



CenturyLink™

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February 27, 2013

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 January 2013 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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CENTURYLINK
COMMUNICATIONS
WASHINGTON

Washington Service Quality Summary Report - JANUARY 2013

METRIC DESCRIPTION	JANUARY 2013		
	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	2,289	2,544	89.96%
OOS Tickets Not Cleared Within 48 Hrs	255	1	255
Number of OOS Exemptions	115	1	115
All Other Repairs Cleared LT < 72 Hrs	5,599	5,691	98.38%
All Other Troubles Cleared GTR > 72 Hrs	92	1	92
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	7	1	7
Physically Obstructed All Other Troubles Cleared > 72 Hrs	59	1	59
Repair Force Majeure Exclusions	41	1	41
Repair Physically Obstructed Exclusions	90	1	90
Installation Appointments Met	2,007	2,150	93.35%
Repair Appointments Met	2,747	3,218	85.36%
Provisioning Missed for Company Reasons	189	1	189
Provisioning Missed for Customer Reasons	529	1	529
% of Switches Delivering Dial Tone Within 3 seconds	6,673	6,673	100.00%

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - JANUARY 2013
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		INWARD ORDS NOT COMPLETED WITHIN 90 DAYS		INWARD ORDS NOT COMPLETED WITHIN 180 DAYS	
					PCT COMPLETED	ORDS WITHIN 5 DAYS	PCT COMPLETED	ORDS WITHIN 90 DAYS	PCT COMPLETED	ORDS WITHIN 180 DAYS
STANDARD		57	0		90.00%	0	99.00%	0	99.00%	0
ABERDEEN-HOQUIAM		128	4	31.50	89.47%	6	100.00%	0	100.00%	0
AUBURN		32	1	6.00	96.88%	4	100.00%	0	100.00%	0
BAINBRIDGE ISLAND		46	3	20.00	100.00%	3	100.00%	0	100.00%	0
BATTLEGROUND		25	2	25.00	93.48%	0	100.00%	0	100.00%	0
BELFAIR		160	8	79.38	100.00%	4	100.00%	0	100.00%	1
BELLEVUE		78	1	0.00	97.50%	2	100.00%	0	100.00%	0
BELLEVUE GLENOCOURT		82	7	90.71	97.44%	2	100.00%	0	100.00%	1
BELLEVUE-SHERWOOD		130	2	38.50	97.56%	3	100.00%	0	100.00%	0
BELLINGHAM		12	0		97.69%	1	100.00%	0	100.00%	0
BELLINGHAM LUMMI		118	2	38.50	91.67%	2	100.00%	0	100.00%	0
BELLINGHAM REGENT		9	3	91.67	98.31%	0	100.00%	0	100.00%	1
BLACK DIAMOND		131	2	22.00	100.00%	4	100.00%	0	100.00%	0
BREMERTON		9	1	43.00	96.95%	0	100.00%	0	100.00%	0
BREMERTON CROSBY		118	1	1.00	100.00%	4	100.00%	0	100.00%	0
BREMERTON ESSEX		4	0		96.61%	0	100.00%	0	100.00%	0
BREMERTON SUNNYSLOPE		21	0		100.00%	1	100.00%	0	100.00%	0
BUCKLEY		26	0		95.24%	0	100.00%	0	100.00%	0
CASTLE ROCK		64	0		100.00%	0	100.00%	0	100.00%	0
CENTRALIA		55	1	325.00	100.00%	1	100.00%	0	100.00%	0
CHEHALIS		41	1	325.00	98.18%	1	100.00%	0	100.00%	1
CHEHALIS NAPAVALINE		14	0		97.56%	0	100.00%	0	100.00%	1
CLE-ELUM		11	0		100.00%	0	100.00%	0	100.00%	0
COLFAX		12	0		100.00%	0	100.00%	0	100.00%	0
COLVILLE		35	3	56.67	100.00%	1	100.00%	0	100.00%	0
COPALIS(OCEAN SHORES)		19	0		97.14%	1	100.00%	0	100.00%	0
COULEE DAM		12	1	74.00	94.74%	0	100.00%	0	100.00%	0
CRYSTAL MTN.		6	0		100.00%	1	100.00%	0	100.00%	0
DAYTON		10	2	25.00	83.33%	0	100.00%	0	100.00%	0
DEER PARK		32	1	1.00	100.00%	1	100.00%	0	100.00%	0
DES MOINES		136	6	76.00	96.88%	2	100.00%	0	100.00%	0
EASTON		46	0		98.53%	0	100.00%	0	100.00%	1
ELK		90	6	76.00	100.00%	2	100.00%	0	100.00%	1
ENUMCLAW		2	0		97.78%	0	100.00%	0	100.00%	0
		15	1	78.00	100.00%	1	100.00%	0	100.00%	0
		30	1	15.00	93.33%	0	100.00%	0	100.00%	0

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
Blanks in the report indicate no activity for the measure.

