

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



February 24, 2006

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

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

Dear Ms. Washburn:

Enclosed are the January 2006 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) Installation Commitments Met/Held Orders,
- 2) Repair Commitments Met,
- 3) Trouble Report,
- 4) Abnormal Trouble Conditions Report,
- 5) Answer Time Performance,
- 6) Out of Service Report – 48 hours/Cleared Greater than 72 hours,
- 7) Trunk Blocking Reports,
- 8) Dial Tone Report,
- 9) Customer Complaint Report,
- 10) Customer Service Guarantee Report

The Service Order Interval Missed Commitment Report enclosed includes all orders completed in January 2006. 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.

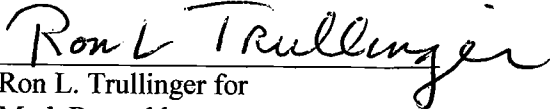
RECEIVED  
RECORDS MANAGEMENT  
05 FEB 27 PM 12:10  
STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

Qwest is reporting four wire centers exceeding the benchmark standard for Trouble Reports. The wire centers are: Belfair, Ephrata, Othello, and Warden. The reasons for this standard not being met are attached.

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

## INSTALLATION APPOINTMENTS MET

The Installation Appointments Met report measures the percentage of appointments for the connection of service met on the commitment date. Beginning with May 1993, report each month's results, adding subsequent months' data until 12 months of data is reported. After that point, add the current month data and delete the 13 month old data in order to always report percentages for 12 months.

COMPANY NAME: Qwest Corporation

- Calculations are based on 2005/2006 orders reflected in the Service Interval Missed Commitment Report 1, Commitments Met-Company Missed.

MONTH/YEAR	02/05	03/05	04/05	05/05	06/05	07/05	08/05	09/05	10/05	11/05	12/05	01/06
PERCENTAGE	99.7	99.8	99.7	99.6	99.5	99.5	99.3	99.5	99.5	99.4	99.4	99.4

Month reflects calculation based on residence, small business and large business orders.

## HELD ORDERS

The Held Orders report lists the number of requests for primary exchange service that is not filled on or before the commitment date. State the number of held orders expressed as a ratio per one hundred new or reestablished lines ordered. Begin reporting with May 1993, ratios. After ratios for 12 months have been reported, subsequent reports should add the current month's data and delete the 13 month's data in order to continue reporting the most current 12 month of results. Beginning with January 1996 a new method of determining this statistic is used, making it not comparable to prior months.

COMPANY NAME: Qwest Corporation

- Calculations are based on 2005/2006 orders reflected in the Service Interval Missed Commitment Report 2, 5 Day Greater than 10%.

MONTH/YEAR	02/05	03/05	04/05	05/05	06/05	07/05	08/05	09/05	10/05	11/05	12/05	01/06
RATIOS	0.70	0.69	0.78	1.55	1.90	1.63	2.00	1.51	1.68	1.82	1.98	2.28

Month reflects calculation based on residence, small business and large business orders.

WA Year To Date Age Report For Jan 2006																	
For End of Month Jan 2006																	
Excludes Customer Reasons																	
January	Completed (Met/Missed Due Date)					Year To Date					Open (Missed Due Date)						
	ORD CNT	AVG AGE	< 5 Days	5 <= 30	31 <= 60	> 60	ORD CNT	AVG AGE	< 5 Days	5 <= 30	31 <= 60	> 60	ORD CNT	AVG AGE	< 5 Days	5 <= 30	31 <= 60
Inside Base Rate																	
BP	[REDACTED]																
BR	[REDACTED]																
BS	[REDACTED]																
PC	[REDACTED]																
RP	[REDACTED]																
RR	[REDACTED]																
RS	[REDACTED]																
TOTAL	[REDACTED]																
Outside Base Rate																	
BP	[REDACTED]																
BR	[REDACTED]																
BS	[REDACTED]																
PC	[REDACTED]																
RP	[REDACTED]																
RR	[REDACTED]																
RS	[REDACTED]																
TOTAL	[REDACTED]																
Total	[REDACTED]																
BP	[REDACTED]																
BR	[REDACTED]																
BS	[REDACTED]																
PC	[REDACTED]																
RP	[REDACTED]																
RR	[REDACTED]																
RS	[REDACTED]																
TOTAL	[REDACTED]																
BP - BUSINESS PRIMARY      RP - RESIDENTIAL PRIMARY																	
BS - BUSINESS SECONDARY      RS - RESIDENTIAL SECONDARY																	
BR - BUSINESS REGRADE      RR - RESIDENTIAL REGRADE																	
PC - COIN AND PUBLIC COIN																	

**Qwest Corporation**  
**Reconciliation of the Service Order Interval Missed Commitment and Aging Reports**  
**January 2006**

The Year-to-date Aging Report reflects the progress made when an order is held due to the lack of company facilities. As of January 31, 2006, Qwest had █ pending held orders over 30 days old due to a lack of company facilities, all of which were for additional lines.

The Qwest Service Order Interval Missed Commitment Summary Report for January 2006 indicates that we have completed 29,330 (97.72%) orders year to date within 5 business days (new, transfer or change orders with at least one inward line). 670 (2.28%) orders were not completed within 5 business days due to company reasons.

The January Year-to-Date Aging Report indicates that █ total orders through January have been completed that were originally held due to a lack of facilities. By working with the January Service Order Interval Missed Commitment Summary and the January Year-to-Date Report the following conclusions can be drawn:

- 29,330 orders for lines were completed in January 2006.
- 158,569 total orders were completed in January 2006.
- Qwest missed the commitment/appointment for 955 orders (0.60%) of the total orders completed in January.
- 670 orders (2.28%) were not completed in 5 business days (670/29,330). These were all held orders. Information on the Aging Report indicates that █ orders were held in January due to a lack of facilities (803 that have completed and 45 that are still pending). Therefore, you can conclude that the January orders that were not completed within 5 business days were held due to a lack of facilities. In other words, the technicians completed all orders within 5 business days unless they were unable to do so because there were no available facilities.
- Year-to-date, █ orders (99.67%) have been completed that were originally held due to a lack of facilities, some of these orders may have been taken in 2003.
- Of the █ total orders held due to a lack of facilities to date, █ were completed in less than 30 days (89.72%).

<i>VIEW 1</i>	10/05 SOT=NTC Inward R, SB, LB	Not Compl w/i 90 days	Orders Still Open > 60 days (from 01/06 facilities aging report)	Total orders not compl w/i 90 days	90 days (greater than 1%)
State Total	37,,464	5	█	7	0.02%

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.

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  
JANUARY 2006

MONTH	TOTAL SOT=NTC	COMPANY MISSED	SUBSCRIBER MISSES	COMMITMENTS MET CO MSSD	01/06 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	158,569	955	2,039	99.40%	29,330	670	2.28%	5	0.02%
FEBRUARY									
MARCH									
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
YTD	158,569	955	2,039	99.40%	29,330	670	2.28%	5	0.02%

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)  
January 2006

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	01/06 TOTAL ORDERS SOT= NTC R,SB,LB	01/06 TOTAL ORDERS SOT=NTC R,SB	Company Misses R,SB,LB	Subscriber Misses R,SB,LB	Combined Misses R,SB,LB	COMMITTS Subscriber Missed R,SB,LB	COMMITTS Company Missed R,SB,LB	COMMITTS MET (Combined Missed) R,SB,LB
ABERDEEN-HOQUIAM	532	360	1544	1540	4	14	18	99.09%	99.74%	98.83%
AUBURN	833	253	3177	3166	16	34	50	98.92%	99.49%	98.43%
BAINBRIDGE ISLAND	842	206	1040	1031	4	12	16	98.84%	99.61%	98.46%
BATTLEGROUND	687	360	1122	1121	61	16	77	98.49%	94.48%	93.14%
BELFAIR	275	360	675	673	3	15	18	97.77%	99.55%	97.33%
BELLEVUE			3881	3822	16	91	107	97.66%	99.59%	97.24%
GLENLCOURT	453	425	1281	1257	5	37	42	97.10%	99.60%	96.72%
SHERWOOD	641	425	2600	2565	11	54	65	97.91%	99.57%	97.50%
BELLINGHAM			3357	3329	18	49	67	98.54%	99.46%	98.00%
LUMMI	758	360	249	249	4	5	9	97.96%	98.36%	96.39%
REGENT	671	360	3108	3080	14	44	58	98.58%	99.54%	98.13%
BLACK DIAMOND	886	360	270	270	5	11	16	95.85%	98.07%	94.07%
BREMERTON			3321	2916	80	42	122	98.74%	97.59%	96.33%
CROSBY	373	360	254	254	2	3	5	98.81%	99.20%	98.03%
BREM ESSEX	830	360	3007	2602	78	39	117	98.67%	97.37%	96.11%
SUNNYSLOPE	674	360	60	60	0	0	0	100.00%	100.00%	100.00%
BUCKLEY	829	360	296	290	3	2	5	99.32%	98.98%	98.31%
CASTLE ROCK	274	360	466	463	3	8	11	98.27%	99.34%	97.64%
CENTRALIA	736	360	1033	1030	8	10	18	99.02%	99.22%	98.26%
CHEHALIS			902	890	5	15	20	98.34%	99.45%	97.78%
CHEHALIS	748	360	689	677	4	10	14	98.54%	99.41%	97.97%
NAPAVINE	262	360	213	213	1	5	6	97.64%	99.52%	97.18%
CLE-ELUM	674	509	251	249	3	0	3	100.00%	98.80%	98.80%
COLFAX	397	509	149	141	1	2	3	98.65%	99.32%	97.99%
COLVILLE	684	509	469	464	1	3	4	99.36%	99.79%	99.15%
COPALIS										
(OCEAN SHORES)	289	360	324	324	2	5	7	98.45%	99.37%	97.84%
COULEE DAM	633	509	188	187	1	3	4	98.40%	99.46%	97.87%
CRYSTAL MTN.	663	360	43	43	0	3	3	93.02%	100.00%	93.02%
DAYTON	382	509	124	124	1	5	6	96.03%	99.18%	95.28%
DEER PARK	276	509	473	471	4	6	10	98.72%	99.14%	97.89%
DES MOINES			4184	4170	21	37	58	99.12%	99.50%	98.61%
DES MOINES	824	206	1603	1599	15	21	36	98.68%	99.05%	97.75%
FEDERAL WAY	839	253	2581	2571	6	16	22	99.38%	99.77%	99.15%
EASTON	656	509	43	43	0	1	1	97.67%	100.00%	97.67%
ELK	292	509	218	218	3	2	5	99.07%	98.61%	97.71%
ENUMCLAW	825	360	797	788	7	7	14	99.11%	99.11%	98.24%
EPHRATA	754	509	295	293	10	1	11	99.65%	96.60%	96.27%
GRAHAM	847	253	2239	2238	7	27	34	98.79%	99.68%	98.48%
GREEN BLUFF	238	509	141	141	0	2	2	98.58%	100.00%	98.58%
HOODSPORT	877	360	204	203	2	2	4	99.01%	99.01%	98.04%
ISSAQUAH	392	425	1617	1608	13	28	41	98.25%	99.18%	97.46%
KENT			5134	5105	23	57	80	98.89%	99.55%	98.44%

