

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

Qwest
Spirit of Service™

January 27, 2009

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

RECEIVED
REGULATORY DIVISION
2009 JAN 28 AM 10:28
STATE OF WASH
UTIL. AND TRANSP.
COMMISSION

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

Dear Mr. Danner:

Enclosed are the December 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
- 5) Customer Service Guarantee Program 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
Ron L. Trullinger for
Mark Reynolds

Enclosures

cc: Lisa Anderl

Washington Service Quality Summary Report - DECEMBER 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 | 99.65% |
| 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 Standards | | | Met Standards | | | Met Standards |

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - DECEMBER 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 Standards | | | Met Standards | | | Met Standards |

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - DECEMBER 2008

| METRIC DESCRIPTION | JULY 2008 | | | AUGUST 2008 | | | SEPTEMBER 2008 | | |
|---|-----------|-------|---------------|-------------|-------|---------------|----------------|-------|---------------|
| | NUM | DENOM | RESULT | NUM | DENOM | RESULT | NUM | DENOM | RESULT |
| OOS Tickets Cleared Within 48 Hrs | 9830 | 10064 | 98.67% | 10386 | 10517 | 98.75% | 8561 | 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 Standards | | | Met Standards | | | Met Standards |

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - DECEMBER 2008

| METRIC DESCRIPTION | OCTOBER 2008 | | | NOVEMBER 2008 | | | DECEMBER 2008 | | |
|---|--------------|-------|---------------|---------------|-------|---------------|---------------|-------|---------------|
| | NUM | DENOM | RESULT | NUM | DENOM | RESULT | NUM | DENOM | RESULT |
| OOS Tickets Cleared Within 48 Hrs | 8502 | 8566 | 99.25% | 9954 | 10206 | 97.53% | 8813 | 9555 | 92.23% |
| OOS Tickets Not Cleared Within 48 Hrs | 64 | 1 | 64 | 252 | 1 | 252 | 742 | 1 | 742 |
| Number of OOS Exemptions | 143 | 1 | 143 | 192 | 1 | 192 | 234 | 1 | 234 |
| All Other Repairs Cleared LT < 72 Hrs | 2517 | 2528 | 99.56% | 2817 | 2839 | 99.23% | 2305 | 2411 | 95.60% |
| All Other Troubles Cleared GTR > 72 Hrs | 11 | 1 | 11 | 22 | 1 | 22 | 106 | 1 | 106 |
| All Other Troubles Cleared GTR > 72 Hrs - Force Majeure | 2 | 1 | 2 | 1 | 1 | 1 | 11 | 1 | 11 |
| Physically Obstructed All Other Troubles Cleared > 72 Hrs | 21 | 1 | 21 | 30 | 1 | 30 | 21 | 1 | 21 |
| Repair Force Majeure Exclusions | 41 | 1 | 41 | 80 | 1 | 80 | 38 | 1 | 38 |
| Repair Physically Obstructed Exclusions | 72 | 1 | 72 | 78 | 1 | 78 | 72 | 1 | 72 |
| Installation Appointments Met | 10386 | 11020 | 94.25% | 7386 | 7825 | 94.39% | 7180 | 7713 | 93.09% |
| Repair Appointments Met | 5674 | 6650 | 85.32% | 5506 | 6625 | 83.11% | 3919 | 4733 | 82.80% |
| Provisioning Missed for Company Reasons | 235 | 1 | 235 | 181 | 1 | 181 | 257 | 1 | 257 |
| Provisioning Missed for Customer Reasons | 1375 | 1 | 1375 | 1012 | 1 | 1012 | 1169 | 1 | 1169 |
| % of Switches Delivering Dial Tone Within 3 seconds | | | Met Standards | | | Met Standards | | | Met Standards |

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - DECEMBER 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% | |
| ABERDEEN-HOQUJAM | | 142 | 4 | 23.75 | 1 | 99.30% | 0 | 100.00% | |
| AUBURN | | 301 | 3 | 58.33 | 3 | 99.00% | 0 | 100.00% | |
| BAINBRIDGE ISLAND | | 69 | 6 | 15.83 | 0 | 100.00% | 0 | 100.00% | |
| BATTLEGROUND | | 88 | 2 | 14.50 | 1 | 98.86% | 0 | 100.00% | |
| BELFAIR | | 60 | 2 | 3.50 | 2 | 96.67% | 0 | 100.00% | |
| BELLEVUE | | 340 | 12 | 37.42 | 6 | 98.24% | 0 | 100.00% | |
| BELLEVUE GLENCOURT | | 135 | 7 | 37.14 | 2 | 98.52% | 0 | 100.00% | |
| BELLEVUE-SHERWOOD | | 205 | 5 | 37.80 | 4 | 98.05% | 0 | 100.00% | |
| BELLINGHAM | | 376 | 8 | 101.75 | 2 | 99.47% | 0 | 100.00% | 4 |
| BELLINGHAM LUMMI | | 21 | 1 | 198.00 | 0 | 100.00% | 0 | 100.00% | 1 |
| BELLINGHAM REGENT | | 355 | 7 | 88.00 | 2 | 99.44% | 0 | 100.00% | 3 |
| BLACK DIAMOND | | 13 | 2 | 17.00 | 0 | 100.00% | 0 | 100.00% | |
| BREMERTON | | 276 | 11 | 38.55 | 5 | 98.19% | 0 | 100.00% | |
| BREMERTON CROSBY | | 24 | 0 | | 0 | 100.00% | 0 | 100.00% | |
| BREMERTON ESSEX | | 246 | 9 | 39.67 | 5 | 97.97% | 0 | 100.00% | |
| BREMERTON SUNNYSLOPE | | 6 | 2 | 33.50 | 0 | 100.00% | 0 | 100.00% | |
| BUCKLEY | | 15 | 0 | | 1 | 93.33% | 0 | 100.00% | |
| CASTLE ROCK | | 35 | 4 | 34.00 | 0 | 100.00% | 0 | 100.00% | |
| CENTRALIA | | 110 | 2 | 1.50 | 1 | 99.09% | 0 | 100.00% | |
| CHEHALIS | | 99 | 7 | 9.57 | 3 | 96.97% | 0 | 100.00% | |
| CHEHALIS | CHEHALIS | 72 | 3 | 10.33 | 1 | 98.61% | 0 | 100.00% | |
| CHEHALIS NAPAVINE | CHEHALIS NAPAVINE | 27 | 4 | 9.00 | 2 | 92.59% | 0 | 100.00% | |
| CLE-ELUM | | 35 | 3 | 53.00 | 0 | 100.00% | 0 | 100.00% | |
| COLFAX | | 22 | 1 | 47.00 | 0 | 100.00% | 0 | 100.00% | |
| COLVILLE | | 66 | 3 | 67.00 | 0 | 100.00% | 0 | 100.00% | |
| COPALIS(OCEAN SHORES) | | 51 | 2 | 16.00 | 1 | 98.04% | 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 - DECEMBER 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 | | | | | | | | | |
| COULEE DAM | | 25 | 3 | 0.33 | 2 | 92.00% | 0 | 100.00% | |
| CRYSTAL MTN. | | 6 | 0 | | 0 | 100.00% | 0 | 100.00% | |
| DAYTON | | 14 | 1 | 13.00 | 0 | 100.00% | 0 | 100.00% | |
| DEER PARK | | 47 | 4 | 3.00 | 1 | 97.87% | 0 | 100.00% | |
| DES MOINES | | 360 | 8 | 51.63 | 4 | 98.89% | 0 | 100.00% | |
| | DES MOINES | 144 | 3 | 78.00 | 4 | 97.22% | 0 | 100.00% | |
| | DES MOINES FEDERAL WAY | 216 | 5 | 35.80 | 0 | 100.00% | 0 | 100.00% | |
| EASTON | | 5 | 0 | | 0 | 100.00% | 0 | 100.00% | |
| ELK | | 21 | 3 | 3.00 | 0 | 100.00% | 0 | 100.00% | |
| ENUMCLAW | | 76 | 2 | 22.50 | 1 | 98.68% | 0 | 100.00% | |
| EPHRATA | | 49 | 1 | 50.00 | 1 | 97.96% | 0 | 100.00% | |
| GRAHAM | | 166 | 1 | 12.00 | 3 | 98.19% | 0 | 100.00% | |
| GREEN BLUFF | | 14 | 0 | | 1 | 92.86% | 0 | 100.00% | |
| HOODSPORT | | 15 | 0 | | 0 | 100.00% | 0 | 100.00% | |
| ISSAQUAH | | 151 | 5 | 3.60 | 2 | 98.68% | 0 | 100.00% | |
| KENT | | 518 | 21 | 38.81 | 6 | 98.84% | 0 | 100.00% | |
| | KENT MERIDIAN | 128 | 9 | 28.44 | 3 | 97.66% | 0 | 100.00% | |
| | KENT O BRIEN | 41 | 0 | | 1 | 97.56% | 0 | 100.00% | |
| | KENT ULRICH | 349 | 12 | 46.58 | 2 | 99.43% | 0 | 100.00% | |
| LIBERTY LAKE | | 7 | 0 | | 1 | 85.71% | 0 | 100.00% | |
| LONGVIEW-KELSO | | 300 | 10 | 35.70 | 6 | 98.00% | 0 | 100.00% | |
| LOON LAKE | | 15 | 0 | | 0 | 100.00% | 0 | 100.00% | |
| MAPLE VALLEY | | 62 | 0 | | 0 | 100.00% | 0 | 100.00% | |
| MOSES LAKE | | 196 | 4 | 84.00 | 2 | 98.98% | 0 | 100.00% | 1 |
| | MOSES LAKE AFB | 29 | 0 | | 0 | 100.00% | 0 | 100.00% | |
| | MOSES LAKE ALDER | 167 | 4 | 84.00 | 2 | 98.80% | 0 | 100.00% | 1 |