Washington Orders Summary - JANUARY 2013
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS		PCT INWARD ORDS		INWARD ORDS		PCT INWARD ORDS	
					NOT COMPLETED WITHIN 5 DAYS	COMPLETED WITHIN 5 DAYS	NOT COMPLETED WITHIN 5 DAYS	COMPLETED WITHIN 5 DAYS	NOT COMPLETED > 90 DAYS FROM DUE DATE	COMPLETED > 90 DAYS FROM DUE DATE	NOT COMPLETED > 180 DAYS FROM DUE DATE	COMPLETED WITHIN 180 DAYS
STANDARD		15	1	10.00	0	90.00%	0	99.00%	0	100.00%	1	99.00%
EPHRATA		91	3	51.00	6	100.00%	0	100.00%	0	100.00%	0	100.00%
GRAHAM		10	2	65.50	0	93.41%	0	100.00%	0	100.00%	0	100.00%
GREEN BLUFF		6	0		0	100.00%	0	100.00%	0	100.00%	0	100.00%
HOODSPORT		56	1	16.00	1	100.00%	0	98.21%	0	100.00%	0	100.00%
ISSAQUAH		231	6	74.00	2	99.13%	0	100.00%	0	100.00%	1	99.57%
KENT		67	2	125.00	1	98.51%	0	100.00%	0	100.00%	1	98.51%
KENT MERIDIAN		24	3	23.00	0	100.00%	0	100.00%	0	100.00%	0	100.00%
KENT O BRIEN		140	1	125.00	1	99.29%	0	100.00%	0	100.00%	0	100.00%
KENT ULRICH		4	0		1	75.00%	0	100.00%	0	100.00%	0	100.00%
LIBERTY LAKE		151	3	10.67	2	98.68%	0	100.00%	0	100.00%	0	100.00%
LONGVIEW-KELSO		3	1	51.00	0	100.00%	0	100.00%	0	100.00%	0	100.00%
LOON LAKE		31	2	37.50	1	96.77%	0	100.00%	0	100.00%	0	100.00%
MAPLE VALLEY		79	2	5.00	1	98.73%	0	100.00%	0	100.00%	0	100.00%
MOSES LAKE		14	0		0	100.00%	0	100.00%	0	100.00%	0	100.00%
MOSES LAKE AFB		65	2	5.00	1	98.46%	0	100.00%	0	100.00%	0	100.00%
MOSES LAKE ALDER		6	0		1	83.33%	0	100.00%	0	100.00%	0	100.00%
NEWMAN LAKE		8	0		0	100.00%	0	100.00%	0	100.00%	0	100.00%
NORTHPORT		301	5	23.40	7	97.67%	0	100.00%	0	100.00%	0	100.00%
OLYMPIA		14	0		1	92.86%	0	100.00%	0	100.00%	0	100.00%
OLYMPIA EVERGREEN		142	2	5.50	1	99.30%	0	100.00%	0	100.00%	0	100.00%
OLYMPIA LACEY		145	3	35.33	5	96.55%	0	100.00%	0	100.00%	0	100.00%
OLYMPIA WHITEHALL		46	2	61.50	0	100.00%	0	100.00%	0	100.00%	0	100.00%
OMAK OKANOGAN		19	1	21.00	0	100.00%	0	100.00%	0	100.00%	0	100.00%
OROVILLE		36	2	51.50	1	97.22%	0	100.00%	0	100.00%	0	100.00%
OTHELLO		117	4	48.25	0	100.00%	0	100.00%	0	100.00%	0	100.00%
PASCO		7	0		0	100.00%	0	100.00%	0	100.00%	0	100.00%
PATEROS		8	0		0	100.00%	0	100.00%	0	100.00%	0	100.00%
POMEROY		58	6	41.83	1	98.28%	0	100.00%	0	100.00%	0	100.00%
PT. ANGELES		4	1	21.00	0	100.00%	0	100.00%	0	100.00%	0	100.00%
PT ANGELES JOYCE		54	5	46.00	1	98.15%	0	100.00%	0	100.00%	0	100.00%
PT. ANGELES		10	0		0	100.00%	0	100.00%	0	100.00%	0	100.00%
PT. LUDLOW		73	3	20.33	7	90.41%	0	100.00%	0	100.00%	0	100.00%
PT. ORCHARD		25	2	3.50	1	96.00%	0	100.00%	0	100.00%	0	100.00%
PORT ORCHARD COLBY		48	1	54.00	6	87.50%	0	100.00%	0	100.00%	0	100.00%
PT. ORCHARD		53	1	3.00	1	98.11%	0	100.00%	0	100.00%	0	100.00%
PT. TOWNSEND												

