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WASHINGTON  
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**Verizon Northwest Inc.**

1800 – 41<sup>st</sup> Street, WA0105RA  
P. O. Box 1003  
Everett, WA 98206-1003  
Fax: 425-261-5262

October 26, 2006

Ms. Carole J. Washburn, Executive Secretary  
Washington Utilities and  
Transportation Commission  
Chandler Plaza Building  
1300 S. Evergreen Park Drive SW  
P. O. Box 47250  
Olympia, Washington 98504-7250

Subject: **September 2006 Service Quality Report**

Dear Ms. Washburn:

Pursuant to WAC 480-120-439, enclosed is the Verizon Northwest Inc. Service Quality Performance Report for last month.

Central office level detail is marked "Confidential pursuant to WAC 480-07-160" as it includes access line count and activity information that would have economic value to the Company's current and potential competitors, such as in determining when and where to enter begin operation. In addition to the information required by WAC 480-120-439, we are also enclosing the document VzNW Trbl 12mo CONF at the request and for the convenience of the Commission Staff.

If you have any questions concerning this report, please call me at 425-261-5006 or email me at [richard.potter@verizon.com](mailto:richard.potter@verizon.com).

Very truly yours,

A handwritten signature in black ink that reads "Richard E. Potter".

Richard E. Potter  
Director  
Public Affairs, Policy & Communications

Enclosures

VERIZON NORTHWEST INC.

WASHINGTON

(New Rule Reporting July 2003)

Reported To Commission Monthly:

MISSED APPOINTMENTS (WAC 439 sub 3)

|  | SEP 05 | OCT 05 | NOV 05 | DEC 05 | JAN 06 | FEB 06 | MAR 06 | APR 06 | MAY 06 | JUN 06 | JUL 06 | AUG 06 | SEP 06 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Total # Fielded Service Orders         | 4346   | 3991   | 3733   | 3413   | 3442   | 3167   | 3832   | 3501   | 3834   | 3875   | 3107   | 4023   | 3532   |
| # Of Service Orders With Appointments  | 1219   | 1098   | 989    | 913    | 840    | 797    | 992    | 874    | 963    | 996    | 874    | 1144   | 1003   |
| # Of Service Order Appointments Missed | 332    | 282    | 199    | 171    | 138    | 121    | 96     | 109    | 116    | 161    | 170    | 183    | 173    |
| # Of Excluded Appointments             | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |

Total # Dispatched Trouble Tickets

|   | SEP 05 | OCT 05 | NOV 05 | DEC 05 | JAN 06 | FEB 06 | MAR 06 | APR 06 | MAY 06 | JUN 06 | JUL 06 | AUG 06 | SEP 06 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| # Of Trouble Tickets With 4 Hour Appointments | 4637   | 4973   | 5180   | 5300   | 6796   | 5154   | 4420   | 4003   | 4700   | 4926   | 4564   | 4746   | 4465   |
| # Of Trouble Ticket Appointments Missed       | 374    | 395    | 477    | 428    | 514    | 410    | 450    | 388    | 440    | 442    | 384    | 449    | 412    |
| # Of Excluded Appointments                    | 19     | 30     | 50     | 28     | 38     | 26     | 22     | 19     | 29     | 34     | 57     | 43     | 32     |
| # Of Excluded Appointments                    | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |

INSTALL OF BASIC SERVICE (WAC 439 sub 4)

|   | SEP 05 | OCT 05 | NOV 05 | DEC 05 | JAN 06 | FEB 06 | MAR 06 | APR 06 | MAY 06 | JUN 06 | JUL 06 | AUG 06 | SEP 06 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| # Due Dated Installation Service Orders         | 8403   | 7771   | 6934   | 6085   | 6211   | 5954   | 5964   | 5154   | 5993   | 6123   | 5451   | 6730   | 5471   |
| # Due Dated Serv Orders Not Completed In 5 Days | 597    | 568    | 528    | 537    | 451    | 358    | 273    | 266    | 183    | 253    | 299    | 336    | 277    |
| # Customer Requested Service Orders Completed   | 4848   | 4385   | 3729   | 3436   | 2943   | 3131   | 3781   | 3521   | 3991   | 4200   | 3377   | 3414   | 3080   |
| # C R Service Order Due Dates Missed            | 111    | 126    | 124    | 93     | 105    | 50     | 63     | 79     | 76     | 97     | 97     | 74     | 67     |
| % Installation Commitments Met                  | 94.66% | 94.29% | 93.89% | 93.38% | 93.93% | 95.51% | 96.55% | 96.02% | 97.41% | 96.61% | 95.51% | 95.96% | 95.98% |

