



CenturyLink™

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September 28, 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 August 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

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REGISTRY MANAGEMENT
2012 OCT -1 PM 3:56
STATE OF WASHINGTON
UTIL. AND TRANSPORTATION
COMMISSION

Washington Service Quality Summary Report - AUGUST 2012

METRIC DESCRIPTION	JANUARY 2012			FEBRUARY 2012			MARCH 2012		
	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%
OOS Tickets Not Cleared Within 48 Hrs	520	1	520	211	1	211	80	1	80
Number of OOS Exemptions	447	1	447	121	1	121	58	1	58
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%
All Other Troubles Cleared GTR > 72 Hrs	266	1	266	111	1	111	26	1	26
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	323	1	323	96	1	96	2	1	2
Physically Obstructed All Other Troubles Cleared > 72 Hrs	28	1	28	31	1	31	41	1	41
Repair Force Majeure Exclusions	256	1	256	115	1	115	29	1	29
Repair Physically Obstructed Exclusions	31	1	31	28	1	28	28	1	28
Installation Appointments Met	3,150	3,347	94.11%	3,053	3,251	93.91%	2,884	3,006	95.94%
Repair Appointments Met	2,347	2,810	83.52%	2,654	3,170	83.72%	2,580	2,954	87.34%
Provisioning Missed for Company Reasons	121	1	121	178	1	178	156	1	156
Provisioning Missed for Customer Reasons	695	1	695	638	1	638	652	1	652
% 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%

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - AUGUST 2012

METRIC DESCRIPTION	APRIL 2012			MAY 2012			JUNE 2012		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	2,044	2,108	96.96%	2,431	2,466	98.58%	2,407	2,459	97.89%
OOS Tickets Not Cleared Within 48 Hrs	64	1	64	35	1	35	52	1	52
Number of OOS Exemptions	50	1	50	26	1	26	56	1	56
All Other Repairs Cleared LT < 72 Hrs	4,702	4,725	99.51%	4,757	4,771	99.71%	4,601	4,615	99.70%
All Other Troubles Cleared GTR > 72 Hrs	23	1	23	14	1	14	14	1	14
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	1	1	1	4	1	4	5	1	5
Physically Obstructed All Other Troubles Cleared > 72 Hrs	21	1	21	12	1	12	24	1	24
Repair Force Majeure Exclusions	23	1	23	36	1	36	49	1	49
Repair Physically Obstructed Exclusions	24	1	24	34	1	34	33	1	33
Installation Appointments Met	2,456	2,562	95.86%	2,552	2,696	94.66%	2,616	2,752	95.06%
Repair Appointments Met	2,082	2,400	86.75%	2,165	2,482	87.23%	2,097	2,444	85.80%
Provisioning Missed for Company Reasons	174	1	174	148	1	148	140	1	140
Provisioning Missed for Customer Reasons	523	1	523	601	1	601	556	1	556
% of Switches Delivering Dial Tone Within 3 seconds	5,617	5,617	100.00%	5,818	5,818	100.00%	5,375	5,376	99.98%

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Washington Service Quality Summary Report - AUGUST 2012

METRIC DESCRIPTION	JULY 2012			AUGUST 2012		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	2,403	2,541	94.57%	2,071	2,205	93.92%
OOS Tickets Not Cleared Within 48 Hrs	138	1	138	134	1	134
Number of OOS Exemptions	84	1	84	76	1	76
All Other Repairs Cleared LT < 72 Hrs	4,956	4,998	99.16%	4,876	4,914	99.23%
All Other Troubles Cleared GTR > 72 Hrs	42	1	42	38	1	38
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	2	1	2	5	1	5
Physically Obstructed All Other Troubles Cleared > 72 Hrs	31	1	31	21	1	21
Repair Force Majeure Exclusions	41	1	41	23	1	23
Repair Physically Obstructed Exclusions	48	1	48	44	1	44
Installation Appointments Met	2,516	2,714	92.70%	2,534	2,720	93.16%
Repair Appointments Met	2,476	2,926	84.62%	2,107	2,478	85.03%
Provisioning Missed for Company Reasons	173	1	173	165	1	165
Provisioning Missed for Customer Reasons	668	1	668	695	1	695
% of Switches Delivering Dial Tone Within 3 seconds	5,793	5,794	99.98%	5,811	5,811	100.00%

