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Mark S. Reynolds
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Policy and Law

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STATE OF WASH.
UTIL. AND TRANS.
COMMISSION



June 28, 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 May 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 Appointments Met/Held Orders,
- 2) Aging Report,
- 3) Reconciliation Report,
- 4) Service Order Interval Missed Commitments Report,
- 5) Repair Commitments Met,
- 6) Installation Appointments Met Report,
- 7) Repair Appointments Met Report
- 8) Trouble Report,
- 9) Abnormal Trouble Conditions Report,
- 10) Answer Time Performance,
- 11) Out of Service Report – 48 hours/Cleared Greater than 72 hours,
- 12) Trunk Blocking Reports,
- 13) Dial Tone Report,
- 14) Customer Complaint Report,
- 15) Customer Service Guarantee Report

The Service Order Interval Missed Commitment Report enclosed includes all orders completed in May 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.

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

Please call me on (503) 242-5089 if you have questions or need additional information.

Very truly yours,

By 
Ron L. Trullinger for
Mark Reynolds

Enclosures

INSTALLATION APPOINTMENTS MET

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

COMPANY NAME: Qwest Corporation

- Calculations are based on 2005/2006 orders reflected in the Service Interval Missed Commitment Report 1, Commitments Met-Company Missed.

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

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	06/05	07/05	08/05	09/05	10/05	11/05	12/05	01/06	02/06	03/06	04/06	05/06
RATIOS	1.90	1.63	2.00	1.51	1.68	1.82	1.98	2.28	1.61	1.28	1.11	1.04

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

WA Year To Date Age Report For May 2006												
For End of Month May 2006												
Excludes Customer Reasons												
May	Completed (Met/Missed Due Date)			Year To Date			Open (Missed Due 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

May 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 May 31, 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 May 2006 indicates that we have completed 31,163 (98.96%) orders year to date within 5 business days (new, transfer or change orders with at least one inward line). 324 (1.04%) orders were not completed within 5 business days due to company reasons.

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

- 31,163 orders for lines were completed in May 2006.
- 144,051 total orders were completed in May 2006.
- Qwest missed the commitment/appointment for 501 orders (0.35%) of the total orders completed in May.
- 324 orders (1.04%) were not completed in 5 business days (324/31,163). These were all held orders. Information on the Aging Report indicates that [REDACTED] orders were held in May due to a lack of facilities (862 that have completed and 32 that are still pending). Therefore, you can conclude that the May 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 (99.77%) 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 (92.47%).

<i>VIEW 1</i>	02/06 SOT=NTC Inward R, SB, LB	Not Compl w/i 90 days	Orders Still Open > 60 days (from 05/06 facilities aging report)	Total orders not compl w/i 90 days	90 days (greater than 1%)
State Total	27,685	3	[REDACTED]	7	0.04%

Completed Order Detail, (Report 1)

Column #

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

Missed Commitment Information (Report 2)

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

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

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

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

20] 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
MAY 2006

MONTH	TOTAL SOT=NTC	COMPANY MISSED	SUBSCRIBER MISSES	COMMITMENTS MET CO MSSD	05/06 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	153,199	561	2,060	99.63%	31,900	408	1.28%	4	0.01%
APRIL	128,405	454	1,716	99.64%	27,632	307	1.11%	3	0.01%
MAY	144,051	501	1,818	99.65%	31,163	324	1.04%	3	0.01%
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
YTD	720,446	3,201	9,540	99.56%	147,710	2,156	1.46%	20	0.01%
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)
 May 2006

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	05/06 TOTAL ORDERS SOT= NTC R,SB,LB	05/06 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	1357	1354	4	11	15	99.19%	99.70%	98.89%
AUBURN	833	253	2989	2970	5	31	36	98.80%	99.83%	98.80%
BAINBRIDGE ISLAND	842	206	889	884	3	17	20	98.08%	99.66%	97.75%
BATTLEGROUND	687	360	977	973	17	13	30	98.65%	98.24%	96.93%
BELFAIR	275	360	645	641	5	6	11	99.06%	99.22%	98.29%
BELLEVUE			3544	3481	14	81	95	97.71%	99.60%	97.32%
GLENCOURT	453	425	1237	1206	8	43	51	96.50%	99.33%	95.88%
SHERWOOD	641	425	2307	2275	6	38	44	98.35%	99.74%	98.09%
BELLINGHAM			3144	3114	12	42	54	98.66%	99.62%	98.28%
LUMMI	758	360	222	221	2	5	7	97.73%	99.08%	96.85%
REGENT	671	360	2922	2893	10	37	47	98.73%	99.65%	98.39%
BLACK DIAMOND	886	360	240	236	1	3	4	98.74%	99.58%	98.33%
BREMERTON			2676	2608	8	31	39	98.84%	99.70%	98.54%
CROSBY	373	360	252	252	1	7	8	97.21%	99.59%	96.83%
BREM ESSEX	830	360	2353	2285	7	21	28	99.10%	99.70%	98.81%
SUNNYSLOPE	674	360	71	71	0	3	3	95.77%	100.00%	95.77%
BUCKLEY	829	360	229	228	1	2	3	99.12%	99.56%	98.69%
CASTLE ROCK	274	360	361	360	5	4	9	98.88%	98.60%	97.51%
CENTRALIA	736	360	921	917	0	9	9	99.02%	100.00%	99.02%
CHEHALIS			734	726	10	7	17	99.05%	98.64%	97.68%
CHEHALIS	748	360	550	543	10	5	15	99.07%	98.17%	97.27%
NAPAVINE	262	360	184	183	0	2	2	98.91%	100.00%	98.91%
CLE-ELUM	674	509	246	246	1	4	5	98.37%	99.59%	97.97%
COLFAX	397	509	133	130	0	0	0	100.00%	100.00%	100.00%
COLVILLE	684	509	500	489	3	9	12	98.19%	99.39%	97.60%
COPALIS										
(OCEAN SHORES)	289	360	264	260	4	9	13	96.54%	98.43%	95.08%
COULEE DAM	633	509	160	159	0	4	4	97.50%	100.00%	97.50%
CRYSTAL MTN.	663	360	34	33	0	1	1	97.06%	100.00%	97.06%
DAYTON	382	509	117	117	1	1	2	99.14%	99.14%	98.29%
DEER PARK	276	509	465	461	6	11	17	97.60%	98.68%	96.34%
DES MOINES			3816	3797	7	42	49	98.90%	99.82%	98.72%
DES MOINES	824	206	1466	1457	5	23	28	98.43%	99.65%	98.09%
FEDERAL WAY	839	253	2350	2340	2	19	21	99.19%	99.91%	99.11%
EASTON	656	509	53	53	0	1	1	98.11%	100.00%	98.11%
ELK	292	509	218	218	0	2	2	99.08%	100.00%	99.08%
ENUMCLAW	825	360	629	622	5	11	16	98.24%	99.19%	97.46%
EPHRATA	754	509	258	250	0	3	3	98.84%	100.00%	98.84%
GRAHAM	847	253	2079	2078	14	35	49	98.31%	99.32%	97.64%
GREEN BLUFF	238	509	190	189	3	0	3	100.00%	98.42%	98.42%
HOODSPORT	877	360	220	220	0	2	2	99.09%	100.00%	99.09%
ISSAQUAH	392	425	1415	1393	2	25	27	98.23%	99.86%	98.09%
KENT			4609	4562	11	43	54	99.07%	99.76%	98.83%
MERIDIAN	253	360	1608	1602	5	13	18	99.19%	99.69%	98.88%
OBRIEN	251	206	280	256	1	9	10	96.77%	99.63%	96.43%
ULRICH	852	253	2721	2704	5	21	26	99.23%	99.81%	99.04%
LIBERTY LAKE	255	509	98	95	0	1	1	98.98%	100.00%	98.98%
LONGVIEW-KELSO	423	360	3302	3292	28	37	65	98.87%	99.14%	98.03%

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 Based on 2003 and 2004 Orders (Report 1, Completed Orders)
 May 2006

