



CenturyLink™

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April 26, 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 March 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,

Shelley Glueckert for

Shelley Glueckert for
Mark Reynolds

Enclosures

cc: Lisa Anderl

2013 APR 29 PM 9:20
STATE OF WASHINGTON
UTILITY AND TRANSPORTATION COMMISSION
OLYMPIA, WA 98504

Washington Service Quality Summary Report - MARCH 2013

METRIC DESCRIPTION	JANUARY 2013			FEBRUARY 2013			MARCH 2013		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	2,289	2,544	89.98%	1,867	1,994	93.63%	2,026	2,090	96.94%
OOS Tickets Not Cleared Within 48 Hrs	255	1	255	127	1	127	64	1	64
Number of OOS Exemptions	115	1	115	81	1	81	77	1	77
All Other Repairs Cleared LT < 72 Hrs	5,599	5,691	98.38%	4,018	4,084	98.38%	4,079	4,150	98.29%
All Other Troubles Cleared GTR > 72 Hrs	92	1	92	66	1	66	71	1	71
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	7	1	7	3	1	3	8	1	8
Physically Obstructed All Other Troubles Cleared > 72 Hrs	59	1	59	93	1	93	59	1	59
Repair Force Majeure Exclusions	41	1	41	16	1	16	42	1	42
Repair Physically Obstructed Exclusions	90	1	90	53	1	53	24	1	24
Installation Appointments Met	2,007	2,150	93.35%	1,955	2,047	95.51%	1,932	2,016	95.83%
Repair Appointments Met	2,747	3,218	85.36%	2,127	2,415	88.07%	2,111	2,351	89.79%
Provisioning Missed for Company Reasons	189	1	189	243	1	243	219	1	219
Provisioning Missed for Customer Reasons	529	1	529	499	1	499	511	1	511
% of Switches Delivering Dial Tone Within 3 seconds	6,673	6,673	100.00%	6,044	6,044	100.00%	6,686	6,688	99.97%

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - MARCH 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		65	3	23.00	1	99.00%	0	99.00%	0	99.00%
ABERDEEN-HOQUIAM		159	4	53.50	4	98.46%	0	100.00%	0	100.00%
AUBURN		44	1	8.00	0	97.48%	0	100.00%	0	100.00%
BAINBRIDGE ISLAND		56	2	50.50	1	100.00%	0	100.00%	0	100.00%
BATTLEGROUND		35	0		1	98.21%	0	100.00%	0	100.00%
BELFAIR		172	4	182.25	3	97.14%	0	100.00%	1	99.42%
BELLEVUE		71	2	15.50	1	98.26%	0	100.00%	0	100.00%
BELLEVUE GLENCOURT		101	2	349.00	2	98.59%	0	100.00%	1	99.01%
BELLEVUE-SHERWOOD		156	2	60.50	0	98.02%	0	100.00%	0	100.00%
BELLINGHAM		18	0		0	100.00%	0	100.00%	0	100.00%
BELLINGHAM LUMMI		138	2	60.50	0	100.00%	0	100.00%	0	100.00%
BELLINGHAM REGENT		14	1	127.00	1	100.00%	0	100.00%	1	92.86%
BLACK DIAMOND		121	3	40.67	2	92.86%	0	100.00%	0	100.00%
BREMERTON		11	1	93.00	0	98.35%	0	100.00%	0	100.00%
BREMERTON CROSBY		109	2	14.50	2	100.00%	0	100.00%	0	100.00%
BREMERTON ESSEX		1	0		0	98.17%	0	100.00%	0	100.00%
BREMERTON SUNNYSLOPE		15	0		0	100.00%	0	100.00%	0	100.00%
BUCKLEY		29	1	26.00	0	100.00%	0	100.00%	0	100.00%
CASTLE ROCK		56	0		1	100.00%	0	100.00%	0	100.00%
CENTRALIA		56	0		0	98.21%	0	100.00%	0	100.00%
CHEHALIS		38	0		0	100.00%	0	100.00%	0	100.00%
CHEHALIS		18	0		0	100.00%	0	100.00%	0	100.00%
CHEHALIS NAPAVALINE		10	0		0	100.00%	0	100.00%	0	100.00%
GLE-ELUM		12	0		0	100.00%	0	100.00%	0	100.00%
COLFAX		51	0		1	100.00%	0	100.00%	0	100.00%
COLVILLE		16	0		1	98.04%	0	100.00%	0	100.00%
COPALIS(OCEAN SHORES)		17	0		0	93.75%	0	100.00%	0	100.00%
COULEE DAM		2	0		0	100.00%	0	100.00%	0	100.00%
CRYSTAL MTN.		5	0		0	100.00%	0	100.00%	0	100.00%
DAYTON		38	0		1	100.00%	0	100.00%	0	100.00%
DEER PARK		168	3	83.00	2	97.37%	0	100.00%	0	100.00%
DES MOINES		46	0		0	98.81%	0	100.00%	0	100.00%
DES MOINES FEDERAL WAY		122	3	83.00	2	100.00%	0	100.00%	0	100.00%
EASTON		5	0		0	98.36%	0	100.00%	0	100.00%

