

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



October 30, 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 UT- 030704

Dear Ms. Washburn:

Enclosed are the September 2006 service quality performance reports required of Qwest Corporation in accordance with Docket Nos. UT-921192, UT-950200, UT-991358, UT- 030704 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 September 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.

Enclosed is the Pending Order Report as of September 30, 2006 based on data generated for the OP-15A diagnostic measure, as ordered by the Commission in Docket UT -030704.

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

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

## HELD ORDERS

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

COMPANY NAME: Qwest Corporation

- Calculations are based on 2005/2006 orders reflected in the Service Interval Missed Commitment Report 2, 5 Day Greater than 10%.

MONTH/YEAR	10/05	11/05	12/05	01/06	02/06	03/06	04/06	05/06	06/06	07/06	08/06	09/06
RATIOS	1.68	1.82	1.98	2.28	1.61	1.28	1.11	1.04	1.21	1.20	1.09	1.07

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**  
**September 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 September 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 September 2006 indicates that we have completed 29,285 (98.93%) orders year to date within 5 business days (new, transfer or change orders with at least one inward line). 313 (1.07%) orders were not completed within 5 business days due to company reasons.

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

- 29,285 orders for lines were completed in September 2006.
- 131,955 total orders were completed in September 2006.
- Qwest missed the commitment/appointment for 462 orders (0.35%) of the total orders completed in September.
- 313 orders (1.07%) were not completed in 5 business days (313/29,285). These were all held orders. Information on the Aging Report indicates that [REDACTED] orders were held in September due to a lack of facilities (692 that have completed and 43 that are still pending). Therefore, you can conclude that the September 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 (99.95%) 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 (93.02%).

<i>VIEW 1</i>	06/06 SOT=NTC Inward R, SB, LB	Not Compl w/i 90 days	Orders Still Open > 60 days (from 09/06 facilities aging report)	Total orders not compl w/i 90 days	90 days (greater than 1%)
State Total	32,924	2	[REDACTED]	3	0.01%

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

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	09/06 TOTAL ORDERS SOT= NTC R,SB,LB	09/06 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	1199	1184	4	17	21	98.58%	99.66%	98.25%
AUBURN	833	253	2501	2489	4	24	28	99.04%	99.84%	98.88%
BAINBRIDGE ISLAND	842	206	821	815	1	25	26	96.95%	99.87%	96.83%
BATTLEGROUND	687	360	1049	1048	8	13	21	98.75%	99.23%	98.00%
BEFAIR	275	360	585	580	3	9	12	98.45%	99.48%	97.95%
BELLEVUE			3142	3106	13	63	76	97.99%	99.59%	97.88%
GLENCOURT	453	425	1070	1049	4	20	24	98.12%	99.62%	97.76%
SHERWOOD	641	425	2072	2057	9	43	52	97.92%	99.56%	97.49%
BELLINGHAM			2987	2958	8	43	51	98.56%	99.73%	98.29%
LUMMI	758	360	172	170	0	1	1	99.42%	100.00%	99.42%
REGENT	671	360	2815	2788	8	42	50	98.50%	99.71%	98.22%
BLACK DIAMOND	886	360	279	277	3	11	14	96.01%	98.88%	94.98%
BREMERTON			2807	2429	4	26	30	99.07%	99.86%	98.93%
CROSBY	373	360	291	290	0	4	4	98.63%	100.00%	98.63%
BREM ESSEX	830	360	2460	2083	4	21	25	99.14%	99.84%	98.98%
SUNNYSLOPE	674	360	56	56	0	1	1	98.21%	100.00%	98.21%
BUCKLEY	829	360	241	239	0	5	5	97.93%	100.00%	97.93%
CASTLE ROCK	274	360	370	370	4	3	7	99.18%	98.91%	98.11%
CENTRALIA	736	360	800	796	4	6	10	99.25%	99.50%	98.75%
CHEHALIS			753	743	3	11	14	98.54%	99.60%	98.14%
CHEHALIS	748	360	592	583	2	6	8	99.66%	99.66%	98.65%
NAPAVINE	262	360	161	160	1	5	6	96.88%	99.36%	96.27%
CLE-ELUM	674	509	242	239	1	9	10	96.27%	99.57%	95.87%
COLFAX	397	509	135	133	0	4	4	97.04%	100.00%	97.04%
COLVILLE	684	509	458	441	1	7	8	98.47%	99.78%	98.25%
COPALIS										
(OCEAN SHORES)	289	360	289	287	3	9	12	96.85%	98.93%	95.85%
COULEE DAM	633	509	162	162	0	2	2	98.77%	100.00%	98.77%
CRYSTAL MTN.	663	360	24	24	2	1	3	95.45%	91.30%	87.50%
DAYTON	382	509	109	108	0	2	2	98.17%	100.00%	98.17%
DEER PARK	276	509	488	488	6	4	10	99.17%	98.76%	97.95%
DES MOINES			3135	3112	8	30	38	99.04%	99.74%	98.79%
DES MOINES	824	206	1179	1168	7	12	19	98.98%	99.40%	98.39%
FEDERAL WAY	839	253	1956	1944	1	18	19	99.08%	99.95%	99.03%
EASTON	656	509	45	45	2	1	3	97.67%	95.45%	93.33%
ELK	292	509	200	198	1	9	10	95.48%	99.48%	95.00%
ENUMCLAW	825	360	575	570	3	9	12	98.43%	99.47%	97.91%
EPHRATA	754	509	227	224	1	2	3	99.12%	99.56%	98.68%
GRAHAM	847	253	1808	1804	13	29	42	98.38%	99.27%	97.68%
GREEN BLUFF	238	509	154	152	1	5	6	96.73%	99.33%	96.10%
HOODSPORT	877	360	200	197	0	6	6	97.00%	100.00%	97.00%
ISSAQUAH	392	425	1302	1292	2	31	33	97.62%	99.84%	97.47%
KENT			4283	4245	16	55	71	98.72%	99.63%	98.34%
MERIDIAN	253	360	1515	1505	7	9	16	99.40%	99.54%	98.94%
O'BRIEN	251	206	259	244	3	14	17	94.53%	98.78%	93.44%
ULRICH	852	253	2509	2496	6	32	38	98.72%	99.76%	98.49%
LIBERTY LAKE	255	509	89	88	0	0	0	100.00%	100.00%	100.00%
LONGVIEW-KELSO	423	360	3186	3179	12	39	51	98.77%	99.62%	98.40%

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LOON LAKE	233	509	110	109	2	0	2	100.00%	98.18%	98.18%
MAPLE VALLEY	432	425	864	853	2	7	9	99.19%	99.96%	99.96%
MOSES LAKE			1155	1155	8	12	20	98.97%	99.31%	98.28%
MOSES LAKE(AFB)	762	509	250	249	1	1	2	99.60%	99.60%	99.20%
MOSES LAKE	765	509	915	906	7	11	18	98.79%	99.23%	98.03%
NEWMAN LAKE	226	509	123	123	0	1	1	99.19%	100.00%	99.19%
NORTHPORT	732	509	68	65	0	2	2	97.06%	100.00%	97.06%
OLYMPIA			6204	5574	29	84	113	98.65%	99.53%	98.18%
EVERGREEN	866	360	496	496	5	7	12	98.57%	98.98%	97.58%
LACEY	456	360	2693	2637	11	35	46	98.70%	99.59%	97.58%
WHITEHALL	352	360	3015	2441	13	42	55	98.60%	99.56%	98.18%
OMAK-OKANOGAN	826	509	613	608	2	9	11	98.53%	99.67%	98.21%
OROVILLE	476	509	127	124	4	1	5	99.19%	96.83%	96.06%
OTHELLO	488	509	432	430	0	5	5	98.84%	100.00%	98.84%
PASCO	545	509	2017	1998	10	30	40	98.51%	99.50%	98.02%
PATEROS	923	509	45	42	0	0	0	100.00%	100.00%	100.00%
POMEROY	843	509	101	97	0	1	1	99.01%	100.00%	99.01%
PT. ANGELES			1217	1210	4	10	14	99.18%	99.67%	98.85%
JOYCE	928	360	60	60	0	1	1	98.33%	100.00%	98.33%
PT. ANGELES	452	360	1157	1150	4	9	13	99.22%	99.65%	98.88%
PT. LUDLOW	437	360	173	173	0	2	2	98.84%	100.00%	98.84%
PT. ORCHARD			1755	1743	7	18	25	98.97%	99.60%	98.58%
COLBY	871	360	668	664	3	9	12	98.65%	99.54%	98.20%
PT. ORCHARD	876	360	1087	1079	4	9	13	99.17%	99.63%	98.80%
PT. TOWNSEND	385	360	962	944	6	17	23	98.22%	99.37%	97.61%
PUYALLAP	841	253	2856	2843	7	32	39	98.88%	99.75%	98.63%
RENTON	226	425	4054	4022	27	44	71	98.91%	99.33%	98.26%
RIDGEFIELD	887	360	296	295	12	6	18	97.89%	95.86%	96.92%
ROCHESTER	273	360	523	521	3	4	7	99.23%	99.42%	98.66%
ROY	842	253	204	203	0	3	3	98.53%	100.00%	98.53%
SEATTLE			23510	22697	68	415	483	98.23%	99.71%	97.93%
ATWATER	281	206	1522	1496	4	26	30	98.29%	99.73%	98.03%
CAMPUS	543	206	868	859	3	17	20	98.03%	99.65%	97.70%
CHERRY	241	206	3302	3265	7	46	53	98.60%	99.79%	98.39%
DUWAMISH	762	206	1354	1330	2	33	35	97.56%	99.85%	97.42%
EAST	322	206	3080	3058	12	50	62	98.37%	99.60%	97.99%
ELLIOT	441	206	579	558	1	4	5	99.31%	99.83%	99.14%
EMERSON	361	206	2630	2601	6	32	38	98.78%	99.77%	98.56%
LAKEVIEW	522	206	1879	1872	6	39	45	97.92%	99.67%	97.61%
MAIN	223	206	2026	1412	11	70	81	96.53%	99.44%	96.00%
MERCER ISLAND (Adams)	232	206	544	542	2	11	13	97.97%	99.62%	97.61%
PARKWAY	721	206	2212	2200	2	30	37	98.64%	99.68%	98.33%
SUNSET	782	206	1856	1844	2	23	25	98.76%	99.89%	98.65%
WEST	932	206	1658	1650	5	34	39	97.94%	99.69%	97.65%
SEQUIM	683	360	997	983	4	9	13	99.09%	99.60%	98.70%
SHELTON	426	360	1338	1325	1	30	31	97.76%	99.92%	97.68%
SILVERDALE	692	360	1125	1114	1	15	16	98.67%	99.91%	98.58%
SPOKANE			12170	12004	19	178	197	98.54%	99.84%	98.38%

