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Senior Director – Regulatory
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STATE OF WASH
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May 25, 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 April 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:

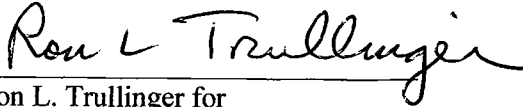
- 1) Installation Appointments Met/Held Orders,
- 2) Aging Report,
- 3) Reconciliation Report,
- 4) Service Order Interval Missed Commitments Report,
- 5) Repair Commitments Met,
- 6) Installation Appointments Met Report,
- 7) Repair Appointments Met Report
- 8) Trouble Report,
- 9) Abnormal Trouble 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 April 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	05/05	06/05	07/05	08/05	09/05	10/05	11/05	12/05	01/06	02/06	03/06	04/06
PERCENTAGE	99.6	99.5	99.5	99.3	99.5	99.5	99.4	99.4	99.4	99.5	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	05/05	06/05	07/05	08/05	09/05	10/05	11/05	12/05	01/06	02/06	03/06	04/06
RATIOS	1.55	1.90	1.63	2.00	1.51	1.68	1.82	1.98	2.28	1.61	1.28	1.11

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

Qwest Corporation
Reconciliation of the Service Order Interval Missed Commitment and Aging Reports
April 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 April 30, 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 April 2006 indicates that we have completed 27,632 (98.89%) orders year to date within 5 business days (new, transfer or change orders with at least one inward line). 307 (1.11%) orders were not completed within 5 business days due to company reasons.

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

- 27,632 orders for lines were completed in April 2006.
- 128,405 total orders were completed in April 2006.
- Qwest missed the commitment/appointment for 454 orders (0.36%) of the total orders completed in April.
- 307 orders (1.11%) were not completed in 5 business days (307/27,632). These were all held orders. Information on the Aging Report indicates that [REDACTED] orders were held in April due to a lack of facilities (746 that have completed and 54 that are still pending). Therefore, you can conclude that the April orders that were not completed within 5 business days were held due to a lack of facilities. In other words, the technicians completed all orders within 5 business days unless they were unable to do so because there were no available facilities.
- Year-to-date, [REDACTED] orders (99.59%) 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 (92.9%).

<i>VIEW 1</i>	01/06 SOT=NTC Inward R, SB, LB	Not Compl w/i 90 days	Orders Still Open > 60 days (from 04/06 facilities aging report)	Total orders not compl w/i 90 days	90 days (greater than 1%)
State Total	29,330	3	[REDACTED]	10	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
 APRIL 2006

MONTH	TOTAL SOT=NTC	COMPANY MISSED	SUBSCRIBER MISSES	COMMITMENTS MET CO MSSD	04/06 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									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
YTD	576,395	2,700	7,722	99.53%	116,547	1,832	1.57%	17	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)
 April 2006

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	04/06 TOTAL ORDERS NTC R,SB,LB	04/06 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	1200	1193	4	13	17	98.91%	99.66%	98.58%
AUBURN	833	253	2561	2542	11	39	50	98.47%	99.56%	98.05%
BAINBRIDGE ISLAND	842	206	766	764	3	11	14	98.56%	99.60%	98.17%
BATTLEGROUND	687	360	783	775	22	9	31	98.82%	97.16%	96.04%
BEFAIR	275	360	491	488	3	12	15	97.54%	99.37%	96.95%
BELLEVUE			3188	3120	12	69	81	97.84%	99.62%	97.46%
GLENCOURT	453	425	1045	1019	5	39	44	96.25%	99.50%	95.79%
SHERWOOD	641	425	2143	2101	7	30	37	98.60%	99.67%	98.27%
BELLINGHAM			2718	2691	4	42	46	98.45%	98.85%	98.31%
LUMMI	758	360	260	259	1	4	5	98.46%	99.61%	98.08%
REGENT	671	360	2458	2432	3	38	41	98.45%	99.88%	98.33%
BLACK DIAMOND	886	360	217	216	2	2	4	99.07%	99.07%	98.16%
BREMERTON			2431	2338	4	26	30	98.93%	99.84%	98.77%
CROSBY	373	360	237	237	1	3	4	98.73%	99.57%	98.31%
BREM ESSEX	830	360	2154	2061	3	23	26	98.93%	99.86%	98.79%
SUNNYSLOPE	674	360	40	40	0	0	0	100.00%	100.00%	100.00%
BUCKLEY	829	360	223	221	2	7	9	96.83%	99.07%	95.96%
CASTLE ROCK	274	360	436	436	3	12	15	97.23%	99.29%	96.56%
CENTRALIA	736	360	815	803	2	6	8	99.26%	99.75%	99.02%
CHEHALIS			705	697	2	10	12	98.58%	99.72%	98.30%
CHEHALIS	748	360	533	526	2	9	11	98.31%	99.62%	97.94%
NAPAVINE	262	360	172	171	0	1	1	99.42%	100.00%	99.42%
CLE-ELUM	674	509	221	214	0	5	5	97.74%	100.00%	97.74%
COLFAX	397	509	145	144	0	0	0	100.00%	100.00%	100.00%
COLVILLE	684	509	409	404	3	6	9	98.52%	99.26%	97.80%
COPALIS										
(OCEAN SHORES)	289	360	296	296	2	3	5	98.98%	99.32%	98.31%
COULEE DAM	633	509	169	168	1	0	1	100.00%	99.41%	99.41%
CRYSTAL MTN.	663	360	23	22	0	0	0	100.00%	100.00%	100.00%
DAYTON	382	509	111	110	0	1	1	99.10%	100.00%	99.10%
DEER PARK	276	509	411	411	6	1	7	99.75%	98.54%	98.30%
DES MOINES			3150	3129	5	38	43	98.79%	99.84%	98.63%
DES MOINES	824	206	1193	1187	0	19	19	98.41%	100.00%	98.41%
FEDERAL WAY	839	253	1957	1942	5	19	24	99.03%	99.74%	98.77%
EASTON	656	509	33	33	0	0	0	100.00%	100.00%	100.00%
ELK	292	509	197	197	0	2	2	98.98%	100.00%	98.98%
ENUMCLAW	825	360	577	570	1	12	13	97.92%	99.82%	97.75%
EPHRATA	754	509	171	165	0	4	4	97.66%	100.00%	97.66%
GRAHAM	847	253	1811	1809	5	17	22	99.06%	99.72%	98.79%
GREEN BLUFF	238	509	127	126	0	1	1	99.21%	100.00%	99.21%
HOODSPORT	877	360	165	165	2	0	2	100.00%	98.79%	98.79%
ISSAQUAH	392	425	1212	1190	8	21	29	98.26%	99.33%	97.61%
KENT			4295	4253	10	46	56	98.93%	99.77%	98.70%
MERIDIAN	253	360	1437	1432	7	12	19	99.16%	99.51%	98.68%
OBRIEN	251	206	283	266	2	10	12	96.44%	99.27%	95.76%
ULRICH	852	253	2575	2555	1	24	25	99.07%	99.96%	99.03%
LIBERTY LAKE	255	509	85	85	1	1	2	98.81%	98.81%	97.65%

