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Mark S. Reynolds
Senior Director - Regulatory
Policy and Law



March 28, 2007

Carole Washburn, Secretary
Washington Utilities and
Transportation Commission
1300 S. Evergreen Park Dr. SW
Olympia, Washington 98504-7250

RECEIVED
RECORDS MANAGEMENT
07 MAR 29 AM 11:37
STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

Attention: Kristen Russell, Bob Williamson
Re: Docket Nos. UT-921192, UT-950200, UT-991358

Dear Ms. Washburn:

Enclosed are the February 2007 service quality performance reports required of Qwest Corporation in accordance with Docket Nos. UT-921192, UT-950200, UT-991358 and WAC 480-120-438 – 480-120-440.

The following reports are enclosed:

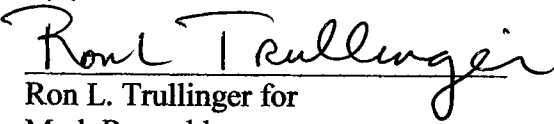
- 1) Service Order Interval Missed Commitments Column Notes and Report,
- 2) Installation Appointments Met Report,
- 3) Repair Appointments Met Report,
- 4) Repair Exclusion Report,
- 5) Trouble Report,
- 6) Out of Service Report – 48 hours/Cleared Greater than 72 hours,
- 7) Trunk Blocking Reports,
- 8) Dial Tone Summary Report
- 9) Customer Service Guarantee Report

The Service Order Interval Missed Commitment Report enclosed includes all orders completed in February 2007. Information is provided for each exchange and includes orders for primary service, orders held beyond five business days and orders not completed within 90 days. The order count used for this report includes primary and additional line orders. This report includes large business orders and excludes orders where the customer requested a due date greater than five business days, orders where Qwest was ready to install service but the customer was not ready, all orders for company official services and orders for service that were for five or more lines 5 Day Greater than 10% and 90 Day Greater than 1% column.

Pursuant to WAC 480-07-160(3), Qwest requests that the portions of these reports submitted on yellow paper 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

Completed Order Detail, (Report 1)

Column #

1] EXCHANGE: Exchange/wire center name.

2] WC: Wire center number.

3]. AREA CODE: NPA for the exchange or wire center.

4] SOT=NTC; (IF>00): Total of all completed New, Transfer and Changed service orders for month reported; residence, small business, large business.

5] SOT=NTC; (IF>00): Total of all completed New, Transfer and Changed service orders for month reported; residence, small business.

6] COMPANY MISSED: Number of service orders in column 4 that the installation appointment was missed due to company reasons.

7] SUBSCRIBER MISSED: Number of service orders in column 4 that the installation appointment was missed due to subscriber reasons.

8] COMBINED MISSED: Number of service orders in columns 6 and 7 that the installation appointment was missed due to company and subscriber reasons.

9] COMMITMENTS SUBSCRIBER MISSED: Percentage of installation appointments met by the company but missed due to customer reasons (column 4 less column 7 divided by column 4).

10] COMMITMENTS MET COMPANY MISSED: Percentage of installation appointments met by the company (column 4 less column 6 divided by column 4).

11] COMMITMENTS MET COMBINED MISSED: Percentage of installations met by the company excluding appointments missed because of company or customer reasons (column 4 less column 8 divided by column 4).

Missed Commitment Information (Report 2)

12] SOT=NTC (R, SB, LB): Total completed New, Transfer and Change service orders with at least one inward line, residence, small business, large business.

13] SOT=NTC (R, SB): Total completed New, Transfer and Change service orders with at least one inward line, residence and small business.

14] TOTAL NOT COMPLETED WITHIN 5 DAYS: The number of orders in column 12 that were not completed due to company reasons within 5 business days. The amounts in this column are the counts by wire center of all orders that were held at some time during the month, some of these orders were completed within 5 business days and some counts may include orders held for customer reasons.

15] PERCENT NOT MET IN 5 DAYS GREATER THAN 10%: Percentage of orders that were not completed within 5 business days (column 14 divided by column 12).

16] TOTAL NUMBER OF ORDERS WITH DUE DATES GREATER THAN 5 BUSINESS DAYS because the customer requested.

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17] TOTAL NUMBER OF ORDERS WITH A DUE DATE GREATER THAN 5 BUSINESS DAYS because of customer reasons, with 5 lines or less, appointment missed for company reasons.

18] PERCENTAGE MET: Sum of orders with due dates greater than 5 business days for customer reasons (column 16) less orders with due dates greater than 5 business days for customer reasons (column 17) divided by the total number of orders with due dates greater than 5 business days because of customer reasons (divided by column 16).

19] PERCENTAGE MISSED: Total number of orders not completed in 5 days (column 14) plus the total number of orders with due dates greater than 5 Days, for customer reasons, missed for company reasons (column 17) divided by the number by the current month's total inward line orders (column 12).

20] TOTAL NOT COMPLETED IN 90 DAYS: The number of open held orders that are more than 90 days old at the end of the month.

21] PERCENT NOT MET IN 90 DAYS: Percentage of orders that were not completed within 90 calendar days (column 21 divided by column 20).

WASHINGTON SERVICE ORDER INTERVAL MISSED COMMITMENTS SUMMARY
FEBRUARY 2007

MONTH	TOTAL SOT=NTC	COMPANY MISSED	SUBSCRIBER MISSES	COMMITMENTS MET CO MSSD	1/07 SOT=NTC INWARD R,SB,LB	TOTAL NOT COMPLETED WITHIN 5 BUSINESS DAYS	5 DAY (Greater than 10%)	TOTAL NOT COMPLETED WITHIN 90 DAYS	90 DAY (Greater than 1%)
JANUARY	135,008	2,100	1,680	98.44%	25,200	59	1.42%	0	0.00%
FEBRUARY	109,157	1,544	1,298	98.59%	21,257	178	0.83%	0	0.00%
MARCH									
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
YTD	244,165	3,644	2,978	98.51%	46,457	237	0.51%	0	0.00%

NOTES:

1) The "Orders, Appointments and Held Orders / Percent Orders Not Met in 5 Business Days" results in the number of total orders handled during the month and the disposition of such.

Washington Service Order Interval Missed Commitment Report
 Based on 2003 and 2004 Orders (Report 1, Completed Orders)
 February 2007

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	2/07 TOTAL ORDERS NTC R,SB,LB	2/07 TOTAL ORDERS SOT= SOT=NTC R,SB	Company Misses R,SB,LB	Subscriber Misses R,SB,LB	Combined Misses R,SB,LB	COMMITTS MET Subscriber Missed R,SB,LB	COMMITTS MET Company Missed R,SB,LB	COMMITTS MET (Combined Missed) R,SB,LB
ABERDEEN-HOQUIAM	532	360	954	949	9	8	17	99.16%	99.06%	98.22%
AUBURN	833	253	2180	2171	21	19	40	99.13%	99.04%	98.17%
BAINBRIDGE ISLAND	842	206	676	676	13	12	25	98.22%	98.08%	96.30%
BATTLEGROUND	687	360	855	853	7	4	11	99.53%	99.18%	98.71%
BELFAIR	275	360	564	561	14	14	28	97.52%	97.81%	95.04%
BELLEVUE			2422	2376	53	49	102	97.98%	97.81%	95.79%
GLENCOURT	453	425	759	734	21	20	41	97.36%	97.60%	94.60%
SHERWOOD	641	425	1663	1642	32	29	61	98.26%	98.08%	96.33%
BELLINGHAM			2145	2131	29	24	53	98.88%	98.65%	97.53%
LUMMI	758	360	141	139	1	1	2	99.29%	99.29%	98.58%
REGENT	671	360	2004	1992	28	23	51	98.85%	98.60%	97.46%
BLACK DIAMOND	886	360	200	198	3	3	6	98.50%	98.50%	97.00%
BREMERTON			2182	2016	55	25	80	98.85%	97.48%	96.33%
CROSBY	373	360	215	215	5	4	9	98.14%	97.67%	95.81%
BREM ESSEX	830	360	1924	1758	50	21	71	98.91%	97.40%	96.31%
SUNNYSLOPE	674	360	43	43	0	0	0	100.00%	100.00%	100.00%
BUCKLEY	829	360	203	199	1	1	2	99.51%	99.51%	99.01%
CASTLE ROCK	274	360	316	316	5	2	7	99.37%	98.42%	97.78%
CENTRALIA	736	360	766	763	7	5	12	99.39%	99.09%	98.43%
CHEHALIS			753	751	15	10	25	98.67%	98.01%	96.68%
CHEHALIS	748	360	547	545	8	5	13	99.09%	98.54%	97.62%
NAPAVINE	262	360	206	206	7	5	12	97.57%	96.60%	94.17%
CLE-ELUM	674	509	163	162	1	1	2	99.39%	99.39%	98.77%
COLFAX	397	509	110	110	0	0	0	100.00%	100.00%	100.00%
COLVILLE	684	509	416	414	1	0	1	100.00%	99.76%	99.76%
COPALIS										
(OCEAN SHORES)	289	360	284	284	0	0	0	100.00%	100.00%	100.00%
COULEE DAM	633	509	131	131	1	1	2	99.24%	99.24%	98.47%
CRYSTAL MTN.	663	360	31	31	2	0	2	100.00%	93.55%	93.55%
DAYTON	382	509	104	103	2	2	4	98.08%	98.08%	96.15%
DEER PARK	276	509	402	401	5	5	10	98.76%	98.76%	97.51%
DES MOINES			2745	2734	30	26	56	99.05%	98.91%	97.96%
DES MOINES	824	206	971	968	12	11	23	98.87%	98.76%	97.63%
FEDERAL WAY	839	253	1774	1766	18	15	33	99.15%	98.99%	98.14%
EASTON	656	509	27	27	0	0	0	100.00%	100.00%	100.00%
ELK	292	509	203	203	4	3	7	98.52%	98.03%	96.55%
ENUMCLAW	825	360	522	519	9	5	14	99.04%	98.28%	97.32%
EPHRATA	754	509	196	195	3	3	6	98.47%	98.47%	96.94%
GRAHAM	847	253	1518	1511	20	17	37	98.88%	98.68%	97.56%
GREEN BLUFF	238	509	126	125	2	2	4	98.41%	98.41%	96.83%
HOODSPORT	877	360	147	147	1	0	1	100.00%	99.32%	99.32%
ISSAQUAH	392	425	949	943	16	16	32	98.31%	98.31%	96.63%
KENT			3540	3517	41	30	71	99.59%	98.84%	97.99%
MERIDIAN	253	360	1219	1218	9	5	14	96.97%	96.10%	93.07%
O'BRIEN	251	206	231	221	9	7	16	99.14%	98.90%	98.04%
ULRICH	852	253	2090	2078	23	18	41	100.00%	100.00%	87.50%
LIBERTY LAKE	255	509	56	56	0	7	7	100.00%	98.75%	98.75%
LONGVIEW-KELSO	423	360	2801	2794	35	0	35	98.96%	98.75%	98.75%

