

Washington Service Quality Summary Report - AUGUST 2007

METRIC DESCRIPTION	JANUARY 2007			FEBRUARY 2007			MARCH 2007		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	13868	15379	90.17%	11290	11347	99.50%	10427	10475	99.54%
OOS Tickets Not Cleared Within 48 Hrs	1511	1	1511	57	1	57	48	1	48
Number of OOS Exemptions	417	1	417	199	1	199	127	1	127
All Other Repairs Cleared LT < 72 Hrs	4626	4873	94.93%	3452	3463	99.68%	3420	3435	99.56%
All Other Troubles Cleared GTR > 72 Hrs	247	1	247	11	1	11	15	1	15
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	38	1	38	4	1	4	2	1	2
Physically Obstructed All Other Troubles Cleared > 72 Hrs	53	1	53	29	1	29	30	1	30
Repair Force Majeure Exclusions	169	1	169	173	1	173	84	1	84
Repair Physically Obstructed Exclusions	143	1	143	123	1	123	79	1	79
Installation Appointments Met	14316	15390	93.02%	12091	12653	95.56%	13106	13642	96.07%
Repair Appointments Met	6973	8743	79.76%	6426	7165	89.69%	6522	7093	91.95%
Provisioning Missed for Company Reasons	409	1	409	230	1	230	238	1	238
Provisioning Missed for Customer Reasons	1680	1	1680	1303	1	1303	1476	1	1476
Percent Dial Tone Delivered within 3 Seconds			Met Standard			Met Standard			Met Standard

Washington Service Quality Summary Report - AUGUST 2007

METRIC DESCRIPTION	APRIL 2007			MAY 2007			JUNE 2007		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	9688	9732	99.55%	10610	10656	99.57%	10940	10999	99.46%
OOS Tickets Not Cleared Within 48 Hrs	44	1	44	46	1	46	59	1	59
Number of OOS Exemptions	111	1	111	90	1	90	107	1	107
All Other Repairs Cleared LT < 72 Hrs	3479	3487	99.77%	3135	3140	99.84%	3252	3263	99.66%
All Other Troubles Cleared GTR > 72 Hrs	8	1	8	5	1	5	11	1	11
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	1	1	1	3	1	3	3	1	3
Physically Obstructed All Other Troubles Cleared > 72 Hrs	22	1	22	23	1	23	17	1	17
Repair Force Majeure Exclusions	89	1	89	91	1	91	120	1	120
Repair Physically Obstructed Exclusions	79	1	79	75	1	75	71	1	71
Installation Appointments Met	11968	12534	95.48%	12404	12987	95.51%	12418	13139	94.51%
Repair Appointments Met	5552	6106	90.93%	5684	6196	91.74%	5497	6206	88.58%
Provisioning Missed for Company Reasons	247	1	247	273	1	273	296	1	296
Provisioning Missed for Customer Reasons	1470	1	1470	1443	1	1443	1538	1	1538
Percent Dial Tone Delivered within 3 Seconds			Met Standard			Met Standard			Met Standard

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METRIC DESCRIPTION	JULY 2007			AUGUST 2007		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	11497	11564	99.42%	10928	10971	99.61%
OOS Tickets Not Cleared Within 48 Hrs	67	1	67	43	1	43
Number of OOS Exemptions	147	1	147	147	1	147
All Other Repairs Cleared LT < 72 Hrs	3602	3614	99.67%	3332	3344	99.64%
All Other Troubles Cleared GTR > 72 Hrs	12	1	12	12	1	12
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	1	1	1	1	1	1
Physically Obstructed All Other Troubles Cleared > 72 Hrs	25	1	25	23	1	23
Repair Force Majeure Exclusions	67	1	67	64	1	64
Repair Physically Obstructed Exclusions	99	1	99	101	1	101
Installation Appointments Met	12581	13513	93.10%	13935	14730	94.60%
Repair Appointments Met	6183	7212	85.73%	6073	6883	88.23%
Provisioning Missed for Company Reasons	322	1	322	326	1	326
Provisioning Missed for Customer Reasons	1586	1	1586	1702	1	1702
Percent Dial Tone Delivered within 3 Seconds			Met Standard			Met Standard

