

Qwest Corporation  
1600 7<sup>th</sup> Avenue, Room 3206  
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Facsimile (206) 343-4040

Mark S. Reynolds  
Senior Director - Regulatory  
Policy and Law



July 30, 2007

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

RECEIVED  
REGULATORY DIVISION  
07 JUL 31 AM 11:55  
OFFICE OF THE  
SECRETARY

Attention: Kristen Russell  
Re: Docket Nos. UT-921192, UT-950200, UT-991358, UT-030704

Dear Ms. Washburn:

Enclosed are the June 2007 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) Summary Page,
- 2) Pending Orders Summary Report,
- 3) Trouble Report,
- 4) Trunk Blocking Report,
- 5) Customer Service Guarantee Report

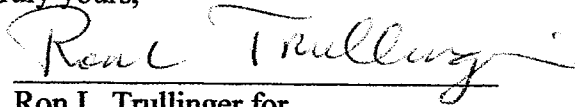
Please note Staff and Qwest agreed that the Customer Service Guarantee Program Credits Report would now be supplied to Staff from a mechanized data base and not a manual report. This is the first month of the mechanized report. There are several small data differences previously reported in January and February due to the mechanized report being more accurate than the manual report. The other change relates to the "total amount of missed appointments credits paid". The data was not reported correctly from January through April, 2007. The customers were paid the correct amounts, however the report only reflected the Out of Service credits paid and not all Missed Appointments Credits Paid.

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

cc: Lisa Anderl

WASHINGTON EXECUTIVE SUMMARY FOR ALL MEASURES - JUNE 2007

METRIC DESCRIPTION	JANUARY 2007			FEBRUARY 2007			MARCH 2007		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	13868	15379	90.17%	11290	11347	99.50%	10427	10475	99.54%
OOS Tickets Not Cleared Within 48 Hrs	1511	1	1511	57	1	57	48	1	48
Number of OOS Exemptions	417	1	417	199	1	199	127	1	127
All Other Repairs Cleared LT < 72 Hrs	4626	4873	94.93%	3452	3463	99.68%	3420	3435	99.56%
All Other Troubles Cleared GTR > 72 Hrs	247	1	247	11	1	11	15	1	15
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	38	1	38	4	1	4	2	1	2
Physically Obstructed All Other Troubles Cleared > 72 Hrs	53	1	53	29	1	29	30	1	30
Repair Force Majeure Exclusions	169	1	169	173	1	173	84	1	84
Repair Physically Obstructed Exclusions	143	1	143	123	1	123	79	1	79
Installation Appointments Met	14316	15390	93.02%	12091	12653	95.56%	13106	13642	96.07%
Repair Appointments Met	6973	8743	79.76%	6426	7165	89.69%	6522	7093	91.95%
Provisioning Missed for Company Reasons	409	1	409	230	1	230	238	1	238
Provisioning Missed for Customer Reasons	1680	1	1680	1303	1	1303	1476	1	1476
Percent Dial Tone Delivered within 3 Seconds			Standard Met			Standard Met			Standard Met

WASHINGTON EXECUTIVE SUMMARY FOR ALL MEASURES - JUNE 2007

METRIC DESCRIPTION	APRIL 2007			MAY 2007			JUNE 2007		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	9688	9732	99.55%	10610	10656	99.57%	10940	10999	99.46%
OOS Tickets Not Cleared Within 48 Hrs	44	1	44	46	1	46	59	1	59
Number of OOS Exemptions	111	1	111	90	1	90	107	1	107
All Other Repairs Cleared LT < 72 Hrs	3479	3487	99.77%	3135	3140	99.84%	3252	3263	99.66%
All Other Troubles Cleared GTR > 72 Hrs	8	1	8	5	1	5	11	1	11
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	1	1	1	3	1	3	3	1	3
Physically Obstructed All Other Troubles Cleared > 72 Hrs	22	1	22	23	1	23	17	1	17
Repair Force Majeure Exclusions	89	1	89	91	1	91	120	1	120
Repair Physically Obstructed Exclusions	79	1	79	75	1	75	71	1	71
Installation Appointments Met	11968	12534	95.48%	12404	12987	95.51%	12418	13139	94.51%
Repair Appointments Met	5552	6106	90.93%	5684	6196	91.74%	5497	6206	88.58%
Provisioning Missed for Company Reasons	247	1	247	273	1	273	296	1	296
Provisioning Missed for Customer Reasons	1470	1	1470	1443	1	1443	1538	1	1538
Percent Dial Tone Delivered within 3 Seconds			Standard Met			Standard Met			Standard Met