Washington Service Order Interval Missed Commitment Report  
Based on 2003 and 2004 Orders (Report 1, Completed Orders)  
January 2006

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EXCHANGES	WC	AREA CODE	01/06 TOTAL ORDERS SOT= NTC R,SB,LB	01/06 TOTAL ORDERS SOT=NTC R,SB	Company Misses R,SB,LB	Subscriber Misses R,SB,LB	Combined Misses R,SB,LB	COMMITTS Subscriber Missed R,SB,LB	COMMITTS Company Missed R,SB,LB	COMMITTS MET (Combined Missed) R,SB,LB
MERIDIAN	253	360	1812	1810	16	16	32	99.11%	99.11%	98.23%
O'BRIEN	251	206	256	244	1	12	13	95.29%	99.59%	94.92%
ULRICH	852	253	3066	3051	6	29	35	99.05%	99.80%	98.86%
LIBERTY LAKE	255	509	110	110	0	1	1	99.09%	100.00%	99.09%
LONGVIEW-KELSO	423	360	3576	3563	28	36	64	98.99%	99.21%	98.21%
LOON LAKE	233	509	78	78	0	1	1	98.72%	100.00%	98.72%
MAPLE VALLEY	432	425	983	982	3	11	14	98.88%	99.69%	98.58%
MOSES LAKE			1433	1431	46	17	63	98.81%	96.79%	95.60%
MOSES LAKE(AFB)	762	509	289	289	9	6	15	97.86%	96.82%	94.81%
MOSES LAKE	765	509	1144	1142	37	11	48	99.01%	96.73%	95.80%
NEWMAN LAKE	226	509	185	184	2	0	2	100.00%	98.92%	98.92%
NORTHPORT	732	509	95	95	1	1	2	98.94%	98.94%	97.89%
OLYMPIA			7325	6951	32	89	121	98.82%	99.57%	98.39%
EVERGREEN	866	360	513	511	0	7	7	98.64%	100.00%	98.64%
LACEY	456	360	3553	3496	16	41	57	98.84%	99.54%	98.40%
WHITEHALL	352	360	3459	2944	16	41	57	98.81%	99.53%	98.35%
OMAK-OKANOGAN	826	509	582	568	4	5	9	99.13%	99.31%	98.45%
OROVILLE	476	509	188	186	3	4	7	97.84%	98.37%	96.28%
OTHELLO	488	509	446	446	16	8	24	98.14%	96.35%	94.62%
PASCO	545	509	2254	2245	10	27	37	98.80%	99.55%	98.36%
PATEROS	923	509	41	41	0	0	0	100.00%	100.00%	100.00%
POMEROY	843	509	171	170	5	4	9	97.59%	97.01%	94.74%
PT. ANGELES			1545	1536	22	17	39	98.90%	98.58%	97.48%
JOYCE	928	360	72	72	2	2	4	97.14%	97.14%	94.44%
PT. ANGELES	452	360	1473	1464	20	15	35	98.97%	98.63%	97.62%
PT. LUDLOW	437	360	226	226	2	6	8	97.32%	99.09%	96.46%
PT. ORCHARD			2264	2255	17	24	41	98.94%	99.25%	98.19%
COLBY	871	360	833	832	3	9	12	98.92%	99.64%	98.56%
PT. ORCHARD	876	360	1431	1423	14	15	29	98.94%	99.01%	97.97%
PT. TOWNSEND	385	360	950	937	11	26	37	97.23%	98.81%	96.11%
PUYALLAP	841	253	3699	3679	9	55	64	98.51%	99.75%	98.27%
RENTON	226	425	5312	5292	20	48	68	99.09%	99.62%	98.72%
RIDGEFIELD	887	360	323	323	3	6	9	98.13%	99.05%	97.21%
ROCHESTER	273	360	613	613	4	8	12	98.69%	99.34%	98.04%
ROY	842	253	251	250	8	2	10	99.18%	96.79%	96.02%
SEATTLE			28138	27766	135	446	581	98.41%	99.52%	97.94%
ATWATER	281	206	1906	1900	3	37	40	98.06%	99.84%	97.90%
CAMPUS	543	206	934	929	4	21	25	97.74%	99.56%	97.32%
CHERRY	241	206	4234	4198	14	57	71	98.65%	99.66%	98.32%
DUWAMISH	762	206	1557	1546	7	28	35	98.19%	99.54%	97.75%
EAST	322	206	3735	3732	10	67	77	98.20%	99.73%	97.94%
ELLIOT	441	206	736	729	1	15	16	97.96%	99.86%	97.83%
EMERSON	361	206	3245	3235	6	31	37	99.04%	99.81%	98.86%
LAKEVIEW	522	206	2219	2209	6	34	40	98.46%	99.73%	98.20%

Washington Service Order Interval Missed Commitment Report  
 Based on 2003 and 2004 Orders (Report 1, Completed Orders)  
 January 2006

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EXCHANGES	WC CODE	AREA CODE	01/06 TOTAL ORDERS SOT=NTC R,SB,LB	01/06 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
	223	206	1806	1546	7	53	60	97.05%	99.60%	96.68%
MERCER ISLAND (Adams)	232	206	615	613	6	10	16	98.36%	99.01%	97.40%
PARKWAY	721	206	2726	2718	63	36	99	98.65%	97.66%	96.37%
SUNSET	782	206	2260	2253	3	26	29	98.85%	99.87%	98.72%
WEST	932	206	2165	2158	5	31	36	98.56%	99.77%	98.34%
SEQUIM	683	360	1173	1165	8	17	25	98.54%	99.31%	97.87%
SHELTON	426	360	1508	1502	3	25	28	98.34%	99.80%	98.14%
SILVERDALE	692	360	1535	1534	4	23	27	98.50%	99.74%	98.24%
SPOKANE			14595	14507	56	164	220	98.88%	99.62%	98.49%
CHESTNUT	244	509	412	409	0	1	1	99.76%	100.00%	99.76%
FAIRFAX	325	509	2199	2183	7	23	30	98.95%	99.68%	98.64%
HUDSON	482	509	2320	2313	2	25	27	98.92%	99.91%	98.84%
KEYSTONE	534	509	1515	1508	5	11	16	99.27%	99.67%	98.94%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE							
RIVERSIDE	455	509	2560	2538	23	45	68	98.24%	99.10%	97.34%
WALNUT	922	509	3747	3723	11	33	44	99.12%	99.70%	98.83%
WHITWORTH	466	509	1842	1833	8	26	34	98.58%	99.56%	98.15%
SPRINGDALE	258	509	143	142	4	1	5	99.28%	97.18%	96.50%
SUMNER (BonneyLake)	863	253	2006	2000	18	29	47	98.54%	99.09%	97.66%
TACOMA			20243	20096	55	237	292	98.83%	99.73%	98.56%
FORT LEWIS	964	253	876	824	1	20	21	97.71%	99.88%	97.60%
GREENFIELD	472	253	3160	3137	6	31	37	99.02%	99.81%	98.83%
JUNIPER	582	253	3199	3181	3	27	30	99.16%	99.91%	99.06%
LENNOX	531	253	4005	4000	19	41	60	98.97%	99.52%	98.50%
LOGAN	564	253	1627	1624	3	19	22	98.83%	99.81%	98.65%
MARKET (Fawcett)	272	253	2056	2029	6	32	38	98.44%	99.70%	98.15%
SKYLINE	752	253	1436	1431	3	17	20	98.81%	99.79%	98.61%
WAVERLY-2	922	253	691	688	6	11	17	98.39%	99.12%	97.54%
WAVERLY-7	927	253	3193	3182	8	39	47	98.78%	99.75%	98.53%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA							
VANCOUVER			10693	10628	54	110	164	98.97%	99.49%	98.47%
ORCHARDS	253	360	5514	5482	34	48	82	99.12%	99.38%	98.51%
OXFORD	693	360	3212	3186	8	40	48	98.75%	99.75%	98.51%
SALMON CREEK (VANCVR NO)	573	360	1967	1960	12	22	34	98.87%	99.38%	98.27%
WAITSBURG	337	509	44	41	0	0	0	100.00%	100.00%	100.00%
WALLA WALLA	522	509	1706	1685	6	22	28	98.71%	99.64%	98.36%
WARDEN	349	509	164	164	4	1	5	99.38%	97.55%	96.95%
WINLOCK	785	360	228	226	5	7	12	96.86%	97.74%	94.74%
YAKIMA			5563	5528	32	51	83	99.08%	99.42%	98.51%
CHESTNUT	244	509	4111	4079	20	40	60	99.02%	99.51%	98.54%
WEST	965	509	1452	1449	12	11	23	99.24%	99.17%	98.42%