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 - DECEMBER 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 | | 8 | 1 | 42.00 | 0 | 100.00% | 0 | 100.00% | |
| NORTHPORT | | 19 | 1 | 2.00 | 0 | 100.00% | 0 | 100.00% | |
| OLYMPIA | | 574 | 23 | 29.43 | 9 | 98.43% | 0 | 100.00% | |
| | OLYMPIA EVERGREEN | 26 | 0 | | 0 | 100.00% | 0 | 100.00% | |
| | OLYMPIA LACEY | 277 | 10 | 32.00 | 5 | 98.19% | 0 | 100.00% | |
| | OLYMPIA WHITEHALL | 271 | 13 | 27.46 | 4 | 98.52% | 0 | 100.00% | |
| OMAK-OKANOGAN | | 82 | 3 | 44.67 | 0 | 100.00% | 0 | 100.00% | |
| OROVILLE | | 27 | 0 | | 0 | 100.00% | 0 | 100.00% | |
| OTHELLO | | 75 | 0 | | 0 | 100.00% | 0 | 100.00% | |
| PASCO | | 319 | 7 | 35.86 | 5 | 98.43% | 0 | 100.00% | |
| PATEROS | | 7 | 2 | 75.00 | 0 | 100.00% | 0 | 100.00% | |
| POMEROY | | 14 | 0 | | 0 | 100.00% | 0 | 100.00% | |
| PT. ANGELES | | 139 | 6 | 28.17 | 0 | 100.00% | 0 | 100.00% | |
| | PT ANGELES JOYCE | 8 | 2 | 0.50 | 0 | 100.00% | 0 | 100.00% | |
| | PT. ANGELES | 131 | 4 | 42.00 | 0 | 100.00% | 0 | 100.00% | |
| PT. LUDLOW | | 25 | 1 | 172.00 | 0 | 100.00% | 0 | 100.00% | 1 |
| PT. ORCHARD | | 146 | 12 | 23.75 | 3 | 97.95% | 0 | 100.00% | |
| | PORT ORCHARD COLBY | 47 | 2 | 30.00 | 2 | 95.74% | 0 | 100.00% | |
| | PT. ORCHARD | 99 | 10 | 22.50 | 1 | 98.99% | 0 | 100.00% | |
| PT. TOWNSEND | | 105 | 4 | 16.25 | 0 | 100.00% | 0 | 100.00% | |
| PUYALLAP | | 284 | 9 | 18.11 | 3 | 98.94% | 0 | 100.00% | |
| RENTON | | 446 | 10 | 25.00 | 13 | 97.09% | 0 | 100.00% | |
| RIDGEFIELD | | 35 | 3 | 34.00 | 1 | 97.14% | 0 | 100.00% | |
| ROCHESTER | | 43 | 1 | 47.00 | 1 | 97.67% | 0 | 100.00% | |
| ROY | | 23 | 0 | | 2 | 91.30% | 0 | 100.00% | |
| SEATTLE | | 2575 | 51 | 35.25 | 29 | 98.87% | 0 | 100.00% | |