WASHINGTON PENDING ORDERS SUMMARY - JUNE 2007

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD									
ABERDEEN-HOQUIAM		199	1	0.00	0	100.00%	0	100.00%	
AUBURN		436	1	23.00	8	98.17%	0	100.00%	
BAINBRIDGE ISLAND		153	1	102.00	0	100.00%	0	100.00%	
BATTLEGROUND		155	4	62.75	5	96.77%	0	100.00%	
BELFAIR		79	1	3.00	4	94.94%	0	100.00%	
BELLEVUE		537	8	49.63	12	97.77%	0	100.00%*1	
	BELLEVUE GLENCOURT	202	5	22.80	4	98.02%	0	100.00%	
	BELLEVUE-SHERWOOD	335	3	94.33	8	97.61%	0	100.00%*1	
BELLINGHAM		619	2	43.50	3	99.52%	0	100.00%	
	BELLINGHAM LUMMI	26	0		0	100.00%	0	100.00%	
	BELLINGHAM REGENT	593	2	43.50	3	99.49%	0	100.00%	
BLACK DIAMOND		43	1	14.00	2	95.35%	0	100.00%	
BREMERTON		559	4	47.75	9	98.39%	0	100.00%	
	BREMERTON CROSBY	39	1	0.00	2	94.87%	0	100.00%	
	BREMERTON ESSEX	512	3	63.67	7	98.63%	0	100.00%	
	BREMERTON SUNNYSLOPE	8	0		0	100.00%	0	100.00%	
BUCKLEY		29	0		3	89.66%	0	100.00%	
CASTLE ROCK		47	0		3	93.62%	0	100.00%	
CENTRALIA		181	0		3	98.34%	0	100.00%	
CHEHALIS		134	3	47.00	6	95.52%	0	100.00%	
	CHEHALIS	108	3	47.00	5	95.37%	0	100.00%	
	CHEHALIS NAFVINE	26	0		1	96.15%	0	100.00%	
CLE-ELUM		44	2	28.00	1	97.73%	0	100.00%	
COLFAX		33	0		1	96.97%	0	100.00%	
COLVILLE		121	0		2	98.35%	0	100.00%	
COPALIS(OCEAN SHORES)		75	1	17.00	4	94.67%	0	100.00%	
COULLEE DAM		36	0		1	97.22%	0	100.00%	
CRYSTAL MTN.		2	0		0	100.00%	0	100.00%	
DAYTON		31	0		1	96.77%	0	100.00%	
DEER PARK		92	0		2	97.83%	0	100.00%	
DES MOINES		596	9	27.89	2	99.66%	0	100.00%	
	DES MOINES	226	5	34.20	1	99.56%	0	100.00%	
	DES MOINES FEDERAL WAY	370	4	20.00	1	99.73%	0	100.00%	
EASTON		7	0		0	100.00%	0	100.00%	
ELK		32	1	27.00	1	96.88%	0	100.00%	

\* Order held for customer reasons and is now cancelled

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

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STANDARD									
ENUNCLAW		98	0		0	100.00%	0	100.00%	
EPHRATA		70	1	1.00	0	100.00%	0	100.00%	
GRAHAM		232	8	20.38	5	97.84%	0	100.00%	
GREEN BLUFF		25	1	0.00	0	100.00%	0	100.00%	
HOODSPORT		50	2	59.00	0	100.00%	0	100.00%	
ISSAQUAH		281	0		5	98.22%	0	100.00%	
KENT		735	19	13.37	16	97.82%	0	100.00%	
	KENT MERIDIAN	199	4	17.00	6	96.98%	0	100.00%	
	KENT O BRIEN	54	7	11.14	1	98.15%	0	100.00%	
	KENT ULRICH	482	8	13.50	9	98.19%	0	100.00%	
LIBERTY LAKE		18	0		0	100.00%	0	100.00%	
LONGVIEW/KELSO		477	5	23.00	5	98.95%	0	100.00%	
LOON LAKE		31	0		2	93.55%	0	100.00%	
MAPLE VALLEY		114	0		1	99.12%	0	100.00%	
MOSES LAKE		245	1	32.00	3	98.78%	0	100.00%	
	MOSES LAKE AFB	50	0		0	100.00%	0	100.00%	
	MOSES LAKE ALDER	195	1	32.00	3	98.46%	0	100.00%	
NEWMAN LAKE		26	0		0	100.00%	0	100.00%	
NORTHPORT		17	0		0	100.00%	0	100.00%	
OLYMPIA		1087	9	44.33	15	98.62%	0	100.00%	
	OLYMPIA EVERGREEN	97	0		0	100.00%	0	100.00%	
	OLYMPIA LACEY	483	6	63.67	7	98.59%	0	100.00%	
	OLYMPIA WHITEHALL	507	3	5.67	8	98.42%	0	100.00%	
OMAK-OKANOGAN		143	2	62.50	1	99.30%	0	100.00%	
OROVILLE		38	1	133.00	0	100.00%	0	100.00%	
OTHELLO		85	4	11.75	5	94.12%	0	100.00%	
PASCO		421	1	1.00	6	98.57%	0	100.00%	
PATEROS		17	1	110.00	1	94.12%	0	100.00%	
POMEROY		21	1	44.00	0	100.00%	0	100.00%	
PT. ANGELES		234	0		4	98.29%	0	100.00%	
	PT ANGELES JOYCE	18	0		0	100.00%	0	100.00%	
	PT. ANGELES	216	0		4	98.15%	0	100.00%	
PT. LUDLOW		32	0		0	100.00%	0	100.00%	
PT. ORCHARD		303	3	56.67	4	98.68%	0	100.00%	
	PORT ORCHARD COLBY	116	0		3	97.41%	0	100.00%	