Washington Service Order Interval Missed Commitment Report
 Based on 2003 and 2004 Orders (Report 1, Completed Orders)
 February 2007

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	2/07 TOTAL ORDERS SOT= NTC R,SB,LB	2/07 TOTAL ORDERS SOT=NTC R,SB	Company Misses R,SB,LB	Subscriber Misses R,SB,LB	Combined Misses R,SB,LB	COMMITTS MET Subscriber Missed R,SB,LB	COMMITTS MET Company Missed R,SB,LB	COMMITTS MET (Combined Missed) R,SB,LB
LOON LAKE	233	509	73	73	2	29	31	97.26%	97.26%	57.53%
MAPLE VALLEY	432	425	593	592	8	2	10	98.95%	98.31%	98.31%
MOSES LAKE			1162	1160	14	6	20	99.48%	98.80%	98.28%
MOSES LAKE(AFB)	762	509	242	242	2	2	4	99.17%	99.17%	98.35%
MOSES LAKE	765	509	920	918	12	9	21	99.02%	98.70%	97.72%
NEWMAN LAKE	226	509	109	109	0	0	0	100.00%	100.00%	100.00%
NORTHPORT	732	509	49	49	0	0	0	100.00%	100.00%	100.00%
OLYMPIA			4950	4516	80	63	143	98.73%	98.38%	97.11%
EVERGREEN	866	360	313	313	4	3	7	99.04%	98.72%	97.76%
LACEY	456	360	2332	2291	44	31	75	98.67%	98.11%	96.78%
WHITEHALL	352	360	2305	1912	32	29	61	98.74%	98.61%	97.35%
OMAK-OKANOGAN	826	509	499	496	5	5	10	99.00%	99.00%	98.00%
OROVILLE	476	509	138	138	1	1	2	99.28%	99.28%	98.55%
OTHELLO	488	509	435	434	5	4	9	99.08%	98.85%	97.93%
PASCO	545	509	1862	1860	37	33	70	98.23%	98.01%	96.24%
PATEROS	923	509	34	34	0	0	0	100.00%	100.00%	100.00%
POMEROY	843	509	78	78	0	0	0	100.00%	100.00%	100.00%
PT. ANGELES			1100	1092	13	13	26	98.82%	98.82%	97.64%
JOYCE	928	360	61	61	0	0	0	100.00%	100.00%	100.00%
PT. ANGELES	452	360	1039	1031	13	13	26	98.75%	98.75%	97.50%
PT. LUDLOW	437	360	156	156	3	2	5	98.72%	98.08%	96.79%
PT. ORCHARD			1447	1442	31	27	58	98.13%	97.86%	95.99%
COLBY	871	360	550	550	11	11	22	98.00%	98.00%	96.00%
PT. ORCHARD	876	360	897	892	20	16	36	98.22%	97.77%	95.99%
PT. TOWNSEND	385	360	756	742	9	8	17	98.94%	98.81%	97.75%
PUYALLAP	841	253	2293	2274	32	25	57	98.91%	98.60%	97.51%
RENTON	226	425	3354	3333	31	25	56	99.25%	99.08%	98.33%
RIDGEFIELD	887	360	232	228	9	8	17	96.55%	96.12%	92.67%
ROCHESTER	273	360	483	483	6	5	11	98.96%	98.76%	97.72%
ROY	842	253	233	233	5	3	8	98.71%	97.85%	96.57%
SEATTLE			19054	18502	358	327	685	98.07%	98.12%	96.40%
ATWATER	281	206	1140	1126	23	22	45	97.46%	97.98%	96.05%
CAMPUS	543	206	590	581	16	15	31	98.09%	97.29%	94.75%
CHERRY	241	206	2984	2957	62	57	119	99.04%	97.92%	96.01%
DUWAMISH	762	206	1149	1139	13	11	24	98.33%	98.87%	97.91%
EAST	322	206	2522	2515	47	42	89	99.12%	98.14%	96.47%
ELLIOT	441	206	456	448	5	4	9	98.45%	98.90%	98.03%
EMERSON	361	206	2065	2048	33	32	65	98.44%	98.40%	96.85%
LAKEVIEW	522	206	1471	1458	25	23	48	97.44%	98.30%	96.74%
MAIN	223	206	1563	1139	46	40	86	97.44%	97.06%	94.50%
MERCER ISLAND (Adams)	232	206	398	394	9	8	17	97.99%	97.74%	95.73%
PARKWAY	721	206	1987	1979	31	29	60	98.54%	98.44%	96.98%
SUNSET	782	206	1276	1269	24	21	45	98.35%	98.12%	96.47%
WEST	932	206	1453	1449	24	23	47	98.42%	98.35%	96.77%
SEQUIM	683	360	834	831	18	12	30	98.56%	97.84%	96.40%
SHELTON	426	360	1154	1153	9	8	17	99.31%	99.22%	98.53%
SILVERDALE	692	360	855	847	12	11	23	98.71%	98.60%	97.31%
SPOKANE			10124	10055	108	94	202	99.07%	98.93%	98.00%

Washington Service Order Interval Missed Commitment Report
 Based on 2003 and 2004 Orders (Report 1, Completed Orders)
 February 2007

