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Mark S. Reynolds
Senior Director – Regulatory
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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION



February 27, 2007

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 January 2007 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) Service Order Interval Missed Commitments Column Notes and Report,
- 2) Installation Appointments Met Report,
- 3) Repair Appointments Met Report,
- 4) Repair Exclusion Report,
- 5) Trouble Report,
- 6) Out of Service Report – 48 hours/Cleared Greater than 72 hours,
- 7) Trunk Blocking Reports,
- 8) Dial Tone Summary Report
- 9) Customer Service Guarantee Report

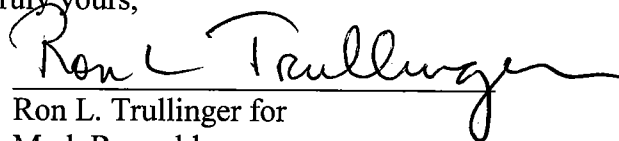
The Service Order Interval Missed Commitment Report enclosed includes all orders completed in January 2007. Information is provided for each exchange and includes orders for primary service, orders held beyond five business days and orders not completed within 90 days. The order count used for this report includes primary and additional line orders. This report includes large business orders and excludes orders where the customer requested a due date greater than five business days, orders where Qwest was ready to install service but the customer was not ready, all orders for company official services and orders for service that were for five or more lines 5 Day Greater than 10% and 90 Day Greater than 1% column.

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

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

Very truly yours,

By

A handwritten signature in cursive script that reads "Ron L. Trullinger". The signature is written in black ink and is positioned above a horizontal line.

Ron L. Trullinger for
Mark Reynolds

Enclosures

cc: Lisa Anderl

Completed Order Detail, (Report 1)

Column #

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

Missed Commitment Information (Report 2)

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

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

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

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

20] TOTAL NOT COMPLETED IN 90 DAYS: The number of open held orders that are more than 90 days old at the end of the month.

21] PERCENT NOT MET IN 90 DAYS: Percentage of orders that were not completed within 90 calendar days (column 21 divided by column 20).

WASHINGTON SERVICE ORDER INTERVAL MISSED COMMITMENTS SUMMARY
 JANUARY 2007

MONTH	TOTAL SOT=NTC	COMPANY MISSED	SUBSCRIBER MISSES	COMMITMENTS MET CO MSSD	1/07 SOT=NTC INWARD R,SB,LB	TOTAL NOT COMPLETED WITHIN 5 BUSINESS DAYS	5 DAY (Greater than 10%)	TOTAL NOT COMPLETED WITHIN 90 DAYS	90 DAY (Greater than 1%)
JANUARY	135,008	2,100	1,680	98.44%	25,200	358	1.42%	16	0.06%
FEBRUARY									
MARCH									
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
YTD	135,008	2,100	1,680	98.44%	25,200	358	1.42%	16	0.06%
NOTES:									
1) The "Orders, Appointments and Held Orders / Percent Orders Not Met in 5 Business Days" results in the number of total orders handled during the month and the disposition of such.									

Washington Service Order Interval Missed Commitment Report
 Based on 2003 and 2004 Orders (Report 1, Completed Orders)
 January 2007

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	1/07 TOTAL ORDERS SOT= NTC R,SB,LB	1/07 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	1239	1223	10	7	17	99.44%	99.19%	98.63%
AUBURN	833	253	2800	2779	50	33	83	98.82%	98.21%	97.04%
BAINBRIDGE ISLAND	842	206	852	849	20	19	39	97.77%	97.65%	95.42%
BATTLEGROUND	687	360	1042	1042	8	6	14	99.42%	99.23%	98.66%
BELFAIR	275	360	568	568	15	14	29	97.54%	97.36%	94.89%
BELLEVUE			3074	3044	89	77	166	97.60%	97.10%	94.60%
GLENCOURT	453	425	1014	1005	37	33	70	96.75%	96.35%	93.10%
SHERWOOD	641	425	2060	2039	52	44	96	97.86%	97.48%	95.34%
BELLINGHAM			2813	2789	48	41	89	98.54%	98.29%	96.84%
LUMMI	758	360	198	195	3	3	6	98.48%	98.48%	96.97%
REGENT	671	360	2615	2594	45	38	83	98.55%	98.28%	96.89%
BLACK DIAMOND	886	360	290	287	11	5	16	98.28%	96.21%	94.48%
BREMERTON			2562	2361	76	44	120	98.28%	97.03%	95.32%
CROSBY	373	360	235	235	6	6	12	97.45%	97.45%	94.89%
BREM ESSEX	830	360	2252	2051	69	37	106	98.36%	96.94%	95.29%
SUNNYSLOPE	674	360	75	75	1	1	2	98.67%	98.67%	97.33%
BUCKLEY	829	360	260	257	2	1	3	99.62%	99.23%	98.85%
CASTLE ROCK	274	360	392	391	9	6	15	98.47%	97.70%	96.17%
CENTRALIA	736	360	851	848	16	11	27	98.71%	98.12%	96.83%
CHEHALIS			809	802	15	9	24	98.89%	98.15%	97.03%
CHEHALIS	748	360	561	555	9	4	13	99.29%	98.40%	97.68%
NAPAVINE	262	360	248	247	6	5	11	97.98%	97.58%	95.56%
CLE-ELUM	674	509	199	185	4	3	7	98.49%	97.99%	96.48%
COLFAX	397	509	127	127	3	1	4	99.21%	97.64%	96.85%
COLVILLE	684	509	487	484	6	5	11	98.97%	98.77%	97.74%
COPALIS										
(OCEAN SHORES)	289	360	322	321	17	9	26	97.20%	94.72%	91.93%
COULEE DAM	633	509	161	161	2	2	4	98.76%	98.76%	97.52%
CRYSTAL MTN.	663	360	29	29	0	0	0	100.00%	100.00%	100.00%
DAYTON	382	509	119	118	3	3	6	97.48%	97.48%	94.96%
DEER PARK	276	509	540	537	6	4	10	99.26%	98.89%	98.15%
DES MOINES			3507	3499	36	28	64	99.20%	98.97%	98.18%
DES MOINES	824	206	1324	1322	18	14	32	98.94%	98.64%	97.58%
FEDERAL WAY	839	253	2183	2177	18	14	32	99.36%	99.18%	98.53%
EASTON	656	509	41	41	0	0	0	100.00%	100.00%	100.00%
ELK	292	509	227	227	0	0	0	100.00%	100.00%	100.00%
ENUMCLAW	825	360	641	639	8	6	14	99.06%	98.75%	97.82%
EPHRATA	754	509	282	281	4	2	6	99.29%	98.58%	97.87%
GRAHAM	847	253	1902	1899	18	17	35	99.11%	99.05%	98.16%
GREEN BLUFF	238	509	189	188	1	1	2	99.47%	99.47%	98.94%
HOODSPORT	877	360	208	207	4	4	8	98.08%	98.08%	96.15%
ISSAQUAH	392	425	1234	1229	21	20	41	98.38%	98.30%	96.68%
KENT			4360	4355	66	48	114	98.90%	98.49%	97.40%
MERIDIAN	253	360	1533	1530	23	15	38	99.02%	98.50%	97.52%
OBRIEN	251	206	232	224	12	7	19	96.98%	94.83%	91.81%
ULRICH	852	253	2615	2601	31	26	57	99.01%	98.81%	97.82%
LIBERTY LAKE	255	509	104	104	1	1	2	99.04%	99.04%	98.08%
LONGVIEW-KELSO	423	360	3261	3252	42	32	74	99.02%	98.71%	97.73%

Washington Service Order Interval Missed Commitment Report
 Based on 2003 and 2004 Orders (Report 1, Completed Orders)
 January 2007

