

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



December 19, 2008

David Danner, Secretary & Executive Director
Washington Utilities and Transportation Commission
1300 S. Evergreen Park Dr. SW
Olympia, Washington 98504-7250

RECEIVED
STATE OF WASH
UTIL. AND TRANSP
COMMISSION
2008 DEC 22 PM 1:27

Attention: Kristen Russell
Re: Docket Nos. UT-921192, UT-950200, UT-991358, UT-030704, UT-061625

Dear Mr. Danner:

Enclosed are the November 2008 service quality performance reports required of Qwest Corporation in accordance with Docket Nos. UT-921192, UT-950200, UT-991358, UT-030704, UT-061625 and WAC 480-120-438 – 480-120-440.

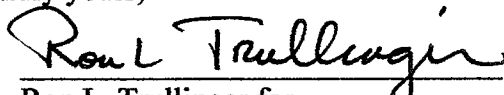
The following reports are enclosed:

- 1) Summary Report,
- 2) Orders Summary,
- 3) Trouble Report,
- 4) Trunk Blocking Report

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

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

Very truly yours,

By 
Ron L. Trullinger for
Mark Reynolds

Enclosures

cc: Lisa Anderl

Washington Service Quality Summary Report - NOVEMBER 2008

METRIC DESCRIPTION	JANUARY 2008			FEBRUARY 2008			MARCH 2008		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	10151	10259	98.95%	8643	8691	99.45%	9104	9136	99.66%
OOS Tickets Not Cleared Within 48 Hrs	108	1	108	48	1	48	32	1	32
Number of OOS Exemptions	117	1	117	118	1	118	93	1	93
All Other Repairs Cleared LT < 72 Hrs	3593	3605	99.67%	2985	2995	99.67%	2829	2840	99.61%
All Other Troubles Cleared GTR > 72 Hrs	12	1	12	10	1	10	11	1	11
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	2	1	2	0	1	0	0	1	0
Physically Obstructed All Other Troubles Cleared > 72 Hrs	25	1	25	24	1	24	19	1	19
Repair Force Majeure Exclusions	95	1	95	45	1	45	93	1	93
Repair Physically Obstructed Exclusions	89	1	89	64	1	64	46	1	46
Installation Appointments Met	10245	10725	95.52%	9859	10306	95.66%	9388	9768	96.11%
Repair Appointments Met	4767	5322	89.57%	4352	4804	90.59%	4332	4765	90.91%
Provisioning Missed for Company Reasons	236	1	236	182	1	182	224	1	224
Provisioning Missed for Customer Reasons	1215	1	1215	1120	1	1120	1091	1	1091
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard			Met Standard			Met Standard

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - NOVEMBER 2008

METRIC DESCRIPTION	APRIL 2008			MAY 2008			JUNE 2008		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	8470	8527	99.33%	8650	8750	98.86%	9330	9403	99.22%
OOS Tickets Not Cleared Within 48 Hrs	57	1	57	100	1	100	73	1	73
Number of OOS Exemptions	72	1	72	90	1	90	107	1	107
All Other Repairs Cleared LT < 72 Hrs	2674	2689	99.44%	2667	2680	99.51%	2684	2694	99.63%
All Other Troubles Cleared GTR > 72 Hrs	15	1	15	13	1	13	10	1	10
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	20	1	20	17	1	17	14	1	14
Repair Force Majeure Exclusions	51	1	51	40	1	40	86	1	86
Repair Physically Obstructed Exclusions	61	1	61	69	1	69	58	1	58
Installation Appointments Met	9849	10365	95.02%	8899	9378	94.89%	9068	9590	94.56%
Repair Appointments Met	4165	4699	88.64%	4327	4900	88.31%	4601	5232	87.94%
Provisioning Missed for Company Reasons	250	1	250	226	1	226	239	1	239
Provisioning Missed for Customer Reasons	1222	1	1222	1127	1	1127	1181	1	1181
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard			Met Standard			Met Standard

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - NOVEMBER 2008

METRIC DESCRIPTION	JULY 2008			AUGUST 2008			SEPTEMBER 2008		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	9930	10064	98.67%	10386	10517	98.75%	8661	8659	98.87%
OOS Tickets Not Cleared Within 48 Hrs	134	1	134	131	1	131	98	1	98
Number of OOS Exemptions	160	1	160	186	1	186	174	1	174
All Other Repairs Cleared LT < 72 Hrs	2978	3010	98.94%	2756	2789	98.82%	2454	2468	99.43%
All Other Troubles Cleared GTR > 72 Hrs	32	1	32	33	1	33	14	1	14
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	4	1	4	2	1	2	2	1	2
Physically Obstructed All Other Troubles Cleared > 72 Hrs	34	1	34	19	1	19	38	1	38
Repair Force Majeure Exclusions	86	1	86	63	1	63	46	1	46
Repair Physically Obstructed Exclusions	74	1	74	75	1	75	86	1	86
Installation Appointments Met	9208	9986	92.21%	9185	10062	91.28%	10048	10850	92.61%
Repair Appointments Met	5651	6755	83.66%	5956	7268	81.95%	5121	6183	82.82%
Provisioning Missed for Company Reasons	281	1	281	253	1	253	266	1	266
Provisioning Missed for Customer Reasons	1224	1	1224	1233	1	1233	1281	1	1281
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard			Met Standard			Met Standard