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	2/07 TOTAL ORDERS NTC R,SB,LB	2/07 TOTAL ORDERS SOT=NTC R,SB	Company Misses R,SB,LB	Subscriber Misses R,SB,LB	Combined Misses R,SB,LB	COMMENTS MET Subscriber Missed R,SB,LB	COMMENTS MET Company Missed R,SB,LB	COMMENTS MET (Combined Missed) R,SB,LB
CHESTNUT	244	509	244	240	6	6	12	97.54%	97.54%	95.08%
FAIRFAX	325	509	1599	1588	14	13	27	99.12%	99.12%	98.31%
HUDSON	482	509	1631	1620	13	12	25	99.26%	99.20%	98.47%
KEYSTONE	534	509	1060	1053	6	6	12	99.43%	99.43%	98.87%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE							
RIVERSIDE	455	509	1830	1810	30	24	74	98.69%	98.36%	96.57%
WALNUT	922	509	2566	2553	25	22	47	99.14%	99.03%	98.17%
WHITWORTH	466	509	1194	1191	14	11	25	99.08%	98.83%	97.91%
SPRINGDALE	258	509	174	168	0	0	0	100.00%	100.00%	100.00%
SUMNER (BonneyLake)	863	253	1130	1102	12	7	19	99.38%	98.94%	98.32%
TACOMA			13851	13747	172	154	326	98.89%	98.76%	97.65%
FORT LEWIS	964	253	396	389	5	4	9	98.99%	98.74%	97.73%
GREENFIELD	472	253	2196	2175	24	21	45	99.04%	98.91%	97.95%
JUNIPER	582	253	2153	2144	21	20	41	99.07%	99.02%	98.10%
LENNOX	531	253	2908	2903	32	27	59	99.07%	98.90%	97.97%
LOGAN	564	253	1046	1044	15	14	29	98.66%	98.57%	97.23%
MARKET (Fawcett)	272	253	1609	1572	34	31	65	98.07%	97.89%	95.96%
SKYLINE	752	253	849	848	5	5	10	99.41%	99.41%	98.82%
WAVERLY-2	922	253	488	479	9	8	17	98.36%	98.16%	96.52%
WAVERLY-7	927	253	2206	2193	27	24	51	98.91%	98.78%	97.69%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA							
VANCOUVER			7242	7205	101	89	190	98.77%	98.61%	97.38%
ORCHARDS	253	360	3509	3488	55	49	104	98.60%	98.43%	97.04%
OXFORD	693	360	2320	2306	26	21	47	99.09%	98.88%	97.97%
SALMON CREEK (VANCVR NO)	573	360	1413	1411	20	19	39	98.66%	98.58%	97.24%
WAITSBURG	337	509	27	27	1	1	2	96.30%	96.30%	92.59%
WALLA WALLA	522	509	1165	1155	8	6	14	99.48%	99.31%	98.80%
WARDEN	349	509	131	131	0	0	0	100.00%	100.00%	100.00%
WINLOCK	785	360	220	218	0	0	0	100.00%	100.00%	100.00%
YAKIMA			3983	3948	41	30	71	99.25%	98.97%	98.22%
CHESTNUT	244	509	2968	2934	27	20	47	99.33%	99.09%	98.42%
WEST	965	509	1015	1014	14	10	24	99.01%	98.62%	97.64%
Washington Customers Served by Exchanges in Neighboring States										
Clarkston	751	509	490	488	8	6	14	98.57%	98.37%	97.14%
WC TOTAL			109157	107466	1544	1298	2842	98.81%	98.59%	97.40%

Washington Service Order Interval Missed Commitment Report
 Based on 2003 and 2004 Orders (Report 2, Missed Commitments)
 February 2007

1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC	AREA CODE	2107 SOT=NTC INWARD R,SB,LB	2107 SOT=NTC INWARD R,SB	NOT COMPL W/ 5 DAYS	5 DAYS (Greater than 10%)	SUM OF ORDERS W/IDD > 5 days; Customer Reasons	SUM OF ORDERS W/IDD > 5 DAYS; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	NOT COMPL W/ 90 DAYS	90 DAYS (GRTR THAN 1%)
ABERDEEN-HOQUIAM	532	360	202	202	0	0.00%	17	0	99.90%	0.00%	0	0.00%
AUBURN	833	253	436	436	1	0.23%	50	1	99.91%	0.00%	0	0.00%
BAINBRIDGE ISLAND	842	206	126	126	1	0.79%	32	1	99.85%	0.00%	0	0.00%
BATTLEGROUND	687	360	114	114	2	1.75%	13	2	99.85%	0.00%	0	0.00%
BELFAIR	275	360	89	89	0	0.00%	13	0	100.00%	0.00%	0	0.00%
BELLEVUE			528	528	2	0.38%	96	2	97.92%	2.08%	0	0.00%
GLENCOURT	453	425	199	199	0	0.00%	41	0	99.87%	0.00%	0	0.00%
SHERWOOD	641	425	329	329	2	0.61%	55	2	99.88%	0.00%	0	0.00%
BELLINGHAM			482	482	2	0.00%	65	2	96.92%	3.08%	0	0.00%
LUMMI	758	360	25	25	0	0.00%	4	0	100.00%	0.00%	0	0.00%
REGENT	671	360	457	457	2	0.44%	61	2	99.85%	0.00%	0	0.00%
BLACK DIAMOND	886	360	28	28	0	0.00%	3	0	100.00%	0.00%	0	0.00%
BREMERTON			434	434	15	3.46%	54	15	72.22%	27.78%	0	0.00%
CROSBY	373	360	32	32	1	3.13%	7	1	99.53%	0.00%	0	0.00%
BREM ESSEX	830	360	397	397	14	3.53%	47	14	98.49%	14.55%	0	0.00%
SUNNYSLOPE	674	360	5	5	0	0.00%	0	0	100.00%	0.00%	0	0.00%
BUCKLEY	829	360	29	29	0	0.00%	3	0	100.00%	0.00%	0	0.00%
CASTLE ROCK	274	360	45	45	3	6.67%	1	1	99.05%	0.00%	0	0.00%
CENTRALIA	736	360	155	155	2	1.29%	13	2	99.74%	7.14%	0	0.00%
CHEHALIS			140	140	5	3.57%	9	5	44.44%	55.56%	0	0.00%
CHEHALIS	748	360	105	105	3	2.86%	7	3	99.45%	0.00%	0	0.00%
NAPAVINE	262	360	35	35	2	5.71%	2	2	99.03%	33.33%	0	0.00%
CLE-ELUM	674	509	35	35	0	0.00%	4	0	100.00%	0.00%	0	0.00%
COLFAX	397	509	17	17	0	0.00%	2	0	100.00%	0.00%	0	0.00%
COLVILLE	684	509	76	76	1	1.32%	3	1	99.76%	0.00%	0	0.00%
COPALIS												
(OCEAN SHORES)	289	360	85	85	0	0.00%	7	0	100.00%	0.00%	0	0.00%
COULEE DAM	633	509	41	41	0	0.00%	3	0	100.00%	0.00%	0	0.00%
CRYSTAL MTN.	663	360	5	5	2	40.00%	0	2	93.55%	0.00%	0	0.00%
DAYTON	382	509	19	19	0	0.00%	2	0	100.00%	0.00%	0	0.00%
DEER PARK	276	509	63	63	0	0.00%	6	0	100.00%	0.00%	0	0.00%
DES MOINES			566	566	4	0.71%	48	4	91.67%	8.33%	0	0.00%
DES MOINES	824	206	217	217	1	0.46%	14	1	99.90%	0.00%	0	0.00%
FEDERAL WAY	839	253	349	349	3	0.86%	34	3	99.83%	2.86%	0	0.00%
EASTON	656	509	5	5	0	0.00%	1	0	100.00%	0.00%	0	0.00%
ELK	292	509	30	30	1	3.33%	1	1	99.51%	0.00%	0	0.00%
ENUMCLAW	825	360	95	95	4	4.21%	14	4	99.23%	12.50%	0	0.00%
EPHRATA	754	509	52	52	0	0.00%	2	0	100.00%	0.00%	0	0.00%
GRAHAM	847	253	227	227	3	1.32%	37	3	99.80%	2.63%	0	0.00%
GREEN BLUFF	238	509	16	16	0	0.00%	0	0	100.00%	0.00%	0	0.00%
HOODSPORT	877	360	19	19	1	5.26%	1	1	99.32%	50.00%	0	0.00%
ISSAQUAH	392	425	206	206	0	0.00%	44	0	100.00%	0.00%	0	0.00%
KENT			687	687	10	1.46%	88	10	88.64%	11.36%	0	0.00%
MERIDIAN	253	360	184	184	3	1.63%	20	3	99.67%	4.76%	0	0.00%
OBRIEN	251	206	54	54	2	3.70%	10	2	99.13%	0.00%	0	0.00%
ULRICH	852	509	449	449	5	1.11%	58	5	99.76%	0.00%	0	0.00%
LIBERTY LAKE	255	509	8	8	0	0.00%	1	0	100.00%	0.00%	0	0.00%
LONGVIEW-KELSO	423	360	529	529	5	0.95%	51	5	99.79%	1.92%	0	0.00%
LOON LAKE	233	509	10	10	0	0.00%	2	0	100.00%	0.00%	0	0.00%

Washington Service Order Interval Missed Commitment Report
 Based on 2003 and 2004 Orders (Report 2, Missed Commitments)
 February 2007

