



Qwest Corporation
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Holly Dean
Manager - Regulatory
Public Policy

June 24, 2004

Carole Washburn, Secretary
Washington Utilities and
Transportation Commission
1300 S. Evergreen Park Dr. SW
Olympia, Washington 98504-7250

Attention: Kristen Russell, Bob Williamson
Re: Docket Nos. UT-921192, UT-950200, UT-991358

Dear Ms. Washburn:

Enclosed are the May 2004 service quality performance reports required of Qwest Corporation in accordance with Docket Nos. UT-921192, UT-950200, UT-991358, and WAC 480-120-438 -- 480-120-440.

The following reports are enclosed:

- 1) Installation Commitments Met/Held Orders,
- 2) Repair Commitments Met,
- 3) Trouble Report,
- 4) Abnormal Trouble Conditions Report,
- 5) Answer Time Performance,
- 6) Out of Service Report - 2 day / 7 day / Cleared Greater than 72 hours,
- 7) Trunk Blocking Reports,
- 8) Dial Tone Report,
- 9) Customer Complaint Report,
- 10) Customer Remedy Service Quality Credit Report

The Service Order Interval Missed Commitment Report enclosed includes all orders completed in May 2004. 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% columns.

RECEIVED
REGULATORY DIVISION
04 JUN 25 AM 11:54
STATE OF WASHINGTON
UTILITY AND TRANSPORTATION
COMMISSION

Please note that the April 2004 Dial Tone Speed Summary Report was accidentally left out of last months filing and has been attached at the end of this report.

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 (360) 754-3241 if you have questions or need additional information.

Very truly yours,

By Ron L. Trullinger
Ron L. Trullinger for
Holly Dean

Enclosures

Note: This report contains POTS Service.
 State: Washington

For the Month of May 2004

Year To Date Age Report																		
For End of Month April 2004																		
Excludes Customer Reasons																		
WA																		
	Completed (Met/Missed Due Date)										Open (Missed Due Date)							
	May					YEAR TO DATE					STILL OPEN							
ORD	AVG	<5	<30	<60	>60	ORD	AVG	<5	<30	<60	>60	ORD	AVG	<5	<30	<60	>60	
CNT	AGE	DAYS	DAYS	DAYS	DAYS	CNT	AGE	DAYS	DAYS	DAYS	DAYS	CNT	AGE	DAYS	DAYS	DAYS	DAYS	
Inside Base Rate																		
BP																		
BR																		
BS																		
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TOTAL																		
BP - BUSINESS PRIMARY RP - RESIDENTIAL PRIMARY																		
BS - BUSINESS SECONDARY RS - RESIDENTIAL SECONDARY																		
BR - BUSINESS REGRADE RR - RESIDENTIAL REGRADE																		
PC - COIN AND PUBLIC COIN																		

Qwest Corporation
Reconciliation of the Service Order Interval Missed Commitment and Aging Reports
May 2004

The Year-to-date Aging Report reflects the progress made when an order is held due to the lack of company facilities. As of May 31, 2004, Qwest had █ pending held orders due to a lack of company facilities, which were for additional lines.

The Qwest Service Order Interval Missed Commitment Summary Report for May 2004 indicates that we have completed 39,822 (99.2%) orders year to date within 5 business days (new, transfer or change orders with at least one inward line). 328 (0.8%) orders were not completed within 5 business days due to company reasons.

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

- 39,822 orders for lines were completed in May 2004.
- 213,226 total orders were completed in May 2004.
- Qwest missed the commitment/appointment for 690 orders (0.3%) of the total orders completed in May.
- 328 orders (0.8%) were not completed in 5 business days (328/39,822). These were all held orders. Information on the Aging Report indicates that █ orders were held in May due to a lack of facilities that have since been completed. Therefore, you can conclude that the May orders that were not completed within 5 business days were held due to a lack of facilities. In other words, the technicians completed all orders within 5 business days unless they were unable to do so because there were no available facilities.
- Year-to-date, █ orders (99.9%) have been completed that were originally held due to a lack of facilities, some of these orders may have been taken in 2003. █
- Of the █ total orders held due to a lack of facilities to date, █ were completed in less than 30 days (97%).