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - AUGUST 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						90.00%		99.00%	
ABERDEEN-HOQUIAM		51	2	145.00	0	100.00%	0	100.00%	1
AUBURN		152	3	20.00	2	98.68%	0	100.00%	
BAINBRIDGE ISLAND		67	0		2	97.01%	0	100.00%	
BATTLEGROUND		69	2	12.50	2	97.10%	0	100.00%	
BELFAIR		29	0		0	100.00%	0	100.00%	
BELLEVUE		175	5	115.80	4	97.71%	0	100.00%	1
	BELLEVUE GLENCOURT	67	0		1	98.51%	0	100.00%	
	BELLEVUE-SHERWOOD	108	5	115.80	3	97.22%	0	100.00%	1
BELLINGHAM		150	2	8.00	2	98.67%	0	100.00%	
	BELLINGHAM LUMMI	20	0		0	100.00%	0	100.00%	
	BELLINGHAM REGENT	130	2	8.00	2	98.46%	0	100.00%	
BLACK DIAMOND		15	1	215.00	2	86.67%	0	100.00%	1
BREMERTON		158	1	13.00	4	97.47%	0	100.00%	
	BREMERTON CROSBY	16	0		1	93.75%	0	100.00%	
	BREMERTON ESSEX	138	1	13.00	3	97.83%	0	100.00%	
	BREMERTON SUNNYSLOPE	4	0		0	100.00%	0	100.00%	
BUCKLEY		14	0		1	92.86%	0	100.00%	
CASTLE ROCK		17	0		0	100.00%	0	100.00%	
CENTRALIA		66	1	9.00	2	96.97%	0	100.00%	
CHEHALIS		53	1	198.00	2	96.23%	0	100.00%	1
	CHEHALIS	41	1	198.00	2	95.12%	0	100.00%	1
	CHEHALIS NAPAVINE	12	0		0	100.00%	0	100.00%	
CLE-ELUM		16	0		1	93.75%	0	100.00%	
COLFAX		26	0		0	100.00%	0	100.00%	
COLVILLE		56	0		1	98.21%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
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Washington Orders Summary - AUGUST 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						99.00%		99.00%	
COPALIS(OCEAN SHORES)		16	0		0	100.00%	0	100.00%	
COULEE DAM		19	0		0	100.00%	0	100.00%	
CRYSTAL MTN.		1	0		1	0.00%	0	100.00%	
DAYTON		17	0		0	100.00%	0	100.00%	
DEER PARK		40	1	7.00	1	97.50%	0	100.00%	
DES MOINES		191	6	33.83	1	99.48%	0	100.00%	
	DES MOINES	81	1	33.00	1	98.77%	0	100.00%	
	DES MOINES FEDERAL WAY	110	5	34.00	0	100.00%	0	100.00%	
EASTON		1	0		0	100.00%	0	100.00%	
ELK		18	0		1	94.44%	0	100.00%	
ENUMCLAW		41	1	25.00	1	97.56%	0	100.00%	
EPHRATA		19	0		0	100.00%	0	100.00%	
GRAHAM		84	3	29.00	2	97.62%	0	100.00%	
GREEN BLUFF		7	0		0	100.00%	0	100.00%	
HOODSPORT		9	0		0	100.00%	0	100.00%	
ISSAQUAH		66	1	7.00	4	93.94%	0	100.00%	
KENT		281	9	42.44	8	97.15%	0	100.00%	1
	KENT MERIDIAN	45	4	52.50	1	97.78%	0	100.00%	1
	KENT O BRIEN	29	1	45.00	1	96.55%	0	100.00%	
	KENT ULRICH	207	4	31.75	6	97.10%	0	100.00%	
LIBERTY LAKE		1	1	13.00	0	100.00%	0	100.00%	
LONGVIEW-KELSO		181	1	21.00	1	99.45%	0	100.00%	
LOON LAKE		10	0		2	80.00%	0	100.00%	
MAPLE VALLEY		24	1	1.00	1	95.83%	0	100.00%	
MOSES LAKE		91	0		0	100.00%	0	100.00%	

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STANDARD						99.00%		99.00%	
	MOSES LAKE AFB	22	0		0	100.00%	0	100.00%	
	MOSES LAKE ALDER	69	0		0	100.00%	0	100.00%	
NEWMAN LAKE		9	0		1	88.89%	0	100.00%	
NORTHPORT		8	0		0	100.00%	0	100.00%	
OLYMPIA		325	7	43.57	4	98.77%	0	100.00%	
	OLYMPIA EVERGREEN	26	0		1	96.15%	0	100.00%	
	OLYMPIA LACEY	146	4	44.75	2	98.63%	0	100.00%	
	OLYMPIA WHITEHALL	153	3	42.00	1	99.35%	0	100.00%	
OMAK-OKANOGAN		53	3	50.00	0	100.00%	0	100.00%	
OROVILLE		7	0		0	100.00%	0	100.00%	
OTHELLO		35	2	13.50	0	100.00%	0	100.00%	
PASCO		124	7	21.00	1	99.19%	0	100.00%	
PATEROS		6	0		0	100.00%	0	100.00%	
POMEROY		15	2	40.50	2	86.67%	0	100.00%	
PT. ANGELES		71	3	20.00	1	98.59%	0	100.00%	
	PT ANGELES JOYCE	8	0		1	87.50%	0	100.00%	
	PT. ANGELES	63	3	20.00	0	100.00%	0	100.00%	
PT. LUDLOW		11	0		0	100.00%	0	100.00%	
PT. ORCHARD		107	2	17.00	3	97.20%	0	100.00%	
	PORT ORCHARD COLBY	24	0		2	91.67%	0	100.00%	
	PT. ORCHARD	83	2	17.00	1	98.80%	0	100.00%	
PT. TOWNSEND		67	3	32.00	1	98.51%	0	100.00%	
PUYALLAP		156	4	14.00	2	98.72%	0	100.00%	
RENTON		201	9	44.78	2	99.00%	0	100.00%	1
RIDGEFIELD		15	2	3.00	0	100.00%	0	100.00%	

