

Washington Service Quality Summary Report - SEPTEMBER 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         |
| % of Switches Delivering Dial Tone Within 3 seconds       |              |       | Met Standard |               |       | Met Standard |            |       | Met Standard |

Washington Service Quality Summary Report - SEPTEMBER 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         |
| % of Switches Delivering Dial Tone Within 3 seconds       |            |       | Met Standard |          |       | Met Standard |           |       | Met Standard |

Washington Service Quality Summary Report - SEPTEMBER 2007

| METRIC DESCRIPTION  | JULY 2007 |       |              | AUGUST 2007 |       |              | SEPTEMBER 2007 |       |              |
|---|-----------|-------|--------------|-------------|-------|--------------|----------------|-------|--------------|
|   | NUM       | DENOM | RESULT       | NUM         | DENOM | RESULT       | NUM            | DENOM | RESULT       |
| OOS Tickets Cleared Within 48 Hrs                         | 11497     | 11564 | 99.42%       | 10928       | 10971 | 99.61%       | 9828           | 9869  | 99.58%       |
| OOS Tickets Not Cleared Within 48 Hrs                     | 67        | 1     | 67           | 43          | 1     | 43           | 41             | 1     | 41           |
| Number of OOS Exemptions                                  | 147       | 1     | 147          | 147         | 1     | 147          | 115            | 1     | 115          |
| All Other Repairs Cleared LT < 72 Hrs                     | 3602      | 3614  | 99.67%       | 3332        | 3344  | 99.64%       | 2875           | 2886  | 99.62%       |
| All Other Troubles Cleared GTR > 72 Hrs                   | 12        | 1     | 12           | 12          | 1     | 12           | 11             | 1     | 11           |
| All Other Troubles Cleared GTR > 72 Hrs - Force Majeure   | 1         | 1     | 1            | 1           | 1     | 1            | 1              | 1     | 1            |
| Physically Obstructed All Other Troubles Cleared > 72 Hrs | 25        | 1     | 25           | 23          | 1     | 23           | 21             | 1     | 21           |
| Repair Force Majeure Exclusions                           | 67        | 1     | 67           | 64          | 1     | 64           | 71             | 1     | 71           |
| Repair Physically Obstructed Exclusions                   | 99        | 1     | 99           | 101         | 1     | 101          | 57             | 1     | 57           |
| Installation Appointments Met                             | 12581     | 13513 | 93.10%       | 13935       | 14730 | 94.60%       | 12492          | 13158 | 94.94%       |
| Repair Appointments Met                                   | 6183      | 7212  | 85.73%       | 6073        | 6883  | 88.23%       | 4998           | 5622  | 88.90%       |
| Provisioning Missed for Company Reasons                   | 322       | 1     | 322          | 326         | 1     | 326          | 238            | 1     | 238          |
| Provisioning Missed for Customer Reasons                  | 1586      | 1     | 1586         | 1702        | 1     | 1702         | 1344           | 1     | 1344         |
| % of Switches Delivering Dial Tone Within 3 seconds       |           |       | Met Standard |             |       | Met Standard |                |       | Met Standard |

Washington Orders Summary - SEPTEMBER 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 |
|-----------------------|----------------------|---------------------|-----------------------------|---|---|---|---|--|--|
| STANDARD              |                      |                     |                             |   |   | 99.00%                                  |   | 99.00%                                   |  |
| ABERDEEN-HOQUIAM      |                      | 187                 | 2                           | 18.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
| AUBURN                |                      | 365                 | 2                           | 19.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
| BAINBRIDGE ISLAND     |                      | 122                 | 0                           |   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
| BATTLEGROUND          |                      | 125                 | 3                           | 50.67   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
| BELFAIR               |                      | 97                  | 1                           | 1.00  | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
| BELLEVUE              |                      | 484                 | 7                           | 39.86   | 1                                       | 99.79%                                  | 0   | 100.00%                                  |  |
|                       | BELLEVUE GLENCOURT   | 168                 | 6                           | 44.33   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|                       | BELLEVUE-SHERWOOD    | 316                 | 1                           | 13.00   | 1                                       | 99.68%                                  | 0   | 100.00%                                  |  |
| BELLINGHAM            |                      | 608                 | 5                           | 10.20   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|                       | BELLINGHAM LUMMI     | 31                  | 1                           | 36.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|                       | BELLINGHAM REGENT    | 577                 | 4                           | 3.75  | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
| BLACK DIAMOND         |                      | 42                  | 0                           |   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
| BREMERTON             |                      | 390                 | 5                           | 38.40   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|                       | BREMERTON CROSBY     | 31                  | 0                           |   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|                       | BREMERTON ESSEX      | 353                 | 5                           | 38.40   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|                       | BREMERTON SUNNYSLOPE | 6                   | 0                           |   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
| BUCKLEY               |                      | 32                  | 0                           |   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
| CASTLE ROCK           |                      | 61                  | 1                           | 1.00  | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
| CENTRALIA             |                      | 170                 | 1                           | 22.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
| CHEHALIS              |                      | 125                 | 3                           | 29.67   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|                       | CHEHALIS             | 90                  | 2                           | 37.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|                       | CHEHALIS NAPAVALINE  | 35                  | 1                           | 15.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
| CLE-ELUM              |                      | 59                  | 4                           | 39.75   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
| COLFAX                |                      | 26                  | 0                           |   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
| COLVILLE              |                      | 104                 | 1                           | 73.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
| COPALIS(OCEAN SHORES) |                      | 45                  | 2                           | 2.50  | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
| COULÉE DAM            |                      | 41                  | 0                           |   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
| CRYSTAL MTN.          |                      | 5                   | 0                           |   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
| DAYTON                |                      | 26                  | 1                           | 17.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
| DEER PARK             |                      | 94                  | 3                           | 14.67   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
| DES MOINES            |                      | 475                 | 9                           | 45.33   | 1                                       | 99.79%                                  | 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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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 |
|----------|------------------------|---------------------|-----------------------------|---|---|---|---|--|--|
| STANDARD | DES MOINES             | 199                 | 2                           | 35.00   | 1                                       | 99.50%                                  | 0   | 99.00%                                   | 0  |
|          | DES MOINES FEDERAL WAY | 276                 | 7                           | 48.29   | 0                                       | 100.00%                                 | 0   | 100.00%                                  | 0  |
|          | EASTON                 | 11                  | 0                           |   | 0                                       | 100.00%                                 | 0   | 100.00%                                  | 0  |
|          | ELK                    | 38                  | 3                           | 42.33   | 0                                       | 100.00%                                 | 0   | 100.00%                                  | 0  |
|          | ENJUMCLAW              | 83                  | 1                           | 60.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  | 0  |
|          | EPHRATA                | 60                  | 0                           |   | 0                                       | 100.00%                                 | 0   | 100.00%                                  | 0  |
|          | GRAHAM                 | 206                 | 4                           | 38.25   | 0                                       | 100.00%                                 | 0   | 100.00%                                  | 0  |
|          | GREEN BLUFF            | 24                  | 2                           | 73.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  | 0  |
|          | HOODSPORT              | 27                  | 1                           | 31.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  | 0  |
|          | ISSAQUAH               | 252                 | 8                           | 17.88   | 2                                       | 99.21%                                  | 0   | 100.00%                                  | 0  |
|          | KENT                   | 712                 | 10                          | 38.30   | 0                                       | 100.00%                                 | 0   | 100.00%                                  | 0  |
|          | KENT MERIDIAN          | 202                 | 3                           | 38.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  | 0  |
|          | KENT O BRIEN           | 42                  | 1                           | 21.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  | 0  |
|          | KENT ULRICH            | 468                 | 6                           | 41.33   | 0                                       | 100.00%                                 | 0   | 100.00%                                  | 0  |
|          | LIBERTY LAKE           | 15                  | 0                           |   | 0                                       | 100.00%                                 | 0   | 100.00%                                  | 0  |
|          | LONGVIEW-KELSO         | 475                 | 5                           | 34.80   | 1                                       | 99.79%                                  | 0   | 100.00%                                  | 0  |
|          | LOON LAKE              | 20                  | 0                           |   | 0                                       | 100.00%                                 | 0   | 100.00%                                  | 0  |
|          | MAPLE VALLEY           | 82                  | 0                           |   | 0                                       | 100.00%                                 | 0   | 100.00%                                  | 0  |
|          | MOSES LAKE             | 268                 | 2                           | 55.50   | 1                                       | 99.63%                                  | 0   | 100.00%                                  | 0  |
|          | MOSES LAKE AFB         | 70                  | 0                           |   | 1                                       | 98.57%                                  | 0   | 100.00%                                  | 0  |
|          | MOSES LAKE ALDER       | 198                 | 2                           | 55.50   | 0                                       | 100.00%                                 | 0   | 100.00%                                  | 0  |
|          | NEWMAN LAKE            | 19                  | 2                           | 5.50  | 0                                       | 100.00%                                 | 0   | 100.00%                                  | 0  |
|          | NORTHPORT              | 23                  | 0                           |   | 0                                       | 100.00%                                 | 0   | 100.00%                                  | 0  |
|          | OLYMPIA                | 1048                | 14                          | 22.57   | 2                                       | 99.81%                                  | 0   | 100.00%                                  | 0  |
|          | OLYMPIA EVERGREEN      | 137                 | 0                           |   | 0                                       | 100.00%                                 | 0   | 100.00%                                  | 0  |
|          | OLYMPIA LACEY          | 460                 | 7                           | 24.14   | 1                                       | 99.78%                                  | 0   | 100.00%                                  | 0  |
|          | OLYMPIA WHITEHALL      | 452                 | 7                           | 21.00   | 1                                       | 99.78%                                  | 0   | 100.00%                                  | 0  |
|          | OMAK-OKANOGAN          | 117                 | 1                           | 22.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  | 0  |
|          | OROVILLE               | 23                  | 0                           |   | 0                                       | 100.00%                                 | 0   | 100.00%                                  | 0  |
|          | OTHELLO                | 77                  | 3                           | 55.33   | 0                                       | 100.00%                                 | 0   | 100.00%                                  | 0  |
|          | PASCO                  | 390                 | 5                           | 36.60   | 0                                       | 100.00%                                 | 0   | 100.00%                                  | 0  |