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - NOVEMBER 2008

METRIC DESCRIPTION	OCTOBER 2008			NOVEMBER 2008		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	8502	8566	99.25%	9954	10206	97.53%
OOS Tickets Not Cleared Within 48 Hrs	64	1	64	252	1	252
Number of OOS Exemptions	143	1	143	192	1	192
All Other Repairs Cleared LT < 72 Hrs	2517	2528	99.56%	2817	2839	99.23%
All Other Troubles Cleared GTR > 72 Hrs	11	1	11	22	1	22
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	2	1	2	1	1	1
Physically Obstructed All Other Troubles Cleared > 72 Hrs	21	1	21	30	1	30
Repair Force Majeure Exclusions	41	1	41	80	1	80
Repair Physically Obstructed Exclusions	72	1	72	78	1	78
Installation Appointments Met	10386	11020	94.25%	7386	7825	94.39%
Repair Appointments Met	5674	6650	85.32%	5506	6625	83.11%
Provisioning Missed for Company Reasons	235	1	235	181	1	181
Provisioning Missed for Customer Reasons	1375	1	1375	1012	1	1012
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard			Met Standard

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Washington Orders Summary - NOVEMBER 2008
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						90.00%		99.00%	
ABERDEEN-HOQUIAM		142	1	55.00	1	99.30%	0	100.00%	
AUBURN		313	5	23.20	2	99.36%	0	100.00%	
BAINBRIDGE ISLAND		81	5	22.40	0	100.00%	0	100.00%	
BATTLEGROUND		82	2	5.50	0	100.00%	0	100.00%	
BELFAIR		86	0		2	97.67%	0	100.00%	
BELLEVUE		318	11	29.00	3	99.06%	0	100.00%	
BELLEVUE GLENCOURT		124	8	19.00	2	98.39%	0	100.00%	
BELLEVUE-SHERWOOD		194	3	55.67	1	99.48%	0	100.00%	
BELLINGHAM		344	8	84.75	2	99.42%	0	100.00%	2
BELLINGHAM LUMMI		17	1	172.00	1	94.12%	0	100.00%	1
BELLINGHAM REGENT		327	7	72.29	1	99.69%	0	100.00%	1
BLACK DIAMOND		26	0		1	96.15%	0	100.00%	
BREMERTON		323	6	45.33	6	98.14%	0	100.00%	
BREMERTON CROSBY		16	0		1	93.75%	0	100.00%	
BREMERTON ESSEX		298	5	47.60	5	98.32%	0	100.00%	
BREMERTON SUNNYSLOPE		9	1	34.00	0	100.00%	0	100.00%	
BUCKLEY		18	1	191.00	2	88.89%	0	100.00%	1
CASTLE ROCK		43	2	23.00	2	95.35%	0	100.00%	
CENTRALIA		139	0		3	97.84%	0	100.00%	
CHEHALIS		104	4	7.00	1	99.04%	0	100.00%	
CHEHALIS		81	1	0.00	1	98.77%	0	100.00%	
CHEHALIS NAPAVINE		23	3	9.33	0	100.00%	0	100.00%	
CLE-ELUM		38	2	49.50	0	100.00%	0	100.00%	
COLFAX		18	1	21.00	0	100.00%	0	100.00%	
COLVILLE		78	2	72.00	0	100.00%	0	100.00%	
COPALIS(OCEAN SHORES)		53	0		3	94.34%	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 - NOVEMBER 2008
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		30	1	66.00	0	99.00%	0	100.00%	
COULEE DAM		12	0		0	100.00%	0	100.00%	
CRYSTAL MTN.		19	1	18.00	1	94.74%	0	100.00%	
DAYTON		63	0		0	100.00%	0	100.00%	
DEER PARK		345	4	83.25	0	100.00%	0	100.00%	
DES MOINES		128	3	73.33	0	100.00%	0	100.00%	
	DES MOINES	217	1	113.00	0	100.00%	0	100.00%	
	DES MOINES FEDERAL WAY	4	0		0	100.00%	0	100.00%	
EASTON		30	1	103.00	1	96.67%	0	100.00%	
ELK		56	3	53.33	2	96.43%	0	100.00%	1
ENJUMCLAW		41	1	24.00	1	97.56%	0	100.00%	
EPHRATA		143	0		3	97.90%	0	100.00%	
GRAHAM		22	0		1	95.45%	0	100.00%	
GREEN BLUFF		19	0		0	100.00%	0	100.00%	
HOODSPORT		124	3	19.67	0	100.00%	0	100.00%	
ISSAQUAH		488	13	38.46	6	98.77%	0	100.00%	
KENT		134	5	18.40	3	97.76%	0	100.00%	
	KENT MERIDIAN	39	1	2.00	0	100.00%	0	100.00%	
	KENT O BRIEN	315	7	58.00	3	99.05%	0	100.00%	
	KENT ULRICH	9	1	2.00	0	100.00%	0	100.00%	
LIBERTY LAKE		348	6	79.50	4	98.85%	0	100.00%	
LONGVIEW-KELSO		7	0		0	100.00%	0	100.00%	
LOON LAKE		75	0		0	100.00%	0	100.00%	
MAPLE VALLEY		178	8	66.50	1	99.44%	0	100.00%	1
MOSES LAKE		31	0		0	100.00%	0	100.00%	
	MOSES LAKE AFB	147	8	66.50	1	99.32%	0	100.00%	1
	MOSES LAKE ALDER								

