

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



August 29, 2007

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

RECEIVED
RECORDS MANAGEMENT
07 AUG 30 AM 11:44
STAFF OF THE
UTILITY BOARD
COMMUNICATIONS

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

Dear Ms. Washburn:

Enclosed are the July 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 Report,
- 2) Orders Summary,
- 3) Trouble Report,
- 4) Trunk Blocking Report,
- 5) Customer Service Guarantee 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 (503) 242-5089 if you have questions or need additional information.

Very truly yours,

By

A handwritten signature in black ink that reads "Ron L. Trullinger". The signature is written in a cursive, flowing style.

Ron L. Trullinger for
Mark Reynolds

Enclosures

cc: Lisa Anderl

Washington Service Quality Summary Report - JULY 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	189	1	189	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 Service Quality Summary Report - JULY 2007

METRIC DESCRIPTION	APRIL 2007			MAY 2007			JUNE 2007			JULY 2007		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	9688	9732	99.56%	10610	10656	99.57%	10940	10999	99.46%	11497	11564	99.42%
OOS Tickets Not Cleared Within 48 Hrs	44	1	44	46	1	46	59	1	59	67	1	67
Number of OOS Exemptions	111	1	111	90	1	90	107	1	107	147	1	147
All Other Repairs Cleared LT < 72 Hrs	3479	3487	99.77%	3135	3140	99.84%	3252	3263	99.66%	3602	3614	99.67%
All Other Troubles Cleared GTR > 72 Hrs	8	1	8	5	1	5	11	1	11	12	1	12
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	1	1	1	3	1	3	3	1	3	1	1	1
Physically Obstructed All Other Troubles Cleared > 72 Hrs	22	1	22	23	1	23	17	1	17	25	1	25
Repair Force Majeure Exclusions	89	1	89	91	1	91	120	1	120	67	1	67
Repair Physically Obstructed Exclusions	79	1	79	75	1	75	71	1	71	99	1	99
Installation Appointments Met	11968	12534	95.48%	12404	12987	95.51%	12418	13139	94.51%	12581	13513	93.10%
Repair Appointments Met	552	6106	90.93%	5684	6196	91.74%	5497	6206	88.56%	6183	7212	85.73%
Provisioning Missed for Company Reasons	247	1	247	273	1	273	296	1	296	322	1	322
Provisioning Missed for Customer Reasons	1470	1	1470	1443	1	1443	1538	1	1538	1586	1	1586
Percent Dial Tone Delivered within 3 Seconds			Standard Met			Standard Met			Standard Met			Standard Met

WASHINGTON ORDERS SUMMARY - JULY 2007 From RSOR and OP15A

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
ABERDEEN-HOQUJAM		174	0		0	100.00%	0	100.00%	
AUBURN		434	1	17.00	0	100.00%	0	100.00%	
BAINBRIDGE ISLAND		189	0		0	100.00%	0	100.00%	
BATTLEGROUND		134	2	64.50	0	100.00%	0	100.00%	
BELFAIR		107	2	12.50	1	99.07%	0	100.00%	
BELLEVUE		581	10	20.30	1	99.83%	0	100.00%	
	BELLEVUE GLENCOURT	237	5	32.80	0	100.00%	0	100.00%	
	BELLEVUE-SHERWOOD	344	5	7.80	1	99.71%	0	100.00%	
BELLINGHAM		566	1	28.00	1	99.82%	0	100.00%	
	BELLINGHAM LUMMI	35	0		0	100.00%	0	100.00%	
	BELLINGHAM REGENT	531	1	28.00	1	99.81%	0	100.00%	
BLACK DIAMOND		40	0		0	100.00%	0	100.00%	
BREMERTON		498	7	45.00	0	100.00%	0	100.00%	
	BREMERTON CROSBY	28	1	13.00	0	100.00%	0	100.00%	
	BREMERTON ESSEX	465	6	50.33	0	100.00%	0	100.00%	
	BREMERTON SUNNYSLOPE	5	0		0	100.00%	0	100.00%	
BUCKLEY		36	0		0	100.00%	0	100.00%	
CASTLE ROCK		57	0		0	100.00%	0	100.00%	
CENTRALIA		182	1	1.00	0	100.00%	0	100.00%	
CHEHALIS		129	6	39.00	0	100.00%	0	100.00%	
	CHEHALIS	92	6	39.00	0	100.00%	0	100.00%	
	CHEHALIS NAPAVINE	37	0		0	100.00%	0	100.00%	
CLE-ELUM		40	1	75.00	0	100.00%	0	100.00%	
COLFAX		33	1	6.00	0	100.00%	0	100.00%	
COLVILLE		110	2	11.00	0	100.00%	0	100.00%	
COPALIS(OCEAN SHORES)		67	1	38.00	0	100.00%	0	100.00%	
COULEE DAM		33	0		0	100.00%	0	100.00%	
CRYSTAL MTN.		7	0		0	100.00%	0	100.00%	
DAYTON		22	0		0	100.00%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders

Blanks in the report indicate no activity for the measure.