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

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	04/06 TOTAL ORDERS SOT= NTC R,SB,LB	04/06 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
LONGVIEW-KELSO	423	360	2787	2773	15	44	59	98.41%	99.45%	97.88%
LOON LAKE	233	509	80	80	0	3	3	96.25%	100.00%	96.25%
MAPLE VALLEY	432	425	722	716	3	14	17	98.05%	99.58%	97.65%
MOSES LAKE			1056	1043	9	15	24	98.58%	99.15%	97.73%
MOSES LAKE(AFB)	762	509	205	204	0	3	3	98.54%	100.00%	98.54%
MOSES LAKE	765	509	851	839	9	12	21	98.93%	98.53%	97.53%
NEWMAN LAKE	226	509	128	128	0	0	0	100.00%	100.00%	100.00%
NORTHPORT	732	509	58	58	0	0	0	100.00%	100.00%	100.00%
OLYMPIA			5879	5394	15	70	85	98.81%	99.74%	98.55%
EVERGREEN	866	360	353	352	1	4	5	98.86%	99.71%	98.58%
LACEY	456	360	2792	2741	10	35	45	98.74%	99.64%	98.39%
WHITEHALL	352	360	2734	2301	4	31	35	98.86%	99.85%	98.72%
OMAK-OKANOGAN	826	509	463	455	1	2	3	99.57%	99.78%	99.35%
OROVILLE	476	509	134	134	1	5	6	96.24%	99.22%	95.52%
OTHELLO	488	509	419	419	6	8	14	98.06%	98.54%	96.66%
PASCO	545	509	2071	2059	8	33	41	98.40%	99.61%	98.02%
PATEROS	923	509	39	39	0	1	1	97.44%	100.00%	97.44%
POMEROY	843	509	64	63	0	3	3	95.31%	100.00%	95.31%
PT. ANGELES			1227	1220	4	16	20	98.70%	99.67%	98.37%
JOYCE	928	360	70	70	1	1	2	98.55%	98.55%	97.14%
PT. ANGELES	452	360	1157	1150	3	15	18	98.70%	99.74%	98.44%
PT. LUDLOW	437	360	164	164	0	6	6	96.34%	100.00%	96.34%
PT. ORCHARD			1726	1716	10	21	31	98.78%	99.42%	98.20%
COLBY	871	360	621	621	3	5	8	99.19%	99.51%	98.71%
PT. ORCHARD	876	360	1105	1095	7	16	23	98.54%	99.36%	97.92%
PT. TOWNSEND	385	360	799	794	4	15	19	98.11%	99.49%	97.62%
PUYALLAP	841	253	2933	2909	13	36	49	98.77%	99.55%	98.33%
RENTON	226	425	4173	4149	4	44	48	98.94%	99.90%	98.85%
RIDGEFIELD	887	360	274	273	4	3	7	98.89%	98.52%	97.45%
ROCHESTER	273	360	512	510	3	7	10	98.62%	99.41%	98.05%
ROY	842	253	222	222	3	2	5	99.09%	98.64%	97.75%
SEATTLE			22903	22268	86	350	436	98.47%	99.62%	98.10%
ATWATER	281	206	1653	1626	3	44	47	97.33%	99.81%	97.16%
CAMPUS	543	206	721	711	0	15	15	97.92%	100.00%	97.92%
CHERRY	241	206	3337	3298	27	49	76	98.52%	99.18%	97.72%
DUWAMISH	762	206	1297	1282	6	13	19	98.99%	99.53%	98.54%
EAST	322	206	2973	2955	14	47	61	98.41%	99.52%	97.95%
ELLIOT	441	206	599	576	2	11	13	98.16%	99.66%	97.83%
EMERSON	361	206	2528	2501	2	28	30	98.89%	99.92%	98.81%
LAKEVIEW	522	206	1677	1652	9	32	41	98.08%	99.45%	97.56%
MAIN	223	206	1871	1453	8	32	40	98.28%	99.56%	97.86%
MERCER ISLAND (Adams)	232	206	513	506	2	12	14	97.65%	99.60%	97.27%
PARKWAY	721	206	2287	2250	4	22	26	99.02%	99.82%	98.65%
SUNSET	782	206	1750	1742	2	22	24	98.74%	99.88%	98.63%
WEST	932	206	1727	1716	7	23	30	98.66%	99.59%	98.26%
SEQUIM	683	360	929	926	8	12	20	98.70%	99.13%	97.85%
SHELTON	426	360	1257	1255	4	22	26	98.24%	99.68%	97.93%
SILVERDALE	692	360	1204	1191	0	10	10	99.17%	100.00%	99.17%

Washington Service Order Interval Missed Commitment Report
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SPOKANE			12212	12033	34	150	184	98.77%	99.72%	98.49%
CHESTNUT	244	509	320	318	3	5	8	98.42%	99.05%	97.50%
FAIRFAX	325	509	1942	1922	1	24	25	98.76%	99.95%	98.71%
HUDSON	482	509	1879	1872	4	18	22	99.04%	99.79%	98.83%
KEYSTONE	534	509	1185	1177	2	11	13	99.07%	99.83%	98.90%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE							
RIVERSIDE	455	509	2199	2109	4	35	39	98.41%	99.82%	98.23%
WALNUT	922	509	3211	3186	11	39	50	98.78%	99.65%	98.44%
WHITWORTH	466	509	1476	1469	9	18	27	98.77%	99.38%	98.17%
SPRINGDALE	258	509	150	147	1	2	3	98.66%	99.32%	98.00%
SUMNER (BonneyLake)	863	253	1523	1515	9	33	42	97.82%	99.40%	97.24%
TACOMA			16561	16289	40	188	228	98.86%	99.76%	98.62%
FORT LEWIS	964	253	647	555	3	10	13	98.45%	99.53%	97.99%
GREENFIELD	472	253	2613	2598	3	22	25	99.16%	99.88%	99.04%
JUNIPER	582	253	2616	2598	1	25	26	99.04%	99.96%	99.01%
LENNOX	531	253	3271	3259	7	30	37	99.08%	99.78%	98.87%
LOGAN	564	253	1290	1281	4	18	22	98.60%	99.69%	98.29%
MARKET (Fawcett)	272	253	1626	1597	4	26	30	98.40%	99.75%	98.15%
SKYLINE	752	253	1073	1067	3	9	12	99.16%	99.72%	98.88%
WAVERLY-2	922	253	614	606	7	18	25	97.03%	98.83%	95.93%
WAVERLY-7	927	253	2811	2728	8	30	38	98.93%	99.71%	98.65%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA							
VANCOUVER			8769	8715	32	129	161	98.53%	99.64%	98.16%
ORCHARDS	253	360	4530	4509	21	57	78	98.74%	99.53%	98.28%
OXFORD	693	360	2670	2643	7	37	44	98.61%	99.73%	98.35%
SALMON CREEK (VANCOUVER NO)	573	360	1569	1563	4	35	39	97.76%	99.74%	97.51%
WAITSBURG	337	509	33	32	0	0	0	100.00%	100.00%	100.00%
WALLA WALLA	522	509	1427	1408	3	13	16	99.09%	99.79%	98.88%
WARDEN	349	509	117	117	0	0	0	100.00%	100.00%	100.00%
WINLOCK	785	360	161	160	1	2	3	98.75%	99.37%	98.14%
YAKIMA			4521	4478	12	31	43	99.31%	99.73%	99.05%
CHESTNUT	244	509	3372	3337	9	26	35	99.23%	99.73%	98.96%
WEST	965	509	1149	1141	3	5	8	99.56%	99.74%	99.30%
Washington Customers Served by Exchanges in Neighboring States										
Clarkston	751	509	566	566	3	10	13	98.22%	99.46%	97.70%
WC TOTAL			128405	126213	454	1716	2170	98.66%	99.65%	98.31%