SUMMARY TROUBLE REPORTS (WAC 439 sub 6)

|                                      | SEP 05 | OCT 05 | NOV 05 | DEC 05 | JAN 06 | FEB 06 | MAR 06 | APR 06 | MAY 06 | JUN 06 | JUL 06 | AUG 06 | SEP 06 |
|--------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Network Trouble per 100 Access Lines | 4.00   | 0.89   | 0.91   | 1.00   | 1.00   | 1.23   | 0.96   | 0.91   | 0.80   | 0.94   | 1.03   | 0.97   | 0.91   |
| # Of CO's Missing Objective          | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 2      | 2      |

SWITCHING REPORT (WAC 439 sub 7)

|                               | SEP 05 | OCT 05 | NOV 05 | DEC 05 | JAN 06 | FEB 06 | MAR 06 | APR 06 | MAY 06 | JUN 06 | JUL 06 | AUG 06 | SEP 06 |
|-------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Intra Office Call Completions | 100    | 99.99  | 99.96  | 99.98  | 99.97  | 100    | 99.99  | 99.99  | 99.98  | 99.96  | 99.99  | 99     | 99.92  |
| Intra Office Call Completions | 100    | 100    | 100    | 100    | 100    | 99.99  | 100    | 99.99  | 100    | 100    | 100    | 100    | 99.96  |
| Dial Tone Vm 3 Seconds        | 99.98  | 99.96  | 99.95  | 99.94  | 99.95  | 99.90  | 99.95  | 99.96  | 99.95  | 99.83  | 99.87  | 99.95  | 99.96  |

TRUNK BLOCKING REPORT (WAC 439 sub 8)

|  | SEP 05 | OCT 05 | NOV 05 | DEC 05 | JAN 06 | FEB 06 | MAR 06 | APR 06 | MAY 06 | JUN 06 | JUL 06 | AUG 06 | SEP 06 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| % Trunk Groups Meeting Defined Blocking Criteria | 99%    | 98.76  | 98.79  | 98.79  | 99.03  | 99.52  | 99.51  | 99.26  | 99.51  | 99.01  | 99.75  | 99.51  | 99.27  |
| # IXC Direct Trunk Grps Exceeding 2% Blocking    | 0      | 4      | 6      | 9      | 9      | 11     | 4      | 4      | 4      | 5      | 1      | 2      | 5      |

REPAIR REPORT (WAC 439 sub 9)

|   | SEP 05 | OCT 05 | NOV 05 | DEC 05 | JAN 06 | FEB 06 | MAR 06 | APR 06 | MAY 06 | JUN 06 | JUL 06 | AUG 06 | SEP 06 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| # Of Out Of Service Trouble Reports           | 4020   | 4048   | 4380   | 4521   | 5355   | 4463   | 3874   | 3334   | 3931   | 4289   | 4024   | 4045   | 3741   |
| # OOS Trouble Reports Cleared In 48 Hours     | 3995   | 3989   | 4281   | 4357   | 5030   | 4432   | 3813   | 3298   | 3881   | 4226   | 3969   | 4003   | 3692   |
| # OOS Trouble Reports Not Cleared In 48 Hours | 25     | 59     | 79     | 164    | 325    | 31     | 61     | 36     | 50     | 63     | 55     | 42     | 49     |
| % OOS Trouble Cleared In 48 Hours             | 99.38% | 98.54% | 98.19% | 96.37% | 93.93% | 99.31% | 98.43% | 98.92% | 98.73% | 98.53% | 98.63% | 98.96% | 98.69% |
| # OOS Trouble Exempted                        | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |

# Of Non-Out Of Service Trouble Reports

|  | SEP 05 | OCT 05 | NOV 05 | DEC 05 | JAN 06 | FEB 06 | MAR 06 | APR 06 | MAY 06 | JUN 06 | JUL 06 | AUG 06 | SEP 06 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| # Non-OOS Trouble Rpts Cleared In 72 Hours     | 2440   | 2610   | 2872   | 2583   | 3503   | 2520   | 2515   | 2211   | 2515   | 2583   | 2247   | 2408   | 2245   |
| # Non-OOS Trouble Rpts Not Cleared In 72 Hours | 2412   | 2568   | 2825   | 2557   | 3280   | 2506   | 2501   | 2194   | 2497   | 2568   | 2218   | 2379   | 2224   |
| % Non-OOS Trouble Cleared In 72 Hours          | None   | 42     | 47     | 26     | 223    | 14     | 14     | 17     | 18     | 15     | 29     | 29     | 21     |
| # OOS Trouble Exempted                         | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |

Reported To Commission Quarterly - Mthly Results

INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)

|   | SEP 05 | OCT 05 | NOV 05 | DEC 05 | JAN 06 | FEB 06 | MAR 06 | APR 06 | MAY 06 | JUN 06 | JUL 06 | AUG 06 | SEP 06 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Total # Installation Orders Completed             | 13251  | 12156  | 10863  | 9521   | 9154   | 9085   | 9745   | 8675   | 9984   | 10323  | 8828   | 10144  | 8551   |
| # Of Installation Orders Not Completed In 90 Days | 22     | 19     | 18     | 13     | 12     | 15     | 12     | 17     | 14     | 19     | 16     | 18     | 19     |
| % Orders Completed In 90 Days                     | 99%    | 99.84% | 99.83% | 99.86% | 99.87% | 99.83% | 99.88% | 99.80% | 99.86% | 99.82% | 99.82% | 99.82% | 99.78% |

Reported To Commission Quarterly:

INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)

|   | SEP 05 | OCT 05 | NOV 05 | DEC 05 | JAN 06 | FEB 06 | MAR 06 | APR 06 | MAY 06 | JUN 06 | JUL 06 | AUG 06 | SEP 06 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Total # Installation Orders Completed             | 40153  | 32340  | 32340  | 32340  | 27984  | 27984  | 27984  | 28982  | 28982  | 28982  | 27523  | 27523  | 27523  |
| # Of Installation Orders Not Completed In 90 Days | 60     | 50     | 50     | 50     | 39     | 39     | 39     | 50     | 50     | 50     | 53     | 53     | 53     |
| % Orders Completed In 90 Days                     | 99%    | 99.85% | 99.85% | 99.85% | 99.86% | 99.86% | 99.86% | 99.83% | 99.83% | 99.83% | 99.81% | 99.81% | 99.81% |



10/17/2006

Trunk Group Detail WAC 480-120-401 (3)

| TGID     | CLI-A       | CLI-Z       | DIR | TRF<br>TYPE | TRKS | %BLK ABH | % BLK PEAK | PBH   | Action Taken   |
|----------|-------------|-------------|-----|-------------|------|----------|------------|-------|--|
| GW064606 | EVRTWAXA03T | STLLWAHND00 | 77  | AFDT        | 72   | 1.46     | 31.24      | 9:00  | Blocking due to voice path assurance test at Focal Comm. |
| GW069856 | WNTCWABADS0 | WNTCWAXX01T | 77  | DFDT        | 168  | 3.22     | 64.37      | 10:00 | Sent request for CLEC to augment.                        |
| GW075167 | EVRTWAXA03T | STLLWA01DS4 | 77  | AFDT        | 48   | 4.32     | 14.82      | 10:00 | Sent request for CLEC to augment.                        |

Trunk Group Detail WAC 480-120-401 (5)

| TGID     | CLI-A        | CLI-Z        | DIR | TRF<br>TYPE | TRKS | %BLK ABH | % BLK PEAK | PBH   |
|----------|--------------|--------------|-----|-------------|------|----------|------------|-------|
| GW054963 | MTVRWAXX05T  | BOTHWAAK1MD  | 7-  | DFTF        | 24   | 3.75     | 12.07      | 14:00 |
| GW070363 | BLHMWAE1MD   | FNDLWAXADS1  | JJ  | DFEF        | 6    | 2.14     | 42.86      | 9:00  |
| GW071961 | KNWCWAXXA01T | KNWCWAAAG7MD | 7-  | DFTF        | 144  | 9.77     | 53.79      | 21:00 |
| GW072602 | MTVRWAXFPSA  | MTVRWAXX5MD  | M-  | DFEE        | 5    | 5.1      | 59.62      | 10:00 |
| GW081847 | WNTCWAXXHMD  | WNTCWAXX01T  | 77  | DFTF        | 192  | 12.63    | 37.41      | 18:00 |