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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
DEER PARK		107	0		0	100.00%	0	100.00%	
DES MOINES		515	17	26.29	0	100.00%	0	100.00%	
	DES MOINES	198	10	24.70	0	100.00%	0	100.00%	
	DES MOINES FEDERAL WAY	317	7	28.57	0	100.00%	0	100.00%	
EASTON		7	0		0	100.00%	0	100.00%	
ELK		29	1	52.00	1	96.55%	0	100.00%	
ENUMCLAW		72	3	6.33	0	100.00%	0	100.00%	
EPHRATA		50	0		0	100.00%	0	100.00%	
GRAHAM		256	5	14.00	1	99.61%	0	100.00%*1	
GREEN BLUFF		19	2	22.00	0	100.00%	0	100.00%	
HOODSPORT		29	0		0	100.00%	0	100.00%	
ISSAQUAH		259	2	3.50	1	99.61%	0	100.00%	
KENT		713	11	23.09	0	100.00%	0	100.00%	
	KENT MERIDIAN	187	6	18.00	0	100.00%	0	100.00%	
	KENT O BRIEN	72	2	12.00	0	100.00%	0	100.00%	
	KENT ULRICH	454	3	40.67	0	100.00%	0	100.00%	
LIBERTY LAKE		23	0		0	100.00%	0	100.00%	
LONGVIEW-KELSO		435	5	24.40	0	100.00%	0	100.00%	
LOON LAKE		16	0		0	100.00%	0	100.00%	
MAPLE VALLEY		118	1	1.00	0	100.00%	0	100.00%	
MOSES LAKE		274	2	28.50	0	100.00%	0	100.00%	
	MOSES LAKE AFB	43	0		0	100.00%	0	100.00%	
	MOSES LAKE ALDER	231	2	28.50	0	100.00%	0	100.00%	
NEWMAN LAKE		21	0		0	100.00%	0	100.00%	
NORTHPORT		20	0		0	100.00%	0	100.00%	
OLYMPIA		1094	10	5.90	1	99.91%	0	100.00%	
	OLYMPIA EVERGREEN	71	1	1.00	0	100.00%	0	100.00%	
	OLYMPIA LACEY	505	4	10.00	1	99.80%	0	100.00%	
	OLYMPIA WHITEHALL	518	5	3.60	0	100.00%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders
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OMAK-OKANOGAN		121	1	64.00	0	100.00%	0	100.00%	
OROVILLE		37	0		0	100.00%	0	100.00%	
OTHELLO		70	4	27.25	0	100.00%	0	100.00%	
PASCO		391	4	8.50	0	100.00%	0	100.00%	
PATEROS		11	0		0	100.00%	0	100.00%	
POMEROY		13	0		0	100.00%	0	100.00%	
PT. ANGELES		202	1	3.00	0	100.00%	0	100.00%	
	PT ANGELES JOYCE	12	0		0	100.00%	0	100.00%	
	PT. ANGELES	190	1	3.00	0	100.00%	0	100.00%	
PT. LUDLOW		27	0		0	100.00%	0	100.00%	
PT. ORCHARD		264	5	24.20	0	100.00%	0	100.00%	
	PORT ORCHARD COLBY	91	1	0.00	0	100.00%	0	100.00%	
	PT. ORCHARD	173	4	30.25	0	100.00%	0	100.00%	
PT. TOWNSEND		168	0		0	100.00%	0	100.00%	
PUYALLAP		402	3	34.67	0	100.00%	0	100.00%	
RENTON		729	5	30.20	0	100.00%	0	100.00%	
RIDGEFIELD		61	0		0	100.00%	0	100.00%	
ROCHESTER		82	2	50.50	0	100.00%	0	100.00%	
ROY		41	2	46.50	0	100.00%	0	100.00%	
SEATTLE		4320	34	18.06	1	99.98%	0	100.00%	
	SEATTLE ATWATER	311	5	15.80	0	100.00%	0	100.00%	
	SEATTLE CAMPUS	164	0		0	100.00%	0	100.00%	
	SEATTLE CHERRY	592	10	27.40	1	99.83%	0	100.00%	
	SEATTLE DUWAMISH	239	2	24.50	0	100.00%	0	100.00%	
	SEATTLE EAST	564	2	14.00	0	100.00%	0	100.00%	
	SEATTLE ELLIOT	155	0		0	100.00%	0	100.00%	
	SEATTLE EMERSON	455	2	23.50	0	100.00%	0	100.00%	
	SEATTLE LAKEVIEW	359	1	20.00	0	100.00%	0	100.00%	
	SEATTLE MAIN	422	2	21.00	0	100.00%	0	100.00%	