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STANDARD						90.00%		99.00%	
ROCHESTER		16	1	0.00	0	100.00%	0	100.00%	
ROY		14	0		0	100.00%	0	100.00%	
SEATTLE		1258	25	27.00	19	98.49%	0	100.00%	
	SEATTLE ATWATER	68	1	22.00	1	98.53%	0	100.00%	
	SEATTLE CAMPUS	56	1	18.00	0	100.00%	0	100.00%	
	SEATTLE CHERRY	211	2	51.50	4	98.10%	0	100.00%	
	SEATTLE DUWAMISH	81	4	21.75	3	96.30%	0	100.00%	
	SEATTLE EAST	162	6	24.83	3	98.15%	0	100.00%	
	SEATTLE ELLIOT	37	0		2	94.59%	0	100.00%	
	SEATTLE EMERSON	117	3	31.67	0	100.00%	0	100.00%	
	SEATTLE LAKEVIEW	96	4	17.75	1	98.96%	0	100.00%	
	SEATTLE MAIN	124	1	62.00	1	99.19%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	27	1	68.00	0	100.00%	0	100.00%	
	SEATTLE PARKWAY	118	1	0.00	2	98.31%	0	100.00%	
	SEATTLE SUNSET	75	1	0.00	1	98.67%	0	100.00%	
	SEATTLE WEST	86	0		1	98.84%	0	100.00%	
SEQUIM		59	2	22.50	1	98.31%	0	100.00%	
SHELTON		83	2	20.50	1	98.80%	0	100.00%	
SILVERDALE		52	1	3.00	1	98.08%	0	100.00%	
SPOKANE		798	20	50.40	5	99.37%	0	100.00%	2
	SPOKANE CHESTNUT	17	1	1.00	0	100.00%	0	100.00%	
	SPOKANE FAIRFAX	110	1	17.00	0	100.00%	0	100.00%	
	SPOKANE HUDSON	107	2	10.50	0	100.00%	0	100.00%	
	SPOKANE KEYSTONE	78	0		0	100.00%	0	100.00%	
	SPOKANE MORAN	44	1	74.00	0	100.00%	0	100.00%	

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STANDARD									
	SPOKANE RIVERSIDE	94	4	47.50	2	97.87%	0	99.00%	1
	SPOKANE WALNUT	218	4	60.50	1	99.54%	0	100.00%	
	SPOKANE WHITWORTH	130	7	66.14	2	98.46%	0	100.00%	1
SPRINGDALE		13	1	8.00	1	92.31%	0	100.00%	
SUMNER (BONNEYLAKE)		54	3	19.33	1	98.15%	0	100.00%	
TACOMA		861	12	18.67	22	97.44%	0	100.00%	
	TACOMA FORT LEWIS	29	1	5.00	2	93.10%	0	100.00%	
	TACOMA GREENFIELD	138	1	1.00	5	96.38%	0	100.00%	
	TACOMA JUNIPER	139	1	30.00	3	97.84%	0	100.00%	
	TACOMA LENNOX	147	3	47.67	4	97.28%	0	100.00%	
	TACOMA LOGAN	70	1	19.00	2	97.14%	0	100.00%	
	TACOMA MARKET (FAWCETT)	107	2	7.00	2	98.13%	0	100.00%	
	TACOMA SKYLINE	59	1	2.00	2	96.61%	0	100.00%	
	TACOMA WAVERLY-2	26	0		0	100.00%	0	100.00%	
	TACOMA WAVERLY-7	146	2	5.00	2	98.63%	0	100.00%	
VANCOUVER		537	15	30.80	8	98.51%	0	100.00%	1
	VANCOUVER ORCHARDS	286	6	42.67	4	98.60%	0	100.00%	1
	VANCOUVER OXFORD	166	6	30.00	4	97.59%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	85	3	8.67	0	100.00%	0	100.00%	
WATTSBURG		3	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		81	1	236.00	3	96.30%	0	100.00%	1
WARDEN		9	1	237.00	0	100.00%	0	100.00%	1
WINLOCK		16	0		0	100.00%	0	100.00%	
YAKIMA		292	8	54.00	5	98.29%	0	100.00%	
	YAKIMA CHESTNUT	220	7	59.86	2	99.09%	0	100.00%	

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STANDARD	YAKIMA WEST	72	1	13.00	3	90.00%	0	99.00%	
Exchanges in Neighboring States									
CLARKSTON		29	1	27.00	1	96.55%	0	100.00%	
TOTALS		7616	179	38.95	133	98.25%	0	100.00%	11

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WASHINGTON TROUBLE REPORT RATE - AUGUST 2012