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
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Washington Orders Summary - NOVEMBER 2008
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						90.00%		99.00%	
NEWMAN LAKE		14	0		1	92.86%	0	100.00%	
NORTHPORT		17	0		0	100.00%	0	100.00%	
OLYMPIA		661	15	30.40	15	97.73%	0	100.00%	
	OLYMPIA EVERGREEN	35	0		1	97.14%	0	100.00%	
	OLYMPIA LACEY	300	9	28.11	10	96.67%	0	100.00%	
	OLYMPIA WHITEHALL	326	6	33.83	4	98.77%	0	100.00%	
OMAK-OKANOGAN		90	1	85.00	3	96.67%	0	100.00%	
OROVILLE		24	1	151.00	0	100.00%	0	100.00%	
OTHELLO		60	1	24.00	0	100.00%	0	100.00%	
PASCO		286	7	34.43	2	99.30%	0	100.00%	
PATEROS		14	2	49.00	1	92.86%	0	100.00%	
POMEROY		7	0		0	100.00%	0	100.00%	
PT. ANGELES		139	3	72.67	2	98.56%	0	100.00%	
	PT ANGELES JOYCE	6	0		0	100.00%	0	100.00%	
	PT. ANGELES	133	3	72.67	2	98.50%	0	100.00%	
PT. LUDLOW		24	1	146.00	1	95.83%	0	100.00%	
PT. ORCHARD		173	5	33.60	2	98.84%	0	100.00%	
	PORT ORCHARD COLBY	64	2	17.50	1	98.44%	0	100.00%	
	PT. ORCHARD	109	3	44.33	1	99.08%	0	100.00%	
PT. TOWNSEND		97	1	12.00	3	96.91%	0	100.00%	
PUYALLAP		309	8	28.50	5	98.38%	0	100.00%	
RENTON		472	12	41.42	8	98.31%	0	100.00%	1
RIDGEFIELD		29	2	22.00	0	100.00%	0	100.00%	
ROCHESTER		63	1	25.00	2	96.83%	0	100.00%	
ROY		35	1	7.00	2	94.29%	0	100.00%	
SEATTLE		2610	38	46.00	13	99.50%	0	100.00%	2

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
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Washington Orders Summary - NOVEMBER 2008
from RSOR and OP-15A

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	SEATTLE ATWATER	157	3	4.33	2	99.00%	0	99.00%	0
	SEATTLE CAMPUS	63	0		0	98.73%	0	100.00%	
	SEATTLE CHERRY	426	6	78.83	1	100.00%	0	100.00%	1
	SEATTLE DUWAMISH	156	3	43.33	1	99.77%	0	100.00%	
	SEATTLE EAST	328	8	53.38	1	99.36%	0	100.00%	1
	SEATTLE ELLIOT	91	1	27.00	0	99.70%	0	100.00%	
	SEATTLE EMERSON	273	1	7.00	0	100.00%	0	100.00%	
	SEATTLE LAKEVIEW	172	2	44.50	1	99.42%	0	100.00%	
	SEATTLE MAIN	285	6	42.83	1	99.65%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	53	0		1	98.11%	0	100.00%	
	SEATTLE PARKWAY	265	4	38.25	5	98.11%	0	100.00%	
	SEATTLE SUNSET	166	0		0	100.00%	0	100.00%	
	SEATTLE WEST	175	4	43.00	0	100.00%	0	100.00%	
SEQUIM		116	2	6.00	3	97.41%	0	100.00%	
SHELTON		159	4	16.50	0	100.00%	0	100.00%	
SILVERDALE		140	3	42.00	2	98.57%	0	100.00%	
SPOKANE		1510	30	53.10	23	98.48%	0	100.00%	1
	SPOKANE CHESTNUT	39	0		1	97.44%	0	100.00%	
	SPOKANE FAIRFAX	230	7	37.00	0	100.00%	0	100.00%	
	SPOKANE HUDSON	268	3	69.00	4	98.51%	0	100.00%	
	SPOKANE KEYSTONE	167	1	10.00	2	98.80%	0	100.00%	
	SPOKANE MORAN	61	0		0	100.00%	0	100.00%	
	SPOKANE RIVERSIDE	232	7	73.00	5	97.84%	0	100.00%	1
	SPOKANE WALNUT	360	12	50.50	6	98.33%	0	100.00%	
	SPOKANE WHITWORTH	153	0		5	96.73%	0	100.00%	
SPRINGDALE		19	6	38.33	3	84.21%	0	100.00%	1

