



CenturyLink™

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May 31, 2012

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

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

Dear Mr. Danner:

Enclosed are the April 2012 service quality performance reports required of Qwest d/b/a CenturyLink QC in accordance with Docket Nos. UT-921192, UT-950200, UT-991358, UT-030704, UT-061625 and WAC 480-120-438 – 480-120-440.

The following reports are enclosed:

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

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

Please call me on (206) 345-1568 if you have questions or need additional information.

Very truly yours,

*Scott Collins for*  
Mark Reynolds

Enclosures  
cc: Lisa Anderl

RECEIVED  
RECORDS MANAGEMENT  
2012 JUN -1 AM 11:14  
STATE OF WASH  
UTIL. AND TRANSP  
COMMISSION

Washington Service Quality Summary Report - APRIL, 2012

METRIC DESCRIPTION	JANUARY 2012			FEBRUARY 2012			MARCH 2012			APRIL 2012		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	3,443	3,963	86.88%	2,287	2,498	91.55%	2,372	2,452	96.74%	2,044	2,108	96.96%
OOS Tickets Not Cleared Within 48 Hrs	520	1	520	211	1	211	80	1	80	64	1	64
Number of OOS Exemptions	447	1	447	121	1	121	58	1	58	50	1	50
All Other Repairs Cleared LT < 72 Hrs	7,421	7,687	96.54%	6,041	6,152	98.20%	5,319	5,345	99.51%	4,702	4,725	99.51%
All Other Troubles Cleared GTR > 72 Hrs	286	1	286	111	1	111	26	1	26	23	1	23
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	323	1	323	96	1	96	2	1	2	1	1	1
Physically Obstructed All Other Troubles Cleared > 72 Hrs	28	1	28	31	1	31	41	1	41	21	1	21
Repair Force Majeure Exclusions	256	1	256	115	1	115	29	1	29	23	1	23
Repair Physically Obstructed Exclusions	31	1	31	28	1	28	28	1	28	24	1	24
Installation Appointments Met	3,150	3,347	94.11%	3,053	3,251	93.91%	2,884	3,006	95.94%	2,456	2,502	95.86%
Repair Appointments Met	2,347	2,810	83.52%	2,654	3,170	83.72%	2,580	2,954	87.34%	2,082	2,400	86.75%
Provisioning Missed for Company Reasons	121	1	121	178	1	178	156	1	156	174	1	174
Provisioning Missed for Customer Reasons	695	1	695	638	1	638	652	1	652	523	1	523
% of Switches Delivering Dial Tone Within 3 seconds	5,792	5,792	100.00%	5,395	5,395	100.00%	5,606	5,606	100.00%	5,617	5,617	100.00%

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - APRIL 2012  
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD									
ABERDEEN-HOQUIAM		68	3	176.33	0	99.00%	0	99.00%	0
AUBURN		119	10	97.50	3	100.00%	0	100.00%	0
BAINBRIDGE ISLAND		49	1	193.00	1	97.48%	0	100.00%	0
BATTLEGROUND		57	3	73.67	1	97.96%	0	100.00%	0
BELFAIR		41	3	79.00	0	98.25%	0	100.00%	0
BELLEVUE		164	10	134.90	6	100.00%	0	100.00%	0
	BELLEVUE GLENCOURT	73	2	177.00	2	96.34%	0	100.00%	0
	BELLEVUE-SHERWOOD	91	8	124.38	4	97.26%	0	100.00%	1
	BELLINGHAM	143	6	132.00	0	95.60%	0	100.00%	0
	BELLINGHAM LUMMI	11	1	17.00	0	100.00%	0	100.00%	0
	BELLINGHAM REGENT	132	5	155.00	0	100.00%	0	100.00%	0
BLACK DIAMOND		9	2	104.50	2	77.78%	0	100.00%	1
BREMERTON		117	7	138.86	2	98.29%	0	100.00%	0
	BREMERTON CROSBY	12	0		0	100.00%	0	100.00%	0
	BREMERTON ESSEX	102	7	138.86	1	99.02%	0	100.00%	0
	BREMERTON SUNNYSLOPE	3	0		1	66.67%	0	100.00%	0
BUCKLEY		12	0		0	100.00%	0	100.00%	0
CASTLE ROCK		21	1	160.00	0	100.00%	0	100.00%	0
CENTRALIA		74	5	103.40	0	100.00%	0	100.00%	0
CHEHALIS		56	3	51.33	0	100.00%	0	100.00%	0
	CHEHALIS	40	3	51.33	0	100.00%	0	100.00%	0
	CHEHALIS NAPAVINE	16	0		0	100.00%	0	100.00%	0
CLE-ELUM		20	0		0	100.00%	0	100.00%	0
COLFAX		7	0		0	100.00%	0	100.00%	0
COLVILLE		49	0		0	100.00%	0	100.00%	0