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

January 2006

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	01/06 TOTAL ORDERS SOT= NTC R,SB,LB	01/06 TOTAL ORDERS SOT=NTC R,SB	Company Misses R,SB,LB	Subscriber Misses R,SB,LB	Combined Misses R,SB,LB	COMMMITS MET Subscriber Missed R,SB,LB	COMMMITS MET Company Missed R,SB,LB	COMMMITS MET (Combined Missed) R,SB,LB
Washington Customers Served by Exchanges in Neighboring States										
Clarkston	751	509	158569	156496	955	2039	2994	98.71%	99.40%	98.11%
<b>WC TOTAL</b>										

Washington Service Order Interval Missed Commitment Report  
 Based on 2003 and 2004 Orders (Report 2. Missed Commitments)  
 January 2006

1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC	AREA CODE	01/06 SOT=NTC INWARD R,SB,LB	01/06 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 (GRTR THAN 1%)
ABERDEEN-HOQUIAM	532	360	267	267	2	0.75%	15	0	100.00%	0.00%	0	0.00%
AUBURN	833	253	596	589	12	2.01%	75	2	97.33%	2.67%	0	0.00%
BAINBRIDGE ISLAND	842	206	164	160	3	1.83%	27	1	96.30%	3.70%	0	0.00%
BATTLEGROUND	687	360	167	166	7	4.19%	52	0	100.00%	0.00%	0	0.00%
BELFAIR	275	360	94	93	2	2.13%	7	0	100.00%	0.00%	0	0.00%
BELLEVUE			698	669	13	1.86%	113	1	99.12%	0.88%	0	0.00%
GLENCOURT	453	425	256	242	6	2.34%	45	0	100.00%	0.00%	0	0.00%
SHERWOOD	641	425	442	427	7	1.58%	68	1	98.53%	1.47%	0	0.00%
BELLINGHAM			662	651	13	1.96%	78	2	97.44%	2.56%	0	0.00%
LUMMI	758	360	28	28	1	3.57%	7	1	85.71%	14.29%	0	0.00%
REGENT	671	360	634	623	12	1.89%	71	1	98.59%	1.41%	0	0.00%
BLACK DIAMOND	886	360	54	54	3	5.56%	5	0	100.00%	0.00%	0	0.00%
BREMERTON			797	557	81	10.16%	181	33	81.77%	18.23%	0	0.00%
CROSBY	373	360	30	30	2	6.67%	2	0	100.00%	0.00%	0	0.00%
BREM ESSEX	830	360	754	514	79	10.48%	177	33	81.36%	18.64%	0	0.00%
SUNNYSLOPE	674	360	13	13	0	0.00%	2	0	100.00%	0.00%	0	0.00%
BUCKLEY	829	360	44	43	2	4.55%	1	0	100.00%	0.00%	0	0.00%
CASTLE ROCK	274	360	77	76	4	5.19%	19	1	94.74%	5.26%	0	0.00%
CENTRALIA	736	360	207	207	4	1.93%	16	0	100.00%	0.00%	0	0.00%
CHEHALIS			188	187	5	2.66%	22	0	100.00%	0.00%	1	0.33%
CHEHALIS	748	360	140	139	4	2.86%	14	0	100.00%	0.00%	0	0.00%
NAPAVINE	262	360	48	48	1	2.08%	8	0	100.00%	0.00%	0	0.00%
CLE-ELUM	674	509	30	30	1	3.33%	3	0	100.00%	0.00%	1	2.08%
COLFAX	397	509	27	27	1	3.70%	2	0	100.00%	0.00%	0	0.00%
COLVILLE	684	509	79	79	1	1.27%	3	0	100.00%	0.00%	0	0.00%
COPALIS												
(OCEAN SHORES)	289	360	61	61	2	3.28%	9	1	88.89%	11.11%	0	0.00%
COULEE DAM	633	509	30	30	0	0.00%	0	0	0.00%	0.00%	0	0.00%
CRYSTAL MTN.	663	360	7	7	0	0.00%	3	0	100.00%	0.00%	0	0.00%
DAYTON	382	509	20	19	0	0.00%	2	0	100.00%	0.00%	0	0.00%
DEER PARK	276	509	69	69	3	4.35%	2	0	100.00%	0.00%	0	0.00%
DES MOINES			678	674	11	1.62%	73	0	100.00%	0.00%	0	0.00%
DES MOINES	824	206	277	276	6	2.17%	25	0	100.00%	0.00%	0	0.00%
FEDERAL WAY	839	253	401	398	5	1.25%	48	0	100.00%	0.00%	0	0.00%
EASTON	656	509	3	3	0	0.00%	1	0	100.00%	0.00%	0	0.00%
ELK	292	509	39	39	3	7.69%	4	0	100.00%	0.00%	1	2.56%
ENUMCLAW	825	360	114	112	3	2.63%	25	0	100.00%	0.00%	0	0.00%
EPHRATA	754	509	57	56	6	10.53%	2	1	50.00%	50.00%	0	0.00%
GRAHAM	847	253	328	327	6	1.83%	46	0	100.00%	0.00%	0	0.00%
GREEN BLUFF	238	509	26	26	0	0.00%	4	0	100.00%	0.00%	0	0.00%
HOODSPORT	877	360	33	33	1	3.03%	4	0	100.00%	0.00%	0	0.00%
ISSAQUAH	392	425	294	288	11	3.74%	51	1	98.04%	1.96%	0	0.00%
KENT			963	940	19	1.99%	83	4	95.18%	4.82%	0	0.00%
MERIDIAN	253	360	256	256	14	5.47%	26	4	84.62%	15.38%	0	0.00%
OBRIEN	251	206	63	57	1	1.59%	7	0	100.00%	0.00%	0	0.00%
ULRICH	852	253	634	627	4	0.63%	50	0	100.00%	0.00%	0	0.00%
LIBERTY LAKE	255	509	10	10	0	0.00%	3	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)  
 January 2006

1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC	AREA CODE	01/06 SOT=NTC INWARD R,SB,LB	01/06 SOT=NTC INWARD R,SB	NOT COMPL W/ 5 DAYS	5 DAYS (Greater than 10%)	SUM OF ORDERS WIDD > 5 days; Customer Reasons	SUM OF ORDERS WIDD > 5 DAYS; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	NOT COMPL W/ 90 DAYS	90 DAYS (GRTR THAN 1%)
LONGVIEW-KELSO	423	360	661	655	21	3.18%	134	10	92.54%	7.46%	0	0.00%
LOON LAKE	233	509	8	8	0	0.00%	1	0	100.00%	0.00%	0	0.00%
MAPLE VALLEY	432	425	131	130	2	1.53%	25	1	96.00%	4.00%	0	0.00%
MOSES LAKE			300	299	37	12.33%	20	1	95.00%	5.00%	0	0.00%
MOSES LAKE(AFB)	762	509	62	62	9	14.52%	2	0	100.00%	0.00%	0	0.00%
MOSES LAKE	765	509	238	237	28	11.76%	18	1	94.44%	5.56%	0	0.00%
NEWMAN LAKE	226	509	22	22	2	9.09%	1	0	100.00%	0.00%	0	0.00%
NORTHPORT	732	509	14	14	1	7.14%	2	0	100.00%	0.00%	0	0.00%
OLYMPIA			1354	1314	29	2.14%	187	2	98.93%	1.07%	1	0.07%
EVERGREEN	866	360	91	91	1	1.10%	9	0	100.00%	0.00%	0	0.00%
LACEY	456	360	630	615	12	1.90%	84	1	98.81%	1.19%	0	0.00%
WHITEHALL	352	360	633	608	16	2.53%	94	1	98.94%	1.06%	1	0.16%
OMAK-OKANOGAN	826	509	109	103	3	2.75%	12	1	91.67%	8.33%	0	0.00%
OROVILLE	476	509	30	29	2	6.67%	4	0	100.00%	0.00%	0	0.00%
OTHELLO	488	509	88	88	11	12.50%	4	1	75.00%	25.00%	0	0.00%
PATEROS	545	509	456	453	8	1.75%	26	0	100.00%	0.00%	0	0.00%
PASCO	923	509	14	14	0	0.00%	1	0	100.00%	0.00%	0	0.00%
POMEROY	843	509	20	20	3	15.00%	2	1	50.00%	50.00%	0	0.00%
PT. ANGELES			257	256	13	5.06%	22	1	95.45%	4.55%	0	0.00%
JOYCE	928	360	15	15	2	13.33%	1	0	100.00%	0.00%	0	0.00%
PT. ANGELES	452	360	242	241	11	4.55%	21	1	95.24%	4.76%	0	0.00%
PT. LUDLOW	437	360	30	30	1	3.33%	8	0	100.00%	0.00%	0	0.00%
PT. ORCHARD			349	347	5	1.43%	48	0	100.00%	0.00%	0	0.00%
COLBY	871	360	120	119	0	0.00%	19	0	100.00%	0.00%	0	0.00%
PT. ORCHARD	876	360	229	228	5	2.18%	29	0	100.00%	0.00%	0	0.00%
PT. TOWNSEND	385	360	177	175	5	2.82%	20	0	100.00%	0.00%	0	0.00%
PUYALLAP	841	253	665	655	7	1.05%	85	1	98.82%	1.18%	0	0.00%
RENTON	226	425	936	929	20	2.14%	117	8	93.16%	6.84%	0	0.00%
RIDGEFIELD	887	360	47	47	4	8.51%	14	1	92.86%	7.14%	0	0.00%
ROCHESTER	273	360	106	106	4	3.77%	11	0	100.00%	0.00%	0	0.00%
ROY	842	253	56	56	7	12.50%	8	0	100.00%	0.00%	0	0.00%
SEATTLE			5476	5292	86	1.57%	572	3	99.48%	0.52%	0	0.00%
ATWATER	281	206	390	386	2	0.51%	56	0	100.00%	0.00%	0	0.00%
CAMPUS	543	206	207	204	3	1.45%	17	0	100.00%	0.00%	0	0.00%
CHERRY	241	206	786	773	7	0.89%	80	1	98.75%	1.25%	0	0.00%
DUWAMISH	762	206	287	282	2	0.70%	34	0	100.00%	0.00%	0	0.00%
EAST	322	206	792	790	9	1.14%	83	1	98.80%	1.20%	0	0.00%
ELLIOT	441	206	195	191	1	0.51%	21	0	100.00%	0.00%	0	0.00%
EMERSON	361	206	555	551	6	1.08%	53	0	100.00%	0.00%	0	0.00%
LAKEVIEW	522	206	389	385	4	1.03%	45	1	97.78%	2.22%	0	0.00%
MAIN	223	206	563	429	32	5.68%	47	0	100.00%	0.00%	0	0.00%
MERCER ISLAND												
(Adams)	232	206	112	110	6	5.36%	18	0	100.00%	0.00%	0	0.00%
PARKWAY	721	206	432	429	9	2.08%	26	0	100.00%	0.00%	0	0.00%
SUNSET	782	206	385	383	1	0.26%	48	0	100.00%	0.00%	0	0.00%
WEST	932	206	383	379	4	1.04%	44	0	100.00%	0.00%	0	0.00%
SEQUIM	683	360	200	198	7	3.50%	23	1	95.65%	4.35%	0	0.00%