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

1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC	AREA CODE	04/06 SOT=NTC INWARD R,SB,LB	04/06 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 Missed Appt. Company Reasons	% MET	% Missed	NOT COMPL W/I 90 DAYS	90 DAYS (GRTR THAN 1%)
ABERDEEN-HOQUIAM	532	360	240	238	4	1.67%	7	0	100.00%	0.00%	0	0.00%
AUBURN	833	253	522	518	6	1.15%	67	2	97.01%	2.99%	0	0.00%
BAINBRIDGE ISLAND	842	206	131	131	0	0.00%	26	0	100.00%	0.00%	0	0.00%
BATTLEGROUND	687	360	136	134	7	5.15%	24	1	95.83%	4.17%	0	0.00%
BELFAIR	275	360	82	81	2	2.44%	27	1	96.30%	3.70%	0	0.00%
BELLEVUE			730	713	11	1.51%	136	1	99.26%	0.74%	0	0.00%
GLENCOURT	453	425	283	274	5	1.77%	59	1	98.31%	1.69%	0	0.00%
SHERWOOD	641	425	447	439	6	1.34%	77	0	100.00%	0.00%	0	0.00%
BELLINGHAM			663	661	4	0.60%	115	0	100.00%	0.00%	0	0.00%
LUMMI	758	360	30	29	0	0.00%	5	0	100.00%	0.00%	0	0.00%
REGENT	671	360	633	632	4	0.63%	110	0	100.00%	0.00%	0	0.00%
BLACK DIAMOND	886	360	37	37	1	2.70%	8	0	100.00%	0.00%	0	0.00%
BREMERTON			553	509	3	0.54%	68	2	97.06%	2.94%	0	0.00%
CROSBY	373	360	39	39	1	2.56%	8	1	87.50%	12.50%	0	0.00%
BREM ESSEX	830	360	504	460	2	0.40%	58	1	98.28%	1.72%	0	0.00%
SUNNYSLOPE	674	360	10	10	0	0.00%	2	0	100.00%	0.00%	0	0.00%
BUCKLEY	829	360	47	45	1	2.13%	6	0	100.00%	0.00%	0	0.00%
CASTLE ROCK	274	360	68	68	1	1.47%	14	0	100.00%	0.00%	0	0.00%
CENTRALIA	736	360	185	183	2	1.08%	16	1	93.75%	6.25%	0	0.00%
CHEHALIS			141	139	0	0.00%	26	0	100.00%	0.00%	0	0.00%
CHEHALIS	748	360	107	106	0	0.00%	19	0	100.00%	0.00%	0	0.00%
NAPAVINE	262	360	34	33	0	0.00%	7	0	100.00%	0.00%	0	0.00%
CLE-ELUM	674	509	54	50	0	0.00%	8	0	100.00%	0.00%	0	0.00%
COLFAX	397	509	25	25	0	0.00%	3	0	100.00%	0.00%	0	0.00%
COLVILLE	684	509	87	86	3	3.45%	9	0	100.00%	0.00%	0	0.00%
COPALIS												
(OCEAN SHORES)	289	360	67	67	2	2.99%	10	0	100.00%	0.00%	0	0.00%
COULEE DAM	633	509	38	38	0	0.00%	2	0	100.00%	0.00%	0	0.00%
CRYSTAL MTN.	663	360	3	3	0	0.00%	0	0	0.00%	0.00%	0	0.00%
DAYTON	382	509	33	33	0	0.00%	4	0	100.00%	0.00%	0	0.00%
DEER PARK	276	509	97	97	6	6.19%	19	1	94.74%	5.26%	0	0.00%
DES MOINES			599	595	4	0.67%	82	0	100.00%	0.00%	0	0.00%
DES MOINES	824	206	242	240	0	0.00%	30	0	100.00%	0.00%	0	0.00%
FEDERAL WAY	839	253	357	355	4	1.12%	52	0	100.00%	0.00%	0	0.00%
EASTON	656	509	7	7	0	0.00%	3	0	100.00%	0.00%	0	0.00%
ELK	292	509	37	37	1	2.70%	3	0	100.00%	0.00%	0	0.00%
ENUMCLAW	825	360	119	118	1	0.84%	22	0	100.00%	0.00%	0	0.00%
EPHRATA	754	509	39	37	0	0.00%	6	0	100.00%	0.00%	0	0.00%
GRAHAM	847	253	284	283	2	0.70%	55	0	100.00%	0.00%	0	0.00%
GREEN BLUFF	238	509	27	27	0	0.00%	3	0	100.00%	0.00%	0	0.00%
HOODSPORT	877	360	38	38	2	5.26%	2	0	100.00%	0.00%	0	0.00%
ISSAQUAH	392	425	328	322	8	2.44%	65	2	96.92%	3.08%	0	0.00%
KENT			850	838	7	0.82%	126	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	04/06 SOT=NTC INWARD R,SB,LB	04/06 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 Missed Appt. Company Reasons	% MET	% Missed	NOT COMPL W/I 90 DAYS	90 DAYS (GRTR THAN 1%)
MERIDIAN	253	360	228	226	5	2.19%	40	0	100.00%	0.00%	0	0.00%
OBRIEN	251	206	73	66	1	1.37%	16	0	100.00%	0.00%	0	0.00%
ULRICH	852	253	549	546	1	0.18%	70	0	100.00%	0.00%	0	0.00%
LIBERTY LAKE	255	509	19	19	0	0.00%	3	0	100.00%	0.00%	0	0.00%
LONGVIEW-KELSO	423	360	601	598	6	1.00%	66	3	95.45%	4.55%	0	0.00%
LOON LAKE	233	509	34	34	0	0.00%	7	0	100.00%	0.00%	0	0.00%
MAPLE VALLEY	432	425	148	146	3	2.03%	45	0	100.00%	0.00%	0	0.00%
MOSES LAKE			249	244	2	0.80%	29	0	100.00%	0.00%	0	0.00%
MOSES LAKE(AFB)	762	509	45	44	0	0.00%	3	0	100.00%	0.00%	0	0.00%
MOSES LAKE	765	509	204	200	2	0.98%	26	0	100.00%	0.00%	0	0.00%
NEWMAN LAKE	226	509	21	21	0	0.00%	2	0	100.00%	0.00%	0	0.00%
NORTHPORT	732	509	18	18	0	0.00%	3	0	100.00%	0.00%	0	0.00%
OLYMPIA			1234	1205	10	0.81%	214	2	99.07%	0.93%	0	0.00%
EVERGREEN	866	360	92	91	0	0.00%	18	0	100.00%	0.00%	0	0.00%
LACEY	456	360	592	586	7	1.18%	101	1	99.01%	0.99%	0	0.00%
WHITEHALL	352	360	550	528	3	0.55%	95	1	98.95%	1.05%	0	0.00%
OMAK-OKANOGAN	826	509	110	108	0	0.00%	8	0	100.00%	0.00%	0	0.00%
OROVILLE	476	509	33	33	1	3.03%	3	0	100.00%	0.00%	0	0.00%
OTHELLO	488	509	109	109	6	5.50%	9	1	88.89%	11.11%	0	0.00%
PASCO	545	509	525	517	9	1.71%	34	0	100.00%	0.00%	0	0.00%
PATEROS	923	509	10	10	0	0.00%	1	0	100.00%	0.00%	0	0.00%
POMEROY	843	509	14	13	0	0.00%	3	0	100.00%	0.00%	0	0.00%
PT. ANGELES			237	235	3	1.27%	26	1	96.15%	3.85%	0	0.00%
JOYCE	928	360	15	15	1	6.67%	2	0	100.00%	0.00%	0	0.00%
PT. ANGELES	452	360	222	220	2	0.90%	24	1	95.83%	4.17%	0	0.00%
PT. LUDLOW	437	360	28	28	0	0.00%	5	0	100.00%	0.00%	0	0.00%
PT. ORCHARD			327	326	5	1.53%	43	0	100.00%	0.00%	0	0.00%
COLBY	871	360	111	111	2	1.80%	15	0	100.00%	0.00%	0	0.00%
PT. ORCHARD	876	360	216	215	3	1.39%	28	0	100.00%	0.00%	0	0.00%
PT. TOWNSEND	385	360	186	184	0	0.00%	34	0	100.00%	0.00%	0	0.00%
PUYALLAP	841	253	595	589	11	1.85%	105	2	98.10%	1.90%	0	0.00%
RENTON	226	425	915	910	4	0.44%	133	1	99.25%	0.75%	0	0.00%
RIDGEFIELD	887	360	68	68	4	5.88%	11	0	100.00%	0.00%	0	0.00%
ROCHESTER	273	360	94	94	3	3.19%	16	2	87.50%	12.50%	1	0.94%
ROY	842	253	40	40	3	7.50%	3	0	100.00%	0.00%	0	0.00%
SEATTLE			5207	5085	54	1.04%	738	8	98.92%	1.08%	0	0.00%
ATWATER	281	206	430	428	3	0.70%	75	0	100.00%	0.00%	0	0.00%
CAMPUS	543	206	183	181	0	0.00%	31	0	100.00%	0.00%	0	0.00%
CHERRY	241	206	698	693	9	1.29%	77	1	98.70%	1.30%	0	0.00%
DUWAMISH	762	206	277	271	4	1.44%	26	2	92.31%	7.69%	0	0.00%
EAST	322	206	714	712	10	1.40%	94	3	96.81%	3.19%	0	0.00%
ELLIOT	441	206	214	210	1	0.47%	18	0	100.00%	0.00%	0	0.00%
EMERSON	361	206	529	525	2	0.38%	77	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	04/06 SOT=NTC INWARD R,SB,LB	04/06 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	369	366	7	1.90%	62	1	98.39%	1.61%	0	0.00%
MAIN	223	206	554	465	4	0.72%	77	0	100.00%	0.00%	0	0.00%
MERCER ISLAND (Adams)	232	206	107	105	2	1.87%	19	0	100.00%	0.00%	0	0.00%
PARKWAY	721	206	368	366	4	1.09%	36	1	97.22%	2.78%	0	0.00%
SUNSET	782	206	383	383	2	0.52%	76	0	100.00%	0.00%	0	0.00%
WEST	932	206	381	380	6	1.57%	70	0	100.00%	0.00%	0	0.00%
SEQUIM	683	360	242	242	8	3.31%	37	3	91.89%	8.11%	0	0.00%
SHELTON	426	360	263	262	3	1.14%	34	2	94.12%	5.88%	0	0.00%
SILVERDALE	692	360	264	261	0	0.00%	34	0	100.00%	0.00%	0	0.00%
SPOKANE			2732	2707	26	0.95%	367	2	99.46%	0.54%	0	0.00%
CHESTNUT	244	509	87	86	1	1.15%	9	0	100.00%	0.00%	0	0.00%
FAIRFAX	325	509	394	387	1	0.25%	59	0	100.00%	0.00%	0	0.00%
HUDSON	482	509	407	406	4	0.98%	31	0	100.00%	0.00%	0	0.00%
KEYSTONE	534	509	269	265	1	0.37%	34	0	100.00%	0.00%	0	0.00%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE									
RIVERSIDE	455	509	483	480	2	0.41%	66	0	100.00%	0.00%	0	0.00%
WALNUT	922	509	745	738	9	1.21%	104	1	99.04%	0.96%	0	0.00%
WHITWORTH	466	509	347	345	8	2.31%	64	1	98.44%	1.56%	0	0.00%
SPRINGDALE	298	509	21	20	1	4.76%	3	0	100.00%	0.00%	0	0.00%
SUMNER (BonneyLake)	863	253	276	273	5	1.81%	42	2	95.24%	4.76%	0	0.00%
TACOMA			3205	3157	31	0.97%	435	8	98.16%	1.84%	1	0.03%
FORT LEWIS	964	253	142	122	2	1.41%	31	2	93.55%	6.45%	0	0.00%
GREENFIELD	472	253	508	508	4	0.79%	68	0	100.00%	0.00%	0	0.00%
JUNIPER	582	253	514	511	0	0.00%	47	0	100.00%	0.00%	0	0.00%
LENNOX	531	253	549	546	5	0.91%	63	1	98.41%	1.59%	0	0.00%
LOGAN	564	253	276	273	3	1.09%	45	1	97.78%	2.22%	0	0.00%
MARKET (Fawcett)	272	253	370	367	3	0.81%	60	0	100.00%	0.00%	1	0.20%
SKYLINE	752	253	197	195	3	1.52%	34	2	94.12%	5.88%	0	0.00%
WAVERLY-2	922	253	137	135	5	3.65%	20	1	95.00%	5.00%	0	0.00%
WAVERLY-7	927	253	512	500	6	1.17%	67	1	98.51%	1.49%	0	0.00%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA									
VANCOUVER			1958	1945	17	0.87%	340	3	99.12%	0.88%	1	0.05%
ORCHARDS	253	360	956	951	7	0.73%	178	2	98.88%	1.12%	0	0.00%
OXFORD	693	360	666	660	6	0.90%	89	0	100.00%	0.00%	0	0.00%
SALMON CREEK (VANCVR NO)	573	360	336	334	4	1.19%	73	1	98.63%	1.37%	1	0.30%
WAITSBURG	337	509	10	10	0	0.00%	3	0	100.00%	0.00%	0	0.00%
WALLA WALLA	522	509	366	360	3	0.82%	45	0	100.00%	0.00%	0	0.00%
WARDEN	349	509	26	26	0	0.00%	3	0	100.00%	0.00%	0	0.00%
WINLOCK	785	360	39	39	1	2.56%	6	0	100.00%	0.00%	0	0.00%
YAKIMA			1005	999	7	0.70%	89	2	97.75%	2.25%	0	0.00%
CHESTNUT	244	509	766	760	6	0.78%	56	1	98.21%	1.79%	0	0.00%