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STANDARD	PT. ORCHARD	187	3	56.67	1	99.47%	0	100.00%	
	PT. TOWNSEND	166	0		1	99.40%	0	100.00%	
	PUYALLAP	451	4	23.75	5	98.89%	0	100.00%	
	RENTON	718	5	15.00	5	99.30%	0	100.00%	
	RIDGEFIELD	50	0		0	100.00%	0	100.00%	
	ROCHESTER	73	3	18.67	1	98.63%	0	100.00%	
	ROY	36	2	21.50	0	100.00%	0	100.00%	
	SEATTLE	4394	27	19.19	54	98.77%	0	100.00%	
		310	4	7.75	1	99.68%	0	100.00%	
	SEATTLE ATWATER	155	0		1	99.35%	0	100.00%	
	SEATTLE CAMPUS	668	6	41.83	12	98.20%	0	100.00%	
	SEATTLE CHERRY	236	3	10.33	2	99.15%	0	100.00%	
	SEATTLE DUWAMISH	579	1	3.00	6	98.96%	0	100.00%	
	SEATTLE EAST	177	1	3.00	0	100.00%	0	100.00%	
	SEATTLE ELLIOT	398	4	5.75	2	99.50%	0	100.00%	
	SEATTLE EMERSON	339	2	68.50	4	98.82%	0	100.00%	
	SEATTLE LAKEVIEW	416	4	4.25	11	97.36%	0	100.00%	
	SEATTLE MAIN	110	0		1	99.09%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	354	2	11.00	10	97.18%	0	100.00%	
	SEATTLE PARKWAY	330	0		1	99.70%	0	100.00%	
	SEATTLE SUNSET	322	0		3	99.07%	0	100.00%	
	SEATTLE WEST	201	1	26.00	3	98.51%	0	100.00%	
SEQUIM		224	1	12.00	5	97.77%	0	100.00%	
SHELTON		170	3	63.00	1	99.41%	0	100.00%	
SILVERDALE		2336	12	24.25	20	99.14%	0	100.00%	
SPOKANE		66	0		0	100.00%	0	100.00%	
	SPOKANE CHESTNUT	363	0		3	99.17%	0	100.00%	
	SPOKANE FAIRFAX	341	2	26.00	3	99.12%	0	100.00%	
	SPOKANE HUDSON	236	1	98.00	1	99.58%	0	100.00%	
	SPOKANE KEYSTONE	109	0		0	100.00%	0	100.00%	
	SPOKANE MORAN	393	4	23.75	2	99.49%	0	100.00%	
	SPOKANE RIVERSIDE	541	3	14.00	7	96.71%	0	100.00%	
	SPOKANE WALNUT	287	2	2.00	4	98.61%	0	100.00%	
	SPOKANE WHITWORTH	27	3	23.33	0	100.00%	0	100.00%	
SPRINGDALE		205	6	35.00	2	99.02%	0	100.00%	
SUMNER (BONNEYLAKE)									

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STANDARD		2937	25	30.20	12	99.59%	0	100.00%	
TACOMA	TACOMA FORT LEWIS	115	0		0	100.00%	0	100.00%	
	TACOMA GREENFIELD	478	4	57.25	1	99.79%	0	100.00%	
	TACOMA JUNIPER	470	4	35.00	1	99.79%	0	100.00%	
	TACOMA LENNOX	523	7	25.57	4	99.24%	0	100.00%	
	TACOMA LOGAN	207	0		2	99.03%	0	100.00%	
	TACOMA MARKET (FAMCETT)	436	7	18.86	0	100.00%	0	100.00%	
	TACOMA SKYLINE	189	1	43.00	1	99.47%	0	100.00%	
	TACOMA WAVERLY-2	103	0		0	100.00%	0	100.00%	
	TACOMA WAVERLY-7	416	2	16.00	3	99.28%	0	100.00%	
VANCOUVER		1489	19	43.84	17	98.86%	0	100.00%	
	VANCOUVER ORCHARDS	733	6	79.50	6	99.18%	0	100.00%	
	VANCOUVER OXFORD	516	11	31.36	7	98.64%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	240	2	5.50	4	98.33%	0	100.00%	
WATTSBURG		4	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		270	1	42.00	1	99.63%	0	100.00%	
WARDEN		24	0		0	100.00%	0	100.00%	
WINLOCK		41	2	24.00	2	95.12%	0	100.00%	
YAKIMA		963	14	44.36	5	99.48%	0	100.00%	
	YAKIMA CHESTNUT	730	10	43.50	3	99.59%	0	100.00%	
	YAKIMA WEST	233	4	46.50	2	99.14%	0	100.00%	
Exchanges in Neighboring States									
CLARKSTON		116	0		4	96.55%	0	100.00%	
TOTALS		23935	226	31.66	284	98.81%	0	100.00%	1

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WASHINGTON TROUBLE REPORT RATE - JUNE 2007