Source: 5 and 90 day data from RSOR completed orders  
180 day data from OP15A pending orders  
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STANDARD		19	0		0	99.00%	0	99.00%	0
COPALIS(OCEAN SHORES)		18	1	189.00	0	100.00%	0	100.00%	0
COULEE DAM		3	1	215.00	0	100.00%	0	100.00%	1
CRYSTAL MTN.		10	0		0	100.00%	0	100.00%	0
DAYTON		46	0		0	100.00%	0	100.00%	0
DEER PARK		140	7	133.57	3	97.86%	0	100.00%	0
DES MOINES		58	1	161.00	1	98.28%	0	100.00%	0
	DES MOINES	82	6	129.00	2	97.56%	0	100.00%	0
EASTON	DES MOINES FEDERAL WAY	3	0		0	100.00%	0	100.00%	0
ELK		8	0		0	100.00%	0	100.00%	0
ENUMCLAW		31	1	160.00	0	100.00%	0	100.00%	0
EPHRATA		15	1	5.00	0	100.00%	0	100.00%	0
GRAHAM		68	8	165.88	3	95.59%	0	100.00%	0
GREEN BLUFF		17	0		1	94.12%	0	100.00%	0
HOODSPORT		15	0		0	100.00%	0	100.00%	0
ISSAQUAH		63	3	122.33	0	100.00%	0	100.00%	0
KENT		237	13	99.69	2	99.16%	0	100.00%	0
	KENT MERIDIAN	46	4	71.50	1	97.83%	0	100.00%	0
	KENT O BRIEN	34	0		0	100.00%	0	100.00%	0
	KENT ULRICH	157	9	112.22	1	99.36%	0	100.00%	0
LIBERTY LAKE		2	0		0	100.00%	0	100.00%	0
LONGVIEW-KELSO		184	9	161.67	2	98.91%	0	100.00%	0
LOON LAKE		9	0		0	100.00%	0	100.00%	0
MAPLE VALLEY		27	2	97.50	1	96.30%	0	100.00%	0
MOSES LAKE		92	2	114.50	0	100.00%	0	100.00%	0

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STANDARD	MOSES LAKE AFB	20	0		0	90.00%		99.00%	
	MOSES LAKE ALDER	72	2	114.50	0	100.00%	0	100.00%	
NEWMAN LAKE		6	0		0	100.00%	0	100.00%	
NORTHPORT		9	0		0	100.00%	0	100.00%	
OLYMPIA		280	21	125.24	1	99.64%	0	100.00%	
	OLYMPIA EVERGREEN	11	1	194.00	0	100.00%	0	100.00%	
	OLYMPIA LACEY	131	7	84.86	1	99.24%	0	100.00%	
	OLYMPIA WHITEHALL	138	13	141.69	0	100.00%	0	100.00%	
OMAK-OKANOGAN		58	1	193.00	0	100.00%	0	100.00%	
OROVILLE		20	1	6.00	1	95.00%	0	100.00%	
OTHELLO		38	1	193.00	0	100.00%	0	100.00%	
PASCO		96	4	184.75	4	95.83%	0	100.00%	
PATEROS		4	0		0	100.00%	0	100.00%	
POMEROY		4	0		0	100.00%	0	100.00%	
PT. ANGELES		77	1	193.00	1	98.70%	0	100.00%	
	PT ANGELES JOYCE	8	0		0	100.00%	0	100.00%	
	PT. ANGELES	69	1	193.00	1	98.55%	0	100.00%	
PT. LUDLOW		14	0		0	100.00%	0	100.00%	
PT. ORCHARD		59	2	191.00	0	100.00%	0	100.00%	
	PORT ORCHARD COLBY	17	2	191.00	0	100.00%	0	100.00%	
	PT. ORCHARD	42	0		0	100.00%	0	100.00%	
PT. TOWNSEND		66	3	193.00	3	95.45%	0	100.00%	
PUYALLAP		124	1	2.00	1	99.19%	0	100.00%	
RENTON		196	19	112.84	5	97.45%	0	100.00%	
RIDGEFIELD		7	0		0	100.00%	0	100.00%	

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STANDARD									
ROCHESTER		29	1	193.00	1	90.00%	0	99.00%	
ROY		13	1	194.00	0	100.00%	0	100.00%	
SEATTLE		1,228	39	153.41	26	97.88%	0	100.00%	1
	SEATTLE ATWATER	54	0		1	98.15%	0	100.00%	
	SEATTLE CAMPUS	28	4	97.00	0	100.00%	0	100.00%	
	SEATTLE CHERRY	205	7	141.00	4	98.05%	0	100.00%	1
	SEATTLE DUWAMISH	72	2	177.50	4	94.44%	0	100.00%	
	SEATTLE EAST	145	6	171.00	3	97.93%	0	100.00%	
	SEATTLE ELLIOT	50	1	193.00	1	98.00%	0	100.00%	
	SEATTLE EMERSON	148	4	95.50	2	98.65%	0	100.00%	
	SEATTLE LAKEVIEW	76	3	182.33	1	98.68%	0	100.00%	
	SEATTLE MAIN	157	4	148.00	4	97.45%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	23	0		0	100.00%	0	100.00%	
	SEATTLE PARKWAY	113	3	193.00	4	96.46%	0	100.00%	
	SEATTLE SUNSET	80	2	193.50	0	100.00%	0	100.00%	
	SEATTLE WEST	77	3	182.33	2	97.40%	0	100.00%	
SEQUIM		84	3	89.00	0	100.00%	0	100.00%	
SHELTON		102	6	119.17	0	100.00%	0	100.00%	
SILVERDALE		58	1	193.00	0	100.00%	0	100.00%	
SPOKANE		643	40	150.45	9	98.60%	0	100.00%	
	SPOKANE CHESTNUT	19	1	0.00	0	100.00%	0	100.00%	
	SPOKANE FAIRFAX	109	3	193.33	3	97.25%	0	100.00%	
	SPOKANE HUDSON	84	4	196.75	0	100.00%	0	100.00%	
	SPOKANE KEYSTONE	54	1	160.00	0	100.00%	0	100.00%	
	SPOKANE MORAN	35	3	67.67	0	100.00%	0	100.00%	

