

Qwest Corporation  
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Mark S. Reynolds  
Senior Director - Regulatory  
Policy and Law



August 31, 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

RECEIVED  
REGULATORY DIVISION  
AUG 31 11 03 AM '06  
06 SEP - 1 11 03 AM '06  
COMMUNICATIONS SECTION

Dear Ms. Washburn:

Enclosed are the July 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:

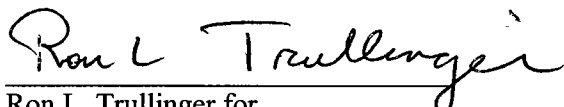
- 1) Installation Appointments Met/Held Orders,
- 2) Aging Report,
- 3) Reconciliation Report,
- 4) Service Order Interval Missed Commitments Report,
- 5) Repair Commitments Met,
- 6) Installation Appointments Met Report,
- 7) Repair Appointments Met Report
- 8) Trouble Report,
- 9) Abnormal Trouble 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 July 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	08/05	09/05	10/05	11/05	12/05	01/06	02/06	03/06	04/06	05/06	06/06	07/06
PERCENTAGE	99.3	99.5	99.5	99.4	99.4	99.4	99.5	99.6	99.6	99.7	99.6	99.6

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	08/05	09/05	10/05	11/05	12/05	01/06	02/06	03/06	04/06	05/06	06/06	07/06
RATIOS	2.00	1.51	1.68	1.82	1.98	2.28	1.61	1.28	1.11	1.04	1.21	1.20

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

WA Year To Date Age Report For Jul 2006												
For End of Month Jul 2006												
Excludes Customer Reasons												
July	Completed (Met/Missed Due 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
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**  
**July 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 July 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 July 2006 indicates that we have completed 28,733 (98.80%) orders year to date within 5 business days (new, transfer or change orders with at least one inward line). 346 (1.20%) orders were not completed within 5 business days due to company reasons.

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

- 28,733 orders for lines were completed in July 2006.
- 138,055 total orders were completed in July 2006.
- Qwest missed the commitment/appointment for 548 orders (0.40%) of the total orders completed in July.
- 346 orders (1.20%) were not completed in 5 business days (346/28,733). These were all held orders. Information on the Aging Report indicates that [REDACTED] orders were held in July due to a lack of facilities (606 that have completed and 21 that are still pending). Therefore, you can conclude that the July orders that were not completed within 5 business days were held due to a lack of facilities. In other words, the technicians completed all orders within 5 business days unless they were unable to do so because there were no available facilities.
- Year-to-date, [REDACTED] orders (99.94%) have been completed that were originally held due to a lack of facilities, some of these orders may have been taken in 2003. [REDACTED]
- Of the [REDACTED] total orders held due to a lack of facilities to date, [REDACTED] were completed in less than 30 days (92.80%).

<i>VIEW 1</i>	04/06 SOT=NTC Inward R, SB, LB	Not Compl w/i 90 days	Orders Still Open > 60 days (from 07/06 facilities aging report)	Total orders not compl w/i 90 days	90 days (greater than 1%)
State Total	27,632	2	[REDACTED]	3	0.011%

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  
JULY 2006

MONTH	TOTAL SOT=NTC	COMPANY MISSED	SUBSCRIBER MISSES	COMMITMENTS MET CO MSSD	07/06 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	149,066	603	2,141	99.60%	32,924	398	1.21%	1	0.00%
JULY	138,055	548	2,025	99.60%	28,733	346	1.20%	2	0.01%
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
YTD	1,007,567	4,352	13,706	99.57%	209,367	2,900	1.39%	23	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)  
 July 2006

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	07/06 TOTAL ORDERS SOT= NTC R,SB,LB	07/06 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	1198	1158	7	7	14	99.41%	99.41%	98.83%
AUBURN	833	253	2723	2713	9	29	38	98.93%	99.67%	98.60%
BAINBRIDGE ISLAND	842	206	878	870	4	14	18	98.40%	99.54%	97.95%
BATTLEGROUND	687	360	996	989	3	14	17	98.59%	99.69%	98.29%
BELFAIR	275	360	628	627	5	12	17	98.07%	99.19%	97.29%
BELLEVUE			3606	3492	16	92	108	97.45%	99.56%	97.00%
GLENCOURT	453	425	1242	1204	6	46	52	96.28%	99.50%	95.81%
SHERWOOD	641	425	2364	2288	10	46	56	98.05%	99.57%	97.63%
BELLINGHAM			2873	2852	15	54	69	98.12%	99.48%	97.60%
LUMMI	758	360	171	171	0	3	3	100.00%	100.00%	98.25%
REGENT	671	360	2702	2681	15	51	66	98.10%	99.43%	97.56%
BLACK DIAMOND	886	360	298	298	7	4	11	98.63%	97.62%	96.31%
BREMERTON			2741	2454	13	33	46	98.30%	99.53%	98.32%
CROSBY	373	360	246	246	1	6	7	97.55%	99.58%	97.15%
BREM ESSEX	830	360	2421	2134	12	27	39	98.88%	99.50%	98.39%
SUNNYSLOPE	674	360	74	74	0	0	0	100.00%	100.00%	100.00%
BUCKLEY	829	360	220	220	5	4	9	98.14%	97.69%	95.91%
CASTLE ROCK	274	360	379	379	0	7	7	98.15%	100.00%	98.15%
CENTRALIA	736	360	907	900	9	4	13	99.55%	99.00%	98.57%
CHEHALIS			789	760	6	16	22	97.92%	99.22%	97.14%
CHEHALIS	748	360	580	572	4	9	13	98.44%	99.30%	97.76%
NAPAVINE	262	360	189	188	2	7	9	96.26%	98.90%	95.24%
CLE-ELUM	674	509	259	256	3	4	7	98.44%	98.82%	97.30%
COLFAX	397	509	155	155	0	1	1	99.35%	100.00%	99.35%
COLVILLE	684	509	471	465	2	13	15	97.23%	99.56%	96.82%
COPALIS										
(OCEAN SHORES)	289	360	266	266	2	5	7	98.11%	99.23%	97.37%
COULEE DAM	633	509	147	144	1	0	1	100.00%	99.32%	97.32%
CRYSTAL MTN.	663	360	32	32	0	1	1	96.88%	100.00%	96.88%
DAYTON	382	509	144	144	0	0	0	100.00%	100.00%	100.00%
DEER PARK	276	509	472	471	11	9	20	98.05%	97.62%	95.76%
DES MOINES			3406	3387	6	35	41	98.97%	99.82%	98.80%
DES MOINES	824	206	1279	1269	4	23	27	99.68%	99.68%	97.89%
FEDERAL WAY	839	253	2126	2118	2	12	14	99.44%	99.91%	97.34%
EASTON	656	509	43	43	0	2	2	95.35%	100.00%	95.35%
ELK	292	509	196	196	1	3	4	98.46%	99.48%	97.96%
ENUMCLAW	825	360	712	710	9	5	14	99.29%	98.73%	98.03%
EPHRATA	754	509	247	247	1	3	4	98.78%	99.59%	98.38%
GRAHAM	847	253	1927	1923	10	19	29	99.01%	99.48%	98.50%
GREEN BLUFF	238	509	151	151	1	6	7	96.00%	99.31%	95.36%
HOODSPORT	877	360	166	165	1	5	6	96.97%	99.38%	96.39%
ISSAQUAH	392	425	1383	1373	7	37	44	97.31%	99.48%	96.82%
KENT			4606	4572	14	54	68	98.83%	99.70%	98.92%
MERIDIAN	253	360	1594	1591	9	17	26	98.93%	99.43%	98.37%
OBRIEN	251	206	258	240	2	13	15	94.92%	99.18%	94.19%
ULRICH	852	253	2753	2741	3	24	27	99.13%	99.89%	99.02%
LIBERTY LAKE	255	509	95	95	0	1	1	98.95%	100.00%	98.95%
LONGVIEW-KELSO	423	360	2950	2947	23	29	52	99.01%	99.21%	98.24%

