



CenturyLink™

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March 28, 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 February 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

2013 APR - 1 AM 10:43
COMMUNICATIONS
DIVISION

Washington Service Quality Summary Report - FEBRUARY 2013

METRIC DESCRIPTION	JANUARY 2013			FEBRUARY 2013		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	2,289	2,544	89.98%	1,867	1,994	93.63%
OOS Tickets Not Cleared Within 48 Hrs	255	1	255	127	1	127
Number of OOS Exemptions	115	1	115	81	1	81
All Other Repairs Cleared LT < 72 Hrs	5,599	5,691	98.38%	4,018	4,084	98.38%
All Other Troubles Cleared GTR > 72 Hrs	92	1	92	66	1	66
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	7	1	7	3	1	3
Physically Obstructed All Other Troubles Cleared > 72 Hrs	59	1	59	93	1	93
Repair Force Majeure Exclusions	41	1	41	16	1	16
Repair Physically Obstructed Exclusions	90	1	90	53	1	53
Installation Appointments Met	2,007	2,150	93.35%	1,955	2,047	95.51%
Repair Appointments Met	2,747	3,218	85.36%	2,127	2,415	88.07%
Provisioning Missed for Company Reasons	189	1	189	243	1	243
Provisioning Missed for Customer Reasons	529	1	529	499	1	499
% of Switches Delivering Dial Tone Within 3 seconds	6,673	6,673	100.00%	6,044	6,044	100.00%

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - FEBRUARY 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	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		61	1	12.00	3	90.00%	0	99.00%	0	100.00%
ABERDEEN-HOQUIAM		109	10	17.30	3	95.08%	0	100.00%	0	100.00%
AUBURN		39	1	1.00	2	97.25%	0	100.00%	0	100.00%
BAINBRIDGE ISLAND		37	3	37.33	4	94.87%	0	100.00%	0	100.00%
BATTLEGROUND		31	0		1	89.19%	0	100.00%	0	100.00%
BELFAIR		141	6	110.50	4	96.77%	0	100.00%	0	100.00%
BELLEVUE		47	2	4.50	2	97.16%	0	100.00%	1	99.29%
BELLEVUE GLENCOURT		94	4	163.50	2	95.74%	0	100.00%	0	100.00%
BELLEVUE-SHERWOOD		125	1	93.00	1	97.87%	0	100.00%	1	98.94%
BELLINGHAM		9	0		0	99.20%	0	100.00%	0	100.00%
BELLINGHAM LUMMI		116	1	93.00	1	100.00%	0	100.00%	0	100.00%
BELLINGHAM REGENT		7	2	147.00	0	99.14%	0	100.00%	0	100.00%
BLACK DIAMOND		127	3	24.33	1	100.00%	0	100.00%	1	85.71%
BREMERTON		11	1	67.00	0	99.21%	0	100.00%	0	100.00%
BREMERTON CROSBY		115	2	3.00	1	100.00%	0	100.00%	0	100.00%
BREMERTON ESSEX		1	0		0	99.13%	0	100.00%	0	100.00%
BREMERTON SUNNYSLOPE		9	0		0	100.00%	0	100.00%	0	100.00%
BUCKLEY		20	1	0.00	2	100.00%	0	100.00%	0	100.00%
CASTLE ROCK		57	1	7.00	0	90.00%	0	100.00%	0	100.00%
CENTRALIA		52	1	349.00	1	100.00%	0	100.00%	0	100.00%
CHEHALIS		39	1	349.00	0	98.08%	0	100.00%	1	98.08%
CHEHALIS		13	0		1	100.00%	0	100.00%	1	97.44%
CHEHALIS NAPAVINE		13	0		1	92.31%	0	100.00%	0	100.00%
CLE-ELUM		7	0		0	100.00%	0	100.00%	0	100.00%
COLFAX		44	2	33.50	0	100.00%	0	100.00%	0	100.00%
COLVILLE		13	1	23.00	1	100.00%	0	100.00%	0	100.00%
COPALIS(OCEAN SHORES)		10	1	98.00	0	92.31%	0	100.00%	0	100.00%
COULEE DAM		3	0		0	100.00%	0	100.00%	0	100.00%
CRYSTAL MTN.		13	0		2	100.00%	0	100.00%	0	100.00%
DAYTON		25	0		1	84.62%	0	100.00%	0	100.00%
DEER PARK		134	3	97.00	1	96.00%	0	100.00%	0	100.00%
DES MOINES		58	0		2	98.51%	0	100.00%	0	100.00%
DES MOINES		76	3	97.00	2	100.00%	0	100.00%	0	100.00%
DES MOINES FEDERAL WAY		13	1	102.00	0	97.37%	0	100.00%	0	100.00%
EASTON		29	0		1	100.00%	0	100.00%	0	100.00%
ELK										
ENUMCLAW										