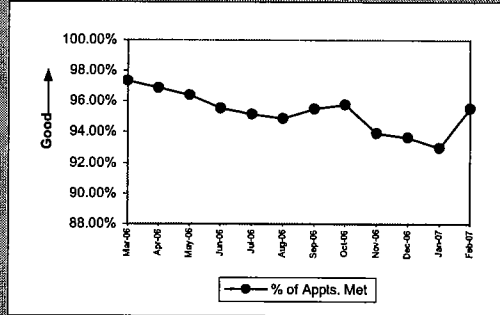
1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC	AREA	2/07	2/07	NOT COMPL	5 DAYS	SUM OF	SUM OF	% MET	% Missed	NOT	90 DAYS
	CODE	CODE	SOT=NTC	SOT=NTC	W/ 5 DAYS	(Greater	ORDERS W/ 5	ORDERS W/ 5	% MET	% Missed	COMPL	(GRTR
			INWARD	INWARD	W/ 5 DAYS	than 10%)	days;	Lines or Less			W/ 90	THAN
			R,SB,LB	R,SB	W/ 5 DAYS		Customer	Missed Appt.			DAYS	1%)
							Reasons	Company				
							Reasons	Reasons				
MAPLE VALLEY	432	425	87	87	2	2.30%	17	2	99.66%	0.00%	0	0.00%
MOSES LAKE			231	231	2	0.00%	20	2	90.00%	10.00%	0	0.00%
MOSES LAKE(AFB)	762	509	46	46	0	0.00%	3	0	100.00%	0.00%	0	0.00%
MOSES LAKE	765	509	185	185	2	1.08%	17	2	99.67%	0.00%	0	0.00%
NEWMAN LAKE	226	509	17	17	0	0.00%	3	0	100.00%	0.00%	0	0.00%
NORTHPORT	732	509	8	8	0	0.00%	0	0	100.00%	0.00%	0	0.00%
OLYMPIA			977	977	11	1.13%	157	11	92.99%	7.01%	0	0.00%
EVERGREEN	866	360	59	59	1	1.69%	9	1	99.68%	0.00%	0	0.00%
LACEY	456	360	510	510	8	1.57%	75	8	99.44%	2.60%	0	0.00%
WHITEHALL	352	360	408	408	2	0.49%	73	2	99.87%	1.35%	0	0.00%
OMAK-OKANOGAN	826	509	116	116	0	0.00%	6	0	100.00%	0.00%	0	0.00%
OROVILLE	476	509	19	19	0	0.00%	0	0	100.00%	0.00%	0	0.00%
OTHELLO	488	509	89	89	2	2.25%	2	2	99.77%	0.00%	0	0.00%
PASCO	545	509	376	376	3	0.80%	31	3	99.79%	3.13%	0	0.00%
PATEROS	923	509	9	9	0	0.00%	0	0	100.00%	0.00%	0	0.00%
POMEROY	843	509	6	6	0	0.00%	1	0	100.00%	0.00%	0	0.00%
PT. ANGELES			197	197	0	0.00%	16	0	100.00%	0.00%	0	0.00%
JOYCE	928	360	12	12	0	0.00%	2	0	100.00%	0.00%	0	0.00%
PT. ANGELES	452	360	185	185	0	0.00%	14	0	100.00%	0.00%	0	0.00%
PT. LUDLOW	437	360	30	30	1	0.00%	5	1	99.36%	0.00%	0	0.00%
PT. ORCHARD			253	253	4	3.33%	33	4	87.88%	12.12%	0	0.00%
COLBY	871	360	80	80	0	0.00%	11	0	99.57%	0.00%	0	0.00%
PT. ORCHARD	876	360	173	173	4	2.31%	22	4	99.55%	4.35%	0	0.00%
PT. TOWNSEND	385	360	141	141	0	0.71%	15	0	99.87%	0.00%	0	0.00%
PUYALLAP	841	253	464	464	7	1.51%	74	7	99.69%	1.33%	0	0.00%
RENTON	226	425	691	691	6	0.87%	86	6	99.82%	0.00%	0	0.00%
RIDGEFIELD	887	360	42	42	1	2.38%	10	1	99.57%	0.00%	0	0.00%
ROCHESTER	273	360	75	75	1	1.33%	11	1	99.79%	0.00%	0	0.00%
ROY	842	253	46	46	2	4.35%	3	2	99.14%	25.00%	0	0.00%
SEATTLE			3838	3838	20	0.52%	567	20	96.47%	3.53%	0	0.00%
ATWATER	281	206	259	259	1	0.39%	54	1	99.91%	0.00%	0	0.00%
CAMPUS	543	206	141	141	1	0.71%	28	1	99.83%	0.00%	0	0.00%
CHERRY	241	206	585	585	3	0.51%	52	3	99.83%	1.89%	0	0.00%
DUWAMISH	762	206	207	207	2	0.97%	22	2	99.83%	0.00%	0	0.00%
EAST	322	206	478	478	2	0.42%	54	2	99.80%	1.82%	0	0.00%
ELLIOT	441	206	120	120	1	0.83%	14	1	99.78%	0.00%	0	0.00%
EMERSON	361	206	412	412	1	0.24%	70	1	99.95%	0.00%	0	0.00%
LAKEVIEW	522	206	264	264	3	1.14%	50	3	99.86%	1.96%	0	0.00%
MAIN	223	206	440	440	2	0.45%	97	2	99.62%	2.02%	0	0.00%
MERCER ISLAND												
(Adams)	232	206	72	72	0	0.00%	17	0	100.00%	0.00%	0	0.00%
PARKWAY	721	206	341	341	1	0.29%	29	1	99.90%	0.00%	0	0.00%
SUNSET	782	206	247	247	1	0.40%	41	1	99.76%	0.00%	0	0.00%
WEST	932	206	272	272	2	0.74%	39	2	99.93%	0.00%	0	0.00%
SEQUIM	683	360	178	178	6	3.37%	28	6	99.28%	15.15%	0	0.00%
SHELTON	426	360	213	213	1	0.47%	22	1	99.91%	0.00%	0	0.00%
SILVERDALE	692	360	153	153	0	0.00%	26	0	99.88%	0.00%	0	0.00%
SPOKANE			2070	2070	13	0.63%	257	13	94.94%	5.06%	0	0.00%
CHESTNUT	244	509	52	52	0	0.00%	8	0	100.00%	0.00%	0	0.00%

Washington Service Order Interval Missed Commitment Report
 Based on 2003 and 2004 Orders (Report 2, Missed Commitments)
 February 2007

1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC	AREA CODE	2/07 SOT=NTC INWARD R,SB,LB	2/07 SOT=NTC INWARD R,SB	NOT COMPL W/ 5 DAYS	5 DAYS (Greater than 10%)	SUM OF ORDERS W/DD > 5 days; Customer Reasons	SUM OF ORDERS W/DD > 5 DAYS; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	NOT COMPL W/ 90 DAYS	90 DAYS (GTR THAN 1%)
FAIRFAX	325	509	324	324	1	0.31%	31	1	99.94%	3.13%	0	0.00%
HUDSON	482	509	334	334	1	0.30%	24	1	99.94%	0.00%	0	0.00%
KEYSTONE	534	509	231	231	0	0.00%	22	0	100.00%	0.00%	0	0.00%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE									
RIVERSIDE	455	509	398	398	4	1.01%	78	4	94.87%	5.13%	0	0.00%
WALNUT	922	509	514	514	3	0.58%	60	3	99.88%	0.00%	0	0.00%
WHITWORTH	466	509	217	217	4	1.84%	34	4	99.75%	0.00%	0	0.00%
SPRINGDALE	258	509	23	23	0	0.00%	23	0	100.00%	0.00%	0	0.00%
SUMNER (BonneyLake)	863	253	187	187	5	2.67%	23	5	99.56%	4.17%	0	0.00%
TACOMA			2758	2758	15	0.54%	341	15	95.60%	4.40%	0	0.00%
FORT LEWIS	964	253	98	98	1	1.02%	21	1	99.75%	0.00%	0	0.00%
GREENFIELD	472	253	431	431	2	0.46%	41	2	99.86%	4.65%	0	0.00%
JUNIPER	582	253	438	438	1	0.23%	46	1	99.95%	0.00%	0	0.00%
LENNOX	531	253	481	481	3	0.62%	51	3	99.83%	1.92%	0	0.00%
LOGAN	564	253	221	221	1	0.45%	28	1	99.90%	0.00%	0	0.00%
MARKET (Fawcett)	272	253	418	418	3	0.72%	52	3	99.88%	0.00%	0	0.00%
SKYLINE	752	253	163	163	0	0.00%	34	0	100.00%	0.00%	0	0.00%
WAVERLY-2	922	253	127	127	1	0.79%	18	1	99.80%	0.00%	0	0.00%
WAVERLY-7	927	253	381	381	3	0.79%	50	3	99.86%	1.96%	0	0.00%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA									
VANCOUVER			1358	1358	0	0.00%	213	9	95.77%	4.23%	0	0.00%
ORCHARDS	253	360	657	657	4	0.61%	106	4	99.83%	0.93%	0	0.00%
OXFORD	693	360	469	469	4	0.85%	64	4	99.78%	1.54%	0	0.00%
SALMON CREEK (VANCOVR NO)	573	360	232	232	1	0.43%	43	1	99.93%	0.00%	0	0.00%
WAITSBURG	337	509	9	9	0	0.00%	0	0	100.00%	0.00%	0	0.00%
WALLA WALLA	522	509	259	259	2	0.77%	32	2	99.83%	0.00%	0	0.00%
WARDEN	349	509	24	24	0	0.00%	0	0	100.00%	0.00%	0	0.00%
WINLOCK	785	360	27	27	0	0.00%	3	0	100.00%	0.00%	0	0.00%
YAKIMA			848	848	8	0.94%	72	8	88.89%	11.11%	0	0.00%
CHESTNUT	244	509	661	661	4	0.61%	49	4	99.83%	2.00%	0	0.00%
WEST	965	509	187	187	4	2.14%	23	4	99.81%	0.00%	0	0.00%
Washington Customers Served by Exchanges in Neighboring States												
Clarkston	751	509	109	109	2	1.83%	18	2	99.80%	0.00%	0	0.00%
WC TOTAL			21,527	21,527	178	0.83%	2,778	188	93.23%	6.77%	0	0.00%