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

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EXCHANGES	WC	AREA CODE	07/06 TOTAL ORDERS SOT= NTC R,SB,LB	07/06 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	119	119	2	1	3	99.15%	98.31%	97.48%
MAPLE VALLEY	432	425	914	914	4	11	15	98.79%	99.56%	98.36%
MOSES LAKE			1240	1232	4	14	18	98.87%	99.68%	98.55%
MOSES LAKE(AFB)	762	509	242	241	1	0	1	100.00%	99.59%	99.59%
MOSES LAKE	765	509	998	991	3	14	17	98.59%	99.70%	98.30%
NEWMAN LAKE	226	509	176	176	1	2	3	98.86%	99.43%	98.30%
NORTHPORT	732	509	76	75	1	3	4	96.00%	98.63%	94.74%
OLYMPIA			6520	5992	31	111	142	98.30%	99.52%	97.82%
EVERGREEN	866	360	411	410	2	12	14	97.07%	99.50%	96.59%
LACEY	456	360	3097	3020	15	56	71	98.18%	99.51%	97.71%
WHITEHALL	352	360	3012	2562	14	43	57	98.57%	99.53%	98.11%
OMAK-OKANOGAN	826	509	580	578	2	9	11	98.44%	99.65%	98.10%
OROVILLE	476	509	171	170	0	1	1	99.42%	100.00%	99.42%
OTHELLO	488	509	434	427	4	3	7	99.30%	99.07%	98.39%
PASCO	545	509	2204	2198	5	32	37	98.54%	99.77%	98.32%
PATEROS	923	509	42	42	0	1	1	97.62%	100.00%	97.62%
POMEROY	843	509	68	66	0	0	0	100.00%	100.00%	100.00%
PT. ANGELES			1211	1204	4	13	22	98.67%	99.67%	98.18%
JOYCE	928	360	69	69	0	4	4	94.20%	100.00%	94.20%
PT. ANGELES	452	360	1142	1135	4	14	18	98.77%	99.65%	98.42%
PT. LUDLOW	437	360	149	146	4	3	7	97.93%	97.26%	95.30%
PT. ORCHARD			1833	1826	11	27	38	98.53%	99.40%	97.93%
COLBY	871	360	681	680	5	10	15	98.52%	99.25%	97.80%
PT. ORCHARD	876	360	1152	1146	6	17	23	98.52%	99.47%	98.00%
PT. TOWNSEND	385	360	871	855	3	27	30	96.89%	99.64%	96.56%
PUYALLAP	841	253	3078	3062	6	33	39	98.93%	99.80%	98.73%
RENTON	226	425	4518	4497	12	45	57	99.00%	99.73%	98.74%
RIDGEFIELD	887	360	305	304	10	7	17	97.63%	96.64%	94.43%
ROCHESTER	273	360	550	537	3	10	13	98.17%	99.44%	97.64%
ROY	842	253	206	206	2	1	3	99.51%	99.02%	98.54%
SEATTLE			24626	23969	66	470	536	98.99%	99.73%	97.82%
ATWATER	281	206	1661	1651	7	30	37	98.19%	99.57%	97.77%
CAMPUS	543	206	805	800	4	16	20	98.00%	99.49%	97.52%
CHERRY	241	206	3571	3551	7	50	57	98.60%	99.80%	98.40%
DUWAMISH	762	206	1365	1355	4	30	34	97.80%	99.70%	97.51%
EAST	322	206	3165	3149	9	52	61	98.35%	99.71%	98.07%
ELLIOT	441	206	578	565	2	13	15	97.74%	99.65%	97.40%
EMERSON	361	206	2797	2785	8	30	38	98.92%	99.71%	98.64%
LAKEVIEW	522	206	1994	1986	5	49	54	97.54%	99.74%	97.29%
MAIN	223	206	2001	1469	5	87	92	95.64%	99.74%	95.40%
MERCER ISLAND (Adams)	232	206	541	539	6	17	23	96.82%	98.85%	95.75%
PARKWAY	721	206	2324	2318	2	31	33	98.66%	99.91%	98.58%
SUNSET	782	206	1962	1953	2	30	32	98.47%	99.90%	98.37%
WEST	932	206	1862	1848	5	35	40	98.12%	99.73%	97.85%
SEQUIM	683	360	917	910	9	31	40	96.59%	98.98%	95.64%
SHELTON	426	360	1401	1395	6	19	25	98.64%	99.57%	98.22%
SILVERDALE	692	360	1161	1157	3	8	11	99.31%	99.74%	99.05%
SPOKANE			12540	12423	33	168	201	98.66%	99.74%	98.40%

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

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CHESTNUT	244	509	358	358	3	8	11	97.75%	99.14%	96.93%
FAIRFAX	325	509	1888	1871	2	17	19	99.10%	99.89%	98.99%
HUDSON	482	509	1886	1876	6	25	31	98.67%	99.68%	98.36%
KEYSTONE	534	509	1274	1261	3	8	11	99.37%	99.76%	99.14%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE							
RIVERSIDE	455	509	2176	2126	7	30	37	98.62%	99.68%	98.30%
WALNUT	922	509	3321	3301	6	56	62	98.31%	99.82%	98.13%
WHITWORTH	466	509	1637	1630	6	24	30	98.53%	99.63%	98.17%
SPRINGDALE	258	509	149	149	1	2	3	98.65%	99.32%	97.99%
SUMNER (BonneyLake)	863	253	1604	1599	8	22	30	98.62%	99.49%	98.13%
TACOMA			17459	17257	43	206	249	98.82%	99.75%	98.57%
FORT LEWIS	964	253	774	717	3	6	9	99.22%	99.61%	98.84%
GREENFIELD	472	253	2738	2716	9	27	36	99.01%	99.67%	98.69%
JUNIPER	582	253	2697	2683	2	34	36	98.74%	99.92%	98.67%
LENNOX	531	253	3347	3337	8	28	36	99.16%	99.76%	98.92%
LOGAN	564	253	1343	1336	1	16	17	98.81%	99.92%	98.73%
MARKET (Fawcett)	272	253	1837	1807	9	33	42	98.19%	99.50%	97.71%
SKYLINE	752	253	1155	1152	2	12	14	98.96%	99.83%	98.79%
WAVERLY-2	922	253	666	663	6	10	16	98.48%	99.09%	97.60%
WAVERLY-7	927	253	2902	2846	3	40	43	98.62%	99.90%	98.52%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA							
VANCOUVER			9325	9275	53	140	193	98.50%	99.43%	97.93%
ORCHARDS	253	360	4855	4834	33	62	95	98.71%	99.31%	98.04%
OXFORD	693	360	2845	2820	11	57	68	97.99%	99.61%	97.61%
SALMON CREEK (VANCVR NO)	573	360	1625	1621	9	21	30	98.70%	99.44%	98.15%
WAITSBURG	337	509	37	36	2	0	2	100.00%	94.59%	94.59%
WALLA WALLA	522	509	1553	1498	2	18	20	98.84%	99.87%	98.71%
WARDEN	349	509	140	140	0	2	2	98.57%	100.00%	98.57%
WINLOCK	785	360	248	248	3	2	5	99.18%	98.78%	97.98%
YAKIMA			5048	5035	14	51	65	98.99%	99.72%	98.71%
CHESTNUT	244	509	3746	3735	11	37	48	99.01%	99.70%	98.72%
WEST	965	509	1302	1300	3	14	17	98.92%	99.77%	98.69%
Washington Customers Served by Exchanges in Neighboring States										
Clarkston	751	509	540	538	5	5	10	99.07%	99.07%	98.15%
WC TOTAL			138055	135709	548	2025	2573	98.53%	99.60%	98.14%