1	2	3	4	5	6	7	8	9	10	11
	WC	AREA	1/07 TOTAL	1/07 TOTAL	Company	Subscriber	Combined	COMMENTS MET	COMMENTS MET	COMMENTS MET
		CODE	ORDERS NTC	ORDERS SOT=	Misses	Misses	Misses	Subscriber	Company	(Combined
			R,SB,LB	R,SB,LB	R,SB,LB	R,SB,LB	R,SB,LB	Missed	Missed	Missed)
								R,SB,LB	R,SB,LB	R,SB,LB
				SOT=NTC						
EXCHANGES										
LOON LAKE	233	509	70	68	1	1	2	98.57%	98.57%	97.14%
MAPLE VALLEY	432	425	805	801	11	11	22	98.63%	98.63%	97.27%
MOSES LAKE			1451	1443	14	10	24	99.31%	99.04%	98.35%
MOSES LAKE(AFB)	762	509	332	332	7	5	12	98.49%	97.89%	96.39%
MOSES LAKE	765	509	1119	1111	7	5	12	99.55%	99.37%	98.93%
NEWMAN LAKE	226	509	149	149	2	1	3	99.33%	98.66%	97.99%
NORTHPORT	732	509	66	66	1	1	2	98.48%	98.48%	96.97%
OLYMPIA			6229	5702	104	84	188	98.65%	98.33%	96.93%
EVERGREEN	866	360	475	475	5	4	9	99.16%	98.95%	98.11%
LACEY	456	360	2844	2794	47	37	84	98.70%	98.35%	97.05%
WHITEHALL	352	360	2910	2433	52	43	95	98.52%	98.21%	96.74%
OMAK-OKANOGAN	826	509	673	673	2	2	4	99.70%	99.70%	99.41%
OROVILLE	476	509	139	138	2	2	4	98.56%	98.56%	97.12%
OTHELLO	488	509	432	430	5	5	10	98.84%	98.84%	97.69%
PASCO	545	509	2052	2045	22	17	39	99.17%	98.93%	98.10%
PATEROS	923	509	37	37	1	1	2	97.30%	97.30%	94.59%
POMEROY	843	509	84	84	1	0	1	100.00%	98.81%	98.81%
PT. ANGELES			1388	1376	23	18	41	98.70%	98.34%	97.05%
JOYCE	928	360	76	76	2	0	2	100.00%	97.37%	97.37%
PT. ANGELES	452	360	1312	1300	21	18	39	98.63%	98.40%	97.03%
PT. LUDLOW	437	360	215	214	4	3	7	98.60%	98.14%	96.74%
PT. ORCHARD			1897	1887	36	28	64	98.52%	98.10%	96.63%
COLBY	871	360	700	699	9	6	15	99.14%	98.71%	97.86%
PT. ORCHARD	876	360	1197	1188	27	22	49	98.16%	97.74%	95.91%
PT. TOWNSEND	385	360	813	796	11	11	22	98.65%	98.65%	97.29%
PUYALLAP	841	253	2934	2917	32	23	55	99.22%	98.91%	98.13%
RENTON	226	425	4424	4406	38	29	67	99.34%	99.14%	98.49%
RIDGEFIELD	887	360	329	329	12	9	21	97.26%	96.35%	93.62%
ROCHESTER	273	360	506	506	8	6	14	98.82%	98.42%	97.24%
ROY	842	253	295	294	3	2	5	99.32%	98.98%	98.31%
SEATTLE			23709	23042	510	436	946	98.16%	97.85%	96.01%
ATWATER	281	206	1477	1461	36	32	68	97.83%	97.56%	95.40%
CAMPUS	543	206	711	707	21	19	40	97.33%	97.05%	94.37%
CHERRY	241	206	3723	3698	61	52	113	98.60%	98.36%	96.96%
DUWAMISH	762	206	1463	1447	33	28	61	98.09%	97.74%	95.83%
EAST	322	206	3149	3130	82	76	158	97.59%	97.40%	94.98%
ELLIOT	441	206	576	564	8	7	15	98.78%	98.61%	97.40%
EMERSON	361	206	2501	2481	38	33	71	98.68%	98.48%	97.16%
LAKEVIEW	522	206	1773	1762	38	32	70	98.20%	97.86%	96.05%
MAIN	223	206	1904	1402	71	52	123	97.27%	96.27%	93.54%
MERCER ISLAND (Adams)	232	206	544	540	13	10	23	98.16%	97.61%	95.77%
PARKWAY	721	206	2416	2405	31	26	57	98.92%	98.72%	97.64%
SUNSET	782	206	1705	1699	37	34	71	98.01%	97.83%	95.84%
WEST	932	206	1767	1746	41	35	76	98.02%	97.68%	95.70%
SEQUIM	683	360	986	984	19	12	31	98.78%	98.07%	96.86%
SHELTON	426	360	1375	1368	31	29	60	97.89%	97.75%	95.64%
SILVERDALE	692	360	1160	1156	16	16	32	98.62%	98.62%	97.24%
SPOKANE			12110	11998	144	119	263	99.02%	98.81%	97.83%

Washington Service Order Interval Missed Commitment Report
 Based on 2003 and 2004 Orders (Report 1, Completed Orders)
 January 2007

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	1/07 TOTAL ORDERS SOT= NTC R,SB,LB	1/07 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	353	352	2	1	3	99.72%	99.43%	99.15%
FAIRFAX	325	509	1827	1799	27	26	53	98.58%	98.52%	97.10%
HUDSON	482	509	1943	1938	16	13	29	99.33%	99.18%	98.51%
KEYSTONE	534	509	1292	1281	13	11	24	99.15%	98.99%	98.14%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE							
RIVERSIDE	455	509	2155	2115	41	33	74	98.47%	98.10%	96.57%
WALNUT	922	509	3047	3030	28	21	49	99.31%	99.08%	98.39%
WHITWORTH	466	509	1493	1483	17	14	31	99.06%	98.86%	97.92%
SPRINGDALE	258	509	193	193	3	3	6	98.45%	98.45%	96.89%
SUMNER (BonneyLake)	863	253	1616	1611	26	19	45	98.82%	98.39%	97.22%
TACOMA			17474	17295	216	173	389	99.01%	98.76%	97.77%
FORT LEWIS	964	253	638	591	14	8	22	98.75%	97.81%	96.55%
GREENFIELD	472	253	2766	2741	23	15	38	99.46%	99.17%	98.63%
JUNIPER	582	253	2738	2710	22	20	42	99.27%	99.20%	98.47%
LENNOX	531	253	3457	3450	36	27	63	99.22%	98.96%	98.18%
LOGAN	564	253	1281	1275	8	6	14	99.53%	99.38%	98.91%
MARKET (Fawcett)	272	253	2081	2045	42	39	81	98.13%	97.98%	96.11%
SKYLINE	752	253	1235	1233	17	13	30	98.95%	98.62%	97.57%
WAVERLY-2	922	253	614	604	15	15	30	97.56%	97.56%	95.11%
WAVERLY-7	927	253	2664	2646	39	30	69	98.87%	98.54%	97.41%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA							
VANCOUVER			8736	8677	132	102	234	98.83%	98.49%	97.32%
ORCHARDS	253	360	4505	4475	65	45	110	99.00%	98.56%	97.56%
OXFORD	693	360	2617	2597	43	36	79	98.62%	98.36%	96.98%
SALMON CREEK (VANCVR NO)	573	360	1614	1605	24	21	45	98.70%	98.51%	97.21%
WAITSBURG	337	509	36	35	0	0	0	100.00%	100.00%	100.00%
WALLA WALLA	522	509	1327	1295	18	14	32	98.94%	98.64%	97.59%
WARDEN	349	509	122	122	0	0	0	100.00%	100.00%	100.00%
WINLOCK	785	360	196	196	4	3	7	98.47%	97.96%	96.43%
YAKIMA			4890	4858	29	25	54	99.49%	99.41%	98.99%
CHESTNUT	244	509	3667	3635	26	23	49	99.37%	99.29%	98.66%
WEST	965	509	1223	1223	3	2	5	99.84%	99.75%	99.59%
Washington Customers Served by Exchanges in Neighboring States										
Clarkston	751	509	577	574	8	6	14	98.96%	98.61%	97.57%
WC TOTAL			135008	132888	2100	1680	3780	98.76%	98.44%	97.20%

Washington Service Order Interval Missed Commitment Report
Based on 2003 and 2004 Orders (Report 2, Missed Commitments)
January 2007