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

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	09/06 TOTAL ORDERS NTC R,SB,LB	09/06 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
CHESTNUT	244	509	310	280	2	3	5	99.03%	99.35%	98.39%
FAIRFAX	325	509	1890	1874	0	22	22	98.84%	100.00%	98.84%
HUDSON	482	509	1890	1881	2	26	28	98.62%	99.89%	98.52%
KEYSTONE	534	509	1257	1251	1	20	21	98.41%	99.33%	98.33%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE							
RIVERSIDE	455	509	2263	2192	6	35	41	98.45%	99.73%	98.19%
WALNUT	922	509	3048	3031	7	52	59	98.29%	99.77%	98.06%
WHITWORTH	466	509	1512	1495	1	20	21	98.68%	99.93%	98.61%
SPRINGDALE	258	509	184	180	2	5	7	97.25%	98.88%	96.20%
SUMNER (BonneyLake)	863	253	1414	1405	4	24	28	98.30%	99.71%	98.02%
TACOMA			16206	16028	36	196	232	98.79%	99.78%	98.57%
FORT LEWIS	964	253	636	622	2	9	11	98.58%	99.68%	98.27%
GREENFIELD	472	253	2650	2635	4	38	42	98.56%	99.85%	98.42%
JUNIPER	582	253	2440	2412	1	16	17	99.34%	99.96%	99.30%
LENNOX	531	253	3210	3187	11	35	46	98.91%	99.65%	98.57%
LOGAN	564	253	1260	1255	1	15	16	98.81%	99.92%	98.73%
MARKET (Fawcett)	272	253	1620	1565	6	28	34	98.27%	99.62%	97.90%
SKYLINE	752	253	1056	1056	2	15	17	98.58%	99.81%	98.40%
WAVERLY-2	922	253	602	596	2	8	10	98.67%	99.66%	98.34%
WAVERLY-7	927	253	2728	2700	7	32	39	98.82%	99.74%	98.57%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA							
VANCOUVER			9199	9140	47	114	161	98.76%	99.49%	98.25%
ORCHARDS	253	360	4561	4540	26	58	84	98.72%	99.42%	98.16%
OXFORD	693	360	2934	2908	14	31	45	98.94%	99.52%	98.47%
SALMON CREEK (VANCOUVER NO)	573	360	1704	1692	7	25	32	98.53%	99.58%	98.12%
WAITSBURG	337	509	53	50	0	0	0	100.00%	100.00%	100.00%
WALLA WALLA	522	509	1519	1492	6	16	22	98.94%	99.60%	98.55%
WARDEN	349	509	110	110	0	0	0	100.00%	100.00%	100.00%
WINLOCK	785	360	219	218	4	5	9	97.67%	98.13%	95.89%
YAKIMA			4730	4689	13	46	59	99.03%	99.73%	98.75%
CHESTNUT	244	509	3493	3453	6	35	41	99.00%	99.83%	98.53%
WEST	965	509	1237	1236	7	11	18	99.11%	99.43%	98.54%
Washington Customers Served by Exchanges in Neighboring States										
Clarkston	751	509	627	625	3	3	6	99.52%	99.52%	99.04%
WC TOTAL			131955	129214	462	1854	2316	98.59%	99.65%	98.24%

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

1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC	AREA	09/06	09/06	NOT COMPL	5 DAYS	SUM OF	SUM OF ORDERS W/DD >5	% MET	% Missed	NOT	90 DAYS
	CODE	CODE	SOT=NTC	SOT=NTC	W/I 5 DAYS	(Greater	ORDERS W/DD	DAYS; CR; 5 Lines or Less			COMPL	(GRTR
			INWARD	INWARD		than 10%)	> 5 days;	Missed Appt. Company			W/I 90	THAN
			R,SB,LB	R,SB			Customer	Reasons			DAYS	1%)
							Reasons	Reasons				
ABERDEEN-HOQUIAM	532	360	261	255	1	0.38%	24	0	100.00%	0.00%	0	0.00%
AUBURN	833	253	521	521	2	0.38%	78	1	98.72%	1.28%	0	0.00%
BAINBRIDGE ISLAND	842	206	157	155	0	0.00%	31	0	100.00%	0.00%	0	0.00%
BATTLEGROUND	687	360	184	184	7	3.80%	31	0	100.00%	0.00%	0	0.00%
BEFAIR	275	360	119	119	1	0.84%	22	0	100.00%	0.00%	0	0.00%
BELLEVUE			697	690	9	1.29%	119	0	100.00%	0.00%	0	0.00%
GLENCOURT	453	425	256	252	3	1.17%	50	0	100.00%	0.00%	0	0.00%
SHERWOOD	641	425	441	438	6	1.36%	69	0	100.00%	0.00%	0	0.00%
BELLINGHAM			863	855	6	0.70%	117	1	99.15%	0.85%	0	0.00%
LUMMI	758	360	35	35	0	0.00%	3	0	100.00%	0.00%	0	0.00%
REGENT	671	360	828	820	6	0.72%	114	1	99.12%	0.88%	0	0.00%
BLACK DIAMOND	886	360	33	33	2	6.06%	4	1	75.00%	25.00%	0	0.00%
BREMERTON			643	518	2	0.31%	102	1	99.02%	0.98%	1	0.16%
CROSBY	373	360	48	47	0	0.00%	11	0	100.00%	0.00%	0	0.00%
BREM ESSEX	830	360	583	459	2	0.34%	90	1	98.89%	1.11%	1	0.17%
SUNNYSLOPE	674	360	12	12	0	0.00%	1	0	100.00%	0.00%	0	0.00%
BUCKLEY	829	360	38	37	0	0.00%	7	0	100.00%	0.00%	0	0.00%
CASTLE ROCK	274	360	60	60	3	5.00%	8	0	100.00%	0.00%	0	0.00%
CENTRALIA	736	360	172	171	4	2.33%	18	2	88.89%	11.11%	0	0.00%
CHEHALIS			153	152	3	1.96%	24	0	100.00%	0.00%	0	0.00%
CHEHALIS	748	360	110	110	2	1.82%	17	0	100.00%	0.00%	0	0.00%
NAPAVINE	262	360	43	42	1	2.33%	7	0	100.00%	0.00%	0	0.00%
CHE-ELUM	674	509	49	49	1	2.04%	7	0	100.00%	0.00%	0	0.00%
COLFAX	397	509	30	28	0	0.00%	2	0	100.00%	0.00%	0	0.00%
COLVILLE	684	509	114	112	1	0.88%	16	0	100.00%	0.00%	0	0.00%
COPALIS												
(OCEAN SHORES)	289	360	72	72	3	4.17%	17	2	88.24%	11.76%	0	0.00%
COULLEE DAM	633	509	34	34	0	0.00%	4	0	100.00%	0.00%	0	0.00%
CRYSTAL MTN.	663	360	8	8	1	12.50%	1	0	100.00%	0.00%	0	0.00%
DAYTON	382	509	24	23	0	0.00%	1	0	100.00%	0.00%	0	0.00%
DEER PARK	276	509	105	105	6	5.71%	17	2	88.24%	11.76%	0	0.00%
DES MOINES			641	637	3	0.47%	65	0	100.00%	0.00%	0	0.00%
DES MOINES	824	206	229	228	2	0.87%	23	0	100.00%	0.00%	0	0.00%
FEDERAL WAY	839	253	412	409	1	0.24%	42	0	100.00%	0.00%	0	0.00%
EASTON	656	509	9	9	2	22.22%	1	1	100.00%	0.00%	0	0.00%
ELK	292	509	44	43	1	2.27%	3	0	100.00%	0.00%	0	0.00%
ENUMCLAW	825	360	109	108	1	0.92%	20	1	95.00%	5.00%	0	0.00%
EPHRATA	754	509	63	61	0	0.00%	5	0	100.00%	0.00%	0	0.00%
GRAHAM	847	253	312	312	5	1.60%	36	0	100.00%	0.00%	0	0.00%
GREEN BLUFF	238	509	28	28	1	3.57%	2	0	100.00%	0.00%	0	0.00%
HOODSPORT	877	360	40	40	0	0.00%	6	0	100.00%	0.00%	0	0.00%
ISSAQUAH	392	425	334	328	3	0.90%	67	0	100.00%	0.00%	0	0.00%
KENT			910	894	14	1.54%	129	2	98.45%	1.55%	0	0.00%
MERIDIAN	253	360	260	256	7	2.69%	44	1	97.73%	2.27%	0	0.00%
OBRIEN	251	206	81	75	2	2.47%	21	0	100.00%	0.00%	0	0.00%
ULRICH	852	253	569	563	5	0.88%	64	1	98.44%	1.56%	0	0.00%