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP 15A pending orders
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Washington Orders Summary - NOVEMBER 2008
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%	
SUMNER (BONNEYLAKE)		142	0		2	98.59%	0	100.00%	
TACOMA		1733	39	53.44	9	99.48%	0	100.00%	
	TACOMA FORT LEWIS	71	1	96.00	0	100.00%	0	100.00%	
	TACOMA GREENFIELD	293	10	64.40	4	98.63%	0	100.00%	
	TACOMA JUNIPER	302	3	77.67	1	99.67%	0	100.00%	
	TACOMA LENNOX	289	9	56.33	1	99.65%	0	100.00%	
	TACOMA LOGAN	123	0		1	99.19%	0	100.00%	
	TACOMA MARKET (FAWCETT)	233	5	41.00	1	99.57%	0	100.00%	
	TACOMA SKYLINE	109	0		0	100.00%	0	100.00%	
	TACOMA WAVERLY-2	60	0		0	100.00%	0	100.00%	
	TACOMA WAVERLY-7	253	11	36.27	1	99.60%	0	100.00%	
VANCOUVER		993	17	36.82	7	99.30%	0	100.00%	
	VANCOUVER ORCHARDS	501	9	33.11	2	99.60%	0	100.00%	
	VANCOUVER OXFORD	319	6	51.17	2	99.37%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	173	2	10.50	3	98.27%	0	100.00%	
WAITSBURG		8	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		189	6	34.00	1	99.47%	0	100.00%	
WARDEN		24	0		0	100.00%	0	100.00%	
WINLOCK		36	0		3	91.67%	0	100.00%	
YAKIMA		647	14	27.93	4	99.38%	0	100.00%	
	YAKIMA CHESTNUT	492	10	31.00	3	99.39%	0	100.00%	
	YAKIMA WEST	155	4	20.25	1	99.35%	0	100.00%	
Exchanges in Neighboring States									
CLARKSTON		65	0		0	100.00%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
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Washington Orders Summary - NOVEMBER 2008
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		15124	312	44.38	165	90.00%	0	99.00%	10
TOTALS						98.91%		100.00%	
Bellingham Lummi order not completed > 180 days due to customer reasons	One pending inward order at the end of November with one > 180 days = 100%								
Bellingham Regent order not completed > 180 days due to customer reasons	Seven pending inward orders at the end of November with one > 180 days = 4%								
Buckley order not completed > 180 days due to company reasons (pair gain)	One pending inward order at the end of November with one > 180 days = 100%								
Enumclaw order not completed > 180 days due to customer reasons	Three pending inward orders at the end of November with one > 180 days = 33%								
Moses Lake Alder order not completed > 180 days due to customer reasons	Eight pending inward orders at the end of November with one > 180 days = 12%								
Renton order not completed > 180 days due to customer reasons	Twelve pending inward orders at the end of November with one > 180 days = 8%								
Seattle Cherry order not completed > 180 days due to customer reasons	Six pending inward orders at the end of November with one > 180 days = 17%								
Seattle East order not completed > 180 days due to customer reasons	Eight pending inward orders at the end of November with one > 180 days = 12%								
Spokane Riverside order not completed > 180 days due to customer reasons	Seven pending inward orders at the end of November with one > 180 days = 14%								

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180 day data from OP15A pending orders
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Washington Orders Summary - NOVEMBER 2008
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						90.00%		99.00%	
Springdale order not completed > 180 days due to customer reasons	Six pending inward orders at the end of November with one > 180 days = 17%								