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
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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		PCT INWARD ORDS COMPLETED WITHIN 180 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	PCT INWARD ORDS COMPLETED WITHIN 180 DAYS						
STANDARD																
PUYALLAP		148	6	60.00	0	90.00%	0	100.00%	0	99.00%	0	100.00%	0	99.00%	0	100.00%
RENTON		244	8	39.13	8	96.72%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
RIDGEFIELD		14	0		0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
ROCHESTER		28	0		1	96.43%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
ROY		14	1	11.00	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
SEATTLE		1,142	25	34.28	19	98.34%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
	SEATTLE ATWATER	71	1	34.00	2	97.18%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
	SEATTLE CAMPUS	40	0		0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
	SEATTLE CHERRY	191	7	28.86	4	97.91%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
	SEATTLE DUWAMISH	59	2	49.00	1	98.31%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
	SEATTLE EAST	152	4	42.50	3	98.03%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
	SEATTLE ELLIOT	25	1	4.00	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
	SEATTLE EMERSON	118	1	7.00	1	99.15%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
	SEATTLE LAKEVIEW	85	1	52.00	1	98.82%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
	SEATTLE MAIN	115	1	23.00	5	95.65%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
	SEATTLE MERCER ISLAND (ADAMS)	26	0		0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
	SEATTLE PARKWAY	107	2	7.00	1	99.07%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
	SEATTLE SUNSET	69	2	11.00	1	98.55%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
	SEATTLE WEST	84	3	77.00	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
		60	3	72.67	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
SEQUIM		67	5	26.00	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
SHELTON		55	0		1	98.18%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
SILVERDALE		681	19	52.84	10	98.53%	0	100.00%	0	100.00%	0	100.00%	2	99.71%	0	100.00%
SPOKANE		12	0		0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
	SPOKANE CHESTNUT	94	1	33.00	3	96.81%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
	SPOKANE FAIRFAX	120	3	20.00	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
	SPOKANE HUDSON	64	1	48.00	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
	SPOKANE KEYSTONE	24	3	4.00	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
	SPOKANE MORAN	100	2	30.00	2	98.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
	SPOKANE RIVERSIDE	165	5	80.00	2	98.79%	0	100.00%	0	100.00%	0	100.00%	1	99.39%	0	100.00%
	SPOKANE WALNUT	102	4	97.75	3	97.06%	0	100.00%	0	100.00%	0	100.00%	1	99.02%	0	100.00%
	SPOKANE WHITWORTH	13	2	88.50	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
SPRINGDALE		74	2	17.50	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
SUMNER (BONNEYLAKE)		775	23	33.39	13	96.32%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
TACOMA		28	0		1	96.43%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
	TACOMA FORT LEWIS	149	5	16.00	2	98.66%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
	TACOMA GREENFIELD															

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
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					PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	PCT INWARD ORDS COMPLETED WITHIN 180 DAYS	PCT INWARD ORDS COMPLETED WITHIN 180 DAYS
STANDARD										
	TACOMA JUNIPER	103	2	7.50	4	90.00%	0	99.00%	0	99.00%
	TACOMA LENNOX	136	3	44.00	1	96.12%	0	100.00%	0	100.00%
	TACOMA LOGAN	72	0		1	99.26%	0	100.00%	0	100.00%
	TACOMA MARKET (FAWCETT)	101	7	57.00	1	98.61%	0	100.00%	0	100.00%
	TACOMA SKYLINE	51	1	30.00	1	99.01%	0	100.00%	0	100.00%
	TACOMA WAVERLY-2	17	1	2.00	0	98.04%	0	100.00%	0	100.00%
	TACOMA WAVERLY-7	118	4	27.50	2	100.00%	0	100.00%	0	100.00%
		507	13	31.31	6	98.31%	0	100.00%	0	100.00%
VANCOUVER										
	VANCOUVER ORCHARDS	260	7	32.29	3	98.82%	0	100.00%	0	100.00%
	VANCOUVER OXFORD	180	2	35.00	3	98.85%	0	100.00%	0	100.00%
	VANCOUVER SALMON CRK(NORTH)	67	4	27.75	0	98.33%	0	100.00%	0	100.00%
		2	0		0	100.00%	0	100.00%	0	100.00%
WAITSBURG										
	WALLA WALLA (INCL TOUCHET)	77	1	47.00	0	100.00%	0	100.00%	0	100.00%
WARDEN										
		9	2	229.00	0	100.00%	0	100.00%	1	88.89%
WINLOCK										
		19	1	22.00	1	94.74%	0	100.00%	0	100.00%
YAKIMA										
	YAKIMA CHESTNUT	266	6	40.17	1	99.62%	0	100.00%	0	100.00%
	YAKIMA WEST	207	4	47.50	1	99.52%	0	100.00%	0	100.00%
		59	2	25.50	0	100.00%	0	100.00%	0	100.00%
Exchanges in Neighboring States										
CLARKSTON		14	1	24.00	0	100.00%	0	100.00%	0	100.00%
TOTALS		6,832	204	45.63	125	96.17%	0	100.00%	8	99.88%

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
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WASHINGTON TROUBLE REPORT RATE - JANUARY 2013