<i>VIEW 1</i>	02/04 SOT=NTC Inward R, SB, LB	Not Compl w/i 90 days	Orders Still Open > 60 days (from 5/04 facilities aging report)	Total orders not compl w/i 90 days	90 days (greater than 1%)
State Total	36,841	1	█	4	0.011%

Abnormal Trouble Conditions Report
May 2004

Escalation Code	Failure Category	Incident Dat	Restore Date	Location	Failure Description
ORANGE	SWITCH	27MAY2004:01:40:42	27MAY2004:02:31:00		OFFICE OFFLINE. VENDOR IS IN OFFICE DOING UPGRADE ON GENERIC. PART OF PROCEDURE IS TO TIGHTEN POWER CABLES IN ESP(FRAME SUPV PANEL). YOU HAVE TO REMOVE 2 SCREWS IN FRONT OF SHELF, WHILE TILTING DOWN THE FRONT PANEL, SOME POWER WIRES TIGHTENED AND THREW THE POWER CONVERTER. THE LOOSE SCREWS ON THE BUSS WERE TIGHTENED THE POWER DID NOT FAIL OVER TO THE GOOD SHELF TO BE ABLE TO TAKE THE LOAD. AFTER THE UPGRADE, THERE WAS SOME NOISE ON THE 911 TRUNKS, WHICH WAS REPAIRED BY ADJUSTING THE D4 CHANNEL BANKS. PER SS7 GROUP STILL PROCESSING CALLS DURING THIS SWITCH DOWNTIME OF 50 MINUTES AND 18 SECONDS. OFFICE WAS RESTORED MANUALLY BY VENDOR IN OFFICE.
YELLOW	INTERCONNECT	27MAY2004:04:10:00	27MAY2004:08:27:00		BLOCKING ON TRUNK GROUP TO ILEC. REMOTE MADE BUSY FROM THE ILEC. ILEC RESTORED TRUNKS TO SERVICE.
YELLOW	OUTSIDE PLANT FAC.	27MAY2004:13:00:00	27MAY2004:16:14:00		DSLAM IN ALARM. REPLACED BAD CARBONS AND NETWORK INTERFACE UNIT, BAD ADTRAN TO CABLE.
YELLOW	OUTSIDE PLANT FAC.	27MAY2004:21:03:00	28MAY2004:23:00:00		DSLAM IN ALARM - T1 IN ALARM. REPAIRED CABLE PROBLEM TO RESTORE SERVICE.
YELLOW	OUTSIDE PLANT FAC.	27MAY2004:21:28:00	28MAY2004:23:00:00		DSLAM IN ALARM - T1 IN ALARM. REPLACED BLOWN RECTIFIER TO RESTORE SERVICE.
YELLOW	OUTSIDE PLANT FAC.	28MAY2004:11:39:00	28MAY2004:18:57:00		DSLAM FAILURE. RESTORED WHEN IT WAS CUT TO A NEW SPAN.
YELLOW	OUTSIDE PLANT FAC.	28MAY2004:12:00:00	30MAY2004:18:32:00		DSLAM IN ALARM. REPLACED DEFECTIVE REPEATER.
YELLOW	OUTSIDE PLANT FAC.	28MAY2004:15:09:00	28MAY2004:21:30:00		DSLAM IN ALARM. REPAIRED PINCHED WIRES AT PEDESTAL.
YELLOW	INTEROFFICE FACILITY	30MAY2004:04:41:00	30MAY2004:07:18:00		T3 DOWN. TECH DISPATCHED NO CRITICALS. TROUBLE CAME CLEAR.
YELLOW	OUTSIDE PLANT FAC.	30MAY2004:08:45:00	30MAY2004:20:23:00		DSLAM OUT OF SERVICE. RESET ATM 8220.
YELLOW	POWER	31MAY2004:11:16:00	31MAY2004:12:18:00		SLSs IN ALARM. COMMERCIAL AC POWER FAILED IN AREA AND THE BACKUP BATTERIES FAILED. COMMERCIAL AC POWER RESTORED.
YELLOW	INTEROFFICE FACILITY	31MAY2004:14:15:00	31MAY2004:20:00:00		CISCO 8220 DOWN. CONNECTIONS REPEATED GLOBAL RESET ON "INSANE" NODE PLACED SOFT LOOP ON INTERNODAL TRUNK IN HOST ATM NODE TO REMOVE TRAFFIC AND ALLOW MGX 8220 TO RESTORE.