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

1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC	AREA CODE	07/06 SOT=NTC INWARD R,S,B,LB	07/06 SOT=NTC INWARD R,S,B	NOT COMPL W/1 5 DAYS	5 DAYS (Greater than 10%)	SUM OF ORDERS WIDD > 5 days; Customer Reasons	SUM OF ORDERS WIDD > 5 DAYS; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	NOT COMPL W/1 90 DAYS	90 DAYS (GRTR THAN 1%)
ABERDEEN-HOQUIAM	532	360	239	239	1	0.42%	20	0	100.00%	0.00%	0	0.00%
AUBURN	833	253	555	550	7	1.26%	92	1	98.91%	1.09%	0	0.00%
BAINBRIDGE ISLAND	842	206	173	172	3	1.73%	42	0	100.00%	0.00%	0	0.00%
BATTLEGROUND	687	360	166	163	1	0.60%	29	1	96.55%	3.45%	0	0.00%
BELFAIR	275	360	125	125	3	2.40%	17	1	94.12%	5.88%	0	0.00%
BELLEVUE			308	768	14	1.73%	154	4	97.40%	2.60%	0	0.00%
GLENCOURT	453	425	297	274	4	1.35%	59	1	98.31%	1.69%	0	0.00%
SHERWOOD	641	425	511	494	10	1.96%	95	3	96.84%	3.16%	0	0.00%
BELLINGHAM			717	710	10	1.39%	132	1	99.24%	0.76%	0	0.00%
LUMMI	758	360	32	32	0	0.00%	2	0	100.00%	0.00%	0	0.00%
REGENT	671	360	685	678	10	1.46%	130	1	99.23%	0.77%	0	0.00%
BLACK DIAMOND	886	360	45	45	3	6.67%	13	0	100.00%	0.00%	0	0.00%
BREMERTON			571	498	5	0.88%	108	0	100.00%	0.00%	0	0.00%
CROSBY	373	360	45	45	0	0.00%	7	0	100.00%	0.00%	0	0.00%
BREM ESSEX	830	360	515	442	5	0.97%	99	0	100.00%	0.00%	0	0.00%
SUNNYSLOPE	674	360	11	11	0	0.00%	2	0	100.00%	0.00%	0	0.00%
BUCKLEY	829	360	29	29	3	10.34%	5	0	100.00%	0.00%	0	0.00%
CASTLE ROCK	274	360	70	70	0	0.00%	11	0	100.00%	0.00%	0	0.00%
CENTRALIA	736	360	179	177	1	0.56%	17	0	100.00%	0.00%	0	0.00%
CHEHALIS			150	147	2	1.33%	16	1	93.75%	6.25%	0	0.00%
CHEHALIS	748	360	110	108	1	0.91%	10	0	100.00%	0.00%	0	0.00%
NAPAVINE	262	360	40	39	1	2.50%	6	1	83.33%	16.67%	0	0.00%
CLE-ELUM	674	509	65	62	2	3.08%	7	0	100.00%	0.00%	0	0.00%
COLFAX	397	509	37	37	0	0.00%	6	0	100.00%	0.00%	0	0.00%
COLVILLE	684	509	114	113	2	1.75%	14	0	100.00%	0.00%	0	0.00%
COPALIS												
(OCEAN SHORES)	289	360	53	53	2	3.77%	2	0	100.00%	0.00%	0	0.00%
COULEE DAM	633	509	37	35	0	0.00%	1	0	100.00%	0.00%	0	0.00%
CRYSTAL MTN.	663	360	8	8	0	0.00%	2	0	100.00%	0.00%	0	0.00%
DAYTON	382	509	30	30	0	0.00%	0	0	0.00%	0.00%	0	0.00%
DEER PARK	276	509	89	88	7	7.87%	16	0	100.00%	0.00%	0	0.00%
DES MOINES			591	579	3	0.51%	73	0	100.00%	0.00%	0	0.00%
DES MOINES	824	206	231	223	2	0.87%	31	0	100.00%	0.00%	0	0.00%
FEDERAL WAY	839	253	360	356	1	0.28%	42	0	100.00%	0.00%	0	0.00%
EASTON	656	509	9	9	0	0.00%	2	0	100.00%	0.00%	0	0.00%
ELK	292	509	42	42	1	2.38%	6	1	83.33%	16.67%	0	0.00%
ENUMCLAW	825	360	114	113	4	3.51%	20	2	90.00%	10.00%	0	0.00%
EPHRATA	754	509	73	73	0	0.00%	9	0	100.00%	0.00%	0	0.00%
GRAHAM	847	253	303	300	7	2.31%	47	1	97.87%	2.13%	0	0.00%
GREEN BLUFF	238	509	32	32	1	3.13%	8	0	100.00%	0.00%	0	0.00%
HOODSPORT	877	360	28	28	1	3.57%	2	0	100.00%	0.00%	0	0.00%
ISSAQUAH	392	425	362	356	6	1.66%	90	2	97.78%	2.22%	0	0.00%
KENT			893	878	10	1.12%	118	2	98.31%	1.69%	0	0.00%
MERIDIAN	253	360	245	244	6	2.45%	43	2	95.35%	4.65%	0	0.00%
OBRIEN	251	206	60	54	1	1.67%	11	0	100.00%	0.00%	0	0.00%

1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC	AREA CODE	07/06 SOT=NTC INWARD R,SB,LB	07/06 SOT=NTC INWARD R,SB	NOT COMPL W/ 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/ 90 DAYS	90 DAYS (GRTR THAN 1%)
ULRICH	852	253	588	580	3	0.51%	64	0	100.00%	0.00%	0	0.00%
LIBERTY LAKE	255	509	17	17	0	0.00%	0	0	0.00%	0.00%	0	0.00%
LONGVIEW-KELSO	423	360	587	587	13	2.21%	43	0	100.00%	0.00%	0	0.00%
LOON LAKE	233	509	24	24	1	4.17%	3	0	100.00%	0.00%	0	0.00%
MAPLE VALLEY	432	425	169	169	1	0.59%	49	0	100.00%	0.00%	0	0.00%
MOSES LAKE			322	321	5	1.55%	33	0	100.00%	0.00%	0	0.00%
MOSES LAKE(AFB)	762	509	64	63	2	3.13%	7	0	100.00%	0.00%	0	0.00%
MOSES LAKE	765	509	258	258	3	1.16%	26	0	100.00%	0.00%	0	0.00%
NEWMAN LAKE	226	509	25	25	1	4.00%	3	1	66.67%	33.33%	0	0.00%
NORTHPORT	732	509	28	28	1	3.57%	5	0	100.00%	0.00%	0	0.00%
OLYMPIA			1384	1352	16	1.16%	242	4	98.35%	1.65%	2	0.14%
EVERGREEN	866	360	102	102	2	1.96%	21	1	95.24%	4.76%	0	0.00%
LACEY	456	360	653	632	8	1.23%	121	2	98.35%	1.65%	2	0.34%
WHITEHALL	352	360	629	618	6	0.95%	100	1	99.00%	1.00%	0	0.00%
OMAK-OKANOGAN	826	509	130	129	1	0.77%	15	0	100.00%	0.00%	0	0.00%
OROVILLE	476	509	40	39	0	0.00%	4	0	100.00%	0.00%	0	0.00%
OTHELLO	488	509	93	89	4	4.30%	5	0	100.00%	0.00%	0	0.00%
PASCO	545	509	496	495	4	0.81%	39	2	94.87%	5.13%	0	0.00%
PATEROS	923	509	17	17	0	0.00%	0	0	0.00%	0.00%	0	0.00%
POMEROY	843	509	12	11	0	0.00%	3	0	100.00%	0.00%	0	0.00%
PT. ANGELES			266	255	4	1.50%	26	0	100.00%	0.00%	0	0.00%
JOYCE	928	360	22	22	0	0.00%	3	0	100.00%	0.00%	0	0.00%
PT. ANGELES	452	360	244	243	4	1.64%	23	0	100.00%	0.00%	0	0.00%
PT. LUDLOW	437	360	37	36	1	2.70%	11	0	100.00%	0.00%	0	0.00%
PT. ORCHARD			345	344	3	0.87%	63	0	100.00%	0.00%	0	0.00%
COLBY	871	360	129	128	3	2.33%	31	0	100.00%	0.00%	0	0.00%
PT. ORCHARD	876	360	216	216	0	0.00%	32	0	100.00%	0.00%	0	0.00%
PT. TOWNSEND	385	360	193	188	2	1.04%	25	2	92.00%	8.00%	0	0.00%
PUYALLAP	841	253	639	631	7	1.10%	96	1	98.96%	1.04%	0	0.00%
RENTON	226	425	880	876	11	1.25%	144	2	98.61%	1.39%	0	0.00%
RIDGEFIELD	887	360	58	57	1	1.72%	16	1	93.75%	6.25%	0	0.00%
ROCHESTER	273	360	96	95	2	2.08%	14	1	92.86%	7.14%	0	0.00%
ROY	842	253	37	37	2	5.41%	4	0	100.00%	0.00%	0	0.00%
SEATTLE			5522	5402	43	0.78%	858	12	98.60%	1.40%	0	0.00%
ATWATER	281	206	421	416	5	1.19%	101	3	97.03%	2.97%	0	0.00%
CAMPUS	543	206	235	231	2	0.85%	39	0	100.00%	0.00%	0	0.00%
CHEERY	241	206	733	724	2	0.27%	88	0	100.00%	0.00%	0	0.00%
DUWAMISH	762	206	267	262	2	0.75%	25	0	100.00%	0.00%	0	0.00%
EAST	322	206	752	747	7	0.93%	94	2	97.87%	2.13%	0	0.00%
ELLIOT	441	206	180	175	1	0.56%	22	0	100.00%	0.00%	0	0.00%
EMERSON	361	206	602	596	4	0.66%	97	0	100.00%	0.00%	0	0.00%
LAKEVIEW	522	206	514	512	4	0.78%	110	1	99.09%	0.91%	0	0.00%
MAIN	223	206	509	442	2	0.39%	76	1	98.68%	1.32%	0	0.00%
MERCER ISLAND (Adams)	232	206	120	119	7	5.83%	28	2	92.86%	7.14%	0	0.00%