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	SEATTLE MERCER ISLAND (ADAMS)	111	4	1.75	0	100.00%	0	100.00%	
	SEATTLE PARKWAY	358	3	14.67	0	100.00%	0	100.00%	
	SEATTLE SUNSET	320	1	1.00	0	100.00%	0	100.00%	
	SEATTLE WEST	270	2	11.50	0	100.00%	0	100.00%	
SEQUIM		181	1	21.00	1	99.45%	0	100.00%	
SHELTON		220	2	3.50	0	100.00%	0	100.00%	
SILVERDALE		182	1	35.00	0	100.00%	0	100.00%	
SPOKANE		2334	9	29.11	0	100.00%	0	100.00%	
	SPOKANE CHESTNUT	56	0		0	100.00%	0	100.00%	
	SPOKANE FAIRFAX	319	0		0	100.00%	0	100.00%	
	SPOKANE HUDSON	368	2	38.50	0	100.00%	0	100.00%	
	SPOKANE KEYSTONE	245	0		0	100.00%	0	100.00%	
	SPOKANE MORAN	135	1	18.00	0	100.00%	0	100.00%	
	SPOKANE RIVERSIDE	366	3	27.67	0	100.00%	0	100.00%	
	SPOKANE WALNUT	599	2	40.00	0	100.00%	0	100.00%	
	SPOKANE WHITWORTH	246	1	4.00	0	100.00%	0	100.00%	
SPRINGDALE		42	3	46.00	0	100.00%	0	100.00%	
SUMNER (BONNEYLAKE)		205	6	55.33	2	99.02%	0	100.00%	
TACOMA		2912	21	34.95	1	99.97%	0	100.00%	
	TACOMA FORT LEWIS	117	0		0	100.00%	0	100.00%	
	TACOMA GREENFIELD	457	4	55.00	0	100.00%	0	100.00%	
	TACOMA JUNIPER	469	2	35.50	0	100.00%	0	100.00%	
	TACOMA LENNOX	488	4	38.25	0	100.00%	0	100.00%	
	TACOMA LOGAN	228	0		0	100.00%	0	100.00%	
	TACOMA MARKET (FAWCETT)	401	6	26.00	0	100.00%	0	100.00%	
	TACOMA SKYLINE	212	2	35.50	0	100.00%	0	100.00%	
	TACOMA WAVERLY-2	99	0		0	100.00%	0	100.00%	
	TACOMA WAVERLY-7	441	3	21.00	1	99.77%	0	100.00%	
VANCOUVER		1468	19	22.32	2	99.86%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders
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	VANCOUVER ORCHARDS	705	3	26.33	2	99.72%	0	100.00%	
	VANCOUVER OXFORD	486	11	24.91	0	100.00%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	277	5	14.20	0	100.00%	0	100.00%	
	WATTSBURG	8	0		0	100.00%	0	100.00%	
	WALLA WALLA (INCL TOUCHET)	301	3	28.67	1	99.67%	0	100.00%	
	WARDEN	25	0		0	100.00%	0	100.00%	
	WINLOCK	35	2	49.00	0	100.00%	0	100.00%	
	YAKIMA	879	11	31.91	0	100.00%	0	100.00%	
	YAKIMA CHESTNUT	638	7	34.86	0	100.00%	0	100.00%	
	YAKIMA WEST	241	4	26.75	0	100.00%	0	100.00%	
	Exchanges in Neighboring States								
	CLARKSTON	100	1	12.00	0	100.00%	0	100.00%	
	TOTALS	23329	234	26.15	15	99.94%	0	100.00%*1	
	* 180 day order missed due to customer reason. Order has now been canceled.								