Abnormal Trouble Conditions Report
May 2004

Escalation Code	Failure Category	Incident Dat	Restore Date	Location	Failure Description
YELLOW	INTERCONNECT	19MAY2004:18:26:00	19MAY2004:19:46:00		PSAP CALLS NOT PROCESSING. THE MAKE BUSY KEY WAS ENGAGED AT THE PSAP TO REROUTE CALLS TO THE BACK UP FACILITY. PSAP TO DISPATCH THEIR VENDOR. PSAP TABLE HAS BEEN CLEARED. SERVICE HAS BEEN RESTORED.
YELLOW	OUTSIDE PLANT FAC.	20MAY2004:08:30:00	20MAY2004:17:00:00		DSLAM IN ALARM. POWER CYCLED AND CARDS REPLACED.
YELLOW	OUTSIDE PLANT FAC.	20MAY2004:11:00:00	20MAY2004:12:40:00		DSLAM IN ALARM. DID REMOTE RESET AND CAME BACK PROPERLY.
YELLOW	OUTSIDE PLANT FAC.	20MAY2004:16:51:00	21MAY2004:08:00:00		DSLAM FAILED. NO TROUBLE FOUND.
YELLOW	OUTSIDE PLANT FAC.	20MAY2004:17:00:00	26MAY2004:11:17:00		DSLAM FAILED. REPLACED DEFECTIVE REPEATER TO RESTORE.
YELLOW	INTEROFFICE FACILITY	20MAY2004:18:20:00	20MAY2004:20:07:00		T3 DOWN - NO CRITICAL CIRCUITS PER NFC. TROUBLE CAUSED BY VERY BAD STORM THAT PASSED THROUGH THE AREA.
YELLOW	OUTSIDE PLANT FAC.	21MAY2004:11:38:00	26MAY2004:11:17:00		DSL IN ALARM. NETWORK TERMINATING CARD REPLACED TO RESTORE SERVICE.
YELLOW	OUTSIDE PLANT FAC.	21MAY2004:16:54:00	26MAY2004:11:17:00		DSLAM IN ALARM. OUTAGE DUE TO STORMS AND POWER FAILURE.
YELLOW	POWER	21MAY2004:18:02:00	22MAY2004:13:00:00		DSLAM DOWN. BAD STORMS IN THE AREA CAUSED POWER OUTAGES.
YELLOW	OUTSIDE PLANT FAC.	21MAY2004:20:30:00	22MAY2004:01:00:00		DSLAM UNABLE TO CONNECT. CAME CLEAR.
YELLOW	OUTSIDE PLANT FAC.	23MAY2004:19:25:00	24MAY2004:10:30:00		DSLAM IN ALARM. POWER PROBLEM. POWER RESTORED
YELLOW	OUTSIDE PLANT FAC.	23MAY2004:22:09:00	26MAY2004:11:17:00		DSLAM FAILED. CAME CLEAR.
YELLOW	OUTSIDE PLANT FAC.	24MAY2004:04:21:00	24MAY2004:16:00:00		DSLAM OUT OF SERVICE. REPEATER IN THE CEV WAS REOPTIONED TO RESTORE SERVICE.