Washington Service Order Interval Missed Commitment Report  
 Based on 2003 and 2004 Orders (Report 2. Missed Commitments)  
 January 2006

1	2	3	12	13	14	15	16	17	18	19	20	21
EXCHANGES	WC CODE	AREA CODE	01/06 SOT=NTC INWARD R,SB,IB	01/06 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 (GRTR THAN 1%)
SHELTON	426	360	253	250	2	0.79%	36	0	100.00%	0.00%	0	0.00%
SILVERDALE	692	360	274	273	3	1.09%	28	1	96.43%	3.57%	0	0.00%
SPOKANE			2674	2653	40	1.50%	259	3	98.84%	1.16%	0	0.00%
CHESTNUT	244	509	82	81	0	0.00%	2	0	100.00%	0.00%	0	0.00%
FAIRFAX	325	509	401	397	5	1.25%	39	1	97.44%	2.56%	0	0.00%
HUDSON	482	509	376	373	1	0.27%	15	0	100.00%	0.00%	0	0.00%
KEYSTONE	534	509	316	316	4	1.27%	31	0	100.00%	0.00%	0	0.00%
MORAN	441	509	NUMBERS ADDED TO RIVERSIDE									
RIVERSIDE	455	509	511	508	15	2.94%	60	1	98.33%	1.67%	0	0.00%
WALNUT	922	509	677	670	8	1.18%	66	0	100.00%	0.00%	0	0.00%
WHITWORTH	466	509	311	308	7	2.25%	46	1	97.83%	2.17%	0	0.00%
SPRINGDALE	258	509	33	32	3	9.09%	0	0	0.00%	0.00%	0	0.00%
SUMNER (BonneyLake)	863	253	320	317	14	4.38%	43	0	100.00%	0.00%	0	0.00%
TACOMA			3778	3723	42	1.11%	365	7	98.08%	1.92%	0	0.00%
FORT LEWIS	964	253	213	186	2	0.94%	33	1	96.97%	3.03%	0	0.00%
GREENFIELD	472	253	578	569	6	1.04%	45	1	97.78%	2.22%	0	0.00%
JUNIPER	582	253	666	659	3	0.45%	53	1	98.11%	1.89%	0	0.00%
LENOX	531	253	656	654	11	1.68%	40	0	100.00%	0.00%	0	0.00%
LOGAN	564	253	310	309	3	0.97%	42	1	97.62%	2.38%	0	0.00%
MARKET (Fawcett)	272	253	489	484	5	1.02%	63	1	98.41%	1.59%	0	0.00%
SKYLINE	752	253	234	233	1	0.43%	30	0	100.00%	0.00%	0	0.00%
WAVERLY-2	922	253	133	133	6	4.51%	10	1	90.00%	10.00%	0	0.00%
WAVERLY-7	927	253	499	496	5	1.00%	49	1	97.96%	2.04%	0	0.00%
TOUCHET	394	509	NUMBERS ADDED TO WALLA WALLA									
VANCOUVER			1960	1938	38	1.94%	512	14	97.27%	2.73%	1	0.05%
ORCHARDS	253	360	998	986	23	2.30%	281	9	96.80%	3.20%	1	0.10%
OXFORD	693	360	629	620	6	0.95%	146	1	99.32%	0.68%	0	0.00%
SALMON CREEK (VANCVR NO)	573	360	333	332	9	2.70%	85	4	95.29%	4.71%	0	0.00%
WAITSBURG	337	509	9	9	0	0.00%	1	0	100.00%	0.00%	0	0.00%
WALLA WALLA	522	509	341	333	5	1.47%	23	0	100.00%	0.00%	0	0.00%
WARDEN	349	509	27	27	2	7.41%	1	1	0.00%	100.00%	0	0.00%
WINLOCK	785	360	48	46	4	8.33%	0	0	0.00%	0.00%	0	0.00%
YAKIMA			1066	1057	17	1.59%	74	5	93.24%	6.76%	1	0.09%
CHESTNUT	244	509	806	799	13	1.61%	54	3	94.44%	5.56%	0	0.00%
WEST	965	509	260	258	4	1.54%	20	2	90.00%	10.00%	1	0.38%
Washington Customers Served by Exchanges in Neighboring States												
Clarkston	751	509	168	167	3	1.79%	11	1	90.91%	9.09%	0	0.00%
WC TOTAL			29330	28614	670	2.28%	3631	111	96.94%	3.06%	5	0.02%

WASHINGTON REPAIR COMMITMENTS MET  
JANUARY 2006

Measurement Period 2006	# of Repair Tickets	Repair Commitments Met	Repair Commitments Missed	% Met	Force Majeure Exclusions	Physically Obstructed Exclusions
January	24,987	20,993	3,994	84.02%	501	193
February						
March						
April						
May						
June						
July						
August						
September						
October						
November						
December						
<b>YTD Total</b>	<b>24,987</b>	<b>20,993</b>	<b>3,994</b>	<b>84.02%</b>	<b>501</b>	<b>193</b>
<b>Baseline (WAC 480-120-439(3)):</b> The missed repair appointment report must state the number of appointments						
missed; made and the number of allowed appointments exclusions.						



WASHINGTON TROUBLE REPORT  
JANUARY 2006

EXCHANGE	#	WC	ALINES	#RPTS	Jan-06	Dec-05	Nov-05	Oct-05	Sep-05	Aug-05	Jul-05	Jun-05	May-05	Apr-05	Mar-05	RATE	RATE
Report Rate > 4.00					4	0	0	0	0	1	0	0	0	0	0		
ABERDEEN	0	532	16112	290	1.80	1.22	1.07	1.17	0.84	0.78	0.77	0.71	0.82	0.70	1.09	0.62	0.62
AUBURN	0	833	32473	425	1.31	1.15	0.96	0.77	0.81	1.01	1.10	1.05	1.05	1.06	1.02	1.01	1.01
BAINBRIDGE	0	842	13800	214	1.55	1.10	0.98	1.10	0.99	1.14	1.14	0.98	1.18	0.96	1.77	1.11	1.11
BATTLE GROUND	0	687	11580	256	2.21	1.37	1.49	1.47	2.71	1.41	1.30	1.48	1.34	1.84	1.02	0.82	0.82
BELFAIR	0	275	8149	348	4.27	1.77	1.54	1.91	1.46	1.80	1.97	1.66	1.60	1.27	1.05	1.32	1.32
BELLEVUE	0		67488	551	0.82	0.73	0.83	0.73	0.61	0.73	0.72	0.63	0.69	0.63	0.69	1.11	1.11
GLENCOURT	0	453	26178	206	0.79	0.65	0.56	0.73	0.56	0.69	0.59	0.45	0.56	0.48	0.53	0.48	0.48
SHERWOOD	0	641	41310	345	0.84	0.78	1.01	0.73	0.64	0.76	0.80	0.75	0.78	0.73	0.79	1.05	1.05
BELLINGHAM	0		42021	239	0.57	0.74	0.53	0.57	0.57	0.66	0.59	0.86	0.50	0.56	0.63	0.66	0.66
LUMMI	0	758	1499	33	2.20	0.93	1.56	0.79	1.11	1.52	0.98	1.11	1.30	1.18	0.98	1.18	1.18
REGENT	0	671	40522	206	0.51	0.73	0.49	0.56	0.55	0.61	0.57	0.85	0.47	0.54	0.62	0.54	0.54
BLACK DIAMOND	0	886	3481	66	1.90	1.66	1.72	1.31	1.54	1.28	0.86	1.37	1.14	1.35	1.34	2.57	2.57
BREMERTON	0		39326	347	0.88	0.83	0.74	0.70	0.58	0.48	0.59	0.60	0.55	0.52	0.65	0.84	0.84
BREMERTON ESX	0	373	34987	285	0.81	1.57	0.67	0.59	0.45	0.41	0.48	0.52	0.53	0.49	0.62	1.22	1.22
CROSBY	0	830	3517	50	1.42	0.76	1.43	1.80	1.97	1.11	1.63	1.34	0.85	0.80	1.08	0.45	0.45
SUNNYSLOPE	0	674	822	12	1.46	0.86	0.49	0.49	0.12	0.85	0.85	0.84	0.53	0.72	0.48	0.83	0.83
BONNEY LAKE	0		Numbers added to Summer														
BUCKLEY	0	829	3210	44	1.37	1.55	1.23	2.54	1.35	2.28	1.73	0.85	1.30	0.87	1.65	1.68	1.68
CASTLEROCK	0	274	5009	145	2.89	2.36	2.68	2.11	2.18	2.53	2.01	1.99	2.90	3.55	1.46	1.59	1.59
CENTRALIA	0	736	9951	185	1.86	1.25	1.72	1.01	0.72	1.12	0.78	1.03	1.04	0.74	0.88	0.68	0.68
CHEHALIS	0		10586	187	1.77	1.39	1.27	1.09	0.90	1.40	0.85	0.96	1.11	0.71	0.99	1.02	1.02
CHEHALIS	0	748	7901	148	1.87	1.25	1.33	0.96	1.00	1.36	0.77	0.88	1.28	0.66	0.99	0.78	0.78
NAPAVINE	0	262	2685	39	1.45	1.79	1.09	1.50	0.60	1.54	1.10	1.18	0.57	0.88	0.99	0.84	0.84
CLE-ELUM	0	674	3358	40	1.19	1.04	0.92	1.27	1.30	0.74	1.31	0.75	0.57	1.02	0.90	0.60	0.60
COLFAX	0	397	2478	77	3.11	1.70	3.07	1.45	1.21	1.21	1.36	1.97	0.56	0.64	0.91	0.59	0.59
COLVILLE	0	684	7208	122	1.69	1.23	1.26	0.99	1.22	1.26	1.09	1.56	0.83	0.66	1.07	0.80	0.80
COPALIS(OCEAN SHORES)	0	289	4150	91	2.19	1.86	1.28	2.74	2.19	1.20	1.37	1.51	1.70	0.82	1.01	1.22	1.22
COULLEE DAM	0	633	2281	41	1.80	2.32	0.83	1.62	0.39	0.91	1.65	1.22	1.04	0.91	1.35	0.43	0.43
CRYSTAL MTN.	2	663	691	11	1.59	1.02	2.77	1.93	5.74	6.14	1.47	1.34	2.84	0.89	1.47	1.57	1.57
DAYTON	0	382	1882	24	1.28	1.16	1.41	1.25	0.67	1.71	1.41	1.57	1.23	1.60	1.51	0.78	0.78
DEER PARK	0	276	6565	94	1.43	0.98	0.84	1.10	1.18	1.27	1.31	2.02	0.84	1.11	0.94	1.15	1.15
DES MOINES	0		33854	403	1.19	0.86	0.91	0.82	0.84	0.75	0.85	0.82	0.73	0.77	0.74	0.93	0.93
DES MOINES	0	824	13101	150	1.14	0.99	0.88	0.73	0.83	0.72	0.83	0.78	0.68	0.83	0.81	0.70	0.70
FEDERAL WAY	0	839	20753	253	1.22	0.78	0.93	0.88	0.85	0.78	0.86	0.85	0.77	0.74	0.69	0.62	0.62
EASTON	0	656	726	6	0.83	1.36	0.54	1.37	0.69	0.96	0.69	0.28	0.70	0.28	0.14	0.42	0.42
ELK	0	292	2913	61	2.09	0.79	1.47	1.27	1.00	1.31	1.24	1.18	0.97	0.91	0.70	0.66	0.66
ENUMCLAW	0	825	9255	125	1.35	1.55	1.16	1.20	1.26	0.92	0.98	0.81	1.06	0.94	0.87	0.65	0.65
EPHRATA	0	754	3509	175	4.99	0.85	1.13	1.30	1.10	1.12	0.84	1.54	1.39	0.91	1.57	0.99	0.99
GRAHAM	0	847	19499	285	1.46	1.44	1.16	1.24	0.94	1.23	0.92	1.10	1.21	0.87	0.92	1.12	1.12