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

April 2006

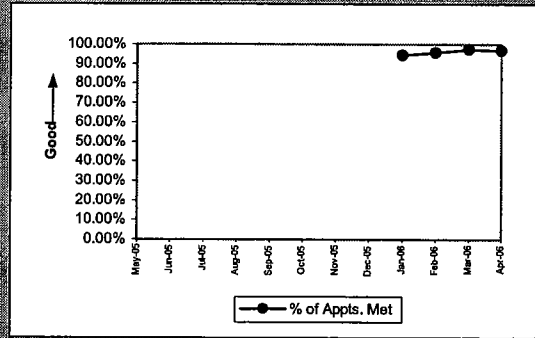
1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC	AREA CODE	04/06 SOT=NTC INWARD R,SB,LB	04/06 SOT=NTC INWARD R,SB	NOT COMPL W/I 5 DAYS	5 DAYS (Greater than 10%)	SUM OF ORDERS W/DD > 5 days; Customer Reasons	SUM OF ORDERS W/DD > 5 Missed Appt. Company Reasons	% MET	% Missed	NOT COMPL W/I 90 DAYS	90 DAYS (GRTR THAN 1%)
WEST	965	509	239	239	1	0.42%	33	1	96.97%	3.03%	0	0.00%
Washington Customers Served by Exchanges in Neighboring States												
Clarkston	751	509	136	136	3	2.21%	6	0	100.00%	0.00%	0	0.00%
WC TOTAL			27632	27229	307	1.11%	3947	53	98.66%	1.34%	3	0.01%

WASHINGTON REPAIR COMMITMENTS MET
APRIL 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						
June						
July						
August						
September						
October						
November						
December						
YTD Total	73,258	66,438	6,820	90.69%	668	372
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.						

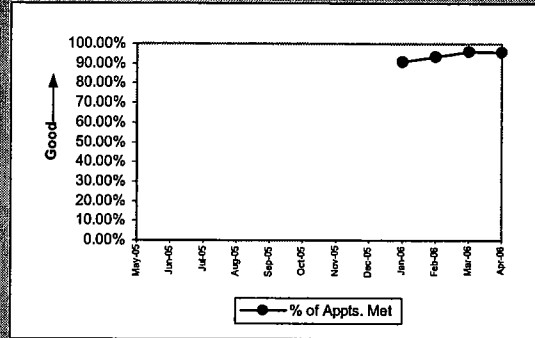
Installation Appointments Met

Installation Appointments Met			
Date	# of Appts. Met	# of Appts.	% of Appts. Met
May-05			
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%



Repair Appointments Met

Repair Appointments Met			
Date	# of Appts. Met	# of Appts.	% of Appts. Met
May-05			
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%



WASHINGTON TROUBLE REPORT
APRIL 2006

EXCHANGE	#	WC	ALINES	#RPTS	Apr-06	Mar-06	Feb-06	Jan-06	Dec-05	Nov-05	Oct-05	Sep-05	Aug-05	Jul-05	Jun-05	RATE*	RATE
Report Rate > 4.00					0	0	0	4	0	0	0	1	1	0	0	0	0
ABERDEEN	0	532	15742	142	0.90	1.30	2.19	1.80	1.22	1.07	1.17	0.84	0.78	0.77	0.71	0.82	0.82
AUBURN	0	833	31823	219	0.69	0.75	0.88	1.31	1.15	0.96	0.77	0.81	1.01	1.10	1.05	1.05	1.05
BAINBRIDGE	0	842	13569	122	0.90	1.06	1.10	1.55	1.10	0.98	1.10	0.99	1.14	1.14	0.98	1.18	1.18
BATTLE GROUND	0	687	11469	133	1.16	1.36	1.69	2.21	1.37	1.49	1.47	2.71	1.41	1.30	1.48	1.34	1.34
BELFAIR	1	275	8102	114	1.41	1.02	1.58	4.27	1.77	1.54	1.91	1.46	1.80	1.97	1.66	1.60	1.60
BELLEVUE	0	65966	65966	393	0.60	0.64	0.68	0.82	0.73	0.83	0.73	0.51	0.73	0.72	0.53	0.53	0.53
GLENCOURT	0	453	25703	105	0.41	0.46	0.52	0.79	0.65	0.56	0.73	0.56	0.69	0.59	0.45	0.56	0.56
SHERWOOD	0	641	40263	288	0.72	0.75	0.78	0.84	0.78	1.01	0.73	0.64	0.76	0.80	0.75	0.78	0.78
BELLINGHAM	0	41366	41366	184	0.44	0.46	0.56	0.57	0.74	0.53	0.57	0.57	0.55	0.59	0.66	0.50	0.50
LUMMI	0	758	1490	9	0.60	0.60	0.60	2.20	0.93	1.56	0.79	1.11	1.52	0.98	1.11	1.30	1.30
REGENT	0	671	39896	175	0.44	0.45	0.66	0.51	0.73	0.49	0.56	0.55	0.61	0.57	0.85	0.47	0.47
BLACK DIAMOND	0	886	3448	34	0.99	1.33	1.35	1.90	1.66	1.72	1.31	1.54	1.28	0.86	1.37	1.14	1.14
BREMERTON	0	36907	36907	234	0.60	0.63	0.86	0.88	0.83	0.74	0.70	0.58	0.48	0.58	0.60	0.55	0.55
BREMERTON ESX	0	373	34576	184	0.53	0.58	0.69	0.81	1.57	0.67	0.59	0.45	0.41	0.48	0.52	0.53	0.53
CROSBY	0	830	3490	41	1.17	1.06	2.31	1.42	0.76	1.43	1.80	1.97	1.11	1.63	1.34	0.85	0.85
SUNNYSLOPE	0	674	841	9	1.07	0.96	1.81	1.46	0.86	0.49	0.49	0.12	0.85	0.85	0.84	0.53	0.53
BONNEY LAKE	0				Numbers added to Summer												
BUCKLEY	0	829	3150	39	1.24	1.17	1.03	1.37	1.55	1.23	2.54	1.35	2.28	1.73	0.85	1.30	1.30
CASTLEROCK	0	274	4993	87	1.74	1.82	1.95	2.89	2.36	2.68	2.11	2.18	2.53	2.01	1.99	2.90	2.90
CENTRALIA	0	736	9834	81	0.82	0.98	0.92	1.86	1.25	1.72	1.01	0.72	1.12	0.78	1.03	1.04	1.04
CHEHALIS	0	10489	10489	92	0.88	0.92	1.07	1.77	1.39	1.27	1.09	0.90	1.40	0.85	0.96	1.11	1.11
CHEHALIS	0	748	7837	72	0.92	0.96	1.07	1.87	1.25	1.33	0.96	1.00	1.36	0.77	0.88	1.28	1.28
NAPAVINE	0	262	2653	20	0.75	0.79	1.08	1.45	1.79	1.09	1.50	0.60	1.54	1.10	1.18	0.57	0.57
CLE-ELUM	0	674	3365	18	0.53	0.53	0.83	1.19	1.04	0.92	1.27	1.30	0.74	1.31	0.75	0.57	0.57
COLFAX	0	397	2459	27	1.10	1.22	0.69	3.11	1.70	3.07	1.45	1.21	1.21	1.36	1.97	0.56	0.56
COLVILLE	0	684	7186	92	1.28	0.94	1.17	1.69	1.23	1.26	0.99	1.22	1.26	1.09	1.56	0.83	0.83
COPALIS(OCEAN SHORES)	0	289	4131	29	0.70	1.26	3.30	2.19	1.86	1.28	2.74	2.19	1.20	1.37	1.51	1.70	1.70
COULEE DAM	0	633	2269	14	0.62	0.62	0.92	1.80	2.32	0.83	1.62	0.39	0.91	1.65	1.22	1.04	1.04
CRYSTAL MTN.	2	663	683	4	0.59	1.30	2.02	1.59	1.02	2.77	1.93	6.74	6.14	1.47	1.34	2.84	2.84
DAYTON	0	382	1887	35	1.85	1.28	1.06	1.28	1.16	1.41	1.25	0.67	1.71	1.41	1.57	1.23	1.23
DEER PARK	0	276	6521	80	1.23	0.92	0.62	1.43	0.98	0.84	1.10	1.18	1.27	1.31	2.02	0.84	0.84
DES MOINES	0	33137	33137	236	0.71	0.91	0.79	1.19	0.86	0.91	0.82	0.84	0.75	0.85	0.82	0.73	0.73
DES MOINES	0	824	12844	90	0.70	0.75	0.77	1.14	0.99	0.88	0.73	0.83	0.72	0.83	0.78	0.68	0.68
FEDERAL WAY	0	839	20293	146	0.72	1.02	0.81	1.22	0.78	0.93	0.88	0.85	0.78	0.86	0.85	0.77	0.77
EASTON	0	656	730	12	1.64	0.41	0.69	0.83	1.36	0.54	1.37	0.69	0.96	0.69	0.28	0.70	0.70
ELK	0	292	2900	30	1.03	0.65	0.82	2.09	0.79	1.47	1.27	1.00	1.31	1.24	1.18	0.97	0.97
ENUMCLAW	0	825	9094	96	1.06	1.12	1.30	1.35	1.55	1.16	1.20	1.26	0.92	0.98	0.81	1.06	1.06
EPHRATA	1	754	3482	22	0.63	0.86	1.51	4.99	0.85	1.13	1.30	1.10	1.12	0.84	1.54	1.39	1.39
GRAHAM	0	847	19133	177	0.93	1.16	1.01	1.46	1.44	1.16	1.24	0.94	1.23	0.92	1.10	1.21	1.21
GREEN BLUFF	0	238	2999	29	0.97	0.70	0.93	1.89	0.86	0.96	0.79	1.62	0.69	1.32	0.63	1.12	1.12
HOODSPORT	0	877	2532	22	0.87	0.87	1.65	1.37	1.48	0.93	1.42	0.80	1.40	1.37	1.23	1.20	1.20
ISSAQUAH	0	392	25398	160	0.63	0.54	0.69	1.00	0.77	0.72	0.83	0.75	0.85	0.66	0.79	0.87	0.87