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE														
				JAN-13	DEC-12	NOV-12	OCT-12	SEP-12	AUG-12	JUL-12	JUN-12	MAY-12	APR-12	MAR-12	FEB-12			
STANDARD	0	7,147	81	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
ABERDEEN-HOQUIAM	0	12,382	166	1.34	1.38	1.27	1.65	1.52	1.65	1.50	1.06	0.89	0.78	0.71	1.03	1.44	1.30	1.30
AUBURN	0	6,943	89	1.28	1.27	1.70	0.97	1.12	1.13	0.94	1.04	0.99	0.85	0.73	1.10	0.94	0.86	0.86
BAINBRIDGE ISLAND	0	6,791	112	1.65	1.95	1.42	1.36	1.21	1.09	0.63	2.05	1.34	1.39	0.70	0.85	0.71	0.71	0.71
BATTLEGROUND	0	4,718	75	1.59	1.47	1.97	0.98	1.04	1.31	0.58	0.59	0.62	0.57	0.63	0.57	0.51	0.54	0.54
BELFAIR	0	26,519	235	0.89	0.83	0.94	0.71	0.43	0.36	0.49	0.47	0.48	0.54	0.69	0.51	0.62	0.84	0.84
BELLEVUE	0	11,137	59	0.53	0.60	0.79	0.49	0.36	0.49	0.68	0.68	0.73	0.58	0.59	0.62	0.41	0.41	0.41
BELLEVUE-GLENCOURT	0	15,382	176	1.14	1.00	1.04	0.88	0.48	0.65	0.52	0.72	0.29	0.38	0.38	0.56	0.72	0.81	0.81
BELLEVUE-SHERWOOD	0	17,587	111	0.63	0.51	0.62	0.64	0.40	0.52	0.37	0.46	0.27	0.64	0.09	0.72	0.81	0.81	0.81
BELLINGHAM	0	1,031	6	0.58	1.25	0.95	2.84	0.38	0.37	0.37	0.46	0.27	0.64	0.09	0.72	0.81	0.81	0.81
BELLINGHAM LUMMI	0	16,556	105	0.63	0.46	0.60	0.51	0.40	0.53	0.74	1.58	1.39	1.15	1.09	1.67	2.56	2.56	2.56
BELLINGHAM REGENT	0	1,683	14	0.83	0.82	1.68	1.83	1.48	1.47	1.47	1.58	1.39	1.15	1.09	1.67	2.56	2.56	2.56
BLACK DIAMOND	0	23,074	153	0.66	0.75	0.82	0.51	0.37	0.60	0.39	0.39	0.39	0.41	0.40	0.45	0.38	0.38	0.38
BREMERTON	0	2,342	31	1.32	2.44	3.19	2.09	1.16	1.73	1.14	1.22	1.22	1.08	1.20	1.07	0.59	0.59	0.59
BREMERTON CROSBY	0	20,230	114	0.56	0.54	0.54	0.32	0.29	0.45	0.30	0.27	0.32	0.32	0.32	0.39	0.35	0.35	0.35
BREMERTON ESSEX	0	502	8	1.59	1.59	0.99	0.79	0.00	1.16	1.73	1.14	1.22	1.08	1.20	1.07	0.59	0.59	0.59
BREMERTON SUNNYSLOPE	0	1,410	16	1.13	0.85	1.54	1.53	1.72	1.55	1.46	1.97	1.34	0.96	0.19	0.19	0.74	0.74	0.74
BUCKLEY	0	2,696	60	2.23	2.65	3.45	2.54	1.51	1.83	2.38	2.01	2.05	2.05	1.72	1.33	1.38	1.38	1.38
CASTLE ROCK	0	4,744	67	1.41	0.96	1.28	1.15	0.85	1.21	0.96	0.93	1.09	1.39	1.15	1.21	1.00	1.00	1.00
CENTRALIA	0	6,810	81	1.19	0.74	1.18	0.96	1.44	0.92	0.81	1.09	1.15	1.36	1.27	1.30	1.05	1.05	1.05
CHEHALIS	0	4,845	59	1.22	0.69	0.99	0.86	1.30	0.79	0.80	1.15	1.36	1.27	1.30	1.05	1.05	1.05	1.05
CHEHALIS	0	1,965	22	1.12	0.86	1.66	1.20	1.79	1.24	0.84	0.94	0.94	1.47	0.83	0.98	0.88	0.88	0.88
CHEHALIS NAPAVINE	0	2,162	17	0.79	1.10	1.00	1.13	0.98	0.85	0.85	0.49	0.49	0.48	0.83	0.69	1.03	1.03	1.03
CHEHALIS	0	1,803	27	1.50	1.77	1.10	1.26	0.55	0.71	1.47	1.09	1.09	0.75	0.48	1.22	1.16	1.16	1.16
CLE-ELUM	0	5,540	43	0.78	0.95	1.46	0.71	0.65	0.72	1.86	1.13	1.13	0.69	0.99	0.53	0.94	0.94	0.94
COLFAX	0	2,432	46	1.89	1.91	2.35	1.24	0.91	0.86	1.29	1.28	1.28	0.92	1.57	1.31	1.52	1.52	1.52
COLVILLE	0	1,648	25	1.52	2.06	1.88	1.67	2.65	2.00	3.18	1.54	1.54	0.86	0.86	1.88	1.52	1.52	1.52
COPALIS(OCEAN SHORES)	0	541	12	2.22	3.36	1.13	0.19	0.74	1.46	1.46	0.55	0.55	1.10	0.92	0.73	1.28	1.28	1.28
COULEE DAM	0	1,442	10	0.69	0.28	1.43	0.88	0.54	1.41	0.87	0.53	0.53	0.79	1.89	1.62	1.87	1.87	1.87
CRYSTAL MTN.	0	4,520	34	0.75	1.12	1.81	2.49	0.92	3.17	1.63	2.25	2.25	2.51	1.86	1.16	0.69	0.69	0.69
DAYTON	0	12,332	159	1.29	1.14	1.27	0.85	0.70	0.71	0.69	0.74	0.74	0.62	0.77	0.66	1.04	1.04	1.04
DEER PARK	0	4,880	64	1.31	1.05	1.36	0.67	0.63	0.70	0.52	0.87	0.87	0.70	0.80	0.75	1.11	1.11	1.11
DES MOINES	0	7,452	95	1.27	1.21	1.21	0.96	0.74	0.72	0.81	0.66	0.66	0.57	0.76	0.60	1.00	1.00	1.00
DES MOINES FEDERAL WAY	0																	