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EXCHANGES	WC	AREA CODE	05/06 TOTAL ORDERS SOT= NTC R,SB,LB	05/06 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
LOON LAKE	233	509	95	95	1	2	3	97.87%	98.92%	96.84%
MAPLE VALLEY	432	425	854	849	3	8	11	99.06%	99.65%	98.71%
MOSES LAKE			1324	1318	3	15	18	98.87%	99.77%	98.64%
MOSES LAKE(AFB)	762	509	245	245	0	2	2	100.00%	100.00%	99.18%
MOSES LAKE	765	509	1079	1073	3	13	16	98.79%	99.72%	98.52%
NEWMAN LAKE	226	509	146	145	3	3	6	97.90%	97.90%	95.89%
NORTHPORT	732	509	94	94	1	2	3	97.85%	98.91%	96.81%
OLYMPIA			6667	6141	33	93	126	98.61%	99.51%	98.11%
EVERGREEN	866	360	442	442	2	7	9	98.41%	99.54%	97.96%
LACEY	456	360	3182	3115	21	41	62	98.70%	99.33%	98.05%
WHITEHALL	352	360	3043	2584	10	45	55	98.52%	99.67%	98.19%
OMAK-OKANOGAN	826	509	548	540	1	4	5	99.27%	99.82%	99.09%
OROVILLE	476	509	152	151	1	3	4	98.01%	99.33%	97.37%
OTHELLO	488	509	405	405	5	4	9	99.00%	98.75%	97.78%
PASCO	545	509	2162	2152	7	34	41	98.42%	99.67%	98.10%
PATEROS	923	509	46	46	1	0	1	100.00%	97.83%	97.83%
POMEROY	843	509	84	84	2	1	3	98.78%	97.59%	96.43%
PT. ANGELES			1379	1369	4	15	19	98.91%	99.71%	98.62%
JOYCE	928	360	51	51	0	0	0	100.00%	100.00%	100.00%
PT. ANGELES	452	360	1328	1318	4	15	19	98.87%	99.70%	98.57%
PT. LUDLOW	437	360	153	153	2	2	4	98.68%	98.68%	97.39%
PT. ORCHARD			2027	2014	2	33	35	98.37%	99.90%	98.27%
COLBY	871	360	715	712	0	5	5	99.30%	100.00%	99.30%
PT. ORCHARD	876	360	1312	1302	2	28	30	97.86%	99.84%	97.71%
PT. TOWNSEND	385	360	887	881	4	22	26	97.51%	99.54%	97.07%
PUYALLAP	841	253	3193	3171	20	32	52	98.99%	99.37%	98.37%
RENTON	226	425	4686	4655	13	42	55	99.10%	99.72%	98.83%
RIDGEFIELD	887	360	273	269	6	12	18	95.51%	97.70%	93.41%
ROCHESTER	273	360	513	512	1	11	12	97.85%	99.80%	97.66%
ROY	842	253	212	212	0	4	4	98.11%	100.00%	98.11%
SEATTLE			26075	25459	62	376	438	98.56%	99.76%	98.32%
ATWATER	281	206	1797	1788	5	38	43	97.88%	99.72%	97.61%
CAMPUS	543	206	890	882	2	19	21	97.86%	99.77%	97.64%
CHERRY	241	206	3843	3800	13	56	69	98.54%	99.66%	98.20%
DUWAMISH	762	206	1480	1470	3	15	18	98.98%	99.80%	98.78%
EAST	322	206	3383	3367	7	46	53	98.64%	99.79%	98.43%
ELLIOT	441	206	696	680	2	13	15	98.13%	99.71%	97.84%
EMERSON	361	206	2985	2969	2	38	40	98.73%	99.93%	98.66%
LAKEVIEW	522	206	1890	1879	4	28	32	98.52%	99.31%	98.66%
MAIN	223	206	2059	1605	12	46	58	97.75%	99.40%	97.18%
MERCER ISLAND (Adams)	232	206	600	596	3	10	13	98.32%	99.49%	97.83%
PARKWAY	721	206	2544	2536	6	23	29	99.09%	99.76%	98.86%
SUNSET	782	206	1925	1917	1	19	20	99.01%	99.95%	98.96%
WEST	932	206	1983	1970	2	25	27	98.74%	99.90%	98.64%
SEQUIM	683	360	948	942	2	18	20	98.10%	99.78%	97.89%
SHELTON	426	360	1425	1425	2	20	22	98.59%	99.86%	98.46%
SILVERDALE	692	360	1257	1245	0	19	19	98.49%	100.00%	98.49%
SPOKANE			13281	13117	35	149	184	98.88%	99.74%	98.61%

Washington Service Order Interval Missed Commitment Report
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CHESTNUT	244	509	388	384	2	6	8	98.45%	99.48%	97.94%
FAIRFAX	325	509	2075	2052	1	20	21	99.04%	99.95%	98.99%
HUDSON	482	509	1940	1921	1	15	16	99.23%	99.95%	99.18%
KEYSTONE	534	509	1378	1371	2	11	13	99.20%	99.85%	99.06%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE							
RIVERSIDE	455	509	2385	2311	8	36	44	98.49%	99.66%	98.16%
WALNUT	922	509	3460	3433	17	41	58	98.81%	99.50%	98.32%
WHITWORTH	466	509	1655	1645	4	20	24	98.79%	99.76%	98.55%
SPRINGDALE	258	509	166	164	1	3	4	98.18%	99.39%	97.59%
SUMNER (BonneyLake)	863	253	1755	1746	8	38	46	97.82%	99.53%	97.38%
TACOMA			18220	18067	37	178	215	99.02%	99.80%	98.82%
FORT LEWIS	964	253	702	673	4	10	14	98.57%	99.42%	98.01%
GREENFIELD	472	253	2817	2798	7	21	28	99.25%	99.75%	98.01%
JUNIPER	582	253	2821	2803	2	26	28	99.08%	99.93%	99.01%
LENNOX	531	253	3648	3641	5	33	38	99.09%	99.86%	98.96%
LOGAN	564	253	1418	1409	2	13	15	99.08%	99.86%	98.94%
MARKET (Fawcett)	272	253	1926	1899	4	21	25	98.91%	99.79%	98.70%
SKYLINE	752	253	1240	1232	2	7	9	99.43%	99.84%	99.27%
WAVERLY-2	922	253	632	624	4	4	8	99.36%	99.36%	98.73%
WAVERLY-7	927	253	3016	2988	7	43	50	98.57%	99.76%	98.34%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA							
VANCOUVER			9748	9700	52	111	163	98.86%	99.47%	98.33%
ORCHARDS	253	360	4877	4854	33	50	83	98.97%	99.32%	98.30%
OXFORD	693	360	3079	3064	7	36	43	98.83%	99.77%	98.60%
SALMON CREEK (VANCVR NO)	573	360	1792	1782	12	25	37	98.60%	99.32%	97.94%
WAITSBURG	337	509	45	45	0	0	0	100.00%	100.00%	100.00%
WALLA WALLA	522	509	1515	1484	5	7	12	99.54%	99.67%	99.21%
WARDEN	349	509	113	113	0	1	1	99.12%	100.00%	99.12%
WINLOCK	785	360	380	380	1	1	2	99.74%	99.74%	99.47%
YAKIMA			5115	5077	11	51	62	99.00%	99.78%	98.79%
CHESTNUT	244	509	3897	3863	9	40	49	98.97%	99.77%	98.74%
WEST	965	509	1218	1214	2	11	13	99.10%	99.83%	98.93%
Washington Customers Served by Exchanges in Neighboring States										
Clarkston	751	509	596	595	2	6	8	98.99%	99.66%	98.66%
WC TOTAL			144051	141971	501	1818	2319	98.74%	99.65%	98.39%

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

1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC	AREA CODE	05/06 SOT=NTC INWARD R,SB,LB	05/06 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%)
ABERDEEN-HOQUIAM	532	360	277	276	3	1.08%	24	1	95.83%	4.17%	0	0.00%
AUBURN	833	253	611	607	4	0.65%	88	0	100.00%	0.00%	0	0.00%
BAINBRIDGE ISLAND	842	206	154	153	2	1.30%	41	0	100.00%	0.00%	0	0.00%
BATTLEGROUND	687	360	154	153	4	2.60%	25	3	88.00%	12.00%	1	0.64%
BELFAIR	275	360	112	110	3	2.68%	19	0	100.00%	0.00%	0	0.00%
BELLEVUE			861	848	11	1.28%	156	1	99.36%	0.64%	0	0.00%
GLENCOURT	453	425	349	341	8	2.29%	69	1	98.55%	1.45%	0	0.00%
SHERWOOD	641	425	512	507	3	0.59%	87	0	100.00%	0.00%	0	0.00%
BELLINGHAM			816	805	12	1.47%	128	2	98.44%	1.56%	1	0.12%
LUMMI	758	360	38	38	2	5.26%	5	1	80.00%	20.00%	1	3.57%
REGENT	671	360	778	767	10	1.29%	123	1	99.19%	0.81%	0	0.00%
BLACK DIAMOND	886	360	47	45	1	2.13%	5	0	100.00%	0.00%	0	0.00%
BREMERTON			593	559	4	0.67%	85	0	100.00%	0.00%	0	0.00%
CROSBY	373	360	38	38	1	2.63%	9	0	100.00%	0.00%	0	0.00%
BREM ESSEX	830	360	542	508	3	0.55%	72	0	100.00%	0.00%	0	0.00%
SUNNYSLOPE	674	360	13	13	0	0.00%	4	0	100.00%	0.00%	0	0.00%
BUCKLEY	829	360	45	45	0	0.00%	4	0	100.00%	0.00%	0	0.00%
CASTLE ROCK	274	360	69	68	4	5.80%	9	0	100.00%	0.00%	0	0.00%
CENTRALIA	736	360	204	203	0	0.00%	20	0	100.00%	0.00%	0	0.00%
CHEHALIS			146	144	1	0.68%	25	0	100.00%	0.00%	0	0.00%
CHEHALIS	748	360	119	117	1	0.84%	18	0	100.00%	0.00%	0	0.00%
NAPAVINE	624	360	27	27	0	0.00%	7	0	100.00%	0.00%	0	0.00%
CLE-ELUM	674	509	66	66	1	1.52%	6	0	100.00%	0.00%	0	0.00%
COLFAX	397	509	38	38	0	0.00%	5	0	100.00%	0.00%	0	0.00%
COLVILLE	684	509	128	124	3	2.34%	15	1	93.33%	6.67%	0	0.00%
COPALIS												
(OCEAN SHORES)	289	360	69	68	3	4.35%	10	1	90.00%	10.00%	0	0.00%
COULEE DAM	633	509	35	34	1	2.86%	5	0	100.00%	0.00%	0	0.00%
CRYSTAL MTN.	663	360	10	10	0	0.00%	1	0	100.00%	0.00%	0	0.00%
DAYTON	382	509	30	30	1	3.33%	5	0	100.00%	0.00%	0	0.00%
DEER PARK	276	509	95	91	5	5.26%	14	1	92.86%	7.14%	1	1.06%
DES MOINES			746	739	4	0.54%	92	1	98.91%	1.09%	0	0.00%
DES MOINES	824	206	296	293	3	1.01%	42	1	97.62%	2.38%	0	0.00%
FEDERAL WAY	839	253	450	446	1	0.22%	50	0	100.00%	0.00%	0	0.00%
EASTON	656	509	11	11	0	0.00%	1	0	100.00%	0.00%	0	0.00%
ELK	292	509	38	38	0	0.00%	8	0	100.00%	0.00%	0	0.00%
ENUMCLAW	825	360	118	117	2	1.69%	17	1	94.12%	5.88%	0	0.00%
EPHRATA	754	509	65	62	0	0.00%	7	0	100.00%	0.00%	0	0.00%
GRAHAM	847	253	377	376	4	1.06%	57	0	100.00%	0.00%	0	0.00%
GREEN BLUFF	238	509	33	32	3	9.09%	6	0	100.00%	0.00%	0	0.00%
HOODSPORT	877	360	55	55	0	0.00%	6	0	100.00%	0.00%	0	0.00%
ISSAQUAH	392	425	376	373	2	0.53%	90	0	100.00%	0.00%	0	0.00%
KENT			1009	992	12	1.19%	144	0	100.00%	0.00%	0	0.00%