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 - NOVEMBER 2008

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE NOV-08	RATE OCT-08	RATE SEP-08	RATE AUG-08	RATE JUL-08	RATE JUN-08	RATE MAY-08	RATE APR-08	RATE MAR-08	RATE FEB-08	RATE JAN-08	RATE DEC-07
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	12232	124	1.01	0.76	0.81	1.19	0.55	0.61	0.69	0.65	0.72	1.09	1.22	2.42
AUBURN	0	23670	280	1.18	1.05	0.97	1.23	0.86	0.98	1.53	0.69	0.78	0.67	0.79	0.89
BAINBRIDGE ISLAND	0	11284	99	0.88	0.77	0.65	1.01	0.98	0.76	0.67	0.72	0.80	0.80	0.81	1.00
BATTLEGROUND	0	9899	109	1.10	0.74	0.89	0.93	1.55	1.37	0.56	0.91	0.73	0.85	1.29	1.10
BELFAIR	0	7043	88	1.25	0.99	0.84	1.22	3.77	1.40	1.15	1.15	0.87	0.83	1.73	2.48
BELLEVUE	0	48382	397	0.62	0.70	0.75	0.69	0.71	0.58	0.56	0.52	0.49	0.47	0.57	0.67
BELLEVUE GLENCOURT	0	19414	103	0.53	0.51	0.48	0.51	0.47	0.44	0.41	0.42	0.39	0.38	0.41	0.45
BELLEVUE-SHERWOOD	0	28968	294	1.01	0.84	0.93	0.80	0.88	0.68	0.67	0.60	0.56	0.53	0.67	0.82
BELLINGHAM	0	32278	150	0.46	0.42	0.40	0.42	0.43	0.50	0.44	0.29	0.47	0.42	0.46	0.58
BELLINGHAM LUMMI	0	1334	12	0.90	0.83	0.37	0.65	1.01	3.02	0.72	0.73	0.58	0.36	0.57	1.14
BELLINGHAM REGENT	0	30944	138	0.45	0.40	0.40	0.41	0.40	0.40	0.42	0.27	0.47	0.42	0.45	0.56
BLACK DIAMOND	0	2800	43	1.54	1.24	1.19	1.70	1.44	1.09	0.81	1.03	1.23	0.92	1.30	1.29
BREMERTON	0	33611	217	0.65	0.69	0.67	0.63	0.68	0.56	0.51	0.40	0.51	0.63	0.73	0.83
BREMERTON CROSBY	0	3112	43	1.38	1.73	1.71	2.03	1.86	1.81	1.28	0.56	1.10	1.41	1.56	2.86
BREMERTON ESSEX	0	29806	169	0.57	0.58	0.56	0.48	0.56	0.42	0.42	0.39	0.43	0.56	0.65	0.62
BREMERTON SUNNYSLOPE	0	693	5	0.72	0.73	0.72	0.71	0.56	0.84	0.56	0.42	0.97	0.41	0.41	0.69
BUCKLEY	0	2480	40	1.61	1.32	1.66	1.81	1.35	1.31	1.15	0.91	0.75	0.97	0.89	1.46
CASTLE ROCK	0	4197	84	2.00	1.85	1.83	2.75	2.49	1.26	3.56	1.22	3.34	1.75	1.89	1.95
CENTRALIA	0	8118	84	1.03	0.70	1.10	1.74	0.80	0.69	0.69	0.78	1.60	1.40	2.14	1.60
CHEHALIS	0	9482	106	1.12	1.32	0.86	1.30	1.30	1.46	0.98	1.40	1.30	1.42	1.90	2.86
CHEHALIS	0	6930	66	0.95	1.33	0.76	1.24	1.15	1.66	0.86	1.74	1.29	1.28	1.94	3.43
CHEHALIS NAPAVINE	0	2552	40	1.57	1.32	1.16	1.46	1.73	0.92	1.34	0.50	1.34	1.80	1.80	1.30
CLE-ELUM	0	3083	26	0.84	1.03	0.67	1.53	0.79	1.50	0.84	0.62	0.77	0.65	0.99	0.86
COLFAX	0	2307	22	0.95	0.90	1.08	1.98	1.59	0.64	1.10	0.93	0.38	0.88	1.33	0.96
COLVILLE	0	6838	79	1.16	0.63	0.91	0.78	1.10	1.02	0.93	0.74	0.71	0.88	0.86	0.76
COPALIS(OCEAN SHORES)	0	3676	58	1.58	1.47	1.98	2.61	1.33	1.08	1.29	1.12	1.35	1.43	1.63	3.46
COULEE DAM	0	2155	16	0.74	0.60	0.73	1.37	1.55	0.86	1.22	1.08	0.81	0.40	0.36	1.26
CRYSTAL MTN.	0	622	4	0.64	0.81	1.13	0.48	2.24	0.64	1.43	1.27	0.93	2.94	2.30	3.89
DAYTON	0	1772	10	0.56	1.13	1.58	1.07	1.61	2.17	1.16	0.55	0.78	1.50	1.60	1.80
DEER PARK	0	6231	48	0.77	0.72	0.80	0.93	1.24	0.94	1.14	0.72	1.01	1.82	2.40	0.78
DES MOINES	0	24237	230	0.95	0.92	0.78	0.82	0.75	0.59	0.73	0.71	0.74	0.83	0.79	0.71
DES MOINES	0	9472	106	1.12	1.07	0.79	0.88	0.77	0.61	0.79	0.79	0.81	0.92	0.75	0.79
DES MOINES FEDERAL WAY	0	14765	124	0.84	0.82	0.77	0.78	0.74	0.57	0.69	0.67	0.69	0.77	0.81	0.66