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JUN-07	RATE MAY-07	RATE APR-07	RATE MAR-07	RATE FEB-07	RATE JAN-07	RATE DEC-06	RATE NOV-06	RATE OCT-06	RATE SEP-06	RATE AUG-06	RATE JUL-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	13873	93	0.67	0.76	0.84	0.94	1.06	1.62	1.82	2.27	0.75	0.62	0.69	0.65
AUBURN	0	28647	247	0.86	0.74	0.82	0.79	0.92	1.52	1.35	1.15	1.10	0.72	1.06	0.78
BAINBRIDGE ISLAND	0	12737	102	0.80	0.72	0.75	0.74	0.75	1.25	1.64	1.63	0.88	0.74	0.88	1.46
BATTLEGROUND	0	10897	92	0.84	0.85	1.18	0.89	0.86	1.30	1.72	1.56	1.12	1.42	1.25	1.21
BELFAIR	0	7749	128	1.65	1.05	1.14	1.34	1.25	2.41	1.77	1.59	1.69	1.30	1.62	1.60
BELLEVUE	0	58223	337	0.58	0.53	0.52	0.62	0.59	1.09	1.10	0.86	0.67	0.63	0.63	0.62
BELLEVUE GLENCOURT	0	23153	103	0.44	0.50	0.46	0.50	0.38	0.77	0.84	0.66	0.54	0.50	0.62	0.51
BELLEVUE-SHERWOOD	0	35070	234	0.67	0.56	0.57	0.69	0.72	1.29	1.27	1.00	0.76	0.71	0.64	0.69
BELLINGHAM	0	37651	187	0.50	0.47	0.48	0.53	0.46	0.69	0.65	0.91	0.58	0.54	0.68	0.57
BELLINGHAM LUMMI	0	1442	14	0.97	1.24	0.83	0.21	0.83	0.90	1.10	1.36	1.57	0.82	1.44	1.10
BELLINGHAM REGENT	0	36209	173	0.48	0.44	0.46	0.54	0.45	0.68	0.64	0.90	0.54	0.53	0.65	0.55
BLACK DIAMOND	0	3191	109	3.42	1.66	1.27	1.14	1.54	1.47	2.53	1.30	1.33	1.47	1.54	1.04
BREMERTON	0	36161	275	0.76	0.60	0.84	0.71	0.50	0.98	1.14	0.98	0.60	0.53	0.59	0.54
BREMERTON CROSBY	0	3337	47	1.41	1.31	2.97	1.06	1.12	3.67	2.14	1.92	1.06	0.99	1.68	1.33
BREMERTON ESSEX	0	32065	191	0.60	0.53	0.61	0.64	0.43	0.70	1.05	0.87	0.54	0.48	0.47	0.44
BREMERTON SUNNYSLOPE	1	759	37	4.87	0.39	1.04	1.94	0.91	1.03	0.78	1.42	1.15	0.63	1.01	1.11
BUCKLEY	0	2844	43	1.51	1.09	1.29	1.22	1.25	1.74	1.25	2.72	1.51	1.98	1.62	1.67
CASTLE ROCK	0	4848	55	1.13	1.48	1.46	1.12	1.41	1.66	2.63	3.74	1.64	1.77	1.65	1.87
CENTRALIA	0	9128	81	0.89	1.11	0.85	0.84	1.04	1.60	1.87	1.99	0.90	1.01	1.17	0.98
CHEHALIS	0	10082	144	1.43	1.21	0.96	1.44	2.85	1.41	1.18	1.75	1.06	0.83	0.81	1.25
CHEHALIS	0	7457	82	1.10	0.87	0.76	0.88	1.10	1.27	1.06	1.82	1.07	0.90	0.79	1.05
CHEHALIS NAPAVINE	1	2625	62	2.36	2.19	1.55	3.06	7.82	1.80	1.54	1.57	1.04	0.64	0.86	1.84
GLE-ELUM	0	3333	37	1.11	1.11	1.05	0.87	1.07	1.04	1.46	1.92	1.30	1.53	1.15	1.14
COLFAX	0	2423	42	1.73	0.74	0.61	0.94	1.02	1.56	0.86	1.15	1.27	1.11	1.27	1.23
COLVILLE	0	7161	111	1.55	0.74	0.82	0.67	0.88	0.85	0.78	1.02	0.98	1.22	1.48	1.14
COPALIS(OCEAN SHORES)	0	4027	41	1.02	1.21	0.94	1.21	1.06	1.36	1.13	2.21	1.20	1.07	1.29	1.22
COULLEE DAM	0	2231	30	1.34	0.80	1.38	0.98	0.67	1.61	1.16	0.81	1.52	0.90	1.20	1.15
CRYSTAL MTN.	0	672	11	1.64	1.93	0.45	1.33	1.32	2.77	3.37	3.10	0.89	1.32	2.20	1.17
DAYTON	0	1825	26	1.42	1.04	1.09	0.81	0.49	1.56	1.30	0.87	1.13	1.30	1.24	1.12
DEER PARK	0	6555	92	1.40	0.99	0.81	0.93	0.81	1.57	0.67	1.57	1.17	2.06	1.57	1.63
DES MOINES	0	29499	219	0.74	1.05	1.01	0.92	0.90	1.47	1.83	1.18	0.79	0.70	0.73	0.86
DES MOINES	0	11622	89	0.77	1.08	1.30	0.94	0.77	1.50	2.30	1.10	0.87	0.57	0.80	0.75
DES MOINES FEDERAL WAY	0	17877	130	0.73	1.02	0.82	0.90	0.98	1.45	1.53	1.23	0.74	0.79	0.69	0.83