Washington Service Order Interval Missed Commitment Report
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1	2	3	12	13	14	15	16	17	18	19	20	21
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MERIDIAN	253	360	279	277	6	2.15%	46	0	100.00%	0.00%	0	0.00%
OBRIEN	251	206	95	87	0	0.00%	14	0	100.00%	0.00%	0	0.00%
ULRICH	852	253	635	628	6	0.94%	84	0	100.00%	0.00%	0	0.00%
LIBERTY LAKE	255	509	23	21	0	0.00%	4	0	100.00%	0.00%	0	0.00%
LONGVIEW-KELSO	423	360	716	713	10	1.40%	65	0	100.00%	0.00%	0	0.00%
LOON LAKE	233	509	38	38	1	2.63%	9	0	100.00%	0.00%	0	0.00%
MAPLE VALLEY	432	425	169	168	2	1.18%	36	0	100.00%	0.00%	0	0.00%
MOSES LAKE			307	306	2	0.65%	29	0	100.00%	0.00%	0	0.00%
MOSES LAKE(AFB)	762	509	47	47	0	0.00%	1	0	100.00%	0.00%	0	0.00%
MOSES LAKE	765	509	260	259	2	0.77%	28	0	100.00%	0.00%	0	0.00%
NEWMAN LAKE	226	509	32	32	2	6.25%	6	0	100.00%	0.00%	0	0.00%
NORTHPORT	732	509	24	24	1	4.17%	2	0	100.00%	0.00%	0	0.00%
OLYMPIA			1449	1419	20	1.38%	239	0	100.00%	0.00%	0	0.00%
EVERGREEN	866	360	96	96	4	4.17%	13	0	100.00%	0.00%	0	0.00%
LACEY	456	360	700	692	13	1.86%	126	0	100.00%	0.00%	0	0.00%
WHITEHALL	352	360	653	631	3	0.46%	100	0	100.00%	0.00%	0	0.00%
OMAK-OKANOGAN	826	509	136	134	1	0.74%	16	0	100.00%	0.00%	0	0.00%
OROVILLE	476	509	40	39	1	2.50%	7	0	100.00%	0.00%	0	0.00%
OTHELLO	488	509	93	93	5	5.38%	2	0	100.00%	0.00%	0	0.00%
PASCO	545	509	552	550	3	0.54%	46	0	100.00%	0.00%	0	0.00%
PATEROS	923	509	12	12	1	8.33%	1	0	100.00%	0.00%	0	0.00%
POMEROY	843	509	21	21	2	9.52%	4	1	75.00%	25.00%	0	0.00%
PT. ANGELES			294	289	2	0.68%	43	0	100.00%	0.00%	0	0.00%
JOYCE	928	360	21	21	0	0.00%	2	0	100.00%	0.00%	0	0.00%
PT. ANGELES	452	360	273	268	2	0.73%	41	0	100.00%	0.00%	0	0.00%
PT. LUDLOW	437	360	24	24	2	8.33%	6	0	100.00%	0.00%	0	0.00%
PT. ORCHARD			380	376	0	0.00%	53	0	100.00%	0.00%	0	0.00%
COLBY	871	360	130	130	0	0.00%	16	0	100.00%	0.00%	0	0.00%
PT. ORCHARD	876	360	250	246	0	0.00%	37	0	100.00%	0.00%	0	0.00%
PT. TOWNSEND	385	360	193	191	4	2.07%	38	1	97.37%	2.63%	0	0.00%
PUYALLAP	841	253	636	630	8	1.26%	105	4	96.19%	3.81%	0	0.00%
RENTON	226	425	937	932	8	0.85%	127	2	98.43%	1.57%	0	0.00%
RIDGEFIELD	887	360	67	66	1	1.49%	12	0	100.00%	0.00%	0	0.00%
ROCHESTER	273	360	99	99	2	2.02%	15	0	100.00%	0.00%	0	0.00%
ROY	842	253	45	45	0	0.00%	6	0	100.00%	0.00%	0	0.00%
SEATTLE			5778	5632	47	0.81%	853	4	99.53%	0.47%	0	0.00%
ATWATER	281	206	450	446	2	0.44%	86	0	100.00%	0.00%	0	0.00%
CAMPUS	543	206	258	253	1	0.39%	40	0	100.00%	0.00%	0	0.00%
CHERRY	241	206	746	731	12	1.61%	90	1	98.89%	1.11%	0	0.00%
DUWAMISH	762	206	286	283	3	1.05%	31	0	100.00%	0.00%	0	0.00%
EAST	322	206	748	739	5	0.67%	99	0	100.00%	0.00%	0	0.00%
ELLIOT	441	206	238	229	0	0.00%	53	0	100.00%	0.00%	0	0.00%
EMERSON	361	206	611	607	2	0.33%	74	0	100.00%	0.00%	0	0.00%

