of trunk groups out of compliance for the month:						2	

Trunks Blocking > 1% for the month of Feb 2006

LOCAL

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for Feb06	Explanantion/Details of Action Taken, Trunk Servicing Response -Feb06
NOTHING TO REPORT							
Percent of trunks meeting standard:						100.00%	
Total number of trunk groups:						338	
Number of trunk groups out of compliance for the month:						0	

Trunks Blocking > .5% for the month of Feb 2006

TOLL

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for Feb06	Explanantion/Details of Action Taken, Trunk Servicing Response -Feb06
AP074015	264			two way	GOS	0.95%	BLOCKED HOUR 8 WEEK OF 2/6/06 AND 2/13/06 HOUR 14 WEEK OF 2/27/06 SA TGSR ISSUED 2/9/06 AND 3/13/06
AP072418	216			two way	GOS	1.13%	BLOCKED HOUR 9 WEEK OF 2/6/06 HOUR 8 WEEK OF 2/20/06 HOUR 11 WEEK OF 2/27/06 SA TGSR ISSUED 2/3/06 OTHER TGSR ISSUED 2/28/06 FOR CARRYOVER BLOCKING WEEK OF 2/6/06
AP081949	24			one way	GOS	1.77%	BLOCKED HOUR 8 WEEK OF 2/20/06 ISSUED SA 3/3/06
Percent of trunks meeting standard:						98.94%	
Total number of trunk groups:						378	
Number of trunk groups out of compliance for the month:						3	



DIAL TONE  
NETWORK CONGESTION MONTHLY REPORT  
2006

Measurement Period	# ACCESS LINES	DIAL TONE SPEED TESTS	DIAL TONE DELAYS	PERCENT (Greater than 10%)
January	1,830,330	32,412,600	2,553	0.01%
February	1,823,291	30,090,982	1,979	0.01%
March				
April				
May				
June				
July				
August				
September				
October				
November				
December				
YTD Total		62,503,582	4,532	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  
FEBRUARY 2006