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
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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 | SEATTLE ATWATER | 151 | 2 | 20.00 | 1 | 99.34% | 0 | 100.00% | |
| | SEATTLE CAMPUS | 80 | 0 | | 1 | 98.75% | 0 | 100.00% | |
| | SEATTLE CHERRY | 431 | 6 | 28.83 | 5 | 98.84% | 0 | 100.00% | |
| | SEATTLE DUWAMISH | 173 | 4 | 44.25 | 0 | 100.00% | 0 | 100.00% | |
| | SEATTLE EAST | 345 | 9 | 29.22 | 4 | 98.84% | 0 | 100.00% | |
| | SEATTLE ELLIOT | 86 | 1 | 49.00 | 1 | 98.84% | 0 | 100.00% | |
| | SEATTLE EMERSON | 248 | 1 | 33.00 | 2 | 99.19% | 0 | 100.00% | |
| | SEATTLE LAKEVIEW | 160 | 3 | 51.33 | 3 | 98.13% | 0 | 100.00% | |
| | SEATTLE MAIN | 289 | 10 | 32.40 | 3 | 98.96% | 0 | 100.00% | |
| | SEATTLE MERCER ISLAND (ADAMS) | 47 | 0 | | 1 | 97.87% | 0 | 100.00% | |
| | SEATTLE PARKWAY | 237 | 9 | 32.56 | 7 | 97.05% | 0 | 100.00% | |
| | SEATTLE SUNSET | 178 | 0 | | 1 | 99.44% | 0 | 100.00% | |
| | SEATTLE WEST | 150 | 6 | 48.67 | 0 | 100.00% | 0 | 100.00% | |
| SEQUIM | | 103 | 2 | 4.50 | 1 | 99.03% | 0 | 100.00% | |
| SHELTON | | 136 | 9 | 23.33 | 2 | 98.53% | 0 | 100.00% | |
| SILVERDALE | | 107 | 3 | 5.33 | 5 | 95.33% | 0 | 100.00% | |
| SPOKANE | | 1320 | 78 | 20.92 | 19 | 98.56% | 0 | 100.00% | 1 |
| | SPOKANE CHESTNUT | 37 | 2 | 6.00 | 0 | 100.00% | 0 | 100.00% | |
| | SPOKANE FAIRFAX | 202 | 9 | 33.56 | 2 | 99.01% | 0 | 100.00% | |
| | SPOKANE HUDSON | 232 | 8 | 41.00 | 2 | 99.14% | 0 | 100.00% | 1 |
| | SPOKANE KEYSTONE | 140 | 4 | 8.25 | 3 | 97.86% | 0 | 100.00% | |
| | SPOKANE MORAN | 49 | 5 | 7.20 | 1 | 97.96% | 0 | 100.00% | |
| | SPOKANE RIVERSIDE | 185 | 16 | 19.63 | 2 | 98.92% | 0 | 100.00% | |
| | SPOKANE WALNUT | 328 | 22 | 23.95 | 7 | 97.87% | 0 | 100.00% | |
| | SPOKANE WHITWORTH | 147 | 12 | 6.67 | 2 | 98.64% | 0 | 100.00% | |
| SPRINGDALE | | 21 | 1 | 57.00 | 2 | 90.48% | 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 - DECEMBER 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 | | | | | | | | | |
| SUMNER (BONNEYLAKE) | | 114 | 0 | | 0 | 90.00% | | 99.00% | |
| TACOMA | | 1810 | 35 | 37.26 | 19 | 98.95% | 0 | 100.00% | |
| | TACOMA FORT LEWIS | 59 | 1 | 122.00 | 0 | 100.00% | 0 | 100.00% | |
| | TACOMA GREENFIELD | 331 | 5 | 41.40 | 4 | 98.79% | 0 | 100.00% | |
| | TACOMA JUNIPER | 307 | 4 | 15.50 | 2 | 99.35% | 0 | 100.00% | |
| | TACOMA LENNOX | 302 | 5 | 69.40 | 2 | 99.34% | 0 | 100.00% | |
| | TACOMA LOGAN | 131 | 0 | | 1 | 99.24% | 0 | 100.00% | |
| | TACOMA MARKET (FAWCETT) | 256 | 4 | 5.75 | 6 | 97.66% | 0 | 100.00% | |
| | TACOMA SKYLINE | 101 | 0 | | 0 | 100.00% | 0 | 100.00% | |
| | TACOMA WAVERLY-2 | 66 | 3 | 8.67 | 0 | 100.00% | 0 | 100.00% | |
| | TACOMA WAVERLY-7 | 257 | 13 | 39.77 | 4 | 98.44% | 0 | 100.00% | |
| VANCOUVER | | 967 | 11 | 33.27 | 15 | 98.45% | 0 | 100.00% | |
| | VANCOUVER ORCHARDS | 447 | 7 | 35.57 | 8 | 98.21% | 0 | 100.00% | |
| | VANCOUVER OXFORD | 345 | 3 | 27.33 | 6 | 98.26% | 0 | 100.00% | |
| | VANCOUVER SALMON CRK(NORTH) | 175 | 1 | 35.00 | 1 | 99.43% | 0 | 100.00% | |
| WAITSBURG | | 3 | 0 | | 0 | 100.00% | 0 | 100.00% | |
| WALLA WALLA (INCL TOUCHET) | | 181 | 9 | 14.67 | 4 | 97.79% | 0 | 100.00% | |
| WARDEN | | 18 | 0 | | 0 | 100.00% | 0 | 100.00% | |
| WINLOCK | | 18 | 0 | | 0 | 100.00% | 0 | 100.00% | |
| YAKIMA | | 625 | 16 | 45.81 | 5 | 99.20% | 0 | 100.00% | |
| | YAKIMA CHESTNUT | 507 | 12 | 46.33 | 4 | 99.21% | 0 | 100.00% | |
| | YAKIMA WEST | 118 | 4 | 44.25 | 1 | 99.15% | 0 | 100.00% | |
| Exchanges in Neighboring States | | | | | | | | | |
| CLARKSTON | | 53 | 0 | | 1 | 98.11% | 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 - DECEMBER 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 | | 14567 | 433 | 31.44 | 195 | 90.00% | 0 | 99.00% | 7 |
| TOTALS | | | | | | 98.66% | | 100.00% | |
| Bellingham Lummi order not completed > 180 days due to customer reasons | One pending inward order at the end of December with one > 180 days = 100% | | | | | | | | |
| Bellingham Regent- two orders not completed > 180 days due to a internal system error (orders were completed prior to 180 days but not completed in system) and one order not completed due to customer reasons | Three pending inward orders at the end of December with seven > 180 days = 43% | | | | | | | | |
| Mosses Lake Alder order not completed > 180 days due to customer reasons | One pending inward order at the end of December with four > 180 days = 25% | | | | | | | | |
| Pt. Ludlow order not completed > 180 days due to customer wanting to cancel the order | One pending inward order at the end of December with one > 180 days = 100% | | | | | | | | |
| Spokane Hudson order not completed > 180 days due to customer wanting to cancel | One pending inward order at the end of December with eight > 180 days = 12.5% | | | | | | | | |
| Liberty Lake % inward orders not completed within 5 days = 85.71 due to low volume- 1 missed out of 7 inward orders | | | | | | | | | |

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 - DECEMBER 2008

| WIRECENTER | STD EXD CNT | LINES | RPTS | RATE DEC-08 | 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 |
|------------------------|-------------------|-------|------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| 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 | 12114 | 165 | 1.36 | 1.01 | 0.76 | 0.81 | 1.19 | 0.55 | 0.61 | 0.69 | 0.65 | 0.72 | 1.09 | 1.22 |
| AUBURN | 0 | 23217 | 239 | 1.03 | 1.18 | 1.05 | 0.97 | 1.23 | 0.86 | 0.98 | 1.53 | 0.69 | 0.78 | 0.67 | 0.79 |
| BAINBRIDGE ISLAND | 0 | 11180 | 70 | 0.63 | 0.88 | 0.77 | 0.65 | 1.01 | 0.98 | 0.76 | 0.67 | 0.72 | 0.80 | 0.80 | 0.81 |
| BATTLEGROUND | 0 | 9836 | 280 | 2.85 | 1.10 | 0.74 | 0.88 | 0.93 | 1.55 | 1.37 | 0.56 | 0.91 | 0.73 | 0.85 | 1.29 |
| BELFAIR | 0 | 6964 | 78 | 1.12 | 1.25 | 0.99 | 0.84 | 1.22 | 3.77 | 1.40 | 1.15 | 1.15 | 0.87 | 0.83 | 1.73 |
| BELLEVUE | 0 | 47927 | 341 | 0.71 | 0.82 | 0.70 | 0.75 | 0.69 | 0.71 | 0.58 | 0.56 | 0.52 | 0.49 | 0.47 | 0.57 |
| BELLEVUE GLENCOURT | 0 | 19243 | 91 | 0.47 | 0.53 | 0.51 | 0.48 | 0.51 | 0.47 | 0.44 | 0.41 | 0.42 | 0.39 | 0.38 | 0.41 |
| BELLEVUE-SHERWOOD | 0 | 28684 | 250 | 0.87 | 1.01 | 0.84 | 0.93 | 0.80 | 0.88 | 0.68 | 0.67 | 0.60 | 0.56 | 0.53 | 0.67 |
| BELLINGHAM | 0 | 32007 | 163 | 0.51 | 0.46 | 0.42 | 0.40 | 0.42 | 0.43 | 0.50 | 0.44 | 0.29 | 0.47 | 0.42 | 0.46 |
| BELLINGHAM LUMMI | 0 | 1328 | 7 | 0.53 | 0.90 | 0.83 | 0.37 | 0.65 | 1.01 | 3.02 | 0.72 | 0.73 | 0.58 | 0.36 | 0.57 |
| BELLINGHAM REGENT | 0 | 30679 | 156 | 0.51 | 0.45 | 0.40 | 0.40 | 0.41 | 0.40 | 0.40 | 0.42 | 0.27 | 0.47 | 0.42 | 0.45 |
| BLACK DIAMOND | 0 | 2762 | 59 | 2.14 | 1.54 | 1.24 | 1.19 | 1.70 | 1.44 | 1.09 | 0.81 | 1.03 | 1.23 | 0.92 | 1.30 |
| BREMERTON | 0 | 33425 | 211 | 0.63 | 0.65 | 0.69 | 0.67 | 0.63 | 0.68 | 0.56 | 0.51 | 0.40 | 0.51 | 0.63 | 0.73 |
| BREMERTON CROSBY | 0 | 3114 | 37 | 1.19 | 1.38 | 1.73 | 1.71 | 2.03 | 1.86 | 1.81 | 1.28 | 0.56 | 1.10 | 1.41 | 1.56 |
| BREMERTON ESSEX | 0 | 29620 | 164 | 0.55 | 0.57 | 0.58 | 0.56 | 0.48 | 0.56 | 0.42 | 0.42 | 0.39 | 0.43 | 0.56 | 0.65 |
| BREMERTON SUNNYSLOPE | 0 | 691 | 10 | 1.45 | 0.72 | 0.73 | 0.72 | 0.71 | 0.56 | 0.84 | 0.56 | 0.42 | 0.97 | 0.41 | 0.41 |
| BUCKLEY | 0 | 2463 | 32 | 1.30 | 1.61 | 1.32 | 1.66 | 1.81 | 1.35 | 1.31 | 1.15 | 0.91 | 0.75 | 0.97 | 0.89 |
| CASTLE ROCK | 0 | 4167 | 70 | 1.68 | 2.00 | 1.85 | 1.83 | 2.75 | 2.49 | 1.26 | 3.56 | 1.22 | 3.34 | 1.75 | 1.89 |
| CENTRALIA | 0 | 8068 | 78 | 0.97 | 1.03 | 0.70 | 1.10 | 1.74 | 0.80 | 0.69 | 0.69 | 0.78 | 1.60 | 1.40 | 2.14 |
| CHEHALIS | 0 | 9455 | 152 | 1.61 | 1.12 | 1.32 | 0.86 | 1.30 | 1.30 | 1.46 | 0.98 | 1.40 | 1.30 | 1.42 | 1.90 |
| CHEHALIS | 0 | 6889 | 100 | 1.45 | 0.95 | 1.33 | 0.76 | 1.24 | 1.15 | 1.66 | 0.86 | 1.74 | 1.29 | 1.28 | 1.94 |
| CHEHALIS NAPAVINE | 0 | 2566 | 52 | 2.03 | 1.57 | 1.32 | 1.16 | 1.46 | 1.73 | 0.92 | 1.34 | 0.50 | 1.34 | 1.80 | 1.80 |
| CLE-ELUM | 0 | 3059 | 23 | 0.75 | 0.84 | 1.03 | 0.67 | 1.53 | 0.79 | 1.50 | 0.84 | 0.62 | 0.77 | 0.65 | 0.99 |
| COLFAX | 0 | 2304 | 33 | 1.43 | 0.95 | 0.90 | 1.08 | 1.98 | 1.59 | 0.64 | 1.10 | 0.93 | 0.38 | 0.88 | 1.33 |
| COLVILLE | 0 | 6808 | 95 | 1.40 | 1.16 | 0.63 | 0.91 | 0.78 | 1.10 | 1.02 | 0.93 | 0.74 | 0.71 | 0.88 | 0.86 |
| COPALIS(OCEAN SHORES) | 0 | 3639 | 72 | 1.98 | 1.58 | 1.47 | 1.98 | 2.61 | 1.33 | 1.08 | 1.29 | 1.12 | 1.35 | 1.43 | 1.63 |
| COULEE DAM | 0 | 2152 | 24 | 1.12 | 0.74 | 0.60 | 0.73 | 1.37 | 1.55 | 0.86 | 1.22 | 1.08 | 0.81 | 0.40 | 0.36 |
| CRYSTAL MTN. | 0 | 626 | 4 | 0.64 | 0.64 | 0.81 | 1.13 | 0.48 | 2.24 | 0.64 | 1.43 | 1.27 | 0.93 | 2.94 | 2.30 |
| DAYTON | 0 | 1768 | 22 | 1.24 | 0.56 | 1.13 | 1.58 | 1.07 | 1.61 | 2.17 | 1.16 | 0.55 | 0.78 | 1.50 | 1.60 |
| DEER PARK | 0 | 6212 | 83 | 1.34 | 0.77 | 0.72 | 0.80 | 0.93 | 1.24 | 0.94 | 1.14 | 0.72 | 1.01 | 1.82 | 2.40 |
| DES MOINES | 0 | 23929 | 223 | 0.93 | 0.95 | 0.92 | 0.78 | 0.82 | 0.75 | 0.59 | 0.73 | 0.71 | 0.74 | 0.83 | 0.79 |
| DES MOINES | 0 | 9418 | 91 | 0.97 | 1.12 | 1.07 | 0.79 | 0.88 | 0.77 | 0.61 | 0.79 | 0.79 | 0.81 | 0.92 | 0.75 |
| DES MOINES FEDERAL WAY | 0 | 14511 | 132 | 0.91 | 0.84 | 0.82 | 0.77 | 0.78 | 0.74 | 0.57 | 0.69 | 0.67 | 0.69 | 0.77 | 0.81 |