WIRECENTER	STD EXD CNT	LINES	RPTS	AUG-12 RATE	JUL-12 RATE	JUN-12 RATE	MAY-12 RATE	APR-12 RATE	MAR-12 RATE	FEB-12 RATE	JAN-12 RATE	DEC-11 RATE	NOV-11 RATE	OCT-11 RATE	SEP-11 RATE
STANDARD				4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
ABERDEEN-HOQUIAM	0	7,612	114	1.50	1.06	0.89	0.78	0.71	1.03	1.44	1.28	1.13	1.11	0.94	0.74
AUBURN	0	12,986	124	0.95	0.81	0.94	0.93	0.76	1.05	1.30	1.90	1.09	0.86	0.95	0.94
BAINBRIDGE ISLAND	0	7,198	81	1.13	0.94	1.04	1.03	0.71	0.93	0.90	1.07	1.15	1.07	0.88	1.27
BATTLEGROUND	0	7,002	76	1.09	0.63	0.99	0.85	0.73	1.10	0.94	1.20	1.34	1.05	0.91	1.26
BELFAIR	0	4,969	65	1.31	2.05	1.34	1.39	0.70	0.85	0.86	1.11	1.18	0.94	1.05	0.79
BELLEVUE	0	27,769	162	0.58	0.59	0.62	0.57	0.63	0.57	0.71	0.70	0.71	0.65	0.72	0.67
BELLEVUE GLENCOURT	0	11,680	57	0.49	0.47	0.48	0.54	0.69	0.51	0.54	0.52	0.49	0.58	0.64	0.48
BELLEVUE-SHERWOOD	0	16,089	105	0.65	0.68	0.73	0.58	0.59	0.82	0.84	0.82	0.87	0.69	0.77	0.82
BELLINGHAM	0	18,573	96	0.52	0.72	0.29	0.38	0.38	0.56	0.41	0.52	0.41	0.47	0.42	0.46
BELLINGHAM LUMMI	0	1,074	4	0.37	0.46	0.27	0.64	0.09	0.72	0.81	0.54	0.44	0.53	0.87	0.61
BELLINGHAM REGENT	0	17,499	92	0.53	0.74	0.30	0.37	0.40	0.55	0.39	0.52	0.41	0.47	0.40	0.45
BLACK DIAMOND	0	1,774	26	1.47	1.58	1.39	1.15	1.09	1.67	2.56	3.33	1.36	1.71	2.68	1.33
BREMERTON	0	23,662	141	0.60	0.39	0.39	0.41	0.40	0.45	0.38	0.65	0.59	0.73	0.57	0.57
BREMERTON CROSBY	0	2,428	42	1.73	1.14	1.22	1.08	1.20	1.07	0.59	1.10	1.10	1.09	1.74	1.31
BREMERTON ESSEX	0	20,715	93	0.45	0.30	0.27	0.32	0.32	0.39	0.35	0.61	0.53	0.70	0.44	0.49
BREMERTON SUNNYSLOPE	0	519	6	1.16	0.77	1.34	0.96	0.19	0.19	0.74	0.00	0.73	0.18	0.36	0.18
BUCKLEY	0	1,485	23	1.55	1.46	1.97	1.62	0.77	3.44	1.83	1.32	1.76	1.55	1.41	2.07
CASTLE ROCK	0	2,787	51	1.83	2.38	2.01	2.05	1.72	1.33	1.38	2.02	1.83	2.04	1.03	1.59
CENTRALIA	0	4,971	60	1.21	0.96	0.93	1.55	0.94	1.36	0.83	1.44	0.87	0.83	1.17	1.35
CHEHALIS	0	7,054	65	0.92	0.81	1.09	1.39	1.15	1.21	1.00	1.51	1.23	1.53	1.24	1.09
CHEHALIS	0	5,040	40	0.79	0.80	1.15	1.36	1.27	1.30	1.05	1.55	1.13	1.36	1.09	1.25
CHEHALIS NAPAVINE	0	2,014	25	1.24	0.84	0.94	1.47	0.83	0.98	0.88	1.41	1.50	1.97	1.62	0.67
CLE-ELUM	0	2,246	19	0.85	0.85	0.49	0.48	0.83	0.69	1.03	0.85	0.55	0.50	0.33	0.66
COLFAX	0	1,829	13	0.71	1.47	1.09	0.75	0.48	1.22	1.16	0.89	0.89	1.13	1.69	1.02
COLVILLE	0	5,714	41	0.72	1.86	1.13	0.69	0.99	0.53	0.94	0.53	0.46	0.58	0.90	0.86
COPALIS(OCEAN SHORES)	0	2,548	22	0.86	1.29	1.28	0.92	1.57	1.31	1.52	1.11	1.31	1.40	1.82	1.41
COULEE DAM	0	1,699	34	2.00	3.18	1.54	0.86	0.86	1.88	1.52	0.56	1.39	1.27	0.99	0.81
CRYSTAL MTN.	0	549	8	1.46	0.55	0.55	1.10	0.92	0.73	1.28	2.00	2.18	1.28	0.73	0.18
DAYTON	0	1,486	21	1.41	0.87	0.53	0.79	1.89	1.62	1.87	1.60	0.57	0.70	1.20	0.69
DEER PARK	0	4,672	148	3.17	1.63	2.25	2.51	1.86	1.16	0.69	0.95	1.37	1.50	1.93	1.54
DES MOINES	0	13,062	93	0.71	0.69	0.74	0.62	0.77	0.66	1.04	1.04	0.94	0.89	0.86	0.65
DES MOINES	0	5,156	36	0.70	0.52	0.87	0.70	0.80	0.75	1.11	1.14	0.78	1.03	0.86	0.73
DES MOINES FEDERAL WAY	0	7,906	57	0.72	0.81	0.66	0.57	0.76	0.60	1.00	0.97	1.05	0.80	0.86	0.60