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WASHINGTON TROUBLE REPORT RATE - JULY 2007

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JUL-07	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
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	13739	110	0.80	0.67	0.76	0.84	0.94	1.06	1.62	1.82	2.27	0.75	0.62	0.69
AUBURN	0	28507	220	0.77	0.86	0.74	0.82	0.79	0.92	1.52	1.35	1.15	1.10	0.72	1.06
BAINBRIDGE ISLAND	0	12593	161	1.27	0.80	0.72	0.75	0.74	0.75	1.25	1.64	1.63	0.88	0.74	0.88
BATTLEGROUND	0	10553	116	1.07	0.84	0.85	1.18	0.89	0.86	1.30	1.72	1.56	1.12	1.42	1.25
BELFAIR	0	7726	127	1.64	1.65	1.05	1.14	1.34	1.25	2.41	1.77	1.59	1.69	1.30	1.82
BELLEVUE	0	57825	361	0.62	0.58	0.53	0.52	0.62	0.59	1.09	1.10	0.86	0.67	0.63	0.63
BELLEVUE GLENCOURT	0	23060	108	0.47	0.44	0.50	0.46	0.50	0.38	0.77	0.84	0.66	0.54	0.50	0.62
BELLEVUE-SHERWOOD	0	34765	253	0.73	0.67	0.56	0.57	0.69	0.72	1.29	1.27	1.00	0.76	0.71	0.64
BELLINGHAM	0	37379	204	0.55	0.50	0.47	0.48	0.53	0.46	0.69	0.65	0.91	0.58	0.54	0.68
BELLINGHAM LUMMI	0	1443	15	1.04	0.97	1.24	0.83	0.21	0.83	0.90	1.10	1.36	1.57	0.82	1.44
BELLINGHAM REGENT	0	35936	189	0.53	0.48	0.44	0.46	0.54	0.45	0.68	0.64	0.90	0.54	0.53	0.65
BLACK DIAMOND	0	3180	38	1.19	3.42	1.66	1.27	1.14	1.54	1.47	2.53	1.30	1.33	1.47	1.54
BREMERTON	0	36046	295	0.82	0.76	0.60	0.84	0.71	0.50	0.98	1.14	0.98	0.60	0.53	0.59
BREMERTON CROSBY	0	3324	70	2.11	1.41	1.31	2.97	1.06	1.12	3.67	2.14	1.92	1.06	0.99	1.68
BREMERTON ESSEX	0	31969	209	0.65	0.60	0.53	0.61	0.64	0.43	0.70	1.05	0.87	0.54	0.48	0.47
BREMERTON SUNNYSLOPE	1	753	16	2.12	4.87	0.39	1.04	1.94	0.91	1.03	0.78	1.42	1.15	0.63	1.01
BUCKLEY	0	2828	52	1.84	1.51	1.09	1.29	1.22	1.25	1.74	1.25	2.72	1.51	1.98	1.62
CASTLE ROCK	0	4809	75	1.56	1.13	1.48	1.46	1.12	1.41	1.66	2.63	3.74	1.64	1.77	1.65
CENTRALIA	0	9071	119	1.31	0.89	1.11	0.85	0.84	1.04	1.60	1.87	1.99	0.90	1.01	1.17
CHEHALIS	0	10068	224	2.22	1.43	1.21	0.96	1.44	2.85	1.41	1.18	1.75	1.06	0.83	0.81
CHEHALIS	0	7435	159	2.14	1.10	0.87	0.76	0.88	1.10	1.27	1.06	1.82	1.07	0.90	0.79
CHEHALIS NAPAVALINE	1	2633	65	2.47	2.36	2.19	1.55	3.06	7.82	1.80	1.54	1.57	1.04	0.64	0.86
CHEHALIS	0	3304	46	1.39	1.11	1.11	1.05	0.87	1.07	1.04	1.46	1.92	1.30	1.53	1.15
COLFAX	0	2433	45	1.85	1.73	0.74	0.61	0.94	1.02	1.56	0.86	1.15	1.27	1.11	1.27
COLVILLE	0	7164	64	0.89	1.55	0.74	0.82	0.67	0.88	0.85	0.78	1.02	0.98	1.22	1.48
COPALIS(OCEAN SHORES)	0	4025	44	1.09	1.02	1.21	0.94	1.21	1.06	1.36	1.13	2.21	1.20	1.07	1.29
COULEE DAM	0	2218	15	0.68	1.34	0.80	1.38	0.98	0.67	1.61	1.16	0.81	1.52	0.90	1.20
CRYSTAL MTN.	0	671	8	1.19	1.64	1.93	0.45	1.33	1.32	2.77	3.37	3.10	0.89	1.32	2.20
DAYTON	0	1830	31	1.69	1.42	1.04	1.09	0.81	0.49	1.56	1.30	0.87	1.13	1.30	1.24
DEER PARK	0	6570	98	1.49	1.40	0.99	0.81	0.93	0.81	1.57	0.67	1.57	1.17	2.06	1.57
DES MOINES	0	29269	239	0.82	0.74	1.05	1.01	0.92	0.90	1.47	1.83	1.18	0.79	0.70	0.73
DES MOINES	0	11538	95	0.82	0.77	1.08	1.30	0.94	0.77	1.50	2.30	1.10	0.87	0.57	0.80
DES MOINES FEDERAL WAY	0	17731	144	0.81	0.73	1.02	0.82	0.90	0.98	1.45	1.53	1.23	0.74	0.79	0.69