WASHINGTON TROUBLE REPORT RATE - JUNE 2007

WIRECENTER	STD EXD CNT	LINES	RPTS	JUN-07 RATE	MAY-07 RATE	APR-07 RATE	MAR-07 RATE	FEB-07 RATE	JAN-07 RATE	DEC-06 RATE	NOV-06 RATE	OCT-06 RATE	SEP-06 RATE	AUG-06 RATE	JUL-06 RATE
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	696	14	2.01	1.58	0.14	0.29	0.14	0.42	1.55	0.70	0.28	0.41	1.09	1.22
ELK	0	2873	34	1.18	1.01	0.90	0.59	0.94	1.53	1.14	1.36	1.12	1.04	0.73	1.32
ENJMCRAW	0	8267	101	1.22	0.76	1.11	1.15	0.81	1.69	1.50	2.36	1.25	1.79	1.05	1.06
EPHRATA	0	3429	30	0.87	1.25	3.56	0.98	0.69	1.30	1.01	0.84	0.81	0.87	0.72	0.95
GRAHAM	0	16801	124	0.74	0.88	1.02	1.00	1.14	1.62	1.32	1.51	1.03	0.85	0.91	0.91
GREEN BLUFF	0	2933	37	1.26	0.75	0.68	0.68	0.88	1.11	0.98	1.18	1.32	0.81	2.35	1.34
HOODSPORT	0	2488	19	0.76	1.21	0.61	1.61	1.17	1.24	1.60	1.04	0.68	0.71	0.71	2.40
ISSAQUAH	0	22917	122	0.53	0.55	0.73	0.55	0.47	0.92	1.17	0.92	0.75	0.61	0.69	0.66
KENT	0	52647	363	0.69	0.77	0.69	0.74	0.85	1.15	0.85	1.16	0.78	0.79	0.74	0.86
KENT MERIDIAN	0	19091	170	0.89	1.04	0.99	1.12	1.31	1.51	1.05	1.57	1.00	1.14	1.10	1.23
KENT O BRIEN	0	9604	26	0.27	0.44	0.43	0.31	0.36	0.35	0.44	0.25	0.23	0.24	0.37	0.25
KENT ULRICH	0	23952	167	0.70	0.68	0.56	0.61	0.68	1.17	0.85	1.20	0.81	0.71	0.61	0.81
LIBERTY LAKE	0	1461	12	0.82	0.48	0.75	0.34	0.40	0.67	1.15	1.01	1.07	1.13	0.92	0.40
LONGVIEW-KELSO	0	29645	323	1.09	1.12	1.14	1.09	1.81	1.74	1.58	2.54	1.39	1.27	1.29	1.21
LOON LAKE	0	1406	13	0.92	0.92	0.93	1.15	0.86	1.72	1.07	0.85	0.85	1.10	1.75	1.35
MAPLE VALLEY	0	11595	124	1.07	0.57	0.47	0.80	0.62	1.17	0.82	1.08	0.72	0.65	0.72	0.97
MOSES LAKE	0	13881	277	2.00	1.30	1.38	1.44	1.51	1.59	1.52	1.36	1.60	1.48	1.55	1.44
MOSES LAKE AFB	0	2287	42	1.84	1.27	1.91	0.86	1.24	1.18	1.48	1.40	1.02	1.07	1.02	1.50
MOSES LAKE ALDER	0	11594	235	2.03	1.30	1.27	1.55	1.56	1.67	1.53	1.35	1.72	1.56	1.65	1.43
NEWMAN LAKE	0	2204	24	1.09	0.95	1.66	0.63	0.75	1.27	0.65	1.12	0.68	0.38	1.13	1.68
NORTHPORT	0	1085	17	1.57	1.48	0.56	0.84	0.65	2.31	1.02	1.75	1.75	1.37	1.47	1.01
OLYMPIA	0	80104	566	0.71	0.68	0.68	0.80	0.71	1.07	2.25	1.17	0.71	0.67	0.87	0.82
OLYMPIA EVERGREEN	0	6289	60	0.96	0.85	1.89	0.87	0.66	1.19	3.30	1.45	0.77	1.32	1.18	1.45
OLYMPIA LACEY	0	35386	262	0.74	0.66	0.56	0.73	0.71	0.95	2.18	1.06	0.67	0.69	0.97	0.80
OLYMPIA WHITEHALL	0	38449	244	0.63	0.68	0.60	0.85	0.72	1.17	2.13	1.24	0.73	0.55	0.72	0.73
OMAK-OKANOGAN	0	7384	96	1.33	0.92	1.05	0.55	0.71	1.25	1.17	1.59	1.22	0.76	1.46	1.50
OROVILLE	0	1871	31	1.66	1.49	0.85	0.81	0.70	1.13	1.02	1.39	1.82	3.33	1.13	1.19
OTHELLO	0	4440	56	1.26	1.03	1.58	1.86	1.42	2.07	1.98	1.72	1.40	1.39	2.92	3.00
PASCO	0	19052	203	1.07	1.04	0.86	0.73	0.94	1.04	0.97	1.25	1.12	1.04	1.10	1.90
PATEROS	0	826	8	0.97	1.47	0.61	0.86	0.98	0.73	0.98	1.59	1.35	0.86	0.85	1.57
POMEROY	0	1325	30	2.26	2.13	2.51	1.44	1.97	2.11	2.43	2.58	2.21	2.80	2.48	1.72
PT. ANGELES	0	17768	130	0.73	0.99	1.31	0.78	0.91	1.45	1.85	1.79	0.83	0.95	0.93	0.77
PT ANGELES JOYCE	1	1203	18	1.50	1.90	1.82	1.31	1.95	2.90	3.20	4.30	1.84	1.75	2.15	1.75