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

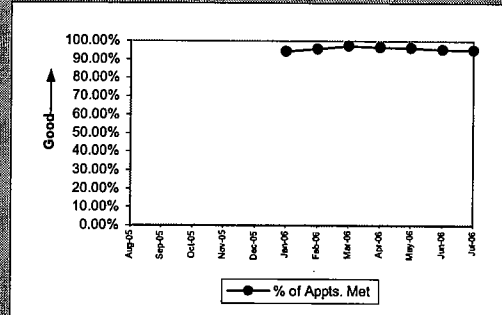
1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC	AREA CODE	07/06 SOT=NTC INWARD R,SB,LB	07/06 SOT=NTC INWARD R,SB	NOT COMPL W/1 5 DAYS	5 DAYS (Greater than 10%)	SUM OF ORDERS W/DD > 5 days; Customer Reasons	SUM OF ORDERS W/DD > 5 DAYS; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	NOT COMPL W/1 90 DAYS	90 DAYS (GRTR THAN 1%)
PARKWAY	721	206	392	390	2	0.51%	36	1	97.22%	2.78%	0	0.00%
SUNSET	782	206	421	417	2	0.48%	77	1	98.70%	1.30%	0	0.00%
WEST	932	206	376	371	3	0.80%	65	1	98.46%	1.54%	0	0.00%
SEQUIM	683	360	242	238	9	3.72%	93	3	96.77%	3.23%	0	0.00%
SHELTON	426	360	291	288	5	1.72%	36	0	100.00%	0.00%	0	0.00%
SILVERDALE	692	360	220	219	0	0.00%	36	0	100.00%	0.00%	0	0.00%
SPOKANE			2733	2708	25	0.91%	415	3	99.28%	0.72%	0	0.00%
CHESTNUT	244	509	82	82	2	2.44%	11	1	90.91%	9.09%	0	0.00%
FAIRFAX	325	509	372	367	2	0.54%	53	0	100.00%	0.00%	0	0.00%
HUDSON	482	509	401	399	5	1.25%	35	0	100.00%	0.00%	0	0.00%
KEYSTONE	534	509	271	269	3	1.11%	28	0	100.00%	0.00%	0	0.00%
MORAN	441	509	<b>NUMBERS ADDED TO RIVERSIDE</b>									
RIVERSIDE	455	509	527	519	6	1.14%	100	0	100.00%	0.00%	0	0.00%
WALNUT	922	509	735	731	2	0.27%	114	0	100.00%	0.00%	0	0.00%
WHITWORTH	466	509	345	341	5	1.45%	74	2	97.30%	2.70%	0	0.00%
SPRINGDALE	258	509	36	36	1	2.78%	2	0	100.00%	0.00%	0	0.00%
SUMNER (BonneyLake)	863	253	273	271	6	2.20%	54	2	96.30%	3.70%	0	0.00%
TACOMA			3338	3293	36	1.08%	442	2	99.55%	0.45%	0	0.00%
FORT LEWIS	964	253	184	179	3	1.63%	34	1	97.06%	2.94%	0	0.00%
GREENFIELD	472	253	492	480	6	1.22%	54	0	100.00%	0.00%	0	0.00%
JUNIPER	582	253	541	534	2	0.37%	65	0	100.00%	0.00%	0	0.00%
LENNOX	531	253	544	544	6	1.10%	66	0	100.00%	0.00%	0	0.00%
LOGAN	564	253	272	272	1	0.37%	57	0	100.00%	0.00%	0	0.00%
MARKET (Fawcett)	272	253	394	384	8	2.03%	38	0	100.00%	0.00%	0	0.00%
SKYLINE	752	253	237	236	1	0.42%	39	0	100.00%	0.00%	0	0.00%
WAVERLY-2	922	253	128	126	6	4.69%	21	0	100.00%	0.00%	0	0.00%
WAVERLY-7	927	253	546	538	3	0.55%	68	1	98.53%	1.47%	0	0.00%
TOUCHET	394	509	<b>NUMBERS ADDED TO WALLA WALLA</b>									
VANCOUVER			1886	1876	21	1.11%	360	8	97.78%	2.22%	0	0.00%
ORCHARDS	253	360	928	923	8	0.86%	173	4	97.69%	2.31%	0	0.00%
OXFORD	693	360	647	643	6	0.93%	116	2	98.28%	1.72%	0	0.00%
SALMON CREEK (VANCVR NO)	573	360	311	310	7	2.25%	71	2	97.18%	2.82%	0	0.00%
WAITSBURG	337	509	10	10	2	20.00%	1	0	100.00%	0.00%	0	0.00%
WALLA WALLA	522	509	343	323	2	0.58%	30	0	100.00%	0.00%	0	0.00%
WARDEN	349	509	30	30	0	0.00%	1	0	100.00%	0.00%	0	0.00%
WINLOCK	785	360	43	43	2	4.65%	8	0	100.00%	0.00%	0	0.00%
YAKIMA			1038	1034	11	1.06%	80	2	97.50%	2.50%	0	0.00%
CHESTNUT	244	509	789	785	7	0.89%	53	1	98.11%	1.89%	0	0.00%
WEST	965	509	249	249	4	1.61%	27	1	96.30%	3.70%	0	0.00%
Washington Customers Served by Exchanges in Neighboring States												
Clarkston	751	509	126	125	4	3.17%	11	0	100.00%	0.00%	0	0.00%
WC TOTAL			28,733	28,297	346	1.20%	4349	63	98.55%	1.45%	2	0.01%

WASHINGTON REPAIR COMMITMENTS MET  
JULY 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	17,367	16,574	793	95.43%	46	39
July	16,907	15,986	921	94.55%	79	50
August						
September						
October						
November						
December						
<b>YTD Total</b>	<b>124,576</b>	<b>115,165</b>	<b>9,411</b>	<b>92.45%</b>	<b>847</b>	<b>498</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.						

Installation Appointments Met

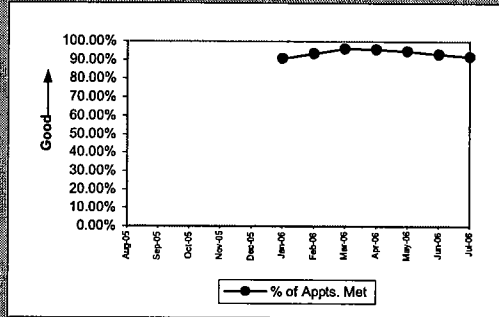
Installation Appointments Met			
Date	# of Appts. Met	# of Appts.	% of Appts. Met
Aug-05			
Sep-05			
Oct-05			
Nov-05			
Dec-05			
Jan-06	4209	4454	94.50%
Feb-06	15730	16406	95.88%
Mar-06	18918	19434	97.34%
Apr-06	15859	16372	96.87%
May-06	17081	17719	96.40%
Jun-06	16676	17456	95.53%
Jul-06	15379	16159	95.17%





Repair Appointments Met

Repair Appointments Met			
Date	# of Appts. Met	# of Appls.	% of Appts. Met
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%
Jun-06	5523	5933	93.09%
Jul-06	5255	5725	91.79%