VzNw Trbl 12mo

WASHINGTON STATE PUC REPORT

Customer Network Trouble Per 100 Switched Access Lines

| Threshold is less than = 4 |        |        |        |        |        |        |        |        |        |        |        |        |         |
|----------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|
| CENTRAL OFF. LOCATION      | Oct-05 | Nov-05 | Dec-05 | Jan-06 | Feb-06 | Mar-06 | Apr-06 | May-06 | Jun-06 | Jul-06 | Aug-06 | Sep-06 |         |
| ACME                       |        |        |        |        |        |        |        |        |        |        |        |        | NW1ACME |
| ALGER                      |        |        |        |        |        |        |        |        |        |        |        |        | NW1ALGR |
| ANACORTES                  |        |        |        |        |        |        |        |        |        |        |        |        | NW1ANCR |
| ARLINGTON                  |        |        |        |        |        |        |        |        |        |        |        |        | NW1ARTN |
| BENTON CITY                |        |        |        |        |        |        |        |        |        |        |        |        | NW1BNCY |
| BIG LAKE                   |        |        |        |        |        |        |        |        |        |        |        |        | NW1BGLK |
| BIRCH BAY                  |        |        |        |        |        |        |        |        |        |        |        |        | NW1BRBA |
| BLAINE                     |        |        |        |        |        |        |        |        |        |        |        |        | NW1BLAN |
| BOTHELL                    |        |        |        |        |        |        |        |        |        |        |        |        | NW1BOTH |
| BREWSTER                   |        |        |        |        |        |        |        |        |        |        |        |        | NW1BRWS |
| BRIDGEPORT                 |        |        |        |        |        |        |        |        |        |        |        |        | NW1BRPT |
| BURLINGTON                 |        |        |        |        |        |        |        |        |        |        |        |        | NW1BURL |
| CAMANO ISLAND              |        |        |        |        |        |        |        |        |        |        |        |        | NW1CMIS |
| CAMAS                      |        |        |        |        |        |        |        |        |        |        |        |        | NW1CAMS |
| CASHMERE                   |        |        |        |        |        |        |        |        |        |        |        |        | NW1CSHR |
| CHELAN                     |        |        |        |        |        |        |        |        |        |        |        |        | NW1CHLN |
| CLEARVIEW                  |        |        |        |        |        |        |        |        |        |        |        |        | NW1CLVW |
| CONCRETE                   |        |        |        |        |        |        |        |        |        |        |        |        | NW1CNCR |
| CONWAY                     |        |        |        |        |        |        |        |        |        |        |        |        | NW1CNWY |
| COUPEVILLE                 |        |        |        |        |        |        |        |        |        |        |        |        | NW1CPVL |
| CURLEW                     |        |        |        |        |        |        |        |        |        |        |        |        | NW1CRLW |
| CUSTER                     |        |        |        |        |        |        |        |        |        |        |        |        | NW1CSTR |
| DARRINGTON                 |        |        |        |        |        |        |        |        |        |        |        |        | NW1DRTN |
| DEMING                     |        |        |        |        |        |        |        |        |        |        |        |        | NW1DMNG |
| DUVALL                     |        |        |        |        |        |        |        |        |        |        |        |        | NW1DULL |
| EAST WENATCHEE             |        |        |        |        |        |        |        |        |        |        |        |        | NW1EWNC |
| EDISON                     |        |        |        |        |        |        |        |        |        |        |        |        | NW1EDSN |
| ENTIAT                     |        |        |        |        |        |        |        |        |        |        |        |        | NW1ENTT |
| EVERETT CASINO             |        |        |        |        |        |        |        |        |        |        |        |        | NW1CSNO |
| EVERETT MAIN               |        |        |        |        |        |        |        |        |        |        |        |        | NW1EVRT |
| EVERSON                    |        |        |        |        |        |        |        |        |        |        |        |        | NW1EVSN |
| FAIRFIELD                  |        |        |        |        |        |        |        |        |        |        |        |        | NW1FRFD |
| FARMINGTON                 |        |        |        |        |        |        |        |        |        |        |        |        | NW1FRTN |
| FERNDALE                   |        |        |        |        |        |        |        |        |        |        |        |        | NW1FNDL |
| GARFIELD                   |        |        |        |        |        |        |        |        |        |        |        |        | NW1GRFD |
| GEORGE                     |        |        |        |        |        |        |        |        |        |        |        |        | NW1GERG |
| GRANITE FALLS              |        |        |        |        |        |        |        |        |        |        |        |        | NW1GRFL |
| GRAYLAND                   |        |        |        |        |        |        |        |        |        |        |        |        | NW1GRLD |
| HALLS LAKE                 |        |        |        |        |        |        |        |        |        |        |        |        | NW1HLLK |
| JUANITA                    |        |        |        |        |        |        |        |        |        |        |        |        | NW1JUNT |
| KENNEWICK MAIN             |        |        |        |        |        |        |        |        |        |        |        |        | NW1KNWC |
| KENNEWICK MEADOW SPRINGS   |        |        |        |        |        |        |        |        |        |        |        |        | NW1MSPG |
| KENNEWICK HIGHLAND         |        |        |        |        |        |        |        |        |        |        |        |        | NW1HIGH |
| KIRKLAND                   |        |        |        |        |        |        |        |        |        |        |        |        | NW1KRLD |
| LA CONNER                  |        |        |        |        |        |        |        |        |        |        |        |        | NW1LACN |
| LAKE GOODWIN               |        |        |        |        |        |        |        |        |        |        |        |        | NW1LKGW |
| LAKE STEVENS               |        |        |        |        |        |        |        |        |        |        |        |        | NW1LKST |
| LAKE WENATCHEE             |        |        |        |        |        |        |        |        |        |        |        |        | NW1LKWN |
| LATAH                      |        |        |        |        |        |        |        |        |        |        |        |        | NW1LATH |
| LAUREL                     |        |        |        |        |        |        |        |        |        |        |        |        | NW1LARL |
| LEAVENWORTH                |        |        |        |        |        |        |        |        |        |        |        |        | NW1LVWO |
| LOOMIS                     |        |        |        |        |        |        |        |        |        |        |        |        | NW1LOMS |
| LYMAN                      |        |        |        |        |        |        |        |        |        |        |        |        | NW1HMTN |
| LYNDEN                     |        |        |        |        |        |        |        |        |        |        |        |        | NW1LYND |
| MALDEN                     |        |        |        |        |        |        |        |        |        |        |        |        | NW1MLDN |
| MANOR WAY                  |        |        |        |        |        |        |        |        |        |        |        |        | NW1MRWY |