YELLOW	INTERCONNECT	24MAY2004:08:50:00	24MAY2004:10:52:00		PSAP RECEIVING 911 CALLS BUT NOT GETTING ANI OR ALL. POSITION RESTORED IN THE PSAP.
YELLOW	OUTSIDE PLANT FAC.	24MAY2004:15:02:00	24MAY2004:19:59:00		DSLAM FAILED. NETWORK INTERFACE UNIT SLOT WAS DEFECTIVE.
YELLOW	OUTSIDE PLANT FAC.	24MAY2004:16:55:00	26MAY2004:11:17:00		DSLAM IN ALARM. CAME CLEAR WITH TEST. SERVICE RESTORED.
YELLOW	CABLE	24MAY2004:17:30:00	25MAY2004:03:29:00		1001OC3 IN ALARM. AERIAL FIBER CUT. SUSPECT BACKHOE DROVE UNDER CABLE. AERIAL FIBER HAS BEEN SPLICED TO RESTORE SERVICE.
YELLOW	OUTSIDE PLANT FAC.	24MAY2004:17:40:00	25MAY2004:10:10:00		DSLAM REMOTE TERMINAL IN ALARM. POWER CYCLED TO RESTORE SERVICE.
YELLOW	OUTSIDE PLANT FAC.	24MAY2004:18:28:00	26MAY2004:11:17:00		DSLAM DOWN. CAME CLEAR WITH TEST.
YELLOW	INTEROFFICE FACILITY	24MAY2004:18:35:00	24MAY2004:19:50:00		8170 T3 FAILED. CAME CLEAR WHILE TESTING.
YELLOW	OUTSIDE PLANT FAC.	24MAY2004:21:30:00	26MAY2004:11:17:00		DSLAM DOWN. CHANGED TIMING TO LOOP. SERVICE RESTORED.
YELLOW	OUTSIDE PLANT FAC.	25MAY2004:05:00:00	25MAY2004:09:15:00		DSLAM OUT OF SERVICE. TECH POWER CYCLED THE BOX TO RESTORE.
YELLOW	INTEROFFICE FACILITY	25MAY2004:05:25:00	25MAY2004:06:25:00		8122 T3 LOSS OF SIGNAL S57 IN SIMPLEX. CAME CLEAR
YELLOW	OUTSIDE PLANT FAC.	25MAY2004:10:46:00	25MAY2004:16:03:00		DSLAM IN ALARM. DSL RESTORED WHEN TECH RESEATED CARD.
YELLOW	OUTSIDE PLANT FAC.	25MAY2004:13:13:00	26MAY2004:11:17:00		DSLAM OUT OF SERVICE. TECH RESET CARD TO RESTORE SERVICE.
YELLOW	OUTSIDE PLANT FAC.	26MAY2004:15:48:00	27MAY2004:09:30:00		DSLAM IN ALARM. PEDESTAL WAS VANDALIZED. TECH POWER CYCLED THE STINGER AND IT CAME UP.
YELLOW	OUTSIDE PLANT FAC.	26MAY2004:19:49:00	28MAY2004:10:03:00		DSLAM IN ALARM. CAME CLEAR.