WASHINGTON TROUBLE REPORT RATE - DECEMBER 2008

| WIRECENTER | STD EXD CNT | LINES | RPTS | RATE DEC-08 | 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 |
|-------------------|-------------------|-------|------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| 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 | 636 | 3 | 0.47 | 0.31 | 0.93 | 0.47 | 2.30 | 0.76 | 1.35 | 2.10 | 0.00 | 0.44 | 1.34 | 0.45 |
| ELK | 0 | 2666 | 35 | 1.31 | 1.31 | 0.82 | 1.30 | 1.18 | 2.06 | 1.43 | 2.13 | 1.70 | 0.95 | 1.97 | 1.86 |
| ENUMCLAW | 0 | 7179 | 81 | 1.13 | 1.42 | 1.20 | 0.70 | 1.13 | 1.59 | 1.11 | 1.09 | 1.19 | 0.81 | 1.00 | 1.35 |
| EPHRATA | 0 | 3100 | 18 | 0.58 | 1.10 | 0.68 | 0.44 | 0.63 | 0.62 | 0.93 | 0.83 | 0.74 | 0.73 | 0.57 | 0.57 |
| GRAHAM | 0 | 13603 | 138 | 1.01 | 0.99 | 1.12 | 0.97 | 0.84 | 0.89 | 1.01 | 0.87 | 0.91 | 1.02 | 0.88 | 0.91 |
| GREEN BLUFF | 0 | 2672 | 26 | 0.97 | 0.89 | 1.08 | 1.13 | 1.13 | 0.95 | 1.62 | 1.57 | 0.71 | 0.92 | 2.11 | 1.09 |
| HOODSPORT | 0 | 2214 | 31 | 1.40 | 1.56 | 1.37 | 0.74 | 0.95 | 1.85 | 0.94 | 0.98 | 1.10 | 0.89 | 1.68 | 0.72 |
| ISSAQUAH | 0 | 19631 | 101 | 0.52 | 0.74 | 0.67 | 0.58 | 0.53 | 0.77 | 0.57 | 1.15 | 0.59 | 0.53 | 0.47 | 0.49 |
| KENT | 0 | 44375 | 365 | 0.82 | 0.72 | 0.75 | 0.68 | 0.74 | 0.89 | 0.71 | 0.61 | 0.77 | 0.65 | 0.57 | 0.85 |
| | 0 | 15624 | 190 | 1.22 | 0.91 | 0.88 | 0.74 | 1.05 | 1.01 | 0.84 | 0.76 | 1.00 | 0.91 | 0.72 | 1.14 |
| KENT MERIDIAN | 0 | 8870 | 18 | 0.20 | 0.26 | 0.32 | 0.25 | 0.22 | 0.25 | 0.18 | 0.35 | 0.31 | 0.32 | 0.26 | 0.23 |
| KENT O BRIEN | 0 | 19881 | 157 | 0.79 | 0.76 | 0.82 | 0.82 | 0.73 | 1.08 | 0.84 | 0.59 | 0.78 | 0.57 | 0.58 | 0.88 |
| KENT ULRICH | 0 | 1223 | 9 | 0.74 | 0.66 | 0.36 | 0.72 | 0.50 | 1.14 | 0.36 | 0.57 | 0.92 | 0.28 | 1.05 | 0.56 |
| LIBERTY LAKE | 0 | 25127 | 335 | 1.33 | 1.31 | 0.88 | 1.07 | 1.25 | 0.94 | 0.91 | 0.78 | 1.50 | 1.13 | 2.10 | 2.16 |
| LONGVIEW-KELSO | 1 | 1244 | 10 | 0.80 | 0.80 | 1.03 | 1.01 | 2.51 | 4.45 | 1.20 | 0.99 | 0.99 | 1.51 | 1.36 | 0.38 |
| LOON LAKE | 0 | 9704 | 83 | 0.86 | 0.73 | 0.51 | 0.82 | 1.62 | 0.96 | 0.65 | 0.58 | 0.39 | 0.38 | 0.69 | 1.00 |
| MAPLE VALLEY | 0 | 12864 | 106 | 0.82 | 1.19 | 0.86 | 1.02 | 1.23 | 1.12 | 0.84 | 1.20 | 0.75 | 0.69 | 0.85 | 1.00 |
| MOSES LAKE | 0 | 2076 | 8 | 0.39 | 0.53 | 0.90 | 1.56 | 0.99 | 0.84 | 0.97 | 0.96 | 0.45 | 0.77 | 0.63 | 1.03 |
| MOSES LAKE AFB | 0 | 10788 | 98 | 0.91 | 1.32 | 0.86 | 0.92 | 1.27 | 1.18 | 0.81 | 1.25 | 0.81 | 0.68 | 0.90 | 0.99 |
| MOSES LAKE ALDER | 1 | 1778 | 18 | 1.01 | 1.22 | 0.99 | 1.58 | 4.40 | 1.03 | 1.43 | 1.63 | 0.85 | 0.70 | 0.69 | 1.17 |
| NEWMAN LAKE | 0 | 1038 | 23 | 2.22 | 1.34 | 3.13 | 1.50 | 0.94 | 2.24 | 1.02 | 0.65 | 1.20 | 3.88 | 0.64 | 1.01 |
| NORTHPORT | 0 | 66608 | 536 | 0.80 | 0.71 | 0.67 | 0.64 | 0.76 | 0.67 | 0.60 | 0.65 | 0.65 | 0.66 | 0.77 | 0.94 |
| OLYMPIA | 0 | 5132 | 52 | 1.01 | 1.02 | 0.95 | 0.77 | 1.11 | 0.70 | 0.82 | 0.60 | 1.05 | 1.30 | 0.67 | 0.91 |
| OLYMPIA EVERGREEN | 0 | 29210 | 235 | 0.80 | 0.60 | 0.69 | 0.57 | 0.66 | 0.64 | 0.55 | 0.68 | 0.69 | 0.59 | 0.61 | 1.03 |
| OLYMPIA LACEY | 0 | 32266 | 249 | 0.77 | 0.75 | 0.61 | 0.69 | 0.79 | 0.70 | 0.61 | 0.62 | 0.55 | 0.62 | 0.92 | 0.86 |
| OLYMPIA WHITEHALL | 0 | 7109 | 66 | 0.93 | 3.14 | 0.98 | 0.92 | 1.70 | 3.05 | 1.75 | 1.31 | 0.72 | 0.69 | 1.29 | 1.18 |
| OMAK-OKANOGAN | 0 | 1798 | 11 | 0.61 | 1.28 | 1.77 | 0.76 | 1.09 | 2.23 | 1.24 | 0.75 | 1.45 | 0.54 | 0.32 | 1.13 |
| OROVILLE | 0 | 4254 | 76 | 1.79 | 1.73 | 0.72 | 1.06 | 1.17 | 1.70 | 1.19 | 1.06 | 1.13 | 0.71 | 1.04 | 1.13 |
| OTHELLO | 0 | 17078 | 161 | 0.94 | 0.91 | 0.67 | 0.79 | 1.25 | 0.98 | 0.95 | 0.87 | 0.64 | 0.72 | 0.84 | 0.75 |
| PASCO | 0 | 781 | 6 | 0.77 | 1.15 | 1.02 | 0.88 | 1.76 | 2.53 | 3.89 | 1.52 | 0.89 | 0.50 | 1.00 | 0.87 |
| PATEROS | 0 | 1267 | 30 | 2.37 | 1.74 | 1.41 | 2.57 | 2.10 | 1.56 | 1.54 | 3.31 | 1.46 | 1.78 | 1.85 | 1.00 |
| POMEROY | 0 | 15912 | 147 | 0.92 | 1.13 | 0.65 | 0.98 | 0.82 | 0.66 | 0.64 | 0.72 | 0.69 | 0.81 | 0.50 | 0.89 |
| PT. ANGELES | 0 | 1130 | 33 | 2.92 | 2.65 | 2.03 | 2.87 | 1.89 | 1.29 | 1.86 | 1.53 | 0.93 | 1.69 | 0.59 | 1.25 |
| PT ANGELES JOYCE | | | | | | | | | | | | | | | |