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
ABERDEEN-HOQUIAM	532	360	378091	1	0.00%
AUBURN	833	253	591679	32	0.01%
BLACK DIAMOND	REMOTE OF AUBURN				
BAINBRIDGE ISLAND	842	206	292730	6	0.00%
BATTLEGROUND	687	360	186381	63	0.03%
BELFAIR	275	360	130190	0	0.00%
BELLEVUE GLENCOURT	453	425	489992	8	0.00%
BELLEVUE-SHERWOOD	641	425	421988	4	0.00%
BELLINGHAM REGENT	671	360	890658	58	0.01%
LUMMI	REMOTE OF REGENT				
BREMERTON CROSBY	830	360	60479	0	0.00%
BREMERTON ESSEX	373	360	545295	2	0.00%
BUCKLEY	829	360	46619	0	0.00%
CASTLE ROCK	274	360	91955	0	0.00%
CENTRALIA	736	360	169732	0	0.00%
CHEHALIS	748	360	125927	0	0.00%
CHEHALIS NAPAVINE	262	360	45278	0	0.00%
CLE-ELUM	674	509	35913	0	0.00%
COLFAX	397	509	16711	0	0.00%
COLVILLE	684	509	96025	1	0.00%
NORTHPORT	REMOTE OF COLLVILLE				
COPALIS(OCEAN SHORES)	289	360	74216	0	0.00%
COULEE DAM	633	509	33113	0	0.00%
CRYSTAL MTN.	663	360	5893	0	0.00%
DAYTON	382	509	23545	0	0.00%
DEER PARK	276	509	103654	0	0.00%
DES MOINES	824	206	241544	50	0.02%
DES MOINES FEDERAL W	839	253	397783	105	0.03%
EASTON	656	509	5352	0	0.00%
ELK	292	509	54700	21	0.04%
ENUMCLAW	825	360	139111	0	0.00%
EPHRATA	754	509	48766	0	0.00%
GRAHAM	847	253	391958	32	0.01%
GREEN BLUFF	238	509	48049	0	0.00%
ISSAQUAH	392	425	450409	15	0.00%
KENT MERIDIAN	630	253	296411	111	0.04%
KENT O'BRIEN	251	206	231745	0	0.00%
KENT ULRICH	852	253	465102	50	0.01%
LIBERTY LAKE	255	509	10539	0	0.00%
LONGVIEW-KELSO	423	360	607647	1	0.00%
LOON LAKE	233	509	13771	0	0.00%
MAPLE VALLEY	432	425	135322	17	0.01%
MOSES LAKE AFB	765	509	38668	0	0.00%
MOSES LAKE ALDER	762	509	224289	1	0.00%
NEWMAN LAKE	226	509	25869	0	0.00%
OLYMPIA LACEY	456	360	625624	48	0.01%
OLYMPIA WHITEHALL	352	360	877173	11	0.00%
EVERGREEN	REMOTE OF WHITEHALL				
OMAK-OKANOGAN	826	509	93186	0	0.00%
OROVILLE	476	509	25320	0	0.00%
OTHELLO	488	509	92730	0	0.00%
PASCO	545	509	425519	0	0.00%
PATEROS	923	509	8049	0	0.00%
POMEROY	843	509	10919	0	0.00%
PORT ORCHARD COLBY	871	360	140071	109	0.08%
PT ANGELES JOYCE	928	360	16492	0	0.00%
PT. ANGELES	452	360	200306	2	0.00%
PT. LUDLOW	437	360	40298	0	0.00%
PT. ORCHARD	876	360	248273	29	0.01%
SUNNYSLOPE	REMOTE OF PT. ORCHARD				
PT. TOWNSEND	385	360	247490	1	0.00%
PUYALLAP	841	253	653337	1	0.00%
RENTON	226	425	746879	49	0.01%
RIDGEFIELD	887	360	47831	0	0.00%
RIVERSIDE	455	509	442931	44	0.01%
MORAN	REMOTE OF RIVERSIDE				

WASHINGTON DIAL TONE  
FEBRUARY 2006

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
ROCHESTER	273	360	135404	0	0.00%
ROY	843	253	56643	10	0.02%
SEATTLE ATWATER	281	206	468239	5	0.00%
SEATTLE CAMPUS	543	206	228193	0	0.00%
SEATTLE CHERRY	241	206	783934	164	0.02%
SEATTLE DUWAMISH	762	206	408841	0	0.00%
SEATTLE EAST	322	206	492132	14	0.00%
SEATTLE ELLIOT	441	206	179449	0	0.00%
SEATTLE EMERSON	361	206	559420	0	0.00%
SEATTLE LAKEVIEW	522	206	338472	21	0.01%
SEATTLE MAIN	223	206	1029639	39	0.00%
SEATTLE MERCER ISLAND	232	206	225631	1	0.00%
SEATTLE PARKWAY	721	206	473792	204	0.04%
SEATTLE SUNSET	782	206	326645	51	0.02%
SEATTLE WEST	965	509	467944	0	0.00%
SEQUIM	683	360	138484	1	0.00%
SHELTON	426	360	313306	90	0.03%
HOODSPORT	REMOTE OF SHELTON				
SILVERDALE	692	360	227930	35	0.02%
SPOKANE FAIRFAX	325	509	469879	24	0.01%
CHESTNUT	REMOTE OF FAIRFAX				
SPOKANE HUDSON	482	509	392637	0	0.00%
SPOKANE KEYSTONE	534	509	388519	0	0.00%
SPOKANE WALNUT	922	509	645266	0	0.00%
SPOKANE WHITWORTH	466	509	323392	46	0.01%
SPRINGDALE	258	509	38631	0	0.00%
SUMNER (BONNEYLAKE)	863	253	370118	10	0.00%
BONNEY LAKE	REMOTE OF SUMNER				
TACOMA FORT LEWIS	964	253	87382	0	0.00%
TACOMA GREENFIELD	472	253	542651	72	0.01%
TACOMA JUNIPER	582	253	462151	56	0.01%
TACOMA LENNOX	531	253	680994	10	0.00%
TACOMA LOGAN	564	253	294946	57	0.02%
TACOMA MARKET (FAWCETT)	272	253	496588	2	0.00%
TACOMA SKYLINE	752	253	281756	0	0.00%
TACOMA WAVERLY-2	922	253	202894	1	0.00%
TACOMA WAVERLY-7	927	253	457141	20	0.00%
VANCOUVER ORCHARDS	253	360	860186	61	0.01%
VANCOUVER OXFORD	693	360	641557	9	0.00%
VANCOUVER SALMON CR	573	360	243470	29	0.01%
WAITSBURG	337	509	12928	0	0.00%
WALLA WALLA (INCL TOUCHET)	522	509	578693	5	0.00%
TOUCHET	REMOTE OF WALLA WALLA				
WARDEN	349	509	28525	0	0.00%
WINLOCK	785	360	39728	59	0.15%
YAKIMA CHESTNUT	244	509	717772	8	0.00%
YAKIMA WEST	965	509	353553	3	0.00%
TOTAL			30090982	1979	0.01%