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EXCHANGE	#	WC	ALINES	#RPTS	Jan-06	Dec-05	Nov-05	Oct-05	Sep-05	Aug-05	Jul-05	Jun-05	May-05	Apr-05	RATE	RATE	RATE	RATE	RATE	RATE	
Report Rate > 4.00																					
GREEN BLUFF	0	238	3021	57	1.89	0.86	0.96	0.79	1.62	0.69	1.32	0.63	1.12	0.93	0	0	0	0	0	0	0
HOODSPORT	0	877	2556	35	1.37	1.48	0.93	1.42	0.80	1.40	1.37	1.23	1.20	1.17	0	0	0	0	0	0	0
ISSAQUAH	0	392	26000	260	1.00	0.77	0.72	0.83	0.75	0.85	0.66	0.79	0.87	0.61	0	0	0	0	0	0	0
KENT	0		59269	954	1.61	0.86	0.80	0.80	0.75	0.78	0.75	0.79	0.79	0.62	0	0	0	0	0	0	0
KENT MERIDIAN	0	630	21734	641	2.95	1.16	1.01	1.03	1.01	0.97	1.08	0.91	0.95	0.79	0	0	0	0	0	0	0
KENT OBRIEN	0	251	10156	32	0.32	0.30	0.26	0.35	0.17	0.29	0.28	0.36	0.25	0.22	0	0	0	0	0	0	0
KENT ULRICH	0	852	27379	281	1.03	0.83	0.85	0.78	0.76	0.81	0.67	0.85	0.86	0.65	0	0	0	0	0	0	0
LIBERTY LAKE	0	255	1566	18	1.15	0.51	0.63	1.14	0.88	0.75	1.13	0.81	0.56	0.44	0	0	0	0	0	0	0
LONGVIEW-KELSO	0	423	31876	700	2.20	1.60	1.74	1.49	1.46	1.36	1.10	1.36	1.23	1.29	0	0	0	0	0	0	0
LOON LAKE	0	233	1429	23	1.61	0.91	1.11	0.83	0.47	0.87	1.13	2.34	2.06	1.18	0	0	0	0	0	0	0
MAPLE VALLEY	0	432	13134	165	1.26	0.89	0.99	0.65	0.90	1.13	1.43	0.85	0.78	0.96	0	0	0	0	0	0	0
MOSES LAKE	0		14200	526	3.70	1.74	1.65	1.59	1.06	1.94	1.28	1.42	1.43	1.18	0	0	0	0	0	0	0
MOSES LAKE AFB	0	762	2380	67	2.82	0.93	0.89	0.97	1.04	1.22	0.75	0.99	1.26	0.68	0	0	0	0	0	0	0
MOSES LAKE	0	765	11820	459	3.88	1.90	1.81	1.72	1.07	2.09	1.38	1.51	1.46	1.28	0	0	0	0	0	0	0
NEWMAN LAKE	0	226	2512	50	1.99	0.64	1.46	0.63	0.55	1.04	0.77	1.13	1.01	0.93	0	0	0	0	0	0	0
NORTHPORT	0	732	1057	21	1.99	3.23	1.05	0.96	1.73	1.74	1.15	3.19	1.56	1.08	0	0	0	0	0	0	0
OLYMPIA	0		91420	1133	1.24	1.03	0.88	0.83	0.74	0.84	0.78	0.87	0.67	0.73	0	0	0	0	0	0	0
EVERGREEN	0	866	7299	146	2.00	0.85	1.33	1.20	1.17	1.04	0.82	0.92	0.51	0.90	0	0	0	0	0	0	0
LACEY	0	456	40873	403	0.99	1.09	0.81	0.75	0.71	0.95	0.82	0.85	0.70	0.66	0	0	0	0	0	0	0
WHITEHALL	0	352	43248	584	1.35	0.99	0.88	0.85	0.70	0.72	0.74	0.89	0.67	0.76	0	0	0	0	0	0	0
OMAK-OKANOGAN	0	826	7431	182	2.45	1.77	1.06	1.43	1.36	1.49	2.47	1.22	1.22	0.88	0	0	0	0	0	0	0
OROVILLE	0	476	1859	33	1.78	1.30	0.76	1.13	1.24	1.28	0.97	1.24	1.29	0.96	0	0	0	0	0	0	0
OTHELLO	0	488	4550	217	4.77	1.98	2.03	2.19	1.27	2.25	2.01	2.18	1.66	1.36	0	0	0	0	0	0	0
PASCO	0	545	20735	342	1.65	1.41	1.14	1.15	1.26	1.52	1.44	1.16	0.88	0.90	0	0	0	0	0	0	0
PATEROS	0	923	836	15	1.79	0.85	1.32	0.60	1.55	2.49	1.55	1.08	1.20	0.36	0	0	0	0	0	0	0
POMEROY	0	843	1323	35	2.65	3.71	2.07	1.70	2.43	3.12	1.90	2.64	1.83	1.54	0	0	0	0	0	0	0
PT. ANGELES	0		19104	271	1.42	0.96	1.04	1.16	0.78	1.20	0.94	1.04	0.88	0.75	0	0	0	0	0	0	0
JOYCE	0	928	1251	50	4.00	1.60	2.17	2.07	3.71	0.86	1.63	1.80	1.33	0.79	0	0	0	0	0	0	0
PT. ANGELES	0	452	17853	221	1.24	0.91	0.96	1.10	0.57	1.22	0.89	0.98	0.85	0.75	0	0	0	0	0	0	0
PT. LUDLOW	0	437	2920	36	1.23	1.09	1.00	0.55	0.89	1.16	0.62	1.21	0.42	0.83	0	0	0	0	0	0	0
PT. ORCHARD	0		23343	416	1.78	1.25	1.23	1.21	0.84	0.95	1.01	1.08	0.96	0.86	0	0	0	0	0	0	0
COLBY	0	871	8957	158	1.76	1.06	1.02	1.38	0.80	0.86	0.81	0.94	1.00	0.77	0	0	0	0	0	0	0
PT. ORCHARD	0	876	14386	258	1.79	1.36	1.36	1.10	0.87	1.01	1.13	1.17	0.93	0.92	0	0	0	0	0	0	0
PT. TOWNSEND	0	385	11880	124	1.04	1.08	1.10	1.14	0.75	1.05	0.91	0.98	1.58	0.88	0	0	0	0	0	0	0
PUYALLUP	0	841	38598	541	1.40	1.15	0.98	0.93	0.84	0.83	0.90	0.96	0.78	0.69	0	0	0	0	0	0	0
RENTON	0	226	55454	616	1.11	0.83	0.84	0.81	0.82	1.01	0.99	0.78	0.90	0.62	0	0	0	0	0	0	0
RIDGEFIELD	0	887	3934	110	2.80	1.26	1.86	1.44	1.65	1.12	1.48	1.49	2.04	1.35	0	0	0	0	0	0	0
ROCHESTER	0	273	6225	119	1.91	1.31	1.25	3.87	1.02	1.32	1.05	1.45	1.42	1.77	0	0	0	0	0	0	0
ROY	0	843	2804	59	2.10	1.94	1.72	1.08	1.05	0.90	0.83	1.05	0.97	2.05	0	0	0	0	0	0	0
SEATTLE	0		390535	3491	0.89	0.63	0.68	0.61	0.60	0.65	0.58	0.65	0.65	0.60	0	0	0	0	0	0	0