WASHINGTON TROUBLE REPORT RATE - JUNE 2007

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JUN-07	RATE MAY-07	RATE APR-07	RATE MAR-07	RATE FEB-07	RATE JAN-07	RATE DEC-06	RATE NOV-06	RATE OCT-06	RATE SEP-06	RATE AUG-06	RATE JUL-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	16565	112	0.68	0.92	1.27	0.74	0.84	1.35	1.75	1.60	0.76	0.89	0.85	0.70
PT. LUDLOW	0	2838	24	0.85	1.51	0.88	0.56	0.70	1.46	2.33	0.89	0.80	0.83	0.55	1.00
PT. ORCHARD	0	21248	173	0.81	0.81	1.03	1.03	0.91	1.34	1.86	1.57	0.71	0.88	0.85	0.88
PORT ORCHARD COLBY	0	8015	69	0.86	0.69	0.81	1.06	0.94	1.35	1.88	1.66	0.88	0.81	1.01	0.87
PT. TOWNSEND	0	13233	104	0.79	0.88	0.81	1.00	0.89	1.33	1.84	1.51	0.61	0.92	0.74	0.89
PUYALLAP	0	11670	70	0.60	1.05	0.77	0.86	0.72	0.94	1.04	1.49	0.84	0.96	1.00	0.93
RENTON	0	32654	228	0.70	1.44	0.68	0.68	0.83	1.04	1.03	1.09	0.66	0.65	0.77	0.79
RIDGEFIELD	0	48862	399	0.82	0.64	0.70	1.01	0.96	1.16	1.28	1.16	0.62	0.75	0.79	0.77
ROCHESTER	0	3803	72	1.89	1.85	1.51	1.64	5.65	3.91	1.53	2.02	1.49	1.67	1.23	3.05
ROY	0	5622	65	1.16	1.48	1.03	1.62	1.47	3.24	1.99	1.74	1.21	2.19	0.74	1.07
SEATTLE	0	2624	84	3.20	1.74	1.17	1.05	1.97	2.38	1.27	1.74	0.88	1.21	1.06	1.57
SEATTLE ATWATER	0	38906	1890	0.56	0.54	0.54	0.64	0.63	0.97	1.02	1.09	0.59	0.55	0.55	0.62
SEATTLE CAMPUS	0	25656	104	0.41	0.44	0.44	0.40	0.43	0.64	0.76	0.83	0.44	0.46	0.49	0.50
SEATTLE CHERRY	0	12140	46	0.38	0.33	0.36	0.50	0.45	0.54	0.50	0.54	0.45	0.50	0.38	0.43
SEATTLE DUWAMISH	0	38415	331	0.86	0.74	0.73	0.91	1.02	1.37	1.55	1.72	0.69	0.61	0.74	0.76
SEATTLE EAST	0	15079	92	0.61	0.69	0.49	0.75	0.68	1.11	0.73	1.03	0.58	0.64	0.70	0.68
SEATTLE ELLIOT	0	36240	238	0.66	0.68	0.67	0.68	0.71	0.91	1.06	1.21	0.98	0.72	0.60	0.90
SEATTLE EMERSON	0	9658	26	0.27	0.26	0.24	0.28	0.26	0.23	0.20	0.23	0.26	0.31	0.16	0.34
SEATTLE LAKEVIEW	0	36802	198	0.54	0.63	0.62	0.70	0.61	1.26	0.86	1.13	0.54	0.56	0.49	0.82
SEATTLE MAIN	0	31550	205	0.65	0.56	0.73	0.58	0.75	0.88	1.12	1.33	0.72	0.67	0.68	0.63
SEATTLE MERCER ISLAND (ADAMS)	0	48335	77	0.16	0.19	0.21	0.22	0.22	0.20	0.25	0.30	0.17	0.22	0.33	0.18
SEATTLE PARKWAY	0	10888	93	0.85	0.83	0.72	0.79	0.85	2.52	1.75	1.26	0.90	0.84	0.92	0.99
SEATTLE SUNSET	0	21951	197	0.90	0.72	0.74	1.33	0.95	1.64	2.16	1.82	0.93	0.87	0.75	0.94
SEATTLE WEST	0	27322	152	0.56	0.49	0.43	0.62	0.42	0.69	1.00	1.10	0.53	0.48	0.45	0.45
SEQUIM	0	24870	131	0.53	0.52	0.47	0.76	0.84	1.40	1.48	1.28	0.58	0.51	0.55	0.60
SHELTON	0	14371	145	1.01	0.83	1.00	0.96	1.07	1.32	1.15	1.29	0.85	0.87	1.02	1.09
SILVERDALE	0	15681	184	1.17	3.08	1.03	0.96	0.87	1.28	1.53	0.98	0.77	0.71	0.81	0.78
SPOKANE	0	15496	94	0.61	0.61	0.53	0.66	0.64	1.00	0.88	0.97	0.49	0.73	0.68	0.59
SPOKANE CHESTNUT	0	153558	1333	0.87	0.81	0.74	0.73	0.74	0.79	1.02	0.96	0.95	0.75	1.00	1.27
SPOKANE FAIRFAX	0	3028	22	0.73	1.07	0.55	0.96	1.91	0.79	1.26	1.03	0.75	0.93	1.97	1.16
SPOKANE HUDSON	0	22191	238	1.07	0.72	0.51	0.85	0.80	0.76	0.95	0.92	0.96	0.86	0.81	1.27
SPOKANE KEYSTONE	0	16538	116	0.70	0.91	0.65	0.71	0.84	0.92	0.79	0.93	0.79	0.79	0.99	1.19
	0	15236	111	0.73	0.81	0.68	0.71	0.71	0.90	1.09	1.03	0.70	0.61	0.82	0.93