WASHINGTON TROUBLE REPORT RATE - JANUARY 2013

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE												
					JAN-13	DEC-12	NOV-12	OCT-12	SEP-12	AUG-12	JUL-12	JUN-12	MAY-12	APR-12	MAR-12	FEB-12	
STANDARD		0	471	7	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
EASTON		0	4,156	58	1.49	0.00	0.63	1.05	0.83	1.66	1.44	1.22	2.06	0.21	0.41	1.41	1.41
ENUMCLAW		0	2,123	12	1.40	1.43	1.64	1.04	0.97	1.90	1.53	1.27	1.27	1.28	1.69	3.08	3.08
EPHRATA		0	7,683	93	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70	0.82	0.47	0.30	0.30
GRAHAM		0	1,920	29	1.21	1.26	1.42	1.46	1.13	1.17	0.94	0.87	1.16	0.80	1.71	1.84	1.84
GREEN BLUFF		0	1,415	19	1.51	1.09	1.75	0.97	0.51	0.96	1.05	1.19	1.33	1.27	0.63	1.11	1.11
HOODSPORT		0	10,829	131	1.34	2.45	1.60	1.03	0.67	0.60	0.92	0.65	0.71	0.63	1.01	0.56	0.56
ISSAQUAH		0	24,352	229	1.21	0.82	0.92	0.56	0.51	0.75	0.69	0.53	0.71	0.57	0.83	0.92	0.92
KENT		0	8,081	94	0.94	1.14	1.18	0.74	0.53	0.72	0.70	0.79	0.80	0.76	0.75	1.16	1.16
	KENT MERIDIAN	0	5,503	24	1.16	1.40	1.54	0.93	0.49	0.83	0.86	0.86	0.95	0.76	0.91	1.49	1.49
	KENT O BRIEN	0	10,768	111	0.44	0.56	0.34	0.25	0.12	0.34	0.21	0.23	0.19	0.24	0.34	0.33	0.33
	KENT ULRICH	0	605	3	1.03	1.24	1.34	0.85	0.77	0.82	0.82	1.01	0.99	1.02	0.83	1.32	1.32
	LIBERTY LAKE	0	14,625	222	0.50	0.50	1.14	1.93	0.95	0.63	1.39	0.46	0.76	0.31	0.15	0.45	0.45
	LONGVIEW-KELSO	0	858	6	1.52	1.76	1.98	1.41	1.08	0.99	1.00	1.04	1.11	1.17	1.40	1.29	1.29
	LOON LAKE	0	5,125	71	0.70	1.49	0.80	1.02	2.43	2.06	0.86	2.67	1.39	1.07	0.53	0.74	0.74
	MAPLE VALLEY	0	8,636	72	1.39	1.74	1.34	1.06	0.62	0.89	0.99	0.92	1.17	0.90	1.18	1.29	1.29
	MOSES LAKE	0	1,422	10	0.83	1.04	1.01	1.10	0.71	1.14	1.27	1.12	0.83	0.83	0.78	1.07	1.07
	MOSES LAKE AFB	0	7,214	62	0.70	0.83	0.75	0.82	0.20	0.87	1.13	1.56	0.51	0.89	0.76	0.45	0.45
	MOSES LAKE ALDER	0	1,075	5	0.86	1.08	1.06	1.15	0.81	1.19	1.30	1.04	0.89	0.81	0.78	1.20	1.20
	NEWMAN LAKE	0	916	10	0.47	1.29	1.28	1.46	0.53	0.79	1.21	1.21	0.60	0.93	1.34	0.41	0.41
	NORTHPORT	1	36,491	327	1.09	1.97	1.30	1.82	0.75	1.18	4.62	1.40	1.40	0.54	0.32	0.32	0.32
	OLYMPIA	0	2,661	35	0.90	0.86	0.98	0.96	0.58	0.64	0.77	0.68	0.90	0.66	0.70	1.03	1.03
	OLYMPIA EVERGREEN	0	16,386	124	1.32	1.87	1.81	1.14	0.99	1.71	1.27	1.13	1.62	0.86	0.93	1.40	1.40
	OLYMPIA LACEY	0	17,444	168	0.76	0.69	0.84	1.01	0.47	0.59	0.81	0.69	0.90	0.66	0.67	1.11	1.11
	OLYMPIA WHITEHALL	0	5,571	90	0.96	0.87	0.98	0.88	0.63	0.53	0.66	0.61	0.78	0.62	0.69	0.89	0.89
	OMAK-OKANOGAN	0	1,526	29	1.62	1.94	1.75	1.45	1.36	1.78	2.33	1.14	0.95	1.60	0.92	1.02	1.02
	OROVILLE	0	3,179	43	2.04	2.04	3.73	1.76	0.91	1.74	2.30	1.84	1.39	1.13	1.07	0.81	0.81
	OTHELLO	0	10,226	116	1.35	1.66	2.30	1.69	0.73	1.03	1.46	2.01	1.26	1.36	1.07	1.35	1.35
	PASCO	0	607	7	1.13	1.03	1.13	0.78	0.60	0.50	0.82	0.80	0.83	1.00	0.90	0.95	0.95
	PATEROS	0	1,091	10	1.15	1.32	0.49	1.78	1.12	0.63	2.04	0.78	0.78	1.24	1.39	1.22	1.22
	POMEROY	0	10,472	86	0.92	1.84	2.58	2.38	1.74	0.90	3.20	3.35	1.85	2.11	3.15	2.27	2.27
	PT. ANGELES	0	880	22	0.82	0.98	1.04	0.75	0.74	0.68	0.82	0.54	0.62	0.55	0.70	0.91	0.91
	PT. ANGELES JOYCE	0	9,592	64	2.50	2.59	2.02	0.78	3.77	1.43	1.77	0.44	0.88	0.66	1.76	1.97	1.97
	PT. ANGELES	0			0.83	0.83	0.95	0.75	0.47	0.62	0.73	0.55	0.59	0.54	0.61	0.82	0.82