WASHINGTON TROUBLE REPORT RATE - NOVEMBER 2008

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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	641	2	0.31	0.93	0.47	2.30	0.76	1.35	2.10	0.00	0.44	1.34	0.45	0.30
ELK	0	2681	35	1.31	0.82	1.30	1.18	2.06	1.43	2.13	1.70	0.96	1.97	1.86	0.89
ENUMCLAW	0	7201	102	1.42	1.20	0.70	1.13	1.59	1.11	1.09	1.19	0.81	1.00	1.35	1.39
EPHRATA	0	3096	34	1.10	0.68	0.44	0.63	0.62	0.93	0.83	0.74	0.73	0.57	0.57	0.84
GRAHAM	0	13768	136	0.99	1.12	0.97	0.84	0.89	1.01	0.87	0.91	1.02	0.88	0.91	1.20
GREEN BLUFF	0	2690	24	0.89	1.08	1.13	1.13	0.95	1.62	1.57	0.71	0.92	2.11	1.09	0.87
HOODSPORT	0	2238	35	1.56	1.37	0.74	0.96	1.85	0.94	0.98	1.10	0.89	1.68	0.72	3.80
ISSAQUAH	0	19745	147	0.74	0.67	0.58	0.53	0.77	0.57	1.15	0.59	0.53	0.47	0.49	0.59
KENT	0	44692	320	0.72	0.75	0.68	0.74	0.89	0.71	0.61	0.77	0.65	0.57	0.85	0.81
KENT MERIDIAN	0	15788	144	0.91	0.88	0.74	1.05	1.01	0.84	0.76	1.00	0.91	0.72	1.14	1.11
KENT O BRIEN	0	6903	23	0.26	0.32	0.25	0.22	0.25	0.18	0.35	0.31	0.32	0.26	0.23	0.27
KENT ULRICH	0	20001	153	0.76	0.82	0.82	0.73	1.08	0.84	0.59	0.78	0.57	0.58	0.88	0.81
LIBERTY LAKE	0	1361	9	0.66	0.36	0.72	0.50	1.14	0.36	0.57	0.92	0.28	1.05	0.56	1.60
LONGVIEW-KELSO	0	25285	332	1.31	0.88	1.07	1.25	0.94	0.91	0.78	1.50	1.13	2.10	2.16	1.64
LOON LAKE	1	1247	10	0.80	1.03	1.01	2.51	4.45	1.20	0.99	0.99	1.51	1.36	0.38	0.67
MAPLE VALLEY	0	9834	72	0.73	0.51	0.82	1.62	0.96	0.65	0.58	0.39	0.38	0.69	1.00	1.07
MOSES LAKE	0	12932	154	1.19	0.86	1.02	1.23	1.12	0.84	1.20	0.75	0.69	0.85	1.00	1.29
MOSES LAKE AFB	0	2091	11	0.53	0.90	1.56	0.99	0.84	0.97	0.96	0.45	0.77	0.63	1.03	0.75
MOSES LAKE ALDER	0	10841	143	1.32	0.86	0.92	1.27	1.18	0.81	1.25	0.81	0.68	0.90	0.99	1.39
NEWMAN LAKE	1	1800	22	1.22	0.99	1.58	4.40	1.03	1.43	1.63	0.85	0.70	0.69	1.17	0.87
NORTHPORT	0	1046	14	1.34	3.13	1.50	0.94	2.24	1.02	0.65	1.20	3.88	0.64	1.01	1.28
OLYMPIA	0	67408	476	0.71	0.67	0.64	0.76	0.67	0.60	0.65	0.65	0.66	0.77	0.94	0.79
OLYMPIA EVERGREEN	0	5183	53	1.02	0.95	0.77	1.11	0.70	0.82	0.60	1.05	1.30	0.67	0.91	1.05
OLYMPIA LACEY	0	29520	178	0.60	0.69	0.57	0.66	0.64	0.55	0.68	0.69	0.59	0.61	1.03	0.74
OLYMPIA WHITEHALL	0	32705	245	0.75	0.61	0.69	0.79	0.70	0.61	0.62	0.55	0.62	0.92	0.86	0.79
OMAK-OKANOGAN	0	7140	224	3.14	0.98	0.92	1.70	3.05	1.75	1.31	0.72	0.69	1.29	1.18	1.47
OROVILLE	0	1797	23	1.28	1.77	0.76	1.09	2.23	1.24	0.75	1.45	0.54	0.32	1.13	0.65
OTHELLO	0	4270	74	1.73	0.72	1.06	1.17	1.70	1.19	1.06	1.13	0.71	1.04	1.13	1.54
PASCO	0	17077	156	0.91	0.67	0.79	1.25	0.98	0.95	0.87	0.64	0.72	0.84	0.75	0.94
PATEROS	0	781	9	1.15	1.02	0.88	1.76	2.53	3.89	1.52	0.89	0.50	1.00	0.87	0.87
POMEROY	0	1267	22	1.74	1.41	2.57	2.10	1.56	1.54	3.31	1.46	1.78	1.85	1.00	1.23
PT. ANGELES	0	16022	181	1.13	0.65	0.98	0.82	0.66	0.64	0.72	0.69	0.81	0.50	0.89	1.21
PT ANGELES JOYCE	0	1133	30	2.65	2.03	2.87	1.89	1.29	1.86	1.53	0.93	1.69	0.59	1.28	2.54