WASHINGTON TROUBLE REPORT RATE - JULY 2007

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JUL-07	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
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	691	5	0.72	2.01	1.58	0.14	0.29	0.14	0.42	1.55	0.70	0.28	0.41	1.09
ELK	0	2660	43	1.50	1.18	1.01	0.90	0.59	0.94	1.53	1.14	1.36	1.12	1.04	0.73
ENUMCLAW	0	8197	121	1.48	1.22	0.76	1.11	1.15	0.81	1.69	1.50	2.36	1.25	1.79	1.05
EPHRATA	0	3404	31	0.91	0.87	1.25	3.56	0.98	0.69	1.30	1.01	0.84	0.81	0.87	0.72
GRAHAM	0	16629	189	1.14	0.74	0.88	1.02	1.00	1.14	1.62	1.32	1.51	1.03	0.85	0.91
GREEN BLUFF	0	2930	32	1.09	1.26	0.75	0.68	0.68	0.88	1.11	0.98	1.18	1.32	0.81	2.35
HOODSPORT	0	2473	16	0.65	0.76	1.21	0.61	1.61	1.17	1.24	1.60	1.04	0.68	0.71	0.71
ISSAQUAH	0	22752	141	0.62	0.53	0.55	0.73	0.55	0.47	0.92	1.17	0.92	0.75	0.61	0.69
KENT	0	52259	466	0.89	0.69	0.77	0.69	0.74	0.85	1.15	0.85	1.16	0.78	0.79	0.74
KENT MERIDIAN	0	18935	196	1.04	0.89	1.04	0.99	1.12	1.31	1.51	1.05	1.57	1.00	1.14	1.10
KENT O BRIEN	0	9582	23	0.24	0.27	0.44	0.43	0.31	0.36	0.35	0.44	0.25	0.23	0.24	0.37
KENT ULRICH	0	23742	247	1.04	0.70	0.68	0.56	0.61	0.68	1.17	0.85	1.20	0.81	0.71	0.61
LIBERTY LAKE	0	1462	7	0.48	0.82	0.48	0.75	0.34	0.40	0.67	1.15	1.01	1.07	1.13	0.92
LONGVIEW-KELSO	0	29332	353	1.20	1.09	1.12	1.14	1.09	1.81	1.74	1.58	2.54	1.39	1.27	1.29
LOON LAKE	0	1400	18	1.29	0.92	0.92	0.93	1.15	0.86	1.72	1.07	0.85	0.85	1.10	1.75
MAPLE VALLEY	0	11547	106	0.92	1.07	0.57	0.47	0.80	0.62	1.17	0.82	1.08	0.72	0.65	0.72
MOSES LAKE	0	13834	188	1.36	2.00	1.30	1.38	1.44	1.51	1.59	1.52	1.36	1.60	1.48	1.55
MOSES LAKE AFB	0	2296	23	1.01	1.84	1.27	1.91	0.86	1.24	1.18	1.48	1.40	1.02	1.07	1.02
MOSES LAKE ALDER	0	11548	165	1.43	2.03	1.30	1.27	1.55	1.56	1.67	1.53	1.35	1.72	1.56	1.65
NEWMAN LAKE	0	2192	24	1.09	1.09	0.95	1.66	0.63	0.75	1.27	0.65	1.12	0.68	0.38	1.13
NORTHPORT	0	1083	13	1.20	1.57	1.48	0.56	0.84	0.65	2.31	1.02	1.75	1.75	1.37	1.47
OLYMPIA	0	79466	763	0.96	0.71	0.68	0.68	0.80	0.71	1.07	2.25	1.17	0.71	0.67	0.87
OLYMPIA EVERGREEN	0	6171	67	1.09	0.96	0.85	1.89	0.87	0.66	1.19	3.30	1.45	0.77	1.32	1.18
OLYMPIA LACEY	0	35082	346	0.99	0.74	0.66	0.56	0.73	0.71	0.95	2.18	1.06	0.67	0.69	0.97
OLYMPIA WHITEHALL	0	38213	350	0.92	0.63	0.68	0.60	0.85	0.72	1.17	2.13	1.24	0.73	0.55	0.72
OMAK-OKANOGAN	0	7335	98	1.34	1.33	0.92	1.05	0.55	0.71	1.25	1.17	1.59	1.22	0.76	1.46
OROVILLE	0	1871	67	3.58	1.66	1.49	0.85	0.81	0.70	1.13	1.02	1.39	1.82	3.33	1.13
OTHELLO	0	4415	85	1.93	1.26	1.03	1.56	1.86	1.42	2.07	1.98	1.72	1.40	1.39	2.92
PASCO	0	18916	264	1.40	1.07	1.04	0.86	0.73	0.94	1.04	0.97	1.25	1.12	1.04	1.10
PATEROS	0	818	11	1.34	0.97	1.47	0.61	0.86	0.98	0.73	0.98	1.59	1.35	0.86	0.85
POMEROY	0	1322	37	2.80	2.26	2.13	2.51	1.44	1.97	2.11	2.43	2.58	2.21	2.80	2.48
PT. ANGELES	0	17713	159	0.90	0.73	0.99	1.31	0.78	0.91	1.45	1.85	1.79	0.83	0.95	0.93
PT ANGELES JOYCE	1	1198	13	1.09	1.50	1.90	1.82	1.31	1.95	2.90	3.20	4.30	1.84	1.75	2.15