WASHINGTON TROUBLE REPORT RATE - JANUARY 2013

WIRECENTER	STANDARD		RATE																					
	STD EXD CNT	LINES	JAN-13	RPTS	DEC-12	RATE	OCT-12	RATE	SEP-12	RATE	AUG-12	RATE	JUL-12	RATE	JUN-12	RATE	MAY-12	RATE	APR-12	RATE	MAR-12	RATE	FEB-12	
STANDARD	0	1,864	4.00	18	4.00	0.63	4.00	0.63	4.00	0.57	4.00	1.02	4.00	0.96	4.00	0.81	4.00	1.31	4.00	0.40	4.00	1.23	1.08	1.03
PT. LUDLOW	0	10,890	4.00	195	4.00	1.77	4.00	1.18	4.00	0.69	4.00	1.06	4.00	1.03	4.00	1.32	4.00	1.03	4.00	0.84	4.00	1.20	1.03	1.34
PT. ORCHARD	0	4,021	4.00	98	4.00	2.44	4.00	1.36	4.00	0.92	4.00	1.28	4.00	0.96	4.00	1.74	4.00	1.19	4.00	0.84	4.00	1.20	1.34	1.34
PORT ORCHARD COLBY	0	6,869	4.00	97	4.00	1.41	4.00	1.07	4.00	0.56	4.00	0.94	4.00	1.07	4.00	1.07	4.00	0.94	4.00	1.46	4.00	1.01	0.84	0.84
PT. ORCHARD	0	8,402	4.00	78	4.00	0.93	4.00	0.67	4.00	0.71	4.00	1.25	4.00	0.80	4.00	0.78	4.00	0.90	4.00	0.57	4.00	0.85	0.74	0.74
PT. TOWNSEND	0	13,837	4.00	155	4.00	1.12	4.00	0.83	4.00	0.86	4.00	0.77	4.00	0.84	4.00	0.91	4.00	1.07	4.00	0.69	4.00	0.82	1.25	1.25
PUYALLAP	0	22,079	4.00	264	4.00	1.20	4.00	1.09	4.00	0.81	4.00	0.94	4.00	0.75	4.00	0.91	4.00	0.75	4.00	0.77	4.00	1.04	1.18	1.18
RENTON	0	2,261	4.00	23	4.00	1.02	4.00	1.23	4.00	1.12	4.00	1.29	4.00	2.25	4.00	0.88	4.00	2.09	4.00	0.67	4.00	1.28	1.44	1.44
RIDGEFIELD	0	3,125	4.00	58	4.00	1.86	4.00	1.49	4.00	0.86	4.00	2.25	4.00	1.92	4.00	0.59	4.00	0.70	4.00	1.13	4.00	1.90	1.60	1.60
ROCHESTER	0	166,360	4.00	1,198	4.00	0.72	4.00	0.64	4.00	0.43	4.00	0.48	4.00	0.53	4.00	0.52	4.00	0.52	4.00	0.53	4.00	0.66	0.61	0.61
SEATTLE	0	11,515	4.00	42	4.00	0.36	4.00	0.42	4.00	0.33	4.00	0.35	4.00	0.44	4.00	0.29	4.00	0.37	4.00	0.38	4.00	0.36	0.39	0.39
SEATTLE ATWATER	0	5,792	4.00	36	4.00	0.62	4.00	0.37	4.00	0.35	4.00	0.28	4.00	0.30	4.00	0.37	4.00	0.47	4.00	0.30	4.00	0.42	0.34	0.34
SEATTLE CAMPUS	0	18,622	4.00	211	4.00	1.13	4.00	1.08	4.00	0.51	4.00	0.78	4.00	0.91	4.00	0.91	4.00	0.86	4.00	0.77	4.00	1.21	1.35	1.35
SEATTLE CHERRY	0	8,159	4.00	71	4.00	0.87	4.00	0.69	4.00	0.50	4.00	0.47	4.00	0.40	4.00	0.49	4.00	0.46	4.00	0.68	4.00	0.78	0.78	0.78
SEATTLE DUWAMISH	0	17,977	4.00	125	4.00	0.70	4.00	0.46	4.00	0.37	4.00	0.50	4.00	0.55	4.00	0.47	4.00	0.46	4.00	0.49	4.00	0.67	0.43	0.43
SEATTLE EAST	0	4,765	4.00	7	4.00	0.15	4.00	0.31	4.00	0.40	4.00	0.20	4.00	0.20	4.00	0.26	4.00	0.12	4.00	0.14	4.00	0.23	0.21	0.21