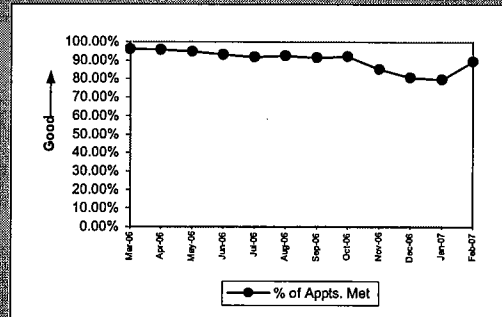
Installation Appointments Met

Installation Appointments Met				
Date	# of Appls. Met	# of Appls.	% of Appls. Met	
Mar-06	18918	19434	97.34%	
Apr-06	15859	16372	96.87%	
May-06	17081	17719	96.40%	
Jun-06	16676	17456	95.53%	
Jul-06	15379	16159	95.17%	
Aug-06	17815	18775	94.89%	
Sep-06	16692	17479	95.50%	
Oct-06	16791	17533	95.77%	
Nov-06	12085	12862	93.96%	
Dec-06	12766	13627	93.68%	
Jan-07	14316	15390	93.02%	
Feb-07	12091	12653	95.56%	



Repair Appointments Met

Repair Appointments Met				
Date	# of Appts. Met	# of Appts.	% of Appts. Met	
Mar-06	5346	5557	96.20%	
Apr-06	4948	5164	95.82%	
May-06	5349	5651	94.66%	
Jun-06	5523	5933	93.09%	
Jul-06	5255	5725	91.79%	
Aug-06	5071	5474	92.64%	
Sep-06	5171	5652	91.49%	
Oct-06	5513	5979	92.21%	
Nov-06	6571	7707	85.26%	
Dec-06	6127	7575	80.88%	
Jan-07	6973	8743	79.76%	
Feb-07	6426	7165	89.69%	



WASHINGTON REPAIR EXCLUSIONS
FEBRUARY 2007

Measurement Period 2007	Force Majeure Exclusions	Physically Obstructed Exclusions
January	169	143
February	173	123
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		
YTD Total	342	266

WASHINGTON TROUBLE REPORT RATE - FEBRUARY 2007

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE FEB-07	RATE JAN-07	RATE DEC-06	RATE NOV-06	RATE OCT-06	RATE SEP-06	RATE AUG-06	RATE JUL-06	RATE JUN-06	RATE MAY-06	RATE APR-06	RATE MAR-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	14398	152	1.06	1.62	1.82	2.27	0.75	0.62	0.69	0.65	0.66	0.79	0.90	1.30
AUBURN	0	29891	275	0.92	1.52	1.35	1.15	1.10	0.72	1.06	0.78	0.93	0.89	0.69	0.75
BAINBRIDGE ISLAND	0	12934	97	0.75	1.25	1.64	1.63	0.88	0.74	0.88	1.46	1.07	0.88	0.90	1.06
BATTLEGROUND	0	11063	95	0.86	1.30	1.72	1.56	1.12	1.42	1.25	1.21	1.16	1.21	1.16	1.36
BELFAIR	0	7846	98	1.25	2.41	1.77	1.59	1.69	1.30	1.62	1.60	1.94	1.62	1.41	1.02
BELLEVUE	0	60366	354	0.59	1.09	1.10	0.86	0.67	0.63	0.63	0.62	0.72	0.61	0.60	0.64
BELLEVUE GLENCOURT	0	23807	91	0.38	0.77	0.84	0.66	0.54	0.50	0.62	0.51	0.65	0.57	0.41	0.46
BELLEVUE-SHERWOOD	0	36559	263	0.72	1.29	1.27	1.00	0.76	0.71	0.64	0.69	0.76	0.64	0.72	0.75
BELLINGHAM	0	38726	178	0.46	0.69	0.65	0.91	0.58	0.54	0.68	0.57	0.63	0.55	0.44	0.46
BELLINGHAM LUMMI	0	1449	12	0.63	0.90	1.10	1.36	1.57	0.82	1.44	1.10	0.88	1.15	0.60	0.60
BELLINGHAM REGENT	0	37277	166	0.45	0.68	0.64	0.90	0.54	0.53	0.65	0.55	0.62	0.53	0.44	0.45
BLACK DIAMOND	0	3250	50	1.54	1.47	2.53	1.30	1.33	1.47	1.54	1.04	1.09	0.99	0.99	1.33
BREMERTON	0	37068	187	0.50	0.98	1.14	0.98	0.60	0.53	0.59	0.54	0.59	0.75	0.60	0.63
BREMERTON CROSBY	0	3352	38	1.12	3.67	2.14	1.92	1.06	0.99	1.68	1.33	1.01	1.43	1.17	1.06
BREMERTON ESSEX	0	32914	142	0.43	0.70	1.05	0.87	0.54	0.48	0.47	0.44	0.53	0.68	0.53	0.58
BREMERTON SUNNYSLOPE	0	772	7	0.91	1.03	0.78	1.42	1.15	0.63	1.01	1.11	1.23	0.85	1.07	0.96
BUCKLEY	0	2887	36	1.25	1.74	1.25	2.72	1.51	1.98	1.62	1.67	1.46	1.31	1.24	1.17
CASTLE ROCK	0	4952	70	1.41	1.66	2.63	3.74	1.64	1.77	1.65	1.87	1.89	1.96	1.74	1.82
CENTRALIA	0	9340	97	1.04	1.60	1.87	1.99	0.90	1.01	1.17	0.98	1.12	1.20	0.82	0.98
CHEHALIS	0	10227	291	2.85	1.41	1.18	1.75	1.06	0.83	0.81	1.25	1.25	0.92	0.88	0.92
CHEHALIS	0	7568	83	1.10	1.27	1.06	1.82	1.07	0.90	0.79	1.05	0.93	0.77	0.92	0.96
CHEHALIS NAPAVALINE	1	2659	208	7.82	1.80	1.54	1.57	1.04	0.64	0.86	1.84	2.19	1.36	0.75	0.79
CHEHALIS	0	3355	36	1.07	1.04	1.46	1.92	1.30	1.53	1.15	1.14	0.56	0.83	0.53	0.53
COLFAX	0	2450	25	1.02	1.56	0.86	1.15	1.27	1.11	1.27	1.23	1.56	1.31	1.10	1.22
COLVILLE	0	7178	63	0.88	0.85	0.78	1.02	0.98	1.22	1.48	1.14	1.02	1.49	1.28	0.94
COPALIS(OCEAN SHORES)	0	4048	43	1.06	1.36	1.13	2.21	1.20	1.07	1.29	1.22	0.97	1.21	0.70	1.26
COULEE DAM	0	2244	15	0.67	1.61	1.16	0.81	1.52	0.90	1.20	1.15	1.20	1.28	0.62	0.62
CRYSTAL MTN.	0	680	9	1.32	2.77	3.37	3.10	0.89	1.32	2.20	1.17	1.17	2.19	0.59	1.30
DAYTON	0	1851	9	0.49	1.56	1.30	0.87	1.13	1.30	1.24	1.12	1.65	2.22	1.85	1.28
DEER PARK	0	6569	53	0.81	1.57	0.67	1.57	1.17	2.06	1.57	1.63	1.73	2.15	1.23	0.92
DES MOINES	0	30655	275	0.90	1.47	1.83	1.18	0.79	0.70	0.73	0.86	0.82	1.24	0.71	0.91
DES MOINES	0	12013	93	0.77	1.50	2.30	1.10	0.87	0.57	0.80	0.75	0.84	0.92	0.70	0.75
DES MOINES FEDERAL WAY	0	18642	182	0.98	1.45	1.53	1.23	0.74	0.79	0.69	0.93	0.80	1.44	0.72	1.02