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|-------------|-------------------------------|---------------------|-----------------------------|---|---|---|---|--|--|
| STANDARD    |                               | 7                   | 0                           |   | 0                                       | 90.00%                                  | 0   | 99.00%                                   |  |
| PATEROS     |                               | 21                  | 1                           | 7.00  | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
| POMEROY     |                               | 228                 | 3                           | 36.33   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
| PT. ANGELES |                               | 15                  | 2                           | 35.50   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|             | PT. ANGELES JOYCE             | 213                 | 1                           | 38.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|             | PT. ANGELES                   | 34                  | 1                           | 34.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|             | PT. LUDLOW                    | 253                 | 4                           | 60.75   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|             | PT. ORCHARD                   | 84                  | 1                           | 51.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|             | PORT ORCHARD COLBY            | 169                 | 3                           | 64.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|             | PT. ORCHARD                   | 148                 | 0                           |   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|             | PT. TOWNSEND                  | 420                 | 2                           | 21.50   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|             | PUYALLAP                      | 647                 | 6                           | 43.50   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|             | RENTON                        | 35                  | 1                           | 12.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|             | RIDGEFIELD                    | 70                  | 4                           | 29.50   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|             | ROCHESTER                     | 28                  | 2                           | 97.50   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|             | ROY                           | 3764                | 40                          | 28.63   | 7                                       | 99.81%                                  | 0   | 100.00%                                  |  |
|             | SEATTLE                       | 263                 | 2                           | 34.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|             | SEATTLE ATWATER               | 159                 | 1                           | 21.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|             | SEATTLE CAMPUS                | 498                 | 6                           | 30.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|             | SEATTLE CHERRY                | 210                 | 3                           | 57.67   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|             | SEATTLE DUWAMISH              | 546                 | 9                           | 17.22   | 2                                       | 99.63%                                  | 0   | 100.00%                                  |  |
|             | SEATTLE EAST                  | 114                 | 1                           | 24.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|             | SEATTLE ELLIOT                | 425                 | 2                           | 20.50   | 2                                       | 99.53%                                  | 0   | 100.00%                                  |  |
|             | SEATTLE EMERSON               | 308                 | 3                           | 15.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|             | SEATTLE LAKEVIEW              | 353                 | 8                           | 24.38   | 1                                       | 98.72%                                  | 0   | 100.00%                                  |  |
|             | SEATTLE MAIN                  | 82                  | 0                           |   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|             | SEATTLE MERCER ISLAND (ADAMS) | 307                 | 3                           | 42.33   | 2                                       | 99.35%                                  | 0   | 100.00%                                  |  |
|             | SEATTLE PARKWAY               | 251                 | 1                           | 43.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|             | SEATTLE SUNSET                | 248                 | 1                           | 73.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|             | SEATTLE WEST                  | 205                 | 1                           | 3.00  | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|             | SEQUIM                        | 241                 | 2                           | 11.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|             | SHELTON                       |                     |                             |   |   |   |   |  |  |

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|----------------------------|-----------------------------|---------------------|-----------------------------|---|---|---|---|--|--|
| STANDARD                   |                             | 192                 | 0                           |   | 0                                       | 90.00%                                  | 0   | 99.00%                                   |  |
| SILVERDALE                 |                             | 2012                | 19                          | 21.74   | 2                                       | 99.90%                                  | 0   | 100.00%                                  |  |
| SPOKANE                    |                             | 61                  | 2                           | 6.50  | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|                            | SPOKANE CHESTNUT            | 282                 | 4                           | 13.00   | 1                                       | 99.65%                                  | 0   | 100.00%                                  |  |
|                            | SPOKANE FAIRFAX             | 294                 | 3                           | 12.33   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|                            | SPOKANE HUDSON              | 240                 | 2                           | 14.50   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|                            | SPOKANE KEYSTONE            | 80                  | 0                           |   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|                            | SPOKANE MORAN               | 309                 | 1                           | 96.00   | 1                                       | 99.68%                                  | 0   | 100.00%                                  |  |
|                            | SPOKANE RIVERSIDE           | 512                 | 5                           | 34.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|                            | SPOKANE WALNUT              | 234                 | 2                           | 8.00  | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|                            | SPOKANE WHITWORTH           | 34                  | 2                           | 26.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
| SPRINGDALE                 |                             | 178                 | 11                          | 32.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
| SUMNER (BONNEYLAKE)        |                             | 2657                | 24                          | 44.63   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
| TACOMA                     |                             | 87                  | 0                           |   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|                            | TACOMA FORT LEWIS           | 410                 | 6                           | 27.50   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|                            | TACOMA GREENFIELD           | 413                 | 1                           | 72.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|                            | TACOMA JUNIPER              | 443                 | 5                           | 59.80   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|                            | TACOMA LENNOX               | 204                 | 0                           |   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|                            | TACOMA LOGAN                | 400                 | 4                           | 44.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|                            | TACOMA MARKET (FAWCETT)     | 201                 | 3                           | 37.67   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|                            | TACOMA SKYLINE              | 100                 | 0                           |   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|                            | TACOMA WAVERLY-2            | 399                 | 5                           | 49.20   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
|                            | TACOMA WAVERLY-7            | 1553                | 22                          | 28.41   | 4                                       | 99.74%                                  | 0   | 100.00%                                  |  |
| VANCOUVER                  |                             | 797                 | 3                           | 24.33   | 2                                       | 99.75%                                  | 0   | 100.00%                                  |  |
|                            | VANCOUVER ORCHARDS          | 504                 | 14                          | 35.43   | 1                                       | 99.80%                                  | 0   | 100.00%                                  |  |
|                            | VANCOUVER OXFORD            | 252                 | 5                           | 11.20   | 1                                       | 99.60%                                  | 0   | 100.00%                                  |  |
|                            | VANCOUVER SALMON CRK(NORTH) | 8                   | 0                           |   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
| WALLA WALLA (INCL TOUCHET) |                             | 244                 | 3                           | 23.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
| WARDEN                     |                             | 27                  | 0                           |   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
| WINLOCK                    |                             | 37                  | 1                           | 79.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
| YAKIMA                     |                             | 853                 | 18                          | 42.94   | 1                                       | 99.88%                                  | 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.