WASHINGTON TROUBLE REPORT RATE - DECEMBER 2008

| WIRECENTER | STD EXD CNT | LINES | RPTS | RATE DEC-08 | 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 |
|-------------------------------|-------------------|--------|------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| STANDARD | 0 | 14782 | 114 | 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 | 2621 | 14 | 0.53 | 0.57 | 0.55 | 0.79 | 0.74 | 0.64 | 0.55 | 0.65 | 0.67 | 0.74 | 0.49 | 0.86 |
| PT. LUDLOW | 0 | 18580 | 218 | 1.17 | 1.22 | 1.26 | 1.00 | 0.80 | 0.86 | 0.82 | 0.66 | 0.61 | 0.94 | 1.01 | 1.12 |
| PT. ORCHARD | 0 | 6947 | 74 | 1.07 | 1.08 | 0.82 | 0.77 | 0.83 | 0.99 | 0.83 | 0.70 | 0.57 | 0.70 | 0.93 | 0.90 |
| PORT ORCHARD COLBY | 0 | 11633 | 144 | 1.24 | 1.30 | 1.52 | 1.14 | 0.78 | 0.79 | 0.81 | 0.64 | 0.63 | 0.67 | 0.75 | 1.17 |
| PT. ORCHARD | 0 | 11049 | 89 | 0.81 | 0.80 | 0.92 | 0.74 | 0.68 | 0.85 | 0.89 | 0.74 | 0.72 | 0.77 | 0.74 | 0.95 |
| PT. TOWNSEND | 0 | 25720 | 180 | 0.70 | 0.90 | 0.72 | 0.85 | 0.96 | 0.98 | 0.76 | 0.62 | 1.03 | 0.76 | 0.80 | 0.77 |
| PUYALLAP | 0 | 40553 | 402 | 0.99 | 1.18 | 1.05 | 1.04 | 1.09 | 0.70 | 0.75 | 0.66 | 0.60 | 1.04 | 0.63 | 0.64 |
| RENTON | 0 | 3378 | 53 | 1.57 | 1.30 | 1.55 | 0.84 | 1.12 | 2.53 | 0.93 | 1.04 | 1.47 | 1.16 | 1.60 | 2.01 |
| RIDGEFIELD | 0 | 4915 | 72 | 1.46 | 0.77 | 0.99 | 0.88 | 1.30 | 1.69 | 0.81 | 0.96 | 0.93 | 0.84 | 1.34 | 2.00 |
| ROCHESTER | 0 | 2332 | 43 | 1.84 | 1.16 | 1.87 | 1.30 | 1.16 | 1.85 | 1.17 | 1.81 | 0.96 | 1.18 | 1.46 | 1.42 |
| ROY | 0 | 285456 | 1550 | 0.54 | 0.67 | 0.52 | 0.59 | 0.62 | 0.55 | 0.51 | 0.53 | 0.50 | 0.53 | 0.47 | 0.56 |
| SEATTLE | 0 | 21130 | 66 | 0.31 | 0.81 | 0.44 | 0.37 | 0.35 | 0.41 | 0.44 | 0.44 | 0.35 | 0.57 | 0.39 | 0.48 |
| SEATTLE ATWATER | 0 | 10596 | 30 | 0.28 | 0.56 | 0.47 | 1.08 | 0.50 | 0.48 | 0.39 | 0.28 | 0.37 | 0.21 | 0.21 | 0.33 |
| SEATTLE CAMPUS | 0 | 32846 | 282 | 0.86 | 1.02 | 0.86 | 0.71 | 1.08 | 0.84 | 0.77 | 0.72 | 0.86 | 0.83 | 0.72 | 0.81 |
| SEATTLE CHERRY | 0 | 13441 | 79 | 0.59 | 0.67 | 0.50 | 0.59 | 0.73 | 0.62 | 0.48 | 0.47 | 0.50 | 0.77 | 0.68 | 0.68 |
| SEATTLE DUWAMISH | 0 | 30459 | 228 | 0.75 | 0.82 | 0.70 | 0.92 | 0.66 | 0.55 | 0.57 | 1.15 | 0.55 | 0.52 | 0.49 | 0.61 |
| SEATTLE EAST | 0 | 8106 | 28 | 0.35 | 0.23 | 0.22 | 0.27 | 0.38 | 0.34 | 0.17 | 0.25 | 0.11 | 0.24 | 0.16 | 0.27 |
| SEATTLE ELLIOT | 0 | 30080 | 201 | 0.67 | 0.67 | 0.52 | 0.60 | 0.52 | 0.52 | 0.54 | 0.47 | 0.50 | 0.44 | 0.59 | 0.69 |
| SEATTLE EMERSON | 0 | 26125 | 145 | 0.56 | 0.70 | 0.48 | 0.67 | 0.68 | 0.54 | 0.59 | 0.62 | 0.69 | 0.65 | 0.45 | 0.55 |
| SEATTLE LAKEVIEW | 0 | 41065 | 55 | 0.13 | 0.16 | 0.14 | 0.17 | 0.23 | 0.22 | 0.22 | 0.16 | 0.21 | 0.20 | 0.17 | 0.18 |
| SEATTLE MAIN | 0 | 9242 | 70 | 0.76 | 1.00 | 0.55 | 0.71 | 0.72 | 0.84 | 0.76 | 0.54 | 0.47 | 0.65 | 0.58 | 0.68 |
| SEATTLE MERCER ISLAND (ADAMS) | 0 | 18981 | 125 | 0.66 | 0.84 | 0.86 | 0.78 | 0.96 | 0.99 | 0.88 | 0.72 | 0.65 | 0.75 | 0.74 | 0.95 |
| SEATTLE PARKWAY | 0 | 22474 | 126 | 0.56 | 0.64 | 0.45 | 0.41 | 0.53 | 0.60 | 0.36 | 0.41 | 0.42 | 0.51 | 0.40 | 0.46 |
| SEATTLE SUNSET | 0 | 20912 | 115 | 0.55 | 0.72 | 0.53 | 0.63 | 0.72 | 0.42 | 0.42 | 0.39 | 0.45 | 0.57 | 0.51 | 0.60 |
| SEATTLE WEST | 0 | 13346 | 119 | 0.89 | 0.76 | 0.76 | 0.88 | 0.87 | 0.79 | 0.59 | 0.80 | 0.57 | 0.64 | 0.86 | 0.69 |
| SEQUIM | 0 | 14109 | 170 | 1.20 | 1.10 | 0.79 | 0.86 | 1.14 | 0.89 | 0.78 | 0.68 | 0.82 | 1.08 | 0.94 | 1.21 |
| SHELTON | 0 | 13326 | 88 | 0.66 | 0.93 | 0.64 | 0.73 | 0.53 | 0.54 | 0.41 | 0.49 | 0.48 | 0.46 | 0.63 | 0.91 |
| SILVERDALE | 0 | 126476 | 1026 | 0.81 | 1.03 | 0.82 | 0.86 | 1.07 | 1.02 | 0.98 | 0.81 | 0.87 | 0.92 | 0.86 | 0.87 |
| SPOKANE | 0 | 2633 | 32 | 1.22 | 1.48 | 0.49 | 1.26 | 1.50 | 1.16 | 0.84 | 1.28 | 0.83 | 0.82 | 1.26 | 1.12 |
| SPOKANE CHESTNUT | 0 | 17879 | 179 | 1.00 | 1.52 | 0.76 | 0.79 | 1.24 | 0.94 | 1.01 | 0.97 | 0.82 | 0.81 | 0.87 | 0.98 |
| SPOKANE FAIRFAX | 0 | 14028 | 102 | 0.73 | 1.25 | 1.12 | 0.76 | 1.06 | 1.20 | 1.04 | 0.73 | 0.91 | 0.87 | 0.95 | 0.79 |
| SPOKANE HUDSON | 0 | 12411 | 92 | 0.74 | 1.04 | 0.87 | 0.76 | 0.70 | 0.85 | 1.09 | 0.68 | 0.73 | 0.77 | 0.87 | 0.88 |
| SPOKANE KEYSTONE | 0 | | | | | | | | | | | | | | |