WASHINGTON TROUBLE REPORT RATE - FEBRUARY 2007

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE FEB-07	RATE JAN-07	RATE DEC-06	RATE NOV-06	RATE OCT-06	RATE SEP-06	RATE AUG-06	RATE JUL-06	RATE JUN-06	RATE MAY-06	RATE APR-06	RATE MAR-06
STANDARD				4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
EASTON	0	706	1	0.14	0.42	1.55	0.70	0.28	0.41	1.09	1.22	1.23	1.23	1.64	0.41
ELK	0	2879	27	0.94	1.53	1.14	1.36	1.12	1.04	0.73	1.32	1.35	1.66	1.03	0.65
ENUMCLAW	0	8528	69	0.81	1.69	1.50	2.36	1.25	1.79	1.05	1.06	1.55	1.51	1.06	1.12
EPHRATA	0	3480	24	0.69	1.30	1.01	0.84	0.81	0.87	0.72	0.95	1.13	1.52	0.63	0.86
GRAHAM	0	17552	200	1.14	1.62	1.32	1.51	1.03	0.85	0.91	0.91	1.28	1.08	0.93	1.16
GREEN BLUFF	0	2958	26	0.88	1.11	0.98	1.18	1.32	0.81	2.35	1.34	1.51	1.70	0.97	0.70
HOODSPORT	0	2486	29	1.17	1.24	1.60	1.04	0.68	0.71	0.71	2.40	1.18	1.50	0.87	0.87
ISSAQUAH	0	23491	110	0.47	0.92	1.17	0.92	0.75	0.61	0.69	0.66	0.73	0.99	0.63	0.54
KENT	0	54296	463	0.85	1.15	0.85	1.16	0.78	0.79	0.74	0.86	0.94	0.77	0.79	0.97
KENT MERIDIAN	0	19773	259	1.31	1.51	1.05	1.57	1.00	1.14	1.10	1.23	1.37	1.11	1.35	1.78
KENT O BRIEN	0	9681	35	0.36	0.35	0.44	0.25	0.23	0.24	0.37	0.25	0.35	0.26	0.19	0.40
KENT ULRICH	0	24842	169	0.68	1.17	0.85	1.20	0.81	0.71	0.61	0.81	0.83	0.70	0.56	0.54
LIBERTY LAKE	0	1484	6	0.40	0.67	1.15	1.01	1.07	1.13	0.92	0.40	2.62	0.91	0.33	0.52
LONGVIEW-KELSO	0	30951	561	1.81	1.74	1.58	2.54	1.39	1.27	1.29	1.21	1.39	1.32	1.21	1.57
LOON LAKE	0	1395	12	0.86	1.72	1.07	0.85	0.85	1.10	1.75	1.35	1.01	1.23	1.17	0.63
MAPLE VALLEY	0	12005	74	0.62	1.17	0.82	1.08	0.72	0.65	0.72	0.97	0.81	0.74	0.90	0.74
MOSES LAKE	0	13982	211	1.51	1.59	1.52	1.36	1.60	1.48	1.55	1.44	1.96	1.51	1.38	1.30
MOSES LAKE AFB	0	2335	29	1.24	1.18	1.48	1.40	1.02	1.07	1.02	1.50	1.38	2.08	1.28	0.81
MOSES LAKE ALDER	0	11647	182	1.56	1.67	1.53	1.35	1.72	1.56	1.65	1.43	2.08	1.60	1.40	1.40
NEWMAN LAKE	0	2258	17	0.75	1.27	0.65	1.12	0.68	0.38	1.13	1.68	1.41	0.53	0.61	1.30
NORTHPORT	0	1071	7	0.65	2.31	1.02	1.75	1.75	1.37	1.47	1.01	1.48	2.05	1.70	0.76
OLYMPIA	0	82948	592	0.71	1.07	2.25	1.17	0.71	0.67	0.87	0.82	0.86	0.74	0.65	0.84
OLYMPIA EVERGREEN	0	6528	43	0.66	1.19	3.30	1.45	0.77	1.32	1.18	1.45	1.09	1.26	0.66	0.68
OLYMPIA LACEY	0	36886	262	0.71	0.95	2.18	1.06	0.67	0.69	0.97	0.80	0.82	0.67	0.66	0.89
OLYMPIA WHITEHALL	0	39734	287	0.72	1.17	2.13	1.24	0.73	0.55	0.72	0.73	0.86	0.71	0.63	0.81
OMAK-OKANOGAN	0	7413	53	0.71	1.25	1.17	1.59	1.22	0.76	1.46	1.50	1.95	2.10	1.77	1.15
OROVILLE	0	1853	13	0.70	1.13	1.02	1.39	1.82	3.33	1.13	1.19	1.41	1.31	2.16	1.03
OTHELLO	0	4447	63	1.42	2.07	1.98	1.72	1.40	1.39	2.92	3.00	2.67	2.66	1.75	1.79
PASCO	0	19621	184	0.94	1.04	0.97	1.25	1.12	1.04	1.10	1.90	1.40	1.47	1.00	1.42
PATEROS	0	820	8	0.98	0.73	0.98	1.59	1.35	0.66	0.85	1.57	0.85	0.97	0.73	1.33
POMEROY	0	1317	26	1.97	2.11	2.43	2.58	2.21	2.80	2.48	1.72	1.64	2.17	1.50	2.24
PT. ANGELES	0	18155	166	0.91	1.45	1.85	1.79	0.83	0.95	0.93	0.77	0.88	0.84	0.68	0.74
PT ANGELES JOYCE	1	1228	24	1.95	2.90	3.20	4.30	1.84	1.75	2.15	1.75	1.52	1.27	0.80	1.51

WASHINGTON TROUBLE REPORT RATE - FEBRUARY 2007

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE FEB-07	RATE JAN-07	RATE DEC-06	RATE NOV-06	RATE OCT-06	RATE SEP-06	RATE AUG-06	RATE JUL-06	RATE JUN-06	RATE MAY-06	RATE APR-06	RATE MAR-06
STANDARD	0	16927	142	0.84	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	2876	20	0.70	1.46	2.33	0.69	0.80	0.83	0.83	1.00	0.76	0.62	0.58	0.68
PT. LUDLOW	0	21703	197	0.91	1.34	1.86	1.57	0.71	0.88	0.85	0.88	1.15	1.18	0.70	0.82
PT. ORCHARD	0	8257	78	0.94	1.35	1.88	1.66	0.88	0.81	1.01	0.87	1.24	1.56	0.77	0.86
PORT ORCHARD COLBY	0	13446	119	0.89	1.33	1.84	1.51	0.61	0.92	0.74	0.89	1.09	0.95	0.66	0.81
PT. TOWNSEND	0	11788	85	0.72	0.94	1.04	1.49	0.84	0.96	1.00	0.93	1.16	2.13	1.44	0.84
PUYALLAP	0	34147	284	0.83	1.04	1.03	1.09	0.86	0.65	0.77	0.79	0.92	0.99	0.76	1.02
RENTON	0	50717	486	0.96	1.16	1.28	1.16	0.62	0.75	0.79	0.77	0.84	0.78	0.57	0.78
RIDGEFIELD	0	3879	219	5.65	3.91	1.53	2.02	1.49	1.67	1.23	3.05	1.89	1.22	1.96	1.50
ROCHESTER	0	5789	85	1.47	3.24	1.99	1.74	1.21	2.19	0.74	1.07	1.23	1.56	1.11	0.75
ROY	0	2686	53	1.97	2.38	1.27	1.74	0.88	1.21	1.06	1.57	1.43	1.23	0.90	1.66
SEATTLE	0	351100	2209	0.63	0.97	1.02	1.09	0.59	0.55	0.55	0.62	0.65	0.63	0.52	0.67
SEATTLE ATWATER	0	26810	114	0.43	0.64	0.76	0.83	0.44	0.46	0.49	0.50	0.54	0.51	0.45	0.55
SEATTLE CAMPUS	0	12617	57	0.45	0.54	0.50	0.54	0.45	0.50	0.38	0.43	0.48	0.36	0.44	0.47
SEATTLE CHERRY	0	39800	405	1.02	1.37	1.55	1.72	0.69	0.61	0.74	0.76	0.98	0.84	0.71	0.81
SEATTLE DUWAMISH	0	15509	105	0.68	1.11	0.73	1.03	0.58	0.64	0.70	0.68	0.78	0.74	0.57	0.60
SEATTLE EAST	0	37700	267	0.71	0.91	1.05	1.21	0.98	0.72	0.60	0.90	0.84	0.69	0.62	0.73
SEATTLE ELLIOT	0	9881	26	0.26	0.23	0.20	0.23	0.26	0.31	0.16	0.34	0.23	0.23	0.23	0.36
SEATTLE EMERSON	0	36260	235	0.61	1.26	0.86	1.13	0.54	0.56	0.49	0.82	0.65	0.74	0.55	0.70
SEATTLE LAKEVIEW	0	32606	245	0.75	0.88	1.12	1.33	0.72	0.67	0.68	0.63	0.68	0.72	0.49	0.90
SEATTLE MAIN	0	49854	108	0.22	0.20	0.25	0.30	0.17	0.22	0.33	0.18	0.20	0.18	0.12	0.24
SEATTLE MERCER ISLAND (ADAMS)	0	11244	96	0.85	2.52	1.75	1.26	0.90	0.84	0.92	0.99	0.92	0.85	0.91	1.20
SEATTLE PARKWAY	0	22532	213	0.95	1.64	2.16	1.82	0.93	0.87	0.75	0.94	1.12	1.29	0.93	1.06
SEATTLE SUNSET	0	28488	121	0.42	0.69	1.00	1.10	0.53	0.48	0.45	0.45	0.53	0.47	0.45	0.52
SEATTLE WEST	0	25799	217	0.84	1.40	1.48	1.28	0.58	0.51	0.55	0.60	0.62	0.77	0.59	0.94
SEQUIM	0	14495	155	1.07	1.32	1.15	1.29	0.85	0.87	1.02	1.09	1.09	1.05	0.78	1.03
SHELTON	0	16062	139	0.87	1.28	1.53	0.98	0.77	0.71	0.81	0.78	1.19	0.72	0.89	1.15
SILVERDALE	0	15942	102	0.64	1.00	0.88	0.97	0.49	0.73	0.68	0.59	0.74	0.80	0.52	0.53
SPOKANE	0	159292	1173	0.74	0.79	1.02	0.96	0.95	0.75	1.00	1.27	1.17	0.96	0.67	0.76
SPOKANE CHESTNUT	0	3142	60	1.91	0.79	1.26	1.03	0.75	0.93	1.97	1.16	1.58	1.09	0.88	1.44
SPOKANE FAIRFAX	0	23012	183	0.80	0.76	0.95	0.92	0.96	0.86	0.81	1.27	1.13	0.93	0.52	0.82
SPOKANE HUDSON	0	17536	147	0.84	0.92	0.79	0.93	0.79	0.79	0.99	1.19	1.18	1.17	0.70	0.81
SPOKANE KEYSTONE	0	15867	113	0.71	0.90	1.09	1.03	0.70	0.61	0.82	0.93	1.12	1.33	0.58	0.80