1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC	AREA CODE	1/07 SOT=NTC INWARD R,SB,LB	1/07 SOT=NTC INWARD R,SB	NOT COMPL W/1 5 DAYS	5 DAYS (Greater than 10%)	SUM OF ORDERS W/ID > 5 days; Customer Reasons	SUM OF ORDERS W/ID > 5 DAYS; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	NOT COMPL W/1 90 DAYS	90 DAYS (GRTR THAN 1%)
ABERDEEN-HOQUIAM	532	360	206	206	3	1.46%	25	3	99.76%	0.00%	0	0.00%
AUBURN	833	253	520	520	16	3.08%	49	16	99.39%	7.55%	0	0.00%
BAINBRIDGE ISLAND	842	206	153	153	2	1.31%	27	2	99.88%	3.57%	0	0.00%
BATTLEGROUND	687	360	126	126	2	1.59%	20	2	99.81%	0.00%	0	0.00%
BELFAIR	275	360	101	101	1	0.99%	29	1	99.82%	3.33%	0	0.00%
BELLEVUE			626	626	10	1.60%	127	10	92.13%	7.87%	0	0.00%
GLENLCOURT	453	425	245	245	3	1.22%	51	3	99.61%	0.00%	0	0.00%
SHERWOOD	641	425	381	381	7	1.84%	76	7	99.61%	3.80%	0	0.00%
BELLINGHAM			626	626	7	1.12%	95	7	92.63%	7.37%	0	0.00%
LUMMI	758	360	24	24	0	0.00%	3	0	100.00%	0.00%	0	0.00%
REGENT	671	360	602	602	7	1.16%	92	7	99.73%	4.17%	0	0.00%
BLACK DIAMOND	886	360	49	49	8	16.33%	9	8	97.93%	10.00%	0	0.00%
BREMERTON			545	545	8	1.47%	66	8	87.88%	12.12%	0	0.00%
CROSBY	373	360	46	46	0	0.00%	9	0	100.00%	0.00%	0	0.00%
BREM ESSEX	830	360	483	483	8	1.66%	55	8	98.76%	1.79%	0	0.00%
SUNNYSLOPE	674	360	16	16	0	0.00%	2	0	100.00%	0.00%	0	0.00%
BUCKLEY	829	360	22	22	1	4.55%	4	1	99.62%	0.00%	0	0.00%
CASTLE ROCK	274	360	49	49	2	4.08%	3	2	99.23%	0.00%	0	0.00%
CENTRALIA	736	360	197	197	5	2.54%	17	5	99.41%	0.00%	0	0.00%
CHEHALIS			135	135	5	3.70%	14	5	64.29%	35.71%	0	0.00%
CHEHALIS	748	360	101	101	4	3.96%	9	4	99.11%	18.18%	0	0.00%
NAPAVINE	262	360	34	34	1	2.94%	5	1	99.60%	0.00%	0	0.00%
CLE-ELUM	674	509	38	38	1	2.63%	5	1	99.50%	0.00%	0	0.00%
COLFAX	397	509	33	33	2	6.06%	2	2	98.43%	0.00%	0	0.00%
COLVILLE	684	509	97	97	1	1.03%	5	1	99.79%	0.00%	0	0.00%
COPALIS												
(OCEAN SHORES)	289	360	91	91	8	8.79%	13	8	97.52%	0.00%	0	0.00%
COULEE DAM	633	509	36	36	1	2.78%	1	1	100.00%	0.00%	0	0.00%
CRYSTAL MTN.	663	360	4	4	0	0.00%		0	100.00%		0	0.00%
DAYTON	382	509	25	25	0	0.00%	3	0	100.00%	0.00%	0	0.00%
DEER PARK	276	509	102	102	2	1.96%	9	2	99.63%	0.00%	0	0.00%
DES MOINES			639	639	8	1.25%	62	8	87.10%	12.90%	0	0.00%
DES MOINES	824	206	261	261	5	1.92%	23	5	99.70%	0.00%	0	0.00%
FEDERAL WAY	839	253	378	378	3	0.79%	39	3	99.86%	2.50%	0	0.00%
EASTON	656	509	7	7	0	0.00%		0	100.00%		0	0.00%
ELK	292	509	23	23	0	0.00%	4	0	100.00%	0.00%	0	0.00%
ENJUMCLAW	825	360	87	87	2	2.30%	10	2	99.69%	0.00%	0	0.00%
EPHRATA	754	509	72	72	2	2.78%	4	2	99.29%	20.00%	0	0.00%
GRAHAM	847	253	246	246	0	0.00%	32	0	99.95%	0.00%	2	0.81%
GREEN BLUFF	238	509	24	24	0	0.00%	6	0	100.00%	0.00%	0	0.00%
HOODSPORT	877	360	33	33	0	0.00%	3	0	100.00%	0.00%	0	0.00%
ISSAQUAH	392	425	247	247	1	0.40%	48	1	99.92%	0.00%	0	0.00%
KENT			778	778	14	1.80%	93	14	84.95%	15.05%	1	0.13%
MERIDIAN	253	360	235	235	6	2.55%	34	6	99.48%	0.00%	0	0.00%
OBRIEN	251	206	65	65	4	6.15%	15	4	97.84%	0.00%	0	0.00%
ULRICH	852	253	478	478	4	0.84%	44	4	99.81%	0.00%	1	0.21%

Washington Service Order Interval Missed Commitment Report
 Based on 2003 and 2004 Orders (Report 2, Missed Commitments)
 January 2007