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| WIRECENTER | STD EXD CNT | LINES | RPTS | RATE DEC-08 | 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 |
|---------------------------------|-------------------|---------|-------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| 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 | 7820 | 45 | 0.58 | 0.77 | 0.78 | 1.21 | 1.02 | 1.00 | 0.97 | 0.69 | 1.71 | 0.68 | 1.11 | 1.19 |
| SPOKANE RIVERSIDE | 0 | 17908 | 145 | 0.81 | 1.10 | 0.67 | 0.58 | 0.61 | 0.70 | 0.80 | 0.86 | 1.00 | 2.23 | 0.73 | 0.97 |
| SPOKANE WALNUT | 0 | 34802 | 237 | 0.68 | 0.76 | 0.78 | 0.91 | 1.14 | 1.18 | 0.96 | 0.80 | 0.79 | 0.57 | 0.78 | 0.80 |
| SPOKANE WHITWORTH | 0 | 18995 | 194 | 1.02 | 0.88 | 0.89 | 1.02 | 1.41 | 1.03 | 1.04 | 0.76 | 0.68 | 0.70 | 0.90 | 0.65 |
| SPRINGDALE | 0 | 17511 | 30 | 1.71 | 2.79 | 1.71 | 3.41 | 2.10 | 2.99 | 1.46 | 1.47 | 1.25 | 1.58 | 1.75 | 1.65 |
| SUMNER (BONNEYLAKE) | 0 | 15719 | 149 | 0.95 | 0.81 | 0.66 | 0.98 | 0.83 | 0.75 | 0.68 | 0.73 | 0.68 | 0.77 | 0.72 | 0.77 |
| TACOMA | 0 | 137219 | 1017 | 0.74 | 1.05 | 0.81 | 0.63 | 0.74 | 0.73 | 0.68 | 0.74 | 0.71 | 0.74 | 0.72 | 0.83 |
| TACOMA FORT LEWIS | 0 | 3068 | 14 | 0.46 | 0.42 | 0.58 | 0.63 | 0.53 | 0.46 | 0.51 | 1.04 | 0.53 | 0.67 | 0.49 | 0.45 |
| TACOMA GREENFIELD | 0 | 18750 | 166 | 0.89 | 1.15 | 0.87 | 0.82 | 0.89 | 0.84 | 0.67 | 0.81 | 0.91 | 1.04 | 0.92 | 1.14 |
| TACOMA JUNIPER | 0 | 19089 | 143 | 0.75 | 0.93 | 0.90 | 0.70 | 0.69 | 0.68 | 0.79 | 0.63 | 0.80 | 0.62 | 0.76 | 0.93 |
| TACOMA LENNOX | 0 | 22588 | 183 | 0.81 | 1.00 | 1.06 | 0.70 | 1.07 | 1.01 | 0.78 | 1.25 | 0.88 | 0.82 | 1.22 | 1.01 |
| TACOMA LOGAN | 0 | 13347 | 115 | 0.86 | 1.56 | 0.72 | 0.51 | 0.60 | 0.65 | 0.67 | 0.74 | 0.58 | 0.76 | 0.66 | 0.72 |
| TACOMA MARKET (FAWCETT) | 0 | 16265 | 81 | 0.50 | 0.90 | 0.53 | 0.44 | 0.55 | 0.59 | 0.48 | 0.39 | 0.89 | 0.55 | 0.38 | 0.53 |
| TACOMA SKYLINE | 0 | 13087 | 86 | 0.66 | 0.80 | 0.88 | 0.62 | 0.61 | 0.70 | 0.53 | 0.52 | 0.43 | 0.63 | 0.46 | 0.79 |
| TACOMA WAVERLY-2 | 0 | 6276 | 50 | 0.80 | 1.28 | 0.80 | 0.60 | 0.71 | 0.64 | 1.00 | 0.73 | 0.68 | 0.87 | 0.59 | 0.72 |
| TACOMA WAVERLY-7 | 0 | 24749 | 179 | 0.72 | 1.08 | 0.72 | 0.54 | 0.68 | 0.62 | 0.65 | 0.59 | 0.49 | 0.68 | 0.50 | 0.72 |
| VANCOUVER | 0 | 78214 | 719 | 0.92 | 0.88 | 0.93 | 0.77 | 0.92 | 0.86 | 1.04 | 0.80 | 0.87 | 0.66 | 0.76 | 1.06 |
| VANCOUVER ORCHARDS | 0 | 39253 | 385 | 0.98 | 0.75 | 0.85 | 0.64 | 0.98 | 0.76 | 1.35 | 0.88 | 0.84 | 0.80 | 0.65 | 0.89 |
| VANCOUVER OXFORD | 0 | 22382 | 186 | 0.83 | 0.96 | 1.03 | 0.96 | 1.05 | 1.01 | 0.77 | 0.82 | 1.00 | 0.96 | 0.88 | 1.31 |
| VANCOUVER SALMON CRK(NORTH) | 0 | 16579 | 148 | 0.89 | 1.09 | 1.00 | 0.81 | 0.63 | 0.91 | 0.65 | 0.56 | 0.76 | 0.87 | 0.87 | 1.24 |
| WAITSBURG | 0 | 563 | 12 | 2.13 | 1.23 | 1.06 | 0.52 | 1.23 | 1.89 | 1.70 | 2.70 | 0.83 | 0.66 | 0.98 | 1.47 |
| WALLA WALLA (INCL TOUCHET) | 0 | 15669 | 202 | 1.29 | 0.97 | 0.86 | 0.70 | 1.09 | 1.41 | 0.95 | 0.83 | 0.76 | 0.92 | 0.83 | 1.70 |
| WARDEN | 0 | 1235 | 21 | 1.70 | 1.46 | 1.46 | 1.12 | 2.63 | 1.51 | 3.82 | 1.35 | 1.50 | 1.56 | 1.27 | 1.60 |
| WINLOCK | 0 | 2146 | 19 | 0.89 | 0.70 | 1.86 | 0.55 | 1.15 | 0.59 | 0.91 | 1.13 | 0.90 | 0.86 | 1.35 | 1.67 |
| YAKIMA | 0 | 42566 | 201 | 0.47 | 0.67 | 0.67 | 0.67 | 0.85 | 0.93 | 0.60 | 0.77 | 0.66 | 0.63 | 0.49 | 0.54 |
| YAKIMA CHESTNUT | 0 | 28608 | 131 | 0.46 | 0.71 | 0.75 | 0.63 | 0.94 | 0.85 | 0.62 | 0.72 | 0.62 | 0.51 | 0.52 | 0.69 |
| YAKIMA WEST | 0 | 13958 | 70 | 0.50 | 0.58 | 0.50 | 0.75 | 0.65 | 1.09 | 0.55 | 0.88 | 0.73 | 0.88 | 0.42 | 0.45 |
| Exchanges in Neighboring States | | | | | | | | | | | | | | | |
| CLARKSTON | 0 | 6738 | 60 | 0.89 | 1.05 | 1.07 | 1.01 | 1.43 | 1.28 | 0.87 | 0.80 | 0.96 | 1.10 | 1.04 | 0.70 |
| TOTALS | 0 | 1381524 | 11386 | 0.82 | 0.90 | 0.77 | 0.76 | 0.88 | 0.85 | 0.75 | 0.74 | 0.70 | 0.74 | 0.73 | 0.86 |