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EXCHANGE	#	WC	ALINES	#RPTS	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	
			Jan-06	Jan-06	Jan-06	Dec-05	Nov-05	Oct-05	Sep-05	Aug-05	Jul-05	Jun-05	May-05	Apr-05	Mar-05	Feb-05			
Report Rate > 4.00					4	0	0	0	1	1	0	0	0	0	0	0	0	0	
ATWATER	0	281	30335	207	0.68	0.56	0.49	0.48	0.47	0.53	0.58	0.49	0.54	0.44	0.54	0.45	0.45	0.45	
CAMPUS	0	543	14189	67	0.47	0.39	0.69	0.63	0.62	0.70	0.52	0.53	0.48	0.65	0.39	0.35	0.35	0.35	
CHERRY	0	241	42792	568	1.33	0.90	1.05	0.75	0.68	0.81	0.80	0.76	0.90	0.78	0.83	0.58	0.58	0.58	
DUWAMISH	0	655	16772	178	1.06	0.69	0.59	0.75	1.14	0.83	0.59	0.75	0.81	0.76	0.73	0.56	0.56	0.56	
EAST	0	322	42162	411	0.97	0.78	0.81	0.76	0.74	0.74	0.66	0.70	0.76	0.76	0.81	0.59	0.59	0.59	
ELLIOT	0	441	10710	29	0.27	0.30	0.43	0.42	0.39	0.33	0.26	0.22	0.26	0.31	0.28	0.26	0.26	0.26	
EMERSON	0	417	42401	391	0.92	0.77	0.66	0.61	0.58	0.70	0.59	0.67	0.52	0.60	0.68	0.56	0.56	0.56	
LAKEVIEW	0	522	36125	450	1.25	0.65	0.62	0.57	0.62	0.56	0.69	0.68	0.77	0.62	0.88	0.56	0.56	0.56	
MAIN	0	223	58801	126	0.21	0.16	0.16	0.19	0.17	0.23	0.22	0.16	0.19	0.19	0.20	0.16	0.16	0.16	
MERCER ISLAND (ADAMS)	0	232	12173	158	1.30	0.91	1.03	1.05	0.70	1.03	0.66	0.80	0.71	0.70	0.81	0.70	0.70	0.70	
PARKWAY	0	723	23668	372	1.57	1.08	1.15	1.08	1.10	1.05	0.90	1.29	1.49	1.09	1.24	0.76	0.76	0.76	
SUNSET	0	782	32093	234	0.73	0.51	0.63	0.55	0.43	0.50	0.49	0.62	0.61	0.48	0.50	0.40	0.40	0.40	
WEST	0	932	28314	300	1.06	0.64	0.94	0.75	0.82	0.99	0.68	1.10	0.66	0.73	0.78	0.59	0.59	0.59	
SEQUIM	0	683	14891	174	1.17	0.85	1.14	1.23	0.77	1.16	0.76	1.04	0.87	0.64	0.73	0.79	0.79	0.79	
SHELTON	0	427	16846	279	1.66	1.04	1.19	1.57	0.92	1.05	0.93	2.29	0.89	0.91	1.01	0.86	0.86	0.86	
SILVERDALE	0	692	17345	147	0.85	0.89	0.68	0.68	0.85	1.02	0.84	0.68	0.62	0.60	0.59	0.63	0.63	0.63	
SPOKANE	0		173320	2363	1.36	0.87	0.75	0.85	0.73	0.94	0.91	0.84	0.78	0.71	0.73	0.63	0.63	0.63	
CHESTNUT	0	244	3562	59	1.66	1.32	0.96	1.12	1.09	1.31	1.15	0.89	0.83	1.06	0.93	0.95	0.95	0.95	
FAIRFAX	0	325	25049	374	1.49	0.84	0.83	0.87	0.66	0.71	0.96	0.68	0.85	0.63	0.98	0.68	0.68	0.68	
HUDSON	0	482	19226	253	1.32	0.57	0.63	0.75	0.63	0.84	0.77	0.83	0.73	0.50	0.73	0.36	0.36	0.36	
KEYSTONE	0	534	17023	283	1.66	0.97	0.81	0.84	0.71	0.85	0.79	0.85	1.06	1.08	0.62	0.44	0.44	0.44	
MORAN	0		Numbers added to Riverside																
RIVERSIDE	0	455	35478	552	1.56	0.86	0.87	0.93	0.80	0.89	0.72	0.72	0.83	0.70	0.63	0.00	0.00	0.00	
WALNUT	0	922	47117	535	1.14	1.01	0.71	0.82	0.65	0.98	0.93	1.03	0.59	0.67	0.68	0.46	0.46	0.46	
WHITWORTH	0	466	25865	307	1.19	0.75	0.62	0.79	0.89	1.24	1.28	0.78	0.88	0.74	0.78	0.51	0.51	0.51	
SPRINGDALE	0	258	1750	33	1.89	1.09	0.98	1.79	1.16	3.76	2.34	3.34	1.17	0.71	1.06	0.58	0.58	0.58	
SUMNER	0	863	22755	329	1.45	1.32	1.18	1.29	0.91	1.17	1.11	1.03	0.98	1.28	0.90	0.76	0.76	0.76	
TACOMA	0		188041	2594	1.38	1.10	0.99	0.88	0.78	0.87	0.88	0.88	0.83	0.78	0.95	0.97	0.97	0.97	
FORT LEWIS	0	964	6909	46	0.67	0.70	0.58	0.72	0.77	0.72	0.63	0.72	0.45	0.71	0.51	0.58	0.58	0.58	
GREENFIELD	0	472	24325	357	1.47	1.33	1.10	1.09	0.74	0.98	0.95	0.96	1.14	1.03	1.96	0.95	0.95	0.95	
JUNIPER	0	581	27048	408	1.51	1.12	1.14	0.92	0.80	0.94	1.08	0.91	0.85	0.70	0.93	0.80	0.80	0.80	
LENNOX	0	531	31663	780	2.46	1.69	1.37	1.24	1.27	1.28	1.28	1.13	1.12	0.92	1.13	0.85	0.85	0.85	
LOGAN	0	564	18143	246	1.36	1.09	0.79	0.75	0.85	1.05	0.77	0.66	0.77	0.67	0.81	0.55	0.55	0.55	
MARKET/FAWCETT	0	272	20574	179	0.87	0.53	0.68	0.60	0.45	0.43	0.51	0.60	0.45	0.67	0.64	0.51	0.51	0.51	
SKYLINE	0	752	16921	161	0.95	0.88	0.78	0.75	0.57	0.67	0.71	0.70	0.72	0.62	0.82	0.56	0.56	0.56	
WAVERLY-2	0	922	8395	125	1.49	1.44	0.94	0.61	0.76	0.80	0.74	0.75	0.71	1.26	0.89	0.89	0.89	0.89	
WAVERLY-7	0	927	34063	292	0.86	0.80	0.93	0.75	0.60	0.69	0.76	0.99	0.70	0.63	0.52	0.54	0.54	0.54	
TOUCHET	0		Numbers added to Walla Walla																
VANCOUVER	0		107371	1575	1.47	1.10	1.07	1.31	0.98	1.95	1.15	1.05	1.31	0.85	1.04	1.05	1.05	1.05	

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			Jan-06	Jan-06	Jan-06	Dec-05	Nov-05	Oct-05	Sep-05	Aug-05	Jul-05	Jun-05	May-05	Apr-05	Mar-05	Feb-05		
Report Rate >	4.00				4	0	0	0	1	1	0	0	0	0	0	0	0	0
ORCHARDS	0	253	55187	782	1.42	1.03	1.04	1.33	1.10	1.09	1.37	1.18	1.61	0.82	1.03	1.02		
OXFORD	0	693	29877	453	1.52	1.25	1.14	1.29	0.85	0.96	0.91	0.91	1.04	0.93	1.14	0.74		
SALMON CREEK (VANCOUVER NORTH)	0	573	22307	340	1.52	1.07	1.04	1.27	0.88	1.06	0.95	0.94	0.93	0.81	0.94	0.79		
WAITSBURG	0	337	765	8	1.05	0.91	1.05	1.71	0.53	1.85	0.92	0.66	1.32	1.96	0.66	0.65		
WALLA WALLA /TOUCHET	0	522	21502	215	1.00	0.81	0.84	0.87	0.67	0.87	0.84	0.82	0.98	0.72	0.92	0.67		
WARDEN	0	349	1346	91	6.76	3.04	3.17	2.25	1.15	1.80	0.87	1.23	0.94	1.17	1.08	0.94		
WINLOCK	0	785	2330	37	1.59	1.64	1.99	1.86	0.78	1.66	1.21	0.99	1.17	1.30	1.00	1.39		
YAKIMA	0	52823	874	874	1.65	0.93	0.89	0.82	0.78	0.95	0.97	0.74	1.10	0.77	0.70	0.70		
CHESTNUT	0	248	35709	620	1.74	0.97	0.96	0.90	0.78	0.72	0.98	0.71	1.26	0.79	0.78	0.53		
WEST	0	965	17114	254	1.48	0.85	0.73	0.65	0.79	1.43	0.95	0.78	0.77	0.73	0.52	0.35		
Washington Customers Served by Exchanges in Neighboring States	0																	
CLARKSTON	0	751	8119	158	1.95	1.85	0.84	1.13	1.05	1.45	1.56	1.55	1.38	1.11	1.05	0.71		
TOTALS			1830330	24278	1.33	0.97	0.92	0.91	0.81	0.92	0.87	0.89	0.85	0.76	0.63	0.68		

WASHINGTON ANCR  
JANUARY 2006

WASHINGTON ANCR - JANUARY 2006  
ANCR Red Orange Yellow Report

Ticket ID	Escalation Code	Failure Category	Incident Dat	Restore Date	Total No. of Hours OOS	Geography Affected	Failure Description
WA_06012	YELLOW	INTERCONNECT	28JAN2006:09:25:00	30JAN2006:10:00:00	48:35:00		YAKMWAWE9TYAKMMWALBAMD BLOCKING 100%. YAKMWAWE9TYAKMMWALBAMD 8108 T3 YAKMMWALBWT1 TO YAKMWA02. CONTACTED IEC WHO SEES CIRCUIT DOWN TOO AND STATED THERE IS A LONG HAUL PROVIDER IN THE MIDDLE. TROUBLE IS DUE TO IEC MICROWAVE TROUBLE. IEC RESOLVED TROUBLE AND BLOCKAGE CEASED.