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STANDARD									
	SPOKANE RIVERSIDE	83	9	129.22	2	90.00%	0	99.00%	
	SPOKANE WALNUT	186	15	170.60	4	97.59%	0	100.00%	
	SPOKANE WHITWORTH	73	4	141.50	0	97.85%	0	100.00%	
SPRINGDALE		13	0		1	100.00%	0	100.00%	
SUMNER (BONNEYLAKE)		49	5	186.60	0	92.31%	0	100.00%	
TACOMA		740	46	146.78	9	100.00%	0	100.00%	
	TACOMA FORT LEWIS	22	1	160.00	1	98.78%	0	100.00%	
	TACOMA GREENFIELD	136	4	147.50	3	95.45%	0	100.00%	
	TACOMA JUNIPER	137	6	133.00	0	97.79%	0	100.00%	
	TACOMA LENNOX	136	10	163.30	1	100.00%	0	100.00%	
	TACOMA LOGAN	57	5	154.60	1	99.26%	0	100.00%	
	TACOMA MARKET (FAWCETT)	94	6	157.50	1	98.25%	0	100.00%	
	TACOMA SKYLINE	45	2	193.00	0	98.94%	0	100.00%	
	TACOMA WAVERLY-2	20	5	87.40	0	100.00%	0	100.00%	
	TACOMA WAVERLY-7	93	7	147.14	2	100.00%	0	100.00%	
VANCOUVER		494	32	152.19	3	97.85%	0	100.00%	
	VANCOUVER ORCHARDS	232	13	152.46	2	99.39%	0	100.00%	
	VANCOUVER OXFORD	174	11	142.00	1	99.14%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	88	8	165.75	0	99.43%	0	100.00%	
WAITSBURG		5	0		1	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		91	5	154.60	1	80.00%	0	100.00%	
WARDEN		11	1	150.00	0	98.90%	0	100.00%	
WINLOCK		21	0		0	100.00%	0	100.00%	
YAKIMA		286	17	132.65	2	100.00%	0	100.00%	
	YAKIMA CHESTNUT	223	14	146.64	2	99.30%	0	100.00%	

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STANDARD	YAKIMA WEST	63	3	67.33	0	90.00%	0	99.00%	0
Exchanges in Neighboring States									
CLARKSTON		28	0		0	100.00%	0	100.00%	0
TOTALS		6,966	353	138.92	96	98.62%	0	100.00%	4

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WASHINGTON TROUBLE REPORT RATE - APRIL 2012