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EXCHANGE	#	WC	ALINES	#RPTS	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Apr-06	Apr-06	Mar-06	Feb-06	Jan-06	Dec-05	Nov-05	Oct-05	Sep-05	Aug-05	Jul-05	Jun-05	May-05			
Report Rate > 4.00			0		0	0	4	0	0	0	1	1	0	0	0	0	0	0
KENT	0		58172	458	0.97	1.01	1.51	0.86	0.80	0.86	0.75	0.78	0.75	0.79	0.79			
KENT MERIDIAN	0	630	21259	288	1.78	1.70	2.95	1.16	1.01	1.03	1.01	0.97	1.08	0.91	0.95			
KENT O'BRIEN	0	251	10061	19	0.40	0.25	0.32	0.30	0.26	0.35	0.17	0.29	0.28	0.36	0.25			
KENT ULRICH	0	852	26852	151	0.56	0.75	1.03	0.83	0.85	0.78	0.76	0.81	0.67	0.85	0.86			
LIBERTY LAKE	0	255	1526	5	0.33	0.52	1.15	0.51	0.63	1.14	0.88	0.75	1.13	0.81	0.56			
LONGVIEW-KELSO	0	423	31573	382	1.21	1.82	2.20	1.60	1.74	1.49	1.46	1.36	1.10	1.36	1.23			
LOON LAKE	0	233	1450	17	1.17	0.63	0.77	0.91	1.11	0.83	0.47	0.87	1.13	2.34	2.06			
MAPLE VALLEY	0	432	12938	116	0.90	0.74	2.46	0.89	0.99	0.65	0.90	1.13	1.43	0.85	0.78			
MOSES LAKE	0		14683	194	1.35	1.16	3.70	1.74	1.65	1.59	1.06	1.94	1.28	1.42	1.43			
MOSES LAKE AFB	0	762	2337	30	1.28	0.81	0.47	0.93	0.89	0.97	1.04	1.22	0.75	0.99	1.26			
MOSES LAKE	0	765	11746	164	1.40	1.29	3.88	1.90	1.81	1.72	1.07	2.09	1.38	1.51	1.46			
NEWMAN LAKE	0	226	2450	15	0.61	1.30	1.48	0.64	1.46	0.63	0.55	1.04	0.77	1.13	1.01			
NORTHPORT	0	732	1061	18	1.70	1.43	1.99	3.23	1.05	0.96	1.73	1.74	1.15	3.19	1.56			
OLYMPIA	0		89449	580	0.65	0.84	1.24	1.03	0.88	0.83	0.74	0.84	0.73	0.87	0.87			
EVERGREEN	0	866	7115	47	0.66	0.68	2.00	0.85	1.33	1.20	1.17	1.04	0.82	0.92	0.51			
LACEY	0	456	40027	265	0.66	0.89	0.92	1.09	0.81	0.75	0.71	0.95	0.82	0.85	0.70			
WHITEHALL	0	352	42307	268	0.63	0.81	0.73	0.99	0.88	0.85	0.70	0.72	0.74	0.89	0.67			
OMAK-OKANOGAN	0	826	7361	130	1.77	1.15	2.45	1.77	1.06	1.43	1.36	1.49	2.47	1.22	0.95			
OROVILLE	0	476	1851	40	2.16	1.13	1.78	1.30	0.76	1.13	1.24	1.28	0.97	1.24	1.29			
OTHELLO	1	488	4502	79	1.75	1.79	1.82	1.98	2.03	2.19	1.27	2.25	2.01	2.18	1.66			
PASCO	0	545	20516	206	1.00	1.42	0.81	1.41	1.14	1.15	1.26	1.52	1.44	1.16	0.88			
PATEROS	0	923	827	6	0.73	1.33	1.43	0.85	1.32	0.60	1.55	2.49	1.55	1.08	1.20			
POMEROY	0	843	1336	20	1.50	2.24	1.80	3.71	2.07	1.70	2.43	3.12	1.90	2.64	1.83			
PT. ANGELES	0		18865	129	0.63	0.74	1.42	0.96	1.04	1.16	0.78	1.20	0.94	1.04	0.88			
JOYCE	0	928	1255	10	0.80	1.51	3.03	1.60	2.17	2.07	3.71	0.86	1.63	1.80	1.33			
PT. ANGELES	0	452	17610	119	0.68	0.68	0.81	0.91	0.96	1.10	0.57	1.22	0.89	0.98	0.85			
PT. LUDLOW	0	437	2908	17	0.58	0.82	1.30	1.09	1.00	0.55	0.89	1.16	0.62	1.21	0.42			
PT. ORCHARD	0		23034	181	0.73	0.95	1.34	1.78	1.23	1.21	0.84	0.95	1.01	1.08	0.96			
COLBY	0	871	8841	68	0.77	0.94	1.19	1.06	1.02	1.38	0.80	0.86	0.81	0.94	1.00			
PT. ORCHARD	0	876	14193	93	0.66	0.81	1.44	1.36	1.36	1.10	0.87	1.01	1.13	1.17	0.93			
PT. TOWNSEND	0	385	11814	170	1.44	0.84	0.93	1.08	1.10	1.14	0.75	1.05	0.91	0.98	1.58			
PUYALLUP	0	841	37784	289	0.76	1.02	1.18	1.40	1.15	0.98	0.84	0.83	0.90	0.96	0.78			
RENTON	0	226	54574	312	0.57	0.78	0.96	0.83	0.84	0.81	0.82	1.01	0.99	0.78	0.90			
RIDGEFIELD	0	887	3926	77	1.96	1.50	2.08	1.26	1.86	1.44	1.65	1.12	1.48	1.49	2.04			
ROCHESTER	0	273	6132	68	1.11	0.75	1.59	1.31	1.25	3.87	1.02	1.32	1.05	1.45	1.42			
ROY	0	843	2770	25	0.90	1.66	1.22	1.94	1.72	1.08	1.05	0.90	0.83	1.05	0.97			
SEATTLE	0		382415	1973	0.52	0.67	0.89	0.83	0.68	0.61	0.60	0.65	0.58	0.65	0.65			
ATWATER	0	281	29494	134	0.45	0.55	0.62	0.56	0.49	0.48	0.47	0.53	0.58	0.49	0.54			
CAMPUS	0	543	13788	60	0.44	0.47	0.41	0.39	0.69	0.63	0.62	0.70	0.52	0.53	0.48			
CHERRY	0	241	42183	301	0.71	0.81	1.03	0.90	1.05	0.75	0.68	0.81	0.80	0.76	0.90			
DUWAMISH	0	655	16539	94	0.57	0.60	0.68	0.69	0.59	0.75	1.14	0.83	0.59	0.75	0.81			
EAST	0	322	41147	256	0.62	0.73	0.66	0.78	0.81	0.76	0.74	0.74	0.66	0.70	0.76			