WASHINGTON TROUBLE REPORT - JULY 2006

EXCHANGE	#	WC	ALINES	#RPTS	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Jul-06	Jul-06	Jul-06	Jun-06	May-06	Apr-06	Mar-06	Feb-06	Jan-06	Dec-05	Nov-05	Oct-05	Sep-05	Aug-05	
Report Rate > 4.00					0	0	0	0	0	0	4	0	0	0	0	1	
ABERDEEN	0	532	15384	100	0.65	0.66	0.79	0.90	1.30	2.19	1.80	1.22	1.07	1.17	0.84	0.78	
AUBURN	0	833	31309	245	0.78	0.93	0.89	0.69	0.75	0.88	1.31	1.15	0.96	0.77	0.81	1.01	
BAINBRIDGE	0	842	13395	196	1.46	1.07	0.88	0.90	1.06	1.10	1.55	1.10	0.98	1.10	0.99	1.14	
BATTLE GROUND	0	687	11277	137	1.21	1.16	1.21	1.16	1.36	1.69	2.21	1.37	1.49	1.47	2.71	1.41	
BELFAIR	1	275	8023	128	1.60	1.94	1.62	1.41	1.02	1.58	4.27	1.77	1.54	1.91	1.46	1.80	
BELLEVUE	0		64221	399	0.62	0.72	0.61	0.60	0.64	0.68	0.82	0.73	0.83	0.73	0.61	0.73	
GLENCOURT	0	453	25300	130	0.51	0.65	0.57	0.41	0.46	0.52	0.79	0.65	0.56	0.73	0.56	0.69	
SHERWOOD	0	641	38921	269	0.69	0.76	0.64	0.72	0.75	0.78	0.84	0.78	1.01	0.73	0.64	0.76	
BELLINGHAM	0		40548	232	0.57	0.63	0.56	0.44	0.46	0.66	0.57	0.74	0.53	0.57	0.57	0.65	
LUMMI	0	758	1461	16	1.10	0.88	1.15	0.60	0.60	0.60	2.20	0.93	1.56	0.79	1.11	1.52	
REGENT	0	671	39087	216	0.55	0.62	0.53	0.44	0.45	0.66	0.51	0.73	0.49	0.56	0.55	0.61	
BLACK DIAMOND	0	886	3373	35	1.04	1.09	0.99	0.99	1.33	1.35	1.90	1.66	1.72	1.31	1.54	1.28	
BREMERTON	0		38192	206	0.54	0.59	0.75	0.60	0.63	0.86	0.88	0.83	0.74	0.70	0.58	0.48	
BREMERTON ESX	0	373	33921	150	0.44	0.53	0.68	0.53	0.58	0.69	0.81	1.57	0.67	0.59	0.45	0.41	
CROSBY	0	830	3461	47	1.36	1.01	1.43	1.17	1.06	2.31	1.42	0.76	1.43	1.80	1.97	1.11	
SUNNYSLOPE	0	674	810	9	1.11	1.23	0.85	1.07	0.96	1.81	1.46	0.86	0.49	0.49	0.12	0.85	
BONNEY LAKE	0				Numbers added to Summer												
BUCKLEY	0	829	3051	51	1.67	1.46	1.31	1.24	1.17	1.03	1.37	1.55	1.23	2.54	1.35	2.28	
CASTLEROCK	0	274	4973	93	1.87	1.89	1.96	1.74	1.82	1.95	2.89	2.36	2.68	2.11	2.18	2.53	
CENTRALIA	0	736	9676	95	0.98	1.12	1.20	0.82	0.98	0.92	1.86	1.25	1.72	1.01	0.72	1.12	
CHEHALIS	0		10411	130	1.25	1.25	0.92	0.88	0.92	1.07	1.77	1.39	1.27	1.09	0.90	1.40	
CHEHALIS	0	748	7748	81	1.05	0.93	0.77	0.92	0.96	1.07	1.87	1.25	1.33	0.96	1.00	1.36	
NAPAVINE	0	262	2663	49	1.84	2.19	1.36	0.75	0.79	1.08	1.45	1.79	1.09	1.50	0.60	1.54	
CLE-ELUM	0	674	3414	39	1.14	0.56	0.83	0.53	0.53	0.83	1.19	1.04	0.92	1.27	1.30	0.74	
COLFAX	0	397	2434	30	1.23	1.56	1.31	1.10	1.22	0.69	3.11	1.70	3.07	1.45	1.21	1.21	
COLVILLE	0	684	7173	82	1.14	1.02	1.49	1.28	0.94	1.17	1.69	1.23	1.26	0.99	1.22	1.26	
COPALIS(OCEAN SHORES)	0	289	4110	50	1.22	0.97	1.21	0.70	1.26	3.30	2.19	1.86	1.28	2.74	2.19	1.20	
COULEE DAM	0	633	2257	26	1.15	1.20	1.28	0.62	0.62	0.92	1.80	2.32	0.83	1.62	0.39	0.91	
CRYSTAL MTN.	2	663	684	8	1.17	1.17	2.19	0.59	1.30	2.02	1.59	1.02	2.77	1.93	5.74	6.14	
DAYTON	0	382	1867	21	1.12	1.65	2.22	1.85	1.28	1.06	1.28	1.16	1.41	1.25	0.67	1.71	
DEER PARK	0	276	6494	106	1.63	1.73	2.15	1.23	0.92	0.62	1.43	0.98	0.84	1.10	1.18	1.27	
DES MOINES	0		32240	277	0.86	0.82	1.24	0.71	0.91	0.79	1.19	0.86	0.91	0.82	0.84	0.75	
DES MOINES	0	824	12521	94	0.75	0.84	0.92	0.70	0.75	0.77	1.14	0.99	0.88	0.73	0.83	0.72	
FEDERAL WAY	0	839	19719	183	0.93	0.80	1.44	0.72	1.02	0.81	1.22	0.78	0.93	0.88	0.85	0.78	
EASTON	0	656	739	9	1.22	1.23	1.23	1.64	0.41	0.69	0.83	1.36	0.54	1.37	0.69	0.96	
ELK	0	292	2887	38	1.32	1.35	1.66	1.03	0.65	0.82	2.09	0.79	1.47	1.27	1.00	1.31	
ENUMCLAW	0	825	8896	94	1.06	1.55	1.51	1.06	1.12	1.30	1.35	1.55	1.16	1.20	1.26	0.92	
EPHRATA	1	754	3460	33	0.95	1.13	1.52	0.63	0.86	1.51	4.99	0.85	1.13	1.30	1.10	1.12	
GRAHAM	0	847	18664	169	0.91	1.28	1.08	0.93	1.16	1.01	1.46	1.44	1.16	1.24	0.94	1.23	
GREEN BLUFF	0	238	2975	40	1.34	1.51	1.70	0.97	0.70	0.93	1.89	0.86	0.96	0.79	1.62	0.69	
HOODSPORT	0	877	2546	61	2.40	1.18	1.50	0.87	0.87	1.65	1.37	1.48	0.93	1.42	0.80	1.40	
ISSAQUAH	0	392	24726	162	0.66	0.73	0.99	0.63	0.54	0.69	1.00	0.77	0.72	0.83	0.75	0.85	

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			Jul-06	Jul-06	Jul-06	Jun-06	May-06	Apr-06	Mar-06	Feb-06	Jan-06	Dec-05	Nov-05	Oct-05	Sep-05	Aug-05	
Report Rate > 4.00	0				0	0	0	0	0	0	4	0	0	0	0	1	1
KENT	0		56895	492	0.86	0.94	0.77	0.79	0.97	1.01	1.61	0.86	0.80	0.80	0.75	0.78	
KENT MERIDIAN	0	630	20799	256	1.23	1.37	1.11	1.35	1.78	1.70	2.95	1.16	1.01	1.03	1.01	0.97	
KENT O'BRIEN	0	251	9889	25	0.25	0.35	0.26	0.19	0.40	0.25	0.32	0.30	0.26	0.35	0.17	0.29	
KENT ULRICH	0	852	26207	211	0.81	0.83	0.70	0.56	0.54	0.75	1.03	0.83	0.85	0.78	0.76	0.81	
LIBERTY LAKE	0	255	1517	6	0.40	2.62	0.91	0.33	0.52	0.45	1.15	0.51	0.63	1.14	0.88	0.75	
LONGVIEW-KELSO	0	423	31292	380	1.21	1.39	1.32	1.21	1.57	1.82	2.20	1.60	1.74	1.49	1.46	1.36	
LOON LAKE	0	233	1482	20	1.35	1.01	1.23	1.17	0.63	0.77	1.61	0.91	1.11	0.83	0.47	0.87	
MAPLE VALLEY	0	432	12627	123	0.97	0.81	0.74	0.90	0.74	2.46	1.26	0.89	0.99	0.65	0.90	1.13	
MOSES LAKE	0		13989	201	1.44	1.96	1.51	1.38	1.30	1.16	3.70	1.74	1.65	1.59	1.06	1.94	
MOSES LAKE AFB	0	762	2340	35	1.50	1.38	1.08	1.28	0.81	0.47	2.82	0.93	0.89	0.97	1.04	1.22	
MOSES LAKE	0	765	11649	166	1.43	2.08	1.60	1.40	1.40	1.29	3.88	1.90	1.81	1.72	1.07	2.09	
NEWMAN LAKE	0	226	2384	40	1.68	1.41	0.53	0.61	1.30	1.48	1.99	0.64	1.46	0.63	0.55	1.04	
NORTHPORT	0	732	1094	11	1.01	1.48	2.05	1.70	0.76	1.43	1.99	3.23	1.05	0.96	1.73	1.74	
OLYMPIA	0		87277	715	0.82	0.86	0.74	0.65	0.84	0.83	1.24	1.03	0.88	0.83	0.74	0.84	
EVERGREEN	0	866	6837	99	1.45	1.09	1.26	0.66	0.68	0.97	2.00	0.85	1.33	1.20	1.17	1.04	
LACEY	0	456	38908	312	0.80	0.82	0.67	0.66	0.89	0.92	0.99	1.09	0.81	0.75	0.71	0.95	
WHITEHALL	0	352	41532	304	0.73	0.86	0.71	0.63	0.81	0.73	1.35	0.99	0.88	0.85	0.70	0.72	
OMAK-OKANOGAN	0	826	7344	110	1.50	1.95	2.10	1.77	1.15	1.28	2.45	1.77	1.06	1.43	1.36	1.49	
OROVILLE	0	476	1856	22	1.19	1.41	1.31	2.16	1.03	1.13	1.78	1.30	0.76	1.13	1.24	1.28	
OTHELLO	1	488	4506	135	3.00	2.67	2.86	1.75	1.79	1.82	4.77	1.98	2.03	2.19	1.27	2.25	
PASCO	0	545	20449	389	1.90	1.40	1.47	1.00	1.42	0.81	1.65	1.41	1.14	1.15	1.26	1.52	
PATEROS	0	923	827	13	1.57	0.85	0.97	0.73	1.33	1.43	1.79	0.85	1.32	0.60	1.55	2.49	
POMEROY	0	843	1338	23	1.72	1.64	2.17	1.50	2.24	1.80	2.65	3.71	2.07	1.70	2.43	3.12	
PT. ANGELES	0		18611	144	0.77	0.88	0.84	0.68	0.74	0.96	1.42	0.96	1.04	1.16	0.78	1.20	
JOYCE	0	928	1259	22	1.75	1.52	1.27	0.80	1.51	3.03	4.00	1.60	2.17	2.07	3.71	0.86	
PT. ANGELES	0	452	17352	122	0.70	0.84	0.81	0.68	0.68	0.81	1.24	0.91	0.96	1.10	0.57	1.22	
PT. LUDLOW	0	437	2902	29	1.00	0.76	0.62	0.58	0.82	1.30	1.23	1.09	1.00	0.55	0.89	1.16	
PT. ORCHARD	0		22624	199	0.88	1.15	1.18	0.70	0.86	1.34	1.78	1.25	1.23	1.21	0.84	0.95	
COLBY	0	871	8668	75	0.87	1.24	1.56	0.77	0.94	1.19	1.76	1.06	1.02	1.38	0.80	0.86	
PT. ORCHARD	0	876	13956	124	0.89	1.09	0.95	0.66	0.81	1.44	1.79	1.36	1.36	1.10	0.87	1.01	
PT. TOWNSEND	0	385	11848	110	0.93	1.16	2.13	1.44	0.84	0.93	1.04	1.08	1.10	1.14	0.75	1.05	
PUYALLUP	0	841	36450	287	0.79	0.92	0.99	0.76	1.02	1.18	1.40	1.15	0.98	0.93	0.84	0.83	
RENTON	0	226	53113	410	0.77	0.84	0.78	0.57	0.78	0.96	1.11	0.83	0.84	0.81	0.82	1.01	
RIDGEFIELD	0	887	3904	119	3.05	1.89	1.22	1.96	1.50	2.08	2.80	1.26	1.86	1.44	1.65	1.12	
ROCHESTER	0	273	6009	64	1.07	1.23	1.56	1.11	0.75	1.59	1.91	1.31	1.25	3.87	1.02	1.32	
ROY	0	843	2736	43	1.57	1.43	1.23	0.90	1.66	1.22	2.10	1.94	1.72	1.08	1.05	0.90	
SEATTLE	0		371724	2297	0.62	0.65	0.63	0.52	0.67	0.71	0.89	0.63	0.68	0.61	0.60	0.65	
ATWATER	0	281	28658	144	0.50	0.54	0.51	0.45	0.55	0.62	0.68	0.56	0.49	0.48	0.47	0.53	
CAMPUS	0	543	13398	57	0.43	0.49	0.36	0.44	0.47	0.41	0.47	0.39	0.69	0.63	0.62	0.70	
CHERRY	0	241	41039	310	0.76	0.98	0.84	0.71	0.81	1.03	1.33	0.90	1.05	0.75	0.68	0.81	
DUWAMISH	0	655	16270	111	0.68	0.78	0.74	0.57	0.60	0.68	1.06	0.69	0.59	0.75	1.14	0.83	
EAST	0	322	39934	359	0.90	0.84	0.69	0.62	0.73	0.66	0.97	0.78	0.81	0.76	0.74	0.74	
ELLIOT	0	441	10445	35	0.34	0.23	0.23	0.23	0.36	0.24	0.27	0.30	0.43	0.42	0.39	0.33	