STANDARD	WIRECENTER	EXD	LINE	LINES	RPTS	APR-12	MAR-12	FEB-12	JAN-12	DEC-11	NOV-11	OCT-11	SEP-11	AUG-11	JUL-11	JUN-11	MAY-11
		CNT				RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
0	STANDARD	8,018	57	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
0	ABERDEEN-HOQUIAM	13,559	103	0.71	1.03	1.44	1.28	1.13	1.13	1.11	1.11	0.94	0.74	0.92	1.34	0.84	0.78
0	AUBURN	7,461	53	0.76	1.05	1.30	1.30	1.09	1.09	0.86	0.86	0.95	0.94	0.83	0.75	0.82	0.72
0	BAINBRIDGE ISLAND	7,115	52	0.71	0.93	0.90	1.07	1.15	1.15	1.07	1.07	0.88	1.27	1.13	0.96	1.18	0.77
0	BATTLEGROUND	5,151	36	0.73	1.10	0.94	1.20	1.34	1.34	1.05	1.05	0.91	1.26	1.08	0.71	0.82	0.80
0	BELFAIR	29,008	184	0.70	0.85	0.86	1.11	1.18	1.18	0.94	0.94	1.05	0.79	0.92	0.67	0.91	0.80
0	BELLEVUE	12,273	85	0.63	0.57	0.71	0.70	0.71	0.71	0.65	0.65	0.72	0.67	0.63	0.50	0.63	0.54
0	BELLEVUE GLENDCOURT	16,735	99	0.69	0.51	0.54	0.52	0.49	0.52	0.58	0.58	0.64	0.48	0.54	0.45	0.34	0.41
0	BELLEVUE-SHERWOOD	19,521	74	0.59	0.62	0.84	0.82	0.87	0.87	0.69	0.69	0.77	0.82	0.69	0.53	0.83	0.64
0	BELLINGHAM	1,102	1	0.38	0.56	0.41	0.52	0.41	0.52	0.47	0.47	0.42	0.46	0.46	0.49	0.32	0.45
0	BELLINGHAM LUMMI	18,419	73	0.09	0.72	0.81	0.54	0.44	0.54	0.53	0.87	0.87	0.61	0.86	0.60	0.68	1.01
0	BELLINGHAM REGENT	1,841	20	0.40	0.55	0.39	0.52	0.41	0.47	0.47	0.40	0.40	0.45	0.44	0.48	0.29	0.42
0	BLACK DIAMOND	24,279	98	1.09	1.67	2.56	3.33	1.36	1.36	1.71	2.68	1.33	1.33	1.11	1.20	1.19	1.22
0	BREMERTON	2,508	30	0.40	0.45	0.38	0.65	0.59	0.65	0.73	0.57	0.57	0.57	0.59	0.55	0.64	0.57
0	BREMERTON CROSBY	21,240	67	1.20	1.07	0.59	1.10	1.10	1.10	1.09	1.74	1.31	0.49	2.02	1.43	2.13	1.12
0	BREMERTON ESSEX	531	1	0.32	0.39	0.35	0.61	0.53	0.61	0.70	0.44	0.44	0.49	0.42	0.45	0.46	0.50
0	BREMERTON SUNNYSLOPE	1,558	12	0.19	0.19	0.74	0.00	0.73	0.73	0.18	0.36	0.36	0.18	0.52	0.52	0.52	1.02
0	BUCKLEY	2,848	49	0.77	3.44	1.83	1.32	1.76	1.76	1.55	1.41	1.41	2.07	3.41	2.67	1.88	0.98
0	CASTLE ROCK	5,193	49	1.72	1.33	1.38	2.02	1.83	2.02	2.04	1.03	1.03	1.59	1.11	2.02	2.30	2.14
0	CENTRALIA	7,246	83	0.94	1.36	0.83	1.44	0.87	0.87	0.83	1.17	1.17	1.35	1.39	2.05	0.74	0.82
0	CHEHALIS	5,200	66	1.15	1.21	1.00	1.51	1.23	1.53	1.53	1.24	1.24	1.09	1.04	0.77	0.88	0.87
0	CHEHALIS NAPAVALINE	2,046	17	1.27	1.30	1.05	1.55	1.13	1.36	1.36	1.09	1.09	1.25	1.15	0.65	1.03	0.88
0	CLE-ELUM	2,300	19	0.83	0.98	0.88	1.41	1.50	1.50	1.97	1.62	1.62	0.67	0.75	1.08	0.51	0.87
0	COLFAX	1,870	9	0.83	0.69	1.03	0.85	0.55	0.55	0.50	0.33	0.33	0.66	1.72	3.54	1.17	0.64
0	COLVILLE	5,835	58	0.48	1.22	1.16	0.89	0.89	0.89	1.13	1.69	1.69	1.02	1.16	1.24	0.79	0.93
0	COPALIS(OCEAN SHORES)	2,617	41	0.99	0.53	0.94	0.53	0.46	0.53	0.58	0.90	0.90	0.86	1.20	0.85	0.80	0.97
0	COULEE DAM	1,752	15	1.57	1.31	1.52	1.11	1.31	1.31	1.40	1.82	1.41	1.41	1.19	0.87	1.17	1.70
0	CRYSTAL MTN.	545	5	0.86	1.88	1.52	0.56	1.39	1.39	1.27	0.99	0.99	0.81	1.23	1.17	0.58	1.11
0	DAYTON	1,531	29	0.92	0.73	1.28	2.00	2.18	2.18	1.28	1.28	0.73	0.18	0.73	0.91	0.72	0.54
0	DEER PARK	4,827	90	1.89	1.62	1.87	1.60	0.57	0.57	0.70	1.20	1.20	0.69	1.12	0.50	0.86	0.68
0	DES MOINES	13,728	106	1.86	1.16	1.04	0.95	1.37	1.37	1.50	1.93	1.93	1.54	1.45	1.23	1.67	3.62
0	DES MOINES FEDERAL WAY	5,388	43	0.77	0.66	1.04	1.04	0.94	0.94	0.89	0.86	0.86	0.65	0.75	0.78	0.70	0.80
0		8,340	63	0.80	0.75	1.11	1.14	0.78	1.03	1.03	0.86	0.86	0.73	0.81	0.81	0.75	0.77
0				0.60	0.60	1.00	0.97	1.05	0.97	0.80	0.80	0.86	0.60	0.71	0.77	0.67	0.81