WASHINGTON AVERAGE TIME IN QUEUE IN SECONDS  
 FOR REPAIR AND RES/BUS OFFICE ACCESS  
 JANUARY 2006

	RES			BUS			RES/BUS COMBINED TOTALS			REPAIR		
	Volume	Time in Queue	Average	Volume	Time in Queue	Average	Volume	Time in Queue	Average	Volume	Time in Queue	Average
January		78,876,342	41		6,118,330	28		89,994,672	40		7,821,332	20
February												
March												
April												
May												
June												
JULY												
AUGUST												
SEPTEMBER												
OCTOBER												
NOVEMBER												
DECEMBER												

WASHINGTON OUT OF SERVICE SUMMARY  
JANUARY 2006

Measurement Period 2006	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	18,814	17,613	93.62%	1,201	566	
February						
March						
April						
May						
June						
July						
August						
September						
October						
November						
December						
	<b>18,814</b>	<b>17,613</b>	<b>93.62%</b>	<b>1,201</b>	<b>566</b>	
<b>Baseline(WAC 480-120-439(9)/480-120-440(1)):</b> 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 2006	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	6,196	5,906	290	95.32%	48	57
February						
March						
April						
May						
June						
July						
August						
September						
October						
November						
December						
<b>YTD TOTAL</b>	<b>6,196</b>	<b>5,906</b>	<b>290</b>	<b>95.32%</b>	<b>48</b>	<b>57</b>
<b>Baseline: (WAC 480-120-439 (9)/480-120-440(2)):</b> 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 E911, Local and Toll Trunk Blocking  
January 2006

Trunks Blocking > 1% for the month of Jan 2006

E911

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for Dec 05	Monthly Performance Result for Jan 06	Explanantion/Details of Action Taken, Trunk Servicing Response -Jan06
AP088626	2			one way	E911	8.33%	8.33%	Blocked 1/17/06 @15:30, 1/23/06 @11:00, 15:30, 1/24/06 @10:00, 14:30, 1/26/06 @15:00, 1/27/06 @14:00 CAP TGSR issued 1/5/06 and 2/9/06 Open CAP still blocking
Percent of trunks meeting standard:							99.21%	
Total number of trunk groups:							127	
Number of trunk groups out of compliance for the month:							1	

Trunks Blocking > 1% for the month of Jan 2006

LOCAL

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for Dec 05	Monthly Performance Result for Jan 06	Explanantion/Details of Action Taken, Trunk Servicing Response -Jan06
NOTHING TO REPORT								
Percent of trunks meeting standard:							100.00%	
Total number of trunk groups:							338	
Number of trunk groups out of compliance for the month:							0	

Trunks Blocking > .5% for the month of Jan 2006

TOLL

Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Monthly Performance Result for Dec 05	Monthly Performance Result for Jan 06	Explanantion/Details of Action Taken, Trunk Servicing Response -Jan06
AP080835	708			two way	TOLL-DDD	7.93%	0.60%	Blocked 1/19/06 @17:00, 1/20/06 @15:30-17:30, 1/22/06 @18:30-20:30, 1/24/06 @17:00, 1/25/06 @17-18:00 Pending tgsr issued 1/4/06 NOM038307 +48 dd 1/10/06 NOM038402-3 +144 DD 1/18/06 CAP TGSR's issued 1/5/06, 1/12/06, 1/19/06, 1/26/06 also
AP072405	240			two way	GOS	0.32%	0.71%	Blocked 1/23/06 @17:30 SA issued 2/3/06 No current blocking
AP072418	216			two way	GOS	0.00%	1.49%	Blocked 1/22/06 @17:30, 1/24/06 @8:30, 1/28/06 @15-16:00 SA issued 2/3/06 Last blocked 2/9/06 @9:00
AP063784	12			one way	OPERATOR	0.00%	2.08%	1/23/06 btwn 2:00-4:00 SA issued 2/2/06 no current blocking
AP063785	12			one way	OPERATOR	0.00%	3.80%	12 trunks were oos on 1/23/06 btwn 2:00-4:00 SA issued 2/2/06 No current blocking
Percent of trunks meeting standard:							98.69%	
Total number of trunk groups:							384	
Number of trunk groups out of compliance for the month:							5	



DIAL TONE  
NETWORK CONGESTION MONTHLY REPORT  
2006

Measurement Period	# ACCESS LINES	DIAL TONE SPEED TESTS	DIAL TONE DELAYS	PERCENT (Greater than 10%)
January	1,830,330	32,412,600	2,553	0.01%
February				
March				
April				
May				
June				
July				
August				
September				
October				
November				
December				
YTD Total		32,412,600	2,553	0.01%
<b>Baseline:</b> Sufficient dial central office capacity and equipment shall be provided to meet the requirement				
of dial tone within three seconds on at least 98% of calls placed. Credits do not				
apply during periods of emergency or catastrophe, extraordinary or abnormal conditions of operations,				
such as those resulting from work stoppage, holidays, civil unrest, force majeure or disruptions of service				
caused by persons or entities other than Qwest.				

WASHINGTON DIAL TONE  
JANUARY 2006

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
ABERDEEN-HOQUIAM	532	360	427140	29	0.01%
AUBURN	833	253	622957	66	0.01%
BLACK DIAMOND	REMOTE OF AUBURN				
BAINBRIDGE ISLAND	842	206	330897	9	0.00%
BATTLEGROUND	687	360	185828	41	0.02%
BELFAIR	275	360	129449	4	0.00%
BELLEVUE GLENCOURT	453	425	551665	2	0.00%
BELLEVUE-SHERWOOD	641	425	471742	17	0.00%
BELLINGHAM REGENT	671	360	992227	304	0.03%
LUMMI	REMOTE OF REGENT				
BREMERTON CROSBY	830	360	65430	0	0.00%
BREMERTON ESSEX	373	360	544137	6	0.00%
BUCKLEY	829	360	49027	0	0.00%
CASTLE ROCK	274	360	94808	528	0.56%
CENTRALIA	736	360	189650	0	0.00%
CHEHALIS	748	360	135327	1	0.00%
CHEHALIS NAPAVINE	262	360	48759	0	0.00%
CLE-ELUM	674	509	39522	0	0.00%
COLFAX	397	509	24978	0	0.00%
COLVILLE	684	509	112235	1	0.00%
NORTHPORT	REMOTE OF COLLVILLE				
COPALIS(OCEAN SHORES)	289	360	77223	0	0.00%
COULEE DAM	633	509	33881	0	0.00%
CRYSTAL MTN.	663	360	5010	0	0.00%
DAYTON	382	509	23724	0	0.00%
DEER PARK	276	509	108272	0	0.00%
DES MOINES	824	206	254582	3	0.00%
DES MOINES FEDERAL WAY	839	253	422997	71	0.02%
EASTON	656	509	6353	0	0.00%
ELK	292	509	56923	23	0.04%
ENUMCLAW	825	360	142453	0	0.00%
EPHRATA	754	509	55973	0	0.00%
GRAHAM	847	253	405062	17	0.00%
GREEN BLUFF	238	509	50856	0	0.00%
ISSAQUAH	392	425	518275	19	0.00%
KENT MERIDIAN	630	253	325042	97	0.03%
KENT O'BRIEN	251	206	259870	5	0.00%
KENT ULRICH	852	253	473561	14	0.00%
LIBERTY LAKE	255	509	17596	0	0.00%
LONGVIEW-KELSO	423	360	621783	67	0.01%
LOON LAKE	233	509	14712	0	0.00%
MAPLE VALLEY	432	425	154220	15	0.01%
MOSES LAKE AFB	765	509	39304	0	0.00%
MOSES LAKE ALDER	762	509	255598	5	0.00%
NEWMAN LAKE	226	509	37299	0	0.00%
OLYMPIA LACEY	456	360	615847	44	0.01%
OLYMPIA WHITEHALL	352	360	1018263	44	0.00%
EVERGREEN	REMOTE OF WHITEHALL				
OMAK-OKANOGAN	826	509	105674	0	0.00%
OROVILLE	476	509	26372	0	0.00%
OTHELLO	488	509	88245	0	0.00%
PASCO	545	509	382963	1	0.00%
PATEROS	923	509	8316	0	0.00%
POMEROY	843	509	17025	0	0.00%
PORT ORCHARD COLBY	871	360	147127	31	0.02%
PT ANGELES JOYCE	928	360	12771	0	0.00%
PT. ANGELES	452	360	221218	2	0.00%
PT. LUDLOW	437	360	39725	0	0.00%
PT. ORCHARD	876	360	266056	34	0.01%
SUNNYSLOPE	REMOTE OF PT. ORCHARD				
PT. TOWNSEND	385	360	261165	5	0.00%
PUYALLAP	841	253	676106	11	0.00%