Washington Orders Summary - AUGUST 2007
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD						90.00%		99.00%	
ABERDEEN-HOQUJAM		239	1	12.00	0	100.00%	0	100.00%	
AUBURN		455	3	6.67	0	100.00%	0	100.00%	
BAINBRIDGE ISLAND		164	0		0	100.00%	0	100.00%	
BATTLEGROUND		168	1	121.00	0	100.00%	0	100.00%	
BELFAIR		108	1	13.00	1	99.07%	0	100.00%	
BELLEVUE		589	5	31.80	0	100.00%	0	100.00%	
	BELLEVUE GLENCOURT	190	4	38.00	0	100.00%	0	100.00%	
	BELLEVUE-SHERWOOD	399	1	7.00	0	100.00%	0	100.00%	
BELLINGHAM		655	1	12.00	2	99.69%	0	100.00%	
	BELLINGHAM LUMMI	25	1	12.00	0	100.00%	0	100.00%	
	BELLINGHAM REGENT	630	0		2	99.68%	0	100.00%	
BLACK DIAMOND		29	0		0	100.00%	0	100.00%	
BREMERTON		734	5	23.40	1	99.86%	0	100.00%	
	BREMERTON CROSBY	40	1	3.00	0	100.00%	0	100.00%	
	BREMERTON ESSEX	686	4	28.50	1	99.85%	0	100.00%	
	BREMERTON SUNNYSLOPE	8	0		0	100.00%	0	100.00%	
BUCKLEY		36	1	4.00	0	100.00%	0	100.00%	
CASTLE ROCK		61	0		0	100.00%	0	100.00%	
CENTRALIA		171	0		0	100.00%	0	100.00%	
CHEHALIS		174	3	36.33	0	100.00%	0	100.00%	
	CHEHALIS	124	3	36.33	0	100.00%	0	100.00%	
	CHEHALIS NAPAVALINE	50	0		0	100.00%	0	100.00%	
CLE-ELUM		55	8	23.38	0	100.00%	0	100.00%	
COLFAX		40	0		0	100.00%	0	100.00%	
COLVILLE		114	1	49.00	0	100.00%	0	100.00%	
COPALIS(OCEAN SHORES)		57	2	37.50	0	100.00%	0	100.00%	
COULEE DAM		50	0		0	100.00%	0	100.00%	
CRYSTAL MTN.		6	0		0	100.00%	0	100.00%	
DAYTON		26	0		0	100.00%	0	100.00%	
DEER PARK		97	1	6.00	0	100.00%	0	100.00%	
DES MOINES		587	8	33.38	1	99.83%	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 - AUGUST 2007
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD	DES MOINES	206	3	17.33	0	90.00%	0	99.00%	
	DES MOINES FEDERAL WAY	381	5	43.00	1	99.74%	0	100.00%	
	EASTON	7	1	1.00	0	100.00%	0	100.00%	
	ELK	48	2	49.00	0	100.00%	0	100.00%	
	ENUMCLAW	105	2	18.50	0	100.00%	0	100.00%	
	EPHRATA	66	1	22.00	0	100.00%	0	100.00%	
	GRAHAM	243	2	37.00	0	100.00%	0	100.00%	
	GREEN BLUFF	35	2	49.00	0	100.00%	0	100.00%	
	HOODSPORT	40	1	7.00	0	100.00%	0	100.00%	
	ISSAQUAH	290	9	9.33	1	98.66%	0	100.00%	
	KENT	847	5	40.60	1	99.88%	0	100.00%	
	KENT MERIDIAN	213	1	71.00	1	99.53%	0	100.00%	
	KENT O BRIEN	79	1	0.00	0	100.00%	0	100.00%	
	KENT ULRICH	555	3	44.00	0	100.00%	0	100.00%	
	LIBERTY LAKE	16	0		0	100.00%	0	100.00%	
	LONGVIEW-KELSO	552	4	31.00	1	99.82%	0	100.00%	
	LOON LAKE	29	0		0	100.00%	0	100.00%	
	MAPLE VALLEY	128	0		0	100.00%	0	100.00%	
	MOSES LAKE	293	3	41.00	0	100.00%	0	100.00%	
	MOSES LAKE AFB	46	1	12.00	0	100.00%	0	100.00%	
	MOSES LAKE ALDER	247	2	55.50	0	100.00%	0	100.00%	
	NEWMAN LAKE	18	0		0	100.00%	0	100.00%	
	NORTHPORT	24	0		0	100.00%	0	100.00%	
	OLYMPIA	1157	7	17.71	4	99.65%	0	100.00%	
	OLYMPIA EVERGREEN	97	0		0	100.00%	0	100.00%	
	OLYMPIA LACEY	543	5	12.20	3	99.45%	0	100.00%	
	OLYMPIA WHITEHALL	517	2	31.50	1	99.81%	0	100.00%	
	OMAK-OKANOGAN	155	0		0	100.00%	0	100.00%	
	OROVILLE	32	0		0	100.00%	0	100.00%	
	OTHELLO	105	4	38.25	0	100.00%	0	100.00%	
	PASCO	457	6	17.00	2	99.56%	0	100.00%	