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			Apr-06	Apr-06	Apr-06	Mar-06	Feb-06	Jan-06	Dec-05	Nov-05	Oct-05	Sep-05	Aug-05	Jul-05	Jun-05	May-05			
Report Rate > 4.00			0		0	0	0	4	0	0	0	1	1	0	0	0			
ELLIOT	0	441	10600	24	0.23	0.36	0.24	0.27	0.30	0.43	0.42	0.39	0.33	0.26	0.22	0.26			
EMERSON	0	417	41479	230	0.55	0.70	0.77	0.92	0.77	0.66	0.61	0.58	0.70	0.59	0.67	0.52			
LAKEVIEW	0	522	35423	174	0.49	0.90	0.64	1.25	0.65	0.62	0.57	0.62	0.56	0.69	0.68	0.77			
MAIN	0	223	57194	69	0.12	0.24	0.17	0.21	0.16	0.16	0.19	0.17	0.23	0.22	0.16	0.19			
MERCER ISLAND (ADAMS)	0	232	11967	109	0.91	1.20	1.15	1.30	0.91	1.03	1.05	0.70	1.03	0.66	0.80	0.71			
PARKWAY	0	723	23421	218	0.93	1.06	1.31	1.57	1.08	1.15	1.08	1.10	1.05	0.90	1.29	1.49			
SUNSET	0	782	31379	141	0.45	0.52	0.99	0.73	0.51	0.63	0.55	0.43	0.50	0.49	0.62	0.61			
WEST	0	932	27801	165	0.59	0.95	0.93	1.06	0.64	0.94	0.75	0.82	0.99	0.68	1.10	0.66			
SEQUIM	0	683	14817	116	0.78	1.03	1.01	1.17	0.85	1.14	1.23	0.77	1.16	0.76	1.04	0.87			
SHELTON	0	427	16636	148	0.89	1.15	1.35	1.66	1.04	1.19	1.57	0.92	1.05	0.93	2.29	0.89			
SILVERDALE	0	692	17175	89	0.52	0.53	0.76	0.85	0.89	0.68	0.68	0.85	1.02	0.84	0.68	0.62			
SPOKANE	0	170219	1445	1445	0.67	0.76	0.65	1.36	0.87	0.73	0.85	0.73	0.94	0.91	0.84	0.78			
CHESTNUT	0	244	3524	31	0.88	1.44	1.86	1.66	1.32	0.96	1.12	1.09	1.31	1.15	0.89	0.83			
FAIRFAX	0	325	24719	129	0.52	0.82	0.78	1.49	0.84	0.83	0.87	0.66	0.71	0.96	0.68	0.85			
HUDSON	0	482	18804	132	0.70	0.81	0.65	1.32	0.57	0.63	0.75	0.63	0.84	0.77	0.83	0.73			
KEYSTONE	0	534	16764	98	0.58	0.80	0.51	1.66	0.97	0.81	0.84	0.71	0.85	0.79	0.85	1.06			
MORAN	0																		
Numbers added to Riverside																			
RIVERSIDE	0	455	34529	228	0.66	0.69	0.67	1.56	0.86	0.87	0.93	0.80	0.89	0.72	0.72	0.83			
WALNUT	0	922	46355	355	0.77	0.67	0.52	1.14	1.01	0.71	0.82	0.65	0.98	0.93	1.03	0.59			
WHITWORTH	0	466	25515	172	0.67	0.82	0.67	1.19	0.75	0.62	0.79	0.89	1.24	1.28	0.78	0.88			
SPRINGDALE	0	258	1756	18	1.03	0.68	1.77	1.89	1.09	0.98	1.79	1.16	3.76	2.34	3.34	1.17			
SUMNER	0	863	22220	203	0.91	0.77	1.18	1.45	1.32	1.18	1.29	0.91	1.17	1.11	1.03	0.98			
TACOMA	0	184204	1447	1447	0.79	0.81	1.06	1.36	1.10	0.93	0.88	0.78	0.87	0.88	0.88	0.83			
FORT LEWIS	0	964	6583	42	0.64	0.40	1.05	0.67	0.70	0.58	0.72	0.77	0.72	0.63	0.72	0.45			
GREENFIELD	0	472	24039	212	0.88	1.12	1.07	1.47	1.33	1.10	1.09	0.74	0.98	0.95	0.96	1.14			
JUNIPER	0	581	26365	183	0.69	0.82	1.66	1.51	1.12	1.14	0.92	0.80	0.94	1.08	0.91	0.85			
LENOX	0	531	31068	409	1.32	0.97	1.59	2.46	1.69	1.37	1.24	1.27	1.28	1.28	1.13	1.12			
LOGAN	0	564	17838	106	0.59	0.95	0.81	1.36	1.09	0.79	0.75	0.85	1.05	0.77	0.66	0.77			
MARKET/FAWCETT	0	272	19934	135	0.68	0.61	0.72	0.87	0.53	0.68	0.60	0.45	0.43	0.51	0.60	0.45			
SKYLINE	0	752	16715	88	0.53	0.61	0.60	0.95	0.88	0.78	0.75	0.57	0.67	0.71	0.70	0.72			
WAVERLY-2	0	922	8314	80	0.96	0.80	0.87	1.49	1.44	0.94	0.61	0.76	0.80	0.74	0.75	0.71			
WAVERLY-7	0	927	33348	192	0.58	0.65	0.71	0.86	0.80	0.93	0.75	0.60	0.69	0.76	0.99	0.70			
TOUCHET	0																		
Numbers added to Walla Walla																			
VANCOUVER	0	105465	951	951	0.90	0.94	1.01	1.47	1.10	1.07	1.31	0.98	1.95	1.15	1.05	1.31			
ORCHARDS	0	253	53989	492	0.91	0.97	1.02	1.42	1.03	1.04	1.33	1.10	1.09	1.37	1.18	1.61			
OXFORD	0	693	29514	245	0.83	0.92	1.07	1.52	1.25	1.14	1.29	0.85	0.96	0.91	0.91	1.04			
SALMON CREEK (VANCOUVER NORTH)	0	573	21965	214	0.97	0.88	0.88	1.52	1.07	1.04	1.27	0.88	1.06	0.95	0.94	0.93			
WAITSBURG	0	337	754	7	0.93	1.06	1.57	1.05	0.91	1.05	1.71	0.53	1.85	0.92	0.66	1.32			
WALLA WALLA /TOUCHET	0	522	21235	161	0.76	0.86	0.88	1.00	0.81	0.84	0.87	0.67	0.87	0.84	0.82	0.98			

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			Apr-06	Apr-06	Apr-06	Apr-06	Apr-06	Apr-06	Apr-06	Apr-06	Apr-06	Apr-06	Apr-06	Apr-06	Apr-06	Apr-06	Apr-06	Apr-06
Report Rate >4.00					0													
WARDEN	1	349	1332	15	1.13	1.27	1.80	6.76	4	0	0	3.17	2.25	1.15	1.80	0.87	1.23	0.94
WINLOCK	0	785	2338	24	1.03	1.11	0.81	1.59	1.64	1.99	1.86	1.99	1.86	0.78	1.66	1.21	0.99	1.17
YAKIMA	0		52374	449	0.86	0.88	0.65	1.65	0.93	0.89	0.82	0.89	0.82	0.78	0.95	0.97	0.74	1.10
CHESTNUT	0	248	35348	328	0.93	0.74	0.70	1.74	0.97	0.96	0.90	0.96	0.90	0.78	0.72	0.98	0.71	1.26
WEST	0	965	17026	121	0.71	0.56	0.53	1.48	0.85	0.73	0.65	0.73	0.65	0.79	1.43	0.95	0.78	0.77
Washington Customers Served by Exchanges in Neighboring States	0																	
CLARKSTON	0	751	8062	110	1.36	0.89	0.95	1.95	1.85	0.84	1.13	0.84	1.13	1.05	1.45	1.56	1.55	1.38
TOTALS			1798683	13329	0.74	0.74%	0.93	1.33	0.97	0.92	0.91	0.92	0.91	0.81	0.92	0.87	0.89	0.85

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

WASHINGTON OUT OF SERVICE SUMMARY
APRIL 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					
June					
July					
August					
September					
October					
November					
December					
	55,393	53,742	97.02%	1,651	951

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						
June						
July						
August						
September						
October						
November						
December						
YTD TOTAL	17,771	17,384	387	97.82%	53	130