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 - FEBRUARY 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 > 90 DAYS FROM DUE DATE		INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE	
					PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 180 DAYS	PCT INWARD ORDS COMPLETED WITHIN 180 DAYS
STANDARD		18	1	1.00	90.00%	99.00%	0	0	0	100.00%
EPHRATA		94	3	33.67	96.81%	100.00%	3	0	0	100.00%
GRAHAM		9	1	90.00	88.89%	100.00%	1	0	0	100.00%
GREEN BLUFF		14	1	21.00	100.00%	100.00%	0	0	0	100.00%
HOODSPORT		58	1	36.00	96.55%	100.00%	2	0	0	100.00%
ISSAQUAH		250	7	64.86	98.40%	100.00%	4	0	1	99.60%
KENT		58	5	55.60	98.28%	100.00%	1	0	1	98.28%
KENT MERIDIAN		33	1	27.00	93.94%	100.00%	2	0	0	100.00%
KENT O BRIEN		159	1	148.00	99.37%	100.00%	1	0	0	100.00%
KENT ULRICH		5	0		100.00%	100.00%	0	0	0	100.00%
LIBERTY LAKE		158	3	20.67	99.37%	100.00%	1	0	0	100.00%
LONGVIEW-KELSO		2	0		100.00%	100.00%	0	0	0	100.00%
LOON LAKE		39	3	32.67	92.31%	100.00%	3	0	0	100.00%
MAPLE VALLEY		93	2	20.00	100.00%	100.00%	0	0	0	100.00%
MOSES LAKE		20	1	11.00	100.00%	100.00%	0	0	0	100.00%
MOSES LAKE AFB		73	1	29.00	100.00%	100.00%	0	0	0	100.00%
MOSES LAKE ALDER		4	0		100.00%	100.00%	0	0	0	100.00%
NEWMAN LAKE		5	0		100.00%	100.00%	0	0	0	100.00%
NORTHPORT		298	3	15.00	97.32%	100.00%	8	0	0	100.00%
OLYMPIA		16	0		87.50%	100.00%	2	0	0	100.00%
OLYMPIA EVERGREEN		148	0		98.65%	100.00%	2	0	0	100.00%
OLYMPIA LACEY		134	3	15.00	97.01%	100.00%	4	0	0	100.00%
OLYMPIA WHITEHALL		42	1	66.00	95.24%	100.00%	2	0	0	100.00%
OMAK-OKANOGAN		15	0		100.00%	100.00%	0	0	0	100.00%
OROVILLE		34	0		97.06%	100.00%	1	0	0	100.00%
OTHELLO		109	5	54.60	98.17%	100.00%	2	0	0	100.00%
PASCO		4	0		100.00%	100.00%	0	0	0	100.00%
PATEROS		4	0		100.00%	100.00%	0	0	0	100.00%
POMEROY		76	6	47.50	97.37%	100.00%	2	0	1	98.68%
PT. ANGELES		6	2	31.00	100.00%	100.00%	0	0	0	100.00%
PT. ANGELES JOYCE		70	4	55.75	97.14%	100.00%	2	0	1	98.57%
PT. ANGELES		7	0		100.00%	100.00%	0	0	0	100.00%
PT. LUDLOW		61	2	51.00	93.44%	100.00%	4	0	0	100.00%
PT. ORCHARD		18	1	24.00	83.33%	100.00%	3	0	0	100.00%
PORT ORCHARD COLBY		43	1	78.00	97.67%	100.00%	1	0	0	100.00%
PT. ORCHARD		52	0		98.08%	100.00%	1	0	0	100.00%
PT. TOWNSEND										

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.