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STANDARD									
PATEROS		8	0			90.00%	0	100.00%	
POMERoy		19	0			100.00%	0	100.00%	
PT. ANGELES		256	3	18.67	1	99.61%	0	100.00%	
	PT ANGELES JOYCE	19	1	25.00	0	100.00%	0	100.00%	
	PT. ANGELES	237	2	15.50	1	99.58%	0	100.00%	
		39	1	15.00	0	100.00%	0	100.00%	
	PT. LUDLOW	309	4	36.75	0	100.00%	0	100.00%	
	PT. ORCHARD	122	1	27.00	0	100.00%	0	100.00%	
	PORT ORCHARD COLBY	187	3	40.00	0	100.00%	0	100.00%	
	PT. ORCHARD	181	0		0	100.00%	0	100.00%	
	PT. TOWNSEND	439	4	8.25	0	100.00%	0	100.00%	
	PUYALLAP	782	8	20.25	1	99.87%	0	100.00%	
	RENTON	47	1	3.00	0	100.00%	0	100.00%	
	RIDGEFIELD	78	2	75.50	0	100.00%	0	100.00%	
	ROCHESTER	56	2	73.50	0	100.00%	0	100.00%	
	ROY	4637	27	22.56	4	99.91%	0	100.00%	
	SEATTLE	331	1	27.00	0	100.00%	0	100.00%	
	SEATTLE ATWATER	183	0		0	100.00%	0	100.00%	
	SEATTLE CAMPUS	635	6	26.67	0	100.00%	0	100.00%	
	SEATTLE CHERRY	286	2	51.50	0	100.00%	0	100.00%	
	SEATTLE DUWAMISH	609	4	10.00	1	99.84%	0	100.00%	
	SEATTLE EAST	153	2	5.50	0	100.00%	0	100.00%	
	SEATTLE ELLIOT	489	1	7.00	1	99.80%	0	100.00%	
	SEATTLE EMERSON	381	2	4.50	1	99.74%	0	100.00%	
	SEATTLE LAKEVIEW	435	3	34.00	0	100.00%	0	100.00%	
	SEATTLE MAIN	122	1	1.00	0	100.00%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	389	2	36.50	0	100.00%	0	100.00%	
	SEATTLE PARKWAY	316	2	13.50	0	100.00%	0	100.00%	
	SEATTLE SUNSET	308	1	49.00	1	99.68%	0	100.00%	
	SEATTLE WEST	236	2	7.00	0	100.00%	0	100.00%	
SEQUIM		258	2	23.50	0	100.00%	0	100.00%	
SHELTON									

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STANDARD		212	1	6.00	0	90.00%	0	99.00%	
SILVERDALE		2448	16	16.19	2	99.92%	0	100.00%	
SPOKANE	SPOKANE CHESTNUT	64	1	1.00	0	100.00%	0	100.00%	
	SPOKANE FAIRFAX	349	2	10.00	1	99.71%	0	100.00%	
	SPOKANE HUDSON	387	2	2.00	0	100.00%	0	100.00%	
	SPOKANE KEYSTONE	252	0		0	100.00%	0	100.00%	
	SPOKANE MORAN	117	1	9.00	0	100.00%	0	100.00%	
	SPOKANE RIVERSIDE	377	3	28.33	0	100.00%	0	100.00%	
	SPOKANE WALNUT	609	4	23.50	1	99.84%	0	100.00%	
	SPOKANE WHITWORTH	293	3	15.33	0	100.00%	0	100.00%	
SPRINGDALE		32	2	38.00	0	100.00%	0	100.00%	
SUMNER (BONNEYLAKE)		199	4	68.50	0	100.00%	0	100.00%	
TACOMA		3156	26	28.77	1	99.97%	0	100.00%	
	TACOMA FORT LEWIS	123	0		0	100.00%	0	100.00%	
	TACOMA GREENFIELD	504	4	27.50	0	100.00%	0	100.00%	
	TACOMA JUNIPER	511	1	48.00	0	100.00%	0	100.00%	
	TACOMA LENNOX	506	9	28.67	0	100.00%	0	100.00%	
	TACOMA LOGAN	246	0		0	100.00%	0	100.00%	
	TACOMA MARKET (FAWCETT)	422	4	33.50	1	99.76%	0	100.00%	
	TACOMA SKYLINE	236	3	15.33	0	100.00%	0	100.00%	
	TACOMA WAVERLY-2	111	1	4.00	0	100.00%	0	100.00%	
	TACOMA WAVERLY-7	497	4	37.00	0	100.00%	0	100.00%	
VANCOUVER		1732	16	32.25	4	99.77%	0	100.00%	
	VANCOUVER ORCHARDS	833	3	15.67	1	99.88%	0	100.00%	
	VANCOUVER OXFORD	598	10	38.50	2	99.67%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	301	3	28.00	1	99.67%	0	100.00%	
Waitsburg		6	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		327	1	37.00	0	100.00%	0	100.00%	
WARDEN		23	0		0	100.00%	0	100.00%	
WINLOCK		39	1	55.00	0	100.00%	0	100.00%	
YAKIMA		1046	16	26.56	2	99.81%	0	100.00%	

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STANDARD									
	YAKIMA CHESTNUT	773	12	25.83	2	99.74%	0	100.00%	
	YAKIMA WEST	273	4	28.75	0	100.00%	0	100.00%	
Exchanges in Neighboring States									
CLARKSTON		105	2	18.00	0	100.00%	0	100.00%	
TOTALS		25932	231	26.91	29	99.89%	0	100.00%	

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WASHINGTON TROUBLE REPORT RATE - AUGUST 2007