Escalation Code	Failure Category	Incident Dat	Restore Date	Location	Failure Description
YELLOW	OUTSIDE PLANT FAC.	01MAY2004:12:30:00	04MAY2004:11:07:00		REMOTE TERMINAL STINGER DOWN. RE-OPTION ON ATM SWITCH.
YELLOW	INTERCONNECT	01MAY2004:23:05:00	02MAY2004:01:00:00		AIS ALARMS. T3 TICKET OPENED. ILEC CLEARED THEIR T3 TROUBLE.
YELLOW	OUTSIDE PLANT FAC.	03MAY2004:18:30:00	04MAY2004:09:29:00		REMOTE TERMINAL STINGER FAILED. DSLAM-CAME CLEAR WHILE TESTING.
YELLOW	OUTSIDE PLANT FAC.	04MAY2004:06:34:00	04MAY2004:10:30:00		STINGER OUT OF SERVICE. RESEALED CARD TO RESTORE.
YELLOW	INTEROFFICE FACILITY	05MAY2004:14:00:00	06MAY2004:08:33:00		DSLAM IN ALARM. SCM CARD BAD. REPLACED CARD.
YELLOW	OUTSIDE PLANT FAC.	05MAY2004:14:47:00	05MAY2004:16:08:00		DSL IN ALARM. TECH REPLACED BAD CARD.
YELLOW	OUTSIDE PLANT FAC.	06MAY2004:07:30:00	06MAY2004:11:23:00		STINGER TROUBLE. REPLACED FAN FUSES.
ORANGE	SWITCH	06MAY2004:12:15:00	06MAY2004:13:35:00		TRAFFIC OVERLOAD CONDITION. CALL VOLUME RETURNED TO NORMAL.
YELLOW	SWITCH	06MAY2004:12:40:00	06MAY2004:13:25:00		TRAFFIC OVERLOAD CONDITION. CALL VOLUME RETURNED TO NORMAL.
YELLOW	SWITCH	06MAY2004:12:40:00	06MAY2004:13:15:00		TRAFFIC OVERLOAD CONDITION. CALL VOLUME RETURNED TO NORMAL.
YELLOW	SWITCH	07MAY2004:11:35:00	07MAY2004:12:50:00		TRAFFIC OVERLOAD CONDITION. CALL VOLUME RETURNED TO NORMAL.
YELLOW	INTERCONNECT	07MAY2004:16:45:00	07MAY2004:21:35:00		T1 DOWN. CLEC RESTORED SERVICE.
YELLOW	INTERCONNECT	08MAY2004:08:38:00	08MAY2004:10:10:00		CHELAN COUNTY SHERIFF PSAP DOWN. ES TRUNKS WERE AUTO LOCKED OUT IN THE SWITCH. SUSPECT SOMETHING AT THE FAR END.
YELLOW	OUTSIDE PLANT FAC.	09MAY2004:13:42:00	10MAY2004:09:30:00		DSLAM ALARM. SUSPECT POWER OUTAGE.
ORANGE	SWITCH	10MAY2004:10:45:00	10MAY2004:11:30:00		TRAFFIC OVERLOAD CONDITION. CALL VOLUME RETURNED TO NORMAL.
YELLOW	INTERCONNECT	10MAY2004:16:50:00	12MAY2004:16:31:00		BACK UP FACILITY HAS ALL LINK FAILURES. NOT SERVICE AFFECTING. 911 DUAL
YELLOW	OUTSIDE PLANT FAC.	11MAY2004:06:00:00	11MAY2004:09:45:00		ALL LINK FAILURE AT NEW BACKUP PSAP BEING TURNED UP (SPOKANE
YELLOW	OUTSIDE PLANT FAC.	11MAY2004:06:48:00	11MAY2004:09:48:00		EMERGENCY COMMUNICATIONS CENTER) - NOT MAINTAINED BY QWEST.
YELLOW	OUTSIDE PLANT FAC.	11MAY2004:10:42:00	11MAY2004:16:10:00		DSLAM REBOOTED AND SERVICE RESTORED.