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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	14889	151	1.01	0.84	0.55	0.74	0.62	0.55	0.65	0.67	0.74	0.49	0.86	1.11
PT. LUDLOW	0	2631	15	0.57	0.57	0.79	1.05	0.64	0.74	0.81	1.25	0.94	1.01	1.12	0.72
PT. ORCHARD	0	18702	228	1.22	1.26	1.00	0.80	0.86	0.82	0.66	0.61	0.68	0.82	1.07	1.38
PORT ORCHARD COLBY	0	7011	76	1.08	0.82	0.77	0.83	0.99	0.83	0.70	0.57	0.70	0.93	0.90	1.83
PT. ORCHARD	0	11691	152	1.30	1.52	1.14	0.78	0.79	0.81	0.64	0.63	0.67	0.75	1.17	1.10
PT. TOWNSEND	0	11121	89	0.80	0.92	0.74	0.68	0.85	0.89	0.74	0.72	0.77	0.74	0.95	0.75
PUYALLAP	0	26078	235	0.90	0.72	0.85	0.96	0.98	0.76	0.62	1.03	0.76	0.80	0.77	0.71
RENTON	0	40866	483	1.18	1.06	1.04	1.09	0.70	0.75	0.66	0.60	1.04	0.63	0.64	0.76
RIDGEFIELD	0	3365	44	1.30	1.55	0.84	1.12	2.53	0.93	1.04	1.47	1.16	1.60	2.01	2.24
ROCHESTER	0	4940	38	0.77	0.99	0.88	1.30	1.69	0.81	0.96	0.93	0.84	1.34	2.00	2.48
ROY	0	2337	27	1.16	1.87	1.30	1.16	1.85	1.17	1.81	0.96	1.18	1.46	1.42	2.28
SEATTLE	0	288409	1942	0.67	0.52	0.59	0.62	0.55	0.51	0.53	0.50	0.53	0.47	0.56	0.80
SEATTLE ATWATER	0	21387	173	0.81	0.44	0.37	0.35	0.41	0.44	0.44	0.35	0.57	0.39	0.48	0.49
SEATTLE CAMPUS	0	10756	60	0.56	0.47	1.08	0.50	0.48	0.39	0.28	0.37	0.21	0.21	0.33	0.43
SEATTLE CHERRY	0	33040	337	1.02	0.86	0.71	1.08	0.84	0.77	0.72	0.86	0.83	0.72	0.81	0.92
SEATTLE DUWAMISH	0	13556	91	0.67	0.50	0.59	0.73	0.62	0.48	0.47	0.50	0.77	0.68	0.68	0.92
SEATTLE EAST	0	30717	253	0.82	0.70	0.92	0.66	0.55	0.57	1.15	0.55	0.52	0.49	0.61	0.83
SEATTLE ELLIOT	0	8213	19	0.23	0.22	0.27	0.38	0.34	0.17	0.25	0.11	0.24	0.16	0.27	0.25
SEATTLE EMERSON	0	30495	203	0.67	0.52	0.60	0.52	0.52	0.54	0.47	0.50	0.44	0.59	0.69	1.07
SEATTLE LAKEVIEW	0	26564	187	0.70	0.48	0.67	0.68	0.54	0.59	0.62	0.69	0.65	0.45	0.55	0.81
SEATTLE MAIN	0	41491	68	0.16	0.14	0.17	0.23	0.22	0.22	0.16	0.21	0.20	0.17	0.18	0.19
SEATTLE MERCER ISLAND (ADAMS)	0	9328	93	1.00	0.55	0.71	0.72	0.84	0.76	0.54	0.47	0.65	0.58	0.68	1.05
SEATTLE PARKWAY	0	19082	160	0.84	0.86	0.78	0.96	0.99	0.88	0.72	0.65	0.75	0.74	0.95	1.71
SEATTLE SUNSET	0	22674	146	0.64	0.45	0.41	0.53	0.60	0.36	0.41	0.42	0.51	0.40	0.46	0.98
SEATTLE WEST	0	21106	152	0.72	0.53	0.63	0.72	0.42	0.42	0.39	0.45	0.57	0.51	0.60	0.83
SEQUIM	0	13427	102	0.76	0.76	0.88	0.87	0.79	0.59	0.80	0.57	0.64	0.86	0.69	1.06
SHELTON	0	14228	156	1.10	0.79	0.86	1.14	0.89	0.78	0.68	0.82	1.08	0.94	1.21	1.84
SILVERDALE	0	13433	125	0.93	0.64	0.73	0.53	0.54	0.41	0.49	0.48	0.46	0.63	0.91	1.32
SPOKANE	0	127686	1317	1.03	0.82	0.86	1.07	1.02	0.98	0.81	0.87	0.92	0.86	0.87	1.02
SPOKANE CHESTNUT	0	2639	39	1.48	0.49	1.26	1.50	1.18	0.84	1.28	0.83	0.82	1.26	1.12	0.89
SPOKANE FAIRFAX	0	18019	274	1.52	0.76	0.79	1.24	0.94	1.01	0.97	0.82	0.81	0.87	0.96	1.08
SPOKANE HUDSON	0	14107	177	1.25	1.12	0.76	1.06	1.20	1.04	0.73	0.91	0.87	0.95	0.79	1.09
SPOKANE KEYSTONE	0	12493	130	1.04	0.87	0.76	0.70	0.85	1.09	0.68	0.73	0.77	0.87	0.88	1.10