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE AUG-07	RATE JUL-07	RATE JUN-07	RATE MAY-07	RATE APR-07	RATE MAR-07	RATE FEB-07	RATE JAN-07	RATE DEC-06	RATE NOV-06	RATE OCT-06	RATE SEP-06
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	13713	113	0.82	0.80	0.67	0.76	0.84	0.94	1.06	1.62	1.82	2.27	0.75	0.62
AUBURN	0	28217	300	1.06	0.77	0.86	0.74	0.82	0.79	0.92	1.52	1.35	1.15	1.10	0.72
BAINBRIDGE ISLAND	0	12639	146	1.16	1.27	0.80	0.72	0.75	0.74	0.75	1.25	1.64	1.63	0.88	0.74
BATTLEGROUND	0	10857	152	1.40	1.07	0.84	0.85	1.18	0.89	0.86	1.30	1.72	1.56	1.12	1.42
BELFAIR	0	7708	188	2.44	1.64	1.65	1.05	1.14	1.34	1.25	2.41	1.77	1.59	1.69	1.30
BELLEVUE	0	57445	375	0.65	0.62	0.58	0.53	0.52	0.62	0.59	1.09	1.10	0.86	0.67	0.63
BELLEVUE GLENCOURT	0	22893	124	0.54	0.47	0.44	0.50	0.46	0.50	0.38	0.77	0.84	0.66	0.54	0.50
BELLEVUE-SHERWOOD	0	34552	251	0.73	0.73	0.67	0.56	0.57	0.69	0.72	1.29	1.27	1.00	0.76	0.71
BELLINGHAM	0	37174	197	0.53	0.55	0.50	0.47	0.48	0.53	0.46	0.69	0.65	0.91	0.58	0.54
BELLINGHAM LUMMI	0	1428	10	0.70	1.04	0.97	1.24	0.83	0.21	0.83	0.90	1.10	1.36	1.57	0.82
BELLINGHAM REGENT	0	35746	187	0.52	0.53	0.48	0.44	0.46	0.54	0.45	0.68	0.64	0.90	0.54	0.53
BLACK DIAMOND	0	3160	35	1.11	1.19	3.42	1.66	1.27	1.14	1.54	1.47	2.53	1.30	1.33	1.47
BREMERTON	0	36127	212	0.59	0.82	0.76	0.60	0.84	0.71	0.50	0.98	1.14	0.98	0.60	0.53
BREMERTON CROSBY	0	3308	51	1.54	2.11	1.41	1.31	2.97	1.06	1.12	3.67	2.14	1.92	1.06	0.99
BREMERTON ESSEX	0	32073	152	0.47	0.65	0.60	0.53	0.61	0.64	0.43	0.70	1.05	0.87	0.54	0.48
BREMERTON SUNNYSLOPE	1	746	9	1.21	2.12	4.87	0.39	1.04	1.94	0.91	1.03	0.78	1.42	1.15	0.63
BUCKLEY	0	2809	35	1.25	1.84	1.51	1.09	1.29	1.22	1.25	1.74	1.25	2.72	1.51	1.98
CASTLE ROCK	0	4757	82	1.72	1.56	1.13	1.48	1.46	1.12	1.41	1.66	2.63	3.74	1.64	1.77
CENTRALIA	0	9028	111	1.23	1.31	0.89	1.11	0.85	0.84	1.04	1.60	1.87	1.99	0.90	1.01
CHEHALIS	0	10042	164	1.63	2.22	1.43	1.21	0.96	1.44	2.85	1.41	1.18	1.75	1.06	0.83
CHEHALIS	0	7417	88	1.19	2.14	1.10	0.87	0.76	0.88	1.10	1.27	1.06	1.82	1.07	0.90
CHEHALIS NAPAVALINE	1	2625	76	2.90	2.47	2.36	2.19	1.55	3.06	7.82	1.80	1.54	1.57	1.04	0.64
CHE-ELUM	0	3302	50	1.51	1.39	1.11	1.11	1.05	0.87	1.07	1.04	1.46	1.92	1.30	1.53
COLFAX	0	2432	21	0.86	1.85	1.73	0.74	0.61	0.94	1.02	1.56	0.86	1.15	1.27	1.11
COLVILLE	0	7151	92	1.29	0.89	1.55	0.74	0.82	0.67	0.88	0.85	0.78	1.02	0.98	1.22
COPALIS(OCEAN SHORES)	0	4002	33	0.82	1.09	1.02	1.21	0.94	1.21	1.06	1.36	1.13	2.21	1.20	1.07
COULLEE DAM	0	2209	30	1.36	0.68	1.34	0.80	1.38	0.98	0.67	1.61	1.16	0.81	1.52	0.90
CRYSTAL MTN.	0	669	7	1.05	1.19	1.64	1.93	0.45	1.33	1.32	2.77	3.37	3.10	0.89	1.32
DAYTON	0	1816	20	1.10	1.69	1.42	1.04	1.09	0.81	0.49	1.56	1.30	0.87	1.13	1.30
DEER PARK	0	6548	109	1.66	1.49	1.40	0.99	0.81	0.93	0.81	1.57	0.67	1.57	1.17	2.06
DES MOINES	0	29054	227	0.78	0.82	0.74	1.05	1.01	0.92	0.90	1.47	1.83	1.18	0.79	0.70
DES MOINES	0	11432	92	0.80	0.82	0.77	1.08	1.30	0.94	0.77	1.50	2.30	1.10	0.87	0.57
DES MOINES FEDERAL WAY	0	17622	135	0.77	0.81	0.73	1.02	0.82	0.90	0.98	1.45	1.53	1.23	0.74	0.79