WASHINGTON TROUBLE REPORT RATE - JULY 2007

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JUL-07	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
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	16515	146	0.88	0.88	0.92	1.27	0.74	0.84	1.35	1.75	1.60	0.76	0.89	0.85
PT. LUDLOW	0	2831	27	0.95	0.85	1.51	0.88	0.56	0.70	1.46	2.33	0.69	0.80	0.83	0.55
PT. ORCHARD	0	21143	235	1.11	0.81	0.81	0.81	1.03	0.91	1.34	1.86	1.57	0.71	0.88	0.85
	0	7982	76	0.98	0.86	0.69	0.81	1.06	0.94	1.35	1.88	1.66	0.88	0.81	1.01
PORT ORCHARD COLBY															
PT. ORCHARD	0	13161	157	1.19	0.79	0.88	0.81	1.00	0.89	1.33	1.84	1.51	0.61	0.92	0.74
PT. TOWNSEND	0	11669	104	0.89	0.60	1.05	0.77	0.86	0.72	0.94	1.04	1.49	0.84	0.96	1.00
PUYALLAP	0	32344	256	0.79	0.70	1.44	0.68	0.68	0.83	1.04	1.03	1.09	0.66	0.65	0.77
RENTON	0	48517	403	0.83	0.82	0.64	0.70	1.01	0.96	1.16	1.28	1.16	0.62	0.75	0.79
RIDGEFIELD	0	3789	79	2.08	1.89	1.85	1.51	1.64	5.65	3.91	1.53	2.02	1.49	1.67	1.23
ROCHESTER	0	5606	58	1.03	1.16	1.48	1.03	1.62	1.47	3.24	1.99	1.74	1.21	2.19	0.74
ROY	0	2607	58	2.22	3.20	1.74	1.17	1.05	1.97	2.38	1.27	1.74	0.88	1.21	1.06
SEATTLE	0	336204	2093	0.62	0.56	0.54	0.54	0.64	0.63	0.97	1.02	1.09	0.59	0.55	0.55
	0	25503	142	0.56	0.41	0.44	0.44	0.40	0.43	0.64	0.76	0.83	0.44	0.46	0.49
SEATTLE ATWATER	0	12027	43	0.36	0.38	0.33	0.36	0.50	0.45	0.54	0.50	0.54	0.45	0.50	0.38
SEATTLE CAMPUS	0	38114	349	0.92	0.86	0.74	0.73	0.91	1.02	1.37	1.55	1.72	0.69	0.61	0.74
SEATTLE CHERRY	0	15021	100	0.67	0.61	0.69	0.49	0.75	0.88	1.11	0.73	1.03	0.58	0.64	0.70
SEATTLE DUWAMISH	0	35984	280	0.78	0.66	0.68	0.67	0.68	0.71	0.91	1.05	1.21	0.98	0.72	0.60
SEATTLE EAST	0	9618	25	0.26	0.27	0.26	0.24	0.28	0.26	0.23	0.20	0.23	0.26	0.31	0.16
SEATTLE ELLIOT	0	36590	218	0.60	0.54	0.63	0.62	0.70	0.61	1.26	0.86	1.13	0.54	0.56	0.49
SEATTLE EMERSON	0	31331	186	0.59	0.65	0.56	0.73	0.58	0.75	0.88	1.12	1.33	0.72	0.67	0.68
SEATTLE LAKEVIEW	0	47603	130	0.27	0.16	0.19	0.21	0.22	0.22	0.20	0.25	0.30	0.17	0.22	0.33
SEATTLE MAIN	0	10804	91	0.84	0.85	0.83	0.72	0.79	0.85	2.52	1.75	1.26	0.90	0.84	0.92
SEATTLE MERCER ISLAND (ADAMS)	0	21799	198	0.91	0.90	0.72	0.74	1.33	0.95	1.64	2.16	1.82	0.93	0.87	0.75
SEATTLE PARKWAY	0	27130	163	0.60	0.56	0.49	0.43	0.52	0.42	0.69	1.00	1.10	0.53	0.48	0.45
SEATTLE SUNSET	0	24710	168	0.68	0.53	0.52	0.47	0.76	0.84	1.40	1.46	1.28	0.58	0.51	0.55
SEATTLE WEST	0	14333	140	0.98	1.01	0.83	1.00	0.96	1.07	1.32	1.15	1.29	0.85	0.87	1.02
SEQUIM	0	15636	251	1.61	1.17	3.08	1.03	0.96	0.87	1.28	1.53	0.98	0.77	0.71	0.81
SHELTON	0	15416	103	0.67	0.61	0.61	0.53	0.66	0.64	1.00	0.88	0.97	0.49	0.73	0.68
SILVERDALE	0	152403	1454	0.95	0.87	0.81	0.74	0.73	0.74	0.79	1.02	0.96	0.95	0.75	1.00
SPOKANE	0	2999	19	0.63	0.73	1.07	0.55	0.96	1.91	0.79	1.26	1.03	0.75	0.93	1.97
SPOKANE CHESTNUT	0	22041	216	0.98	1.07	0.72	0.51	0.85	0.80	0.76	0.95	0.92	0.96	0.86	0.81
SPOKANE FAIRFAX	0	16476	187	1.13	0.70	0.91	0.65	0.71	0.84	0.92	0.79	0.93	0.79	0.79	0.99
SPOKANE HUDSON	0	15106	158	1.05	0.73	0.81	0.68	0.71	0.71	0.90	1.09	1.03	0.70	0.61	0.82
SPOKANE KEYSTONE	0														