WASHINGTON TROUBLE REPORT RATE - AUGUST 2012

WIRECENTER	STD EXD CNT	LINES	RPTS	AUG-12 RATE	JUL-12 RATE	JUN-12 RATE	MAY-12 RATE	APR-12 RATE	MAR-12 RATE	FEB-12 RATE	JAN-12 RATE	DEC-11 RATE	NOV-11 RATE	OCT-11 RATE	SEP-11 RATE
STANDARD				4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
EASTON	0	481	8	1.66	1.44	1.22	2.06	0.21	0.41	1.41	0.81	1.60	0.39	1.95	0.58
ENUMCLAW	0	4,274	81	1.90	1.53	1.27	1.27	1.28	1.69	3.08	1.74	1.90	1.19	1.69	1.17
EPHRATA	0	2,235	11	0.49	1.95	0.66	0.70	0.82	0.47	0.30	0.55	0.34	0.58	0.57	0.65
GRAHAM	0	8,006	94	1.17	0.94	0.87	1.16	0.80	1.71	1.84	1.63	1.22	1.39	1.52	1.09
GREEN BLUFF	0	1,977	19	0.96	1.05	1.19	1.33	1.27	0.63	1.11	1.20	1.42	0.85	1.26	1.58
HOODSPORT	0	1,496	9	0.60	0.92	0.65	0.71	0.63	1.01	0.56	0.31	0.49	0.66	0.71	0.64
ISSAQUAH	0	11,343	85	0.75	0.69	0.53	0.71	0.57	0.83	0.92	1.01	0.83	0.58	0.77	0.47
KENT	0	25,396	182	0.72	0.70	0.79	0.80	0.76	0.75	1.16	1.40	0.80	0.97	0.87	0.64
	0	8,429	70	0.83	0.86	0.86	0.95	0.76	0.91	1.49	1.71	1.14	1.33	0.97	0.74
KENT MERIDIAN	0	5,665	19	0.34	0.21	0.23	0.19	0.24	0.34	0.33	0.46	0.11	0.27	0.35	0.22
KENT O BRIEN	0	11,302	93	0.82	0.82	1.01	0.99	1.02	0.83	1.32	1.64	0.89	1.04	1.04	0.77
KENT ULRICH	0	639	4	0.63	1.39	0.46	0.76	0.31	0.15	0.45	0.15	0.59	0.14	0.57	0.43
LIBERTY LAKE	0	15,416	153	0.99	1.00	1.04	1.11	1.17	1.40	1.29	1.94	1.10	1.57	1.61	1.43
LONGVIEW-KELSO	0	922	19	2.06	0.86	2.67	1.39	1.07	0.53	0.74	0.84	0.83	0.93	0.91	1.30
LOON LAKE	0	5,410	48	0.89	0.99	0.92	1.17	0.90	1.18	1.29	1.09	1.23	1.32	1.13	1.04
MAPLE VALLEY	0	9,114	104	1.14	1.27	1.12	0.83	0.83	0.78	1.07	0.72	0.85	0.72	0.82	0.67
MOSES LAKE	0	1,496	13	0.87	1.13	1.56	0.51	0.89	0.76	0.45	0.94	0.74	0.31	0.61	0.67
	0	7,618	91	1.19	1.30	1.04	0.89	0.81	0.78	1.20	0.67	0.88	0.80	0.86	0.67
MOSES LAKE AFB	0	1,141	9	0.79	1.21	1.21	0.60	0.93	1.34	0.41	0.91	0.57	2.04	1.54	0.88
MOSES LAKE ALDER	0	931	11	1.18	4.62	1.40	1.40	0.54	0.32	0.32	0.32	0.64	1.17	0.84	0.84
NEWMAN LAKE	1	38,308	247	0.64	0.77	0.68	0.90	0.66	0.70	1.03	1.46	0.84	0.80	0.85	0.65
NORTHPORT	0	2,868	49	1.71	1.27	1.13	1.62	0.86	0.93	1.40	1.92	1.02	1.01	1.18	0.99
OLYMPIA	0	17,127	101	0.59	0.81	0.69	0.90	0.66	0.67	1.11	1.06	0.80	0.74	0.69	0.65
	0	18,313	97	0.53	0.66	0.61	0.78	0.62	0.69	0.89	1.75	0.84	0.82	0.95	0.60
OLYMPIA EVERGREEN	0	5,774	103	1.78	2.33	1.14	0.95	1.60	0.92	1.02	1.17	0.96	0.94	1.18	1.38
OLYMPIA LACEY	0	1,556	27	1.74	2.30	1.84	1.39	1.13	1.07	0.81	0.93	1.06	0.86	0.73	0.92
OLYMPIA WHITEHALL	0	3,312	34	1.03	1.46	2.01	1.26	1.36	1.07	1.35	1.10	1.18	1.43	1.22	0.96
OMAK-OKANOGAN	0	10,895	54	0.50	0.82	0.80	0.83	1.00	0.90	0.95	0.74	0.60	0.80	0.89	0.68
OROVILLE	0	632	4	0.63	2.04	0.78	0.78	1.24	1.39	1.22	1.36	1.05	0.59	1.89	1.02
OTHELLO	0	1,108	10	0.90	3.20	3.35	1.85	2.11	3.15	2.27	3.12	1.46	2.39	1.79	2.80
PASCO	0	11,117	76	0.68	0.82	0.54	0.62	0.55	0.70	0.91	1.10	0.75	0.85	0.77	0.82
PATEROS	0	906	13	1.43	1.77	0.44	0.88	0.66	1.76	1.97	2.50	2.27	3.01	2.66	2.64
POMEROY	0	10,211	63	0.62	0.73	0.55	0.59	0.54	0.61	0.82	0.98	0.62	0.67	0.61	0.67
PT. ANGELES	0														
PT. ANGELES JOYCE	0														
PT. ANGELES	0														