WASHINGTON TROUBLE REPORT RATE - FEBRUARY 2007

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE FEB-07	RATE JAN-07	RATE DEC-06	RATE NOV-06	RATE OCT-06	RATE SEP-06	RATE AUG-06	RATE JUL-06	RATE JUN-06	RATE MAY-06	RATE APR-06	RATE MAR-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
	0	9772	66	0.68	0.91	1.07	0.96	0.76	0.75	1.04	1.06	1.37	0.73	0.77	0.83
SPOKANE MORAN	0	22601	174	0.77	0.61	0.66	1.09	0.98	0.65	0.78	2.28	1.10	0.86	0.61	0.63
SPOKANE RIVERSIDE	0	43526	294	0.68	0.78	1.49	1.00	1.08	0.66	0.77	1.01	1.06	0.88	0.77	0.67
SPOKANE WALNUT	0	23836	136	0.57	0.78	0.67	0.75	1.07	0.96	1.80	1.15	1.34	0.94	0.67	0.82
SPOKANE WHITWORTH	0	1780	22	1.24	1.34	1.39	2.01	1.46	1.87	3.25	1.71	2.11	1.55	1.03	0.68
SPRINGDALE	0	20374	189	0.93	1.36	1.74	1.62	0.86	0.90	0.95	0.99	1.00	0.88	0.91	0.77
SUMNER (BONNEYLAKE)	0	170975	1490	0.87	1.33	1.27	1.43	0.87	0.76	0.78	0.82	0.77	0.81	0.79	0.81
TACOMA	0	5602	16	0.29	0.71	0.76	0.37	0.55	0.67	0.37	0.94	0.83	0.56	0.64	0.40
TACOMA FORT LEWIS	0	22853	260	1.14	1.66	2.09	2.11	0.95	0.99	1.01	0.87	0.85	1.02	0.88	1.12
TACOMA GREENFIELD	0	23916	214	0.89	1.22	1.18	1.21	0.75	0.84	0.88	0.87	0.82	0.80	0.69	0.82
TACOMA JUNIPER	0	28715	326	1.14	1.73	1.47	1.63	0.93	1.01	1.15	1.10	0.99	1.39	1.32	0.97
TACOMA LENNOX	0	16425	150	0.91	1.28	1.02	1.79	0.87	0.59	0.58	0.69	0.67	0.67	0.59	0.96
TACOMA LOGAN	0	19060	99	0.52	0.97	1.10	1.01	0.59	0.41	0.47	0.60	0.50	0.59	0.68	0.61
TACOMA MARKET (FAWCETT)	0	15654	127	0.81	1.39	1.13	1.71	0.79	0.96	0.65	0.76	0.69	0.64	0.53	0.61
TACOMA SKYLINE	0	7865	67	0.85	1.12	1.03	1.56	2.52	0.62	0.72	0.87	0.77	0.52	0.96	0.80
TACOMA WAVERLY-2	0	30885	231	0.75	1.18	1.02	1.01	0.69	0.56	0.61	0.67	0.70	0.54	0.58	0.65
TACOMA WAVERLY-7	0	97833	898	0.92	0.99	1.21	1.47	0.96	1.00	1.19	1.11	1.10	0.97	0.90	0.94
VANCOUVER	0	49628	466	0.94	1.00	1.02	1.25	0.94	1.13	1.42	1.10	1.07	0.98	0.91	0.97
VANCOUVER ORCHARDS	0	27586	252	0.91	0.96	1.31	1.93	0.94	0.90	0.87	1.03	1.19	0.99	0.83	0.92
VANCOUVER OXFORD	0	20619	180	0.87	1.02	1.56	1.41	1.07	0.82	1.06	1.24	1.06	0.92	0.97	0.87
VANCOUVER SALMON CRK(NORTH)	0	673	8	1.19	1.03	1.61	0.87	1.24	1.22	2.47	0.81	2.31	2.82	0.93	1.06
WAITSBURG	0	19605	152	0.78	0.82	0.91	0.78	0.71	0.94	0.88	0.83	0.92	1.06	0.76	0.86
WALLA WALLA (INCL TOUCHET)	0	1309	28	2.14	0.68	1.06	1.73	2.18	1.82	0.91	1.43	1.07	1.13	1.13	1.27
WARDEN	0	2265	20	0.88	2.08	1.58	1.93	1.45	1.10	2.23	2.36	1.44	2.99	1.03	1.11
WINLOCK	0	49257	288	0.58	0.68	0.93	0.59	0.68	0.67	1.01	0.78	0.87	0.86	0.86	0.68
YAKIMA	0	33412	184	0.55	0.68	1.02	0.59	0.67	0.68	0.93	0.81	0.83	0.85	0.93	0.74
YAKIMA CHESTNUT	0	15845	104	0.66	0.67	0.73	0.59	0.69	0.64	1.17	0.71	0.96	0.88	0.70	0.56
YAKIMA WEST	0														
Exchanges in Neighboring States															
CLARKSTON	0	7844	225	2.87	1.15	1.15	1.53	1.05	1.53	1.43	1.06	1.40	2.79	1.36	0.89
TOTALS	0	1680465	13977	0.83	1.13	1.23	1.23	0.81	0.78	0.85	0.90	0.93	0.90	0.74	0.83

WASHINGTON OUT OF SERVICE SUMMARY
FEBRUARY 2007

Measurement Period 2007	Total # of Out Of Service Tickets	Out of Service Cleared 48 Hours	% Out Of Service <= 48 Hours	Out of Service Not Cleared in 48 Hours	# Of Exemptions				
January	15,379	13,868	90.17%	1,511	417				
February	11,347	11,290	99.50%	57	199				
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
	26,726	25,158	94.13%	1,568	616				
Baseline(WAC 480-120-439(9)/480-120-440(1)): A company must repair all out-of-service interruptions within 48 hours, excluding Sundays and holidays, unless physically obstructed from doing so or due to interruptions caused by extraordinary or abnormal conditions of operation.									
Measurement Period 2007	All Other Repair Tickets	All Other Repairs Cleared LT <=72 Hours	All Other Repairs Cleared GTR > 72 Hours	% All Other Repairs Cleared <= 72 Hours	Force Majeure All Other Troubles Cleared GTR > 72 Hours	Non Force Majeure All Troubles Cleared GTR > 72 Hours			
January	4,873	4,626	247	94.93%	38	53			
February	3,463	3,452	11	99.68%	4	29			
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
YTD TOTAL	8,336	8,078	258	96.90%	42	82			
Baseline: (WAC 480-120-439 (9)/480-120-440(2)): All "other" regulated service interruptions must be repaired within seventy-two hours unless the company is unable to make the repair because it is physically obstructed from doing so or because of force majeure, in which case the repair must be made as soon as practicable.									