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from RSOR and OP15A

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STANDARD		115	4	65.00	4	96.52%	0	99.00%	0	100.00%
PUYALLAP		212	11	24.73	4	98.11%	0	100.00%	0	100.00%
RIDGEFIELD		13	0		0	100.00%	0	100.00%	0	100.00%
ROCHESTER		19	0		1	94.74%	0	100.00%	0	100.00%
ROY		15	0		1	93.33%	0	100.00%	0	100.00%
SEATTLE		1,009	25	37.16	20	98.02%	0	100.00%	0	100.00%
	SEATTLE ATWATER	45	0		0	100.00%	0	100.00%	0	100.00%
	SEATTLE CAMPUS	26	1	2.00	1	96.15%	0	100.00%	0	100.00%
	SEATTLE CHERRY	159	7	42.43	7	95.60%	0	100.00%	0	100.00%
	SEATTLE DUWAMISH	61	1	13.00	2	96.72%	0	100.00%	0	100.00%
	SEATTLE EAST	142	3	78.33	2	98.59%	0	100.00%	0	100.00%
	SEATTLE ELLIOT	28	1	24.00	0	100.00%	0	100.00%	0	100.00%
	SEATTLE EMERSON	120	1	7.00	2	98.33%	0	100.00%	0	100.00%
	SEATTLE LAKEVIEW	66	2	36.00	1	98.48%	0	100.00%	0	100.00%
	SEATTLE MAIN	106	2	4.50	0	100.00%	0	100.00%	0	100.00%
	SEATTLE MERCER ISLAND (ADAMS)	18	0		0	100.00%	0	100.00%	0	100.00%
	SEATTLE PARKWAY	100	1	31.00	2	98.00%	0	100.00%	0	100.00%
	SEATTLE SUNSET	69	3	22.00	0	100.00%	0	100.00%	0	100.00%
	SEATTLE WEST	69	3	57.67	3	95.65%	0	100.00%	0	100.00%
		58	3	40.00	1	98.28%	0	100.00%	0	100.00%
		87	2	73.00	2	97.70%	0	100.00%	0	100.00%
		42	0		0	100.00%	0	100.00%	0	100.00%
		674	22	58.64	9	98.66%	0	100.00%	2	99.70%
	SPOKANE CHESTNUT	20	2	3.00	1	95.00%	0	100.00%	0	100.00%
	SPOKANE FAIRFAX	96	6	14.83	1	98.96%	0	100.00%	0	100.00%
	SPOKANE HUDSON	109	1	1.00	2	98.17%	0	100.00%	0	100.00%
	SPOKANE KEYSTONE	70	1	68.00	1	98.57%	0	100.00%	0	100.00%
	SPOKANE MORAN	40	2	28.50	0	100.00%	0	100.00%	0	100.00%
	SPOKANE RIVERSIDE	91	2	54.00	1	98.90%	0	100.00%	0	100.00%
	SPOKANE WALNUT	164	4	118.50	1	99.39%	0	100.00%	0	100.00%
	SPOKANE WHITWORTH	84	4	121.75	2	97.62%	0	100.00%	1	99.39%
		7	1	6.00	0	100.00%	0	100.00%	1	98.81%
		77	2	1.50	3	96.10%	0	100.00%	0	100.00%
		771	23	33.09	15	98.05%	0	100.00%	0	100.00%
	TACOMA FORT LEWIS	17	0		0	100.00%	0	100.00%	0	100.00%
	TACOMA GREENFIELD	123	6	24.33	4	96.75%	0	100.00%	0	100.00%
SPRINGDALE										
SUMNER (BONNEYLAKE)										
TACOMA										

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
STANDARD	TACOMA JUNIPER	126	2	7.00	2	99.00%	0	99.00%	0	100.00%
	TACOMA LENNOX	170	4	48.50	5	97.06%	0	100.00%	0	100.00%
	TACOMA LOGAN	71	1	2.00	0	100.00%	0	100.00%	0	100.00%
	TACOMA MARKET (FAWCETT)	77	3	48.33	2	97.40%	0	100.00%	0	100.00%
	TACOMA SKYLINE	51	2	27.00	0	100.00%	0	100.00%	0	100.00%
	TACOMA WAVERLY-2	19	0		1	94.74%	0	100.00%	0	100.00%
	TACOMA WAVERLY-7	117	5	41.20	1	99.15%	0	100.00%	0	100.00%
VANCOUVER	VANCOUVER ORCHARDS	504	14	39.43	6	98.81%	0	100.00%	0	100.00%
	VANCOUVER OXFORD	250	6	53.17	3	98.80%	0	100.00%	0	100.00%
	VANCOUVER SALMON CRK(NORTH)	173	3	31.00	3	98.27%	0	100.00%	0	100.00%
		81	5	28.00	0	100.00%	0	100.00%	0	100.00%
WAITSBURG		4	0		0	100.00%	0	100.00%	0	100.00%
WALLA WALLA (INCL TOUCHET)		70	1	71.00	0	100.00%	0	100.00%	0	100.00%
WARDEN		6	1	362.00	0	100.00%	0	100.00%	1	83.33%
WINLOCK		14	1	42.00	0	100.00%	0	100.00%	0	100.00%
YAKIMA	YAKIMA CHESTNUT	239	6	35.67	1	99.58%	0	100.00%	0	100.00%
	YAKIMA WEST	176	6	35.67	0	100.00%	0	100.00%	0	100.00%
		63	0		1	98.41%	0	100.00%	0	100.00%
Exchanges in Neighboring States										
CLARKSTON		21	1	44.00	1	95.24%	0	100.00%	0	100.00%
TOTALS		6,527	194	46.93	131	97.99%	0	100.00%	8	99.85%