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

1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC	AREA	09/06	09/06	NOT COMPL	5 DAYS	SUM OF	SUM OF ORDERS WIDD >5	% MET	% Missed	NOT	90 DAYS
	CODE	CODE	SOT=NTC	SOT=NTC	W/I 5 DAYS	(Greater	ORDERS WIDD	DAYS; CR; 5 Lines or Less			COMPL	(GRTR
			INWARD	INWARD R,SB		than 10%)	> 5 days;	Missed Appt. Company			W/I 90	THAN
			R,SB,LB	R,SB			Customer	Reasons			DAYS	1%)
							Reasons	Reasons				
LIBERTY LAKE	255	509	13	12	0	0.00%	3	0	100.00%	0.00%	0	0.00%
LONGVIEW-KELSO	423	360	698	698	6	0.86%	77	1	98.70%	1.30%	0	0.00%
LOON LAKE	233	509	21	20	1	4.76%	0	0	0.00%	0.00%	0	0.00%
MAPLE VALLEY	432	425	146	143	1	0.68%	23	0	100.00%	0.00%	0	0.00%
MOSES LAKE	290		287	287	6	2.07%	26	1	96.15%	3.85%	0	0.00%
MOSES LAKE (AFB)	762	509	58	58	1	1.72%	0	0	0.00%	0.00%	0	0.00%
MOSES LAKE	765	509	232	229	5	2.16%	26	1	96.15%	3.85%	0	0.00%
NEWMAN LAKE	226	509	21	21	0	0.00%	2	0	100.00%	0.00%	0	0.00%
NORTHPORT	732	509	13	12	0	0.00%	1	0	100.00%	0.00%	0	0.00%
OLYMPIA			1405	1351	25	1.78%	229	1	99.56%	0.44%	0	0.00%
EVERGREEN	866	360	196	196	6	3.06%	23	0	100.00%	0.00%	0	0.00%
LACEY	456	360	589	578	11	1.87%	106	1	99.06%	0.94%	0	0.00%
WHITEHALL	352	360	620	577	8	1.29%	100	0	100.00%	0.00%	0	0.00%
OMAK-OKANOGAN	826	509	155	154	1	0.65%	14	0	100.00%	0.00%	0	0.00%
OROVILLE	476	509	29	29	2	6.90%	4	1	75.00%	25.00%	0	0.00%
OTHELLO	488	509	84	84	0	0.00%	5	0	100.00%	0.00%	0	0.00%
PASCO	545	509	448	443	9	2.01%	30	1	96.67%	3.33%	0	0.00%
PATEROS	923	509	15	15	0	0.00%	1	0	100.00%	0.00%	0	0.00%
POMEROY	843	509	23	23	0	0.00%	4	0	100.00%	0.00%	0	0.00%
PT. ANGELES			260	258	3	1.15%	31	0	100.00%	0.00%	0	0.00%
JOYCE	928	360	16	16	0	0.00%	2	0	100.00%	0.00%	0	0.00%
PT. ANGELES	452	360	244	242	3	1.23%	29	0	100.00%	0.00%	0	0.00%
PT. LUDLOW	437	360	36	36	0	0.00%	10	0	100.00%	0.00%	0	0.00%
PT. ORCHARD			327	327	4	1.22%	53	1	98.11%	1.89%	0	0.00%
COLBY	871	360	112	112	1	0.89%	23	1	95.65%	4.35%	0	0.00%
PT. ORCHARD	876	360	215	215	3	1.40%	30	0	100.00%	0.00%	0	0.00%
PT. TOWNSEND	385	360	197	196	4	2.03%	34	1	97.06%	2.94%	0	0.00%
PUYALLAP	841	253	599	595	6	1.00%	98	1	98.98%	1.02%	0	0.00%
RENTON	226	425	854	838	14	1.64%	108	2	98.15%	1.85%	0	0.00%
RIDGEFIELD	887	360	55	54	2	3.64%	12	0	100.00%	0.00%	0	0.00%
ROCHESTER	273	360	92	92	1	1.09%	15	0	100.00%	0.00%	0	0.00%
ROY	842	253	33	33	0	0.00%	3	0	100.00%	0.00%	0	0.00%
SEATTLE			5641	5413	44	0.78%	912	8	99.12%	0.88%	0	0.00%
ATWATER	281	206	393	386	3	0.76%	66	0	100.00%	0.00%	0	0.00%
CAMPUS	543	206	323	319	2	0.62%	43	0	100.00%	0.00%	0	0.00%
CHERRY	241	206	716	708	5	0.70%	84	0	100.00%	0.00%	0	0.00%
DUWAMISH	762	206	334	327	0	0.00%	46	0	100.00%	0.00%	0	0.00%
EAST	322	206	733	729	8	1.09%	101	1	99.01%	0.99%	0	0.00%
ELLIOT	441	206	157	153	1	0.64%	21	1	95.24%	4.76%	0	0.00%
EMERSON	361	206	595	584	3	0.50%	81	1	98.77%	1.23%	0	0.00%
LAKEVIEW	522	206	524	520	3	0.57%	104	2	98.08%	1.92%	0	0.00%
MAIN	223	206	613	441	6	0.98%	173	0	100.00%	0.00%	0	0.00%
MERCER ISLAND												
(Adams)	232	206	122	122	1	0.82%	33	0	100.00%	0.00%	0	0.00%
PARKWAY	721	206	377	375	4	1.06%	30	0	100.00%	0.00%	0	0.00%
SUNSET	782	206	391	387	2	0.51%	69	0	100.00%	0.00%	0	0.00%

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

September 2006

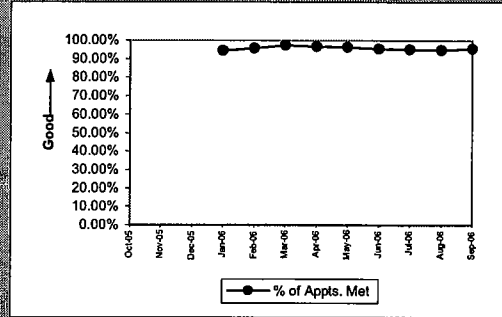
1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC	AREA CODE	09/06 SOT=NTC INWARD R,SB,LB	09/06 SOT=NTC INWARD R,SB	NOT COMPL W/1 5 DAYS	5 DAYS (Greater than 10%)	SUM OF ORDERS W/IDD > 5 days; Customer Reasons	SUM OF ORDERS W/IDD > 5 DAYS; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	NOT COMPL W/1 90 DAYS	90 DAYS (GRTR THAN 1%)
WEST	363	206	362	6	1.65%	61	3	95.08%	4.92%	0	0.00%	0.00%
SEQUIM	225	360	218	2	0.89%	45	0	100.00%	0.00%	0	0.00%	0.00%
SHELTON	284	360	282	0	0.00%	46	0	100.00%	0.00%	0	0.00%	0.00%
SILVERDALE	234	360	228	2	0.85%	33	0	100.00%	0.00%	0	0.00%	0.00%
SPOKANE	2326	360	2792	17	0.60%	619	6	99.03%	0.97%	0	0.00%	0.00%
CHESTNUT	68	509	68	2	2.94%	12	0	100.00%	0.00%	0	0.00%	0.00%
FAIRFAX	398	509	395	1	0.25%	73	0	100.00%	0.00%	0	0.00%	0.00%
HUDSON	417	509	412	0	0.00%	82	0	100.00%	0.00%	0	0.00%	0.00%
KEYSTONE	296	509	295	1	0.34%	63	0	100.00%	0.00%	0	0.00%	0.00%
MORAN	441	509	441	0	0.00%	0	0	100.00%	0.00%	0	0.00%	0.00%
RIVERSIDE	455	509	455	0	0.00%	0	0	100.00%	0.00%	0	0.00%	0.00%
WALNUT	922	509	922	4	0.68%	134	1	99.25%	0.75%	0	0.00%	0.00%
WHITWORTH	466	509	466	8	1.08%	167	4	97.60%	2.40%	0	0.00%	0.00%
SPRINGDALE	258	509	317	1	0.31%	88	1	98.86%	1.14%	0	0.00%	0.00%
SUMNER (BonneyLake)	863	253	260	2	4.88%	5	0	100.00%	0.00%	0	0.00%	0.00%
TACOMA	3435	253	3397	25	0.73%	409	1	97.37%	2.63%	0	0.00%	0.00%
FORT LEWIS	170	253	167	2	1.18%	30	1	96.67%	3.33%	0	0.00%	0.00%
GREENFIELD	472	253	472	5	0.89%	49	0	100.00%	0.00%	0	0.00%	0.00%
JUNIPER	582	253	582	1	0.21%	54	0	100.00%	0.00%	0	0.00%	0.00%
LENNOX	531	253	531	8	1.32%	62	4	93.55%	6.45%	0	0.00%	0.00%
LOGAN	564	253	564	1	0.32%	48	1	97.92%	2.08%	0	0.00%	0.00%
MARKET (Fawcett)	272	253	272	5	1.20%	48	2	95.83%	4.17%	0	0.00%	0.00%
SKYLINE	752	253	752	0	0.00%	36	0	100.00%	0.00%	0	0.00%	0.00%
WAVERLY-2	922	253	922	2	1.36%	25	0	100.00%	0.00%	0	0.00%	0.00%
WAVERLY-7	927	253	927	1	0.19%	57	0	100.00%	0.00%	0	0.00%	0.00%
TOUCHET	394	509	394	0	0.00%	0	0	100.00%	0.00%	0	0.00%	0.00%
VANCOUVER	2014	360	1994	26	1.29%	336	5	98.51%	1.49%	1	0.05%	0.00%
ORCHARDS	987	360	979	10	1.01%	177	3	98.31%	1.69%	1	0.09%	0.00%
OXFORD	694	360	688	10	1.44%	93	2	97.85%	2.15%	0	0.00%	0.00%
SALMON CREEK (VANCVR NO)	333	360	327	6	1.80%	66	0	100.00%	0.00%	0	0.00%	0.00%
WAITSBURG	337	509	337	5	0.00%	0	0	100.00%	0.00%	0	0.00%	0.00%
WALLA WALLA	356	509	348	6	1.69%	42	3	92.86%	7.14%	0	0.00%	0.00%
WARDEN	349	509	29	4	0.00%	4	0	100.00%	0.00%	0	0.00%	0.00%
WINLOCK	785	360	42	4	9.52%	5	1	80.00%	20.00%	0	0.00%	0.00%
YAKIMA	1113	360	1102	12	1.08%	103	2	98.06%	1.94%	0	0.00%	0.00%
CHESTNUT	244	509	809	5	0.61%	59	0	100.00%	0.00%	0	0.00%	0.00%
WEST	965	509	293	7	2.39%	44	2	95.45%	4.55%	0	0.00%	0.00%
Washington Customers Served by Exchanges in Neighboring States												
Clarkston	751	509	132	3	0.0227	7	1	0.8571	0.1429	0	0	0
WC TOTAL	29,285		28,643	313	1.07%	4371	59	98.65%	1.35%	2	0.01%	0.00%