WASHINGTON TRUNK BLOCKING - FEBRUARY 2007

Trunk Group ID	# Trks	A Location	Z Location	Type of Calls Carried	Direction	% Not Blocked	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
				TOLL			TOLL- Percent of Trunk Groups Meeting Standard = 99.23%. Total Number of Trunk Groups = 389. Total Number of Trunk Groups Out of Compliance for the month = 3
AP072427	360			TOLL	TWO_WAY	97.97%	BLOCKED HOUR 19 WEEK OF 2/12/07 DUE TO SPIKES IN PC SA ISSUED 2/12/07
AP072428	336			TOLL	TWO_WAY	97.31%	BLOCKED HOUR 18 WEEK OF 2/12/07 DUE TO SPIKES IN PC SA ISSUED 2/12/07
AP081921	288			TOLL	TWO_WAY	98.14%	BLOCKED HOUR 10 WEEK OF 2/19/07 DUE TO SPIKES IN PC SA ISSUED 3/14/07
				E911			E911- Percent of Trunk Groups Meeting Standard = 100%. Total Number of Trunk Groups = 124. Total Number of Trunk Groups Out of Compliance for the month = 0
				LOCAL			LOCAL- Percent of Trunk Groups Meeting Standard = 100%. Total Number of Trunk Groups = 349. Total Number of Trunk Groups Out of Compliance for the month = 0

Dial Tone Summary Report
February 2007

Qwest has meet the standard for the month on February 2007

Missed Appointments/Commitments - Install Residence (New Connect/Reconnect orders)									
Measurement Period	Number of Scheduled Appointments (dispatched orders)	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched orders)	Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched orders) missed due to Exclusions	Number Exclusions
January, 2007									
February, 2007									
March, 2007									
April, 2007									
May, 2007									
June, 2007									
July, 2007									
August, 2007									
September, 2007									
October, 2007									
November, 2007									
December, 2007									
YTD Total	15962	299	1433	204822	83	593	2026		
Missed Appointments/Commitments - Install Business (New Connect/Reconnect orders)									
Measurement Period	Number of Scheduled Appointments (dispatched orders)	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched orders)	Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched orders) missed due to Exclusions	Number Exclusions	
January, 2007									
February, 2007									
March, 2007									
April, 2007									
May, 2007									
June, 2007									
July, 2007									
August, 2007									
September, 2007									
October, 2007									
November, 2007									
December, 2007									
YTD Total	4743	222	795	15051	43	164	959		

Missed Appointments/Commitments - Repair Residence		Missed Appointments/Commitments - Repair Business		Missed Appointments/Commitments - Repair Residence		Missed Appointments/Commitments - Repair Business		Missed Appointments/Commitments - Repair Residence		Missed Appointments/Commitments - Repair Business				
Measurement Period	Number of Scheduled Appointments (dispatched tickets)	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets)	Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to Exclusions	Number of Scheduled Appointments (dispatched tickets)	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets)	Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to Exclusions
January, 2007														
February, 2007														
March, 2007														
April, 2007														
May, 2007														
June, 2007														
July, 2007														
August, 2007														
September, 2007														
October, 2007														
November, 2007														
December, 2007														
YTD Total	24823	2604	150	6265	483	2	458							
Missed Appointments/Commitments - Repair Business														
Measurement Period	Number of Scheduled Appointments (dispatched tickets)	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets)	Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to Exclusions							
January, 2007														
February, 2007														
March, 2007														
April, 2007														
May, 2007														
June, 2007														
July, 2007														
August, 2007														
September, 2007														
October, 2007														
November, 2007														
December, 2007														
YTD Total	3299	583	112	807	45	2	150							

Missed Appointments/Commitment Credits Paid - Install		Residence/Business (New Connect/Reconnect)		Business (New Connect/Reconnect)		
Measurement Period	Number of RESIDENCE customers receiving credits for company missed appointments/com mntments-Install	Total amount of missed appointments credits paid	Month Credit Paid Upon Credit Issued/Bill Date	Number of BUSINESS customers receiving credits for company missed appointments/com mntments-Install	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date
January, 2007						Jan07/Feb07
February, 2007						Feb07/Mar07
March, 2007			Mar07/Apr07			Mar07/Apr07
April, 2007			Apr07/May07			Apr07/May07
May, 2007			May07/Jun07			May07/Jun07
June, 2007			Jun07/Jul07			Jun07/Jul07
July, 2007			Jul07/Aug07			Jul07/Aug07
August, 2007			Aug07/Sep07			Aug07/Sep07
September, 2007			Sep07/Oct07			Sep07/Oct07
October, 2007			Oct07/Nov07			Oct07/Nov07
November, 2007			Nov07/Dec07			Nov07/Dec07
December, 2007			Dec07/Jan07			Dec07/Jan07
YTD Total	738	\$18,600		1391	\$45,613	
Missed Appointments/Commitment Credits Paid - Repair		Residence/Business (New Connect/Reconnect)		Business (New Connect/Reconnect)		
Measurement Period	Number of RESIDENCE customers receiving credits for company missed appointments/com mntments-Repair	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date	Number of BUSINESS customers receiving credits for company missed appointments/com mntments-Repair	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date
January, 2007						Jan07/Feb07
February, 2007						Feb07/Mar07
March, 2007			Mar07/Apr07			Mar07/Apr07
April, 2007			Apr07/May07			Apr07/May07
May, 2007			May07/Jun07			May07/Jun07
June, 2007			Jun07/Jul07			Jun07/Jul07
July, 2007			Jul07/Aug07			Jul07/Aug07
August, 2007			Aug07/Sep07			Aug07/Sep07
September, 2007			Sep07/Oct07			Sep07/Oct07
October, 2007			Oct07/Nov07			Oct07/Nov07
November, 2007			Nov07/Dec07			Nov07/Dec07
December, 2007			Dec07/Jan07			Dec07/Jan07
YTD Total	4703	\$9,188		324	\$15,950	

Baseline: WN U-40 2.2.2.B.1.b. / WN U-40 2.2.2 B.1.c a \$50 credit will be offered if the company fails to keep a guaranteed appointment or commitment. Effective 10/30/05 the amount of the credit changed from \$50.00 to \$25.00

Delayed Primary Exchange Alternative	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD # of credits paid
Residence													
# of completed orders for installation of primary service													40340
# of completed orders for primary service installed w/ 5 bus. days													39995
# of credits-First Month's Charge(HO Recurring)													0
Amount of credit-First Month's Charge(HO Recur)													\$0
Eff 10/30/05 the Held Order Recurring Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.													
# of credits-Installation (HO NonRecur)													280
Amount of credits-Installation (Ho NonRecur)													\$0
# of \$100 Bill Credits													0
Amount of \$100 Bill Credits													\$0
Eff 10/30/05 the \$100 Bill Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.													
# of Voice Mail Recurring Credits													0
Amount of Voice Mail Recurring Credits													\$0
# of Voice Mail Nonrecurring Credits													0
Amount of Voice Mail Nonrecurring Credits													\$0
#Cell Loaners													0
Amount of cell vouchers*													\$0
*Note: Cellular vouchers are paid to Verizon, for Qwest customers located in Washington using Verizon wireless loaner telephones.													
Eff 10/30/05 the Cellular Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.													
# of Remote Call Fwrding-Recurring													0
Amount of Remote Call Fwrding-Recurring													\$0
# of Remote Call Fwrding-Non-Recurring													0
Amount of Remote Call Fwrding-Non-Recurring													\$0
YTD Total Number of Credits Paid													280
YTD Total Amount of Credits Paid	\$4,340	\$4,340											\$8,680

Delayed Primary Exchange Alternative	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD # of credits paid
Business													
# of completed orders for installation of primary service													6303
# of completed orders for primary service installed w/ 5 bus. days													6110
# of credits-First Month's Charge(HO Recurring)													0
Amount of credit-First Month's Charge(HO Recur)													\$0
Eff 10/30/05 the Held Order Recurring Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.													
# of credits-Installation (HO NonRecur)													147
Amount of credits-Installation (HO NonRecur)													\$11,276
# of \$100 Bill Credits													0
Amount of \$100 Bill Credits													\$0
Eff 10/30/05 the \$100 Bill Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.													
# of Voice Mail Recurring Credits													0
Amount of Voice Mail Recurring Credits													\$0
# of Voice Mail Nonrecurring Credits													0
Amount of Voice Mail Nonrecurring Credits													\$0
#Cell Loaners													0
Amount of cell vouchers*													\$0
*Note: Cellular vouchers are paid to Verizon, for Qwest customers located in Washington using Verizon wireless loaner telephones.													
Eff 10/30/05 the Cellular Credit provision is no longer required to be reported.Credits will be continued to be paid until system enhancements are complete.													
# of Remote Call Frwding-Recuring													0
Amount of Remote Call Frwding-Recuring													\$0
# of Remote Call Frwding-Non-Recuring													0
Amount of Remote Call Frwding-Non-Recuring													\$0
YTD Total Number of Credits Paid													147
YTD Total Amount of Credits Paid	\$5,136	\$6,140											\$11,276