WASHINGTON TROUBLE REPORT RATE - APRIL 2012

STANDARD EXD CNT	WIRECENTER	LINES	RPTS	APR-12	MAR-12	FEB-12	JAN-12	DEC-11	NOV-11	OCT-11	SEP-11	AUG-11	JUL-11	JUN-11	MAY-11
				RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
0	STANDARD	484	1	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			0.21	0.41	1.41	0.81	1.60	0.39	1.95	0.58	1.16	1.13	0.75	0.75
	ELK											2.13	1.28	0.70	2.00
0	ENUMCLAW	4,463	57	1.28	1.69	3.08	1.74	1.90	1.19	1.69	1.17	1.15	1.51	1.37	1.05
0	EPHRATA	2,305	19	0.82	0.47	0.30	0.55	0.34	0.58	0.57	0.65	0.56	0.76	1.27	0.51
0	GRAHAM	8,291	66	0.80	1.71	1.84	1.63	1.22	1.39	1.52	1.09	1.69	1.40	1.25	1.18
0	GREEN BLUFF	2,052	26	1.27	0.63	1.11	1.20	1.42	0.85	1.26	1.58	1.37	1.00	1.31	1.35
0	HOODSPORT	1,577	10	0.63	1.01	0.56	0.31	0.49	0.66	0.71	0.64	1.15	0.51	1.24	0.56
0	ISSAQUAH	11,889	68	0.57	0.83	0.92	1.01	0.83	0.58	0.77	0.47	0.64	0.63	0.65	0.60
0	KENT	26,398	200	0.76	0.75	1.16	1.40	0.80	0.97	0.87	0.64	0.73	0.66	0.85	0.61
0	KENT MERIDIAN	8,844	67	0.76	0.91	1.49	1.71	1.14	1.33	0.97	0.74	0.92	0.89	1.19	0.72
0	KENT O BRIEN	5,881	14	0.24	0.34	0.33	0.46	0.11	0.27	0.35	0.22	0.27	0.20	0.39	0.15
0	KENT ULRICH	11,673	119	1.02	0.83	1.32	1.64	0.89	1.04	1.04	0.77	0.82	0.72	0.82	0.76
0	LIBERTY LAKE	654	2	0.31	0.15	0.45	0.15	0.59	0.14	0.57	0.43	0.42	0.56	0.54	0.13
0	LONGVIEW-KELSO	16,098	188	1.17	1.40	1.29	1.94	1.10	1.57	1.61	1.43	1.00	1.19	1.09	1.12
0	LOON LAKE	938	10	1.07	0.53	0.74	0.84	0.83	0.93	0.91	1.30	0.98	1.07	1.06	0.77
0	MAPLE VALLEY	5,641	51	0.90	1.18	1.29	1.09	1.23	1.32	1.13	1.04	1.11	0.89	0.61	0.78
0	MOSES LAKE	9,563	79	0.83	0.78	1.07	0.72	0.85	0.72	0.82	0.67	0.93	0.89	0.94	0.91
0	MOSES LAKE AFB	1,570	14	0.89	0.76	0.45	0.94	0.74	0.31	0.61	0.67	1.02	1.13	0.83	0.70
0	MOSES LAKE ALDER	7,993	65	0.81	0.78	1.20	0.67	0.88	0.80	0.86	0.67	0.92	0.84	0.97	0.95
0	NEWMAN LAKE	1,183	11	0.93	1.34	0.41	0.91	0.57	2.04	1.54	0.88	1.02	0.78	1.38	0.30
1	NORTHPORT	928	5	0.54	0.32	0.32	0.32	0.64	1.17	0.84	0.84	1.35	4.15	2.38	0.62
0	OLYMPIA	39,960	262	0.66	0.70	1.03	1.46	0.84	0.80	0.85	0.65	0.63	0.62	0.58	0.58
0	OLYMPIA EVERGREEN	3,006	26	0.86	0.93	1.40	1.92	1.02	1.01	1.18	0.99	1.00	1.20	1.11	0.81
0	OLYMPIA LACEY	17,852	118	0.66	0.67	1.11	1.06	0.80	0.74	0.69	0.65	0.63	0.54	0.49	0.51
0	OLYMPIA WHITEHALL	19,102	118	0.62	0.69	0.89	1.75	0.84	0.82	0.95	0.60	0.57	0.61	0.57	0.61
0	OMAK-OKANOGAN	5,922	95	1.60	0.92	1.02	1.17	0.96	0.94	1.18	1.38	1.39	1.09	1.48	1.99
0	OROVILLE	1,593	18	1.13	1.07	0.81	0.93	1.06	0.86	0.73	0.92	1.27	1.51	0.96	1.25
0	OTHELLO	3,448	47	1.36	1.07	1.35	1.10	1.18	1.43	1.22	0.96	2.13	0.92	1.10	1.34
0	PASCO	11,571	116	1.00	0.90	0.95	0.74	0.60	0.80	0.89	0.68	0.89	0.75	0.87	1.47
0	PATEROS	645	8	1.24	1.39	1.22	1.36	1.05	0.59	1.89	1.02	1.17	0.29	0.58	1.02
0	POMEROY	1,135	24	2.11	3.15	2.27	3.12	1.46	2.39	1.79	2.80	3.12	0.93	3.87	1.70
0	PT. ANGELES	11,491	63	0.55	0.70	0.91	1.10	0.75	0.85	0.77	0.82	0.80	0.73	0.69	0.76
0	PT ANGELES JOYCE	906	6	0.66	1.76	1.97	2.50	2.27	3.01	2.66	2.64	1.15	1.98	0.84	0.73