WASHINGTON REPAIR COMMITMENTS MET  
SEPTEMBER 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	16,005	15,271	734	95.41%	84	38
September	14,176	13,480	696	95.09%	54	45
October						
November						
December						
<b>YTD Total</b>	<b>154,757</b>	<b>143,916</b>	<b>10,841</b>	<b>92.99%</b>	<b>985</b>	<b>581</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

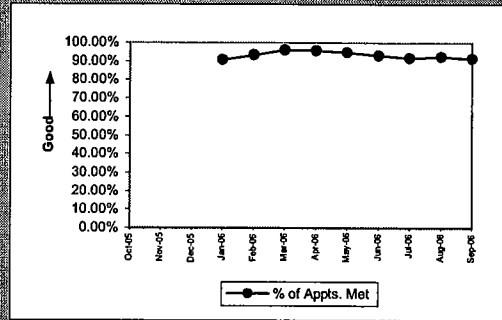
Installation Appointments Met			
Date	# of Appls. Met	# of Appls.	% of Appls. Met
Oct-05			
Nov-05			
Dec-05			
Jan-06	4209	4454	94.50%
Feb-06	15730	16406	95.88%
Mar-06	18918	19434	97.34%
Apr-06	15859	16372	96.87%
May-06	17081	17719	96.40%
Jun-06	16676	17456	95.53%
Jul-06	15379	16159	95.17%
Aug-06	17815	18775	94.89%
Sep-06	16692	17479	95.50%





Repair Appointments Met

Repair Appointments Met			
Date	# of Appts. Met	# of Appls.	% of Appts. Met
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%
Aug-06	5071	5474	92.64%
Sep-06	5171	5652	91.49%



WASHINGTON TROUBLE REPORT RATE - SEPTEMBER 2006

WIRECENTER	STANDARD EXCEEDED COUNT	LINES	REPORTS	RATE SEP-06	RATE AUG-06	RATE JUL-06	RATE JUN-06	RATE MAY-06	RATE APR-06	RATE MAR-06	RATE FEB-06	RATE JAN-06	RATE DEC-06	RATE NOV-06	RATE OCT-06
ABERDEEN-HOQUIAM	0	15092	93	0.62	0.69	0.65	0.66	0.79	0.90	1.30	2.19	1.80	1.22	1.07	1.17
AUBURN	0	30693	222	0.72	1.06	0.78	0.93	0.89	0.69	0.75	0.88	1.31	1.15	0.96	0.77
BAINBRIDGE ISLAND	0	13288	98	0.74	0.88	1.46	1.07	0.88	0.90	1.06	1.10	1.55	1.10	0.98	1.10
BATTLEGROUND	0	11234	159	1.42	1.25	1.21	1.16	1.21	1.16	1.36	1.69	2.21	1.37	1.49	1.47
BELFAIR	0	7972	104	1.30	1.62	1.60	1.94	1.62	1.41	1.02	1.58	4.27	1.77	1.54	1.91
BELLEVUE	0	62957	395	0.63	0.63	0.62	0.72	0.61	0.60	0.64	0.68	0.82	0.73	0.83	0.73
BELLEVUE GLENCOURT	0	24808	124	0.50	0.62	0.51	0.65	0.57	0.41	0.46	0.52	0.79	0.65	0.56	0.73
BELLEVUE-SHERWOOD	0	38049	271	0.71	0.64	0.69	0.76	0.64	0.72	0.75	0.78	0.84	0.78	1.01	0.73
BELLINGHAM	0	39861	216	0.54	0.66	0.57	0.63	0.55	0.44	0.46	0.66	0.57	0.74	0.53	0.57
BELLINGHAM LUMMI	0	1458	12	0.82	1.44	1.10	0.88	1.15	0.60	0.60	0.60	2.20	0.93	1.56	0.79
BELLINGHAM REGENT	0	38403	204	0.53	0.65	0.55	0.62	0.59	0.44	0.45	0.66	0.51	0.73	0.49	0.56
BLACK DIAMOND	0	3326	49	1.47	1.54	1.04	1.09	0.99	0.99	1.33	1.35	1.90	1.66	1.72	1.31
BREMERTON	0	37670	200	0.53	0.59	0.54	0.59	0.75	0.60	0.63	0.86	0.88	0.83	0.74	0.70
BREMERTON CROSBY	0	3428	34	0.99	1.66	1.33	1.01	1.43	1.17	1.06	2.31	1.42	1.57	1.43	1.80
BREMERTON ESSEX	0	33454	161	0.48	0.47	0.44	0.53	0.68	0.53	0.58	0.69	0.81	0.76	0.67	0.59
BREMERTON SUNNYSLOPE	0	788	5	0.63	1.01	1.11	1.23	0.85	1.07	0.96	1.81	1.46	0.86	0.49	0.49
BUCKLEY	0	2986	59	1.98	1.62	1.67	1.46	1.31	1.24	1.17	1.03	1.37	1.55	1.23	2.54
CASTLE ROCK	0	4958	88	1.77	1.65	1.87	1.69	1.96	1.74	1.82	1.95	2.89	2.36	2.68	2.11
CENTRALIA	0	9515	96	1.01	1.17	0.98	1.12	1.20	0.82	0.98	0.92	1.66	1.25	1.72	1.01
CHEHALIS	0	10356	86	0.83	0.81	1.25	1.25	0.92	0.88	0.92	1.07	1.77	1.39	1.27	1.09
CHEHALIS	0	7685	69	0.90	0.79	1.05	0.93	0.77	0.92	0.96	1.07	1.87	1.25	1.33	0.96
NAPAVINE	0	2871	17	0.64	0.86	1.84	2.19	1.36	0.75	0.79	1.08	1.45	1.79	1.09	1.50
CHEHALIS	0	3393	52	1.53	1.15	1.14	0.56	0.83	0.53	0.53	0.83	1.19	1.04	0.92	1.27
COLFAX	0	2440	27	1.11	1.27	1.23	1.56	1.31	1.10	1.22	0.69	3.11	1.70	3.07	1.45
COLVILLE	0	7143	87	1.22	1.46	1.14	1.02	1.49	1.28	0.94	1.17	1.69	1.23	1.26	0.99
COPALIS(OCEAN SHORES)	0	4111	44	1.07	1.29	1.22	0.97	1.21	0.70	1.26	3.30	2.19	1.86	1.28	2.74
COULEE DAM	0	2233	20	0.90	1.20	1.15	1.20	1.28	0.62	0.62	0.92	1.80	2.32	0.83	1.62
CRYSTAL MTN.	0	680	9	1.32	2.20	1.17	1.17	2.19	0.59	1.30	2.02	1.59	1.02	2.77	1.93
DAYTON	0	1848	24	1.30	1.24	1.12	1.65	2.22	1.85	1.28	1.06	1.28	1.16	1.41	1.25
DEER PARK	0	6499	134	2.06	1.57	1.63	1.73	2.15	1.23	0.92	0.62	1.43	0.98	0.84	1.10
DES MOINES	0	31558	222	0.70	0.73	0.86	0.82	1.24	0.71	0.91	0.79	1.19	0.86	0.91	0.82
DES MOINES	0	12296	70	0.57	0.79	0.75	0.84	0.92	0.70	0.75	0.77	1.14	0.99	0.88	0.73
FEDERAL WAY	0	19262	152	0.79	0.69	0.93	0.80	1.44	0.72	1.02	0.81	1.22	0.78	0.93	0.88
EASTON	0	732	3	0.41	1.09	1.22	1.23	1.23	1.64	0.41	0.69	0.83	1.36	0.54	1.37
ELK	0	2879	30	1.04	0.73	1.32	1.35	1.66	1.03	0.65	0.82	2.09	0.79	1.47	1.27
ENUNCLAW	0	8803	158	1.79	1.05	1.06	1.55	1.51	1.06	1.12	1.30	1.35	1.55	1.16	1.20
EPHRATA	0	3460	30	0.87	0.72	0.95	1.13	1.52	0.63	0.86	1.51	4.99	0.85	1.13	1.30
GRAHAM	0	18256	155	0.85	0.91	1.28	1.08	1.08	0.93	1.16	1.01	1.46	1.44	1.16	1.24
GREEN BLUFF	0	2966	24	0.81	2.35	1.34	1.51	1.70	0.97	0.70	0.93	1.89	0.86	0.96	0.79