WASHINGTON TROUBLE REPORT RATE - AUGUST 2007

WIRECENTER	STD EXD CNT	LINES	RPTS	AUG-07	RATE	JUL-07	RATE	JUN-07	RATE	MAY-07	RATE	APR-07	RATE	MAR-07	RATE	FEB-07	RATE	JAN-07	RATE	DEC-06	RATE	NOV-06	RATE	OCT-06	RATE	SEP-06	RATE	
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	4.00	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	684	8	1.17	0.72	2.01	1.58	0.14	0.29	0.14	0.42	1.55	0.70	0.28	0.41													
ELK	0	2843	18	0.63	1.50	1.18	1.01	0.90	0.59	0.94	1.53	1.14	1.36	1.12	1.04													
ENUMCLAW	0	8145	89	1.09	1.48	1.22	0.76	1.11	1.15	0.81	1.69	1.50	2.36	1.25	1.79													
EPHRATA	0	3398	39	1.15	0.91	0.87	1.25	3.56	0.98	0.69	1.30	1.01	0.84	0.81	0.87													
GRAHAM	0	16520	141	0.85	1.14	0.74	0.88	1.02	1.00	1.14	1.62	1.32	1.51	1.03	0.85													
GREEN BLUFF	0	2921	25	0.86	1.09	1.26	0.75	0.68	0.68	0.88	1.11	0.98	1.18	1.32	0.81													
HOODSPORT	0	2457	14	0.57	0.65	0.76	1.21	0.61	1.61	1.17	1.24	1.60	1.04	0.68	0.71													
ISSAQUAH	0	22626	159	0.70	0.62	0.53	0.55	0.73	0.55	0.47	0.92	1.17	0.92	0.75	0.61													
KENT	0	51952	373	0.72	0.89	0.69	0.77	0.69	0.74	0.85	1.15	0.85	1.16	0.78	0.79													
KENT MERIDIAN	0	18828	169	0.90	1.04	0.89	1.04	0.99	1.12	1.31	1.51	1.05	1.57	1.00	1.14													
KENT O BRIEN	0	9518	35	0.37	0.24	0.27	0.44	0.43	0.31	0.36	0.35	0.44	0.25	0.23	0.24													
KENT ULRICH	0	23606	169	0.72	1.04	0.70	0.68	0.56	0.61	0.68	1.17	0.85	1.20	0.81	0.71													
LIBERTY LAKE	0	1457	16	1.10	0.48	0.82	0.48	0.75	0.34	0.40	0.67	1.15	1.01	1.07	1.13													
LONGVIEW-KELSO	0	29020	300	1.03	1.20	1.09	1.12	1.14	1.09	1.81	1.74	1.58	2.54	1.39	1.27													
LOON LAKE	0	1399	14	1.00	1.29	0.92	0.92	0.93	1.15	0.86	1.72	1.07	0.85	0.85	1.10													
MAPLE VALLEY	0	11462	124	1.08	0.92	1.07	0.57	0.47	0.80	0.62	1.17	0.82	1.08	0.72	0.65													
MOSES LAKE	0	13791	163	1.18	1.36	2.00	1.30	1.38	1.44	1.51	1.59	1.52	1.36	1.60	1.48													
MOSES LAKE AFB	0	2274	26	1.14	1.01	1.84	1.27	1.91	0.86	1.24	1.18	1.48	1.40	1.02	1.07													
MOSES LAKE ALDER	0	11517	137	1.19	1.43	2.03	1.30	1.27	1.55	1.56	1.67	1.53	1.35	1.72	1.56													
NEWMAN LAKE	0	2171	17	0.78	1.09	1.09	0.95	1.66	0.63	0.75	1.27	0.65	1.12	0.68	0.38													
NORTHPORT	0	1100	15	1.36	1.20	1.57	1.48	0.56	0.84	0.65	2.31	1.02	1.75	1.37	1.37													
OLYMPIA	0	79010	740	0.94	0.96	0.71	0.68	0.68	0.80	0.71	1.07	2.25	1.17	0.71	0.67													
OLYMPIA EVERGREEN	0	6112	51	0.83	1.09	0.96	0.85	1.89	0.87	0.66	1.19	3.30	1.45	0.77	1.32													
OLYMPIA LACEY	0	34909	425	1.22	0.99	0.74	0.66	0.56	0.73	0.71	0.95	2.18	1.06	0.67	0.69													
OLYMPIA WHITEHALL	0	37989	264	0.69	0.92	0.63	0.68	0.60	0.85	0.72	1.17	2.13	1.24	0.73	0.55													
OMAK-OKANOGAN	0	7325	89	1.22	1.34	1.33	0.92	1.05	0.55	0.71	1.25	1.17	1.59	1.22	0.76													
OROVILLE	0	1878	36	1.92	3.58	1.66	1.49	0.85	0.81	0.70	1.13	1.02	1.39	1.82	3.33													
OTHELLO	0	4410	116	2.63	1.93	1.26	1.03	1.58	1.86	1.42	2.07	1.98	1.72	1.40	1.39													
PASCO	0	18773	214	1.14	1.40	1.07	1.04	0.86	0.73	0.94	1.04	0.97	1.25	1.12	1.04													
PATEROS	0	813	2	0.25	1.34	0.97	1.47	0.61	0.86	0.98	0.73	0.98	1.59	1.35	0.86													
POMEROY	0	1322	12	0.91	2.80	2.26	2.13	2.51	1.44	1.97	2.11	2.43	2.58	2.21	2.80													
PT. ANGELES	0	17620	136	0.77	0.90	0.73	0.99	1.31	0.78	0.91	1.45	1.85	1.79	0.83	0.95													
PT ANGELES JOYCE	1	1204	19	1.58	1.09	1.50	1.90	1.82	1.31	1.95	2.90	3.20	4.30	1.84	1.75													