Washington Orders Summary - SEPTEMBER 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 |
|---------------------------------|-----------------|---------------------|-----------------------------|---|---|---|---|--|--|
| STANDARD                        | YAKIMA CHESTNUT | 630                 | 12                          | 46.92   | 1                                       | 99.84%                                  | 0   | 100.00%                                  |  |
|                                 | YAKIMA WEST     | 223                 | 6                           | 35.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
| Exchanges in Neighboring States |                 |                     |                             |   |   |   |   |  |  |
| CLARKSTON                       |                 | 102                 | 1                           | 54.00   | 0                                       | 100.00%                                 | 0   | 100.00%                                  |  |
| TOTALS                          |                 | 21652               | 279                         | 33.24   | 22                                      | 99.90%                                  | 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.



WASHINGTON TROUBLE REPORT RATE - SEPTEMBER 2007

| WIRECENTER             | STD<br>EXD<br>CNT | LINES | RPTS | RATE<br>SEP-07 | RATE<br>AUG-07 | RATE<br>JUL-07 | RATE<br>JUN-07 | RATE<br>MAY-07 | RATE<br>APR-07 | RATE<br>MAR-07 | RATE<br>FEB-07 | RATE<br>JAN-07 | RATE<br>DEC-06 | RATE<br>NOV-06 | RATE<br>OCT-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                 | 13716 | 115  | 0.84           | 0.82           | 0.80           | 0.67           | 0.76           | 0.84           | 0.94           | 1.06           | 1.62           | 1.82           | 2.27           | 0.75           |
| AUBURN                 | 0                 | 27992 | 214  | 0.76           | 1.06           | 0.77           | 0.86           | 0.74           | 0.82           | 0.79           | 0.92           | 1.52           | 1.35           | 1.15           | 1.10           |
| BAINBRIDGE ISLAND      | 0                 | 12540 | 88   | 0.70           | 1.16           | 1.27           | 0.80           | 0.72           | 0.75           | 0.74           | 0.75           | 1.25           | 1.64           | 1.63           | 0.88           |
| BATTLEGROUND           | 0                 | 10787 | 96   | 0.89           | 1.40           | 1.07           | 0.84           | 0.85           | 1.18           | 0.89           | 0.86           | 1.30           | 1.72           | 1.56           | 1.12           |
| BELFAIR                | 0                 | 7682  | 141  | 1.84           | 2.44           | 1.64           | 1.65           | 1.05           | 1.14           | 1.34           | 1.25           | 2.41           | 1.77           | 1.59           | 1.69           |
| BELLEVUE               | 0                 | 56929 | 331  | 0.58           | 0.65           | 0.62           | 0.58           | 0.53           | 0.52           | 0.62           | 0.59           | 1.09           | 1.10           | 0.86           | 0.67           |
| BELLEVUE GLENCOURT     | 0                 | 22878 | 105  | 0.46           | 0.54           | 0.47           | 0.44           | 0.50           | 0.46           | 0.50           | 0.38           | 0.77           | 0.84           | 0.66           | 0.54           |
| BELLEVUE-SHERWOOD      | 0                 | 34251 | 226  | 0.66           | 0.73           | 0.73           | 0.67           | 0.56           | 0.57           | 0.69           | 0.72           | 1.29           | 1.27           | 1.00           | 0.76           |
| BELLINGHAM             | 0                 | 36996 | 191  | 0.52           | 0.53           | 0.55           | 0.50           | 0.47           | 0.48           | 0.53           | 0.46           | 0.69           | 0.65           | 0.91           | 0.58           |
| BELLINGHAM LUMMI       | 0                 | 1435  | 13   | 0.91           | 0.70           | 1.04           | 0.97           | 1.24           | 0.83           | 0.21           | 0.83           | 0.90           | 1.10           | 1.36           | 1.57           |
| BELLINGHAM REGENT      | 0                 | 35561 | 178  | 0.50           | 0.52           | 0.53           | 0.48           | 0.44           | 0.46           | 0.54           | 0.45           | 0.68           | 0.64           | 0.90           | 0.54           |
| BLACK DIAMOND          | 0                 | 3158  | 41   | 1.30           | 1.11           | 1.19           | 3.42           | 1.66           | 1.27           | 1.14           | 1.54           | 1.47           | 2.53           | 1.30           | 1.33           |
| BREMERTON              | 0                 | 36007 | 204  | 0.57           | 0.59           | 0.82           | 0.76           | 0.60           | 0.84           | 0.71           | 0.50           | 0.98           | 1.14           | 0.98           | 0.60           |
| BREMERTON CROSBY       | 0                 | 3305  | 56   | 1.69           | 1.54           | 2.11           | 1.41           | 1.31           | 2.97           | 1.06           | 1.12           | 3.67           | 2.14           | 1.92           | 1.06           |
| BREMERTON ESSEX        | 0                 | 31954 | 140  | 0.44           | 0.47           | 0.65           | 0.60           | 0.53           | 0.61           | 0.64           | 0.43           | 0.70           | 1.05           | 0.87           | 0.54           |
| BREMERTON SUNNYSLOPE   | 1                 | 748   | 8    | 1.07           | 1.21           | 2.12           | 4.87           | 0.39           | 1.04           | 1.94           | 0.91           | 1.03           | 0.78           | 1.42           | 1.15           |
| BUCKLEY                | 0                 | 2799  | 32   | 1.14           | 1.25           | 1.84           | 1.51           | 1.09           | 1.29           | 1.22           | 1.25           | 1.74           | 1.25           | 2.72           | 1.51           |
| CASTLE ROCK            | 0                 | 4727  | 60   | 1.27           | 1.72           | 1.56           | 1.13           | 1.48           | 1.46           | 1.12           | 1.41           | 1.66           | 2.63           | 3.74           | 1.64           |
| CENTRALIA              | 0                 | 9037  | 112  | 1.24           | 1.23           | 1.31           | 0.89           | 1.11           | 0.85           | 0.84           | 1.04           | 1.60           | 1.87           | 1.99           | 0.90           |
| CHEHALIS               | 0                 | 10035 | 104  | 1.04           | 1.63           | 2.22           | 1.43           | 1.21           | 0.96           | 1.44           | 2.85           | 1.41           | 1.16           | 1.75           | 1.06           |
| CHEHALIS               | 0                 | 7409  | 75   | 1.01           | 1.19           | 2.14           | 1.10           | 0.87           | 0.76           | 0.88           | 1.10           | 1.27           | 1.06           | 1.82           | 1.07           |
| CHEHALIS NAPAVALINE    | 1                 | 2626  | 29   | 1.10           | 2.90           | 2.47           | 2.36           | 2.19           | 1.55           | 3.06           | 7.82           | 1.80           | 1.54           | 1.57           | 1.04           |
| CLE-ELUM               | 0                 | 3304  | 32   | 0.97           | 1.51           | 1.39           | 1.11           | 1.11           | 1.05           | 0.87           | 1.07           | 1.04           | 1.46           | 1.92           | 1.30           |
| COLFAX                 | 0                 | 2423  | 21   | 0.87           | 0.86           | 1.85           | 1.73           | 0.74           | 0.61           | 0.94           | 1.02           | 1.56           | 0.86           | 1.15           | 1.27           |
| COLVILLE               | 0                 | 7134  | 52   | 0.73           | 1.29           | 0.89           | 1.55           | 0.74           | 0.82           | 0.67           | 0.88           | 0.85           | 0.78           | 1.02           | 0.98           |
| COPALIS(OCEAN SHORES)  | 0                 | 3971  | 43   | 1.08           | 0.82           | 1.09           | 1.02           | 1.21           | 0.94           | 1.21           | 1.06           | 1.36           | 1.13           | 2.21           | 1.20           |
| COULEE DAM             | 0                 | 2225  | 15   | 0.67           | 1.36           | 0.68           | 1.34           | 0.80           | 1.38           | 0.98           | 0.67           | 1.61           | 1.16           | 0.81           | 1.52           |
| CRYSTAL MTN.           | 0                 | 670   | 9    | 1.34           | 1.05           | 1.19           | 1.64           | 1.93           | 0.45           | 1.33           | 1.32           | 2.77           | 3.37           | 3.10           | 0.89           |
| DAYTON                 | 0                 | 1816  | 33   | 1.82           | 1.10           | 1.69           | 1.42           | 1.04           | 1.09           | 0.81           | 0.49           | 1.56           | 1.30           | 0.67           | 1.13           |
| DEER PARK              | 0                 | 6538  | 110  | 1.68           | 1.66           | 1.49           | 1.40           | 0.99           | 0.81           | 0.93           | 0.81           | 1.57           | 0.67           | 1.57           | 1.17           |
| DES MOINES             | 0                 | 28748 | 185  | 0.64           | 0.78           | 0.82           | 0.74           | 1.05           | 1.01           | 0.92           | 0.90           | 1.47           | 1.83           | 1.18           | 0.79           |
| DES MOINES             | 0                 | 11312 | 79   | 0.70           | 0.80           | 0.82           | 0.77           | 1.08           | 1.30           | 0.94           | 0.77           | 1.50           | 2.30           | 1.10           | 0.87           |
| DES MOINES FEDERAL WAY | 0                 | 17436 | 106  | 0.61           | 0.77           | 0.81           | 0.73           | 1.02           | 0.82           | 0.90           | 0.98           | 1.45           | 1.53           | 1.23           | 0.74           |