WASHINGTON TROUBLE REPORT RATE - SEPTEMBER 2006

WIRECENTER	STANDARD EXCEEDED COUNT	LINES	REPORTS	RATE SEP-06	RATE AUG-06	RATE JUL-06	RATE JUN-06	RATE MAY-06	RATE APR-06	RATE MAR-06	RATE FEB-06	RATE JAN-06	RATE DEC-06	RATE NOV-06	RATE OCT-06
HOODSPORT	0	2535	18	0.71	0.71	2.40	1.18	1.50	0.87	0.87	1.65	1.37	1.48	0.93	1.42
ISSAQUAH	0	24297	149	0.61	0.69	0.66	0.73	0.99	0.63	0.54	0.69	1.00	0.77	0.72	0.83
KENT	0	55843	439	0.79	0.74	0.88	0.94	0.77	0.79	0.97	1.01	1.61	0.86	0.80	0.80
KENT MERIDIAN	0	20367	233	1.14	1.10	1.23	1.37	1.11	1.35	1.78	1.70	2.95	1.16	1.01	1.03
KENT O BRIEN	0	9796	24	0.24	0.37	0.25	0.35	0.26	0.19	0.40	0.25	0.32	0.30	0.26	0.35
KENT ULRICH	0	25680	162	0.71	0.61	0.81	0.83	0.70	0.56	0.54	0.75	1.03	0.83	0.85	0.78
LIBERTY LAKE	0	1500	17	1.13	0.92	0.40	2.62	0.91	0.33	0.52	0.45	1.15	0.51	0.63	1.14
LONGVIEW-KELSO	0	31170	395	1.27	1.29	1.21	1.39	1.32	1.21	1.57	1.82	2.20	1.60	1.74	1.49
LOON LAKE	0	1458	16	1.10	1.75	1.35	1.01	1.23	1.17	0.63	0.77	1.61	0.91	1.11	0.83
MAPLE VALLEY	0	12419	81	0.65	0.72	0.97	0.81	0.74	0.90	0.74	2.48	1.26	0.89	0.99	0.65
MOSES LAKE	0	13966	206	1.48	1.55	1.44	1.96	1.51	1.38	1.30	1.16	3.70	1.74	1.65	1.59
MOSES LAKE AFB	0	2331	25	1.07	1.02	1.50	1.08	1.08	1.28	0.81	0.47	2.82	0.93	0.89	0.97
MOSES LAKE	0	11635	181	1.56	1.65	1.43	2.08	1.60	1.40	1.40	1.29	3.88	1.90	1.81	1.72
NEWMAN LAKE	0	2360	9	0.38	1.13	1.68	1.41	0.53	0.61	1.30	1.48	1.99	0.64	1.46	0.63
NORTHPORT	0	1094	15	1.37	1.47	1.01	1.48	2.05	1.70	0.76	1.43	1.99	3.23	1.05	0.96
OMAK-OKANOGAN	0	7360	56	0.76	1.46	1.50	1.95	2.10	1.77	1.15	1.28	2.45	1.77	1.06	1.43
OROVILLE	0	1860	62	3.33	1.13	1.19	1.41	1.31	2.16	1.03	1.13	1.78	1.30	0.76	1.13
OTHELLO	0	4476	62	1.39	2.92	3.00	2.67	2.86	1.75	1.79	1.82	4.77	1.98	2.03	2.19
OYLMPIA	0	85861	578	0.67	0.87	0.82	0.86	0.74	0.65	0.84	0.83	1.24	1.03	0.88	0.83
OLYMPIA EVERGREEN	0	6806	90	1.32	1.18	1.45	1.09	1.26	0.66	0.66	0.97	2.00	0.85	1.33	1.20
OLYMPIA LACEY	0	38171	263	0.69	0.97	0.80	0.82	0.67	0.66	0.89	0.92	0.99	1.09	0.81	0.75
OLYMPIA WHITEHALL	0	40884	225	0.55	0.72	0.73	0.86	0.71	0.63	0.81	0.73	1.35	0.99	0.88	0.85
PASCO	0	20172	210	1.04	1.10	1.90	1.40	1.47	1.00	1.42	0.81	1.65	1.41	1.14	1.15
PATEROS	0	817	7	0.86	0.85	1.57	0.85	0.97	0.73	1.33	1.43	1.79	0.85	1.32	0.60
POMEROY	0	1321	37	2.80	2.48	1.72	1.64	2.17	1.50	2.24	1.80	2.65	3.71	2.07	1.70
PT. ANGELES	0	18990	174	0.95	0.93	0.77	0.88	0.84	0.68	0.74	0.96	1.42	0.96	1.04	1.16
JOYCE	0	1254	22	1.75	2.15	1.75	1.52	1.27	0.80	1.51	3.03	4.00	1.60	2.17	2.07
PT. ANGELES	0	17136	152	0.89	0.85	0.70	0.84	0.81	0.68	0.68	0.81	1.24	0.91	0.96	1.10
PT. LUDLOW	0	2884	24	0.83	0.55	1.00	0.76	0.62	0.58	0.82	1.30	1.23	1.09	1.00	0.55
PT. ORCHARD	0	22263	195	0.88	0.85	0.88	1.15	1.18	0.70	0.86	1.34	1.78	1.25	1.23	1.21
COLBY	0	8543	69	0.81	1.01	0.87	1.24	1.56	0.77	0.83	1.19	1.76	1.06	1.02	1.38
PORT ORCHARD	0	13720	126	0.92	0.74	0.89	1.09	0.95	0.66	0.81	1.44	1.79	1.36	1.36	1.10
PT. TOWNSEND	0	11807	113	0.96	1.00	0.93	1.16	2.13	1.44	0.84	0.93	1.04	1.08	1.10	1.14
PUYALLAP	0	35676	233	0.65	0.77	0.79	0.92	0.99	0.76	1.02	1.18	1.40	1.15	0.98	0.93
RENTON	0	52170	392	0.75	0.79	0.77	0.84	0.78	0.57	0.76	0.96	1.11	0.83	0.84	0.81
RIDGEFIELD	0	3894	65	1.67	1.23	3.05	1.89	1.22	1.96	1.50	2.08	2.80	1.26	1.86	1.44
ROCHESTER	0	5899	129	2.19	0.74	1.07	1.23	1.56	1.11	0.75	1.59	1.91	1.31	1.25	3.87
ROY	0	2724	33	1.21	1.06	1.57	1.43	1.23	0.90	1.66	1.22	2.10	1.94	1.72	1.08
SEATTLE	0	364528	2000	0.55	0.55	0.62	0.65	0.63	0.52	0.67	0.71	0.89	0.63	0.68	0.61

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WASHINGTON TROUBLE REPORT RATE - SEPTEMBER 2006

WIRECENTER	STANDARD EXCEEDED COUNT	LINES	REPORTS	RATE SEP-06	RATE AUG-06	RATE JUL-06	RATE JUN-06	RATE MAY-06	RATE APR-06	RATE MAR-06	RATE FEB-06	RATE JAN-06	RATE DEC-06	RATE NOV-06	RATE OCT-06
		SEATTLE ATWATER	128	0.46	0.49	0.50	0.54	0.51	0.45	0.55	0.62	0.68	0.56	0.49	0.48
		SEATTLE CAMPUS	66	0.50	0.38	0.43	0.48	0.36	0.44	0.47	0.41	0.47	0.39	0.69	0.63
		SEATTLE CHERRY	248	0.61	0.74	0.78	0.98	0.84	0.71	0.81	1.03	1.33	0.90	1.05	0.75
		SEATTLE DUWAMISH	102	0.64	0.70	0.68	0.78	0.74	0.57	0.60	0.68	1.06	0.89	0.59	0.75
		SEATTLE EAST	281	0.72	0.60	0.90	0.84	0.69	0.62	0.73	0.66	0.98	0.78	0.81	0.76
		SEATTLE ELLIOT	32	0.31	0.16	0.34	0.23	0.23	0.23	0.36	0.24	0.27	0.30	0.43	0.42
		SEATTLE EMERSON	222	0.56	0.49	0.82	0.65	0.74	0.55	0.70	0.77	0.92	0.77	0.66	0.61
		SEATTLE LAKEVIEW	226	0.67	0.68	0.63	0.68	0.72	0.49	0.90	0.64	1.25	0.65	0.62	0.57
		SEATTLE MAIN	120	0.22	0.33	0.18	0.20	0.18	0.12	0.24	0.17	0.21	0.16	0.16	0.19
		SEATTLE MERCER ISLAND (ADAMS)	97	0.84	0.92	0.99	0.92	0.85	0.91	1.20	1.15	1.30	0.91	1.03	1.05
		SEATTLE PARKWAY	199	0.87	0.75	0.94	1.12	1.29	0.93	1.06	1.31	1.57	1.08	1.15	1.08
		SEATTLE SUNSET	143	0.48	0.45	0.45	0.53	0.47	0.45	0.52	0.99	0.73	0.51	0.63	0.55
		SEATTLE WEST	136	0.51	0.55	0.60	0.62	0.77	0.59	0.94	0.93	1.06	0.84	0.94	0.75
SEQUIM			127	0.87	1.02	1.09	1.09	1.05	0.78	1.03	1.01	1.17	0.85	1.14	1.23
SHELTON			116	0.71	0.81	0.78	1.19	0.72	0.89	1.15	1.35	1.66	1.04	1.19	1.57
SILVERDALE			120	0.73	0.88	0.59	0.74	0.80	0.52	0.53	0.76	0.85	0.89	0.68	0.68
SPOKANE			1231	0.75	1.00	1.27	1.17	0.96	0.67	0.76	0.65	1.36	0.87	0.75	0.85
		SPOKANE CHESTNUT	30	0.93	1.97	1.16	1.58	1.09	0.88	1.44	1.86	1.66	1.32	0.96	1.12
		SPOKANE FAIRFAX	203	0.86	0.81	1.27	1.13	0.93	0.52	0.82	0.78	1.49	0.84	0.83	0.87
		SPOKANE HUDSON	141	0.79	0.99	1.19	1.18	1.17	0.70	0.81	0.65	1.32	0.57	0.63	0.75
		SPOKANE KEYSTONE	99	0.61	0.82	0.93	1.12	1.33	0.58	0.80	0.51	1.66	0.97	0.81	0.84
		SPOKANE MORAN	76	0.75	1.04	1.06	1.37	0.73	0.77	0.83	0.64	1.45	0.81	1.01	1.18
		SPOKANE RIVERSIDE	150	0.85	0.78	2.28	1.10	0.86	0.61	0.63	0.68	1.60	0.88	0.80	0.83
		SPOKANE WALNUT	295	0.66	0.77	1.01	1.06	0.88	0.77	0.67	0.52	1.14	1.01	0.71	0.82
		SPOKANE WHITWORTH	237	0.96	1.80	1.15	1.34	0.94	0.67	0.82	0.67	1.19	0.75	0.62	0.79
SPRINGDALE			33	1.87	3.25	1.71	2.11	1.55	1.03	0.68	1.77	1.89	1.09	0.98	1.79
SUMNER (BONNEYLAKE)			192	0.90	0.95	0.99	1.00	0.88	0.91	0.77	1.18	1.45	1.32	1.18	1.29
TACOMA			1331	0.76	0.78	0.82	0.77	0.81	0.79	0.81	1.06	1.36	1.10	0.99	0.88
		TACOMA FORT LEWIS	39	0.67	0.37	0.94	0.83	0.56	0.64	0.40	1.05	0.67	0.70	0.58	0.72
		TACOMA GREENFIELD	229	0.99	1.01	0.87	0.85	1.02	0.88	1.12	1.07	1.47	1.33	1.10	1.09
		TACOMA JUNIPER	207	0.84	0.88	0.87	0.82	0.80	0.69	0.82	1.66	1.51	1.12	1.14	0.92
		TACOMA LENOX	298	1.01	1.15	1.10	0.99	1.39	1.32	0.97	1.59	2.46	1.69	1.37	1.24
		TACOMA LOGAN	99	0.59	0.58	0.69	0.67	0.67	0.59	0.95	0.81	1.36	1.09	0.79	0.75
		TACOMA MARKET (FAWCETT)	78	0.41	0.47	0.60	0.50	0.59	0.68	0.61	0.72	0.87	0.53	0.68	0.60
		TACOMA SKYLINE	152	0.95	0.65	0.76	0.69	0.64	0.53	0.61	0.60	0.95	0.88	0.78	0.75
		TACOMA WAVERLY-2	50	0.62	0.72	0.87	0.77	0.52	0.96	0.80	0.87	1.49	1.44	0.94	0.61
		TACOMA WAVERLY-7	179	0.56	0.61	0.67	0.70	0.54	0.58	0.65	0.71	0.86	0.80	0.93	0.75
VANCOUVER			1018	1.00	1.19	1.11	1.10	0.97	0.90	0.94	1.01	1.47	1.10	1.07	1.31
		VANCOUVER ORCHARDS	585	1.13	1.42	1.10	1.07	0.98	0.91	0.97	1.02	1.42	1.03	1.04	1.33