WASHINGTON TROUBLE REPORT RATE - APRIL 2012

WIRECENTER		STD	EXD	LINES	RPTS	APR-12	MAR-12	FEB-12	JAN-12	DEC-11	NOV-11	OCT-11	SEP-11	AUG-11	JUL-11	JUN-11	MAY-11
		CNT				RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
STANDARD		0	10,585	57	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
PT. ANGELES		0	2,000	8	0.54	0.61	0.82	0.98	0.62	0.67	0.67	0.61	0.67	0.78	0.63	0.68	0.77
PT. LUDLOW		0	12,177	150	0.40	0.80	1.03	1.19	0.73	0.58	0.53	0.86	0.76	1.18	0.66	0.33	0.46
PT. ORCHARD		0	4,524	38	1.23	1.08	1.34	1.37	1.37	1.02	0.89	1.12	0.90	1.00	0.77	0.78	0.71
PT. ORCHARD COLBY		0	7,653	112	0.84	1.20	1.34	1.37	1.77	1.22	0.89	0.85	0.90	0.85	0.88	0.75	0.76
PT. ORCHARD		0	8,956	51	1.46	1.01	0.84	1.09	1.13	0.90	0.85	1.25	1.09	1.09	0.71	0.79	0.68
PT. TOWNSEND		0	15,022	103	0.57	0.85	0.74	0.74	0.64	0.72	0.61	0.94	1.15	1.15	1.17	0.75	0.64
PUYALLAP		0	24,293	188	0.89	0.82	1.25	1.88	1.04	0.97	0.89	0.83	0.79	0.75	0.88	0.74	0.72
RENTON		0	2,406	16	0.77	1.04	1.18	1.20	1.20	0.93	0.86	0.86	0.83	0.72	0.64	0.82	0.67
RIDGEFIELD		0	3,453	39	0.67	1.28	1.44	1.95	1.35	1.14	1.37	0.78	2.00	1.30	1.18	1.18	1.18
ROCHESTER		0	180,637	959	1.13	1.90	1.60	1.65	1.52	1.28	1.15	1.03	1.56	1.20	0.87	0.87	0.84
ROY		0	12,494	48	0.53	0.66	0.61	0.67	0.61	0.67	0.60	0.55	0.52	0.69	1.32	1.46	1.25
SEATTLE		0	6,266	19	0.38	0.36	0.39	0.35	0.35	0.46	0.43	0.41	0.41	0.49	0.25	0.41	0.38
SEATTLE ATWATER		0	20,450	158	0.30	0.42	0.34	0.49	0.41	0.26	0.49	0.48	0.28	0.28	0.22	0.40	0.31
SEATTLE CAMPUS		0	8,831	60	0.77	1.21	1.35	1.48	1.09	1.11	0.99	0.85	0.89	0.89	0.79	1.15	0.94
SEATTLE CHERRY		0	19,533	96	0.68	0.78	0.78	0.79	0.73	0.70	0.68	0.56	0.73	0.73	0.50	0.57	0.57
SEATTLE DUWAMISH		0	5,158	7	0.49	0.67	0.43	0.55	0.57	0.70	0.66	0.44	0.47	0.47	0.46	0.55	0.47
SEATTLE EAST		0	18,776	102	0.14	0.23	0.21	0.17	0.20	0.18	0.22	0.22	0.22	0.23	0.25	0.30	0.29
SEATTLE ELLIOT		0	16,600	100	0.54	0.57	0.48	0.69	0.76	0.77	0.51	0.65	0.69	0.69	0.56	0.55	0.55
SEATTLE EMERSON		0	26,921	45	0.60	0.85	0.79	1.03	0.82	0.86	0.81	0.98	0.61	0.61	0.53	0.67	0.85
SEATTLE LAKEVIEW		0	12,652	121	0.17	0.16	0.14	0.14	0.14	0.16	0.19	0.14	0.14	0.16	0.20	0.17	0.17
SEATTLE MAIN		0	5,978	20	0.33	0.79	0.70	0.58	0.63	0.99	0.63	0.76	0.76	0.69	0.66	0.69	0.52
SEATTLE MERCER ISLAND (ADAMS)		0	13,834	95	0.96	0.54	0.43	0.85	0.85	0.84	0.79	0.83	0.57	0.57	0.73	0.63	0.79
SEATTLE PARKWAY		0	13,144	88	0.67	0.87	0.67	0.61	0.55	0.70	0.67	0.67	0.46	0.46	0.52	0.67	0.58
SEATTLE SUNSET		0	10,059	43	0.43	0.56	0.64	0.93	0.78	0.54	0.58	0.61	0.63	0.57	0.41	0.64	0.50
SEATTLE WEST		0	9,872	99	1.00	1.08	1.27	1.77	0.98	0.93	0.98	0.81	0.81	0.78	0.73	0.73	0.65
SEQUIM		0	8,513	60	0.70	0.70	0.71	1.01	0.98	1.07	0.56	0.62	0.42	0.42	0.56	0.54	0.57
SHELTON		0	77,068	633	0.82	1.01	0.82	0.84	0.75	0.86	0.88	0.88	0.88	0.99	0.95	0.92	0.93
SILVERDALE		0	1,808	21	1.16	0.77	1.08	2.15	1.65	1.00	1.25	1.35	1.35	1.07	1.11	1.56	1.59
SPOKANE		0	10,686	101	0.95	1.18	1.02	0.89	0.90	1.04	0.94	0.98	0.90	0.90	0.90	1.16	1.07
SPOKANE CHESTNUT		0	8,406	93	1.11	1.44	0.96	0.92	0.57	0.89	0.83	0.90	0.88	0.88	0.83	1.15	0.94
SPOKANE FAIRFAX		0	7,296	46	0.63	1.23	0.78	0.82	0.68	0.98	1.02	0.50	0.64	0.57	0.99	0.80	
SPOKANE HUDSON		0															
SPOKANE KEYSTONE		0															