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 TROUBLE REPORT RATE - FEBRUARY 2013

WIRECENTER		STD EXD CNT	LINES	RPTS	FEB-13 RATE	JAN-13 RATE	DEC-12 RATE	NOV-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
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	7,075	68	0.96	1.13	1.20	1.52	1.65	0.65	1.50	1.06	0.89	0.78	0.71	1.03
AUBURN		0	12,217	95	0.78	1.34	1.38	1.27	0.97	0.78	0.95	0.81	0.94	0.93	0.76	1.05
BAINBRIDGE ISLAND		0	6,896	54	0.78	1.28	1.27	1.70	0.97	1.12	1.13	0.94	1.04	1.03	0.71	0.93
BATTLEGROUND		0	6,725	93	1.38	1.65	1.95	1.42	1.36	1.21	1.09	0.63	0.99	0.85	0.73	1.10
BELFAIR		0	4,666	123	2.64	1.59	1.47	1.97	0.98	1.04	1.31	2.05	1.34	1.39	0.70	0.85
BELLEVUE		0	26,233	175	0.67	0.89	0.83	0.94	0.71	0.43	0.58	0.59	0.62	0.57	0.63	0.57
	BELLEVUE GLENCOURT	0	11,007	63	0.57	0.53	0.60	0.79	0.49	0.36	0.49	0.47	0.48	0.54	0.69	0.51
	BELLEVUE-SHERWOOD	0	15,226	112	0.74	1.14	1.00	1.04	0.88	0.48	0.65	0.68	0.73	0.58	0.59	0.62
	BELLINGHAM	0	17,403	80	0.46	0.63	0.51	0.62	0.64	0.40	0.52	0.72	0.29	0.38	0.38	0.56
		0	1,032	6	0.58	0.58	1.25	0.95	2.84	0.38	0.37	0.46	0.27	0.64	0.09	0.72
	BELLINGHAM LUMMI	0	16,371	74	0.45	0.63	0.46	0.60	0.51	0.40	0.53	0.74	0.30	0.37	0.40	0.55
	BELLINGHAM REGENT	0	1,674	16	0.96	0.83	0.82	1.68	1.83	1.48	1.47	1.58	1.39	1.15	1.09	1.67
BLACK DIAMOND		0	22,932	97	0.42	0.66	0.75	0.82	0.51	0.37	0.60	0.39	0.39	0.41	0.40	0.45
BREMERTON		0	2,315	41	1.77	1.32	2.44	3.19	2.09	1.16	1.73	1.14	1.22	1.08	1.20	1.07
	BREMERTON CROSBY	0	20,117	52	0.26	0.56	0.54	0.54	0.32	0.29	0.45	0.30	0.27	0.32	0.32	0.39
	BREMERTON ESSEX	0	500	4	0.80	1.59	1.59	0.99	0.79	0.00	1.16	0.77	1.34	0.96	0.19	0.19
	BREMERTON SUNNYSLOPE	0	1,394	7	0.50	1.13	0.95	1.54	1.53	1.72	1.55	1.46	1.97	1.62	0.77	3.44
BUCKLEY		0	2,670	48	1.80	2.23	2.65	3.45	2.54	1.51	1.83	2.38	2.01	2.05	1.72	1.33
CASTLE ROCK		0	4,660	35	0.75	1.41	0.96	1.28	1.15	0.85	1.21	0.96	0.93	1.55	0.94	1.36
CENTRALIA		0	6,767	46	0.68	1.19	0.74	1.18	0.96	1.44	0.92	0.81	1.09	1.39	1.15	1.21
CHEHALIS		0	4,818	40	0.83	1.22	0.69	0.99	0.86	1.30	0.79	0.80	1.15	1.36	1.27	1.30
	CHEHALIS	0	1,949	6	0.31	1.12	0.86	1.66	1.20	1.79	1.24	0.84	0.94	1.47	0.83	0.98
	CHEHALIS NAPAVINE	0	2,158	13	0.60	0.79	1.10	1.00	1.13	0.98	0.85	0.85	0.49	0.48	0.83	0.69
CLE-ELUM		0	1,795	18	1.00	1.50	1.77	1.10	1.26	0.55	0.71	1.47	1.09	0.75	0.48	1.22
COLFAX		0	5,518	32	0.58	0.78	0.95	1.46	0.71	0.65	0.72	1.86	1.13	0.69	0.99	0.53
COLVILLE		0	2,402	27	1.12	1.89	1.91	2.35	1.24	0.91	0.86	1.29	1.28	0.92	1.57	1.31
COPALIS(OCEAN SHORES)		0	1,629	13	0.80	1.52	2.06	1.88	1.67	2.65	2.00	3.18	1.54	0.86	0.86	1.88
COULEE DAM		0	541	5	0.92	2.22	3.36	1.13	0.19	0.74	1.46	0.55	0.55	1.10	0.92	0.73
CRYSTAL MTN.		0	1,443	4	0.28	0.69	0.28	1.43	0.88	0.54	1.41	0.87	0.53	0.79	1.89	1.62
DAYTON		0	4,474	35	0.78	0.75	1.12	1.81	2.49	0.92	3.17	1.63	2.25	2.51	1.86	1.16
DEER PARK		0	12,200	83	0.68	1.29	1.14	1.27	0.85	0.70	0.71	0.69	0.74	0.62	0.77	0.66
DES MOINES		0	4,843	27	0.56	1.31	1.05	1.36	0.67	0.63	0.70	0.52	0.87	0.70	0.80	0.75
	DES MOINES FEDERAL WAY	0	7,357	56	0.76	1.27	1.21	1.21	0.96	0.74	0.72	0.81	0.66	0.57	0.76	0.60