WASHINGTON DIAL TONE  
JANUARY 2006

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
RENTON	226	425	814656	82	0.01%
RIDGEFIELD	887	360	53500	0	0.00%
RIVERSIDE	455	509	487301	87	0.02%
MORAN	REMOTE OF RIVERSIDE				
ROCHESTER	273	360	126672	0	0.00%
ROY	843	253	57456	13	0.02%
SEATTLE ATWATER	281	206	548057	6	0.00%
SEATTLE CAMPUS	543	206	245715	0	0.00%
SEATTLE CHERRY	241	206	839578	91	0.01%
SEATTLE DUWAMISH	762	206	449623	0	0.00%
SEATTLE EAST	322	206	541270	4	0.00%
SEATTLE ELLIOT	441	206	187856	0	0.00%
SEATTLE EMERSON	361	206	621704	0	0.00%
SEATTLE LAKEVIEW	522	206	371500	12	0.00%
SEATTLE MAIN	223	206	1205185	28	0.00%
SEATTLE MERCER ISLAND (ADAMS)	232	206	262700	2	0.00%
SEATTLE PARKWAY	721	206	517717	76	0.01%
SEATTLE SUNSET	782	206	356884	19	0.01%
SEATTLE WEST	965	509	481587	0	0.00%
SEQUIM	683	360	155988	2	0.00%
SHELTON	426	360	341092	124	0.04%
HOODSPORT	REMOTE OF SHELTON				
SILVERDALE	692	360	250799	34	0.01%
SPOKANE FAIRFAX	325	509	420541	30	0.01%
CHESTNUT	REMOTE OF FAIRFAX				
SPOKANE HUDSON	482	509	427134	0	0.00%
SPOKANE KEYSTONE	534	509	467383	0	0.00%
SPOKANE WALNUT	922	509	737970	0	0.00%
SPOKANE WHITWORTH	466	509	196695	46	0.02%
SPRINGDALE	258	509	37586	0	0.00%
SUMNER (BONNEYLAKE)	863	253	398283	19	0.00%
BONNEY LAKE	REMOTE OF SUMNER		REMOTE OF SUMNER		
TACOMA FORT LEWIS	964	253	87321	1	0.00%
TACOMA GREENFIELD	472	253	637999	99	0.02%
TACOMA JUNIPER	582	253	532988	27	0.01%
TACOMA LENNOX	531	253	711546	3	0.00%
TACOMA LOGAN	564	253	314790	25	0.01%
TACOMA MARKET (FAWCETT)	272	253	534098	5	0.00%
TACOMA SKYLINE	752	253	305805	0	0.00%
TACOMA WAVERLY-2	922	253	225039	4	0.00%
TACOMA WAVERLY-7	927	253	499800	15	0.00%
VANCOUVER ORCHARDS	253	360	878559	105	0.01%
VANCOUVER OXFORD	693	360	740054	18	0.00%
VANCOUVER SALMON CRK(NORTH)	573	360	257033	14	0.01%
WAITSBURG	337	509	13500	0	0.00%
WALLA WALLA (INCL TOUCHET)	522	509	621688	9	0.00%
TOUCHET	REMOTE OF WALLA WALLA				
WARDEN	349	509	25413	0	0.00%
WINLOCK	785	360	39242	23	0.06%
YAKIMA CHESTNUT	244	509	734049	7	0.00%
YAKIMA WEST	965	509	388024	7	0.00%
TOTAL			32412600	2553	0.01%

Washington Commission Complaint Report  
January 2006

Date Complaint Opened	Date of Violation	Violation Cited*	# of Occurrences	Commission Complaint Number	Type of Complaint	Disputes/Comments
<i>Nothing to report</i>						
<b>Total for month</b>			0			
<b>Baseline:</b> Provide a complete and detailed response to the Commission Consumer Affairs staff in accordance with the WAC 480-120-166, within two business days of receipt of a commission inquiry for service affecting complaints and within five business days for non-service affecting complaints.						
<b>Note:</b> This report only reflects Washington customer complaints for the period reported, where the WUTC assessed a violation in 2004 based on non-compliance with WAC 480-120-166 or the merger agreement commitment (UT-991358) to provide a complete and detailed response within two business days for service affecting complaints and within five business days for non-service affecting complaints. Qwest can only report violations by the WUTC staff, which are forwarded to Qwest, as the complaint is being worked or once the complaint is closed by the WUTC.						

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 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
January, 2006						
February, 2006						
March, 2006						
April, 2006						
May, 2006						
June, 2006						
July, 2006						
August, 2006						
September, 2006						
October, 2006						
November, 2006						
December, 2006						
YTD Total	15165	582	1026	129451	134	451
						1477
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
January, 2006						
February, 2006						
March, 2006						
April, 2006						
May, 2006						
June, 2006						
July, 2006						
August, 2006						
September, 2006						
October, 2006						
November, 2006						
December, 2006						
YTD Total	4101	226	461	10552	16	109
						570

Missed Appointments/Commitments - Repair Residence		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	
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 Exclusions
January, 2006													
February, 2006													
March, 2006													
April, 2006													
May, 2006													
June, 2006													
July, 2006													
August, 2006													
September, 2006													
October, 2006													
November, 2006													
December, 2006													
<b>YTD Total</b>	18115	3104	135	4148	425	11	598						
Missed Appointments/Commitments - Repair Business		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	
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 Exclusions
January, 2006													
February, 2006													
March, 2006													
April, 2006													
May, 2006													
June, 2006													
July, 2006													
August, 2006													
September, 2006													
October, 2006													
November, 2006													
December, 2006													
<b>YTD Total</b>	2082	409	45	642	56	2	96						

Missed Appointments/Commitment Credits Paid - Install Residence/Business (New Connect/Reconnect)		Residence		Business		Total	
Measurement Period	Number of RESIDENCE customers receiving credits for company missed appointments/com mits-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 mits-Install	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date	
January, 2006							
February, 2006							
March, 2006							
April, 2006							
May, 2006							
June, 2006							
July, 2006							
August, 2006							
September, 2006							
October, 2006							
November, 2006							
December, 2006							
YTD Total	649	\$23,813		224	\$9,525		
<b>Missed Appointments/Commitment Credits Paid - Repair</b>							
Measurement Period	Number of RESIDENCE customers receiving credits for company missed appointments/com mits-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 mits-Repair	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date	
January, 2006							
February, 2006							
March, 2006							
April, 2006							
May, 2006							
June, 2006							
July, 2006							
August, 2006							
September, 2006							
October, 2006							
November, 2006							
December, 2006							
YTD Total	4186	\$104,650		464	\$23,200		

Baseline: VN U-40 2.2.B.1.b. / VN U-40 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													25444
# of completed orders for primary service installed w/ 5 bus. days													25012
# of credits-First Month's Charge(HO Recurring)													57
Amount of credit-First Month's Charge(HO Recur)													\$705.00
<b>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.</b>													
# of credits-Installation (HO NonRecur)													226
Amount of credits-Installation (Ho NonRecur)													\$6,789.00
# of \$100 Bill Credits													53
Amount of \$100 Bill Credits													\$5,700.00
<b>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.</b>													
# of Voice Mail Recurring Credits													0
Amount of Voice Mail Recurring Credits													\$0.00
# of Voice Mail Nonrecurring Credits													0
Amount of Voice Mail Nonrecurring Credits													\$0.00
#Cell Loaners													0
Amount of cell vouchers*													\$28.00
<b>*Note: Cellular vouchers are paid to Verizon, for Qwest customers located in Washington using Verizon wireless loaner telephones.</b>													
<b>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.</b>													
# of Remote Call Fwrding-Recurring													0
Amount of Remote Call Fwrding-Recurring													\$0.00
# of Remote Call Fwrding-Non-Recurring													0
Amount of Remote Call Fwrding-Non-Recurring													\$0.00
YTD Total Number of Credits Paid													\$0.00
YTD Total Amount of Credits Paid	\$13,222	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$13,222.00



Delayed Primary Exchange Alternative	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD # of credits paid
<b>Business</b>													
# of completed orders for installation of primary service													3886
# of completed orders for primary service installed w/ 5 bus. days													3649
# of credits-First Month's Charge(HO Recurring)													15
Amount of credit-First Month's Charge(HO Recur)													\$772.00
<b>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.</b>													
# of credits-Installation (HO NonRecur)													83
Amount of credits-Installation (Ho NonRecur)													\$6,480.00
# of \$100 Bill Credits													13
Amount of \$100 Bill Credits													\$1,450.00
<b>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.</b>													
# of Voice Mail Recurring Credits													0
Amount of Voice Mail Recurring Credits													\$0.00
# of Voice Mail Nonrecurring Credits													0
Amount of Voice Mail Nonrecurring Credits													\$0.00
#Cell Loaners													0
Amount of cell vouchers*													\$27.00
*Note: Cellular vouchers are paid to Verizon, for Qwest customers located in Washington using Verizon wireless loaner telephones.													
<b>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.</b>													
# of Remote Call Fwrdng-Recurring													0
Amount of Remote Call Fwrdng-Recurring													\$0.00
# of Remote Call Fwrdng-Non-Recurring													0
Amount of Remote Call Fwrdng-Non-Recurring													\$0.00
YTD Total Number of Credits Paid													111
YTD Total Amount of Credits Paid	\$8,729	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$8,729.00

Qwest Washington  
Report Rate  
Wire Centers Exceeding 4 Reports

Wire Centers that Exceed the 4.0% Statewide Trouble Report Standard  
January 2006

EXCHANGE	Access Lines	# of Trouble Reports	Report Rate	Facilities Impacted/Reasons Out of Compliance
Report Rate > 4.00	Jan-06	Jan-06	Jan-06	
Belfair	8149	348	4.27%	
Ephrata	3509	175	4.99	
Othello	4550	217	4.77	
Warden	1346	91	6.76	