YELLOW	OUTSIDE PLANT FAC.	11MAY2004:10:51:00	11MAY2004:11:23:00		STINGER IN ALARM. STINGER FAILED DURING SOFTWARE DOWNLOAD.
YELLOW	OUTSIDE PLANT FAC.	11MAY2004:18:17:00	12MAY2004:10:54:00		STINGER TROUBLE. MODULE RE-LOADED. SERVICE RESTORED.
YELLOW	INTERCONNECT	12MAY2004:11:40:00	12MAY2004:13:52:04		DSLAM IN ALARM. TECH RECYCLED POWER AND RESTARTED IMA GROUP.
YELLOW	OUTSIDE PLANT FAC.	12MAY2004:14:44:00	12MAY2004:15:55:00		REMOTE TERMINAL STINGER IN ALARM. REBOOTED STINGER TO RESTORE.
YELLOW	OUTSIDE PLANT FAC.	12MAY2004:14:56:00	13MAY2004:13:00:00		BLOCKAGE TO IEC. IEC POWER ISSUE RESTORED AND BLOCKING CEASED.
YELLOW	INTERCONNECT	12MAY2004:18:11:00	12MAY2004:19:22:33		DSL IN ALARM. TECH REPLACED CARD.
YELLOW	OUTSIDE PLANT FAC.	12MAY2004:22:13:00	13MAY2004:12:25:00		SPY ONER AT MEXIA REPAIRS PERFORMED BY MARCH WENT TO SITE. (UNIVERSITY THERE IS NO POWER. POWER RESTORED AT CUSTOMER LOCATION TO RESTORE.
YELLOW	CABLE	13MAY2004:08:30:00	13MAY2004:11:52:00		DSL OUT OF SERVICE. TECH REPLACED DEFECTIVE CARD TO RESTORE SERVICE.
YELLOW	OUTSIDE PLANT FAC.	13MAY2004:15:15:00	14MAY2004:07:53:00		BLOCKING 100%. TECHS DISPATCHED, 600 PAIR CUT CABLE. CABLE REPAIRED TO RESTORE.
YELLOW	OUTSIDE PLANT FAC.	15MAY2004:15:18:00	17MAY2004:15:50:00		DSLAM FAILED. CAME CLEAR WHILE TESTING.
YELLOW	INTERCONNECT	17MAY2004:12:50:00	17MAY2004:15:27:00		DSLAM FAILED. REPLACED CARD
YELLOW	INTEROFFICE FACILITY	17MAY2004:13:13:00	17MAY2004:14:32:00		48/48 TRUNKS OUT OF SERVICE PER TRUNK TESTING. THIS SHOWS BUSIED OUT AT FAR END. THE INTERCONNECT COMPANY NOTIFIED QWEST THAT A CAR HAD HIT A TELEPHONE POLE. THEY SPLICED THEIR CABLE TO RESTORE SERVICE.
YELLOW	SWITCH	18MAY2004:08:30:00	18MAY2004:09:05:00		T3 BOUNCING. FAA CIRCUIT IMPACTED. CAME CLEAR BEFORE TECH BEGAN TESTING IT.
YELLOW	INTERCONNECT	18MAY2004:17:37:00	18MAY2004:19:30:00		TRAFFIC OVERLOAD CONDITION. CALL VOLUME RETURNED TO NORMAL.
YELLOW	INTERCONNECT	19MAY2004:02:45:00	19MAY2004:04:00:00		PSAP DOWN. REROUTES WERE DONE. PSAP IS INDEPENDENT. REROUTES WERE REMOVED. 911 REQUESTS TICKET STAY OPEN BECAUSE THEY WERE HAVING SOME TROUBLE WORKING WITH PSAP'S VENDOR. REROUTES REMOVED, ALL TEST OK.
YELLOW	INTERCONNECT				BLOCKAGE TO ILEC. ILEC WAS DOING S57 WORK.