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WASHINGTON TROUBLE REPORT RATE - SEPTEMBER 2006

WIRECENTER	STANDARD EXCEEDED COUNT	LINES	REPORTS	RATE SEP-06	RATE AUG-06	RATE JUL-06	RATE JUN-06	RATE MAY-06	RATE APR-06	RATE MAR-06	RATE FEB-06	RATE JAN-06	RATE DEC-06	RATE NOV-06	RATE OCT-06
VANCOUVER OXFORD	0	28621	259	0.90	0.87	1.03	1.19	0.99	0.83	0.92	1.07	1.52	1.25	1.14	1.29
VANCOUVER SALMON CRK(NORTH)	0	21342	174	0.92	1.06	1.24	1.06	0.92	0.97	0.87	0.88	1.52	1.07	1.04	1.27
WAITSBURG	0	740	9	1.22	2.47	0.81	2.31	2.82	0.93	1.06	1.57	1.05	0.91	1.05	1.71
WALLA WALLA (INCL TOUCHET)	0	20590	193	0.94	0.88	0.83	0.92	1.06	0.76	0.88	0.88	1.00	0.81	0.84	0.87
WARDEN	0	1318	24	1.82	0.91	1.43	1.07	1.13	1.13	1.27	1.80	6.76	3.04	3.17	2.25
WINLOCK	0	2278	25	1.10	2.23	2.36	1.44	2.99	1.03	1.11	0.81	1.59	1.64	1.99	1.86
YAKIMA	0	50913	339	0.67	1.01	0.78	0.67	0.66	0.86	0.68	0.65	1.65	0.93	0.89	0.82
YAKIMA CHESTNUT	0	34430	233	0.68	0.93	0.81	0.83	0.85	0.93	0.74	0.70	1.74	0.97	0.96	0.90
YAKIMA WEST	0	16483	106	0.64	1.17	0.71	0.96	0.88	0.70	0.56	0.53	1.48	0.85	0.73	0.65
Washington Customers Served by Exchanges in Neighboring States															
CLARKSTON	0	7920	121	1.53	1.43	1.06	1.40	2.79	1.36	0.89	0.95	1.95	1.85	0.84	1.13
TOTALS		1729660	13478	0.78	0.85	0.90	0.93	0.90	0.74	0.83	0.93	1.33	0.97	0.92	0.91

Blanks in the report indicate no activity for the particular measure.

WASHINGTON ANCR DETAIL DATA - SEPTEMBER 2006

TICKET ID	ESCALATION CODE	INCIDENT DATE	GEOGRAPHY AFFECTED	FAILURE CATEGORY	RESTORE DATE	TOTAL HOURS OOS	FAILURE DESCRIPTION
There are no incident reports greater than 48 hours for this month							

WASHINGTON AVERAGE TIME IN QUEUE IN SECONDS  
 FOR REPAIR AND RES/BUS OFFICE ACCESS  
 SEPTEMBER 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		31,250,832	16		1,932,261	9		33,183,093	15		22,980,683	50
September		6,455,583	36		1,635,018	9		66,190,857	33		17,996,751	46
October												
November												
December												

WASHINGTON OUT OF SERVICE SUMMARY  
SEPTEMBER 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	12,125	12,053	99.41%	72	84				
September	10,553	10,479	99.30%	74	95				
October									
November									
December									
	<b>116,923</b>	<b>114,751</b>	<b>98.14%</b>	<b>2,172</b>	<b>1,466</b>				
<b>Baseline:</b> (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	3,892	3,872	20	99.49%	0	26			
September	3,611	3,597	14	99.61%	2	14			
October									
November									
December									
<b>YTD TOTAL</b>	<b>37,639</b>	<b>37,164</b>	<b>475</b>	<b>98.74%</b>	<b>60</b>	<b>235</b>			
<b>Baseline:</b> (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 - SEPTEMBER 2006

		SEP-06		
AP088604	E911	ONE_WAY	96.58%	BLOCKED HOUR 21 WEEK OF 9/25/06 SA ISSUED 10/5/06
AP088646	E911	ONE_WAY	98.50%	BLOCKED HOUR 8 WEEK OF 9/25/06 SA ISSUED 10/5/06
E911				E911 Percent of trunks meeting standard = 94.12%, Total # of trunks in groups = 134, Number of trunks out of compliance for the month = 2
AP072408	TOLL	TWO_WAY	93.05%	BLOCKED HOURS 18-19 WEEK OF 9/4/06 MASS CALLING EVENT IN STLLWA0303T SA ISSUED 9/1/06
AP072410	TOLL	TWO_WAY	97.71%	BLOCKED HOURS 14,19 WEEK OF 9/1/06 SA ISSUED 9/22/06
AP072414	TOLL	TWO_WAY	94.87%	BLOCKED HOURS 13-14,18 WEEK OF 9/1/06 SA ISSUED 9/22/06
AP072418	TOLL	TWO_WAY	99.35%	BLOCKED HOUR 12 WEEK OF 9/4/06 SA ISSUED 9/19/06
AP072424	TOLL	TWO_WAY	97.81%	BLOCKED HOUR 19 WEEK OF 9/4/06 MASS CALLING EVENT IN STLLWA0303T SA ISSUED 9/19/06
AP072427	TOLL	TWO_WAY	96.82%	BLOCKED HOUR 18 WEEK OF 9/4/06 MASS CALLING EVENT IN STLLWA0303T SA ISSUED 9/19/06
AP072428	TOLL	TWO_WAY	97.95%	BLOCKED HOURS 18-19 WEEK OF 9/4/06 MASS CALLING EVENT IN STLLWA0303T SA ISSUED 9/19/06
AP072430	TOLL	TWO_WAY	95.61%	BLOCKED HOURS 18-19 WEEK OF 9/4/06 MASS CALLING EVENT IN STLLWA0303T SA ISSUED 9/19/06
AP072432	TOLL	TWO_WAY	99.38%	BLOCKED HOURS 18-19 WEEK OF 9/4/06 MASS CALLING EVENT IN STLLWA0303T SA ISSUED 9/19/06
AP073918	TOLL	TWO_WAY	98.53%	BLOCKED HOURS 11,18-19 WEEK OF 9/11/06 SA ISSUED 9/22/06
AP074015	TOLL	TWO_WAY	96.99%	BLOCKED HOURS 18-19 WEEK OF 9/4/06 MASS CALLING EVENT IN STLLWA0303T SA ISSUED 9/19/06
AP074227	TOLL	TWO_WAY	99.17%	BLOCKED HOUR 20 WEEK OF 9/4/06 ADDED 48 TRKS 10/10/06 NOM042426
AP077379	TOLL	TWO_WAY	98.18%	BLOCKED HOURS 10-11,18 WEEK OF 9/11/06 SA ISSUED 9/22/06
AP077380	TOLL	TWO_WAY	98.83%	BLOCKED HOUR 19 WEEK OF 9/4/0 SA ISSUED 9/19/06
AP077382	TOLL	TWO_WAY	98.55%	BLOCKED HOURS 10-11,14,18-19 WEEK OF 9/11/06 SA ISSUED 9/22/06
AP077398	TOLL	TWO_WAY	97.58%	BLOCKED HOURS 17-19 WEEK OF 9/25/06 SA ISSUED 9/28/06
AP077405	TOLL	TWO_WAY	99.42%	BLOCKED HOURS 18-19 WEEK OF 9/25/06 SA ISSUED 10/6/06
AP079934	TOLL	TWO_WAY	99.30%	BLOCKED HOUR 12 WEEK OF 9/4/06 SA ISSUED 9/19/06
AP080835	TOLL	TWO_WAY	98.23%	ADDED 72 TRKS ON 9/11/06 NOM041862 ADDED 120 MORE ON 10/4/06 NOM042265-6
AP081340	TOLL	TWO_WAY	99.37%	BLOCKED HOUR 16 WEEK OF 9/11/06 SA ISSUED 10/6/06
AP081401	TOLL	TWO_WAY	96.25%	BLOCKED HOUR 16 WEEK OF 9/11/06 SA ISSUED 10/6/06
AP081496	TOLL	TWO_WAY	97.94%	BLOCKED HOUR 19 WEEK OF 9/4/06 SA ISSUED 9/19/06
AP081687	TOLL	TWO_WAY	96.35%	BLOCKED HOURS 12,17 WEEK OF 9/11/06 SA ISSUED 9/22/06
AP081916	TOLL	TWO_WAY	98.08%	BLOCKED HOURS 17,19 WEEK OF 9/25/06 SA ISSUED 9/28/06
AP081921	TOLL	TWO_WAY	99.46%	BLOCKED HOURS 11,18-19 WEEK OF 9/11/06 SA ISSUED 9/22/06
AP081935	TOLL	TWO_WAY	98.41%	BLOCKED HOURS 10-11,18 WEEK OF 9/11/06 SA ISSUED 9/22/06
AP081940	TOLL	TWO_WAY	97.05%	BLOCKED HOURS 11-12 WEEK OF 9/4/06 SA ISSUED 9/19/06
TOLL				Toll Percent of trunks meeting standard = 93.28%, Total # of trunks in groups = 402, Number of trunks out of compliance for the month = 27
Local				Local Percent of trunks meeting standard = 100%, Total # of trunks in groups = 350, Number of trunks out of compliance for the month = 0