SEATTLE ELLIOT	0	17,161	4.00	163	4.00	0.95	4.00	0.67	4.00	0.56	4.00	0.64	4.00	0.56	4.00	0.47	4.00	0.55	4.00	0.54	4.00	0.57	0.48	0.48
SEATTLE EMERSON	0	15,355	4.00	137	4.00	0.89	4.00	0.63	4.00	0.47	4.00	0.55	4.00	0.53	4.00	0.57	4.00	0.60	4.00	0.60	4.00	0.85	0.79	0.79
SEATTLE LAKEVIEW	0	25,223	4.00	48	4.00	0.19	4.00	0.21	4.00	0.21	4.00	0.08	4.00	0.16	4.00	0.13	4.00	0.19	4.00	0.17	4.00	0.16	0.14	0.14
SEATTLE MAIN	0	5,417	4.00	28	4.00	0.52	4.00	1.04	4.00	0.55	4.00	0.65	4.00	0.84	4.00	0.84	4.00	0.59	4.00	0.33	4.00	0.79	0.70	0.70
SEATTLE MERCER ISLAND (ADAMS)	0	11,542	4.00	102	4.00	0.88	4.00	0.82	4.00	0.56	4.00	0.60	4.00	0.71	4.00	0.84	4.00	0.77	4.00	0.96	4.00	1.13	1.09	1.09
SEATTLE PARKWAY	0	12,855	4.00	136	4.00	1.06	4.00	0.72	4.00	0.48	4.00	0.50	4.00	0.67	4.00	0.61	4.00	0.45	4.00	0.69	4.00	0.54	0.43	0.43
SEATTLE SUNSET	0	11,977	4.00	92	4.00	0.77	4.00	0.86	4.00	0.47	4.00	0.62	4.00	0.54	4.00	0.66	4.00	0.75	4.00	0.67	4.00	0.87	0.67	0.67
SEATTLE WEST	0	9,212	4.00	80	4.00	0.87	4.00	0.84	4.00	0.66	4.00	1.00	4.00	0.79	4.00	0.77	4.00	0.68	4.00	0.43	4.00	0.56	0.64	0.64
SEQUIM	0	9,021	4.00	123	4.00	1.36	4.00	1.12	4.00	0.89	4.00	1.14	4.00	0.85	4.00	0.87	4.00	0.93	4.00	1.00	4.00	1.08	1.27	1.27
SHELTON	0	7,706	4.00	109	4.00	1.41	4.00	1.06	4.00	0.88	4.00	0.64	4.00	0.52	4.00	0.44	4.00	0.59	4.00	0.70	4.00	0.70	0.71	0.71
SILVERDALE	0	69,674	4.00	733	4.00	1.05	4.00	1.11	4.00	0.65	4.00	0.97	4.00	1.01	4.00	0.97	4.00	0.74	4.00	0.82	4.00	1.01	0.82	0.82
SPOKANE	0	1,649	4.00	15	4.00	0.91	4.00	1.92	4.00	0.98	4.00	1.14	4.00	1.13	4.00	2.18	4.00	0.61	4.00	1.16	4.00	0.77	1.08	1.08
SPOKANE CHESTNUT	0	9,615	4.00	99	4.00	1.03	4.00	1.09	4.00	0.71	4.00	1.09	4.00	1.13	4.00	1.18	4.00	0.82	4.00	0.95	4.00	1.18	1.02	1.02
SPOKANE FAIRFAX	0	7,613	4.00	113	4.00	1.48	4.00	1.23	4.00	0.91	4.00	1.23	4.00	0.91	4.00	1.21	4.00	0.97	4.00	1.11	4.00	1.44	0.96	0.96
SPOKANE HUDSON	0	6,524	4.00	54	4.00	0.83	4.00	1.06	4.00	1.25	4.00	0.74	4.00	0.85	4.00	0.83	4.00	0.55	4.00	0.63	4.00	1.23	0.78	0.78
SPOKANE KEYSTONE	0	4,668	4.00	38	4.00	0.81	4.00	0.66	4.00	0.46	4.00	0.86	4.00	1.00	4.00	0.99	4.00	0.54	4.00	0.87	4.00	0.71	0.70	0.70
SPOKANE MORAN	0	10,068	4.00	113	4.00	1.12	4.00	0.88	4.00	0.46	4.00	0.73	4.00	0.86	4.00	0.84	4.00	0.54	4.00	0.71	4.00	1.02	0.79	0.79
SPOKANE RIVERSIDE	0		4.00		4.00				4.00				4.00					4.00						