Washington Service Order Interval Missed Commitment Report
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1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC	AREA CODE	05/06 SOT=NTC INWARD R,SB,LB	05/06 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%)
LAKEVIEW	522	206	389	386	1	0.26%	70	1	98.57%	1.43%	0	0.00%
MAIN	223	206	602	519	12	1.99%	100	0	100.00%	0.00%	0	0.00%
MERCER ISLAND (Adams)	232	206	139	137	3	2.16%	30	2	93.33%	6.67%	0	0.00%
PARKWAY	721	206	456	453	2	0.44%	39	0	100.00%	0.00%	0	0.00%
SUNSET WEST	782	206	413	413	2	0.48%	68	0	100.00%	0.00%	0	0.00%
SEQUIM	932	206	442	436	2	0.45%	73	0	100.00%	0.00%	0	0.00%
SHELTON	683	360	245	243	2	0.82%	48	0	100.00%	0.00%	0	0.00%
SILVERDALE	426	360	304	304	2	0.66%	36	1	97.22%	2.78%	0	0.00%
SPOKANE	692	360	268	262	0	0.00%	46	0	100.00%	0.00%	0	0.00%
CHESTNUT	244	509	3030	2990	28	0.92%	492	7	98.58%	1.42%	0	0.00%
FAIRFAX	325	509	98	98	2	2.04%	14	1	92.86%	7.14%	0	0.00%
HUDSON	482	509	435	428	2	0.46%	63	1	98.41%	1.59%	0	0.00%
KEYSTONE	534	509	279	277	2	0.72%	42	0	100.00%	0.00%	0	0.00%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE									
RIVERSIDE	455	509	557	545	5	0.90%	106	3	97.17%	2.83%	0	0.00%
WALNUT	922	509	827	818	15	1.81%	138	2	98.55%	1.45%	0	0.00%
WHITWORTH	466	509	404	401	2	0.50%	86	0	100.00%	0.00%	0	0.00%
SPRINGDALE	258	509	31	30	1	3.23%	1	0	100.00%	0.00%	0	0.00%
SUMNER (BonneyLake)	863	253	297	295	5	1.68%	53	1	98.11%	1.89%	0	0.00%
TACOMA			3613	3562	29	0.80%	483	7	98.55%	1.45%	0	0.00%
FORT LEWIS	964	253	177	164	3	1.69%	37	2	94.59%	5.41%	0	0.00%
GREENFIELD	472	253	531	526	6	1.13%	54	0	100.00%	0.00%	0	0.00%
JUNIPER	582	253	559	554	2	0.36%	65	0	100.00%	0.00%	0	0.00%
LENNOX	531	253	591	588	2	0.34%	69	0	100.00%	0.00%	0	0.00%
LOGAN	564	253	276	272	2	0.72%	50	1	98.00%	2.00%	0	0.00%
MARKET (Fawcett)	272	253	471	464	4	0.85%	56	2	96.43%	3.57%	0	0.00%
SKYLINE	752	253	251	245	2	0.80%	49	0	100.00%	0.00%	0	0.00%
WAVERLY-2	922	253	155	152	4	2.58%	18	1	94.44%	5.56%	0	0.00%
WAVERLY-7	927	253	602	597	4	0.66%	85	1	98.82%	1.18%	0	0.00%
TOUCHET	394	509	NUMBERS ADDED TO WALLEA WALLA									
VANCOUVER			2175	2167	26	1.20%	314	2	99.36%	0.64%	0	0.00%
ORCHARDS	253	360	1030	1026	13	1.26%	155	0	100.00%	0.00%	0	0.00%
OXFORD	693	360	740	737	6	0.81%	93	1	98.92%	1.08%	0	0.00%
SALMON CREEK (VANCVR NO)	573	360	405	404	7	1.73%	66	1	98.48%	1.52%	0	0.00%
WAITSBURG	337	509	8	8	0	0.00%	1	0	100.00%	0.00%	0	0.00%
WALLA WALLA	522	509	354	350	5	1.41%	28	1	96.43%	3.57%	0	0.00%
WARDEN	349	509	26	26	0	0.00%	2	0	100.00%	0.00%	0	0.00%
WINLOCK	785	360	44	44	0	0.00%	8	0	100.00%	0.00%	0	0.00%
YAKIMA			1186	1178	9	0.76%	90	0	100.00%	0.00%	0	0.00%
CHESTNUT	244	509	917	911	8	0.87%	54	0	100.00%	0.00%	0	0.00%

Washington Service Order Interval Missed Commitment Report
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 May 2006

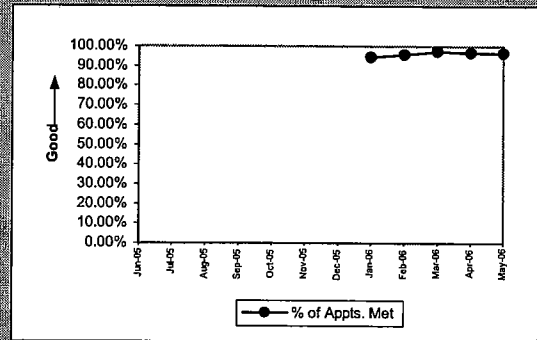
1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC	AREA CODE	05/06 SOT=NTC INWARD R,SB,LB	05/06 SOT=NTC INWARD R,SB	NOT COMPL W/I 5 DAYS	5 DAYS (Greater than 10%)	SUM OF ORDERS W/DD > 5 days; Customer Reasons	SUM OF ORDERS W/DD > 5 DAYS; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	NOT COMPL W/I 90 DAYS	90 DAYS (GRTR THAN 1%)
WEST	965	509	269	267	1	0.37%	36	0	100.00%	0.00%	0	0.00%
Washington Customers Served by Exchanges in Neighboring States												
Clarkston	751	509	129	129	2	1.55%	11	0	100.00%	0.00%	0	0.00%
WC TOTAL			31163	30714	324	1.04%	4455	43	99.03%	0.97%	3	0.01%

WASHINGTON REPAIR COMMITMENTS MET
MAY 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	15,972	15,282	690	95.68%	25	48
April	13,962	13,337	625	95.52%	32	46
May	17,044	16,167	877	94.85%	54	37
June						
July						
August						
September						
October						
November						
December						
YTD Total	90,302	82,605	7,697	91.48%	722	409
Baseline (WAC 480-120-439(3)): The missed repair appointment report must state the number of appointments						
missed; made and the number of allowed appointments exclusions.						

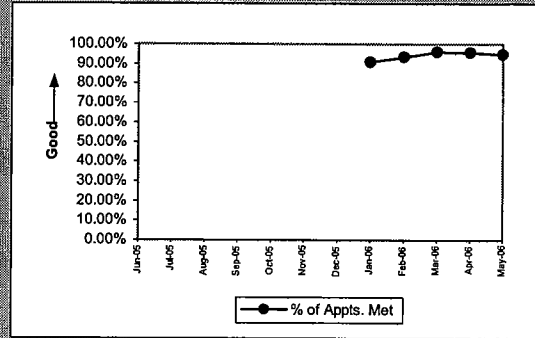
Installation Appointments Met

Installation Appointments Met			
Date	# of Appts. Met	# of Appts.	% of Appts. Met
Jun-05			
Jul-05			
Aug-05			
Sep-05			
Oct-05			
Nov-05			
Dec-05			
Jan-06	4209	4454	94.50%
Feb-06	15730	16406	95.88%
Mar-06	18918	19434	97.34%
Apr-06	15859	16372	96.87%
May-06	17081	17719	96.40%



Repair Appointments Met

Repair Appointments Met			
Date	# of Appts. Met	# of Appts.	% of Appts. Met
Jun-05			
Jul-05			
Aug-05			
Sep-05			
Oct-05			
Nov-05			
Dec-05			
Jan-06	1615	1779	90.78%
Feb-06	5823	6239	93.33%
Mar-06	5346	5557	96.20%
Apr-06	4948	5164	95.82%
May-06	5349	5651	94.66%