WASHINGTON TRUNK BLOCKING SUMMARY - DECEMBER 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 | 14 | 3.74% |

WASHINGTON TRUNK BLOCKING - DECEMBER 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 | 3.95% | BLOCKED HOUR 19 WEEK OF 12/15/08 DUE TO SPIKES IN PC IN STTLWA0303T SA ISSUED 1/6/09 |
| AP072410 | 264 | | | TOLL | TWO_WAY | 1.41% | BLOCKED HOUR 10 WEEK OF 12/22/08 DUE TO SPIKES IN PC IN STTLWA0303T SA ISSUED 1/12/09 |
| AP072416 | 216 | | | TOLL | TWO_WAY | 2.50% | BLOCKED HOUR 10 WEEK OF 12/22/08 DUE TO SPIKES IN PC IN STTLWA0303T SA ISSUED 1/6/09 |
| AP072427 | 288 | | | TOLL | TWO_WAY | 2.62% | BLOCKED HOUR 19 WEEK OF 12/1/08 DUE TO SPIKES IN PC IN STTLWA0303T SA ISSUED 12/8/08 |
| AP072428 | 264 | | | TOLL | TWO_WAY | 2.91% | BLOCKED HOUR 18 WEEK OF 12/15/08 DUE TO SPIKES IN PC IN STTLWA0303T SA ISSUED 1/6/09 |
| AP074015 | 168 | | | TOLL | TWO_WAY | 2.91% | BLOCKED HOUR 19 WEEK OF 12/8/08 DUE TO SPIKES IN PCIN STTLWA0303T SA ISSUED 12/12/08 |
| AP077380 | 144 | | | TOLL | TWO_WAY | 0.79% | BLOCKED HOUR 18 WEEK OF 12/15/08 DUE TO SPIKES IN PC SA ISSUED 1/6/09 |
| AP081363 | 24 | | | TOLL | ONE_WAY | 6.65% | BLOCKED HOUR 18 WEEK OF 12/15/08 DUE TO SPIKES IN PC SA ISSUED 1/5/09 |
| AP081423 | 24 | | | TOLL | ONE_WAY | 6.90% | BLOCKED HOUR 17 WEEK OF 12/15/08 DUE TO SPIKES IN PC SA ISSUED 1/6/09 |
| AP081500 | 144 | | | TOLL | TWO_WAY | 0.85% | BLOCKED HOUR 18 WEEK OF 12/22/08 DUE TO SPIKES IN PC SA ISSUED 1/12/09 |
| AP081878 | 24 | | | TOLL | ONE_WAY | 6.18% | BLOCKED HOUR 17 WEEK OF 12/15/08 DUE TO SPIKES IN PC SA ISSUED 1/6/09 |
| AP081907 | 24 | | | TOLL | ONE_WAY | 1.50% | BLOCKED HOUR 17 WEEK OF 12/15/08 DUE TO SPIKES IN PC SA ISSUED 1/6/09 |
| AP081940 | 192 | | | TOLL | TWO_WAY | 2.75% | BLOCKED HOUR 13 WEEK OF 12/8/08 DUE TO SPIKES IN PC SA ISSUED 1/6/09 |

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Blanks in the report indicate no activity for the measure.

WASHINGTON TRUNK BLOCKING - DECEMBER 2008

| TRUNK GROUP ID | CIS | A LOCATION | Z LOCATION | TYPE OF CALLS CARRIED | DIRECTION | % BLOCK | DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE |
|----------------|-----|------------|------------|-----------------------|-----------|---------|--|
| AP081958 | 216 | | | TOLL | TWO_WAY | 2.83% | BLOCKED HOUR 9 WEEK OF 12/22/08 DUE TO SPIKES IN PC SA ISSUED 1/6/09 |

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2008

| MEASURE | MARKET UNIT | JUL-08 | AUG-08 | SEP-08 | OCT-08 | NOV-08 | DEC-08 | YTD |
|---|-------------|--------|--------|--------|--------|--------|--------|---------|
| Number of Scheduled Appointments (dispatched orders) | RES | | | | | | | 76817 |
| Number of Scheduled Appointments (dispatched orders) missed due to Company reasons | RES | | | | | | | 1233 |
| Number of Scheduled Appointments (dispatched orders) missed due to customer reasons | RES | | | | | | | 5999 |
| Number of Scheduled Commitments (non-dispatched orders) | RES | | | | | | | 1146969 |
| Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons | RES | | | | | | | 309 |
| Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons | RES | | | | | | | 3091 |
| Number Exclusions | RES | | | | | | | 9090 |
| | | | | | | | | |
| Number of Scheduled Appointments (dispatched orders) | BUS | | | | | | | 24330 |
| Number of Scheduled Appointments (dispatched orders) missed due to Company reasons | BUS | | | | | | | 962 |
| Number of Scheduled Appointments (dispatched orders) missed due to customer reasons | BUS | | | | | | | 3853 |
| Number of Scheduled Commitments (non-dispatched orders) | BUS | | | | | | | 94605 |
| Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons | BUS | | | | | | | 336 |
| Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons | BUS | | | | | | | 1316 |
| Number Exclusions | BUS | | | | | | | 5169 |
| | | | | | | | | |
| Number of Scheduled Appointments (dispatched tickets) | RES | | | | | | | 102896 |
| Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons. | RES | | | | | | | 6544 |
| Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons. | RES | | | | | | | 422 |
| Number of Scheduled Commitments (non-dispatched tickets) | RES | | | | | | | 22959 |
| Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons | RES | | | | | | | 828 |
| Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons | RES | | | | | | | 3 |