WASHINGTON TROUBLE REPORT RATE - SEPTEMBER 2007

| WIRECENTER        | STD<br>EXD<br>CNT | LINES | RPTS | RATE<br>SEP-07 | RATE<br>AUG-07 | RATE<br>JUL-07 | RATE<br>JUN-07 | RATE<br>MAY-07 | RATE<br>APR-07 | RATE<br>MAR-07 | RATE<br>FEB-07 | RATE<br>JAN-07 | RATE<br>DEC-06 | RATE<br>NOV-06 | RATE<br>OCT-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                 | 681   | 4    | 0.59           | 1.17           | 0.72           | 2.01           | 1.58           | 0.14           | 0.29           | 0.14           | 0.42           | 1.55           | 0.70           | 0.28           |
| ELK               | 0                 | 2838  | 29   | 1.02           | 0.63           | 1.50           | 1.18           | 1.01           | 0.90           | 0.59           | 0.94           | 1.53           | 1.14           | 1.36           | 1.12           |
| ENUNCLAW          | 0                 | 8070  | 87   | 1.08           | 1.09           | 1.48           | 1.22           | 0.76           | 1.11           | 1.15           | 0.81           | 1.69           | 1.50           | 2.36           | 1.25           |
| EPHRATA           | 0                 | 3398  | 31   | 0.91           | 1.15           | 0.91           | 0.87           | 1.25           | 3.56           | 0.98           | 0.69           | 1.30           | 1.01           | 0.84           | 0.81           |
| GRAHAM            | 0                 | 16345 | 184  | 1.13           | 0.85           | 1.14           | 0.74           | 0.88           | 1.02           | 1.00           | 1.14           | 1.62           | 1.32           | 1.51           | 1.03           |
| GREEN BLUFF       | 0                 | 2911  | 12   | 0.41           | 0.66           | 1.09           | 1.26           | 0.75           | 0.68           | 0.68           | 0.88           | 1.11           | 0.98           | 1.18           | 1.32           |
| HOODSPORT         | 0                 | 2440  | 22   | 0.90           | 0.57           | 0.65           | 0.76           | 1.21           | 0.61           | 1.61           | 1.17           | 1.24           | 1.60           | 1.04           | 0.68           |
| ISSAQUAH          | 0                 | 22494 | 119  | 0.53           | 0.70           | 0.62           | 0.53           | 0.55           | 0.73           | 0.55           | 0.47           | 0.92           | 1.17           | 0.92           | 0.75           |
| KENT              | 0                 | 51600 | 351  | 0.68           | 0.72           | 0.89           | 0.69           | 0.77           | 0.69           | 0.74           | 0.85           | 1.15           | 0.85           | 1.16           | 0.78           |
|                   | 0                 | 18705 | 166  | 0.89           | 0.90           | 1.04           | 0.89           | 1.04           | 0.99           | 1.12           | 1.31           | 1.51           | 1.05           | 1.57           | 1.00           |
| KENT MERIDIAN     | 0                 | 9469  | 27   | 0.29           | 0.37           | 0.24           | 0.27           | 0.44           | 0.43           | 0.31           | 0.36           | 0.35           | 0.44           | 0.25           | 0.23           |
| KENT O BRIEN      | 0                 | 23426 | 158  | 0.67           | 0.72           | 1.04           | 0.70           | 0.68           | 0.56           | 0.61           | 0.68           | 1.17           | 0.85           | 1.20           | 0.81           |
| KENT ULRICH       | 0                 | 1451  | 15   | 1.03           | 1.10           | 0.48           | 0.82           | 0.48           | 0.75           | 0.34           | 0.40           | 0.67           | 1.15           | 1.01           | 1.07           |
| LIBERTY LAKE      | 0                 | 28784 | 263  | 0.91           | 1.03           | 1.20           | 1.09           | 1.12           | 1.14           | 1.09           | 1.81           | 1.74           | 1.58           | 2.54           | 1.39           |
| LONGVIEW-KELSO    | 0                 | 1376  | 19   | 1.38           | 1.00           | 1.29           | 0.92           | 0.92           | 0.93           | 1.15           | 0.86           | 1.72           | 1.07           | 0.85           | 0.85           |
| LOON LAKE         | 0                 | 11340 | 113  | 1.00           | 1.08           | 0.92           | 1.07           | 0.57           | 0.47           | 0.80           | 0.62           | 1.17           | 0.82           | 1.08           | 0.72           |
| MAPLE VALLEY      | 0                 | 13789 | 151  | 1.10           | 1.18           | 1.36           | 2.00           | 1.30           | 1.38           | 1.44           | 1.51           | 1.59           | 1.52           | 1.36           | 1.60           |
| MOSES LAKE        | 0                 | 2290  | 14   | 0.61           | 1.14           | 1.01           | 1.84           | 1.27           | 1.91           | 0.86           | 1.24           | 1.18           | 1.48           | 1.40           | 1.02           |
| MOSES LAKE AFB    | 0                 | 11499 | 137  | 1.19           | 1.19           | 1.43           | 2.03           | 1.30           | 1.27           | 1.55           | 1.56           | 1.67           | 1.53           | 1.35           | 1.72           |
| MOSES LAKE ALDER  | 0                 | 2155  | 15   | 0.70           | 0.78           | 1.09           | 1.09           | 0.95           | 1.66           | 0.63           | 0.75           | 1.27           | 0.65           | 1.12           | 0.68           |
| NEWMAN LAKE       | 0                 | 1091  | 14   | 1.28           | 1.36           | 1.20           | 1.57           | 1.48           | 0.56           | 0.84           | 0.65           | 2.31           | 1.02           | 1.75           | 1.75           |
| NORTHPORT         | 0                 | 78579 | 594  | 0.76           | 0.94           | 0.96           | 0.71           | 0.68           | 0.68           | 0.68           | 0.71           | 1.07           | 2.25           | 1.17           | 0.71           |
| OLYMPIA           | 0                 | 6122  | 52   | 0.85           | 0.83           | 1.09           | 0.96           | 0.85           | 1.89           | 0.87           | 0.66           | 1.19           | 3.30           | 1.45           | 0.77           |
| OLYMPIA EVERGREEN | 0                 | 34687 | 259  | 0.75           | 1.22           | 0.99           | 0.74           | 0.66           | 0.56           | 0.73           | 0.71           | 0.95           | 2.18           | 1.06           | 0.67           |
| OLYMPIA LACEY     | 0                 | 37770 | 283  | 0.75           | 0.69           | 0.92           | 0.63           | 0.68           | 0.60           | 0.85           | 0.72           | 1.17           | 2.13           | 1.24           | 0.73           |
| OLYMPIA WHITEHALL | 0                 | 7392  | 81   | 1.10           | 1.22           | 1.34           | 1.33           | 0.92           | 1.05           | 0.56           | 0.71           | 1.25           | 1.17           | 1.59           | 1.22           |
| OMAK-OKANOGAN     | 0                 | 1858  | 12   | 0.65           | 1.92           | 3.58           | 1.66           | 1.49           | 0.85           | 0.81           | 0.70           | 1.13           | 1.02           | 1.39           | 1.82           |
| OROVILLE          | 0                 | 4395  | 34   | 0.77           | 2.63           | 1.93           | 1.26           | 1.03           | 1.58           | 1.86           | 1.42           | 2.07           | 1.98           | 1.72           | 1.40           |
| OTHELLO           | 0                 | 18696 | 178  | 0.95           | 1.14           | 1.40           | 1.07           | 1.04           | 0.86           | 0.73           | 0.94           | 1.04           | 0.97           | 1.25           | 1.12           |
| PASCO             | 0                 | 811   | 1    | 0.12           | 0.25           | 1.34           | 0.97           | 1.47           | 0.61           | 0.86           | 0.98           | 0.73           | 0.98           | 1.59           | 1.35           |
| PATEROS           | 0                 | 1322  | 27   | 2.04           | 0.91           | 2.80           | 2.26           | 2.13           | 2.51           | 1.44           | 1.97           | 2.11           | 2.43           | 2.58           | 2.21           |
| POMEROY           | 0                 | 17544 | 181  | 1.03           | 0.77           | 0.90           | 0.73           | 0.99           | 1.31           | 0.78           | 0.91           | 1.45           | 1.85           | 1.79           | 0.83           |
| PT. ANGELES       | 0                 | 1197  | 12   | 1.00           | 1.58           | 1.09           | 1.50           | 1.90           | 1.82           | 1.31           | 1.95           | 2.90           | 3.20           | 4.30           | 1.84           |
| PT ANGELES JOYCE  | 1                 |       |      |                |                |                |                |                |                |                |                |                |                |                |                |