WASHINGTON TROUBLE REPORT RATE - AUGUST 2012

WIRECENTER	STD EXD CNT	LINES	RPTS	AUG-12 RATE	JUL-12 RATE	JUN-12 RATE	MAY-12 RATE	APR-12 RATE	MAR-12 RATE	FEB-12 RATE	JAN-12 RATE	DEC-11 RATE	NOV-11 RATE	OCT-11 RATE	SEP-11 RATE
STANDARD				4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
PT. LUDLOW	0	1,956	20	1.02	0.96	0.81	1.31	0.40	0.80	0.54	0.64	0.73	0.58	0.53	0.76
PT. ORCHARD	0	11,567	123	1.06	1.03	1.32	1.03	1.23	1.08	1.03	1.19	1.37	1.02	0.86	1.12
	0	4,296	55	1.28	0.96	1.74	1.19	0.84	1.20	1.34	1.37	1.77	1.22	0.89	0.90
	0	7,271	68	0.94	1.07	1.07	0.94	1.46	1.01	0.84	1.09	1.13	0.90	0.85	1.25
PT. TOWNSEND	0	8,699	109	1.25	0.80	0.78	0.90	0.57	0.85	0.74	0.74	0.64	0.72	0.61	0.94
PUYALLAP	0	14,527	112	0.77	0.84	0.91	1.07	0.69	0.82	1.25	1.88	1.04	0.97	0.89	0.79
RENTON	0	23,242	218	0.94	0.75	0.91	0.75	0.77	1.04	1.18	1.20	1.20	0.93	0.86	0.83
RIDGEFIELD	0	2,333	30	1.29	2.25	0.88	2.09	0.67	1.28	1.44	1.95	1.35	1.14	1.37	0.78
ROCHESTER	0	3,294	74	2.25	1.92	0.59	0.70	1.13	1.90	1.60	1.65	1.52	1.28	1.15	1.03
SEATTLE	0	173,663	894	0.48	0.53	0.52	0.52	0.53	0.66	0.61	0.67	0.61	0.67	0.60	0.55
	0	12,005	42	0.35	0.44	0.29	0.37	0.38	0.36	0.39	0.35	0.35	0.46	0.43	0.41
SEATTLE ATWATER	0	6,010	17	0.28	0.30	0.37	0.47	0.30	0.42	0.34	0.49	0.41	0.26	0.49	0.48
SEATTLE CAMPUS	0	19,605	153	0.78	0.91	0.91	0.86	0.77	1.21	1.35	1.48	1.09	1.11	0.99	0.85
SEATTLE CHERRY	0	8,491	40	0.47	0.40	0.49	0.46	0.68	0.78	0.78	0.79	0.73	0.70	0.68	0.56
SEATTLE DUWAMISH	0	18,787	94	0.50	0.55	0.47	0.46	0.49	0.67	0.43	0.55	0.57	0.70	0.66	0.44
SEATTLE EAST	0	4,989	10	0.20	0.20	0.26	0.12	0.14	0.23	0.21	0.17	0.20	0.18	0.22	0.22
SEATTLE ELLIOT	0	17,936	114	0.64	0.56	0.47	0.55	0.54	0.57	0.48	0.69	0.76	0.77	0.51	0.65
SEATTLE EMERSON	0	15,946	87	0.55	0.53	0.57	0.60	0.60	0.85	0.79	1.03	0.82	0.86	0.81	0.68
SEATTLE LAKEVIEW	0	26,120	22	0.08	0.16	0.13	0.19	0.17	0.16	0.14	0.14	0.14	0.16	0.19	0.14
SEATTLE MAIN	0	5,732	37	0.65	0.84	0.84	0.59	0.33	0.79	0.70	0.58	0.63	0.99	0.63	0.76
SEATTLE MERCER ISLAND (ADAMS)	0	12,174	73	0.60	0.71	0.84	0.77	0.96	1.13	1.09	0.85	0.85	0.84	0.79	0.83
SEATTLE PARKWAY	0	13,363	67	0.50	0.67	0.61	0.45	0.69	0.54	0.43	0.59	0.55	0.70	0.67	0.67
SEATTLE SUNSET	0	12,505	78	0.62	0.54	0.66	0.75	0.67	0.87	0.67	0.61	0.69	0.80	0.59	0.63
SEATTLE WEST	0	9,693	97	1.00	0.79	0.77	0.68	0.43	0.56	0.64	0.93	0.78	0.54	0.58	0.61
SEQUIM	0	9,488	108	1.14	0.85	0.87	0.93	1.00	1.08	1.27	1.77	0.98	0.93	0.98	0.81
SHELTON	0	8,109	52	0.64	0.52	0.44	0.59	0.70	0.70	0.71	1.01	0.98	1.07	0.56	0.62
SILVERDALE	0	73,424	709	0.97	1.01	0.97	0.74	0.82	1.01	0.82	0.84	0.75	0.86	0.88	0.88
SPOKANE	0	1,747	20	1.14	1.13	2.18	0.61	1.16	0.77	1.08	2.15	1.65	1.00	1.25	1.35
	0	10,122	110	1.09	1.13	1.18	0.82	0.95	1.18	1.02	0.89	0.90	1.04	0.94	0.98
SPOKANE CHESTNUT	0	8,030	99	1.23	0.91	1.21	0.97	1.11	1.44	0.96	0.92	0.57	0.89	0.83	0.90
SPOKANE FAIRFAX	0	6,920	51	0.74	0.85	0.83	0.55	0.63	1.23	0.78	0.82	0.68	0.98	1.02	0.50
SPOKANE HUDSON	0	4,882	42	0.86	1.00	0.99	0.54	0.87	0.71	0.70	1.05	1.67	1.20	0.93	1.01
SPOKANE KEYSTONE	0	10,613	77	0.73	0.86	0.84	0.54	0.71	1.02	0.79	0.73	0.75	0.89	0.59	0.66
SPOKANE MORAN	0														
SPOKANE RIVERSIDE	0														