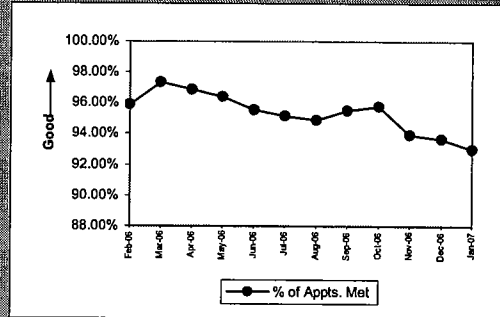
1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC	AREA CODE	1/07 SOT=NTC INWARD R,SB,LB	1/07 SOT=NTC INWARD R,SB	NOT COMPL W/I 5 DAYS	5 DAYS (Greater than 10%)	SUM OF ORDERS W/ID Customer Reasons	SUM OF ORDERS W/DD > 5 Days; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	NOT COMPL W/I 90 DAYS	90 DAYS (GRTR THAN 1%)
LIBERTY LAKE	255	509	18	18	0	0.00%	1	0	100.00%	0.00%	0	0.00%
LONGVIEW-KELSO	423	360	556	556	9	1.62%	58	9	99.69%	0.00%	2	0.36%
LOON LAKE	233	509	12	12	0	0.00%	0	0	100.00%	0.00%	0	0.00%
MAPLE VALLEY	432	425	119	119	1	0.84%	27	1	100.00%	0.00%	0	0.00%
MOSES LAKE	297		297	297	4	1.35%	32	4	87.50%	12.50%	1	0.34%
MOSES LAKE (AFB)	762	509	64	64	2	3.13%	4	2	99.40%	0.00%	1	1.56%
MOSES LAKE	765	509	233	233	2	0.86%	28	2	99.82%	0.00%	0	0.00%
NEWMAN LAKE	226	509	11	11	1	9.09%	1	1	99.33%	50.00%	0	0.00%
NORTHPORT	732	509	7	7	0	0.00%	3	0	100.00%	0.00%	0	0.00%
OLYMPIA	1148		1148	1148	18	1.57%	163	18	88.96%	11.04%	2	0.17%
EVERGREEN	866	360	93	93	1	1.08%	11	1	99.79%	0.00%	0	0.00%
LACEY	456	360	545	545	10	1.83%	73	10	99.65%	2.67%	1	0.18%
WHITEHALL	352	360	510	510	7	1.37%	79	7	99.69%	0.00%	1	0.20%
OMAK-OKANOGAN	826	509	110	110	0	0.00%	2	0	100.00%	0.00%	0	0.00%
OROVILLE	476	509	25	25	0	0.00%	3	0	100.00%	0.00%	0	0.00%
OTHELLO	488	509	98	98	0	0.00%	1	0	100.00%	0.00%	0	0.00%
PASCO	545	509	379	379	5	1.32%	20	5	99.76%	9.09%	0	0.00%
PATEROS	923	509	6	6	0	0.00%	0	0	100.00%	0.00%	0	0.00%
POMEROY	843	509	11	11	0	0.00%	0	0	100.00%	0.00%	0	0.00%
PT. ANGELES	276		276	276	6	2.17%	40	6	85.00%	15.00%	0	0.00%
JOYCE	928	360	13	13	2	15.38%	2	2	97.37%	0.00%	0	0.00%
PT. ANGELES	452	360	263	263	4	1.52%	38	4	99.77%	5.00%	0	0.00%
PT. LUDLOW	437	360	44	44	1	2.27%	8	1	99.53%	0.00%	0	0.00%
PT. ORCHARD	297		297	297	8	2.69%	30	8	73.33%	26.67%	0	0.00%
COLBY	871	360	102	102	4	3.92%	14	4	99.57%	0.00%	0	0.00%
PT. ORCHARD	876	360	195	195	4	2.05%	16	4	99.58%	5.88%	0	0.00%
PT. TOWNSEND	385	360	137	137	0	0.00%	12	0	100.00%	0.00%	0	0.00%
PUYALLAP	841	253	513	513	10	1.95%	83	10	99.69%	3.49%	1	0.19%
RENTON	226	425	775	775	7	0.90%	108	7	99.80%	0.92%	1	0.13%
RIDGEFIELD	887	360	70	70	2	2.86%	8	2	99.09%	0.00%	0	0.00%
ROCHESTER	273	360	86	86	1	1.16%	12	1	99.61%	0.00%	0	0.00%
ROY	842	253	42	42	1	2.38%	5	1	99.66%	0.00%	0	0.00%
SEATTLE	4682		4682	4682	57	1.22%	661	57	91.24%	8.76%	3	0.06%
ATWATER	281	206	309	309	3	0.97%	53	3	99.73%	0.00%	1	0.32%
CAMPUS	543	206	171	171	0	0.00%	25	0	99.72%	0.00%	1	0.58%
CHERRY	241	206	733	733	7	0.95%	84	7	99.76%	1.18%	0	0.00%
DUWAMISH	762	206	277	277	5	1.81%	33	5	99.66%	0.00%	0	0.00%
EAST	322	206	652	652	6	0.92%	73	6	99.81%	1.35%	0	0.00%
ELLIOT	441	206	142	142	1	0.70%	22	1	99.83%	0.00%	0	0.00%
EMERSON	361	206	414	414	3	0.72%	53	3	99.84%	0.00%	0	0.00%
LAKEVIEW	522	206	310	310	4	1.29%	50	4	99.66%	0.00%	0	0.00%
MAIN	223	206	497	497	16	3.22%	83	16	99.00%	0.00%	1	0.20%
MERCER ISLAND												
(Adams)	232	206	95	95	2	2.11%	26	2	99.45%	0.00%	0	0.00%
PARKWAY	721	206	425	425	5	1.18%	38	5	99.79%	0.00%	0	0.00%
SUNSET	782	206	311	311	1	0.32%	52	1	99.88%	0.00%	0	0.00%

Washington Service Order Interval Missed Commitment Report
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 January 2007

1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC	AREA CODE	1/07 SOT=NTC INWARD R,S,B,LB	1/07 SOT=NTC INWARD R,SB	NOT COMPL W/I 5 DAYS	5 DAYS (Greater than 10%)	SUM OF ORDERS W/ID > 5 days; Customer Reasons	SUM OF ORDERS W/ID > 5 DAYS; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	NOT COMPL W/I 90 DAYS	90 DAYS (GRTR THAN 1%)
WEST	932	206	346	346	4	1.16%	59	4	99.66%	1.67%	0	0.00%
SEQUIM	683	360	188	188	7	3.72%	26	7	99.29%	3.70%	0	0.00%
SHELTON	426	360	267	267	2	0.75%	37	2	99.85%	0.00%	0	0.00%
SILVERDALE	692	360	189	189	0	0.00%	28	0	100.00%	0.00%	0	0.00%
SPOKANE			2424	2421	30	1.24%	289	16	94.46%	5.54%	0	0.00%
CHESTNUT	244	509	57	57	1	1.75%	4	1	99.72%	0.00%	0	0.00%
FAIRFAX	325	509	379	379	2	0.53%	44	2	99.95%	0.00%	0	0.00%
HUDSON	482	509	422	422	3	0.71%	32	3	99.85%	0.00%	0	0.00%
KEYSTONE	534	509	245	245	0	0.00%	38	0	99.92%	0.00%	0	0.00%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE									
RIVERSIDE	455	509	511	508	15	2.94%	60	1	98.33%	1.67%	0	0.00%
WALNUT	922	509	564	564	7	1.24%	67	7	99.77%	0.00%	0	0.00%
WHITWORTH	466	509	246	246	2	0.81%	44	2	99.80%	0.00%	0	0.00%
SPRINGDALE	258	509	22	22	0	0.00%			100.00%		0	0.00%
SUMNER (BonneyLake)	863	253	244	244	6	2.46%	38	6	99.57%	2.56%	0	0.00%
TACOMA			3261	3261	34	1.04%	400	34	91.50%	8.50%	1	0.03%
FORT LEWIS	964	253	135	135	6	4.44%	19	6	99.06%	0.00%	0	0.00%
GREENFIELD	472	253	550	550	5	0.91%	52	5	99.71%	1.89%	0	0.00%
JUNIPER	582	253	530	530	3	0.57%	54	3	99.93%	0.00%	0	0.00%
LENNOX	531	253	549	549	7	1.28%	58	7	99.74%	0.00%	1	0.18%
LOGAN	564	253	240	240	2	0.83%	38	2	99.84%	0.00%	0	0.00%
MARKET (Fawcett)	272	253	491	491	2	0.41%	78	2	99.86%	0.00%	0	0.00%
SKYLINE	752	253	233	233	3	1.29%	36	3	99.68%	7.69%	0	0.00%
WAVERLY-2	922	253	98	98	0	0.00%	11	0	100.00%	0.00%	0	0.00%
WAVERLY-7	927	253	435	435	6	1.38%	54	6	99.66%	1.82%	0	0.00%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA									
VANCOUVER			1573	1573	27	1.72%	205	27	86.83%	13.17%	0	0.00%
ORCHARDS	253	360	752	752	17	2.26%	96	17	99.56%	1.03%	0	0.00%
OXFORD	693	360	522	522	7	1.34%	51	7	99.73%	0.00%	0	0.00%
SALMON CREEK (VANCVR NO)			299	299	3	1.00%	58	3	99.81%	1.69%	0	0.00%
WAITSBURG	337	509	10	10	0	0.00%	1	0	100.00%	0.00%	0	0.00%
WALLA WALLA	522	509	291	291	2	0.69%	23	2	99.70%	0.00%	0	0.00%
WARDEN	349	509	20	20	0	0.00%			100.00%		0	0.00%
WINLOCK	785	360	30	30	1	3.33%	1	1	99.49%	50.00%	0	0.00%
YAKIMA			904	904	4	0.44%	56	4	92.86%	7.14%	0	0.00%
CHESTNUT	244	509	702	702	3	0.43%	43	3	99.92%	0.00%	0	0.00%
WEST	965	509	202	202	1	0.50%	13	1	99.92%	0.00%	0	0.00%
Washington Customers Served by Exchanges in Neighboring States												
Clarkston	751	509	121	121	2	1.65%	17	2	99.65%	0.00%	0	0.00%
WC TOTAL			25,200	25,197	358	1.42%	3,174	344	89.16%	10.84%	16	0.06%