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			Jul-06	Jul-06	Jul-06	Jun-06	May-06	Apr-06	Mar-06	Feb-06	Jan-06	Dec-05	Nov-05	Oct-05	Sep-05	Aug-05	
Report Rate >	4.00				0	0	0	0	0	0	4	0	0	0	1	1	
EMERSON	0	417	40475	330	0.82	0.65	0.74	0.55	0.70	0.77	0.92	0.77	0.66	0.61	0.58	0.70	
LAKEVIEW	0	522	34512	219	0.63	0.68	0.72	0.49	0.90	0.64	1.25	0.65	0.62	0.57	0.62	0.56	
MAIN	0	223	54526	97	0.18	0.20	0.18	0.12	0.24	0.17	0.21	0.16	0.16	0.19	0.17	0.23	
MERCER ISLAND (ADAMS)	0	232	11799	117	0.99	0.92	0.85	0.91	1.20	1.15	1.30	0.91	1.03	1.05	0.70	1.03	
PARKWAY	0	723	23048	216	0.94	1.12	1.29	0.93	1.06	1.31	1.57	1.08	1.15	1.08	1.10	1.05	
SUNSET	0	782	30470	138	0.45	0.53	0.47	0.45	0.52	0.99	0.73	0.51	0.63	0.55	0.43	0.50	
WEST	0	932	27150	164	0.60	0.62	0.77	0.59	0.95	0.93	1.06	0.64	0.94	0.75	0.82	0.99	
SEQUIM	0	683	14781	161	1.09	1.09	1.05	0.78	1.03	1.01	1.17	0.85	1.14	1.23	0.77	1.16	
SHELTON	0	427	16504	129	0.78	1.19	0.72	0.89	1.15	1.35	1.66	1.04	1.19	1.57	0.92	1.05	
SILVERDALE	0	692	16790	99	0.59	0.74	0.80	0.52	0.53	0.76	0.85	0.89	0.68	0.88	0.85	1.02	
SPOKANE	0	166390	2106	2106	1.27	1.17	0.96	0.67	0.76	0.65	1.36	0.87	0.75	0.85	0.73	0.94	
CHESTNUT	0	244	3361	39	1.16	1.58	1.09	0.88	1.44	1.86	1.66	1.32	0.96	1.12	1.09	1.31	
FAIRFAX	0	325	24084	306	1.27	1.13	0.93	0.52	0.82	0.78	1.49	0.84	0.83	0.87	0.66	0.71	
HUDSON	0	482	18211	217	1.19	1.18	1.17	0.70	0.81	0.65	1.32	0.57	0.63	0.75	0.63	0.84	
KEYSTONE	0	534	16424	152	0.93	1.12	1.33	0.58	0.80	0.51	1.66	0.97	0.81	0.84	0.71	0.85	
MORAN	0																
Numbers added to Riverside																	
RIVERSIDE	0	455	33775	644	1.91	1.18	0.82	0.66	0.69	0.67	1.56	0.86	0.87	0.93	0.80	0.89	
WALNUT	0	922	45537	460	1.01	1.06	0.88	0.77	0.67	0.52	1.14	1.01	0.71	0.82	0.65	0.98	
WHITWORTH	0	466	24998	288	1.15	1.34	0.94	0.67	0.82	0.67	1.19	0.75	0.62	0.79	0.89	1.24	
SPRINGDALE	0	258	1750	30	1.71	2.11	1.55	1.03	0.68	1.77	1.89	1.09	0.98	1.79	1.16	3.76	
SUMNER	0	863	21615	214	0.99	1.00	0.88	0.91	0.77	1.18	1.45	1.32	1.18	1.29	0.91	1.17	
TACOMA	0	178267	1460	1460	0.82	0.77	0.81	0.79	0.81	1.06	1.38	1.10	0.99	0.88	0.78	0.87	
FORT LEWIS	0	964	6054	57	0.94	0.83	0.56	0.64	0.40	1.05	0.67	0.70	0.58	0.72	0.77	0.72	
GREENFIELD	0	472	23366	203	0.87	0.85	1.02	0.88	1.12	1.07	1.47	1.33	1.10	1.09	0.74	0.98	
JUNIPER	0	581	25218	220	0.87	0.82	0.80	0.69	0.82	1.66	1.51	1.12	1.14	0.92	0.80	0.94	
LENNOX	0	531	30050	332	1.10	0.99	1.39	1.32	0.97	1.59	2.46	1.69	1.37	1.24	1.27	1.28	
LOGAN	0	564	17195	119	0.69	0.67	0.67	0.59	0.95	0.81	1.36	1.09	0.79	0.75	0.85	1.05	
MARKET/FAWCETT	0	272	19420	116	0.60	0.50	0.59	0.68	0.61	0.72	0.87	0.53	0.68	0.60	0.45	0.43	
SKYLINE	0	752	16309	124	0.76	0.69	0.64	0.53	0.61	0.60	0.95	0.88	0.78	0.75	0.57	0.67	
WAVERLY-2	0	922	8151	71	0.87	0.77	0.52	0.96	0.80	0.87	1.49	1.44	0.94	0.61	0.76	0.80	
WAVERLY-7	0	927	32504	218	0.67	0.70	0.54	0.58	0.65	0.71	0.86	0.80	0.93	0.75	0.60	0.69	
TOUCHET	0																
Numbers added to Walla Walla																	
VANCOUVER	0	103156	1144	1144	1.11	1.10	0.97	0.90	0.94	1.01	1.47	1.10	1.07	1.31	0.98	1.95	
ORCHARDS	0	253	52503	576	1.10	1.07	0.98	0.91	0.97	1.02	1.42	1.03	1.04	1.33	1.10	1.09	
OXFORD	0	693	29024	300	1.03	1.19	0.99	0.83	0.92	1.07	1.52	1.25	1.14	1.29	0.85	0.96	
SALMON CREEK (VANCOUVER NORTH)	0	573	21629	268	1.24	1.06	0.92	0.97	0.88	0.88	1.52	1.07	1.04	1.27	0.88	1.06	
WATTSBURG	0	337	739	6	0.81	2.31	2.82	0.93	1.06	1.57	1.05	0.91	1.05	1.71	0.53	1.85	
WALLA WALLA /TOUCHET	0	522	20887	174	0.83	0.92	1.06	0.76	0.86	0.88	1.00	0.81	0.84	0.87	0.67	0.87	
WARDEN	1	349	1327	19	1.43	1.07	1.13	1.13	1.27	1.80	6.76	3.04	3.17	2.25	1.15	1.80	
WINLOCK	0	785	2284	54	2.36	1.44	2.99	1.03	1.11	0.81	1.59	1.64	1.99	1.86	0.78	1.66	