WASHINGTON ANSWER TIME PERFORMANCE REPORT
May2004

BUSINESS OFFICE ACCESS- 2004						
Baseline: Except in periods of emergency, the Company shall answer 80% of repair/business office calls within 30 seconds.						
Measurement Period	TOTAL # of CALLS ANSWERED	Calls Answered in 30Sec.	Calls NOT Answered in 30 Sec.	Percent Answered in 30 seconds	Percent NOT Answered in 30 seconds	Exceptions (Why measurement was missed; when; how long it lasted; steps taken to prevent)
January*				47.20%	52.80%	
February				71.30%	28.70%	
March				83.50%	16.46%	
April				84.36%	15.64%	
May				79.71%	20.29%	
June						
July						
August						
September						
October						
YTD Total						
November						
YTD Total						
December						
YTD Total				72.42%	27.58%	
REPAIR BUREAU ACCESS - 2004						
Measurement Period						
January				84.10%	15.90%	
February				84.70%	15.30%	
March				85.57%	14.43%	
April				84.38%	15.62%	
May				84.73%	15.27%	
June						
July						
August						
September						
October						
November						
December						
YTD Total				84.70%	15.30%	

* = Revised 2/04

WASHINGTON E911 TRUNK BLOCKING
MAY 2004

Benchmark: Toll Trunks Blocking > .5% for the month.

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Types of Calls Carried	Monthly Performance Result May 04	Explanation/Details of Action Taken Trunk Servicing Response	
	96			two way	GOS	1.37%	Blocking due to mass calling event on 5/25/04 at 10:00. No other blocking currently	
	192			two way	GOS	1.14%	Blocking due to mass calling event on 5/11/04 at 22:00 and 5/13/04 at 13:00. Only blocking on this group.	
	144			two way	GOS	0.86%		
	168			two way	GOS	0.85%	Blocking due to mass calling event on 5/11/04 at 22:00 and 5/13/04 at 13:00. Only blocking on this group.	
	216			two way	GOS	0.75%	Blocking due to mass calling event on 5/18/04 at 9:00. Only blocking on this group.	
	144			two way	GOS	0.70%		
	96			two way	GOS	0.68%	Blocking due to mass calling event on 4/27/04 at 9:00. Also had a one time blocking occurrence on 5/17/ at 20:30. No other blocking currently	
	120			two way	GOS	0.51%	Blocking due to mass calling event on 5/11/04 at 22:00 and 5/13/04 at 13:00. Only blocking on this group.	
	120			two way	GOS	0.51%	Blocking due to mass calling event on 5/11/04 at 22:00 and 5/13/04 at 13:00. Only blocking on this group.	
		Percent of trunks meeting standard:					94.81%	
		Total number of trunks					386	
		Number of trunks out of compliance for the month:					20	

Key =
GOS: Grade of Service
Toll-DDD: Direct Distance Dial
TGSR: Trunk Group Service Request Form

WASHINGTON E911 TRUNK BLOCKING
MAY 2004

Benchmark: E911 Trunks Blocking > 1% for the month.

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Types of Calls Carried	Monthly Performance Result May 04	Explanation/Details of Action Taken Trunk Servicing Response
	2			one way	E911	29.30%	Nothing to report
	1			one way	E911	3.60%	
Percent of trunks meeting standard:						98.38%	
Total number of trunks						124	
Number of trunks out of compliance for the month:						2	

Benchmark: Local Trunks Blocking > 1% for the month.

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Types of Calls Carried	Monthly Performance Result May 04	Explanation/Details of Action Taken Trunk Servicing Response
	912			two way	LOCAL	1.63%	Blocking consistently over last couple of weeks. Order NOM028901 was created to add 24 trunks with due date 6/21/04.
	528			two way	LOCAL	1.15%	
Percent of trunks meeting standard:						98.99%	
Total number of trunks						199	
Number of trunks out of compliance for the month:						2	

Benchmark: Toll Trunks Blocking > .5% for the month.