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	1,745,402	32,148,117	989	0.00%
September	1,729,660	27,597,628	624	0.00%
October				
November				
December				
YTD Total		281,761,477	13,238	0.00%
<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 - SEPTEMBER 2006

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
ABERDEEN-HOQUIAM	532	360	325339	1	0.00%
AUBURN	833	253	487105	22	0.00%
BLACK DIAMOND	REMOTE OF AUBURN				
BAINBRIDGE ISLAND	842	206	269888	10	0.00%
BATTLEGROUND	687	360	166173	6	0.00%
BELFAIR	275	360	112614	0	0.00%
BELLEVUE GLENCOURT	453	425	419296	5	0.00%
BELLEVUE-SHERWOOD	641	425	621264	0	0.00%
BELLINGHAM REGENT	671	360	812911	36	0.00%
LUMMI	REMOTE OF REGENT				
BREMERTON CROSBY	830	360	51050	0	0.00%
BREMERTON ESSEX	373	360	438623	4	0.00%
BUCKLEY	829	360	37161	0	0.00%
CASTLE ROCK	274	360	84761	0	0.00%
CENTRALIA	736	360	144759	1	0.00%
CHEHALIS	748	360	103812	0	0.00%
CHEHALIS NAPA VINE	262	360	47519	0	0.00%
CLE-ELUM	674	509	42417	0	0.00%
COLFAX	397	509	16302	0	0.00%
COLVILLE	684	509	92713	1	0.00%
NORTHPORT	REMOTE OF COLLVILLE				
COPALIS(OCEAN SHORES)	289	360	62387	0	0.00%
COULEE DAM	633	509	30542	0	0.00%
CRYSTAL MTN.	663	360	4808	0	0.00%
DAYTON	382	509	25308	0	0.00%
DEER PARK	276	509	103237	0	0.00%
DES MOINES	824	206	204795	12	0.01%
DES MOINES FEDERAL WAY	839	253	345414	21	0.01%
EASTON	656	509	5570	0	0.00%
ELK	292	509	52634	0	0.00%
ENUMCLAW	825	360	122076	0	0.00%
EPHRATA	754	509	72815	0	0.00%
GRAHAM	847	253	354652	4	0.00%
GREEN BLUFF	238	509	46326	0	0.00%
ISSAQUAH	392	425	373785	6	0.00%
KENT MERIDIAN	630	253	272957	19	0.01%
KENT O'BRIEN	251	206	198165	0	0.00%
KENT ULRICH	852	253	398628	0	0.00%
LIBERTY LAKE	255	509	13544	0	0.00%
LONGVIEW-KELSO	423	360	529562	0	0.00%
LOON LAKE	233	509	16254	0	0.00%
MAPLE VALLEY	432	425	149508	1	0.00%
MOSES LAKE AFB	765	509	49959	0	0.00%
MOSES LAKE ALDER	762	509	328075	6	0.00%
NEWMAN LAKE	226	509	27584	0	0.00%
OLYMPIA LACEY	456	360	511344	40	0.01%
OLYMPIA WHITEHALL	352	360	792177	18	0.00%
EVERGREEN	REMOTE OF WHITEHALL				
OMAK-OKANOGAN	826	509	98994	0	0.00%
OROVILLE	476	509	28557	0	0.00%
OTHELLO	488	509	104378	0	0.00%
PASCO	545	509	376171	0	0.00%
PATEROS	923	509	9208	0	0.00%
POMEROY	843	509	14533	0	0.00%
PORT ORCHARD COLBY	871	360	122262	11	0.01%
PT ANGELES JOYCE	928	360	17615	0	0.00%
PT. ANGELES	452	360	205378	1	0.00%
PT. LUDLOW	437	360	36545	0	0.00%
PT. ORCHARD	876	360	231083	16	0.01%
SUNNYSLOPE	REMOTE OF PT. ORCHARD				
PT. TOWNSEND	385	360	214367	4	0.00%
PUYALLAP	841	253	525501	3	0.00%
RENTON	226	425	844492	27	0.00%

WASHINGTON DIAL TONE REPORT - SEPTEMBER 2006

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
RIDGEFIELD	887	360	45566	0	0.00%
RIVERSIDE	455	509	418568	25	0.01%
MORAN	REMOTE OF RIVERSIDE				
ROCHESTER	273	360	104198	0	0.00%
ROY	843	253	52180	0	0.00%
SEATTLE ATWATER	281	206	393172	1	0.00%
SEATTLE CAMPUS	543	206	215431	0	0.00%
SEATTLE CHERRY	241	206	699674	18	0.00%
SEATTLE DUWAMISH	762	206	374893	0	0.00%
SEATTLE EAST	322	206	492243	6	0.00%
SEATTLE ELLIOT	441	206	161738	0	0.00%
SEATTLE EMERSON	361	206	495786	0	0.00%
SEATTLE LAKEVIEW	522	206	359177	1	0.00%
SEATTLE MAIN	223	206	910022	26	0.00%
SEATTLE MERCER ISLAND (A)	232	206	214335	0	0.00%
SEATTLE PARKWAY	721	206	512146	58	0.01%
SEATTLE SUNSET	782	206	298272	4	0.00%
SEATTLE WEST	965	509	404773	0	0.00%
SEQUIM	683	360	135574	1	0.00%
SHELTON	426	360	290648	49	0.02%
HOODSPORT	REMOTE OF SHELTON				
SILVERDALE	692	360	231449	8	0.00%
SPOKANE FAIRFAX	325	509	395595	24	0.01%
CHESTNUT	REMOTE OF FAIRFAX				
SPOKANE HUDSON	482	509	357398	0	0.00%
SPOKANE KEYSTONE	534	509	351038	0	0.00%
SPOKANE WALNUT	922	509	622245	0	0.00%
SPOKANE WHITWORTH	466	509	354397	21	0.01%
SPRINGDALE	258	509	38280	0	0.00%
SUMNER (BONNEYLAKE)	863	253	343043	2	0.00%
BONNEY LAKE	REMOTE OF SUMNER				
TACOMA FORT LEWIS	964	253	70760	0	0.00%
TACOMA GREENFIELD	472	253	498564	16	0.00%
TACOMA JUNIPER	582	253	400141	12	0.00%
TACOMA LENNOX	531	253	530087	6	0.00%
TACOMA LOGAN	564	253	232953	10	0.00%
TACOMA MARKET (FAWCETT)	272	253	433301	2	0.00%
TACOMA SKYLINE	752	253	235063	0	0.00%
TACOMA WAVERLY-2	922	253	179041	1	0.00%
TACOMA WAVERLY-7	927	253	408452	9	0.00%
VANCOUVER ORCHARDS	253	360	735345	26	0.00%
VANCOUVER OXFORD	693	360	578817	2	0.00%
VANCOUVER SALMON CRK(N)	573	360	265015	9	0.00%
WAITSBURG	337	509	10988	0	0.00%
WALLA WALLA (INCL TOUCHE)	522	509	496936	5	0.00%
TOUCHET	REMOTE OF WALLA WALLA				
WARDEN	349	509	25193	0	0.00%
WINLOCK	785	360	37804	0	0.00%
YAKIMA CHESTNUT	244	509	662163	4	0.00%
YAKIMA WEST	965	509	330267	3	0.00%
TOTAL			27597628	624	0.00%

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

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 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	126357	3050	8169	1028382	772	4434
						12603
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 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	35507	1396	3935	95885	196	1161
						5096

Washington Customer Service Guarantee Program Credits  
September 2006

Missed Appointments/Commitments - Repair Residence		Missed Appointments/Commitments - Repair Business		Missed Appointments/Commitments - Repair Residence		Missed Appointments/Commitments - Repair Business		Missed Appointments/Commitments - Repair Residence		Missed Appointments/Commitments - Repair Business	
Measurement Period	Number of Scheduled Appointments (dispatched tickets)	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets)	Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to company reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	Number Exclusions		
January, 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	106976	7916	421	29860	1287	13	1285				
<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 Commitments (non-dispatched tickets)	Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to company reasons	Number of Scheduled Commitments (non-dispatched tickets) 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	13492	1430	142	4437	208	5	281				

Washington Customer Service Guarantee Program Credits  
September 2006

Missed Appointments/Commitment Credits Paid - Install Residence/Business (New Connect/Reconnect)		Residence		Business		
Measurement Period	Number of RESIDENCE customers receiving credits for company missed appointments/com mitments-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 mitments-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	309	\$7,713	Sep06/Oct06	159	\$5,350	Sep06/Oct06
October, 2006						
November, 2006						
December, 2006						
YTD Total	3680	\$101,689		1722	\$67,639	
Missed Appointments/Commitment Credits Paid - Repair		Residence		Business		
Measurement Period	Number of RESIDENCE customers receiving credits for company missed appointments/com mitments-Repair	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date	Number of BUSINESS customers receiving credits for company missed appointments/com mitments-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	9560	\$239,000		1256	\$62,800	