WASHINGTON TROUBLE REPORT - MAY 2006

EXCHANGE	#	WC	ALINES	#RPTS	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			May-06	May-06	Apr-06	Mar-06	Feb-06	Jan-06	Dec-05	Nov-05	Oct-05	Sep-05	Aug-05	Jul-05	Jun-05		
Report Rate > 4.00			0	0	0	0	0	4	0	0	0	0	1	0	0		
ABERDEEN	0	532	15639	124	0.79	0.90	1.30	2.19	1.80	1.22	1.17	0.84	0.78	0.77	0.71		
AUBURN	0	833	31655	283	0.89	0.69	0.75	0.88	1.31	1.15	0.77	0.81	1.01	1.10	1.05		
BAINBRIDGE	0	842	13531	119	0.88	0.90	1.06	1.10	1.55	1.10	0.98	0.99	1.14	1.14	0.98		
BATTLE GROUND	0	687	11415	138	1.21	1.16	1.36	1.69	2.21	1.37	1.49	2.71	1.41	1.30	1.48		
BELFAIR	1	275	8097	131	1.62	1.41	1.02	1.58	4.27	1.77	1.54	1.46	1.80	1.97	1.66		
BELLEVUE	0	65565	65565	401	0.61	0.60	0.64	0.68	0.82	0.73	0.83	0.61	0.73	0.72	0.63		
GLENCOURT	0	453	25615	146	0.57	0.41	0.46	0.52	0.79	0.65	0.73	0.56	0.69	0.59	0.45		
SHERWOOD	0	641	39950	255	0.64	0.72	0.75	0.78	0.84	0.78	1.01	0.64	0.76	0.80	0.75		
BELLINGHAM	0	41189	41189	228	0.55	0.44	0.46	0.66	0.57	0.74	0.53	0.57	0.65	0.59	0.86		
LUMMI	0	758	1475	17	1.15	0.60	0.60	0.60	2.20	0.93	1.56	1.11	1.52	0.98	1.11		
REGENT	0	671	39714	211	0.53	0.44	0.45	0.66	0.51	0.73	0.49	0.55	0.61	0.57	0.85		
BLACK DIAMOND	0	886	3421	34	0.99	0.99	1.33	1.35	1.90	1.66	1.72	1.54	1.28	0.86	1.37		
BREMERTON	0	38738	38738	292	0.75	0.60	0.63	0.86	0.88	0.83	0.74	0.58	0.48	0.59	0.60		
BREMERTON ESX	0	373	34424	235	0.68	0.53	0.58	0.69	0.81	1.57	0.67	0.45	0.41	0.48	0.52		
CROSBY	0	830	3486	50	1.43	1.17	1.06	2.31	1.42	0.76	1.43	1.97	1.11	1.63	1.34		
SUNNYSLOPE	0	674	828	7	0.85	1.07	0.96	1.81	1.46	0.86	0.49	0.12	0.85	0.85	0.84		
BONNEY LAKE	0		Numbers added to Summer														
BUCKLEY	0	829	3137	41	1.31	1.24	1.17	1.03	1.37	1.55	1.23	2.54	2.28	1.73	0.85		
CASTLEROCK	0	274	4995	98	1.96	1.74	1.82	1.95	2.89	2.36	2.68	2.11	2.53	2.01	1.99		
CENTRALIA	0	736	9807	118	1.20	0.82	0.98	0.92	1.86	1.25	1.72	1.01	0.72	1.12	1.03		
CHEHALIS	0	10437	10437	96	0.92	0.88	0.92	1.07	1.77	1.39	1.27	1.09	0.90	0.85	0.96		
CHEHALIS	0	748	7797	60	0.77	0.92	0.96	1.07	1.87	1.25	1.33	0.96	1.00	0.77	0.88		
NAPAVINE	0	262	2640	36	1.36	0.75	0.79	1.08	1.45	1.79	1.09	0.60	1.54	1.10	1.18		
CLE-ELUM	0	674	3376	28	0.83	0.53	0.53	0.83	1.19	1.04	0.92	1.27	0.74	1.31	0.75		
COLFAX	0	397	2452	32	1.31	1.10	1.22	0.69	3.11	1.70	3.07	1.45	1.21	1.36	1.97		
COLVILLE	0	684	7172	107	1.49	1.28	0.94	1.17	1.69	1.23	1.26	0.99	1.22	1.09	1.56		
COPALIS(OCEAN SHORES)	0	289	4116	50	1.21	0.70	1.26	3.30	2.19	1.86	1.28	2.74	2.19	1.37	1.51		
COULEE DAM	0	633	2266	29	1.28	0.62	0.62	0.92	1.80	2.32	0.83	1.62	0.91	1.65	1.22		
CRYSTAL MTN.	2	663	685	15	2.19	0.59	1.30	2.02	1.59	1.02	2.77	1.93	6.14	1.47	1.34		
DAYTON	0	382	1888	42	2.22	1.85	1.28	1.06	1.28	1.16	1.41	0.67	1.71	1.41	1.57		
DEER PARK	0	276	6516	140	2.15	1.23	0.92	0.62	1.43	0.98	0.84	1.10	1.18	1.31	2.02		
DES MOINES	0	32913	32913	408	1.24	0.71	0.91	0.79	1.19	0.86	0.91	0.82	0.84	0.85	0.82		
DES MOINES	0	824	12792	118	0.92	0.70	0.75	0.77	1.14	0.99	0.88	0.73	0.83	0.83	0.78		
FEDERAL WAY	0	839	20121	290	1.44	0.72	1.02	0.81	1.22	0.78	0.93	0.88	0.86	0.86	0.85		
EASTON	0	656	734	9	1.23	1.64	0.41	0.69	0.83	1.36	0.54	1.37	0.69	0.69	0.28		
ELK	0	292	2899	48	1.66	1.03	0.65	0.82	2.09	0.79	1.47	1.27	1.00	1.24	1.18		
ENUMCLAW	0	825	9070	137	1.51	1.06	1.12	1.30	1.35	1.55	1.16	1.20	1.26	0.98	0.81		
EPHRATA	1	754	3479	53	1.52	0.63	0.86	1.51	4.99	0.85	1.13	1.30	1.10	0.84	1.54		
GRAHAM	0	847	19049	206	1.08	0.93	1.16	1.01	1.46	1.44	1.16	1.24	0.94	0.92	1.10		
GREEN BLUFF	0	238	2996	51	1.70	0.97	0.70	0.93	1.89	0.86	0.96	0.79	1.62	1.32	0.63		
HOODSPORT	0	877	2530	38	1.50	0.87	0.87	1.65	1.37	1.48	0.93	1.42	0.80	1.37	1.23		

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EXCHANGE	#	WC	ALINES	#RPTS	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
Report Rate >	4.00		May-06	May-06	Apr-06	Mar-06	Feb-06	Jan-06	Dec-05	Nov-05	Oct-05	Sep-05	Aug-05	Jul-05	Jun-05				
ISSAQUAH	0	392	25231	251	0.63	0.54	0.69	1.00	0.77	0.72	0.83	0.75	0.85	0.66	0.79				
KENT	0	57758	447	447	0.79	0.97	1.01	1.61	0.96	0.80	0.80	0.75	0.78	0.75	0.79				
KENT MERIDIAN	0	630	21118	235	1.11	1.78	1.70	2.95	1.16	1.01	1.03	1.01	0.97	1.08	0.91				
KENT OBRIEN	0	251	10002	26	0.26	0.40	0.25	0.32	0.30	0.26	0.35	0.17	0.29	0.28	0.36				
KENT ULRICH	0	852	26638	186	0.70	0.54	0.75	1.03	0.83	0.85	0.78	0.76	0.81	0.67	0.85				
LIBERTY LAKE	0	255	1532	14	0.91	0.52	0.45	1.15	0.51	0.63	1.14	0.88	0.75	1.13	0.81				
LONGVIEW-KELSO	0	423	31521	416	1.32	1.57	1.82	2.20	1.60	1.74	1.49	1.46	1.36	1.10	1.36				
LOON LAKE	0	233	1460	18	1.23	0.63	0.77	1.61	0.91	1.11	0.83	0.47	0.87	1.13	2.34				
MAPLE VALLEY	0	432	12853	95	0.74	0.74	2.46	1.26	0.89	0.99	0.65	0.90	1.13	1.43	0.85				
MOSES LAKE	0	14026	151	212	0.74	1.30	1.16	3.70	1.74	1.65	1.59	1.06	1.94	1.28	1.42				
MOSES LAKE AFB	0	762	2313	25	1.08	0.81	0.47	2.82	0.93	0.89	0.97	1.04	1.22	0.75	0.99				
MOSES LAKE	0	765	11713	187	1.60	1.40	1.29	3.88	1.90	1.81	1.72	1.07	2.09	1.38	1.51				
NEWMAN LAKE	0	226	2430	13	0.53	1.30	1.48	1.99	0.64	1.46	0.63	0.55	1.04	0.77	1.13				
NORTHPORT	0	732	1072	22	2.05	0.76	1.43	1.99	3.23	1.05	0.96	1.73	1.74	1.15	3.19				
OLYMPIA	0	88890	656	656	0.74	0.84	0.83	1.24	1.03	0.88	0.83	0.74	0.84	0.78	0.87				
EVERGREEN	0	866	7047	89	1.26	0.68	0.97	2.00	0.85	1.33	1.20	1.17	1.04	0.82	0.92				
LACEY	0	456	39731	268	0.67	0.89	0.92	0.99	1.09	0.81	0.75	0.71	0.95	0.82	0.85				
WHITEHALL	0	352	42112	299	0.71	0.81	0.73	1.35	0.99	0.88	0.85	0.70	0.72	0.74	0.89				
OMAK-OKANOGAN	0	826	7331	154	2.10	1.15	1.28	2.45	1.77	1.06	1.43	1.36	1.49	2.47	1.22				
OROVILLE	0	476	1837	24	1.31	1.03	1.13	1.78	1.30	0.76	1.13	1.24	1.28	0.97	1.24				
OTHELLO	1	488	4481	128	2.86	1.79	1.82	4.77	1.98	2.03	2.19	1.27	2.25	2.01	2.18				
PASCO	0	545	20519	302	1.47	1.42	0.81	1.65	1.41	1.14	1.15	1.26	1.52	1.44	1.16				
PATEROS	0	923	826	8	0.97	1.33	1.43	1.79	0.85	1.32	0.60	1.55	2.49	1.55	1.08				
POMEROY	0	843	1336	29	2.17	2.24	1.80	2.65	3.71	2.07	1.70	2.43	3.12	1.90	2.64				
PT. ANGELES	0	18830	159	159	0.84	0.74	0.96	1.42	0.96	1.04	1.16	0.78	1.20	0.94	1.04				
JOYCE	0	928	1255	16	1.27	1.51	3.03	4.00	1.60	2.17	2.07	3.71	0.86	1.63	1.80				
PT. ANGELES	0	452	17575	143	0.81	0.68	0.81	1.24	0.91	0.96	1.10	0.57	1.22	0.89	0.98				
PT. LUDLOW	0	437	2900	18	0.62	0.82	1.30	1.23	1.09	1.00	0.55	0.89	1.16	0.62	1.21				
PT. ORCHARD	0	22951	271	271	1.18	0.86	1.34	1.78	1.25	1.23	1.21	0.84	0.95	1.01	1.08				
COLBY	0	871	8807	137	1.56	0.94	1.19	1.76	1.06	1.02	1.38	0.80	0.86	0.81	0.94				
PT. ORCHARD	0	876	14144	134	0.95	0.81	1.44	1.79	1.36	1.36	1.10	0.87	1.01	1.13	1.17				
PT. TOWNSEND	0	385	11802	251	2.13	0.84	0.93	1.04	1.08	1.10	1.14	0.75	1.05	0.91	0.98				
PUYALLUP	0	841	37391	371	0.99	1.02	1.18	1.40	1.15	0.98	0.93	0.84	0.83	0.90	0.96				
RENTON	0	226	54198	421	0.78	0.78	0.96	1.11	0.83	0.84	0.81	0.82	1.01	0.99	0.78				
RIDGEFIELD	0	887	3925	48	1.22	1.50	2.08	2.80	1.26	1.86	1.44	1.65	1.12	1.48	1.49				
ROCHESTER	0	273	6082	95	1.56	0.75	1.59	1.91	1.31	1.25	3.87	1.02	1.32	1.05	1.45				
ROY	0	843	2759	34	1.23	1.66	1.22	2.10	1.94	1.72	1.08	1.05	0.90	0.83	1.05				
SEATTLE	0	379369	2398	2398	0.63	0.67	0.71	0.89	0.63	0.68	0.61	0.60	0.65	0.58	0.65				
ATWATER	0	281	29319	149	0.51	0.55	0.62	0.68	0.56	0.49	0.48	0.47	0.53	0.58	0.49				
CAMPUS	0	543	13764	49	0.36	0.47	0.41	0.47	0.39	0.69	0.63	0.62	0.70	0.52	0.53				
CHERRY	0	241	41700	352	0.84	0.81	1.03	1.33	0.90	1.05	0.75	0.68	0.81	0.80	0.76				
DUWAMISH	0	655	16404	121	0.74	0.60	0.68	1.06	0.69	0.59	0.75	1.14	0.83	0.59	0.75				