WASHINGTON TROUBLE REPORT RATE - FEBRUARY 2013

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE FEB-13	RATE JAN-13	RATE DEC-12	RATE NOV-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
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	466	0	0.00	1.49	0.00	0.63	1.05	0.83	1.66	1.44	1.22	2.06	0.21	0.41
ENUMCLAW	0	4,120	57	1.38	1.40	1.43	1.64	1.04	0.97	1.90	1.53	1.27	1.27	1.28	1.69
EPHRATA	0	2,084	16	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70	0.82	0.47
GRAHAM	0	7,615	85	1.12	1.21	1.26	1.42	1.46	1.13	1.17	0.94	0.87	1.16	0.80	1.71
GREEN BLUFF	0	1,904	16	0.84	1.51	1.09	1.75	0.97	0.51	0.96	1.05	1.19	1.33	1.27	0.63
HOODSPORT	0	1,406	9	0.64	1.34	2.45	1.60	1.03	0.67	0.60	0.92	0.65	0.71	0.63	1.01
ISSAQUAH	0	10,725	56	0.52	1.21	0.82	0.92	0.56	0.51	0.75	0.69	0.53	0.71	0.57	0.83
KENT	0	24,155	232	0.96	0.94	1.14	1.18	0.74	0.53	0.72	0.70	0.79	0.80	0.76	0.75
KENT MERIDIAN	0	8,005	148	1.85	1.16	1.40	1.54	0.93	0.49	0.83	0.86	0.86	0.95	0.76	0.91
KENT O BRIEN	0	5,479	12	0.22	0.44	0.56	0.34	0.25	0.12	0.34	0.21	0.23	0.19	0.24	0.34
KENT ULRICH	0	10,671	72	0.67	1.03	1.24	1.34	0.85	0.77	0.82	0.82	1.01	0.99	1.02	0.83
LIBERTY LAKE	0	598	1	0.17	0.50	0.50	1.14	1.93	0.95	0.63	1.39	0.46	0.76	0.31	0.15
LONGVIEW-KELSO	0	14,446	151	1.05	1.52	1.76	1.98	1.41	1.08	0.99	1.00	1.04	1.11	1.17	1.40
LOON LAKE	0	849	7	0.82	0.70	1.49	0.80	1.02	2.43	2.06	0.86	2.67	1.39	1.07	0.53
MAPLE VALLEY	0	5,077	49	0.97	1.39	1.74	1.34	1.06	0.62	0.89	0.99	0.92	1.17	0.90	1.18
MOSES LAKE	0	8,539	65	0.76	0.83	1.04	1.01	1.10	0.71	1.14	1.27	1.12	0.83	0.83	0.78
MOSES LAKE AFB	0	1,419	13	0.92	0.70	0.83	0.75	0.82	0.20	0.87	1.13	1.56	0.51	0.89	0.76
MOSES LAKE ALDER	0	7,120	52	0.73	0.86	1.08	1.06	1.15	0.81	1.19	1.30	1.04	0.89	0.81	0.78
NEWMAN LAKE	0	1,062	7	0.66	0.47	1.29	1.28	1.46	0.53	0.79	1.21	1.21	0.60	0.93	1.34
NORTHPORT	0	906	6	0.66	1.09	1.97	1.30	1.82	0.75	1.18	4.62	1.40	1.40	0.54	0.32
OLYMPIA	1	36,221	260	0.72	0.90	0.86	0.98	0.96	0.58	0.64	0.77	0.68	0.90	0.66	0.70
OLYMPIA EVERGREEN	0	2,638	20	0.76	1.32	1.87	1.81	1.14	0.99	1.71	1.27	1.13	1.62	0.86	0.93
OLYMPIA LACEY	0	16,266	108	0.66	0.76	0.69	0.84	1.01	0.47	0.59	0.81	0.69	0.90	0.66	0.67
OLYMPIA WHITEHALL	0	17,317	132	0.76	0.96	0.87	0.98	0.88	0.63	0.53	0.66	0.61	0.78	0.62	0.69
OMAK-OKANOGAN	0	5,524	54	0.98	1.62	1.94	1.75	1.45	1.36	1.78	2.33	1.14	0.95	1.60	0.92
OROVILLE	0	1,523	12	0.79	1.90	2.04	3.73	1.76	0.91	1.74	2.30	1.84	1.39	1.13	1.07
OTHELLO	0	3,150	36	1.14	1.35	1.66	2.30	1.69	0.73	1.03	1.46	2.01	1.26	1.36	1.07
PASCO	0	10,131	60	0.59	1.13	1.03	1.13	0.78	0.60	0.50	0.82	0.80	0.83	1.00	0.90
PATEROS	0	599	2	0.33	1.15	1.32	0.49	1.78	1.12	0.63	2.04	0.78	0.78	1.24	1.39
POMERoy	0	1,088	7	0.64	0.92	1.84	2.58	2.38	1.74	0.90	3.20	3.35	1.85	2.11	3.15
PT. ANGELES	0	10,423	88	0.84	0.82	0.98	1.04	0.75	0.74	0.68	0.82	0.54	0.62	0.55	0.70
PT ANGELES JOYCE	0	882	10	1.13	2.50	2.59	2.02	0.78	3.77	1.43	1.77	0.44	0.88	0.66	1.76
PT. ANGELES	0	9,541	78	0.82	0.67	0.83	0.95	0.75	0.47	0.62	0.73	0.55	0.59	0.54	0.61