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
April 2006

Trunks Blocking >1% for the month of Apr 2006

E911

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for Apr06	Explanantion/Details of Action Taken, Trunk Servicing Response -Apr06
AP088620	1			one way	E911	1.67%	CARRYOVER BLOCKING HOUR 10 WEEK OF 4/17/06 CAP TGSR ISSUED 4/27/06
AP089478	3			one way	E911	3.33%	BLOCKED HOUR 20 WEEK OF 5/1/06 CAP ISSUED 4/27/06
AP088632	1			one way	E911	4.17%	BLOCKED HOUR 19 WEEK OF 4/10/06 AND HOUR 17 WEEK OF 4/24/06 CAP TGSR ISSUED 4/20/06
AP085505	5			one way	E911	4.21%	BLOCKED HOUR 23 WEEK OF 4/24/06 CAP TGSR ISSUED 5/4/06
Percent of trunks meeting standard:						96.85%	
Total number of trunk groups:						127	
Number of trunk groups out of compliance for the month:						4	

Trunks Blocking > 1% for the month of Apr 2006

LOCAL

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for Apr06	Explanantion/Details of Action Taken, Trunk Servicing Response -Apr06
NOTHING TO REPORT							
Percent of trunks meeting standard:						100.00%	
Total number of trunk groups:						339	
Number of trunk groups out of compliance for the month:						0	

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

TOLL

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for Apr06	Explanantion/Details of Action Taken, Trunk Servicing Response -Apr06
AP074227	268			two way	GOS	0.57%	BLOCKED HOUR 10,13 WEEK OF 4/17/06 SA TGSR ISSUED 5/1/06
AP077383	144			two way	GOS	0.68%	BLOCKED HOUR 8 WEEK OF 4/24/06 SA ISSUED 5/8/06
AP077417	192			two way	GOS	0.71%	BLOCKED HOUR 10 WEEK OF 4/24/06 NOM039363 +24 COMP 5/8/06 OTHER TGSR ISSUED 5/8/06
AP072402	216			two way	GOS	0.74%	BLOCKED HOUR 15 WEEK OF 4/24/06 SA TGSR ISSUED 5/8/06
AP081624	168			two way	GOS	0.74%	BLOCKED HOUR 10,12 WEEK OF 4/24/06 SA TGSR ISSUED 5/1/06
AP077295	168			two way	GOS	0.75%	BLOCKED HOUR 13 WEEK OF 4/24/06 SA TGSR ISSUED 5/8/06
AP081637	108			two way	GOS	1.02%	BLOCKED HOURS 11-12 WEEK OF 4/24/06 SA TGSR ISSUED 5/8/06
AP081687	168			two way	GOS	1.05%	BLOCKED HOUR 10 WEEK OF 4/24/06 SA TGSR ISSUED 5/8/06
AP077391	308			two way	GOS	1.09%	BLOCKED HOURS 20,21 WEEK OF 4/10/06 SA TGSR ISSUED 4/21/06
AP077382	212			two way	GOS	1.20%	BLOCKED HOUR 15 WEEK OF 4/24/06 SA TGSR ISSUED 5/8/06
AP077425	131			two way	GOS	1.24%	BLOCKED HOUR 11 WEEK OF 4/24/06 SA ISSUED 5/8/06
AP072408	336			two way	GOS	1.29%	BLOCKED HOUR 8 WEEK OF 4/10/06 SA TGSR ISSUED 4/13/06
AP074414	312			two way	GOS	1.46%	BLOCKED HOUR 8 WEEK OF 4/3/06 SA TGSR ISSUED 4/14/06
AP072416	384			two way	GOS	1.53%	BLOCKED HOUR 9 WEEK OF 4/24/06 SA TGSR ISSUED 5/8/06
AP072405	240			two way	GOS	1.54%	BLOCKED HOUR 9 WEEK OF 4/3/06 SA ISSUED 4/13/06
AP079934	312			two way	GOS	1.76%	BLOCKED HOUR 9 WEEK OF 4/3/06 SA ISSUED 4/13/06
AP081910	144			two way	GOS	1.76%	BLOCKED HOURS 9-10 WEEK OF 4/24/06 SA ISSUED 5/8/06

Washington E911, Local and Toll Trunk Blocking
April 2006

Trunks Blocking > .5% for the month of Apr 2006				TOLL		Monthly Performance Result for Apr06	Explanantion/Details of Action Taken, Trunk Servicing Response -Apr06	
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried			
AP072404	312			two way	GOS	2.12%	BLOCKED HOUR 18 WEEK OF 4/17/06 SA TGSR ISSUED 4/28/06	
AP072410	384			two way	GOS	2.12%	BLOCKED HOUR 10 WEEK OF 4/24/06 SA TGSR ISSUED 5/8/06	
AP081953	312			two way	GOS	2.28%	BLOCKED HOUR 8 WEEK OF 4/10/06 SA TGSR ISSUED 4/20/06	
AP072415	312			two way	GOS	2.40%	BLOCKED HOURS 9-11 WEEK OF 4/24/06 SA ISSUED 5/8/06	
AP072420	264			two way	GOS	2.40%	BLOCKED HOUR 9 WEEK OF 4/3/06 SA ISSUED 4/7/06	
AP072414	216			two way	GOS	2.92%	BLOCKED HOURS 8-9 WEEK OF 4/24/06 SA ISSUED 5/8/06	
AP081632	119			two way	GOS	2.95%	BLOCKED HOUR 11 WEEK OF 4/24/06 SA ISSUED 5/8/06	
AP081949	24			one way	GOS	3.05%	BLOCKED HOURS 8-11 WEEK OF 4/17/06 PUT IN MORE TRUNKS NOM040194 +24 DD 5/1/06 PENDING ORDER TGSR ISSUED 5/1/06	
AP080805	348			two way	TOLL-DDD	3.11%	BLOCKED HOUR 19 WEEK OF 4/3/06 SA ISSUED 4/13/06 NOM040191 +72 COMP 5/3/06	
AP072418	216			two way	GOS	3.50%	BLOCKED HOUR 8,14 WEEK OF 4/10/06 SA ISSUED 4/13/06	
AP081641	120			two way	GOS	3.91%	BLOCKED HOUR 11 WEEK OF 4/24/06 SA ISSUED 5/8/06	
AP081958	288			two way	GOS	7.94%	BLOCKED HOUR 8 WEEK OF 4/10/06 SA ISSUED 4/21/06	
		Percent of trunks meeting standard:					92.32%	
		Total number of trunk groups:					378	
		Number of trunk groups out of compliance for the month:					29	

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	25,929,470	22,367	0.09%
May				
June				
July				
August				
September				
October				
November				
December				
YTD Total		121,766,391	28,931	0.02%
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.				

WASHINGTON DIAL TONE REPORT
APRIL 2006

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
ABERDEEN-HOQUIAM	532	360	299930	482	0.16%
AUBURN	833	253	482420	18	0.00%
BLACK DIAMOND	REMOTE OF AUBURN				
BAINBRIDGE ISLAND	842	206	239263	61	0.03%
BATTLEGROUND	687	360	148170	27	0.02%
BELFAIR	275	360	92836	1367	1.47%
BELLEVUE GLENCOURT	453	425	410442	4	0.00%
BELLEVUE-SHERWOOD	641	425	437275	13	0.00%
BELLINGHAM REGENT	671	360	738979	25	0.00%
LUMMI	REMOTE OF REGENT				
BREMERTON CROSBY	830	360	50559	0	0.00%
BREMERTON ESSEX	373	360	416226	105	0.03%
BUCKLEY	829	360	39983	0	0.00%
CASTLE ROCK	274	360	86357	0	0.00%
CENTRALIA	736	360	137709	209	0.15%
CHEHALIS	748	360	99104	988	1.00%
CHEHALIS NAPA VINE	262	360	42499	0	0.00%
CLE-ELUM	674	509	32093	0	0.00%
COLFAX	397	509	18003	0	0.00%
COLVILLE	684	509	88668	1589	1.79%
NORTHPORT	REMOTE OF COLLVILLE				
COPALIS(OCEAN SHORES)	289	360	60236	0	0.00%
COULEE DAM	633	509	29669	0	0.00%
CRYSTAL MTN.	663	360	4558	0	0.00%
DAYTON	382	509	23904	0	0.00%
DEER PARK	276	509	97300	0	0.00%
DES MOINES	824	206	202707	29	0.01%
DES MOINES FEDERAL WAY	839	253	325669	48	0.01%
EASTON	656	509	5236	0	0.00%
ELK	292	509	49483	0	0.00%
ENUMCLAW	825	360	118332	0	0.00%
EPHRATA	754	509	52977	0	0.00%
GRAHAM	847	253	332048	14	0.00%
GREEN BLUFF	238	509	45960	0	0.00%
ISSAQUAH	392	425	370027	1	0.00%
KENT MERIDIAN	630	253	282908	33	0.01%
KENT O'BRIEN	251	206	201465	0	0.00%
KENT ULRICH	852	253	400636	23	0.01%
LIBERTY LAKE	255	509	11433	0	0.00%
LONGVIEW-KELSO	423	360	525097	5	0.00%
LOON LAKE	233	509	14203	0	0.00%
MAPLE VALLEY	432	425	143135	11	0.01%
MOSES LAKE AFB	765	509	43787	0	0.00%
MOSES LAKE ALDER	762	509	217890	2792	1.28%
NEWMAN LAKE	226	509	26405	0	0.00%
OLYMPIA LACEY	456	360	532828	49	0.01%
OLYMPIA WHITEHALL	352	360	750006	33	0.00%
EVERGREEN	REMOTE OF WHITEHALL				
OMAK-OKANOGAN	826	509	96996	0	0.00%
OROVILLE	476	509	24269	0	0.00%
OTHELLO	488	509	95849	0	0.00%
PASCO	545	509	432688	1	0.00%
PATEROS	923	509	8686	0	0.00%
POMEROY	843	509	10792	0	0.00%
PORT ORCHARD COLBY	871	360	114448	6	0.01%
PT ANGELES JOYCE	928	360	15282	0	0.00%
PT. ANGELES	452	360	180531	503	0.28%
PT. LUDLOW	437	360	33878	0	0.00%
PT. ORCHARD	876	360	207742	14	0.01%
SUNNYSLOPE	REMOTE OF PT. ORCHARD				
PT. TOWNSEND	385	360	193670	1410	0.73%
PUYALLAP	841	253	563004	2	0.00%
RENTON	226	425	656604	33	0.01%
RIDGEFIELD	887	360	44222	0	0.00%
RIVERSIDE	455	509	392659	25	0.01%