## WASHINGTON STATE PUC REPORT

### Customer Network Trouble Per 100 Switched Access Lines

| Threshold is less than = 4 |        |        |        |        |        |        |        |        |        |        |        |        |         |
|----------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|
| CENTRAL OFF. LOCATION      | Oct-05 | Nov-05 | Dec-05 | Jan-06 | Feb-06 | Mar-06 | Apr-06 | May-06 | Jun-06 | Jul-06 | Aug-06 | Sep-06 |         |
| MANSFIELD                  |        |        |        |        |        |        |        |        |        |        |        |        | NW1MNFD |
| MANSON                     |        |        |        |        |        |        |        |        |        |        |        |        | NW1MNSN |
| MAPLE FALLS                |        |        |        |        |        |        |        |        |        |        |        |        | NW1MPFL |
| MARBLEMOUNT                |        |        |        |        |        |        |        |        |        |        |        |        | NW1MRBL |
| MARYSVILLE                 |        |        |        |        |        |        |        |        |        |        |        |        | NW1MYVI |
| MOLSON-CHESAW              |        |        |        |        |        |        |        |        |        |        |        |        | NW1MLSN |
| MONROE                     |        |        |        |        |        |        |        |        |        |        |        |        | NW1MONR |
| MOSCOW                     |        |        |        |        |        |        |        |        |        |        |        |        | NW1MSCW |
| MOUNT VERNON               |        |        |        |        |        |        |        |        |        |        |        |        | NW1MTVR |
| NACHES                     |        |        |        |        |        |        |        |        |        |        |        |        | NW1NCHS |
| NEWPORT                    |        |        |        |        |        |        |        |        |        |        |        |        | NW1NWPT |
| NILE                       |        |        |        |        |        |        |        |        |        |        |        |        | NW1NILE |
| NORTH RICHLAND             |        |        |        |        |        |        |        |        |        |        |        |        | NW1NTRD |
| OAK HARBOR                 |        |        |        |        |        |        |        |        |        |        |        |        | NW1OKHR |
| OAKESDALE                  |        |        |        |        |        |        |        |        |        |        |        |        | NW1OKDL |
| PALOUSE                    |        |        |        |        |        |        |        |        |        |        |        |        | NW1PALS |
| PULLMAN                    |        |        |        |        |        |        |        |        |        |        |        |        | NW1PLMN |
| QUINCY                     |        |        |        |        |        |        |        |        |        |        |        |        | NW1QNCY |
| REDMOND                    |        |        |        |        |        |        |        |        |        |        |        |        | NW1RDMD |
| REPUBLIC                   |        |        |        |        |        |        |        |        |        |        |        |        | NW1RPBL |
| RICHLAND                   |        |        |        |        |        |        |        |        |        |        |        |        | NW1RCLD |
| RICHMOND BEACH             |        |        |        |        |        |        |        |        |        |        |        |        | NW1RCBH |
| ROCKFORD                   |        |        |        |        |        |        |        |        |        |        |        |        | NW1RCFR |
| ROSALIA                    |        |        |        |        |        |        |        |        |        |        |        |        | NW1ROSL |
| SAMMAMISH                  |        |        |        |        |        |        |        |        |        |        |        |        | NW1SMSh |
| SEDRO WOOLLEY              |        |        |        |        |        |        |        |        |        |        |        |        | NW1SWLY |
| SILVER LAKE                |        |        |        |        |        |        |        |        |        |        |        |        | NW1SLLK |
| SKYKOMISH                  |        |        |        |        |        |        |        |        |        |        |        |        | NW1SKYK |
| SNOHOMISH                  |        |        |        |        |        |        |        |        |        |        |        |        | NW1SNHS |
| SOAP LAKE                  |        |        |        |        |        |        |        |        |        |        |        |        | NW1SOLK |
| STANWOOD                   |        |        |        |        |        |        |        |        |        |        |        |        | NW1STWD |
| STEVENS PASS               |        |        |        |        |        |        |        |        |        |        |        |        | NW1STPS |
| SULTAN                     |        |        |        |        |        |        |        |        |        |        |        |        | NW1SULT |
| SUMAS                      |        |        |        |        |        |        |        |        |        |        |        |        | NW1SUMS |
| TEKO                       |        |        |        |        |        |        |        |        |        |        |        |        | NW1TEKO |
| THORNTON                   |        |        |        |        |        |        |        |        |        |        |        |        | NW1THTN |
| TONASKET                   |        |        |        |        |        |        |        |        |        |        |        |        | NW1TNSK |
| WASHOUGAL                  |        |        |        |        |        |        |        |        |        |        |        |        | NW1WSHG |
| WASHOUGAL RIVER            |        |        |        |        |        |        |        |        |        |        |        |        | NW1WSHR |
| WATERVILLE                 |        |        |        |        |        |        |        |        |        |        |        |        | NW1WTVL |
| WENATCHEE                  |        |        |        |        |        |        |        |        |        |        |        |        | NW1WNTC |
| WEST RICHLAND              |        |        |        |        |        |        |        |        |        |        |        |        | NW1WRLD |
| WESTPORT                   |        |        |        |        |        |        |        |        |        |        |        |        | NW1WSPT |
| WOODLAND                   |        |        |        |        |        |        |        |        |        |        |        |        | NW1WDLD |