Baseline: VN U-40 2.2.B.1.b. / VN U-40 2.2.2.B.1.c a \$50 credit will be offered if the company fails to keep a guaranteed appointment or commitment. Effective 10/30/05 the amount of the credit changed from \$50.00 to \$25.00



Washington Customer Service Guarantee Program Credits  
September 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													236897
# of completed orders for primary service installed w/ 5 bus. days													234433
# 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)													1431
Amount of credits-Installation (Ho NonRecur)													\$43,619
# 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*													\$84
<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 Fwrding-Recurring													15
Amount of Remote Call Fwrding-Recurring													\$240
# of Remote Call Fwrding-Non-Recurring													0
Amount of Remote Call Fwrding-Non-Recurring													\$0
YTD Total Number of Credits Paid													1556
YTD Total Amount of Credits Paid	\$13,222	\$6,815	\$4,952	\$4,199	\$4,230	\$3,888	\$4,916	\$4,187	\$3,939	\$0	\$0	\$0	\$50,348

Washington Customer Service Guarantee Program Credits  
September 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													34231
# of completed orders for primary service installed w/ 5 bus. days													33135
# 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)													573
Amount of credits-Installation (Ho NonRecur)													\$45,360
# 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*													\$87
<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													1
Amount of Remote Call Fwrdng-Recurring													\$16
# of Remote Call Fwrdng-Non-Recurring													0
Amount of Remote Call Fwrdng-Non-Recurring													\$0
YTD Total Number of Credits Paid													602
YTD Total Amount of Credits Paid	\$8,729	\$6,730	\$5,526	\$4,621	\$4,157	\$5,103	\$4,657	\$4,801	\$3,361				\$47,685

Pending Order Report  
As of September 30, 2006

Washington Pending Orders based upon OP-15A Diagnostic Measure  
as of September 30, 2006

Washington Pending Orders Per Month for Sep, 2006						
Exchange	Total Orders Completed for Month SOT = NTC R, SB, L	SOT = NTC Total Orders as of 30SEP2006	Percent of Orders Pending as of 30SEP2006	Average Age of Pending Inward Orders (Business days) as of 30SEP2006	Inward Orders not Completed > 90 days from Due Date as of 30SEP2006	Inward Orders not Completed > 180 days from Due Date as of 30SEP2006
ABERDEEN-HOQUIAM	1199	5	0.42%	14.4	0	0
AUBURN	2501	2	0.08%	34	0	0
BAINBRIDGE ISLAND	821	1	0.12%	3	0	0
BATTLEGROUND	1049	5	0.47%	45.6	2	0
BELFAIR	585	1	0.17%	47	0	0
BELLEVUE	3142	6	0.19%	35.17	0	0
BLLVWAGL	1070	2	0.19%	31.5	0	0
BLLVWASH	2072	4	0.19%	37	0	0
BELLINGHAM	2987	7	0.23%	15.86	0	0
BLHMWA01	2815	7	0.25%	15.86	0	0
BLHMWALU	172	0	0.00%	0	0	0
BLACK DIAMOND	279	1	0.36%	4	0	0
BREMERTON	2807	2	0.07%	39	0	0
BMTNWA01	2460	2	0.08%	39	0	0
CRSBWA01	291	0	0.00%	0	0	0
SNYSWA01	56	0	0.00%	0	0	0
BUCKLEY	241	1	0.41%	12	0	0
CASTLE ROCK	370	1	0.27%	35	0	0
CENTRALIA	800	1	0.12%	6	0	0
CHEHALIS	753	2	0.26%	4	0	0
CHHLWA01	592	2	0.34%	4	0	0
NPVNWA01	161	0	0.00%	0	0	0
CLE ELUM	242	0	0.00%	0	0	0
COLFAX	135	1	0.74%	40	0	0
COLVILLE	458	3	0.65%	13.33	0	0
COPALIS(OCEAN SHORES)	289	0	0.00%	0	0	0
COULEE DAM	162	0	0.00%	0	0	0
CRYSTAL MOUNTAIN	24	0	0.00%	0	0	0
DAYTON	109	0	0.00%	0	0	0
DEER PARK	488	2	0.41%	22.5	0	0
DES MOINES	3135	1	0.03%	5	0	0
DESMWA01	1179	1	0.08%	5	0	0
FDWYWA01	1956	0	0.00%	0	0	0
EASTON	45	0	0.00%	0	0	0
ELK	200	2	0.99%	8.5	0	0
ENUMCLAW	575	4	0.69%	21.75	1	0
EPHRATA	227	0	0.00%	0	0	0
GRAHAM	1808	7	0.39%	31	2	0
GREEN BLUFF	154	0	0.00%	0	0	0
HOODSPORT	200	0	0.00%	0	0	0
ISSAQUAH	1302	2	0.15%	23	0	0
KENT	4283	8	0.19%	27.13	1	0
KENTWA01	2509	5	0.20%	21.8	0	0
KENTWAME	1515	2	0.13%	33.5	1	0
KENTWA0B	259	1	0.38%	41	0	0
LIBERTY LAKE	89	0	0.00%	0	0	0
LONGVIEW-KELSO	3186	4	0.13%	29.75	0	0
LOON LAKE	110	0	0.00%	0	0	0
MAPLE VALLEY	864	0	0.00%	0	0	0
MOSES LAKE	1165	4	0.34%	20.5	0	0
MSLKWA01	915	3	0.33%	25.67	0	0
MSLKWAAB	250	1	0.40%	5	0	0
NEWMAN LAKE	123	0	0.00%	0	0	0
NORTHPORT	68	1	1.45%	8	0	0
OLYMPIA	6204	10	0.16%	17	0	0
LACYWA01	2693	3	0.11%	8.67	0	0
OLYMWA02	3015	5	0.17%	16	0	0
OLYMWA0EV	496	2	0.40%	32	0	0
OMAK-OKANOGAN	613	2	0.33%	45	0	0
OROVILLE	127	1	0.78%	10	0	0
OTHELLO	432	3	0.69%	57.67	2	0
PASCO	2017	4	0.20%	17	0	0
PATEROS	45	0	0.00%	0	0	0

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as of September 30, 2006

Washington Pending Orders Per Month for Sep, 2006						
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POMEROY	101	0	0.00%	0	0	0
PORT ANGELES	1217	0	0.00%	0	0	0
JOYCWA01	60	0	0.00%	0	0	0
PTANWA01	1157	0	0.00%	0	0	0
PORT LUDLOW	173	0	0.00%	0	0	0
PORT ORCHARD	1755	1	0.06%	12	0	0
COLBWA01	668	0	0.00%	0	0	0
PTORWAFE	1087	1	0.09%	12	0	0
PORT TOWNSEND	962	2	0.21%	33	1	0
PUYALLAP	2856	4	0.14%	11.25	0	0
RENTON	4054	4	0.10%	15.5	0	0
RIDGEFIELD	296	4	1.33%	20.75	0	0
ROCHESTER	523	2	0.38%	8.5	0	0
ROY	204	1	0.49%	0	0	0
SEATTLE	23510	24	0.10%	21.04	0	0
MRISWA01	544	0	0.00%	0	0	0
STTLWA03	3080	3	0.10%	16	0	0
STTLWA04	2630	0	0.00%	0	0	0
STTLWA05	1522	5	0.33%	29.4	0	0
STTLWA06	2026	3	0.15%	13.67	0	0
STTLWACA	868	0	0.00%	0	0	0
STTLWACH	3302	4	0.12%	20	0	0
STTLWADU	1354	1	0.07%	4	0	0
STTLWAEI	579	1	0.17%	34	0	0
STTLWALA	1879	2	0.11%	9	0	0
STTLWAPA	2212	2	0.09%	14	0	0
STTLWASU	1856	2	0.11%	24.5	0	0
STTLWAVE	1658	1	0.06%	56	0	0
SEQUIM	997	3	0.30%	34.33	1	0
SHELTON	1338	1	0.07%	1	0	0
SILVERDALE	1125	3	0.27%	25	0	0
SPOKANE	12170	10	0.08%	12.1	0	0
SPKNWA01	1623	1	0.06%	9	0	0
SPKNWACH	310	1	0.32%	17	0	0
SPKNWAFI	1890	1	0.05%	2	0	0
SPKNWAHD	1890	0	0.00%	0	0	0
SPKNWAKY	1257	2	0.16%	15	0	0
SPKNWAMO	640	0	0.00%	0	0	0
SPKNWAWA	3048	3	0.10%	7	0	0
SPKNWAWH	1512	2	0.13%	21	0	0
SPRINGDALE	184	0	0.00%	0	0	0
SUMNER (BONNEYLAKE)	1414	5	0.35%	27.6	0	0
TACOMA	16206	22	0.14%	23.77	0	0
TACMWAFA	1620	4	0.25%	28	0	0
TACMWAFI	636	0	0.00%	0	0	0
TACMWAGF	2650	4	0.15%	17.75	0	0
TACMWAJU	2440	2	0.08%	26.5	0	0
TACMWALE	3210	1	0.03%	2	0	0
TACMWALO	1260	1	0.08%	49	0	0
TACMWASY	1060	2	0.19%	33.5	0	0
TACMWAWA	602	3	0.50%	3.33	0	0
TACMWAWV	2728	5	0.18%	31.8	0	0
VANCOUVER	9199	21	0.23%	22.71	0	0
ORCHWA01	4561	5	0.11%	18.8	0	0
VANCWA01	2934	8	0.27%	28.13	0	0
VANCWANO	1704	8	0.47%	19.75	0	0
WAITSBURG	53	0	0.00%	0	0	0
WALLA WALLA (INCL TOUCHET)	1519	5	0.33%	9.6	0	0
WARDEN	110	1	0.90%	21	0	0
WINLOCK	219	0	0.00%	0	0	0
YAKIMA	4730	9	0.19%	24.78	1	0
YAKMWA02	3493	5	0.14%	18.2	0	0
YAKMWAVE	1237	4	0.32%	33	1	0

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Washington Customers Served by Exchanges in Neighboring States						
CLARKSTON	627	0	0	0	0	0
<b>State Totals</b>	131955	216	0.16%	22.39	11	0