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Report Rate > 4.00	0				0	0	0	0	0	0	4	0	0	0	1	1	
YAKIMA	0		51635	402	0.78	0.87	0.86	0.86	0.68	0.65	1.65	0.93	0.89	0.82	0.78	0.95	
CHESTNUT	0	248	34952	283	0.81	0.83	0.85	0.93	0.74	0.70	1.74	0.97	0.96	0.90	0.78	0.72	
WEST	0	965	16683	119	0.71	0.96	0.88	0.71	0.56	0.53	1.48	0.85	0.73	0.65	0.79	1.43	
Washington Customers Served by Exchanges in Neighboring States																	
CLARKSTON	0	751	7997	85	1.06	1.40	2.79	1.36	0.89	0.95	1.95	1.85	0.84	1.13	1.05	1.45	
	10																
TOTALS			1758319	15757	0.90	0.93	0.90	0.74	0.90	0.93	1.33	0.97	0.92	0.91	0.81	0.92	



WASHINGTON AVERAGE TIME IN QUEUE IN SECONDS  
 FOR REPAIR AND RES/BUS OFFICE ACCESS  
 JULY 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		45,133,226	24		2,392,896	12		47,526,122	23		10,288,422	28
July		65,226,700	35		2,374,882	13		67,601,582	33		34,163,686	90
August												
September												
October												
November												
December												

WASHINGTON OUT OF SERVICE SUMMARY  
JULY 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	12,998	12,911	99.33%	87	112
July	12,951	12,770	98.60%	181	114
August					
September					
October					
November					
December					
	<b>94,245</b>	<b>92,219</b>	<b>97.85%</b>	<b>2,026</b>	<b>1,287</b>

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

Measurement Period 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	4,319	4,303	16	99.63%	2	21
July	3,941	3,919	22	99.44%	2	28
August						
September						
October						
November						
December						
<b>YTD TOTAL</b>	<b>30,136</b>	<b>29,695</b>	<b>441</b>	<b>98.54%</b>	<b>58</b>	<b>195</b>

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



Washington Trunk Blocking E911, Local and Toll Trunk Blocking  
July 2006

Trunks Blocking >1% for the month of July 2006							E911
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for Jul06	Explanantion/Details of Action Taken, Trunk Servicing Response - Jul06
AP089478	3			one way	E911	1.11%	BLOCKED HOUR 21 WEEK OF 7/10/06 SA ISSUED 7/13/06 CAP ISSUED 7/20/06
AP088620	1			one way	E911	3.75%	BLOCKED HOUR 13 WEEK OF 7/24/06 CAP ISSUED 8/3/06
Percent of trunks meeting standard:						98.31%	
Total number of trunk groups:						119	
Number of trunk groups out of compliance for the month:						2	

Trunks Blocking > 1% for the month of July 2006							LOCAL
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for Jul06	Explanantion/Details of Action Taken, Trunk Servicing Response - Jul06
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 July 2006							TOLL
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for Jul06	Explanantion/Details of Action Taken, Trunk Servicing Response - Jul06
AP077426	336			two way	GOS	0.54%	BLOCKED HOUR 9 WEEK OF 7/24/06 SA ISSUED 8/3/06
AP077380	240			two way	GOS	0.56%	BLOCKED HOUR 10 WEEK OF 7/24/06 SA ISSUED 8/4/06
AP081916	384			two way	GOS	0.66%	BLOCKED HOUR 16 WEEK OF 7/24/06 SA ISSUED 8/4/06
AP072418	240			two way	GOS	0.72%	CARRYOVER BLOCKING HOUR 15 WEEK OF 6/19/06 SA ISSUED 7/24/06
AP077413	240			two way	GOS	0.79%	BLOCKED HOUR 9 WEEK OF 7/24/06 SA ISSUED 8/4/06
AP072404	312			two way	GOS	0.98%	BLOCKED HOURS 10,15 WEEK OF 7/24/06 SA ISSUED 8/4/06
AP077414	144			two way	GOS	1.17%	BLOCKED HOUR 10 WEEK OF 7/24/06 SA ISSUED 8/4/06
AP072428	336			two way	GOS	1.24%	CARRYOVER BLOCKING WEEK OF 6/12/06 SA ISSUED 7/13/06 BLOCKED HOUR 9 WEEK OF 7/24/06 SA ISSUED 8/11/06
AP077372	24			two way	TOLL-DDD	2.32%	SUSPECT SPOP DATA MISROUTED BTWN 16:30-22:0 ON 7/20/06 DATA HAS SINCE CLEARED SA ISSUED 8/8/06
AP081965	288			two way	GOS	2.72%	BLOCKED HOUR 14 WEEK OF 7/24/06 SA ISSUED 8/4/06
AP081953	312			two way	GOS	2.93%	BLOCKED HOUR 14 WEEK OF 7/24/06 SA ISSUED 8/4/06
Percent of trunks meeting standard:						97.07%	
Total number of trunk groups:						376	
Number of trunk groups out of compliance for the month:						11	

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	1,769,021	32,244,960	971	0.00%
July	1,758,319	29,391,931	882	0.00%
August				
September				
October				
November				
December				
YTD Total		222,015,732	11,625	0.01%
<b>Baseline:</b> Sufficient dial central office capacity and equipment shall be provided to meet the requirement of dial tone within three seconds on at least 98% of calls placed. Credits do not				
apply during periods of emergency or catastrophe, extraordinary or abnormal conditions of operations, such as those resulting from work stoppage, holidays, civil unrest, force majeure or disruptions of service				
caused by persons or entities other than Qwest.				