4

Each CO is not to exceed 4 tbls per 100 lns per mth for 2 consecutive mths nor should they exceed this for 4 months in any 12 mth period.

**Washington State PUC Report**  
**Customer Network Trouble Per 100 Switched Access Lines**

|                          |         | Sep-06 | Sep-06     |
|--------------------------|---------|--------|------------|
| Central Office           | CO Code | Sw Lns | Total Rpts |
| ACME                     | NW1ACME |        |            |
| ALGER                    | NW1ALGR |        |            |
| ANACORTES                | NW1ANCR |        |            |
| ARLINGTON                | NW1ARTN |        |            |
| BENTON CITY              | NW1BNCY |        |            |
| BIG LAKE                 | NW1BGLK |        |            |
| BIRCH BAY                | NW1BRBA |        |            |
| BLAINE                   | NW1BLAN |        |            |
| BOTHELL                  | NW1BOTH |        |            |
| BREWSTER                 | NW1BRWS |        |            |
| BRIDGEPORT               | NW1BRPT |        |            |
| BURLINGTON               | NW1BURL |        |            |
| CAMANO ISLAND            | NW1CMIS |        |            |
| CAMAS                    | NW1CAMS |        |            |
| CASHMERE                 | NW1CSHR |        |            |
| CHELAN                   | NW1CHLN |        |            |
| CLEARVIEW                | NW1CLVW |        |            |
| CONCRETE                 | NW1CNCR |        |            |
| CONWAY                   | NW1CNWY |        |            |
| COUPEVILLE               | NW1CPVL |        |            |
| CURLEW                   | NW1CRLW |        |            |
| CUSTER                   | NW1CSTR |        |            |
| DARRINGTON               | NW1DRTN |        |            |
| DEMING                   | NW1DMNG |        |            |
| DUVALL                   | NW1DULL |        |            |
| EAST WENATCHEE           | NW1EWNC |        |            |
| EDISON                   | NW1EDSN |        |            |
| ENTIAT                   | NW1ENTT |        |            |
| EVERETT CASINO           | NW1CSNO |        |            |
| EVERETT MAIN             | NW1EVRT |        |            |
| EVERSON                  | NW1EVSN |        |            |
| FAIRFIELD                | NW1FRFD |        |            |
| FARMINGTON               | NW1FRTN |        |            |
| FERNDALE                 | NW1FNDL |        |            |
| GARFIELD                 | NW1GRFD |        |            |
| GEORGE                   | NW1GERG |        |            |
| GRANITE FALLS            | NW1GRFL |        |            |
| GRAYLAND                 | NW1GRLD |        |            |
| HALLS LAKE               | NW1HLLK |        |            |
| JUANITA                  | NW1JUNT |        |            |
| KENNEWICK MAIN           | NW1KNWC |        |            |
| KENNEWICK MEADOW SPRINGS | NW1MSPG |        |            |
| KENNEWICK HIGHLAND       | NW1HIGH |        |            |
| KIRKLAND                 | NW1KRLD |        |            |
| LA CONNER                | NW1LACN |        |            |
| LAKE GOODWIN             | NW1LKGW |        |            |
| LAKE STEVENS             | NW1LKST |        |            |
| LAKE WENATCHEE           | NW1LKWN |        |            |
| LATAH                    | NW1LATH |        |            |
| LAUREL                   | NW1LARL |        |            |
| LEAVENWORTH              | NW1LVWO |        |            |
| LOOMIS                   | NW1LOMS |        |            |