Washington Commission Complaint Report  
February 2006

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.						
Note: This report only reflects Washington customer complaints for the period reported, where						
the WUTC assessed a violation in 2004 based on non-compliance with WAC 480-120-166 or the merger agreement commitment						
(UT-991358) to provide a complete and detailed response within two business days for service affecting complaints and within five business days for						
non-service affecting complaints. Qwest can only report violations by the WUTC staff, which are forwarded to Qwest, as the complaint						
is being worked or once the complaint is closed by the WUTC.						

Missed Appointments/Commitments - Install Residence (New Connect/Reconnect orders)							Number of Scheduled Commitments (non-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) missed due to Company reasons		Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons		Number Exclusions	
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	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	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	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	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, 2006																
February, 2006																
March, 2006																
April, 2006																
May, 2006																
June, 2006																
July, 2006																
August, 2006																
September, 2006																
October, 2006																
November, 2006																
December, 2006																
YTD Total	28315	956	1967	238177	287	887	2854									
Missed Appointments/Commitments - Install Business (New Connect/Reconnect orders)							Number of Scheduled Commitments (non-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) missed due to Company reasons		Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons		Number Exclusions	
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	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	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	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	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, 2006																
February, 2006																
March, 2006																
April, 2006																
May, 2006																
June, 2006																
July, 2006																
August, 2006																
September, 2006																
October, 2006																
November, 2006																
December, 2006																
YTD Total	7742	403	875	21257	42	225	1100									

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 of Scheduled Commitments (non-dispatched tickets) missed due to Exclusions	
Measurement Period	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets)	Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to Exclusions							
January, 2006													
February, 2006													
March, 2006													
April, 2006													
May, 2006													
June, 2006													
July, 2006													
August, 2006													
September, 2006													
October, 2006													
November, 2006													
December, 2006													
YTD Total	30470	4215	200	8132	598	12	761						
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 of Scheduled Commitments (non-dispatched tickets) missed due to Exclusions	
Measurement Period	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets)	Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to Exclusions							
January, 2006													
February, 2006													
March, 2006													
April, 2006													
May, 2006													
June, 2006													
July, 2006													
August, 2006													
September, 2006													
October, 2006													
November, 2006													
December, 2006													
YTD Total	3548	597	63	1174	95	3	128						