WASHINGTON TROUBLE REPORT RATE - AUGUST 2007

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE AUG-07	RATE JUL-07	RATE JUN-07	RATE MAY-07	RATE APR-07	RATE MAR-07	RATE FEB-07	RATE JAN-07	RATE DEC-06	RATE NOV-06	RATE OCT-06	RATE SEP-06
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	16416	117	0.71	0.88	0.68	0.92	1.27	0.74	0.84	1.35	1.75	1.60	0.76	0.89
PT. LUDLOW	0	2837	18	0.63	0.95	0.85	1.51	0.88	0.56	0.70	1.46	2.33	0.69	0.80	0.83
PT. ORCHARD	0	21040	171	0.81	1.11	0.81	0.81	0.81	1.03	0.91	1.34	1.86	1.57	0.71	0.88
PT. ORCHARD COLBY	0	7950	70	0.88	0.98	0.86	0.69	0.81	1.06	0.94	1.35	1.88	1.66	0.88	0.81
PT. ORCHARD	0	13090	101	0.77	1.19	0.79	0.88	0.81	1.00	0.89	1.33	1.84	1.51	0.61	0.92
PT. TOWNSEND	0	11655	90	0.77	0.89	0.60	1.05	0.77	0.86	0.72	0.94	1.04	1.49	0.84	0.96
PUYALLAP	0	32046	300	0.94	0.79	0.70	1.44	0.68	0.68	0.83	1.04	1.03	1.09	0.66	0.65
RENTON	0	48227	429	0.89	0.83	0.82	0.64	0.70	1.01	0.96	1.16	1.28	1.16	0.62	0.75
RIDGEFIELD	0	3780	69	1.83	2.08	1.89	1.85	1.51	1.64	5.65	3.91	1.53	2.02	1.49	1.67
ROCHESTER	0	5554	58	1.04	1.03	1.16	1.48	1.03	1.62	1.47	3.24	1.99	1.74	1.21	2.19
ROY	0	2605	57	2.19	2.22	3.20	1.74	1.17	1.05	1.97	2.38	1.27	1.74	0.88	1.21
SEATTLE	0	333462	2068	0.62	0.62	0.56	0.54	0.54	0.64	0.63	0.97	1.02	1.09	0.59	0.55
SEATTLE ATWATER	0	25303	224	0.89	0.56	0.41	0.44	0.44	0.40	0.43	0.64	0.76	0.83	0.44	0.46
SEATTLE CAMPUS	0	11942	45	0.38	0.36	0.38	0.33	0.36	0.50	0.45	0.54	0.50	0.54	0.45	0.50
SEATTLE CHERRY	0	37857	287	0.76	0.92	0.86	0.74	0.73	0.91	1.02	1.37	1.55	1.72	0.69	0.61
SEATTLE DUWAMISH	0	14998	113	0.75	0.67	0.61	0.69	0.49	0.75	0.68	1.11	0.73	1.03	0.58	0.64
SEATTLE EAST	0	35687	235	0.66	0.78	0.66	0.68	0.67	0.68	0.71	0.91	1.05	1.21	0.98	0.72
SEATTLE ELLIOT	0	9567	40	0.42	0.26	0.27	0.26	0.24	0.28	0.26	0.23	0.20	0.23	0.26	0.31
SEATTLE EMERSON	0	36320	227	0.63	0.60	0.54	0.63	0.62	0.70	0.61	1.26	0.86	1.13	0.54	0.56
SEATTLE LAKEVIEW	0	31029	235	0.76	0.59	0.65	0.56	0.73	0.58	0.75	0.88	1.12	1.33	0.72	0.67
SEATTLE MAIN	0	46898	106	0.23	0.27	0.16	0.19	0.21	0.22	0.22	0.20	0.25	0.30	0.17	0.22
SEATTLE MERCER ISLAND (ADAMS)	0	10765	91	0.85	0.84	0.85	0.83	0.72	0.79	0.85	2.52	1.75	1.26	0.90	0.84
SEATTLE PARKWAY	0	21698	171	0.79	0.91	0.90	0.72	0.74	1.33	0.95	1.64	2.16	1.82	0.93	0.87
SEATTLE SUNSET	0	26885	130	0.48	0.60	0.56	0.49	0.43	0.52	0.42	0.69	1.00	1.10	0.53	0.48
SEATTLE WEST	0	24513	164	0.67	0.68	0.53	0.52	0.47	0.76	0.84	1.40	1.48	1.28	0.58	0.51
SEQUIM	0	14318	140	0.98	0.98	1.01	0.83	1.00	0.96	1.07	1.32	1.15	1.29	0.85	0.87
SHELTON	0	15588	161	1.03	1.61	1.17	3.08	1.03	0.96	0.87	1.28	1.53	0.98	0.77	0.71
SILVERDALE	0	15286	130	0.85	0.67	0.61	0.61	0.53	0.66	0.64	1.00	0.88	0.97	0.49	0.73
SPOKANE	0	151157	1301	0.86	0.95	0.87	0.81	0.74	0.73	0.74	0.79	1.02	0.96	0.95	0.75
SPOKANE CHESTNUT	0	2963	39	1.31	0.63	0.73	1.07	0.55	0.96	1.91	0.79	1.26	1.03	0.75	0.93
SPOKANE FAIRFAX	0	21822	206	0.94	0.98	1.07	0.72	0.51	0.85	0.80	0.76	0.95	0.92	0.96	0.86
SPOKANE HUDSON	0	16364	147	0.90	1.13	0.70	0.91	0.65	0.71	0.84	0.92	0.79	0.93	0.79	0.79
SPOKANE KEYSTONE	0	14934	133	0.89	1.05	0.73	0.81	0.68	0.71	0.71	0.90	1.09	1.03	0.70	0.61