WASHINGTON TROUBLE REPORT RATE - JUNE 2007

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JUN-07	RATE MAY-07	RATE APR-07	RATE MAR-07	RATE FEB-07	RATE JAN-07	RATE DEC-06	RATE NOV-06	RATE OCT-06	RATE SEP-06	RATE AUG-06	RATE JUL-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	9531	94	0.99	0.91	0.56	0.76	0.68	0.91	1.07	0.96	0.76	0.75	1.04	1.06
SPOKANE RIVERSIDE	0	21795	148	0.68	0.81	0.70	0.59	0.77	0.61	0.66	1.09	0.98	0.65	0.78	2.28
SPOKANE WALNUT	0	42194	350	0.83	0.66	0.58	0.53	0.68	0.78	1.49	1.00	1.08	0.66	0.77	1.01
SPOKANE WHITWORTH	0	23046	254	1.10	1.01	1.53	1.09	0.57	0.78	0.67	0.75	1.07	0.96	1.80	1.15
SPRINGDALE	0	1752	18	1.03	2.00	1.76	1.47	1.24	1.34	1.39	2.01	1.46	1.87	3.25	1.71
SUMNER (BONNEY/LAKE)	0	19562	180	0.92	0.74	0.71	1.01	0.93	1.36	1.74	1.62	0.86	0.90	0.95	0.99
TACOMA	0	164768	1152	0.70	0.75	0.69	0.78	0.87	1.33	1.27	1.43	0.87	0.76	0.78	0.82
TACOMA FORT LEWIS	0	5288	17	0.32	0.28	0.35	0.47	0.29	0.71	0.76	0.37	0.55	0.67	0.37	0.94
TACOMA GREENFIELD	0	21999	166	0.85	0.82	0.86	1.01	1.14	1.66	2.09	2.11	0.95	0.99	1.01	0.87
TACOMA JUNIPER	0	22908	156	0.68	0.67	0.78	0.89	0.89	1.22	1.18	1.21	0.75	0.84	0.88	0.87
TACOMA LENNOX	0	27595	274	0.99	1.11	0.86	0.90	1.14	1.73	1.47	1.63	0.93	1.01	1.15	1.10
TACOMA LOGAN	0	15933	97	0.61	0.88	0.70	0.82	0.91	1.28	1.02	1.79	0.87	0.59	0.58	0.69
TACOMA MARKET (FAWCETT)	0	18431	99	0.54	0.58	0.62	0.50	0.52	0.97	1.10	1.01	0.59	0.41	0.47	0.60
TACOMA SKYLINE	0	15191	99	0.65	0.57	0.58	0.90	0.81	1.39	1.13	1.71	0.79	0.95	0.65	0.76
TACOMA WAVERLY-2	0	7605	59	0.78	0.55	0.57	0.69	0.85	1.12	1.03	1.56	2.52	0.62	0.72	0.87
TACOMA WAVERLY-7	0	29818	165	0.55	0.70	0.52	0.60	0.75	1.18	1.02	1.01	0.69	0.56	0.61	0.67
VANCOUVER	0	93990	750	0.80	0.83	0.81	1.06	0.92	0.99	1.21	1.47	0.96	1.00	1.19	1.11
VANCOUVER ORCHARDS	0	47575	365	0.77	0.70	0.77	0.95	0.94	1.00	1.02	1.25	0.94	1.13	1.42	1.10
VANCOUVER OXFORD	0	26451	242	0.91	0.94	0.80	0.88	0.91	0.96	1.31	1.93	0.94	0.90	0.87	1.03
VANCOUVER SALMON CRK(NORTH)	0	19964	143	0.72	0.99	0.94	1.55	0.87	1.02	1.56	1.41	1.07	0.82	1.06	1.24
WAITSBURG	0	648	18	2.78	0.91	1.51	1.06	1.19	1.03	1.61	0.87	1.24	1.22	2.47	0.81
WALLA WALLA (INCL TOUCHET)	0	18892	211	1.12	0.80	0.83	0.76	0.78	0.82	0.91	0.78	0.71	0.94	0.88	0.83
WARDEN	0	1279	12	0.94	1.72	1.70	1.15	2.14	0.68	1.06	1.73	2.18	1.82	0.91	1.43
WINLOCK	0	2257	26	1.15	1.10	0.53	1.19	0.88	2.08	1.58	1.93	1.45	1.10	2.23	2.36
YAKIMA	0	47755	432	0.90	0.68	0.71	0.67	0.58	0.68	0.93	0.59	0.68	0.67	1.01	0.78
YAKIMA CHESTNUT	0	32352	291	0.90	0.65	0.71	0.61	0.55	0.68	1.02	0.59	0.67	0.68	0.93	0.81
YAKIMA WEST	0	15403	141	0.92	0.73	0.72	0.81	0.66	0.67	0.73	0.59	0.69	0.64	1.17	0.71
Exchanges in Neighboring States															
CLARKSTON	0	7691	67	0.87	0.89	1.11	0.79	2.87	1.15	1.15	1.53	1.05	1.53	1.43	1.06
TOTALS	0	1626772	12865	0.79	0.78	0.75	0.80	0.83	1.13	1.23	1.23	0.81	0.78	0.85	0.90