Missed Appointments/Commitment Credits Paid - Install Residence/Business (New Connect/Reconnect)		Missed Appointments/Commitment Credits Paid - Repair				
Measurement Period	Number of RESIDENCE customers receiving credits for company missed appointments/com mitted-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 mitted-Install	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date
January, 2006						
February, 2006						
March, 2006						
April, 2006						
May, 2006						
June, 2006						
July, 2006						
August, 2006						
September, 2006						
October, 2006						
November, 2006						
December, 2006						
<b>YTD Total</b>	1293	\$41,326		438	\$19,838	
Missed Appointments/Commitment Credits Paid - Repair						
Measurement Period	Number of RESIDENCE customers receiving credits for company missed appointments/com mitted-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 mitted-Repair	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date
January, 2006						
February, 2006						
March, 2006						
April, 2006						
May, 2006						
June, 2006						
July, 2006						
August, 2006						
September, 2006						
October, 2006						
November, 2006						
December, 2006						
<b>YTD Total</b>	5687	\$142,175		675	\$33,750	

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 . Effective 10/30/05 the amount of the credit changed from \$50.00 to \$25.00

Delayed Primary Exchange Alternative	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD # of credits paid
Residence													
# of completed orders for installation of primary service													49642
# of completed orders for primary service installed w/ 5 bus. days													
# of credits-First Month's Charge(HO Recurring)													48913
Amount of credit-First Month's Charge(HO Recur)													57
Amount of credit-First Month's Charge(HO Recur)													\$705
Eff 10/30/05 the Held Order Recurring Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.													
# of credits-Installation (HO NonRecur)													450
Amount of credits-Installation (Ho NonRecur)													\$13,594
# of \$100 Bill Credits													53
Amount of \$100 Bill Credits													\$5,700
Eff 10/30/05 the \$100 Bill Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.													
# of Voice Mail Recurring Credits													0
Amount of Voice Mail Recurring Credits													\$0
# of Voice Mail Nonrecurring Credits													0
Amount of Voice Mail Nonrecurring Credits													\$0
#Cell Loaners													0
Amount of cell vouchers*													\$38
*Note: Cellular vouchers are paid to Verizon, for Qwest customers located in Washington using Verizon wireless loaner telephones.													
Eff 10/30/05 the Cellular Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.													
# of Remote Call Fwrdg-Recurring													0
Amount of Remote Call Fwrdg-Recurring													\$0
# of Remote Call Fwrdg-Non-Recurring													0
Amount of Remote Call Fwrdg-Non-Recurring													\$0
YTD Total Number of Credits Paid													560
YTD Total Amount of Credits Paid	\$13,222	\$6,815											\$20,037



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													7373
# of completed orders for primary service installed w/ 5 bus. days													6987
# of credits-First Month's Charge(HO Recurring)													15
Amount of credit-First Month's Charge(HO Recur)													\$772
<b>Eff 10/30/05 the Held Order Recurring Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.</b>													
# of credits-Installation (HO NonRecur)													169
Amount of credits-Installation (Ho NonRecur)													\$13,200
# of \$100 Bill Credits													13
Amount of \$100 Bill Credits													\$1,450
<b>Eff 10/30/05 the \$100 Bill Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.</b>													
# of Voice Mail Recurring Credits													0
Amount of Voice Mail Recurring Credits													\$0
# of Voice Mail Nonrecurring Credits													0
Amount of Voice Mail Nonrecurring Credits													\$0
#Cell Loaners													0
Amount of cell vouchers*													\$37
<b>*Note: Cellular vouchers are paid to Verizon, for Qwest customers located in Washington using Verizon wireless loaner telephones.</b>													
<b>Eff 10/30/05 the Cellular Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.</b>													
# of Remote Call Fwrdg-Recurring													0
Amount of Remote Call Fwrdg-Recurring													\$0
# of Remote Call Fwrdg-Non-Recurring													0
Amount of Remote Call Fwrdg-Non-Recurring													\$0
YTD Total Number of Credits Paid													197
YTD Total Amount of Credits Paid	\$8,729	\$6,730											\$15,459