WASHINGTON TROUBLE REPORT RATE - AUGUST 2007

WIRECENTER	STD EXD CNT	LINES	RPTS	AUG-07 RATE	JUL-07 RATE	JUN-07 RATE	MAY-07 RATE	APR-07 RATE	MAR-07 RATE	FEB-07 RATE	JAN-07 RATE	DEC-06 RATE	NOV-06 RATE	OCT-06 RATE	SEP-06 RATE
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	9461	89	0.94	0.92	0.99	0.91	0.56	0.76	0.68	0.91	1.07	0.96	0.76	0.75
SPOKANE RIVERSIDE	0	21351	162	0.76	0.87	0.68	0.81	0.70	0.59	0.77	0.61	0.66	1.09	0.98	0.65
SPOKANE WALNUT	0	41538	323	0.78	0.90	0.83	0.66	0.58	0.53	0.68	0.78	1.49	1.00	1.08	0.66
SPOKANE WHITWORTH	0	22704	202	0.89	0.96	1.10	1.01	1.53	1.09	0.57	0.78	0.67	0.75	1.07	0.96
SPRINGDALE	0	1766	37	2.10	1.70	1.03	2.00	1.76	1.47	1.24	1.34	1.39	2.01	1.46	1.87
SUMNER (BONNEYLAKE)	0	19247	156	0.81	0.83	0.92	0.74	0.71	1.01	0.93	1.36	1.74	1.62	0.86	0.90
TACOMA	0	162454	1319	0.81	0.90	0.70	0.75	0.69	0.78	0.87	1.33	1.27	1.43	0.87	0.76
TACOMA FORT LEWIS	0	5219	25	0.48	0.53	0.32	0.28	0.35	0.47	0.29	0.71	0.76	0.37	0.55	0.67
TACOMA GREENFIELD	0	21739	223	1.03	1.52	0.85	0.82	0.86	1.01	1.14	1.66	2.09	2.11	0.95	0.99
TACOMA JUNIPER	0	22535	170	0.75	0.88	0.68	0.67	0.78	0.89	0.89	1.22	1.18	1.21	0.75	0.84
TACOMA LENNOX	0	27159	309	1.14	1.14	0.99	1.11	0.86	0.90	1.14	1.73	1.47	1.63	0.93	1.01
TACOMA LOGAN	0	15661	101	0.64	0.74	0.61	0.88	0.70	0.82	0.91	1.28	1.02	1.79	0.87	0.59
TACOMA MARKET (FAWCETT)	0	18207	101	0.55	0.59	0.54	0.58	0.62	0.50	0.52	0.97	1.10	1.01	0.59	0.41
TACOMA SKYLINE	0	15035	96	0.64	0.76	0.65	0.57	0.58	0.90	0.81	1.39	1.13	1.71	0.79	0.95
TACOMA WAVERLY-2	0	7519	63	0.84	0.77	0.78	0.55	0.57	0.69	0.85	1.12	1.03	1.56	2.52	0.62
TACOMA WAVERLY-7	0	29380	231	0.79	0.70	0.55	0.70	0.52	0.60	0.75	1.18	1.02	1.01	0.69	0.56
VANCOUVER	0	92516	803	0.87	0.96	0.80	0.83	0.81	1.06	0.92	0.99	1.21	1.47	0.96	1.00
VANCOUVER ORCHARDS	0	46762	412	0.88	1.05	0.77	0.70	0.77	0.95	0.94	1.00	1.02	1.25	0.94	1.13
VANCOUVER OXFORD	0	26103	200	0.77	0.89	0.91	0.94	0.80	0.88	0.91	0.96	1.31	1.93	0.94	0.90
VANCOUVER SALMON CRK(NORTH)	0	19651	191	0.97	0.86	0.72	0.99	0.94	1.55	0.87	1.02	1.56	1.41	1.07	0.82
WAITSBURG	0	634	13	2.05	1.55	2.78	0.91	1.51	1.06	1.19	1.03	1.61	0.87	1.24	1.22
WALLA WALLA (INCL TOUCHET)	0	18718	173	0.92	1.17	1.12	0.80	0.83	0.76	0.78	0.82	0.91	0.78	0.71	0.94
WARDEN	0	1272	11	0.86	0.55	0.94	1.72	1.70	1.15	2.14	0.68	1.06	1.73	2.18	1.82
WINLOCK	0	2256	28	1.24	1.42	1.15	1.10	0.53	1.19	0.88	2.08	1.58	1.93	1.45	1.10
YAKIMA	0	47096	427	0.91	0.84	0.90	0.68	0.71	0.67	0.58	0.68	0.93	0.59	0.68	0.67
YAKIMA CHESTNUT	0	31861	296	0.93	0.77	0.90	0.65	0.71	0.61	0.55	0.68	1.02	0.59	0.67	0.68
YAKIMA WEST	0	15235	131	0.86	0.97	0.92	0.73	0.72	0.81	0.66	0.67	0.73	0.59	0.69	0.64
Exchanges in Neighboring States															
CLARKSTON	0	7570	98	1.29	1.18	0.87	0.89	1.11	0.79	2.87	1.15	1.53	1.05	1.53	1.53
TOTALS	0	1605040	13616	0.85	0.90	0.79	0.78	0.75	0.80	0.83	1.13	1.23	1.23	0.81	0.78