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WIRECENTER		STD	JAN-13	OCT-12	SEP-12	AUG-12	JUL-12	JUN-12	MAY-12	APR-12	MAR-12	FEB-12
EXD	LINES	RPTS	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
CNT												
	STANDARD		4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
0	19,051	158	0.83	1.25	0.59	0.81	1.00	0.85	0.72	0.83	0.86	0.78
0	10,486	143	1.36	1.10	0.79	1.34	1.20	0.82	0.93	0.64	0.85	0.70
1	1,400	41	2.93	1.39	1.16	4.80	2.49	3.05	2.11	3.81	0.85	1.11
0	7,955	73	0.92	1.21	0.50	1.15	1.39	0.98	1.09	0.79	1.05	1.81
0	77,447	808	1.04	1.20	0.86	0.65	0.73	0.66	0.79	0.69	0.82	0.99
0	1,575	6	0.38	0.51	0.24	0.35	0.35	0.88	0.64	0.41	0.40	0.34
0	10,374	127	1.22	1.38	0.77	0.77	0.85	0.64	1.16	0.93	1.01	0.99
0	10,684	108	1.01	1.28	0.82	0.68	1.13	0.69	0.78	0.70	0.89	1.09
0	12,594	154	1.22	1.48	0.83	0.83	0.78	0.70	1.03	0.99	1.05	1.50
0	7,851	74	0.94	1.27	0.64	0.75	0.58	0.59	0.43	0.57	0.63	0.79
0	9,401	49	0.52	1.11	0.54	0.50	0.50	0.51	0.47	0.41	0.44	0.72
0	7,974	118	1.48	1.39	0.46	0.47	0.71	0.75	0.85	0.69	0.91	0.97
0	3,260	51	1.56	1.16	1.11	0.52	0.71	0.56	0.97	0.41	0.87	1.02
0	13,734	121	0.88	1.02	0.93	0.57	0.61	0.72	0.68	0.60	0.75	0.85
0	45,096	465	1.03	1.13	0.65	0.77	0.63	0.73	0.90	0.75	0.91	0.78
0	22,934	212	0.92	1.08	0.59	0.74	0.57	0.73	0.80	0.66	0.76	0.61
0	12,941	123	0.95	1.18	0.65	0.85	0.65	0.83	1.07	0.95	1.03	0.81
0	9,221	130	1.41	1.18	0.81	0.71	0.74	0.58	0.94	0.69	1.10	1.15
1	398	3	0.75	4.25	1.00	0.49	0.98	2.91	1.21	2.64	1.91	2.35
0	9,666	71	0.73	1.44	0.59	0.68	0.68	1.04	0.94	1.01	0.92	0.67
0	804	16	1.99	2.30	0.47	0.94	1.05	0.80	1.60	1.35	1.12	0.99
0	1,680	26	1.55	1.35	0.77	1.11	0.58	0.98	1.37	0.91	1.71	0.86
0	26,528	171	0.64	0.72	0.73	0.90	1.19	0.69	1.10	0.88	0.65	0.63
0	17,412	120	0.69	0.69	0.69	0.82	1.03	0.65	1.14	0.98	0.63	0.67
0	9,116	51	0.56	0.77	0.80	1.06	1.51	0.77	1.01	0.70	0.68	0.56
0	3,814	46	1.21	1.43	1.00	1.08	1.09	1.21	1.24	0.96	1.20	0.86
0	808,095	8135	1.01	1.17	0.66	0.82	0.84	0.79	0.80	0.75	0.85	0.90
	TOTALS											

Exchanges in Neighboring States
CLARKSTON

WASHINGTON TRUNK BLOCKING SUMMARY - JANUARY 2013

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	2	0.54%

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WASHINGTON TRUNK BLOCKING - JANUARY 2013

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072420	168			TOLL	TWO_WAY	1.24%	1x blkng 01/24/13-1200 issued sa lgstr to customer
AP072421	168			TOLL	TWO_WAY	1.81%	2x blkng 01/14/13-1800, 01/15/13-1600 issued sa lgstr to customer

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JANUARY 2013

MEASURE	MARKET UNIT	JAN-13	FEB-13	MAR-13
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 - JANUARY 2013

MEASURE	MARKET UNIT	JAN-13	FEB-13	MAR-13
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 - JANUARY 2013

MEASURE	MARKET UNIT	JAN-13	FEB-13	MAR-13
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 Fwrding-Non-Recurring	RES			
Amount of Remote Call Fwrding-Non-Recurring	RES			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JANUARY 2013

MEASURE	MARKET UNIT	JAN-13	FEB-13	MAR-13
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 - JANUARY 2013

MEASURE	MARKET UNIT	JAN-13	FEB-13	MAR-13
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 - JANUARY 2013

MEASURE	MARKET UNIT	JAN-13	FEB-13	MAR-13
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, Foilage, 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 - JANUARY 2013

MEASURE	MARKET UNIT	JAN-13	FEB-13	MAR-13
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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