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Report Rate > 4.00			May-06	May-06	May-06	Apr-06	Mar-06	Feb-06	Jan-06	Dec-05	Nov-05	Oct-05	Sep-05	Aug-05	Jul-05	Jun-05		
EAST	0	322	40867	283	0	0	0	0	4	0	0	0	0	1	0	0	0	0
ELLIJOT	0	441	10670	25	0.23	0.23	0.36	0.24	0.27	0.30	0.43	0.42	0.39	0.33	0.26	0.22		
EMERSON	0	417	41215	303	0.74	0.55	0.70	0.77	0.92	0.77	0.66	0.61	0.58	0.70	0.59	0.67		
LAKEVIEW	0	522	35159	253	0.72	0.49	0.90	0.64	1.25	0.65	0.62	0.57	0.62	0.56	0.69	0.68		
MAIN	0	223	56261	102	0.18	0.12	0.24	0.17	0.21	0.16	0.16	0.19	0.17	0.23	0.22	0.16		
MERCER ISLAND																		
(ADAMS)	0	232	11913	101	0.85	0.91	1.20	1.15	1.30	0.91	1.03	1.05	0.70	1.03	0.66	0.80		
PARKWAY	0	723	23323	302	1.29	0.93	1.06	1.31	1.57	1.08	1.15	1.08	1.10	1.05	0.90	1.29		
SUNSET	0	782	31090	145	0.47	0.45	0.52	0.99	0.73	0.51	0.63	0.55	0.43	0.50	0.49	0.62		
WEST	0	932	27684	213	0.77	0.59	0.95	0.93	1.06	0.64	0.94	0.75	0.82	0.99	0.68	1.10		
SEQUIM	0	683	14809	155	1.05	0.78	1.03	1.01	1.17	0.85	1.14	1.23	0.77	1.16	0.76	1.04		
SHELTON	0	427	16557	120	0.72	0.89	1.15	1.35	1.66	1.04	1.19	1.57	0.92	1.05	0.93	2.29		
SILVERDALE	0	692	17109	137	0.80	0.52	0.53	0.76	0.85	0.89	0.68	0.68	0.85	1.02	0.84	0.68		
SPOKANE	0		169358	1633	0.96	0.67	0.76	0.65	1.36	0.87	0.75	0.85	0.73	0.94	0.91	0.84		
CHESTNUT	0	244	3482	38	1.09	0.88	1.44	1.86	1.66	1.32	0.96	1.12	1.09	1.31	1.15	0.89		
FAIRFAX	0	325	24552	229	0.93	0.52	0.82	0.78	1.49	0.84	0.83	0.87	0.66	0.71	0.96	0.68		
HUDSON	0	482	18665	219	1.17	0.70	0.81	0.65	1.32	0.57	0.63	0.75	0.63	0.84	0.77	0.83		
KEYSTONE	0	534	16675	221	1.33	0.58	0.80	0.51	1.66	0.97	0.81	0.84	0.71	0.85	0.79	0.85		
MORAN	0																	
Numbers added to Riverside																		
RIVERSIDE	0	455	34356	282	0.82	0.66	0.69	0.67	1.56	0.86	0.87	0.93	0.80	0.89	0.72	0.72		
WALNUT	0	922	46216	405	0.88	0.77	0.67	0.52	1.14	1.01	0.71	0.82	0.65	0.98	0.93	1.03		
WHITWORTH	0	466	25412	239	0.94	0.67	0.82	0.67	1.19	0.75	0.62	0.79	0.89	1.24	1.28	0.78		
SPRINGDALE	0	258	1745	27	1.55	1.03	0.68	1.77	1.89	1.09	0.98	1.79	1.16	3.76	2.34	3.34		
SUMNER	0	863	22052	194	0.88	0.91	0.77	1.18	1.45	1.32	1.18	1.29	0.91	1.17	1.11	1.03		
TACOMA	0		182616	1480	0.81	0.79	0.81	1.06	1.38	1.10	0.99	0.88	0.78	0.87	0.88	0.88		
FORT LEWIS	0	964	6444	36	0.56	0.64	0.40	1.05	0.67	0.70	0.58	0.72	0.77	0.72	0.63	0.72		
GREENFIELD	0	472	23806	243	1.02	0.88	1.12	1.07	1.47	1.33	1.10	1.09	0.74	0.98	0.95	0.96		
JUNIPER	0	581	26089	208	0.80	0.69	0.82	1.66	1.51	1.12	1.14	0.92	0.80	0.94	1.08	0.91		
LENNOX	0	531	30835	430	1.39	1.32	0.97	1.59	2.46	1.69	1.37	1.24	1.27	1.28	1.28	1.13		
LOGAN	0	564	17648	118	0.67	0.59	0.95	0.81	1.36	1.09	0.79	0.75	0.85	1.05	0.77	0.66		
MARKET/FAWCETT	0	272	19780	116	0.59	0.68	0.61	0.72	0.87	0.53	0.68	0.60	0.45	0.43	0.51	0.60		
SKYLINE	0	752	16604	107	0.64	0.53	0.61	0.60	0.95	0.88	0.78	0.75	0.57	0.67	0.71	0.70		
WAVERLY-2	0	922	8253	43	0.52	0.96	0.80	0.87	1.49	1.44	0.94	0.61	0.76	0.80	0.74	0.75		
WAVERLY-7	0	927	33157	179	0.54	0.58	0.65	0.71	0.86	0.80	0.93	0.75	0.60	0.69	0.76	0.99		
TOUCHET	0																	
Numbers added to Walla Walla																		
VANCOUVER	0		104922	1017	0.97	0.90	0.94	1.01	1.47	1.10	1.07	1.31	0.98	1.95	1.15	1.05		
ORCHARDS	0	253	53615	526	0.98	0.91	0.97	1.02	1.42	1.03	1.04	1.33	1.10	1.09	1.37	1.18		
OXFORD	0	693	29403	290	0.99	0.83	0.92	1.07	1.52	1.25	1.14	1.29	0.85	0.96	0.91	0.91		
SALMON CREEK																		
(VANCOUVER NORTH)	0	573	21904	201	0.92	0.97	0.88	0.88	1.52	1.07	1.04	1.27	0.88	1.06	0.95	0.94		
WAITSBURG	0	337	745	21	2.82	0.93	1.06	1.57	1.05	0.91	1.05	1.71	0.53	1.85	0.92	0.66		

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EXCHANGE	#	WC	ALINES	#RPTS	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			May-06	May-06	May-06	Apr-06	Mar-06	Feb-06	Jan-06	Dec-05	Nov-05	Oct-05	Sep-05	Aug-05	Jul-05	Jun-05
Report Rate > 4.00					0	0	0	0	4	0	0	0	1	1	0	0
WALLA WALLA	0	522	21115	224	1.06	0.76	0.86	0.88	1.00	0.81	0.84	0.87	0.67	0.87	0.84	0.82
TOUCHET	1	349	1322	15	1.13	1.13	1.27	1.80	6.76	3.04	3.17	2.25	1.15	1.80	0.87	1.23
WARDEN	0	785	2308	69	2.99	1.03	1.11	0.81	1.59	1.64	1.99	1.86	0.78	1.66	1.21	0.99
WINLOCK	0		52267	448	0.86	0.86	0.68	0.65	1.65	0.93	0.89	0.82	0.78	0.95	0.97	0.74
YAKIMA	0	248	35251	298	0.85	0.93	0.74	0.70	1.74	0.97	0.96	0.90	0.78	0.72	0.98	0.71
CHESTNUT	0	965	17016	150	0.88	0.71	0.56	0.53	1.48	0.85	0.73	0.65	0.79	1.43	0.95	0.78
WEST	0															
Washington Customers Served by Exchanges in Neighboring States	0															
CLARKSTON	10	751	8039	224	2.79	1.36	0.89	0.95	1.95	1.85	0.84	1.13	1.05	1.45	1.56	1.55
TOTALS			1788041	16115	0.90	0.74	0.90	0.93	1.33	0.97	0.92	0.91	0.81	0.92	0.87	0.89