WASHINGTON TROUBLE REPORT RATE - FEBRUARY 2013

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE FEB-13	RATE DEC-12	RATE NOV-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
	STANDARD	0	1,847	14	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	10,781	123	0.76	0.97	0.63	0.63	0.57	1.02	0.96	0.81	1.31	0.40	0.80
	PT. ORCHARD	0	3,979	50	1.14	1.79	1.77	1.18	0.69	1.06	1.03	1.32	1.03	1.23	1.08
	PORT ORCHARD COLBY	0	6,802	73	1.26	2.44	2.13	1.36	0.92	1.28	0.96	1.74	1.19	0.84	1.20
	PT. ORCHARD	0	8,343	59	1.07	1.41	1.28	1.07	0.56	0.94	1.07	1.07	0.94	1.46	1.01
	PT. TOWNSEND	0	13,701	113	0.71	0.93	2.96	1.03	0.71	1.25	0.80	0.78	0.90	0.57	0.85
	PUYALLAP	0	21,914	258	0.82	1.12	0.78	1.11	0.86	0.77	0.84	0.91	1.07	0.69	0.82
	RENTON	0	2,228	36	1.18	1.20	1.23	1.44	0.81	0.94	0.75	0.91	0.75	0.77	1.04
	RIDGEFIELD	0	3,099	38	1.62	1.02	1.23	1.97	1.12	1.29	2.25	0.88	2.09	0.67	1.28
	ROCHESTER	0	164,729	893	1.23	1.86	1.49	2.54	0.86	2.25	1.92	0.59	0.70	1.13	1.90
	SEATTLE	0	11,433	29	0.54	0.72	0.64	0.86	0.43	0.48	0.53	0.52	0.52	0.53	0.66
	SEATTLE ATWATER	0	5,732	31	0.25	0.36	0.38	0.45	0.33	0.35	0.44	0.29	0.37	0.38	0.36
	SEATTLE CAMPUS	0	18,459	161	0.54	0.62	0.24	0.46	0.35	0.28	0.30	0.37	0.47	0.30	0.42
	SEATTLE CHERRY	0	8,083	52	0.87	1.13	0.96	1.55	0.51	0.78	0.91	0.91	0.86	0.77	1.21
	SEATTLE DUWAMISH	0	17,787	93	0.52	0.70	0.59	0.70	0.50	0.47	0.40	0.49	0.46	0.68	0.78
	SEATTLE EAST	0	4,712	5	0.11	0.15	0.23	0.29	0.37	0.50	0.55	0.47	0.46	0.49	0.67
	SEATTLE ELLIOT	0	16,980	118	0.69	0.95	0.73	1.03	0.40	0.20	0.20	0.26	0.12	0.14	0.23
	SEATTLE EMERSON	0	15,208	89	0.59	0.89	0.77	0.93	0.56	0.64	0.56	0.47	0.55	0.54	0.57
	SEATTLE LAKEVIEW	0	24,941	47	0.19	0.19	0.14	0.19	0.47	0.55	0.53	0.57	0.60	0.60	0.85
	SEATTLE MAIN	0	5,359	31	0.58	0.52	0.81	1.22	0.21	0.08	0.16	0.13	0.19	0.17	0.16
	SEATTLE MERCER ISLAND (ADAMS)	0	11,429	105	0.92	0.88	1.16	1.25	0.55	0.65	0.84	0.84	0.59	0.33	0.79
	SEATTLE PARKWAY	0	12,752	44	0.35	1.06	0.72	0.93	0.56	0.60	0.71	0.84	0.77	0.96	1.13
	SEATTLE SUNSET	0	11,854	88	0.74	0.77	0.86	1.15	0.48	0.50	0.67	0.61	0.45	0.69	0.54
	SEATTLE WEST	0	9,132	67	0.73	0.87	0.84	1.00	0.47	0.62	0.54	0.66	0.75	0.67	0.87
	SEQUIM	0	8,981	71	0.79	1.36	1.12	1.32	0.45	1.00	0.79	0.77	0.68	0.43	0.56
	SHELTON	0	7,574	47	0.62	1.41	1.06	0.88	0.65	1.14	0.85	0.87	0.93	1.00	1.08
	SILVERDALE	0	69,003	528	0.77	1.05	1.11	1.34	0.47	0.64	0.52	0.44	0.59	0.70	0.70
	SPOKANE	0	1,618	10	0.62	0.91	1.92	3.08	0.65	0.97	1.01	0.97	0.74	0.82	1.01
	SPOKANE CHESTNUT	0	9,506	64	0.67	1.03	1.09	1.66	0.97	1.14	1.13	2.18	0.61	1.16	0.77
	SPOKANE FAIRFAX	0	7,538	58	0.77	1.48	1.70	1.51	0.71	1.09	1.13	1.18	0.82	0.95	1.18
	SPOKANE HUDSON	0	6,484	45	0.69	0.83	1.06	1.25	0.91	1.23	0.91	1.21	0.97	1.11	1.44
	SPOKANE KEYSTONE	0	4,633	26	0.56	0.81	0.89	0.94	0.54	0.74	0.85	0.83	0.55	0.63	1.23
	SPOKANE MORAN	0	9,961	104	1.04	1.12	0.97	1.30	0.46	0.86	1.00	0.99	0.54	0.87	0.71
	SPOKANE RIVERSIDE	0							0.46	0.73	0.86	0.84	0.54	0.71	1.02