WASHINGTON TROUBLE REPORT RATE - JULY 2007

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JUL-07	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
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	9502	87	0.92	0.99	0.91	0.86	0.76	0.68	0.91	1.07	0.96	0.76	0.75	1.04
SPOKANE RIVERSIDE	0	21553	188	0.87	0.88	0.81	0.70	0.59	0.77	0.61	0.66	1.09	0.98	0.65	0.78
SPOKANE WALNUT	0	41815	378	0.90	0.83	0.66	0.58	0.53	0.68	0.78	1.49	1.00	1.08	0.66	0.77
SPOKANE WHITWORTH	0	22911	221	0.96	1.10	1.01	1.53	1.09	0.57	0.78	0.67	0.75	1.07	0.96	1.80
SPRINGDALE	0	1764	30	1.70	1.03	2.00	1.76	1.47	1.24	1.34	1.39	2.01	1.46	1.87	3.25
SUMNER (BONNEYLAKE)	0	19409	162	0.83	0.92	0.74	0.71	1.01	0.93	1.36	1.74	1.62	0.86	0.90	0.95
TACOMA	0	163717	1478	0.90	0.70	0.75	0.69	0.78	0.87	1.33	1.27	1.43	0.87	0.76	0.78
TACOMA FORT LEWIS	0	5253	28	0.53	0.32	0.28	0.35	0.47	0.29	0.71	0.76	0.37	0.55	0.67	0.37
TACOMA GREENFIELD	0	21887	333	1.52	0.85	0.82	0.86	1.01	1.14	1.66	2.09	2.11	0.95	0.99	1.01
TACOMA JUNIPER	0	22776	200	0.88	0.68	0.67	0.78	0.89	0.89	1.22	1.16	1.21	0.75	0.84	0.88
TACOMA LENNOX	0	27995	311	1.14	0.99	1.11	0.86	0.90	1.14	1.73	1.47	1.63	0.93	1.01	1.15
TACOMA LOGAN	0	15808	117	0.74	0.61	0.88	0.70	0.82	0.91	1.28	1.02	1.79	0.87	0.59	0.58
TACOMA MARKET (FANCETT)	0	18306	108	0.59	0.54	0.58	0.62	0.50	0.52	0.97	1.10	1.01	0.59	0.41	0.47
TACOMA SKYLINE	0	15120	115	0.76	0.65	0.57	0.58	0.90	0.81	1.39	1.13	1.71	0.79	0.95	0.65
TACOMA WAVERLY-2	0	7581	58	0.77	0.78	0.55	0.57	0.69	0.85	1.12	1.03	1.56	2.52	0.62	0.72
TACOMA WAVERLY-7	0	29591	208	0.70	0.55	0.70	0.52	0.60	0.75	1.18	1.02	1.01	0.69	0.56	0.61
VANCOUVER	0	93198	898	0.96	0.80	0.83	0.81	1.06	0.92	0.99	1.21	1.47	0.96	1.00	1.19
VANCOUVER ORCHARDS	0	47166	494	1.06	0.77	0.70	0.77	0.95	0.94	1.00	1.02	1.25	0.94	1.13	1.42
VANCOUVER OXFORD	0	26221	233	0.89	0.91	0.94	0.80	0.88	0.91	0.96	1.31	1.93	0.94	0.90	0.87
VANCOUVER SALMON CRK(NORTH)	0	19811	171	0.86	0.72	0.99	0.94	1.55	0.87	1.02	1.56	1.41	1.07	0.82	1.06
WAITSBURG	0	646	10	1.55	2.78	0.91	1.51	1.06	1.19	1.03	1.61	0.87	1.24	1.22	2.47
WALLA WALLA (INCL TOUCHET)	0	18830	220	1.17	1.12	0.80	0.83	0.76	0.78	0.82	0.91	0.78	0.71	0.94	0.88
WARDEN	0	1284	7	0.55	0.94	1.72	1.70	1.15	2.14	0.68	1.06	1.73	2.18	1.82	0.91
WINLOCK	0	2256	32	1.42	1.15	1.10	0.53	1.19	0.88	2.08	1.58	1.93	1.45	1.10	2.23
YAKIMA	0	47382	397	0.84	0.90	0.68	0.71	0.67	0.58	0.68	0.93	0.59	0.68	0.67	1.01
YAKIMA CHESTNUT	0	32054	248	0.77	0.90	0.65	0.71	0.61	0.55	0.68	1.02	0.59	0.67	0.68	0.93
YAKIMA WEST	0	15328	149	0.97	0.92	0.73	0.72	0.81	0.66	0.67	0.73	0.59	0.69	0.64	1.17
Exchanges in Neighboring States															
CLARKSTON	0	7608	90	1.18	0.87	0.89	1.11	0.79	2.87	1.15	1.15	1.53	1.05	1.53	1.43
TOTALS	0	1615701	14514	0.90	0.79	0.78	0.75	0.80	0.83	1.13	1.23	1.23	0.81	0.78	0.85