WASHINGTON AVERAGE TIME IN QUEUE IN SECONDS
 FOR REPAIR AND RES/BUS OFFICE ACCESS
 MAY 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		34,176,583	18		5,031,188	24		39,207,771	19		11,256,470	36
April		23,816,890	15		2,529,148	14		26,346,038	15		6,990,986	26
May		67,604,252	36		3,255,000	16		70,859,252	34		10,508,337	32
June												
JULY												
AUGUST												
SEPTEMBER												
OCTOBER												
NOVEMBER												
DECEMBER												

WASHINGTON OUT OF SERVICE SUMMARY
MAY 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	11,984	11,904	99.33%	80	102
April	10,585	10,521	99.40%	64	92
May	12,903	12,796	99.17%	107	110
June					
July					
August					
September					
October					
November					
December					
	68,296	66,538	97.43%	1,758	1,061

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 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	3,930	3,909	21	99.47%	1	28
April	3,345	3,331	14	99.58%	3	15
May	4,105	4,089	16	99.61%	1	16
June						
July						
August						
September						
October						
November						
December						
YTD TOTAL	21,876	21,473	403	98.16%	54	146

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
May 2006

Trunks Blocking >1% for the month of May 2006

E911

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for May06	Explanantion/Details of Action Taken, Trunk Servicing Response -May06
AP071376	5			one way	E911	1.11%	Blocked hour 13 week of 5/22/06 sa tgsr issued 6/1/06 no current blocking
AP077707	2			one way	E911	1.95%	Blocked hour 11 week of 5/22/06 sa tgsr issued 6/1/06 no current blocking
AP088614	1			one way	E911	3.75%	Blocked hour 21 week of 5/15/06 cap issued 5/25/06 no current blocking
AP069344	1			one way	E911	4.33%	Blocked hour 23 week of 5/22/06 cap issued 6/1/06 no current blocking
AP088626	2			one way	E911	11.10%	Blocked hours 8-16 weeks of 5/1/and 5/8/06 cap tgsr issued 5/11/06 no current blocking
						Percent of trunks meeting standard:	96.06%
						Total number of trunk groups:	127
						Number of trunk groups out of compliance for the month:	5

Trunks Blocking > 1% for the month of May 2006

LOCAL

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for May06	Explanantion/Details of Action Taken, Trunk Servicing Response -May06
NOTHING TO REPORT							
						Percent of trunks meeting standard:	100.00%
						Total number of trunk groups:	340
						Number of trunk groups out of compliance for the month:	0

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

TOLL

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for May06	Explanantion/Details of Action Taken, Trunk Servicing Response -May06
AP077295	168			two way	GOS	0.50%	Spikes in data hour 8 week of 5/15 hr 11 week 5/8 hr 14 week 5/15/06 sa issued 5/8/06 no current blocking
AP081877	480			two way	GOS	0.59%	Blocked hour 10 weeks of 5/15 and 5/22 sa issued 6/2/06 no current blocking
AP072415	312			two way	GOS	0.60%	Blocked hour 8 weeks of 5/1 and 5/15 sa issued 5/8/06 no current blocking
AP077430	116			two way	GOS	0.73%	Blocked hours 12-13 week of 5/22/06 sa issued 6/2/06 no current blocking
AP072408	336			two way	GOS	0.75%	Blocked hours 8,10,13,17,20 week of 5/15/06 sa issued 5/30/06
AP081884	216			two way	GOS	0.90%	Blocked hour 11 week of 5/22 sa issued 6/2/06 no current blocking
AP077287	72			two way	TOLL-DDD	0.96%	Blocked weeks of 5/1, 5/8/, 5/15, 5/22 order pending tgsr issued 5/19/06 NOM040536 +24 comp 5/25/06 no current blocking
AP072427	360			two way	GOS	1.11%	Blocked hour 9 week of 5/8/06 hrs 10,13 week 5/15 sa issued 5/15/06 no current blocking

Washington E911, Local and Toll Trunk Blocking
May 2006

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

TOLL

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for May06	Explanantion/Details of Action Taken, Trunk Servicing Response -May06
AP081953	312			two way	GOS	1.15%	Blocked hours 8,11 week of 5/22/06 sa issued 6/2/06 no current blocking
AP073995	216			two way	GOS	1.33%	Blocked hours 8,11 week of 5/22/06 sa issued 6/2/06 no current blocking
AP074414	312			two way	GOS	1.41%	Blocked hours 8,10 week of 5/22/06 sa issued 5/31/06 no current blocking
AP081687	168			two way	GOS	1.49%	Blocked hours 8,11 week of 5/1/06 and hour 14 week of 5/8/06 sa issued 5/8/06 no current blocking
AP077413	240			two way	GOS	1.61%	Blocked hours 12-13 week of 5/22/06 sa issued 6/2/06 no current blocking
AP072428	336			two way	GOS	1.96%	Blocked hours 9,-10,13-14 week of 5/15/06 sa issued 5/18/06 no current blocking
AP077398	360			two way	GOS	3.23%	Blocked hours 9-10 week of 5/15/06 sa issued 5/19/06 no current blocking
AP072418	216			two way	GOS	6.90%	Blocked hour 8 week of 5/15 hrs 8,13 week of 5/22 hr 8 week 5/29/06 sa issued 5/19/06 NOM040758 +24 due 6/15/06
AP081916	384			two way	GOS	7.04%	Blocked hours 18-19 week of 5/22/06 sa issued 5/22/06 no current blocking
AP072405	240			two way	GOS	8.35%	Blocked hours 8,11 week of 5/22/06 sa issued 5/30/06 no current blocking
		Percent of trunks meeting standard:				95.50%	
		Total number of trunk groups:				378	
		Number of trunk groups out of compliance for the month:				0.18	

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	1,807,639	33,333,339	2,032	0.01%
April	1,798,683	30,872,735	1,874	0.01%
May	1,788,041	33,669,185	1,334	0.00%
June				
July				
August				
September				
October				
November				
December				
YTD Total		160,378,841	9,772	0.01%
Baseline: Sufficient dial central office capacity and equipment shall be provided to meet the requirement				
of dial tone within three seconds on at least 98% of calls placed. Credits do not				
apply during periods of emergency or catastrophe, extraordinary or abnormal conditions of operations,				
such as those resulting from work stoppage, holidays, civil unrest, force majeure or disruptions of service				
caused by persons or entities other than Qwest.				

Changed data on the April06Summary original data incorrect- April06 Dial Tone Report had no changes.

WASHINGTON DIAL TONE REPORT
MAY 2006

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
ABERDEEN-HOQUIAM	532	360	443012	3	0.00%
AUBURN	833	253	600706	89	0.01%
BLACK DIAMOND	REMOTE OF AUBURN				
BAINBRIDGE ISLAND	842	206	312867	23	0.01%
BATTLEGROUND	687	360	192281	35	0.02%
BELFAIR	275	360	144841	1	0.00%
BELLEVUE GLENCOURT	453	425	529433	1	0.00%
BELLEVUE-SHERWOOD	641	425	743039	10	0.00%
BELLINGHAM REGENT	671	360	949619	42	0.00%
LUMMI	REMOTE OF REGENT				
BREMERTON CROSBY	830	360	66232	0	0.00%
BREMERTON ESSEX	373	360	548664	13	0.00%
BUCKLEY	829	360	49646	0	0.00%
CASTLE ROCK	274	360	105283	0	0.00%
CENTRALIA	736	360	185521	0	0.00%
CHEHALIS	748	360	135593	1	0.00%
CHEHALIS NAPAIVINE	262	360	53392	0	0.00%
CLE-ELUM	674	509	48970	0	0.00%
COLFAX	397	509	18787	0	0.00%
COLVILLE	684	509	134431	3	0.00%
NORTHPORT	REMOTE OF COLLVILLE				
COPALIS(OCEAN SHORES)	289	360	77227	0	0.00%
COULEE DAM	633	509	39028	0	0.00%
CRYSTAL MTN.	663	360	4920	0	0.00%
DAYTON	382	509	31908	0	0.00%
DEER PARK	276	509	120652	0	0.00%
DES MOINES	824	206	251536	11	0.00%
DES MOINES FEDERAL WAY	839	253	416620	31	0.01%
EASTON	656	509	6499	0	0.00%
ELK	292	509	63073	0	0.00%
ENUMCLAW	825	360	138983	0	0.00%
EPHRATA	754	509	85720	0	0.00%
GRAHAM	847	253	415310	20	0.00%
GREEN BLUFF	238	509	60098	0	0.00%
ISSAQUAH	392	425	467443	0	0.00%
KENT MERIDIAN	630	253	353573	22	0.01%
KENT O'BRIEN	251	206	246969	0	0.00%
KENT ULRICH	852	253	482408	8	0.00%
LIBERTY LAKE	255	509	12287	0	0.00%
LONGVIEW-KELSO	423	360	657813	0	0.00%
LOON LAKE	233	509	19708	0	0.00%
MAPLE VALLEY	432	425	179765	7	0.00%
MOSES LAKE AFB	765	509	54559	0	0.00%
MOSES LAKE ALDER	762	509	408588	1	0.00%
NEWMAN LAKE	226	509	25330	0	0.00%
OLYMPIA LACEY	456	360	626085	10	0.00%
OLYMPIA WHITEHALL	352	360	935615	10	0.00%
EVERGREEN	REMOTE OF WHITEHALL				
OMAK-OKANOGAN	826	509	129229	0	0.00%
OROVILLE	476	509	31952	0	0.00%
OTHELLO	488	509	120597	0	0.00%
PASCO	545	509	488941	1	0.00%
PATEROS	923	509	11373	0	0.00%
POMEROY	843	509	13512	0	0.00%
PORT ORCHARD COLBY	871	360	145054	36	0.02%
PT ANGELES JOYCE	928	360	19515	0	0.00%
PT. ANGELES	452	360	258138	3	0.00%
PT. LUDLOW	437	360	43669	0	0.00%
PT. ORCHARD	876	360	269997	38	0.01%