WASHINGTON TROUBLE REPORT RATE - APRIL 2012

WIRECENTER	STANDARD	STD EXD CNT	LINES	RPTS	APR-12	MAR-12	FEB-12	JAN-12	DEC-11	NOV-11	OCT-11	SEP-11	AUG-11	JUL-11	JUN-11	MAY-11
					RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
		0	5,051	44	4.00	0.87	0.70	4.00	1.67	1.20	4.00	4.00	4.00	4.00	4.00	4.00
	SPOKANE MORAN	0	11,287	80	0.71	1.02	0.79	1.05	0.73	0.89	0.59	0.66	0.90	1.19	0.84	0.81
	SPOKANE RIVERSIDE	0	21,010	174	0.83	0.86	0.78	0.82	0.58	0.68	0.90	0.95	1.31	1.04	0.71	1.10
	SPOKANE WALNUT	0	11,524	74	0.64	0.85	0.70	0.58	0.58	0.74	0.96	0.95	0.95	1.00	0.87	0.78
	SPOKANE WHITWORTH	0	1,521	58	3.81	0.85	1.11	1.05	0.78	1.68	1.08	1.27	1.83	1.14	1.76	2.31
	SPRINGDALE	0	8,833	70	0.79	1.05	1.81	1.57	0.97	1.28	1.10	0.84	0.91	0.69	0.87	0.65
	SUMNER (BONNEYLAKE)	0	85,679	593	0.69	0.82	0.99	1.13	0.97	0.98	1.02	0.76	0.75	0.72	0.73	0.70
	TACOMA	0	1,723	7	0.41	0.40	0.34	0.51	0.34	0.44	0.33	0.16	0.43	0.52	0.66	0.20
	TACOMA FORT LEWIS	0	11,558	107	0.93	1.01	0.99	1.36	1.22	1.35	1.29	0.74	0.75	0.85	0.77	0.69
	TACOMA GREENFIELD	0	11,858	83	0.70	0.89	1.09	1.25	0.86	0.92	1.13	1.00	0.77	0.65	0.70	0.66
	TACOMA JUNIPER	0	13,905	138	0.99	1.05	1.50	1.73	1.24	0.99	1.47	1.05	1.14	1.07	1.05	1.16
	TACOMA LENNOX	0	8,643	49	0.57	0.63	0.79	1.11	0.93	0.98	0.91	0.61	0.64	0.80	0.76	0.66
	TACOMA LOGAN	0	10,395	43	0.41	0.44	0.72	0.57	0.46	0.71	0.52	0.78	0.32	0.43	0.38	0.43
	TACOMA MARKET (FAWGETT)	0	8,705	60	0.69	0.91	0.97	1.12	0.99	1.31	0.95	0.60	0.81	0.55	0.54	0.77
	TACOMA SKYLINE	0	3,654	15	0.41	0.87	1.02	0.80	1.38	0.55	0.78	0.69	0.68	0.47	0.93	0.63
	TACOMA WAVERLY-2	0	15,238	91	0.60	0.75	0.85	0.86	0.95	0.91	0.88	0.60	0.76	0.71	0.74	0.54
	TACOMA WAVERLY-7	0	48,747	365	0.75	0.91	0.78	1.21	1.05	1.11	1.08	0.73	0.78	0.76	0.87	0.76
	VANCOUVER	0	24,657	162	0.66	0.76	0.61	1.05	0.95	0.91	1.05	0.73	0.66	0.68	0.91	0.78
	VANCOUVER ORCHARDS	0	14,158	134	0.95	1.03	0.81	1.24	1.03	1.55	1.12	0.71	0.81	0.88	0.83	0.73
	VANCOUVER OXFORD	0	9,932	69	0.69	1.10	1.15	1.59	1.32	0.96	1.09	0.75	1.04	0.76	0.80	0.76
	VANCOUVER SALMON CRK(NORTH)	0	417	11	2.64	1.91	2.35	1.87	3.23	2.07	2.07	1.82	1.79	1.57	2.15	1.70
	WAITSBURG	0	11,018	111	1.01	0.92	0.67	0.69	0.70	0.82	1.12	0.67	0.99	0.88	0.88	0.82
	WALLA WALLA (INCL TOUCHET)	0	888	12	1.35	1.12	0.99	0.87	0.54	1.29	1.18	0.43	0.94	0.92	0.51	1.20
	WARDEN	1	1,759	16	0.91	1.71	0.86	1.58	1.07	0.90	1.62	0.94	7.68	0.44	0.93	1.58
	WINLOCK	0	29,268	258	0.88	0.65	0.63	0.46	0.52	0.58	0.67	0.55	0.61	0.61	0.78	1.02
	YAKIMA	0	19,258	188	0.98	0.63	0.67	0.46	0.54	0.57	0.64	0.48	0.65	0.61	0.76	1.08
	YAKIMA CHESTNUT	0	10,010	70	0.70	0.68	0.56	0.48	0.47	0.61	0.74	0.59	0.52	0.60	0.84	0.89
	YAKIMA WEST	0	4,257	41	0.96	1.20	0.86	1.35	0.82	1.08	1.88	1.02	0.85	0.99	1.04	1.78
	Exchanges in Neighboring States	0	882,875	6,562	0.75	0.85	0.90	1.03	0.85	0.88	0.88	0.76	0.81	0.75	0.77	0.77
	CLARKSTON	0														
	TOTALS	0														

WASHINGTON TRUNK BLOCKING SUMMARY - APRIL 2012

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	127	0	0.00%
LOCAL	351	0	0.00%
TOLL	372	3	0.81%

WASHINGTON TRUNK BLOCKING - APRIL 2012

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072404	168			TOLL	TWO_WAY	3.01%	1xbkng 04/13/12 @ 1400hrs issued sa tgsr to customer
AP072418	192			TOLL	TWO_WAY	0.87%	1xbkng 04/14/12 @ 1700hrs issued sa tgsr to customer
AP073982	168			TOLL	TWO_WAY	0.85%	1xbkng 04/17/12 @ 1800hrs issued sa tgsr to customer

Qwest Corporation d/b/a CenturyLink QC  
 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - APRIL 2012

MEASURE	MARKET UNIT	APR-12	MAY-12	JUN-12
Number of Scheduled Appointments (dispatched orders)	RES			
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	RES			
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	RES			
Number of Scheduled Commitments (non-dispatched orders)	RES			
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	RES			
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	RES			
Number Exclusions	RES			
Number of Scheduled Appointments (dispatched orders)	BUS			
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	BUS			
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	BUS			
Number of Scheduled Commitments (non-dispatched orders)	BUS			
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	BUS			
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	BUS			
Number Exclusions	BUS			
Number of Scheduled Appointments (dispatched tickets)	RES			
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	RES			

Redacted Copy  
 Blanks in the report indicate no activity for the measure.