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 - MARCH 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		10	0		2	90.00%	0	99.00%	0	99.00%
ELK		33	1	0.00	0	80.00%	0	100.00%	0	100.00%
ENUMCLAW		13	1	11.00	1	100.00%	0	100.00%	0	100.00%
EPHRATA		82	3	12.00	4	92.31%	0	100.00%	0	100.00%
GRAHAM		10	1	116.00	1	95.12%	0	100.00%	0	100.00%
GREEN BLUFF		6	1	47.00	1	90.00%	0	100.00%	0	100.00%
HOODSPORT		67	1	2.00	0	83.33%	0	100.00%	0	100.00%
ISSAQUAH		263	6	60.50	5	100.00%	0	100.00%	0	100.00%
KENT		76	3	41.33	3	98.10%	0	100.00%	1	99.62%
	KENT MERIDIAN	23	2	32.00	0	96.05%	0	100.00%	0	100.00%
	KENT O BRIEN	164	1	175.00	2	100.00%	0	100.00%	1	100.00%
	KENT ULRICH	2	0		0	98.78%	0	100.00%	0	99.39%
	LIBERTY LAKE	187	2	33.00	4	100.00%	0	100.00%	0	100.00%
	LONGVIEW-KELSO	4	0		0	97.86%	0	100.00%	0	100.00%
	LOON LAKE	35	4	39.75	4	100.00%	0	100.00%	0	100.00%
	MAPLE VALLEY	67	3	33.67	0	88.57%	0	100.00%	0	100.00%
	MOSES LAKE	12	1	32.00	0	100.00%	0	100.00%	0	100.00%
	MOSES LAKE AFB	55	2	34.50	0	100.00%	0	100.00%	0	100.00%
	MOSES LAKE ALDER	5	0		0	100.00%	0	100.00%	0	100.00%
	NEWMAN LAKE	10	0		0	100.00%	0	100.00%	0	100.00%
	NORTHPORT	260	6	11.67	4	100.00%	0	100.00%	0	100.00%
	OLYMPIA	13	1	17.00	0	96.46%	0	100.00%	0	100.00%
	OLYMPIA EVERGREEN	128	1	2.00	0	100.00%	0	100.00%	0	100.00%
	OLYMPIA LACEY	119	4	12.75	4	100.00%	0	100.00%	0	100.00%
	OLYMPIA WHITEHALL	48	2	55.50	0	96.64%	0	100.00%	0	100.00%
	OMAK-OKANOGAN	20	0		0	100.00%	0	100.00%	0	100.00%
	OROVILLE	38	2	15.50	1	100.00%	0	100.00%	0	100.00%
	OTHELLO	109	4	76.00	1	97.37%	0	100.00%	0	100.00%
	PASCO	4	0		0	99.08%	0	100.00%	0	100.00%
	PATEROS	6	0		0	100.00%	0	100.00%	0	100.00%
	POMEROY	56	3	79.33	3	100.00%	0	100.00%	0	100.00%
	PT. ANGELES	6	2	37.50	1	94.64%	0	100.00%	1	98.21%
	PT ANGELES JOYCE	50	1	163.00	2	83.33%	0	100.00%	1	100.00%
	PT. ANGELES	8	0		0	96.00%	0	100.00%	0	98.00%
	PT. LUDLOW					100.00%	0	100.00%	0	100.00%