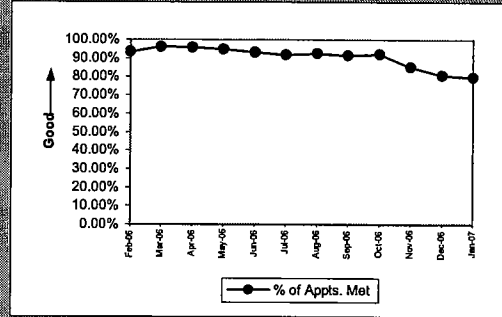
Installation Appointments Met

Date	# of Appts. Met	Installation Appointments Met		% of Appts. Met
		# of Appts.	% of Appts. Met	
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%	
Oct-06	16791	17533	95.77%	
Nov-06	12085	12862	93.96%	
Dec-06	12766	13627	93.68%	
Jan-07	14316	15390	93.02%	



Repair Appointments Met

Date	# of Appts. Met	Repair Appointments Met		% of Appts. Met
		# of Appts.	% of Appts. Met	
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%	
Oct-06	5513	5979	92.21%	
Nov-06	6571	7707	85.26%	
Dec-06	6127	7575	80.88%	
Jan-07	6973	8743	79.76%	



WASHINGTON REPAIR EXCLUSIONS
JANUARY 2007

Measurement Period 2007	Force Majeure Exclusions	Physically Obstructed Exclusions
January	169	143
February		
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		
YTD Total		

WASHINGTON TROUBLE REPORT RATE - JANUARY 2007

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JAN-07	RATE DEC-06	RATE NOV-06	RATE OCT-06	RATE SEP-06	RATE AUG-06	RATE JUL-06	RATE JUN-06	RATE MAY-06	RATE APR-06	RATE MAR-06	RATE FEB-06
STANDARD				4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
ABERDEEN-HOQUIAM	0	14480	235	1.62	1.82	2.27	0.75	0.62	0.69	0.65	0.66	0.79	0.90	1.30	2.19
AUBURN	0	30035	458	1.52	1.35	1.15	1.10	0.72	1.06	0.78	0.93	0.89	0.69	0.75	0.88
BAINBRIDGE ISLAND	0	12992	163	1.25	1.64	1.63	0.88	0.74	0.88	1.46	1.07	0.88	0.90	1.06	1.10
BATTLEGROUND	0	11112	145	1.30	1.72	1.56	1.12	1.42	1.25	1.21	1.16	1.21	1.16	1.36	1.69
BELFAIR	0	7870	190	2.41	1.77	1.59	1.69	1.30	1.62	1.60	1.94	1.62	1.41	1.02	1.58
BELLEVUE	0	60729	661	1.09	1.10	0.86	0.67	0.63	0.63	0.62	0.72	0.61	0.60	0.64	0.68
BELLEVUE GLENCOURT	0	23926	185	0.77	0.84	0.66	0.54	0.50	0.62	0.51	0.65	0.57	0.41	0.46	0.52
BELLEVUE-SHERWOOD	0	36803	476	1.29	1.27	1.00	0.76	0.71	0.64	0.69	0.76	0.64	0.72	0.75	0.78
BELLINGHAM	0	39001	270	0.69	0.65	0.91	0.58	0.54	0.68	0.57	0.63	0.55	0.44	0.46	0.66
BELLINGHAM LUMMI	0	1451	13	0.90	1.10	1.36	1.57	0.82	1.44	1.10	0.88	1.15	0.60	0.60	0.60
BELLINGHAM REGENT	0	37550	257	0.68	0.64	0.90	0.54	0.53	0.65	0.55	0.62	0.53	0.44	0.45	0.66
BLACK DIAMOND	0	3263	48	1.47	2.53	1.30	1.33	1.47	1.54	1.04	1.09	0.99	0.99	1.33	1.35
BREMERTON	0	37270	364	0.98	1.14	0.98	0.60	0.53	0.59	0.54	0.59	0.75	0.60	0.63	0.86
BREMERTON CROSBY	0	3381	124	3.67	2.14	1.92	1.06	0.99	1.68	1.33	1.01	1.43	1.17	1.06	2.31
BREMERTON ESSEX	0	33116	232	0.70	1.06	0.87	0.54	0.48	0.47	0.44	0.53	0.68	0.53	0.58	0.69
BREMERTON SUNNYSLOPE	0	773	8	1.03	0.78	1.42	1.15	0.63	1.01	1.11	1.23	0.85	1.07	0.96	1.81
BUCKLEY	0	2933	51	1.74	1.25	2.72	1.51	1.98	1.62	1.67	1.46	1.31	1.24	1.17	1.03
CASTLE ROCK	0	4954	82	1.66	2.63	3.74	1.64	1.77	1.65	1.87	1.89	1.96	1.74	1.82	1.95
CENTRALIA	0	9369	150	1.60	1.87	1.99	0.90	1.01	1.17	0.98	1.12	1.20	0.82	0.98	0.92
CHEHALIS	0	10242	144	1.41	1.18	1.75	1.06	0.83	0.81	1.25	1.25	0.92	0.88	0.92	1.07
CHEHALIS	0	7579	96	1.27	1.06	1.82	1.07	0.90	0.79	1.05	0.93	0.77	0.92	0.96	1.07
CHEHALIS NAPAVINE	0	2663	48	1.80	1.54	1.57	1.04	0.64	0.86	1.84	2.19	1.36	0.75	0.79	1.08
CLE-ELUM	0	3358	35	1.04	1.46	1.92	1.30	1.53	1.15	1.14	0.56	0.83	0.53	0.53	0.83
COLFAX	0	2439	38	1.56	0.86	1.15	1.27	1.11	1.27	1.23	1.56	1.31	1.10	1.22	0.69
COLVILLE	0	7174	61	0.85	0.78	1.02	0.98	1.22	1.48	1.14	1.02	1.49	1.28	0.94	1.17
COPALIS(OCEAN SHORES)	0	4047	55	1.36	1.13	2.21	1.20	1.07	1.29	1.22	0.97	1.21	0.70	1.26	3.30
COULÉE DAM	0	2242	36	1.61	1.16	0.81	1.52	0.90	1.20	1.15	1.20	1.28	0.62	0.62	0.92
CRYSTAL MTN.	0	685	19	2.77	3.37	3.10	0.89	1.32	2.20	1.17	1.17	2.19	0.59	1.30	2.02
DAYTON	0	1857	29	1.56	1.30	0.87	1.13	1.30	1.24	1.12	1.65	2.22	1.85	1.28	1.06
DEER PARK	0	6547	103	1.57	0.67	1.57	1.17	2.06	1.57	1.63	1.73	2.15	1.23	0.92	0.62
DES MOINES	0	30810	452	1.47	1.83	1.18	0.79	0.70	0.73	0.86	0.82	1.24	0.71	0.91	0.79
DES MOINES	0	12065	181	1.50	2.30	1.10	0.87	0.57	0.80	0.75	0.84	0.92	0.70	0.75	0.77
DES MOINES FEDERAL WAY	0	18745	271	1.45	1.53	1.23	0.74	0.79	0.69	0.93	0.80	1.44	0.72	1.02	0.81