WASHINGTON DIAL TONE REPORT
MAY 2006

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
SUNNYSLOPE	REMOTE OF PT. ORCHARD				
PT. TOWNSEND	385	360	265322	0	0.00%
PUYALLAP	841	253	654673	0	0.00%
RENTON	226	425	885373	24	0.00%
RIDGEFIELD	887	360	54438	0	0.00%
RIVERSIDE	455	509	520939	36	0.01%
MORAN	REMOTE OF RIVERSIDE				
ROCHESTER	273	360	127809	0	0.00%
ROY	843	253	60548	0	0.00%
SEATTLE ATWATER	281	206	513072	6	0.00%
SEATTLE CAMPUS	543	206	247061	0	0.00%
SEATTLE CHERRY	241	206	818903	41	0.01%
SEATTLE DUWAMISH	762	206	422451	0	0.00%
SEATTLE EAST	322	206	608351	23	0.00%
SEATTLE ELLIOT	441	206	188020	10	0.01%
SEATTLE EMERSON	361	206	650792	0	0.00%
SEATTLE LAKEVIEW	522	206	449040	8	0.00%
SEATTLE MAIN	223	206	1157761	35	0.00%
SEATTLE MERCER ISLAND (A)	232	206	248867	2	0.00%
SEATTLE PARKWAY	721	206	588987	121	0.02%
SEATTLE SUNSET	782	206	385426	11	0.00%
SEATTLE WEST	965	509	473704	0	0.00%
SEQUIM	683	360	174462	3	0.00%
SHELTON	426	360	330349	89	0.03%
HOODSPORT	REMOTE OF SHELTON				
SILVERDALE	692	360	287921	16	0.01%
SPOKANE FAIRFAX	325	509	498071	77	0.02%
CHESTNUT	REMOTE OF FAIRFAX				
SPOKANE HUDSON	482	509	422142	0	0.00%
SPOKANE KEYSTONE	534	509	429446	0	0.00%
SPOKANE WALNUT	922	509	781817	0	0.00%
SPOKANE WHITWORTH	466	509	453350	30	0.01%
SPRINGDALE	258	509	43667	0	0.00%
SUMNER (BONNEYLAKE)	863	253	426243	0	0.00%
BONNEY LAKE	REMOTE OF SUMNER				
TACOMA FORT LEWIS	964	253	101457	0	0.00%
TACOMA GREENFIELD	472	253	625141	10	0.00%
TACOMA JUNIPER	582	253	501168	28	0.01%
TACOMA LENNOX	531	253	686843	15	0.00%
TACOMA LOGAN	564	253	293582	17	0.01%
TACOMA MARKET (FAWCETT)	272	253	533577	2	0.00%
TACOMA SKYLINE	752	253	286228	0	0.00%
TACOMA WAVERLY-2	922	253	212629	2	0.00%
TACOMA WAVERLY-7	927	253	530754	17	0.00%
VANCOUVER ORCHARDS	253	360	860208	24	0.00%
VANCOUVER OXFORD	693	360	681160	9	0.00%
VANCOUVER SALMON CRK(N	573	360	316402	10	0.00%
WAITSBURG	337	509	14382	0	0.00%
WALLA WALLA (INCL TOUCHE	522	509	633888	8	0.00%
TOUCHET	REMOTE OF WALLA WALLA				
WARDEN	349	509	31015	0	0.00%
WINLOCK	785	360	46264	0	0.00%
YAKIMA CHESTNUT	244	509	796319	2	0.00%
YAKIMA WEST	965	509	373152	239	0.06%
TOTAL			33669185	1334	0.00%

Washington Commission Complaint Report
 May 2006

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

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 Commitments (non-dispatched orders) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched orders) missed due to Exclusions	Number 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	69512	1838	4459	578440	516	2329	6788		
Missed Appointments/Commitments - Install Business (New Connect/Reconnect orders)									
Measurement Period	Number of Scheduled Appointments (dispatched orders)	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched orders)	Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched orders) missed due to Exclusions	Number 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	19152	744	2107	54042	106	653	2760		

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)	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	Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to Exclusions	Number of Scheduled 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	62484	5697	293	17558	932	12	940						
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)	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	Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to Exclusions	Number of Scheduled 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	7668	922	99	2592	146	5	191						

Washington Customer Service Guarantee Program Credits
May 2006

Missed Appointments/Commitment Credits Paid - Install Residence/Business (New Connect/Reconnect)		Number of RESIDENCE customers receiving credits for company missed appointments/com- mits-Install		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		Total amount of missed appointments credits paid.		Month Credit Paid Upon Credit Issued/Bill Date	
Measurement Period	Number of RESIDENCE customers receiving credits for company missed appointments/com- mits-Install	Total amount of missed appointments credits paid	Month Credit Paid Upon Credit Issued/Bill Date	Number of BUSINESS customers receiving credits for company missed appointments/com- mits-Install	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date	Number of BUSINESS customers receiving credits for company missed appointments/com- mits-Install	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date	Number of BUSINESS customers receiving credits for company missed appointments/com- mits-Install	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date	Number of BUSINESS customers receiving credits for company missed appointments/com- mits-Install
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	2385	\$69,301		990	\$41,264								
Missed Appointments/Commitment Credits Paid - Repair		Number of RESIDENCE customers receiving credits for company missed appointments/com- mits-Repair		Number of BUSINESS customers receiving credits for company missed appointments/com- mits-Repair		Total amount of missed appointments credits paid.		Month Credit Paid Upon Credit Issued/Bill Date		Total amount of missed appointments credits paid.		Month Credit Paid Upon Credit Issued/Bill Date	
Measurement Period	Number of RESIDENCE customers receiving credits for company missed appointments/com- mits-Repair	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date	Number of BUSINESS customers receiving credits for company missed appointments/com- mits-Repair	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date	Number of BUSINESS customers receiving credits for company missed appointments/com- mits-Repair	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date	Number of BUSINESS customers receiving credits for company missed appointments/com- mits-Repair	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date	Number of BUSINESS customers receiving credits for company missed appointments/com- mits-Repair
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	7350	\$183,750		900	\$45,000								

Baseline: VN U-40 2.2.2.B.1.b. / VN U-40 2.2.2.B.1.c a \$50 credit will be offered if the company fails to keep a guaranteed appointment or commitment. Effective 10/30/05 the amount of the credit changed from \$50.00 to \$25.00

Washington Customer Service Guarantee Program Credits
May 2006

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													128601
# of completed orders for primary service installed w/ 5 bus. days													127138
# of credits-First Month's Charge(HO Recurring)													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)													882
Amount of credits-Installation (Ho NonRecur)													\$26,832
# 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*													\$69
*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 Fwrding-Recurring													7
Amount of Remote Call Fwrding-Recurring													\$112
# of Remote Call Fwrding-Non-Recurring													0
Amount of Remote Call Fwrding-Non-Recurring													\$0
YTD Total Number of Credits Paid													999
YTD Total Amount of Credits Paid	\$13,222	\$6,815	\$4,952	\$4,199	\$4,230								\$33,418

Washington Customer Service Guarantee Program Credits
May 2006

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													19109
# of completed orders for primary service installed w/ 5 bus. days													18420
# of credits-First Month's Charge(HO Recurring)													15
Amount of credit-First Month's Charge(HO Recur)													\$772
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)													351
Amount of credits-Installation (Ho NonRecur)													\$27,456
# of \$100 Bill Credits													13
Amount of \$100 Bill Credits													\$1,450
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*													\$69
*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 Fwrding-Recurring													1
Amount of Remote Call Fwrding-Recurring													\$16
# of Remote Call Fwrding-Non-Recurring													0
Amount of Remote Call Fwrding-Non-Recurring													\$0
YTD Total Number of Credits Paid													380
YTD Total Amount of Credits Paid	\$8,729	\$6,730	\$5,526	\$4,621	\$4,157	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$29,763