WASHINGTON TROUBLE REPORT RATE - SEPTEMBER 2007

| WIRECENTER                    | STD<br>EXD<br>CNT | LINES  | RPTS | RATE<br>SEP-07 | RATE<br>AUG-07 | RATE<br>JUL-07 | RATE<br>JUN-07 | RATE<br>MAY-07 | RATE<br>APR-07 | RATE<br>MAR-07 | RATE<br>FEB-07 | RATE<br>JAN-07 | RATE<br>DEC-06 | RATE<br>NOV-06 | RATE<br>OCT-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                 | 16347  | 169  | 1.03           | 0.71           | 0.88           | 0.68           | 0.92           | 1.27           | 0.74           | 0.84           | 1.35           | 1.75           | 1.60           | 0.76           |
| PT. LUDLOW                    | 0                 | 2834   | 14   | 0.49           | 0.63           | 0.95           | 0.85           | 1.51           | 0.88           | 0.56           | 0.70           | 1.46           | 2.33           | 0.69           | 0.80           |
| PT. ORCHARD                   | 0                 | 20947  | 168  | 0.80           | 0.81           | 1.11           | 0.81           | 0.81           | 0.81           | 1.03           | 0.91           | 1.34           | 1.86           | 1.57           | 0.71           |
| PORT ORCHARD COLBY            | 0                 | 7890   | 53   | 0.67           | 0.88           | 0.98           | 0.86           | 0.69           | 0.81           | 1.06           | 0.94           | 1.35           | 1.88           | 1.66           | 0.88           |
| PT. ORCHARD                   | 0                 | 13057  | 115  | 0.88           | 0.77           | 1.19           | 0.79           | 0.88           | 0.81           | 1.00           | 0.89           | 1.33           | 1.84           | 1.51           | 0.61           |
| PT. TOWNSEND                  | 0                 | 11623  | 80   | 0.69           | 0.77           | 0.89           | 0.60           | 1.05           | 0.77           | 0.86           | 0.72           | 0.94           | 1.04           | 1.49           | 0.84           |
| PUYALLAP                      | 0                 | 31763  | 220  | 0.69           | 0.94           | 0.79           | 0.70           | 1.44           | 0.68           | 0.68           | 0.83           | 1.04           | 1.03           | 1.09           | 0.66           |
| RENTON                        | 0                 | 47785  | 323  | 0.68           | 0.89           | 0.83           | 0.82           | 0.64           | 0.70           | 1.01           | 0.96           | 1.16           | 1.28           | 1.16           | 0.82           |
| RIDGEFIELD                    | 0                 | 3748   | 74   | 1.97           | 1.63           | 2.08           | 1.89           | 1.85           | 1.51           | 1.64           | 5.65           | 3.91           | 1.53           | 2.02           | 1.49           |
| ROCHESTER                     | 0                 | 5518   | 75   | 1.36           | 1.04           | 1.03           | 1.16           | 1.48           | 1.03           | 1.62           | 1.47           | 3.24           | 1.99           | 1.74           | 1.21           |
| ROY                           | 0                 | 2597   | 24   | 0.92           | 2.19           | 2.22           | 3.20           | 1.74           | 1.17           | 1.05           | 1.97           | 2.38           | 1.27           | 1.74           | 0.88           |
| SEATTLE                       | 0                 | 330681 | 1779 | 0.54           | 0.62           | 0.62           | 0.56           | 0.54           | 0.54           | 0.64           | 0.63           | 0.97           | 1.02           | 1.09           | 0.59           |
| SEATTLE ATWATER               | 0                 | 24988  | 94   | 0.38           | 0.89           | 0.56           | 0.41           | 0.44           | 0.44           | 0.40           | 0.43           | 0.64           | 0.76           | 0.83           | 0.44           |
| SEATTLE CAMPUS                | 0                 | 11895  | 48   | 0.40           | 0.38           | 0.36           | 0.38           | 0.33           | 0.36           | 0.50           | 0.45           | 0.54           | 0.50           | 0.54           | 0.45           |
| SEATTLE CHERRY                | 0                 | 37557  | 408  | 1.09           | 0.76           | 0.92           | 0.86           | 0.74           | 0.73           | 0.91           | 1.02           | 1.37           | 1.55           | 1.72           | 0.69           |
| SEATTLE DUWAMISH              | 0                 | 14926  | 81   | 0.54           | 0.75           | 0.67           | 0.61           | 0.69           | 0.49           | 0.75           | 0.68           | 1.11           | 0.73           | 1.03           | 0.58           |
| SEATTLE EAST                  | 0                 | 35343  | 209  | 0.59           | 0.66           | 0.78           | 0.66           | 0.68           | 0.67           | 0.68           | 0.71           | 0.91           | 1.05           | 1.21           | 0.98           |
| SEATTLE ELLIOT                | 0                 | 9375   | 16   | 0.17           | 0.42           | 0.26           | 0.27           | 0.26           | 0.24           | 0.28           | 0.26           | 0.23           | 0.20           | 0.23           | 0.26           |
| SEATTLE EMERSON               | 0                 | 36041  | 211  | 0.59           | 0.63           | 0.60           | 0.54           | 0.63           | 0.62           | 0.70           | 0.61           | 1.26           | 0.96           | 1.13           | 0.54           |
| SEATTLE LAKEVIEW              | 0                 | 30736  | 182  | 0.59           | 0.76           | 0.59           | 0.65           | 0.56           | 0.73           | 0.58           | 0.75           | 0.88           | 1.12           | 1.33           | 0.72           |
| SEATTLE MAIN                  | 0                 | 46753  | 90   | 0.19           | 0.23           | 0.27           | 0.16           | 0.19           | 0.21           | 0.22           | 0.22           | 0.20           | 0.25           | 0.30           | 0.17           |
| SEATTLE MERCER ISLAND (ADAMS) | 0                 | 10684  | 58   | 0.54           | 0.85           | 0.84           | 0.85           | 0.83           | 0.72           | 0.79           | 0.85           | 2.52           | 1.75           | 1.26           | 0.90           |
| SEATTLE PARKWAY               | 0                 | 21475  | 158  | 0.74           | 0.79           | 0.91           | 0.90           | 0.72           | 0.74           | 1.33           | 0.95           | 1.64           | 2.16           | 1.82           | 0.93           |
| SEATTLE SUNSET                | 0                 | 26624  | 112  | 0.42           | 0.48           | 0.60           | 0.56           | 0.49           | 0.43           | 0.52           | 0.42           | 0.69           | 1.00           | 1.10           | 0.53           |
| SEATTLE WEST                  | 0                 | 24284  | 112  | 0.46           | 0.67           | 0.68           | 0.53           | 0.52           | 0.47           | 0.76           | 0.84           | 1.40           | 1.48           | 1.28           | 0.58           |
| SEQUIM                        | 0                 | 14288  | 104  | 0.73           | 0.98           | 0.98           | 1.01           | 0.83           | 1.00           | 0.96           | 1.07           | 1.32           | 1.15           | 1.29           | 0.85           |
| SHELTON                       | 0                 | 15549  | 167  | 1.07           | 1.03           | 1.61           | 1.17           | 3.08           | 1.03           | 0.96           | 0.87           | 1.28           | 1.53           | 0.98           | 0.77           |
| SILVERDALE                    | 0                 | 15209  | 143  | 0.94           | 0.85           | 0.67           | 0.61           | 0.61           | 0.53           | 0.66           | 0.64           | 1.00           | 0.88           | 0.97           | 0.49           |
| SPOKANE                       | 0                 | 149863 | 1363 | 0.91           | 0.86           | 0.95           | 0.87           | 0.81           | 0.74           | 0.73           | 0.74           | 0.79           | 1.02           | 0.96           | 0.95           |
| SPOKANE CHESTNUT              | 0                 | 2974   | 18   | 0.61           | 1.31           | 0.63           | 0.73           | 1.07           | 0.55           | 0.96           | 1.91           | 0.79           | 1.26           | 1.03           | 0.75           |
| SPOKANE FAIRFAX               | 0                 | 21483  | 157  | 0.73           | 0.94           | 0.98           | 1.07           | 0.72           | 0.51           | 0.85           | 0.80           | 0.76           | 0.95           | 0.92           | 0.96           |
| SPOKANE HUDSON                | 0                 | 16244  | 154  | 0.95           | 0.90           | 1.13           | 0.70           | 0.91           | 0.65           | 0.71           | 0.84           | 0.92           | 0.79           | 0.93           | 0.79           |
| SPOKANE KEYSTONE              | 0                 | 14851  | 116  | 0.78           | 0.89           | 1.05           | 0.73           | 0.81           | 0.68           | 0.71           | 0.71           | 0.90           | 1.09           | 1.03           | 0.70           |