**Washington State PUC Report  
Customer Network Trouble Per 100 Switched Access Lines**

|                   |          | Sep-06    | Sep-06        |
|-------------------|----------|-----------|---------------|
| Central Office    | CO Code  | Sw<br>Lns | Total<br>Rpts |
| LYMAN             | NW1HMTN  |           |               |
| LYNDEN            | NW1LYND  |           |               |
| MALDEN            | NW1MLDN  |           |               |
| MANOR WAY         | NW1MRWY  |           |               |
| MANSFIELD         | NW1MNFD  |           |               |
| MANSON            | NW1MNSN  |           |               |
| MAPLE FALLS       | NW1MPFL  |           |               |
| MARBLEMOUNT       | NW1MRBL  |           |               |
| MARYSVILLE        | NW1MYVI  |           |               |
| MOLSON-CHESAW     | NW1MLSN  |           |               |
| MONROE            | NW1MONR  |           |               |
| MOSCOW            | NW1MSCW  |           |               |
| MOUNT VERNON      | NW1MTVR  |           |               |
| NACHES            | NW1NCHS  |           |               |
| NEWPORT           | NW1NWPT  |           |               |
| NILE              | NW1NILE  |           |               |
| NORTH RICHLAND    | NW1NTRD  |           |               |
| OAK HARBOR        | NW1OKHR  |           |               |
| OAKESDALE         | NW1OKDL  |           |               |
| PALOUSE           | NW1PALS  |           |               |
| PULLMAN           | NW1PLMN  |           |               |
| QUINCY            | NW1QNCY  |           |               |
| REDMOND           | NW1RDMD  |           |               |
| REPUBLIC          | NW1RPBL  |           |               |
| RICHLAND          | NW1RCLD  |           |               |
| RICHMOND BEACH    | NW1RCBH  |           |               |
| ROCKFORD          | NW1RCFR  |           |               |
| ROSALIA           | NW1ROSL  |           |               |
| SAMMAMISH         | NW1SM SH |           |               |
| SEDRO WOOLLEY     | NW1SWLY  |           |               |
| SILVER LAKE       | NW1SLLK  |           |               |
| SKYKOMISH         | NW1SKYK  |           |               |
| SNOHOMISH         | NW1SNHS  |           |               |
| SOAP LAKE         | NW1SOLK  |           |               |
| STANWOOD          | NW1STWD  |           |               |
| STEVENS PASS      | NW1STPS  |           |               |
| SULTAN            | NW1SULT  |           |               |
| SUMAS             | NW1SUMS  |           |               |
| TEKOA             | NW1TEKO  |           |               |
| THORNTON          | NW1THTN  |           |               |
| TONASKET          | NW1TNSK  |           |               |
| WASHOUGAL         | NW1WSHG  |           |               |
| WASHOUGAL RIVER   | NW1WSHR  |           |               |
| WATERVILLE        | NW1WTVL  |           |               |
| WENATCHEE         | NW1WNTC  |           |               |
| WEST RICHLAND     | NW1WRLD  |           |               |
| WESTPORT          | NW1WSPT  |           |               |
| WOODLAND          | NW1WDLD  |           |               |
| Washington State: |          |           |               |