WASHINGTON TROUBLE REPORT RATE - FEBRUARY 2013

WIRECENTER		STD	LINES	RPTS	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
		EXD			FEB-13	JAN-13	DEC-12	NOV-12	OCT-12	SEP-12	AUG-12	JUL-12	JUN-12	MAY-12	APR-12	MAR-12
		CNT														
STANDARD		0	18,862		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			127	0.67	0.83	0.84	1.25	1.10	0.59	0.81	1.00	0.85	0.72	0.83	0.86
	SPOKANE WHITWORTH	0	10,401	94	0.90	1.36	1.31	1.10	1.03	0.79	1.34	1.20	0.82	0.93	0.64	0.85
SPRINGDALE		1	1,391	9	0.65	2.93	2.05	1.39	3.30	1.16	4.80	2.49	3.05	2.11	3.81	0.85
SUMNER (BONNEYLAKE)		0	7,904	67	0.85	0.92	1.09	1.21	0.97	0.50	1.15	1.39	0.98	1.09	0.79	1.05
TACOMA		0	76,660	553	0.72	1.04	1.07	1.20	0.86	0.72	0.65	0.73	0.66	0.79	0.69	0.82
	TACOMA FORT LEWIS	0	1,557	3	0.19	0.38	0.57	0.51	0.36	0.24	0.35	0.35	0.88	0.64	0.41	0.40
	TACOMA GREENFIELD	0	10,210	80	0.78	1.22	1.31	1.38	1.14	0.77	0.77	0.85	0.64	1.16	0.93	1.01
	TACOMA JUNIPER	0	10,569	68	0.64	1.01	0.99	1.28	0.88	0.82	0.68	1.13	0.69	0.78	0.70	0.89
	TACOMA LENNOX	0	12,510	124	0.99	1.22	1.48	1.20	1.05	0.83	0.83	0.78	0.70	1.03	0.99	1.05
	TACOMA LOGAN	0	7,761	44	0.57	0.94	1.08	1.27	0.64	0.44	0.75	0.58	0.59	0.43	0.57	0.63
	TACOMA MARKET (FAWCETT)	0	9,345	48	0.51	0.52	0.60	1.11	0.51	0.54	0.50	0.50	0.51	0.47	0.41	0.44
	TACOMA SKYLINE	0	7,892	46	0.58	1.48	1.29	1.39	1.07	0.46	0.47	0.71	0.75	0.85	0.69	0.91
	TACOMA WAVERLY-2	0	3,234	38	1.18	1.56	0.96	1.16	0.74	1.11	0.52	0.71	0.56	0.97	0.41	0.87
	TACOMA WAVERLY-7	0	13,582	102	0.75	0.88	0.85	1.02	0.81	0.93	0.57	0.61	0.72	0.68	0.60	0.75
VANCOUVER		0	44,715	410	0.92	1.03	0.99	1.13	0.91	0.65	0.77	0.63	0.73	0.90	0.75	0.91
	VANCOUVER ORCHARDS	0	22,728	194	0.85	0.92	0.90	1.08	0.91	0.59	0.74	0.57	0.73	0.80	0.66	0.76
	VANCOUVER OXFORD	0	12,835	119	0.93	0.95	1.08	1.18	0.91	0.65	0.85	0.65	0.83	1.07	0.95	1.03
	VANCOUVER SALMON CRK(NORTH)	0	9,152	97	1.06	1.41	1.07	1.18	0.91	0.81	0.71	0.74	0.58	0.94	0.69	1.10
WAITSBURG		1	395	0	0.00	0.75	2.00	4.25	1.00	1.00	0.49	0.98	2.91	1.21	2.64	1.91
WALLA WALLA (INCL TOUCHET)		0	9,530	41	0.43	0.73	0.78	1.44	1.02	0.59	0.68	0.68	1.04	0.94	1.01	0.92
WARDEN		0	793	11	1.39	1.99	2.21	2.30	1.68	0.47	0.94	1.05	0.80	1.60	1.35	1.12
WINLOCK		0	1,673	16	0.96	1.55	1.95	1.35	1.59	0.77	1.11	0.58	0.98	1.37	0.91	1.71
YAKIMA		0	26,162	131	0.50	0.64	0.77	0.72	0.85	0.73	0.90	1.19	0.69	1.10	0.88	0.65