WASHINGTON TROUBLE REPORT RATE - SEPTEMBER 2007

| WIRECENTER                      | STD<br>EXD<br>CNT | LINES   | RPTS  | RATE<br>SEP-07 | RATE<br>AUG-07 | RATE<br>JUL-07 | RATE<br>JUN-07 | RATE<br>MAY-07 | RATE<br>APR-07 | RATE<br>MAR-07 | RATE<br>FEB-07 | RATE<br>JAN-07 | RATE<br>DEC-06 | RATE<br>NOV-06 | RATE<br>OCT-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                 | 9374    | 65    | 0.69           | 0.94           | 0.92           | 0.99           | 0.91           | 0.56           | 0.76           | 0.68           | 0.91           | 1.07           | 0.96           | 0.76           |
| SPOKANE RIVERSIDE               | 0                 | 21197   | 150   | 0.71           | 0.76           | 0.87           | 0.68           | 0.81           | 0.70           | 0.59           | 0.77           | 0.61           | 0.66           | 1.09           | 0.98           |
| SPOKANE WALNUT                  | 0                 | 41246   | 417   | 1.01           | 0.78           | 0.90           | 0.83           | 0.66           | 0.58           | 0.53           | 0.68           | 0.78           | 1.49           | 1.00           | 1.08           |
| SPOKANE WHITWORTH               | 0                 | 22494   | 286   | 1.27           | 0.89           | 0.96           | 1.10           | 1.01           | 1.53           | 1.09           | 0.57           | 0.78           | 0.67           | 0.75           | 1.07           |
| SPRINGDALE                      | 0                 | 1768    | 29    | 1.64           | 2.10           | 1.70           | 1.03           | 2.00           | 1.76           | 1.47           | 1.24           | 1.34           | 1.39           | 2.01           | 1.46           |
| SUMNER (BONNEYLAKE)             | 0                 | 19040   | 144   | 0.76           | 0.81           | 0.83           | 0.92           | 0.74           | 0.71           | 1.01           | 0.93           | 1.36           | 1.74           | 1.62           | 0.86           |
| TACOMA                          | 0                 | 161368  | 1267  | 0.79           | 0.81           | 0.90           | 0.70           | 0.75           | 0.69           | 0.78           | 0.87           | 1.33           | 1.27           | 1.43           | 0.87           |
| TACOMA FORT LEWIS               | 0                 | 5217    | 26    | 0.50           | 0.48           | 0.53           | 0.32           | 0.28           | 0.35           | 0.47           | 0.29           | 0.71           | 0.76           | 0.37           | 0.55           |
| TACOMA GREENFIELD               | 0                 | 21510   | 218   | 1.01           | 1.03           | 1.52           | 0.85           | 0.82           | 0.86           | 1.01           | 1.14           | 1.66           | 2.09           | 2.11           | 0.95           |
| TACOMA JUNIPER                  | 0                 | 22392   | 160   | 0.71           | 0.75           | 0.88           | 0.68           | 0.67           | 0.78           | 0.89           | 0.89           | 1.22           | 1.18           | 1.21           | 0.75           |
| TACOMA LENNOX                   | 0                 | 26921   | 238   | 0.88           | 1.14           | 1.14           | 0.99           | 1.11           | 0.86           | 0.90           | 1.14           | 1.73           | 1.47           | 1.63           | 0.93           |
| TACOMA LOGAN                    | 0                 | 15554   | 100   | 0.64           | 0.64           | 0.74           | 0.61           | 0.88           | 0.70           | 0.82           | 0.91           | 1.28           | 1.02           | 1.79           | 0.87           |
| TACOMA MARKET (FAWCETT)         | 0                 | 18113   | 90    | 0.50           | 0.55           | 0.59           | 0.54           | 0.58           | 0.62           | 0.50           | 0.52           | 0.97           | 1.10           | 1.01           | 0.59           |
| TACOMA SKYLINE                  | 0                 | 15024   | 145   | 0.97           | 0.64           | 0.76           | 0.65           | 0.57           | 0.58           | 0.90           | 0.81           | 1.39           | 1.13           | 1.71           | 0.79           |
| TACOMA WAVERLY-2                | 0                 | 7477    | 57    | 0.76           | 0.84           | 0.77           | 0.78           | 0.55           | 0.57           | 0.69           | 0.85           | 1.12           | 1.03           | 1.56           | 2.52           |
| TACOMA WAVERLY-7                | 0                 | 29160   | 233   | 0.80           | 0.79           | 0.70           | 0.55           | 0.70           | 0.52           | 0.60           | 0.75           | 1.18           | 1.02           | 1.01           | 0.69           |
| VANCOUVER                       | 0                 | 91980   | 938   | 1.02           | 0.87           | 0.96           | 0.80           | 0.83           | 0.81           | 1.06           | 0.92           | 0.99           | 1.21           | 1.47           | 0.96           |
| VANCOUVER ORCHARDS              | 0                 | 46506   | 498   | 1.07           | 0.88           | 1.05           | 0.77           | 0.70           | 0.77           | 0.95           | 0.94           | 1.00           | 1.02           | 1.25           | 0.94           |
| VANCOUVER OXFORD                | 0                 | 25964   | 228   | 0.88           | 0.77           | 0.89           | 0.91           | 0.94           | 0.80           | 0.88           | 0.91           | 0.96           | 1.31           | 1.93           | 0.94           |
| VANCOUVER SALMON CRK(NORTH)     | 0                 | 19510   | 212   | 1.09           | 0.97           | 0.86           | 0.72           | 0.99           | 0.94           | 1.55           | 0.87           | 1.02           | 1.56           | 1.41           | 1.07           |
| WAITSBURG                       | 0                 | 630     | 2     | 0.32           | 2.05           | 1.55           | 2.78           | 0.91           | 1.51           | 1.06           | 1.19           | 1.03           | 1.61           | 0.87           | 1.24           |
| WALLA WALLA (INCL TOUCHET)      | 0                 | 18604   | 163   | 0.88           | 0.92           | 1.17           | 1.12           | 0.80           | 0.83           | 0.76           | 0.78           | 0.82           | 0.91           | 0.78           | 0.71           |
| WARDEN                          | 0                 | 1278    | 5     | 0.39           | 0.86           | 0.55           | 0.94           | 1.72           | 1.70           | 1.15           | 2.14           | 0.68           | 1.06           | 1.73           | 2.18           |