WASHINGTON STATE SWITCHED ACCESS LINES

| Central Office     | Sep-05 | Oct-05 | Nov-05 | Dec-05 | Jan-06 | Feb-06 | Mar-06 | Apr-06 | May-06 | Jun-06 | Jul-06 | Aug-06 | Sep-06 |
|--------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| ACME               |        |        |        |        |        |        |        |        |        |        |        |        |        |
| ALGER              |        |        |        |        |        |        |        |        |        |        |        |        |        |
| ANACORTES          |        |        |        |        |        |        |        |        |        |        |        |        |        |
| ARLINGTON          |        |        |        |        |        |        |        |        |        |        |        |        |        |
| BENTON CITY        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| BIG LAKE           |        |        |        |        |        |        |        |        |        |        |        |        |        |
| BIRCH BAY          |        |        |        |        |        |        |        |        |        |        |        |        |        |
| BLAINE             |        |        |        |        |        |        |        |        |        |        |        |        |        |
| BOTHELL            |        |        |        |        |        |        |        |        |        |        |        |        |        |
| BREWSTER           |        |        |        |        |        |        |        |        |        |        |        |        |        |
| BRIDGEPORT         |        |        |        |        |        |        |        |        |        |        |        |        |        |
| BURLINGTON         |        |        |        |        |        |        |        |        |        |        |        |        |        |
| CAMANO             |        |        |        |        |        |        |        |        |        |        |        |        |        |
| CAMAS              |        |        |        |        |        |        |        |        |        |        |        |        |        |
| CASHMERE           |        |        |        |        |        |        |        |        |        |        |        |        |        |
| CHELAN             |        |        |        |        |        |        |        |        |        |        |        |        |        |
| CLEARVIEW          |        |        |        |        |        |        |        |        |        |        |        |        |        |
| CONCRETE           |        |        |        |        |        |        |        |        |        |        |        |        |        |
| CONWAY             |        |        |        |        |        |        |        |        |        |        |        |        |        |
| COUPEVILLE         |        |        |        |        |        |        |        |        |        |        |        |        |        |
| CURLEW             |        |        |        |        |        |        |        |        |        |        |        |        |        |
| CUSTER             |        |        |        |        |        |        |        |        |        |        |        |        |        |
| DARRINGTON         |        |        |        |        |        |        |        |        |        |        |        |        |        |
| DEMING             |        |        |        |        |        |        |        |        |        |        |        |        |        |
| DUVALL 1           |        |        |        |        |        |        |        |        |        |        |        |        |        |
| EAST WENATCHEE     |        |        |        |        |        |        |        |        |        |        |        |        |        |
| EDISON             |        |        |        |        |        |        |        |        |        |        |        |        |        |
| ENTIAT             |        |        |        |        |        |        |        |        |        |        |        |        |        |
| EVERETT CASINO     |        |        |        |        |        |        |        |        |        |        |        |        |        |
| EVERETT MAIN       |        |        |        |        |        |        |        |        |        |        |        |        |        |
| EVERSON            |        |        |        |        |        |        |        |        |        |        |        |        |        |
| FAIRFIELD          |        |        |        |        |        |        |        |        |        |        |        |        |        |
| FARMINGTON         |        |        |        |        |        |        |        |        |        |        |        |        |        |
| FERNDALE           |        |        |        |        |        |        |        |        |        |        |        |        |        |
| GARFIELD           |        |        |        |        |        |        |        |        |        |        |        |        |        |
| GEORGE             |        |        |        |        |        |        |        |        |        |        |        |        |        |
| GRANITE FALLS      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| GRAYLAND           |        |        |        |        |        |        |        |        |        |        |        |        |        |
| HALLS LAKE         |        |        |        |        |        |        |        |        |        |        |        |        |        |
| JUANITA            |        |        |        |        |        |        |        |        |        |        |        |        |        |
| KENNEWICK MAIN     |        |        |        |        |        |        |        |        |        |        |        |        |        |
| KENNEWICK MEADOW S |        |        |        |        |        |        |        |        |        |        |        |        |        |
| KENNEWICK-HIGHLAND |        |        |        |        |        |        |        |        |        |        |        |        |        |
| KIRKLAND           |        |        |        |        |        |        |        |        |        |        |        |        |        |
| LA CONNER          |        |        |        |        |        |        |        |        |        |        |        |        |        |
| LAKE GOODWIN       |        |        |        |        |        |        |        |        |        |        |        |        |        |
| LAKE STEVENS       |        |        |        |        |        |        |        |        |        |        |        |        |        |
| LAKE WENATCHEE     |        |        |        |        |        |        |        |        |        |        |        |        |        |
| LATAH              |        |        |        |        |        |        |        |        |        |        |        |        |        |
| LAUREL             |        |        |        |        |        |        |        |        |        |        |        |        |        |
| LEAVENWORTH        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| LOOMIS             |        |        |        |        |        |        |        |        |        |        |        |        |        |
| LYMAN              |        |        |        |        |        |        |        |        |        |        |        |        |        |
| LYNDEN             |        |        |        |        |        |        |        |        |        |        |        |        |        |
| MALDEN             |        |        |        |        |        |        |        |        |        |        |        |        |        |
| MANOR WAY          |        |        |        |        |        |        |        |        |        |        |        |        |        |
| MANSFIELD          |        |        |        |        |        |        |        |        |        |        |        |        |        |
| MANSON             |        |        |        |        |        |        |        |        |        |        |        |        |        |
| MAPLE FALLS        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| MARBLEMOUNT        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| MARYSVILLE         |        |        |        |        |        |        |        |        |        |        |        |        |        |
| MOLSON-CHESAW      |        |        |        |        |        |        |        |        |        |        |        |        |        |

WASHINGTON STATE SWITCHED ACCESS LINES

Central Office      Sep-05    Oct-05    Nov-05    Dec-05    Jan-06    Feb-06    Mar-06    Apr-06    May-06    Jun-06    Jul-06    Aug-06    Sep-06

MONROE  
MOSCOW  
MOUNT VERNON  
NACHES  
NEWPORT  
NILE  
NORTH RICHLAND  
OAK HARBOR  
OAKSDALE  
PALOUSE  
PULLMAN  
QUINCY  
REDMOND  
REPUBLIC  
RICHLAND  
RICHMOND BEACH  
ROCKFORD  
ROSALIA  
SAMMAMISH  
SEDRO WOOLLEY  
SILVER LAKE  
SKYKOMISH  
SNOHOMISH  
SOAP LAKE  
STANWOOD  
STEVENS PASS  
SULTAN  
SUMAS  
TEKOA  
THORNTON  
TONASKET  
WASHOUGAL  
WASHOUGAL RIVER  
WATERVILLE  
WENATCHEE  
WEST RICHLAND  
WESTPORT  
WOODLAND

Total Lines

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