	YAKIMA CHESTNUT	0	17,168	91	0.53	0.69	0.70	0.69	0.81	0.69	0.82	1.03	0.65	1.14	0.98	0.63
	YAKIMA WEST	0	8,994	40	0.44	0.56	0.91	0.77	0.92	0.80	1.06	1.51	0.77	1.01	0.70	0.68
Exchanges in Neighboring States																
CLARKSTON		0	3,766	51	1.35	1.21	1.57	1.43	1.90	1.00	1.08	1.09	1.21	1.24	0.96	1.20
TOTALS		0	800,404	6031	0.75	1.01	1.03	1.17	0.90	0.66	0.82	0.84	0.79	0.80	0.75	0.85

WASHINGTON TRUNK BLOCKING SUMMARY - FEBRUARY 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	4	1.08%

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Blanks in the report indicate no activity for the measure.

WASHINGTON TRUNK BLOCKING - FEBRUARY 2013

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072407	120			TOLL	TWO_WAY	1.76%	1x blkng 02/08/13@1200-1300 issued sa tgsr to customer
AP072408	168			TOLL	TWO_WAY	2.66%	1x blkng 02/07/13@1800 issued sa tgsr to customer
AP072421	168			TOLL	TWO_WAY	2.70%	2x blkng 02/19/13@1700, 02/22/13@1900 issued sa tgsr to customer
AP072430	144			TOLL	TWO_WAY	1.53%	1xblkng 02/25/13@1700hrs issue sa tgsr to customer

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - FEBRUARY 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			

Redacted Copy

Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - FEBRUARY 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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Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - FEBRUARY 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 Frwding-Non-Recurring	RES			
Amount of Remote Call Frwding-Non-Recurring	RES			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - FEBRUARY 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 Frwding-Non-Recurring	BUS			
Amount of Remote Call Frwding-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 - FEBRUARY 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 - FEBRUARY 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 credits	BUS			
Total amount of seven day out of service condition credit exceptions	BUS			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - FEBRUARY 2013

MEASURE	MARKET UNIT	JAN-13	FEB-13	MAR-13
Number of Scheduled Appointments (dispatched orders)	RES			
No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	BUS			
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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