WASHINGTON TROUBLE REPORT RATE - AUGUST 2012

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE AUG-12	RATE JUL-12	RATE JUN-12	RATE MAY-12	RATE APR-12	RATE MAR-12	RATE FEB-12	RATE JAN-12	RATE DEC-11	RATE NOV-11	RATE OCT-11	RATE SEP-11
STANDARD															
	0	20,029	162	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
SPOKANE WALNUT				0.81	1.00	0.85	0.72	0.83	0.86	0.78	0.82	0.58	0.68	0.90	0.95
SPOKANE WHITWORTH	0	11,081	148	1.34	1.20	0.82	0.93	0.64	0.85	0.70	0.58	0.58	0.74	0.96	0.95
SPRINGDALE	1	1,479	71	4.80	2.49	3.05	2.11	3.81	0.85	1.11	1.05	0.78	1.68	1.08	1.27
SUMNER (BONNEYLAKE)	0	8,412	97	1.15	1.39	0.98	1.09	0.79	1.05	1.81	1.57	0.97	1.28	1.10	0.84
TACOMA	0	81,691	527	0.65	0.73	0.66	0.79	0.69	0.82	0.99	1.13	0.97	0.98	1.02	0.76
	0	1,700	6	0.35	0.35	0.88	0.64	0.41	0.40	0.34	0.51	0.34	0.44	0.33	0.16
TACOMA FORT LEWIS	0	10,943	84	0.77	0.85	0.64	1.16	0.93	1.01	0.99	1.36	1.22	1.35	1.29	0.74
TACOMA GREENFIELD	0	11,329	77	0.68	1.13	0.69	0.78	0.70	0.89	1.09	1.26	0.86	0.92	1.13	1.00
TACOMA JUNIPER	0	13,308	110	0.83	0.78	0.70	1.03	0.99	1.05	1.50	1.73	1.24	0.99	1.47	1.05
TACOMA LENNOX	0	8,264	62	0.75	0.58	0.59	0.43	0.57	0.63	0.79	1.11	0.93	0.98	0.91	0.61
TACOMA LOGAN	0	9,874	49	0.50	0.50	0.51	0.47	0.41	0.44	0.72	0.57	0.46	0.71	0.52	0.78
TACOMA MARKET (FAWCETT)	0	8,327	39	0.47	0.71	0.75	0.85	0.69	0.91	0.97	1.12	0.99	1.31	0.95	0.60
TACOMA SKYLINE	0	3,454	18	0.52	0.71	0.56	0.97	0.41	0.87	1.02	0.80	1.38	0.55	0.78	0.69
TACOMA WAVERLY-2	0	14,492	82	0.57	0.61	0.72	0.68	0.60	0.75	0.85	0.86	0.95	0.91	0.88	0.60
TACOMA WAVERLY-7	0	47,158	361	0.77	0.63	0.73	0.90	0.75	0.91	0.78	1.21	1.05	1.11	1.08	0.73
VANCOUVER	0	23,897	177	0.74	0.57	0.73	0.80	0.66	0.76	0.61	1.05	0.95	0.91	1.05	0.73
	0	13,595	115	0.85	0.65	0.83	1.07	0.95	1.03	0.81	1.24	1.03	1.55	1.12	0.71
VANCOUVER ORCHARDS															
VANCOUVER OXFORD	0	9,666	69	0.71	0.74	0.58	0.94	0.69	1.10	1.15	1.59	1.32	0.96	1.09	0.75
VANCOUVER SALMON CRK(NORTH)	0	405	2	0.49	0.98	2.91	1.21	2.64	1.91	2.35	1.87	3.23	2.07	2.07	1.82
WAITSBURG	0	10,287	70	0.68	0.68	1.04	0.94	1.01	0.92	0.67	0.69	0.70	0.82	1.12	0.67
WALLA WALLA (INCL TOUCHET)															
WARDEN	0	848	8	0.94	1.05	0.80	1.60	1.35	1.12	0.99	0.87	0.54	1.29	1.18	0.43
WARDEN	0	1,711	19	1.11	0.58	0.98	1.37	0.91	1.71	0.86	1.58	1.07	0.90	1.62	0.94
WINLOCK	0	28,112	254	0.90	1.19	0.69	1.10	0.88	0.65	0.63	0.46	0.52	0.58	0.67	0.55
YAKIMA	0	18,511	152	0.82	1.03	0.65	1.14	0.98	0.63	0.67	0.46	0.54	0.57	0.64	0.48
YAKIMA CHESTNUT	0	9,601	102	1.06	1.51	0.77	1.01	0.70	0.68	0.56	0.48	0.47	0.61	0.74	0.69
YAKIMA WEST															
Exchanges in Neighboring States															