WASHINGTON TRUNK BLOCKING - JULY 2007

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	Jul-07	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
						% NOT BLOCK	
							Toll - Percent of Trunk Groups Meeting Standard = 100%. Total Number of Trunk Groups = 377. 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	JUL-07	YTD
Number of Scheduled Appointments (dispatched orders)	RES								56661
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	RES								1067
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	RES								4929
Number of Scheduled Commitments (non-dispatched orders)	RES								696144
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	RES								212
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	RES								2326
Number Exclusions	RES								7255
Number of Scheduled Appointments (dispatched orders)	BUS								16901
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	BUS								607
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	BUS								2666
Number of Scheduled Commitments (non-dispatched orders)	BUS								52441
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	BUS								146
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	BUS								575
Number Exclusions	BUS								3241
Number of Scheduled Appointments (dispatched tickets)	RES								73146
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons	RES								5728
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons	RES								326
Number of Scheduled Commitments (non-dispatched tickets)	RES								19097
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	RES								840
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	RES								4
Number Exclusions	RES								941
Number of Scheduled Appointments (dispatched tickets)	BUS								10440
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons	BUS								1722
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons	BUS								326
Number of Scheduled Commitments (non-dispatched tickets)	BUS								2731
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	BUS								172
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	BUS								13
Number Exclusions	BUS								521
Total amount of missed appointments credits paid	RES								\$52,512.50
Number of customers receiving credits for company missed appointments/commitments-Install	RES								2088
Total amount of missed appointments credits paid	BUS								\$74,612.50
Number of customers receiving credits for company missed appointments/commitments-Install	BUS								1930

Blanks in the report indicate no activity for the 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	JUL-07	YTD
Total amount of missed appointments credits paid	RES								\$128,025.00
Number of customers receiving credits for company missed appointments/commitments-Repair	RES								5112
Total amount of missed appointments credits paid	BUS								\$35,150.00
Number of customers receiving credits for company missed appointments/commitments-Repair	BUS								710
Count of All Orders	RES								141331
WA Completed Orders for Primary Service installed within 5 business days	RES								140304
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								772
Amount of credits-Installation (Ho NonRecur)	RES								\$23,933.50
Number of Remote Call Frwding-Recurring	RES								8
Amount of Remote Call Frwding-Recurring	RES								\$128.00
Count of All Orders	BUS								22120
WA Completed Orders for Primary Service installed within 5 business days	BUS								21805
Number of credits-Installation (HO NonRecur)	BUS								401
Amount of credits-Installation (Ho NonRecur)	BUS								\$31,944.00

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