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Types of Calls Carried	Monthly Performance Result May 04	Explanation/Details of Action Taken Trunk Servicing Response
	264			two way	GOS	5.89%	
	216			two way	GOS	5.28%	
	264			two way	GOS	3.91%	Blocking due to mass calling event on 5/10/04 at 11:00 and 5/11/04 at 11:00. Only blocking on this group.
	216			two way	GOS	3.74%	
	72			two way	TOLL-DDE	2.30%	Blocking due to mass calling event on 5/11/04 at 22:00 and 5/13/04 at 13:00. Only blocking on this group.
	95			two way	GOS	1.85%	
	144			two way	GOS	1.74%	
	312			two way	GOS	1.72%	
	24			two way	TOLL-DDE	1.66%	Blocking due to mass calling event on 5/11/04 at 22:00 and 5/13/04 at 13:00. Only blocking on this group.
	96			two way	GOS	1.60%	
	96			two way	GOS	1.53%	Blocking due to mass calling event on 5/25/04 at 10:00. No other blocking currently

Washington Customer Remedy Service Quality Credits
May 2004

REPORT: Additional Out of Service Customer Bill Credits								
Measurement Period	Condition not Cleared in 2 working days; # tickets missed (per OOS rpt)	#Credits Paid (Actual)	Amount of Credit Paid (\$5.00 credit)	Month Credit Paid Upon Credit Issued/Bill Date	Condition lasting more than 7 Calendar Days; # tickets missed (per OOS rpt)	#Credits Paid (Actual)	Total Amount of Credit Paid (One month's recurring charge, plus associated regulated features)	Month Credit Paid Upon Credit Issued/Bill Date
January, 2004	385	272		Jan04/Feb04	5	5	\$82.16	Jan04/Feb04
February, 2004	101	76		Feb04/Mar04	0	0	\$0.00	Feb04/Mar04
March, 2004	63	52		Mar04/Apr04	3	2	\$52.04	Mar04/Apr04
April, 2004	70	60		Apr04/May04	4	4	\$89.21	Apr04/May04
May, 2004	252	234		May04/Jun04	2	2	\$18.89	May04/Jun04
June, 2004								
July, 2004								
August, 2004								
September, 2004								
October, 2004								
November, 2004								
December, 2004								
YTD Total	871	694			14	13	\$242.30	

Baseline: Each customer with an out-of-service condition not cleared within two working days will receive a \$5.00 credit. Each customer with an out-of-service condition lasting more than seven calendar days will receive credit of the monthly recurring charge. Credits do not apply due to emergency situations, unavoidable catastrophes, force majeure, work stoppage, inside wiring or customer premise equipment.

REPORT: Trouble Report Rate Bill Credits					
Measurement Period	Exchange Out of Compliance	# of Customers Served(per Trouble Rpt)	Actual Working Numbers Paid	Amount of credit (all customers w/ exchange @ \$.25 per line)	Month Credit Paid
January, 2004	0	0	0		N/A
February, 2004	0	0	0		N/A
March, 2004	0	0	0		N/A
April, 2004	0	0	0		N/A
May, 2004	0	0	0		N/A
June, 2004					
July, 2004					
August, 2004					
September, 2004					
October, 2004					
November, 2004					
December, 2004					
YTD Total	0	0	0		N/A

Baseline: Exceeds trouble report standard of 4.0 for month and either of the preceding month or three of the preceding 11 months. Credits do not apply related to customer premise equipment, emergency situations, extraordinary or abnormal conditions or disruptions caused by persons or entities other than Qwest.

REPORT: Dial Tone Speed Bill Credits				
Measurement Period	Wire Center Out of Compliance	# of Customers Served	Total Amount of Credit Paid (One month's recurring charge, plus associated regulated features)	Month Credit Paid
January, 2004	0	0		N/A
February, 2004	0	0		N/A
March, 2004	0	0		N/A
April, 2004	0	0		N/A
May, 2004	0	0		N/A
June, 2004				
July, 2004				
August, 2004				
September, 2004				
October, 2004				
November, 2004				
December, 2004				
YTD Total	0	0		N/A

Baseline: All customers within a wire center will receive one month's recurring charge credit for any month in which customers within the wire center are unable to obtain dial tone within three seconds on at least 90% of calls placed during a normal busy hour. Credits do not apply due to emergency situations, unavoidable catastrophes, force majeure, work stoppage, inside wiring or customer premise equipment. Credits do not apply in any office served by an analog switch.