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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	7898	61	0.77	0.78	1.21	1.02	1.00	0.97	0.69	1.71	0.68	1.11	1.19	1.46
SPOKANE RIVERSIDE	0	18114	200	1.10	0.67	0.58	0.61	0.70	0.80	0.86	1.00	2.23	0.73	0.97	1.04
SPOKANE WALNUT	0	35233	267	0.76	0.78	0.91	1.14	1.18	0.96	0.80	0.79	0.57	0.78	0.80	0.90
SPOKANE WHITWORTH	0	19183	169	0.88	0.89	1.02	1.41	1.03	1.04	0.76	0.68	0.70	0.90	0.65	0.92
SPRINGDALE	0	1757	49	2.79	1.71	3.41	2.10	2.99	1.46	1.47	1.25	1.58	1.75	1.65	1.75
SUMNER (BONNEYLAKE)	0	15962	129	0.81	0.66	0.98	0.83	0.75	0.68	0.73	0.68	0.77	0.72	0.77	0.87
TACOMA	0	138319	1451	1.05	0.81	0.63	0.74	0.73	0.68	0.74	0.71	0.74	0.72	0.83	0.85
TACOMA FORT LEWIS	0	3090	13	0.42	0.58	0.63	0.53	0.46	0.51	1.04	0.53	0.67	0.49	0.45	0.35
TACOMA GREENFIELD	0	18847	216	1.15	0.87	0.82	0.89	0.84	0.67	0.81	0.91	1.04	0.92	1.14	1.27
TACOMA JUNIPER	0	19231	178	0.93	0.90	0.70	0.69	0.68	0.79	0.63	0.80	0.62	0.76	0.93	0.83
TACOMA LENNOX	0	22789	229	1.00	1.05	0.70	1.07	1.01	0.78	1.25	0.88	0.82	1.22	1.01	0.95
TACOMA LOGAN	0	13489	211	1.56	0.72	0.51	0.60	0.65	0.67	0.74	0.58	0.76	0.66	0.72	0.88
TACOMA MARKET (FAWCETT)	0	16345	147	0.90	0.53	0.44	0.55	0.59	0.48	0.39	0.89	0.55	0.38	0.53	0.53
TACOMA SKYLINE	0	13175	106	0.80	0.88	0.62	0.61	0.70	0.53	0.52	0.43	0.63	0.46	0.79	0.82
TACOMA WAVERLY-2	0	6384	82	1.28	0.80	0.60	0.71	0.64	1.00	0.73	0.68	0.87	0.59	0.72	0.83
TACOMA WAVERLY-7	0	24969	269	1.08	0.72	0.54	0.68	0.62	0.65	0.59	0.49	0.68	0.50	0.72	0.78
VANCOUVER	0	78975	697	0.88	0.93	0.77	0.92	0.86	1.04	0.80	0.87	0.86	0.76	1.08	1.11
VANCOUVER ORCHARDS	0	39713	298	0.75	0.85	0.64	0.98	0.76	1.35	0.88	0.84	0.80	0.65	0.89	0.90
VANCOUVER OXFORD	0	22562	217	0.96	1.03	0.96	1.05	1.01	0.77	0.82	1.00	0.96	0.88	1.31	1.48
VANCOUVER SALMON CRK(NORTH)	0	16700	182	1.09	1.00	0.81	0.63	0.91	0.65	0.56	0.76	0.87	0.87	1.24	1.13
WATTSBURG	0	567	7	1.23	1.06	0.52	1.23	1.89	1.70	2.70	0.83	0.66	0.98	1.47	1.29
WALLA WALLA (INCL TOUCHET)	0	15833	154	0.97	0.86	0.70	1.09	1.41	0.96	0.83	0.76	0.92	0.83	1.70	0.80
WARDEN	0	1235	18	1.46	1.46	1.12	2.63	1.51	3.82	1.35	1.50	1.58	1.27	1.60	1.43
WINLOCK	0	2157	15	0.70	1.86	0.55	1.15	0.59	0.91	1.13	0.90	0.86	1.35	1.67	1.26
YAKIMA	0	42835	286	0.67	0.67	0.67	0.85	0.93	0.60	0.77	0.66	0.63	0.49	0.54	0.73
YAKIMA CHESTNUT	0	28784	204	0.71	0.75	0.63	0.94	0.85	0.82	0.72	0.62	0.51	0.52	0.59	0.73
YAKIMA WEST	0	14051	82	0.58	0.50	0.75	0.65	1.09	0.55	0.88	0.73	0.88	0.42	0.45	0.72
Exchanges in Neighboring States															
CLARKSTON	0	6766	71	1.05	1.07	1.01	1.43	1.28	0.87	0.80	0.96	1.10	1.04	0.70	0.84
TOTALS	0	1394065	12605	0.90	0.77	0.76	0.88	0.85	0.75	0.74	0.70	0.74	0.73	0.86	0.97

WASHINGTON TRUNK BLOCKING SUMMARY - NOVEMBER 2008

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	132	0	0.00%
LOCAL	362	0	0.00%
TOLL	374	10	2.67%

WASHINGTON TRUNK BLOCKING - NOVEMBER 2008

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072406	216			TOLL	TWO_WAY	1.56%	BIK'd Hr 18;WK of 11/24/08 Due To Spikes;SA Iss'd 12/02/08
AP072427	288			TOLL	TWO_WAY	1.60%	BIK'd Hr 8;WK of 11/24/08 Due To Spikes;SA Iss'd 12/08/08
AP072428	264			TOLL	TWO_WAY	0.78%	Carryover Blkg;WK of 11/03/08 Due To Spikes;SA Iss'd 12/08/08
AP072430	144			TOLL	TWO_WAY	0.90%	BIK'd Hr 8;WK of 11/24/08 Due To Spikes;SA Iss'd 12/02/08
AP074015	168			TOLL	TWO_WAY	2.41%	BIK'd Hr 19;WK of 12/01/08 Due To Spikes;SA Iss'd 12/12/08
AP081363	24			TOLL	ONE_WAY	11.30%	BIK'd Hr 18;WK of 11/24/08 Due To Spikes;SA Iss'd 12/02/08
AP081497	24			TOLL	ONE_WAY	1.10%	BIK'd Hr 18;WK of 11/24/08 Due To Spikes;SA Iss'd 12/02/08
AP081502	144			TOLL	TWO_WAY	2.05%	BIK'd Hr 17;WK of 11/24/08 Due To Spikes;SA Iss'd 12/02/08
AP081624	120			TOLL	TWO_WAY	2.11%	BIK'd Hr 18;WK of 11/24/08 Due To Spikes;SA Iss'd 12/02/08
AP081878	24			TOLL	ONE_WAY	10.90%	BIK'd Hr 17;WK of 11/24/08 Due To Spikes;SA Iss'd 12/02/08