WASHINGTON TRUNK BLOCKING - JUNE 2007

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	Jun-07	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
						% NOT BLOCK	
							Toll - Percent of Trunk Groups Meeting Standard = 100%. Total Number of Trunk Groups = 379. Total Number of Trunk Groups Out of Compliance for the month = 0
							E911 - Percent of Trunk Groups Meeting Standard = 100%. Total Number of Trunk Groups = 124. Total Number of Trunk Groups Out of Compliance for the month = 0
							Local - Percent of Trunk Groups Meeting Standard = 100%. Total Number of Trunk Groups = 353. Total Number of Trunk Groups Out of Compliance for the month = 0

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - 2007

MEASURE	MARKET UNIT	JAN-07	FEB-07	MAR-07	APR-07	MAY-07	JUN-07	YTD
Number of Scheduled Appointments (dispatched orders)	RES							48471
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	RES							882
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	RES							4200
Number of Scheduled Commitments (non-dispatched orders)	RES							598605
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	RES							189
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	RES							1968
Number Exclusions	RES							6168
Number of Scheduled Appointments (dispatched orders)	BUS							14600
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	BUS							514
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	BUS							2244
Number of Scheduled Commitments (non-dispatched orders)	BUS							45733
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	BUS							125
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	BUS							498
Number Exclusions	BUS							2742
Number of Scheduled Appointments (dispatched tickets)	RES							62345
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	RES							4890
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	RES							283
Number of Scheduled Commitments (non-dispatched tickets)	RES							16620
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	RES							751
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	RES							4
Number Exclusions	RES							847
Number of Scheduled Appointments (dispatched tickets)	BUS							8941
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	BUS							1470
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	BUS							273
Number of Scheduled Commitments (non-dispatched tickets)	BUS							2323
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	BUS							147
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	BUS							10
Number Exclusions	BUS							449

Blanks in the report indicate no

activity for the particular measure

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - 2007

MEASURE	MARKET UNIT	JAN-07	FEB-07	MAR-07	APR-07	MAY-07	JUN-07	YTD
Total amount of missed appointments credits paid	RES							\$45,687.50
Number of customers receiving credits for company missed appointments/commitments-Install	RES							1816
Total amount of missed appointments credits paid	BUS							\$68,262.50
Number of customers receiving credits for company missed appointments/commitments-Install	BUS							1809
Total amount of missed appointments credits paid	RES							\$111,550.00
Number of customers receiving credits for company missed appointments/commitments-Repair	RES							4456
Total amount of missed appointments credits paid	BUS							\$30,525.00
Number of customers receiving credits for company missed appointments/commitments-Repair	BUS							617
Count of All Orders	RES							121104
WA Completed Orders for Primary Service installed within 5 business days	RES							120090
Number of credits-First Month's Charge(HO Recurring)	RES							1
Amount of credit-First Month's Charge(HO Recur)	RES							\$100.00
Number of credits-Installation (HO NonRecur)	RES							657
Amount of credits-Installation (Ho NonRecur)	RES							\$20,368.50
Number of Remote Call Fwrding-Recurring	RES							6
Amount of Remote Call Fwrding-Recurring	RES							\$96.00
Count of All Orders	BUS							19018
WA Completed Orders for Primary Service installed within 5 business days	BUS							18505
Number of credits-Installation (HO NonRecur)	BUS							352
Amount of credits-Installation (Ho NonRecur)	BUS							\$28,008.00

Blanks in the report indicate no activity for the particular measure

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