WASHINGTON TRUNK BLOCKING - AUGUST 2007

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	Aug-07		DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
						% NOT BLOCK		
								Toll - Percent of Trunk Groups Meeting Standard = 100%. Total Number of Trunk Groups = 376. Total Number of Trunk Groups Out of Compliance for the month = 0
								E911 - Percent of Trunk Groups Meeting Standard = 100%. Total Number of Trunk Groups = 125. Total Number of Trunk Groups Out of Compliance for the month = 0
								Local - Percent of Trunk Groups Meeting Standard = 100%. Total Number of Trunk Groups = 353. Total Number of Trunk Groups Out of Compliance for the month = 0

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - 2007

MEASURE	MARKET UNIT	JAN-07	FEB-07	MAR-07	APR-07	MAY-07	JUN-07	JUL-07	AUG-07	YTD
Number of Scheduled Appointments (dispatched orders)	RES									65928
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	RES									1217
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	RES									5896
Number of Scheduled Commitments (non-dispatched orders)	RES									800273
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	RES									236
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	RES									2672
Number Exclusions	RES									8368
Number of Scheduled Appointments (dispatched orders)	BUS									18396
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	BUS									739
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	BUS									3168
Number of Scheduled Commitments (non-dispatched orders)	BUS									60132
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	BUS									166
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	BUS									662
Number Exclusions	BUS									3830
Number of Scheduled Appointments (dispatched tickets)	RES									83227
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons	RES									6364
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons	RES									376
Number of Scheduled Commitments (non-dispatched tickets)	RES									21451
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	RES									921
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	RES									4
Number Exclusions	RES									1032
Number of Scheduled Appointments (dispatched tickets)	BUS									11940
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons	BUS									1943
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons	BUS									376
Number of Scheduled Commitments (non-dispatched tickets)	BUS									3117
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	BUS									192
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	BUS									14
Number Exclusions	BUS									595
Total amount of missed appointments credits paid	RES									\$59,337.50
Number of customers receiving credits for company missed appointments/commitments-Install	RES									2356
Total amount of missed appointments credits paid	BUS									\$82,712.50
Number of customers receiving credits for company missed appointments/commitments-Install	BUS									2074
Total amount of missed appointments credits paid	RES									\$140,875.00
Number of customers receiving credits for company missed appointments/commitments-Repair	RES									5624

Blanks in the report indicate no activity for the measure.

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - 2007

MEASURE	MARKET UNIT	JAN-07	FEB-07	MAR-07	APR-07	MAY-07	JUN-07	JUL-07	AUG-07	YTD
Total amount of missed appointments credits paid	BUS									\$36,725.00
Number of customers receiving credits for company missed appointments/commitments-Repair	BUS									782
Count of All Orders	RES									163650
WA Completed Orders for Primary Service installed within 5 business days	RES									162802
Number of credits-First Month's Charge(HO Recurring)	RES									1
Amount of credit-First Month's Charge(HO Recur)	RES									\$100.00
Number of credits-Installation (HO NonRecur)	RES									877
Amount of credits-Installation (Ho NonRecur)	RES									\$27,188.50
Number of Remote Call Fwding-Recurring	RES									8
Amount of Remote Call Fwding-Recurring	RES									\$128.00
Count of All Orders	BUS									25733
WA Completed Orders for Primary Service installed within 5 business days	BUS									25210
Number of credits-Installation (HO NonRecur)	BUS									479
Amount of credits-Installation (Ho NonRecur)	BUS									\$37,992.00

Blanks in the report indicate no activity for the measure.

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