WASHINGTON TROUBLE REPORT RATE - JANUARY 2007

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JAN-07	RATE DEC-06	RATE NOV-06	RATE OCT-06	RATE SEP-06	RATE AUG-06	RATE JUL-06	RATE JUN-06	RATE MAY-06	RATE APR-06	RATE MAR-06	RATE FEB-06
STANDARD				4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
EASTON	0	712	3	0.42	1.55	0.70	0.28	0.41	1.09	1.22	1.23	1.23	1.64	0.41	0.69
ELK	0	2873	44	1.53	1.14	1.36	1.12	1.04	0.73	1.32	1.35	1.66	1.03	0.65	0.82
ENUMCLAW	0	8565	145	1.69	1.50	2.36	1.25	1.79	1.05	1.06	1.55	1.51	1.06	1.12	1.30
EPHRATA	0	3468	45	1.30	1.01	0.84	0.81	0.87	0.72	0.95	1.13	1.52	0.63	0.86	1.51
GRAHAM	0	17686	286	1.62	1.32	1.51	1.03	0.85	0.91	0.91	1.28	1.08	0.93	1.16	1.01
GREEN BLUFF	0	2964	33	1.11	0.98	1.18	1.32	0.81	2.35	1.34	1.51	1.70	0.97	0.70	0.93
HOODSPORT	0	2492	31	1.24	1.60	1.04	0.86	0.71	0.71	2.40	1.18	1.50	0.87	0.87	1.65
ISSAQUAH	0	23643	218	0.92	1.17	0.92	0.75	0.61	0.69	0.66	0.73	0.99	0.63	0.54	0.69
KENT	0	54624	628	1.15	0.85	1.16	0.78	0.79	0.74	0.86	0.94	0.77	0.79	0.97	1.01
KENT MERIDIAN	0	19893	300	1.51	1.05	1.57	1.00	1.14	1.10	1.23	1.37	1.11	1.35	1.78	1.70
KENT O BRIEN	0	9671	34	0.35	0.44	0.25	0.23	0.24	0.37	0.25	0.35	0.26	0.19	0.40	0.25
KENT ULRICH	0	25080	284	1.17	0.85	1.20	0.81	0.71	0.61	0.81	0.83	0.70	0.56	0.54	0.75
LIBERTY LAKE	0	1483	10	0.67	1.15	1.01	1.07	1.13	0.92	0.40	2.62	0.91	0.33	0.52	0.45
LONGVIEW-KELSO	0	31010	540	1.74	1.58	2.54	1.39	1.27	1.29	1.21	1.39	1.32	1.21	1.57	1.82
LOON LAKE	0	1395	24	1.72	1.07	0.85	0.85	1.10	1.75	1.35	1.01	1.23	1.17	0.63	0.77
MAPLE VALLEY	0	12103	142	1.17	0.82	1.08	0.72	0.65	0.72	0.97	0.81	0.74	0.90	0.74	2.46
MOSES LAKE	0	14043	223	1.59	1.52	1.36	1.60	1.48	1.55	1.44	1.96	1.51	1.38	1.30	1.16
MOSES LAKE AFB	0	2375	28	1.18	1.48	1.40	1.02	1.07	1.02	1.50	1.38	1.08	1.28	0.81	0.47
MOSES LAKE ALDER	0	11668	195	1.67	1.53	1.35	1.72	1.56	1.65	1.43	2.08	1.60	1.40	1.40	1.29
NEWMAN LAKE	0	2276	29	1.27	0.65	1.12	0.68	0.38	1.13	1.68	1.41	0.53	0.61	1.30	1.48
NORTHPORT	0	1080	25	2.31	1.02	1.75	1.75	1.37	1.47	1.01	1.48	2.05	1.70	0.76	1.43
OLYMPIA	0	83462	895	1.07	2.25	1.17	0.71	0.67	0.87	0.82	0.86	0.74	0.65	0.84	0.83
OLYMPIA EVERGREEN	0	6580	78	1.19	3.30	1.45	0.77	1.32	1.18	1.45	1.09	1.26	0.66	0.68	0.97
OLYMPIA LACEY	0	36992	352	0.95	2.18	1.06	0.67	0.69	0.97	0.80	0.82	0.67	0.66	0.89	0.92
OLYMPIA WHITEHALL	0	39890	485	1.17	2.13	1.24	0.73	0.55	0.72	0.73	0.86	0.71	0.63	0.81	0.73
OMAK-OKANOGAN	0	7413	93	1.25	1.17	1.59	1.22	0.76	1.46	1.50	1.95	2.10	1.77	1.15	1.28
OROVILLE	0	1858	21	1.13	1.02	1.39	1.82	3.33	1.13	1.19	1.41	1.31	2.16	1.03	1.13
OTHELLO	0	4450	92	2.07	1.98	1.72	1.40	1.39	2.92	3.00	2.67	2.86	1.75	1.79	1.82
PASCO	0	19748	206	1.04	0.97	1.25	1.12	1.04	1.10	1.90	1.40	1.47	1.00	1.42	0.81
PATEROS	0	820	6	0.73	0.98	1.59	1.35	0.86	0.85	1.57	0.85	0.97	0.73	1.33	1.43
POMEROY	0	1325	28	2.11	2.43	2.58	2.21	2.80	2.48	1.72	1.64	2.17	1.50	2.24	1.80
PT. ANGELES	0	18218	265	1.45	1.85	1.79	0.83	0.95	0.93	0.77	0.88	0.84	0.68	0.74	0.96
PT ANGELES JOYCE	1	1243	36	2.90	3.20	4.30	1.84	1.75	2.15	1.75	1.52	1.27	0.80	1.51	3.03

WASHINGTON TROUBLE REPORT RATE - JANUARY 2007

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JAN-07	RATE DEC-06	RATE NOV-06	RATE OCT-06	RATE SEP-06	RATE AUG-06	RATE JUL-06	RATE JUN-06	RATE MAY-06	RATE APR-06	RATE MAR-06	RATE FEB-06
STANDARD				4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
PT. ANGELES	0	16975	229	1.35	1.75	1.60	0.76	0.89	0.85	0.70	0.84	0.81	0.68	0.68	0.81
PT. LUDLOW	0	2877	42	1.46	2.33	0.69	0.80	0.83	0.55	1.00	0.76	0.62	0.58	0.82	1.30
PT. ORCHARD	0	21786	292	1.34	1.86	1.57	0.71	0.88	0.85	0.88	1.15	1.18	0.70	0.86	1.34
PORT ORCHARD COLBY	0	8299	112	1.35	1.88	1.66	0.88	0.81	1.01	0.87	1.24	1.56	0.77	0.93	1.19
PT. ORCHARD	0	13487	180	1.33	1.84	1.51	0.61	0.92	0.74	0.89	1.09	0.95	0.66	0.81	1.44
PT. TOWNSEND	0	11793	111	0.94	1.04	1.49	0.84	0.96	1.00	0.93	1.16	2.13	1.44	0.84	0.93
PUYALLAP	0	34457	357	1.04	1.03	1.09	0.66	0.65	0.77	0.79	0.92	0.99	0.76	1.02	1.18
RENTON	0	51004	590	1.16	1.28	1.16	0.62	0.75	0.79	0.77	0.84	0.78	0.57	0.78	0.96
RIDGEFIELD	0	3864	151	3.91	1.53	2.02	1.49	1.67	1.23	3.05	1.89	1.22	1.96	1.50	2.08
ROCHESTER	0	5805	188	3.24	1.99	1.74	1.21	2.19	0.74	1.07	1.23	1.56	1.11	0.75	1.59
ROY	0	2884	64	2.38	1.27	1.74	0.88	1.21	1.06	1.57	1.43	1.23	0.90	1.66	1.22
SEATTLE	0	353294	3423	0.97	1.02	1.09	0.59	0.55	0.55	0.62	0.65	0.63	0.52	0.67	0.71
SEATTLE ATWATER	0	27096	173	0.64	0.76	0.83	0.44	0.46	0.49	0.50	0.54	0.51	0.45	0.55	0.62
SEATTLE CAMPUS	0	12676	68	0.54	0.50	0.54	0.45	0.50	0.38	0.43	0.48	0.36	0.44	0.47	0.41
SEATTLE CHERRY	0	39950	549	1.37	1.55	1.72	0.69	0.61	0.74	0.76	0.98	0.84	0.71	0.81	1.03
SEATTLE DUWAMISH	0	15635	173	1.11	0.73	1.03	0.58	0.64	0.70	0.68	0.78	0.74	0.57	0.60	0.68
SEATTLE EAST	0	36011	345	0.91	1.05	1.21	0.98	0.72	0.60	0.90	0.84	0.69	0.62	0.73	0.66
SEATTLE ELLIOT	0	9933	23	0.23	0.20	0.23	0.26	0.31	0.16	0.34	0.23	0.23	0.23	0.36	0.24
SEATTLE EMERSON	0	36458	486	1.26	0.86	1.13	0.54	0.56	0.49	0.82	0.65	0.74	0.55	0.70	0.77
SEATTLE LAKEVIEW	0	32821	288	0.88	1.12	1.33	0.72	0.67	0.68	0.63	0.68	0.72	0.49	0.90	0.64
SEATTLE MAIN	0	50105	101	0.20	0.25	0.30	0.17	0.22	0.33	0.18	0.20	0.18	0.12	0.24	0.17
SEATTLE MERCER ISLAND (ADAMS)	0	11310	285	2.52	1.75	1.26	0.90	0.84	0.92	0.99	0.92	0.85	0.91	1.20	1.15
SEATTLE PARKWAY	0	22643	372	1.64	2.16	1.82	0.93	0.87	0.75	0.94	1.12	1.29	0.93	1.06	1.31
SEATTLE SUNSET	0	28732	197	0.69	1.00	1.10	0.53	0.48	0.45	0.45	0.53	0.47	0.45	0.52	0.99
SEATTLE WEST	0	25924	363	1.40	1.48	1.28	0.58	0.51	0.55	0.60	0.62	0.77	0.59	0.94	0.93
SEQUIM	0	14544	192	1.32	1.15	1.29	0.85	0.87	1.02	1.09	1.09	1.05	0.78	1.03	1.01
SHELTON	0	16115	206	1.28	1.53	0.98	0.77	0.71	0.81	0.78	1.19	0.72	0.89	1.15	1.35
SILVERDALE	0	16052	161	1.00	0.88	0.97	0.49	0.73	0.68	0.59	0.74	0.80	0.52	0.53	0.76
SPOKANE	0	160222	1264	0.79	1.02	0.96	0.95	0.75	1.00	1.27	1.17	0.96	0.67	0.76	0.65
SPOKANE CHESTNUT	0	3167	25	0.79	1.26	1.03	0.75	0.93	1.97	1.16	1.58	1.09	0.88	1.44	1.86
SPOKANE FAIRFAX	0	23194	177	0.76	0.95	0.92	0.96	0.86	0.81	1.27	1.13	0.93	0.52	0.82	0.78
SPOKANE HUDSON	0	17644	162	0.92	0.79	0.93	0.79	0.79	0.99	1.19	1.18	1.17	0.70	0.81	0.65
SPOKANE KEYSTONE	0	15984	144	0.90	1.09	1.03	0.70	0.61	0.82	0.93	1.12	1.33	0.58	0.80	0.51