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2008

| MEASURE | MARKET UNIT | JUL-08 | AUG-08 | SEP-08 | OCT-08 | NOV-08 | DEC-08 | YTD |
|---|-------------|--------|--------|--------|--------|--------|--------|--------------|
| Number of Scheduled Appointments (dispatched orders) | RES | | | | | | | 76817 |
| Number Exclusions | RES | | | | | | | 967 |
| Number of Scheduled Appointments (dispatched tickets) | BUS | | | | | | | 15974 |
| Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons. | BUS | | | | | | | 2213 |
| Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons. | BUS | | | | | | | 404 |
| Number of Scheduled Commitments (non-dispatched tickets) | BUS | | | | | | | 4439 |
| Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons | BUS | | | | | | | 252 |
| Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons | BUS | | | | | | | 15 |
| Number Exclusions | BUS | | | | | | | 641 |
| Total amount of missed appointments credits paid | RES | | | | | | | \$53,925.00 |
| Number of customers receiving credits for company missed appointments/commitments-Install | RES | | | | | | | 2148 |
| Total amount of missed appointments credits paid | BUS | | | | | | | \$75,660.00 |
| Number of customers receiving credits for company missed appointments/commitments-Install | BUS | | | | | | | 1405 |
| Total amount of missed appointments credits paid | RES | | | | | | | \$138,875.00 |
| Number of customers receiving credits for company missed appointments/commitments-Repair | RES | | | | | | | 5540 |
| Total amount of missed appointments credits paid | BUS | | | | | | | \$45,375.00 |
| Number of customers receiving credits for company missed appointments/commitments-Repair | BUS | | | | | | | 913 |
| Count of All Orders | RES | | | | | | | 184268 |

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2008

| MEASURE | MARKET UNIT | JUL-08 | AUG-08 | SEP-08 | OCT-08 | NOV-08 | DEC-08 | YTD |
|---|-------------|--------|--------|--------|--------|--------|--------|-------------|
| Number of Scheduled Appointments (dispatched orders) | RES | | | | | | | 76817 |
| WA Completed Orders for Primary Service installed within 5 business days | RES | | | | | | | 182851 |
| Number of credits-First Month's Charge(HO Recurring) | RES | | | | | | | 926 |
| Amount of credit-First Month's Charge(HO Recur) | RES | | | | | | | \$12,494.25 |
| Number of credits-Installation (HO NonRecur) | RES | | | | | | | 933 |
| Amount of credits-Installation (Ho NonRecur) | RES | | | | | | | \$28,907.50 |
| Number of Remote Call Frwding-Recurring | RES | | | | | | | 1 |
| Amount of Remote Call Frwding-Recurring | RES | | | | | | | \$16.00 |
| Count of All Orders | BUS | | | | | | | 34239 |
| WA Completed Orders for Primary Service installed within 5 business days | BUS | | | | | | | 33260 |
| Number of credits-First Month's Charge(HO Recurring) | BUS | | | | | | | 689 |
| Amount of credit-First Month's Charge(HO Recur) | BUS | | | | | | | \$30,802.51 |
| Number of credits-Installation (HO NonRecur) | BUS | | | | | | | 692 |
| Amount of credits-Installation (Ho NonRecur) | BUS | | | | | | | \$55,272.00 |
| Number of Voice Mail Nonrecurring Credits | BUS | | | | | | | 25 |
| Amount of Voice Mail Nonrecurring Credits | BUS | | | | | | | \$0.00 |
| Number of out of service repair reports cleared within two working days | RES | | | | | | | 95815 |
| Percentage of out of service repair reports cleared within two working days | RES | | | | | | | 98.57% |
| Number of out of service repair reports not cleared within two working days minus exceptions. | RES | | | | | | | 1393 |
| Percentage of out of service repair reports not cleared within two working days minus exceptions. | RES | | | | | | | 1.43% |

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2008

| MEASURE | MARKET UNIT | JUL-08 | AUG-08 | SEP-08 | OCT-08 | NOV-08 | DEC-08 | YTD |
|--|-------------|--------|--------|--------|--------|--------|--------|------------|
| Number of Scheduled Appointments (dispatched orders) | RES | | | | | | | 76817 |
| Total amount of two day out of service condition credits | RES | | | | | | | \$3,724,02 |
| Total amount of two day out of service condition credit exceptions | RES | | | | | | | 525 |
| No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor | RES | | | | | | | 42 |
| Number of two day out of service condition credit exceptions for Weather Related Events | RES | | | | | | | 47 |
| Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.) | RES | | | | | | | 35 |
| No. of two day OOS credit exceptions because customer requested date beyond standard commitment date | RES | | | | | | | 401 |
| Number of out of service repair reports cleared within two working days | BUS | | | | | | | 16000 |
| Percentage of out of service repair reports cleared within two working days | BUS | | | | | | | 98.70% |
| Number of out of service repair reports not cleared within two working days minus exceptions. | BUS | | | | | | | 211 |
| Percentage of out of service repair reports not cleared within two working days minus exceptions. | BUS | | | | | | | 1.30% |
| Total amount of two day out of service condition credits | BUS | | | | | | | \$600.00 |
| Total amount of two day out of service condition credit exceptions | BUS | | | | | | | 75 |
| No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor | BUS | | | | | | | 4 |
| Number of two day out of service condition credit exceptions for Weather Related Events | BUS | | | | | | | 3 |
| Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.) | BUS | | | | | | | 2 |
| No. of two day OOS credit exceptions because customer requested date beyond standard commitment date | BUS | | | | | | | 66 |
| Number of out of service repair reports cleared within seven calendar days | RES | | | | | | | 97612 |
| Percentage of out of service repair reports cleared within seven calendar days | RES | | | | | | | 99.90% |
| Number of out of service repair reports not cleared within seven calendar days minus exceptions. | RES | | | | | | | 93 |

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Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2008

| MEASURE | MARKET UNIT | JUL-08 | AUG-08 | SEP-08 | OCT-08 | NOV-08 | DEC-08 | YTD |
|--|-------------|--------|--------|--------|--------|--------|--------|----------|
| Number of Scheduled Appointments (dispatched orders) | RES | | | | | | | 76817 |
| Percentage of out of service repair reports not cleared within seven calendar days minus exceptions. | RES | | | | | | | 0.10% |
| Total amount of seven day out of service condition credits | RES | | | | | | | \$827.49 |
| Total amount of seven day out of service condition credit exceptions | RES | | | | | | | 28 |
| No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor | RES | | | | | | | 3 |
| Number of seven day out of service condition credit exceptions for Weather Related Events | RES | | | | | | | 1 |
| Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.) | RES | | | | | | | 0 |
| No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date | RES | | | | | | | 24 |
| Number of out of service repair reports cleared within seven calendar days | BUS | | | | | | | 16270 |
| Percentage of out of service repair reports cleared within seven calendar days | BUS | | | | | | | 99.92% |
| Number of out of service repair reports not cleared within seven calendar days minus exceptions. | BUS | | | | | | | 13 |
| Percentage of out of service repair reports not cleared within seven calendar days minus exceptions. | BUS | | | | | | | 0.08% |
| Total amount of seven day out of service condition credits | BUS | | | | | | | \$150.57 |
| Total amount of seven day out of service condition credit exceptions | BUS | | | | | | | 3 |
| No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor | BUS | | | | | | | 1 |
| Number of seven day out of service condition credit exceptions for Weather Related Events | BUS | | | | | | | 0 |
| Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.) | BUS | | | | | | | 0 |
| No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date | BUS | | | | | | | 2 |