Qwest Corporation d/b/a CenturyLink QC  
 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - APRIL 2012

MEASURE	MARKET UNIT	APR-12	MAY-12	JUN-12
Number of Scheduled Appointments (dispatched orders)	RES			
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	RES			
Number of Scheduled Commitments (non-dispatched tickets)	RES			
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	RES			
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	RES			
Number Exclusions	RES			
Number of Scheduled Appointments (dispatched tickets)	BUS			
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	BUS			
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	BUS			
Number of Scheduled Commitments (non-dispatched tickets)	BUS			
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	BUS			
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	BUS			
Number Exclusions	BUS			
Total amount of missed appointments credits paid	RES			
Number of customers receiving credits for company missed appointments/commitments-Install	RES			
Total amount of missed appointments credits paid	BUS			

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**WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - APRIL 2012**

MEASURE	MARKET UNIT	APR-12	MAY-12	JUN-12
Number of Scheduled Appointments (dispatched orders)	RES			
Number of customers receiving credits for company missed appointments/commitments-install	BUS			
Total amount of missed appointments credits paid	RES			
Number of customers receiving credits for company missed appointments/commitments-Repair	RES			
Total amount of missed appointments credits paid	BUS			
Number of customers receiving credits for company missed appointments/commitments-Repair	BUS			
Count of All Orders	RES			
WA Completed Orders for Primary Service installed within 5 business days	RES			
Number of credits-First Month's Charge(HO Recurring)	RES			
Amount of credit-First Month's Charge(HO Recur)	RES			
Number of credits-Installation (HO NonRecur)	RES			
Amount of credits-Installation (Ho NonRecur)	RES			
Number of Voice Mail Nonrecurring Credits	RES			
Amount of Voice Mail Nonrecurring Credits	RES			
Number of Remote Call Fwldng-Non-Recuring	RES			
Amount of Remote Call Fwldng-Non-Recuring	RES			

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 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - APRIL 2012

MEASURE	MARKET UNIT	APR-12	MAY-12	JUN-12
Number of Scheduled Appointments (dispatched orders)	RES			
Count of All Orders	BUS			
WA Completed Orders for Primary Service installed within 5 business days	BUS			
Number of credits-First Month's Charge(HO Recurring)	BUS			
Amount of credit-First Month's Charge(HO Recur)	BUS			
Number of credits-Installation (HO NonRecur)	BUS			
Amount of credits-Installation (Ho NonRecur)	BUS			
Number of Voice Mail Nonrecurring Credits	BUS			
Amount of Voice Mail Nonrecurring Credits	BUS			
Number of Remote Call Frwding-Non-Recuring	BUS			
Amount of Remote Call Frwding-Non-Recuring	BUS			
Number of out of service repair reports cleared within two working days	RES			
Percentage of out of service repair reports cleared within two working days	RES			
Number of out of service repair reports not cleared within two working days minus exceptions.	RES			
Percentage of out of service repair reports not cleared within two working days minus exceptions.	RES			
Total amount of two day out of service condition credits	RES			

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 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - APRIL 2012

MEASURE	MARKET UNIT	APR-12	MAY-12	JUN-12
Number of Scheduled Appointments (dispatched orders)	RES			
Total amount of two day out of service condition credit exceptions	RES			
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES			
Number of two day out of service condition credit exceptions for Weather Related Events	RES			
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	RES			
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	RES			
Number of out of service repair reports cleared within two working days	BUS			
Percentage of out of service repair reports cleared within two working days	BUS			
Number of out of service repair reports not cleared within two working days minus exceptions.	BUS			
Percentage of out of service repair reports not cleared within two working days minus exceptions.	BUS			
Total amount of two day out of service condition credits	BUS			
Total amount of two day out of service condition credit exceptions	BUS			
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	BUS			
Number of two day out of service condition credit exceptions for Weather Related Events	BUS			
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	BUS			
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	BUS			

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 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - APRIL 2012

MEASURE	MARKET UNIT	APR-12	MAY-12	JUN-12
Number of Scheduled Appointments (dispatched orders)	RES			
Number of out of service repair reports cleared within seven calendar days	RES			
Percentage of out of service repair reports cleared within seven calendar days	RES			
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	RES			
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	RES			
Total amount of seven day out of service condition credits	RES			
Total amount of seven day out of service condition credit exceptions	RES			
No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES			
Number of seven day out of service condition credit exceptions for Weather Related Events	RES			
Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	RES			
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	RES			
Number of out of service repair reports cleared within seven calendar days	BUS			
Percentage of out of service repair reports cleared within seven calendar days	BUS			
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS			
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS			
Total amount of seven day out of service condition credit exceptions	BUS			
No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	BUS			

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MEASURE	MARKET UNIT	APR-12	MAY-12	JUN-12
Number of Scheduled Appointments (dispatched orders)	RES			
Number of seven day out of service condition credit exceptions for Weather Related Events	BUS			
Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	BUS			
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	BUS			

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