CLARKSTON	0	4,059	44	1.08	1.09	1.21	1.24	0.96	1.20	0.86	1.35	0.82	1.08	1.88	1.02
TOTALS	0	847,287	6,906	0.82	0.84	0.79	0.80	0.75	0.85	0.90	1.03	0.85	0.88	0.88	0.76

WASHINGTON TRUNK BLOCKING SUMMARY - AUGUST 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	10	2.69%

WASHINGTON TRUNK BLOCKING - AUGUST 2012

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072402	144			TOLL	TWO_WAY	1.29%	1x blkng 08/10/12@1400hr issued sa tgsr to customer
AP072405	96			TOLL	TWO_WAY	3.54%	1x blkng 08/21/12@1200-1400hr issued sa tgsr to customer
AP072413	144			TOLL	TWO_WAY	1.18%	1x blkng 08/13/12@1600hr issued sa tgsr to customer
AP072421	168			TOLL	TWO_WAY	4.16%	1x blkng 08/17/12@1700hr issued sa tgsr to customer
AP072430	144			TOLL	TWO_WAY	0.64%	1x blkng 08/27/12@1100hr issued sa tgsr to customer
AP077380	144			TOLL	TWO_WAY	2.93%	1x blkng 08/10/12@1300-1400hr issued sa tgsr to customer
AP078946	264			TOLL	TWO_WAY	1.23%	1x blkng 08/10/12@1300-1400hr issued sa tgsr to customer
AP081340	264			TOLL	TWO_WAY	1.39%	1xblkng 08/10/12 @ 0900- 1000 HRS issued sa tgsr to customer
AP081914	24			TOLL	ONE_WAY	4.39%	1x blkng 08/10/12@1200-1400hr issued sa tgsr to customer
AP081921	192			TOLL	TWO_WAY	2.59%	1x blkng 08/27/12@1200hr issued sa tgsr to customer

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - AUGUST 2012

MEASURE	MARKET UNIT	JUL-12	AUG-12	SEP-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			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - AUGUST 2012

MEASURE	MARKET UNIT	JUL-12	AUG-12	SEP-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 - AUGUST 2012

MEASURE	MARKET UNIT	JUL-12	AUG-12	SEP-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 Frwding-Non-Recurring	RES			
Amount of Remote Call Frwding-Non-Recurring	RES			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - AUGUST 2012

MEASURE	MARKET UNIT	JUL-12	AUG-12	SEP-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 Fwrding-Non-Recurring	BUS			
Amount of Remote Call Fwrding-Non-Recurring	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 - AUGUST 2012

MEASURE	MARKET UNIT	JUL-12	AUG-12	SEP-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			

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - AUGUST 2012

MEASURE	MARKET UNIT	JUL-12	AUG-12	SEP-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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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - AUGUST 2012

MEASURE	MARKET UNIT	JUL-12	AUG-12	SEP-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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