| WINLOCK                         | 0                 | 2249    | 24    | 1.07           | 1.24           | 1.42           | 1.15           | 1.10           | 0.53           | 1.19           | 0.88           | 2.08           | 1.58           | 1.93           | 1.45           |
| YAKIMA                          | 0                 | 48922   | 313   | 0.67           | 0.91           | 0.84           | 0.90           | 0.68           | 0.71           | 0.67           | 0.58           | 0.68           | 0.93           | 0.59           | 0.68           |
| YAKIMA CHESTNUT                 | 0                 | 31781   | 221   | 0.70           | 0.93           | 0.77           | 0.90           | 0.65           | 0.71           | 0.61           | 0.55           | 0.68           | 1.02           | 0.59           | 0.67           |
| YAKIMA WEST                     | 0                 | 15141   | 92    | 0.61           | 0.86           | 0.97           | 0.92           | 0.73           | 0.72           | 0.81           | 0.66           | 0.67           | 0.73           | 0.59           | 0.69           |
| Exchanges in Neighboring States |                   |         |       |                |                |                |                |                |                |                |                |                |                |                |                |
| CLARKSTON                       | 0                 | 7493    | 86    | 1.15           | 1.29           | 1.18           | 0.87           | 0.89           | 1.11           | 0.79           | 2.87           | 1.15           | 1.15           | 1.53           | 1.05           |
| TOTALS                          | 0                 | 1594270 | 12271 | 0.77           | 0.85           | 0.90           | 0.79           | 0.78           | 0.75           | 0.80           | 0.83           | 1.13           | 1.23           | 1.23           | 0.81           |

WASHINGTON TRUNK BLOCKING SUMMARY - SEPTEMBER 2007

| TRUNK | SEPTEMBER 2007 |                       |                            |
|-------|----------------|-----------------------|----------------------------|
|       | # OF TRK GRPS  | # OF TRK GRPS EXC STD | % OF TRK GRPS Mfg Standard |
| E911  | 125            | 0                     | 100.00%                    |
| LOCAL | 353            | 0                     | 100.00%                    |
| TOLL  | 376            | 0                     | 100.00%                    |

WASHINGTON TRUNK BLOCKING - SEPTEMBER 2007

| TRUNK GROUP ID | CIS | A LOCATION | Z LOCATION | TYPE OF CALLS CARRIED | DIRECTION | % NOT BLOCK | DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE |
|----------------|-----|------------|------------|-----------------------|-----------|-------------|--|
|                |     |            |            |                       |           |             | None to Report                                   |

Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - 2007

|   | JAN-07             | FEB-07 | MAR-07 | APR-07 | MAY-07 |
|---|--------------------|--------|--------|--------|--------|
| <b>MEASURE</b>  | <b>MARKET UNIT</b> |        |        |        |        |
| Number of Scheduled Appointments (dispatched orders)                                    | RES                |        |        |        |        |
| Number of Scheduled Appointments (dispatched orders) missed due to Company reasons      | RES                |        |        |        |        |
| Number of Scheduled Appointments (dispatched orders) missed due to customer reasons     | RES                |        |        |        |        |
| Number of Scheduled Commitments (non-dispatched orders)                                 | RES                |        |        |        |        |
| Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons   | RES                |        |        |        |        |
| Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons  | RES                |        |        |        |        |
| Number Exclusions   | RES                |        |        |        |        |
| Number of Scheduled Appointments (dispatched orders)                                    | BUS                |        |        |        |        |
| Number of Scheduled Appointments (dispatched orders) missed due to Company reasons      | BUS                |        |        |        |        |
| Number of Scheduled Appointments (dispatched orders) missed due to customer reasons     | BUS                |        |        |        |        |
| Number of Scheduled Commitments (non-dispatched orders)                                 | BUS                |        |        |        |        |
| Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons   | BUS                |        |        |        |        |
| Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons  | BUS                |        |        |        |        |
| Number Exclusions   | BUS                |        |        |        |        |
| Number of Scheduled Appointments (dispatched tickets)                                   | RES                |        |        |        |        |
| Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.    | RES                |        |        |        |        |
| Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.   | RES                |        |        |        |        |
| Number of Scheduled Commitments (non-dispatched tickets)                                | RES                |        |        |        |        |
| Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons  | RES                |        |        |        |        |
| Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons | RES                |        |        |        |        |
| Number Exclusions   | RES                |        |        |        |        |
| Number of Scheduled Appointments (dispatched tickets)                                   | BUS                |        |        |        |        |
| Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.    | BUS                |        |        |        |        |
| Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.   | BUS                |        |        |        |        |
| Number of Scheduled Commitments (non-dispatched tickets)                                | BUS                |        |        |        |        |
| Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons  | BUS                |        |        |        |        |