WASHINGTON TROUBLE REPORT RATE - JANUARY 2007

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JAN-07	RATE DEC-06	RATE NOV-06	RATE OCT-06	RATE SEP-06	RATE AUG-06	RATE JUL-06	RATE JUN-06	RATE MAY-06	RATE APR-06	RATE MAR-06	RATE FEB-06
STANDARD				4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
SPOKANE MORAN	0	9818	89	0.91	1.07	0.96	0.76	0.75	1.04	1.06	1.37	0.73	0.77	0.83	0.64
SPOKANE RIVERSIDE	0	22655	138	0.61	0.66	1.09	0.98	0.65	0.78	2.28	1.10	0.86	0.61	0.63	0.68
SPOKANE WALNUT	0	43769	341	0.78	1.49	1.00	1.08	0.66	0.77	1.01	1.06	0.88	0.77	0.67	0.52
SPOKANE WHITWORTH	0	23981	188	0.78	0.67	0.75	1.07	0.96	1.80	1.15	1.34	0.94	0.67	0.82	0.67
SPRINGDALE	0	1793	24	1.34	1.39	2.01	1.46	1.87	3.25	1.71	2.11	1.55	1.03	0.68	1.77
SUMNER (BONNEYLAKE)	0	20555	280	1.36	1.74	1.62	0.86	0.90	0.95	0.99	1.00	0.88	0.91	0.77	1.18
TACOMA	0	171919	2287	1.33	1.27	1.43	0.87	0.76	0.78	0.82	0.77	0.81	0.79	0.81	1.06
TACOMA FORT LEWIS	0	5667	40	0.71	0.76	0.37	0.55	0.67	0.37	0.94	0.83	0.56	0.64	0.40	1.06
TACOMA GREENFIELD	0	22974	381	1.66	2.09	2.11	0.95	0.99	1.01	0.87	0.85	1.02	0.88	1.12	1.07
TACOMA JUNIPER	0	24113	294	1.22	1.18	1.21	0.75	0.84	0.88	0.87	0.82	0.80	0.69	0.82	1.66
TACOMA LENNOX	0	28869	500	1.73	1.47	1.63	0.93	1.01	1.15	1.10	0.99	1.39	1.32	0.97	1.59
TACOMA LOGAN	0	16486	211	1.28	1.02	1.79	0.87	0.59	0.58	0.69	0.67	0.67	0.59	0.95	0.81
TACOMA MARKET (FAWCETT)	0	19089	186	0.97	1.10	1.01	0.59	0.41	0.47	0.60	0.50	0.59	0.68	0.61	0.72
TACOMA SKYLINE	0	15746	219	1.39	1.13	1.71	0.79	0.95	0.65	0.76	0.69	0.64	0.53	0.61	0.60
TACOMA WAVERLY-2	0	7859	88	1.12	1.03	1.56	2.52	0.62	0.72	0.87	0.77	0.52	0.96	0.80	0.87
TACOMA WAVERLY-7	0	31116	368	1.18	1.02	1.01	0.69	0.56	0.61	0.67	0.70	0.54	0.58	0.65	0.71
VANCOUVER	0	98607	978	0.99	1.21	1.47	0.96	1.00	1.19	1.11	1.10	0.97	0.90	0.94	1.01
VANCOUVER ORCHARDS	0	50075	500	1.00	1.02	1.25	0.94	1.13	1.42	1.10	1.07	0.98	0.91	0.97	1.02
VANCOUVER OXFORD	0	27771	266	0.96	1.31	1.93	0.94	0.90	0.87	1.03	1.19	0.99	0.83	0.92	1.07
VANCOUVER SALMON CRK(NORTH)	0	20761	212	1.02	1.56	1.41	1.07	0.82	1.06	1.24	1.06	0.92	0.97	0.87	0.88
WAITSBURG	0	681	7	1.03	1.61	0.87	1.24	1.22	2.47	0.81	2.31	2.82	0.93	1.06	1.57
WALLA WALLA (INCL TOUCHET)	0	19733	161	0.82	0.91	0.78	0.71	0.94	0.88	0.83	0.92	1.06	0.76	0.86	0.88
WARDEN	0	1314	9	0.68	1.06	1.73	2.18	1.82	0.91	1.43	1.07	1.13	1.13	1.27	1.80
WINLOCK	0	2265	47	2.08	1.58	1.93	1.45	1.10	2.23	2.36	1.44	2.99	1.03	1.11	0.81
YAKIMA	0	49599	336	0.68	0.93	0.59	0.68	0.67	1.01	0.78	0.87	0.86	0.86	0.68	0.65
YAKIMA CHESTNUT	0	33662	229	0.68	1.02	0.59	0.67	0.68	0.93	0.81	0.83	0.85	0.93	0.74	0.70
YAKIMA WEST	0	15937	107	0.67	0.73	0.59	0.69	0.64	1.17	0.71	0.96	0.88	0.70	0.56	0.53
Exchanges in Neighboring States															
CLARKSTON	0	7853	90	1.15	1.15	1.53	1.05	1.53	1.43	1.06	1.40	2.79	1.36	0.89	0.95
TOTALS	0	1689936	19081	1.13	1.23	1.23	0.81	0.78	0.85	0.90	0.93	0.90	0.74	0.83	0.93

WASHINGTON OUT OF SERVICE SUMMARY
JANUARY 2007

Measurement Period	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				
2007									
January	15,379	13,868	90.17%	1,511	417				
February									
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
2007	15,379	13,868	90.17%	1,511	417				
Baseline (WAC 480-120-439(9)/480-120-440(1)): A company must repair all out-of-service interruptions within 48 hours, excluding Sundays and holidays, unless physically obstructed from doing so or due to interruptions caused by extraordinary or abnormal conditions of operation.									
Measurement Period	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			
2007									
January	4,873	4,626	247	94.93%	38	53			
February									
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
YTD TOTAL	4,873	4,626	247	94.93%	38	53			
Baseline (WAC 480-120-439 (9)/480-120-440(2)): All "other" regulated service interruptions must be repaired within seventy-two hours unless the company is unable to make the repair because it is physically obstructed from doing so or because of force majeure, in which case the repair must be made as soon as practicable.									