WASHINGTON DIAL TONE REPORT  
JULY 2006

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
ABERDEEN-HOQUIAM	532	360	359894	0	0.00%
AUBURN	833	253	515363	34	0.01%
<b>BLACK DIAMOND</b>	<b>REMOTE OF AUBURN</b>				
BAINBRIDGE ISLAND	842	206	299671	2	0.00%
BATTLEGROUND	687	360	166861	4	0.00%
BELFAIR	275	360	131986	0	0.00%
BELLEVUE GLENCOURT	453	425	483612	7	0.00%
BELLEVUE-SHERWOOD	641	425	632542	6	0.00%
BELLINGHAM REGENT	671	360	888724	33	0.00%
<b>LUMMI</b>	<b>REMOTE OF REGENT</b>				
BREMERTON CROSBY	830	360	56747	0	0.00%
BREMERTON ESSEX	373	360	480934	7	0.00%
BUCKLEY	829	360	44837	0	0.00%
CASTLE ROCK	274	360	94569	0	0.00%
CENTRALIA	736	360	157468	1	0.00%
CHEHALIS	748	360	117791	1	0.00%
CHEHALIS NAPAVINE	262	360	50189	0	0.00%
CLE-ELUM	674	509	45714	0	0.00%
COLFAX	397	509	19203	0	0.00%
COLVILLE	684	509	122855	2	0.00%
<b>NORTHPORT</b>	<b>REMOTE OF COLLVILLE</b>				
COPALIS(OCEAN SHORES)	289	360	76927	0	0.00%
COULEE DAM	633	509	51337	0	0.00%
CRYSTAL MTN.	663	360	5785	0	0.00%
DAYTON	382	509	26966	0	0.00%
DEER PARK	276	509	103173	0	0.00%
DES MOINES	824	206	215547	0	0.00%
DES MOINES FEDERAL WAY	839	253	349936	31	0.01%
EASTON	656	509	6803	0	0.00%
ELK	292	509	53627	0	0.00%
ENUMCLAW	825	360	122679	0	0.00%
EPHRATA	754	509	73740	0	0.00%
GRAHAM	847	253	361328	30	0.01%
GREEN BLUFF	238	509	49564	0	0.00%
ISSAQUAH	392	425	437108	2	0.00%
KENT MERIDIAN	630	253	287262	65	0.02%
KENT O'BRIEN	251	206	241781	1	0.00%
KENT ULRICH	852	253	420253	4	0.00%
LIBERTY LAKE	255	509	14623	0	0.00%
LONGVIEW-KELSO	423	360	570195	0	0.00%
LOON LAKE	233	509	18832	0	0.00%
MAPLE VALLEY	432	425	154110	19	0.01%
MOSES LAKE AFB	765	509	51278	0	0.00%
MOSES LAKE ALDER	762	509	352365	7	0.00%
NEWMAN LAKE	226	509	31110	0	0.00%
OLYMPIA LACEY	456	360	537005	19	0.00%
OLYMPIA WHITEHALL	352	360	876576	38	0.00%
<b>EVERGREEN</b>	<b>REMOTE OF WHITEHALL</b>				
OMAK-OKANOGAN	826	509	116547	0	0.00%
OROVILLE	476	509	33959	0	0.00%
OTHELLO	488	509	108409	0	0.00%
PASCO	545	509	395911	2	0.00%
PATEROS	923	509	10500	0	0.00%
POMEROY	843	509	17144	0	0.00%
PORT ORCHARD COLBY	871	360	124018	7	0.01%
PT ANGELES JOYCE	928	360	19020	0	0.00%
PT. ANGELES	452	360	222912	2	0.00%
PT. LUDLOW	437	360	45707	0	0.00%
PT. ORCHARD	876	360	229725	3	0.00%
<b>SUNNYSLOPE</b>	<b>REMOTE OF PT. ORCHARD</b>				
PT. TOWNSEND	385	360	249695	3	0.00%
PUYALLAP	841	253	551005	1	0.00%
RENTON	226	425	766867	25	0.00%

WASHINGTON DIAL TONE REPORT  
JULY 2006

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
RIDGEFIELD	887	360	51148	0	0.00%
RIVERSIDE	455	509	439308	8	0.00%
MORAN	REMOTE OF RIVERSIDE				
ROCHESTER	273	360	110042	0	0.00%
ROY	843	253	52327	0	0.00%
SEATTLE ATWATER	281	206	466655	3	0.00%
SEATTLE CAMPUS	543	206	226228	0	0.00%
SEATTLE CHERRY	241	206	715014	42	0.01%
SEATTLE DUWAMISH	762	206	407761	0	0.00%
SEATTLE EAST	322	206	528323	32	0.01%
SEATTLE ELLIOT	441	206	171521	0	0.00%
SEATTLE EMERSON	361	206	547141	0	0.00%
SEATTLE LAKEVIEW	522	206	381188	0	0.00%
SEATTLE MAIN	223	206	1015383	35	0.00%
SEATTLE MERCER ISLAND (A)	232	206	230012	0	0.00%
SEATTLE PARKWAY	721	206	510300	41	0.01%
SEATTLE SUNSET	782	206	326788	32	0.01%
SEATTLE WEST	965	509	404348	0	0.00%
SEQUIM	683	360	161933	2	0.00%
SHELTON	426	360	291458	23	0.01%
HOODSPORT	REMOTE OF SHELTON				
SILVERDALE	692	360	241139	10	0.00%
SPOKANE FAIRFAX	325	509	424602	202	0.05%
CHESTNUT	REMOTE OF FAIRFAX				
SPOKANE HUDSON	482	509	360411	0	0.00%
SPOKANE KEYSTONE	534	509	390339	0	0.00%
SPOKANE WALNUT	922	509	654632	0	0.00%
SPOKANE WHITWORTH	466	509	361972	8	0.00%
SPRINGDALE	258	509	36343	0	0.00%
SUMNER (BONNEYLAKE)	863	253	367679	2	0.00%
BONNEY LAKE	REMOTE OF SUMNER				
TACOMA FORT LEWIS	964	253	77158	1	0.00%
TACOMA GREENFIELD	472	253	513839	16	0.00%
TACOMA JUNIPER	582	253	423065	8	0.00%
TACOMA LENNOX	531	253	574881	7	0.00%
TACOMA LOGAN	564	253	244447	22	0.01%
TACOMA MARKET (FAWCETT)	272	253	470152	5	0.00%
TACOMA SKYLINE	752	253	242088	0	0.00%
TACOMA WAVERLY-2	922	253	199733	1	0.00%
TACOMA WAVERLY-7	927	253	445046	5	0.00%
VANCOUVER ORCHARDS	253	360	751094	6	0.00%
VANCOUVER OXFORD	693	360	569834	1	0.00%
VANCOUVER SALMON CRK(N)	573	360	276611	7	0.00%
WAITSBURG	337	509	12149	0	0.00%
WALLA WALLA (INCL TOUCHE)	522	509	536158	4	0.00%
TOUCHET	REMOTE OF WALLA WALLA				
WARDEN	349	509	28132	0	0.00%
WINLOCK	785	360	38873	0	0.00%
YAKIMA CHESTNUT	244	509	700195	2	0.00%
YAKIMA WEST	965	509	364192	1	0.00%
TOTAL			29391931	882	0.00%

Washington Commission Complaint Report  
July 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 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) 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 Exclusions	Number Exclusions	Number Exclusions	Number Exclusions	Number Exclusions	Number Exclusions	Number Exclusions	Number 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	96953	2473	6282	809141	658	3458	9740									
Missed Appointments/Commitments - Install Business (New Connect/Reconnect 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) 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 Exclusions	Number Exclusions	Number Exclusions	Number Exclusions	Number Exclusions	Number Exclusions	Number Exclusions	Number 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	27152	1073	3025	75021	151	949	3974									

Missed Appointments/Commitments - Repair Residence		Missed Appointments/Commitments - Repair Business		Missed Appointments/Commitments - Repair Business		Missed Appointments/Commitments - Repair Residence		Missed Appointments/Commitments - Repair Business		Missed Appointments/Commitments - Repair Residence	
Measurement Period	Number of Scheduled Appointments (dispatched tickets)	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	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 Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.
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	86058	6897	358	24324	1158	12	1108				
<b>Missed Appointments/Commitments - Repair Business</b>											
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 Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	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 Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.
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	10654	1175	123	3540	181	5	237				

Washington Customer Service Guarantee Program Credits  
July 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		Total amount of missed appointments credits paid		Month Credit Paid Upon Credit Issued/Bill Date		Number of BUSINESS customers receiving credits for company missed appointments/com mits-Install		Total amount of missed appointments credits paid.		Month Credit Paid Upon Credit Issued/Bill Date	
Measurement Period													
January, 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		3029		\$85,476				1352		\$54,114			
<b>Missed Appointments/Commitment Credits Paid - Repair</b>													
Measurement Period													
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		8554		\$213,850				1090		\$54,500			

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



Washington Customer Service Guarantee Program Credits  
July 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													182855
# of completed orders for primary service installed w/i 5 bus. days													180857
# of credits-First Month's Charge(HO Recurring)													57
Amount of credit-First Month's Charge(HO Recur)													\$705
<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)													1166
Amount of credits-Installation (Ho NonRecur)													\$35,559
# of \$100 Bill Credits													53
Amount of \$100 Bill Credits													\$5,700
<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*													\$82
<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 Fwrdng-Recurring													11
Amount of Remote Call Fwrdng-Recurring													\$176
# of Remote Call Fwrdng-Non-Recurring													0
Amount of Remote Call Fwrdng-Non-Recurring													\$0
YTD Total Number of Credits Paid													1287
YTD Total Amount of Credits Paid	\$13,222	\$6,815	\$4,952	\$4,199	\$4,230	\$3,888	\$4,916						\$42,222

Washington Customer Service Guarantee Program Credits  
July 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													26512
# of completed orders for primary service installed w/ 5 bus. days													25615
# 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)													469
Amount of credits-Installation (Ho NonRecur)													\$37,200
# 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*													\$85
<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 Fwding-Recurring													1
Amount of Remote Call Fwding-Recurring													\$16
# of Remote Call Fwding-Non-Recurring													0
Amount of Remote Call Fwding-Non-Recurring													\$0
YTD Total Number of Credits Paid								0	0	0	0	0	498
YTD Total Amount of Credits Paid	\$8,729	\$6,730	\$5,526	\$4,621	\$4,157	\$5,103	\$4,657	\$0	\$0	\$0	\$0	\$0	\$39,523