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - 2007

|   | JAN-07             | FEB-07 | MAR-07 | APR-07 | MAY-07 |
|---|--------------------|--------|--------|--------|--------|
| <b>MEASURE</b>  | <b>MARKET UNIT</b> |        |        |        |        |
| Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons   |                    |        |        |        |        |
| Number Exclusions   |                    |        |        |        |        |
| Total amount of missed appointments credits paid  |                    |        |        |        |        |
| Number of customers receiving credits for company missed appointments/commitments-Install |                    |        |        |        |        |
| Total amount of missed appointments credits paid  |                    |        |        |        |        |
| Number of customers receiving credits for company missed appointments/commitments-Install |                    |        |        |        |        |
| Total amount of missed appointments credits paid  |                    |        |        |        |        |
| Number of customers receiving credits for company missed appointments/commitments-Repair  |                    |        |        |        |        |
| Total amount of missed appointments credits paid  |                    |        |        |        |        |
| Number of customers receiving credits for company missed appointments/commitments-Repair  |                    |        |        |        |        |
| Count of All Orders   |                    |        |        |        |        |
| WA Completed Orders for Primary Service installed within 5 business days                  |                    |        |        |        |        |
| Number of credits-First Month's Charge(HO Recurring)                                      |                    |        |        |        |        |
| Amount of credit-First Month's Charge(HO Recur)   |                    |        |        |        |        |
| Number of credits-Installation (HO NonRecur)  |                    |        |        |        |        |
| Amount of credits-Installation (Ho NonRecur)  |                    |        |        |        |        |
| Number of Remote Call Fwding-Recurring  |                    |        |        |        |        |
| Amount of Remote Call Fwding-Recurring  |                    |        |        |        |        |
| Count of All Orders   |                    |        |        |        |        |
| WA Completed Orders for Primary Service installed within 5 business days                  |                    |        |        |        |        |
| Number of credits-Installation (HO NonRecur)  |                    |        |        |        |        |
| Amount of credits-Installation (Ho NonRecur)  |                    |        |        |        |        |
| Number of Remote Call Fwding-Recurring  |                    |        |        |        |        |
| Amount of Remote Call Fwding-Recurring  |                    |        |        |        |        |

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - 2007

| MEASURE   | MARKET UNIT | JUN-07 | JUL-07 | AUG-07 | SEP-07 | YTD    |
|---|-------------|--------|--------|--------|--------|--------|
| Number of Scheduled Appointments (dispatched orders)                                    | RES         |        |        |        |        | 74018  |
| Number of Scheduled Appointments (dispatched orders) missed due to Company reasons      | RES         |        |        |        |        | 1333   |
| Number of Scheduled Appointments (dispatched orders) missed due to customer reasons     | RES         |        |        |        |        | 6351   |
| Number of Scheduled Commitments (non-dispatched orders)                                 | RES         |        |        |        |        | 889219 |
| Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons   | RES         |        |        |        |        | 261    |
| Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons  | RES         |        |        |        |        | 2976   |
| Number Exclusions   | RES         |        |        |        |        | 9327   |
| Number of Scheduled Appointments (dispatched orders)                                    | BUS         |        |        |        |        | 21544  |
| Number of Scheduled Appointments (dispatched orders) missed due to Company reasons      | BUS         |        |        |        |        | 820    |
| Number of Scheduled Appointments (dispatched orders) missed due to customer reasons     | BUS         |        |        |        |        | 3475   |
| Number of Scheduled Commitments (non-dispatched orders)                                 | BUS         |        |        |        |        | 66628  |
| Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons   | BUS         |        |        |        |        | 188    |
| Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons  | BUS         |        |        |        |        | 740    |
| Number Exclusions   | BUS         |        |        |        |        | 4215   |
| Number of Scheduled Appointments (dispatched tickets)                                   | RES         |        |        |        |        | 92121  |
| Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.    | RES         |        |        |        |        | 6860   |
| Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.   | RES         |        |        |        |        | 410    |
| Number of Scheduled Commitments (non-dispatched tickets)                                | RES         |        |        |        |        | 23695  |
| Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons  | RES         |        |        |        |        | 999    |
| Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons | RES         |        |        |        |        | 4      |
| Number Exclusions   | RES         |        |        |        |        | 1119   |
| Number of Scheduled Appointments (dispatched tickets)                                   | BUS         |        |        |        |        | 13240  |
| Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.    | BUS         |        |        |        |        | 2155   |
| Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.   | BUS         |        |        |        |        | 398    |
| Number of Scheduled Commitments (non-dispatched tickets)                                | BUS         |        |        |        |        | 3443   |
| Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons  | BUS         |        |        |        |        | 202    |

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - 2007

| MEASURE   | MARKET UNIT | JUN-07 | JUL-07 | AUG-07 | SEP-07 | YTD          |
|---|-------------|--------|--------|--------|--------|--------------|
| Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons   | BUS         |        |        |        |        | 15           |
| Number Exclusions   | BUS         |        |        |        |        | 636          |
| Total amount of missed appointments credits paid  | RES         |        |        |        |        | \$65,487.50  |
| Number of customers receiving credits for company missed appointments/commitments-Install | RES         |        |        |        |        | 2602         |
| Total amount of missed appointments credits paid  | BUS         |        |        |        |        | \$90,337.50  |
| Number of customers receiving credits for company missed appointments/commitments-Install | BUS         |        |        |        |        | 2189         |
| Total amount of missed appointments credits paid  | RES         |        |        |        |        | \$151,875.00 |
| Number of customers receiving credits for company missed appointments/commitments-Repair  | RES         |        |        |        |        | 6064         |
| Total amount of missed appointments credits paid  | BUS         |        |        |        |        | \$41,975.00  |
| Number of customers receiving credits for company missed appointments/commitments-Repair  | BUS         |        |        |        |        | 848          |
| Count of All Orders   | RES         |        |        |        |        | 182408       |
| WA Completed Orders for Primary Service Installed within 5 business days                  | RES         |        |        |        |        | 181342       |
| 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         |        |        |        |        | 1001         |
| Amount of credits-Installation (Ho NonRecur)  | RES         |        |        |        |        | \$31,032.50  |
| Number of Remote Call Fwding-Recurring  | RES         |        |        |        |        | 8            |
| Amount of Remote Call Fwding-Recurring  | RES         |        |        |        |        | \$128.00     |
| Count of All Orders   | BUS         |        |        |        |        | 28627        |
| WA Completed Orders for Primary Service Installed within 5 business days                  | BUS         |        |        |        |        | 28100        |
| Number of credits-Installation (HO NonRecur)  | BUS         |        |        |        |        | 537          |
| Amount of credits-Installation (Ho NonRecur)  | BUS         |        |        |        |        | \$42,871.00  |
| Number of Remote Call Fwding-Recurring  | BUS         |        |        |        |        | 1            |
| Amount of Remote Call Fwding-Recurring  | BUS         |        |        |        |        | \$16.00      |

Blanks in the report indicate no activity for the measure

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