WASHINGTON TRUNK BLOCKING - JANUARY 2007

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% NOT BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP081921	288	TOLL		TOLL	TWO_WAY	97.98%	Toll- Percent of Trunk Groups Meeting Standards = 99.49%, Total Number of Trunk Groups Out of Compliance for the month = 2 BLOCKED HOUR 16 WEEK OF 1/15/06 DUE TO SPIKES IN PC SA ISSUED 2/2/07
AP081504	24			TOLL	ONE_WAY	99.50%	BLOCKED HOUR 9 WEEK OF 1/22/07 DUE TO SPIKES IN PC SA ISSUED 2/5/07
		E911					E911- Percent of Trunk Groups Meeting Standards = 100%, Total Number of Trunk Groups Out of Compliance for the month = 0
		LOCAL					Local- Percent of Trunk Groups Meeting Standards = 100%, Total Number of Trunk Groups Out of Compliance for the month = 0

Dial Tone Summary Report
January 2007

Qwest has meet the standard for the month on January 2007

Missed Appointments/Commitments - Install Residence (New Connect/Reconnect orders)									
Measurement Period	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched orders)	Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched orders) missed due to Exclusions			
January, 2007									
February, 2007									
March, 2007									
April, 2007									
May, 2007									
June, 2007									
July, 2007									
August, 2007									
September, 2007									
October, 2007									
November, 2007									
December, 2007									
YTD Total	8511	184	805	114220	56	343	1148		
Missed Appointments/Commitments - Install Business (New Connect/Reconnect orders)									
Measurement Period	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched orders)	Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched orders) missed due to Exclusions			
January, 2007									
February, 2007									
March, 2007									
April, 2007									
May, 2007									
June, 2007									
July, 2007									
August, 2007									
September, 2007									
October, 2007									
November, 2007									
December, 2007									
YTD Total	2558	152	444	7746	22	90	534		

Missed Appointments/Commitments - Repair Residence		Missed Appointments/Commitments - Repair Business		Missed Appointments/Commitments - Repair Business		Missed Appointments/Commitments - Repair Residence		Missed Appointments/Commitments - Repair Business		Missed Appointments/Commitments - Repair Residence		Missed Appointments/Commitments - Repair Business		Missed Appointments/Commitments - Repair Residence	
Measurement Period	Number of Scheduled Appointments (dispatched tickets)	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.
January, 2007															
February, 2007															
March, 2007															
April, 2007															
May, 2007															
June, 2007															
July, 2007															
August, 2007															
September, 2007															
October, 2007															
November, 2007															
December, 2007															
YTD Total	14587	1716	92	3539	393	245	1								
January, 2007															
February, 2007															
March, 2007															
April, 2007															
May, 2007															
June, 2007															
July, 2007															
August, 2007															
September, 2007															
October, 2007															
November, 2007															
December, 2007															
YTD Total	1869	319	50	453	23	67	0								

Missed Appointments/Commitment Credits Paid - Install		Residence/Business (New Connect/Reconnect)		Business (New Connect/Reconnect)		Total amount of missed appointments credits paid.		Month Credit Paid Upon Credit Issued/Bill Date	
Measurement Period	Number of RESIDENCE customers receiving credits for company missed appointments/commitments-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/commitments-Install	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date	Month Credit Paid Upon Credit Issued/Bill Date	Month Credit Paid Upon Credit Issued/Bill Date	Month Credit Paid Upon Credit Issued/Bill Date
January, 2007									
February, 2007									
March, 2007			Mar07/Apr07			Mar07/Apr07			
April, 2007			Apr07/May07			Apr07/May07			
May, 2007			May07/Jun07			May07/Jun07			
June, 2007			Jun07/Jul07			Jun07/Jul07			
July, 2007			Jul07/Aug07			Jul07/Aug07			
August, 2007			Aug07/Sep07			Aug07/Sep07			
September, 2007			Sep07/Oct07			Sep07/Oct07			
October, 2007			Oct07/Nov07			Oct07/Nov07			
November, 2007			Nov07/Dec07			Nov07/Dec07			
December, 2007			Dec07/Jan07			Dec07/Jan07			
YTD Total	355	\$8,950		1135	\$33,863				
Missed Appointments/Commitment Credits Paid - Repair									
Measurement Period	Number of RESIDENCE customers receiving credits for company missed appointments/commitments-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/commitments-Repair	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date	Month Credit Paid Upon Credit Issued/Bill Date	Month Credit Paid Upon Credit Issued/Bill Date	Month Credit Paid Upon Credit Issued/Bill Date
January, 2007									
February, 2007									
March, 2007			Feb07/Mar07			Feb07/Mar07			
April, 2007			Mar07/Apr07			Mar07/Apr07			
May, 2007			Apr07/May07			Apr07/May07			
June, 2007			May07/Jun07			May07/Jun07			
July, 2007			Jun07/Jul07			Jun07/Jul07			
August, 2007			Jul07/Aug07			Jul07/Aug07			
September, 2007			Aug07/Sep07			Aug07/Sep07			
October, 2007			Sep07/Oct07			Sep07/Oct07			
November, 2007			Oct07/Nov07			Oct07/Nov07			
December, 2007			Nov07/Dec07			Nov07/Dec07			
YTD Total	3907	\$8,224		222	\$10,925				

Baseline: WN U-40 2.2.B.1.b. / WN U-40 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

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													21730
# of completed orders for primary service installed w/ 5 bus. days													
# of credits-First Month's Charge(HO Recurring)													21513
Amount of credit-First Month's Charge(HO Recur)													0
Eff 10/30/05 the Held Order Recurring Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.													
# of credits-Installation (HO NonRecur)													140
Amount of credits-Installation (Ho NonRecur)													\$0
# of \$100 Bill Credits													0
Amount of \$100 Bill Credits													\$0
Eff 10/30/05 the \$100 Bill Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.													
# of Voice Mail Recurring Credits													0
Amount of Voice Mail Recurring Credits													\$0
# of Voice Mail Nonrecurring Credits													0
Amount of Voice Mail Nonrecurring Credits													\$0
#Cell Loaners													0
Amount of cell vouchers*													\$0
*Note: Cellular vouchers are paid to Verizon, for Qwest customers located in Washington using Verizon wireless loaner telephones.													
Eff 10/30/05 the Cellular Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.													
# of Remote Call Fwrding-Recuring													0
Amount of Remote Call Fwrding-Recuring													\$0
# of Remote Call Fwrding-Non-Recuring													0
Amount of Remote Call Fwrding-Non-Recuring													\$0
YTD Total Number of Credits Paid													140
YTD Total Amount of Credits Paid	\$4,340												\$4,340

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													3386
# of completed orders for primary service installed w/ 5 bus. days													3253
# of credits-First Month's Charge(HO Recurring)													0
Amount of credit-First Month's Charge(HO Recur)													\$0
Eff 10/30/05 the Held Order Recurring Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.													
# of credits-Installation (HO NonRecur)													70
Amount of credits-Installation (Ho NonRecur)													\$5,136
# of \$100 Bill Credits													0
Amount of \$100 Bill Credits													\$0
Eff 10/30/05 the \$100 Bill Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.													
# of Voice Mail Recurring Credits													0
Amount of Voice Mail Recurring Credits													\$0
# of Voice Mail Nonrecurring Credits													0
Amount of Voice Mail Nonrecurring Credits													\$0
#Cell Loaners													0
Amount of cell vouchers*													\$0
*Note: Cellular vouchers are paid to Verizon, for Qwest customers located in Washington using Verizon wireless loaner telephones.													
Eff 10/30/05 the Cellular Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.													
# of Remote Call Fwrding-Recurring													0
Amount of Remote Call Fwrding-Recurring													\$0
# of Remote Call Fwrding-Non-Recurring													0
Amount of Remote Call Fwrding-Non-Recurring													\$0
YTD Total Number of Credits Paid													70
YTD Total Amount of Credits Paid	\$5,136												\$5,136