WASHINGTON DIAL TONE REPORT
APRIL 2006

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
MORAN	REMOTE OF RIVERSIDE				
ROCHESTER	273	360	98343	0	0.00%
ROY	843	253	48022	0	0.00%
SEATTLE ATWATER	281	206	381168	277	0.07%
SEATTLE CAMPUS	543	206	198902	0	0.00%
SEATTLE CHERRY	241	206	633861	79	0.01%
SEATTLE DUWAMISH	762	206	350239	0	0.00%
SEATTLE EAST	322	206	433271	19	0.00%
SEATTLE ELLIOT	441	206	149466	0	0.00%
SEATTLE EMERSON	361	206	493798	0	0.00%
SEATTLE LAKEVIEW	522	206	334269	3	0.00%
SEATTLE MAIN	223	206	886020	968	0.11%
SEATTLE MERCER ISLAND (ADAMS)	232	206	197430	5	0.00%
SEATTLE PARKWAY	721	206	465863	72	0.02%
SEATTLE SUNSET	782	206	311385	57	0.02%
SEATTLE WEST	965	509	363926	0	0.00%
SEQUIM	683	360	123179	1691	1.37%
SHELTON	426	360	257066	64	0.02%
HOODSPORT	REMOTE OF SHELTON				
SILVERDALE	692	360	201468	13	0.01%
SPOKANE FAIRFAX	325	509	361439	67	0.02%
CHESTNUT	REMOTE OF FAIRFAX				
SPOKANE HUDSON	482	509	326350	0	0.00%
SPOKANE KEYSTONE	534	509	336875	0	0.00%
SPOKANE WALNUT	922	509	599220	0	0.00%
SPOKANE WHITWORTH	466	509	310900	13	0.00%
SPRINGDALE	258	509	34328	0	0.00%
SUMNER (BONNEYLAKE)	863	253	344179	0	0.00%
BONNEY LAKE	REMOTE OF SUMNER				
TACOMA FORT LEWIS	964	253	72656	0	0.00%
TACOMA GREENFIELD	472	253	493006	29	0.01%
TACOMA JUNIPER	582	253	411828	12	0.00%
TACOMA LENNOX	531	253	568887	6	0.00%
TACOMA LOGAN	564	253	254932	22	0.01%
TACOMA MARKET (FAWCETT)	272	253	419405	2	0.00%
TACOMA SKYLINE	752	253	235320	0	0.00%
TACOMA WAVERLY-2	922	253	166061	0	0.00%
TACOMA WAVERLY-7	927	253	412231	14	0.00%
VANCOUVER ORCHARDS	253	360	736366	66	0.01%
VANCOUVER OXFORD	693	360	529833	14	0.00%
VANCOUVER SALMON CRK(NORTH)	573	360	237021	4	0.00%
WAITSBURG	337	509	11631	0	0.00%
WALLA WALLA (INCL TOUCHET)	522	509	422994	6962	1.65%
TOUCHET	REMOTE OF WALLA WALLA				
WARDEN	349	509	28396	0	0.00%
WINLOCK	785	360	36881	25	0.07%
YAKIMA CHESTNUT	244	509	594612	0	0.00%
YAKIMA WEST	965	509	256708	1963	0.76%
TOTAL			25929470	22367	0.09%

Washington Commission Complaint Report
 April 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>						

Washington Customer Service Guarantee Program Credits
April 2006

Missed Appointments/Commitments - Install Residence (New Connect/Reconnect orders)									
Measurement Period	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 customer reasons	Number Exclusions		
January, 2006									
February, 2006									
March, 2006									
April, 2006									
May, 2006									
June, 2006									
July, 2006									
August, 2006									
September, 2006									
October, 2006									
November, 2006									
December, 2006									
YTD Total	56225	1542	3667	462213	444	1828	5495		
Missed Appointments/Commitments - Install Business (New Connect/Reconnect orders)									
Measurement Period	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 customer reasons	Number Exclusions		
January, 2006									
February, 2006									
March, 2006									
April, 2006									
May, 2006									
June, 2006									
July, 2006									
August, 2006									
September, 2006									
October, 2006									
November, 2006									
December, 2006									
YTD Total	15340	632	1700	43317	85	535	2235		

Washington Customer Service Guarantee Program Credits
April 2006

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 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 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	50787	5140	268	14211	754	12	868						
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 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 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	6141	801	87	2119	125	5	172						

Washington Customer Service Guarantee Program Credits
April 2006

Missed Appointments/Commitment Credits Paid - Install Residence/Business (New Connect/Reconnect)		Number of BUSINESS customers receiving credits for company missed appointments/c ommitments-Install		Total amount of missed appointments credits paid.		Month Credit Paid Upon Credit Issued/Bill Date	
Measurement Period	Number of RESIDENCE customers receiving credits for company missed appointments/c ommitments-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/c ommitments-Install	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date	
January, 2006							
February, 2006							
March, 2006							
April, 2006							
May, 2006							
June, 2006							
July, 2006							
August, 2006							
September, 2006							
October, 2006							
November, 2006							
December, 2006							
YTD Total	2037	\$60,651		816	\$35,414		
Missed Appointments/Commitment Credits Paid - Repair		Number of RESIDENCE customers receiving credits for company missed appointments/c ommitments-Repair		Total amount of missed appointments credits paid.		Month Credit Paid Upon Credit Issued/Bill Date	
Measurement Period	Number of RESIDENCE customers receiving credits for company missed appointments/c ommitments-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/c ommitments-Repair	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date	
January, 2006							
February, 2006							
March, 2006							
April, 2006							
May, 2006							
June, 2006							
July, 2006							
August, 2006							
September, 2006							
October, 2006							
November, 2006							
December, 2006							
YTD Total	6723	\$168,075		810	\$40,500		

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
April 2006

Delayed Primary Exchange Alternative Residence	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# of completed orders for installation of primary service												
# of completed orders for primary service installed w/i 5 bus. days												
# of credits-First Month's Charge(HO Recurring)												
Amount of credit-First Month's Charge(HO Recur)												
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)												
Amount of credits-Installation (Ho NonRecur)												
# of \$100 Bill Credits												
Amount of \$100 Bill Credits												
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												
Amount of Voice Mail Recurring Credits												
# of Voice Mail Nonrecurring Credits												
Amount of Voice Mail Nonrecurring Credits												
#Cell Loaners												
Amount of cell vouchers*												
*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 Fwrdng-Recurring												
Amount of Remote Call Fwrdng-Recurring												
# of Remote Call Fwrdng-Non-Recurring												
Amount of Remote Call Fwrdng-Non-Recurring												
YTD Total Number of Credits Paid												
YTD Total Amount of Credits Paid	\$13,222	\$6,815	\$4,952	\$4,187								

Washington Customer Service Guarantee Program Credits
April 2006

Delayed Primary Exchange Alternative Business	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# of completed orders for installation of primary service												
# of completed orders for primary service installed w/i 5 bus. days												
# of credits-First Month's Charge(HO Recurring)												
Amount of credit-First Month's Charge(HO Recur)												
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)												
Amount of credits-Installation (Ho NonRecur)												
# of \$100 Bill Credits												
Amount of \$100 Bill Credits												
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												
Amount of Voice Mail Recurring Credits												
# of Voice Mail Nonrecurring Credits												
Amount of Voice Mail Nonrecurring Credits												
#Cell Loaners												
Amount of cell vouchers*												
*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 Fwrdng-Recurring												
Amount of Remote Call Fwrdng-Recurring												
# of Remote Call Fwrdng-Non-Recurring												
Amount of Remote Call Fwrdng-Non-Recurring												
YTD Total Number of Credits Paid	0	0	0	0	0	0	0	0	0	0	0	0
YTD Total Amount of Credits Paid	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0