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STANDARD		76	1	45.00	2	99.00%	0	99.00%	0	99.00%
PT. ORCHARD	PT. ORCHARD COLBY	18	1	45.00	0	97.37%	0	100.00%	0	100.00%
	PT. ORCHARD	58	0		2	100.00%	0	100.00%	0	100.00%
PT. TOWNSEND		83	0		0	96.55%	0	100.00%	0	100.00%
PUYALLAP		147	2	106.00	5	100.00%	0	100.00%	0	100.00%
RENTON		214	10	34.70	8	96.60%	0	100.00%	0	100.00%
RIDGEFIELD		12	0		0	96.26%	0	100.00%	0	100.00%
ROCHESTER		34	0		0	100.00%	0	100.00%	0	100.00%
ROY		10	0		0	100.00%	0	100.00%	0	100.00%
SEATTLE		1,192	30	31.50	18	98.49%	0	100.00%	1	99.92%
	SEATTLE ATWATER	59	3	7.00	0	100.00%	0	100.00%	0	100.00%
	SEATTLE CAMPUS	41	0		2	95.12%	0	100.00%	0	100.00%
	SEATTLE CHERRY	185	7	36.29	5	97.30%	0	100.00%	0	100.00%
	SEATTLE DUWAMISH	58	2	19.50	0	100.00%	0	100.00%	0	100.00%
	SEATTLE EAST	143	3	80.33	0	100.00%	0	100.00%	1	99.30%
	SEATTLE ELLIOT	42	1	45.00	0	100.00%	0	100.00%	0	100.00%
	SEATTLE EMERSON	136	2	10.50	0	100.00%	0	100.00%	0	100.00%
	SEATTLE LAKEVIEW	99	1	0.00	2	97.98%	0	100.00%	0	100.00%
	SEATTLE MAIN	132	6	13.17	2	98.48%	0	100.00%	0	100.00%
	SEATTLE MERCER ISLAND (ADAMS)	24	0		0	100.00%	0	100.00%	0	100.00%
	SEATTLE PARKWAY	104	2	34.00	0	100.00%	0	100.00%	0	100.00%
	SEATTLE SUNSET	85	2	19.00	5	94.12%	0	100.00%	0	100.00%
	SEATTLE WEST	84	1	198.00	2	97.62%	0	100.00%	0	100.00%
		60	1	10.00	2	96.67%	0	100.00%	0	100.00%
SEQUIM		85	1	83.00	1	98.82%	0	100.00%	0	100.00%
SHELTON		42	0		1	97.62%	0	100.00%	0	100.00%
SILVERDALE		734	15	80.80	11	98.50%	0	100.00%	1	99.86%
SPOKANE	SPOKANE CHESTNUT	18	1	13.00	1	94.44%	0	100.00%	0	100.00%
	SPOKANE FAIRFAX	102	3	51.67	2	98.04%	0	100.00%	0	100.00%
	SPOKANE HUDSON	102	0		1	99.02%	0	100.00%	0	100.00%
	SPOKANE KEYSTONE	82	1	89.00	1	98.78%	0	100.00%	0	100.00%
	SPOKANE MORAN	36	2	54.50	0	100.00%	0	100.00%	0	100.00%
	SPOKANE RIVERSIDE	104	2	12.00	2	98.08%	0	100.00%	0	100.00%
	SPOKANE WALNUT	189	2	115.50	4	97.88%	0	100.00%	0	100.00%

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STANDARD		101	4	147.75	0	90.00%	0	99.00%	1	99.00%
SPRINGDALE	SPOKANE WHITWORTH	9	1	23.00	2	100.00%	0	100.00%		99.01%
SUMNER (BONNEYLAKE)		51	1	29.00	2	77.76%	0	100.00%		100.00%
TACOMA		792	22	35.14	22	96.06%	0	100.00%		100.00%
	TACOMA FORT LEWIS	26	1	19.00	2	97.22%	0	100.00%		100.00%
	TACOMA GREENFIELD	120	5	34.20	2	92.31%	0	100.00%		100.00%
	TACOMA JUNIPER	157	2	10.00	5	98.33%	0	100.00%		100.00%
	TACOMA LENNOX	124	6	29.67	4	96.82%	0	100.00%		100.00%
	TACOMA LOGAN	61	2	20.00	3	96.77%	0	100.00%		100.00%
	TACOMA MARKET (FAWCETT)	89	1	112.00	4	95.08%	0	100.00%		100.00%
	TACOMA SKYLINE	54	1	25.00	0	95.51%	0	100.00%		100.00%
	TACOMA WAVERLY-2	24	0		1	100.00%	0	100.00%		100.00%
	TACOMA WAVERLY-7	137	4	52.00	1	95.83%	0	100.00%		100.00%
VANCOUVER		541	12	34.00	9	99.27%	0	100.00%		100.00%
	VANCOUVER ORCHARDS	245	6	36.83	2	98.34%	0	100.00%		100.00%
	VANCOUVER OXFORD	197	4	38.50	3	99.18%	0	100.00%		100.00%
	VANCOUVER SALMON CRK(NORTH)	99	2	16.50	4	98.48%	0	100.00%		100.00%
WAITSBURG		2	0		0	95.96%	0	100.00%		100.00%
WALLA WALLA (INCL TOUCHET)		76	2	49.00	3	100.00%	0	100.00%		100.00%
WARDEN		9	1	363.00	0	96.05%	0	100.00%	1	100.00%
WINLOCK		16	0		0	100.00%	0	100.00%		88.89%
YAKIMA		244	6	33.33	3	100.00%	0	100.00%		100.00%
	YAKIMA CHESTNUT	189	5	37.40	3	98.77%	0	100.00%		100.00%
	YAKIMA WEST	55	1	13.00	0	98.41%	0	100.00%		100.00%
Exchanges in Neighboring States		21	0		0	100.00%	0	100.00%		100.00%
CLARKSTON		7,095	169	48.46	139	98.04%	0	100.00%	7	95.90%
TOTALS										

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WASHINGTON TROUBLE REPORT RATE - MARCH 2013

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE														
				MAR-13	FEB-13	JAN-13	DEC-12	NOV-12	OCT-12	SEP-12	AUG-12	JUL-12	JUN-12	MAY-12	APR-12			
STANDARD	0	7,007	88	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-HOQUJAM	0	12,145	129	1.06	0.78	1.34	1.38	1.27	1.52	1.27	1.65	0.97	0.78	0.95	1.06	0.89	0.78	0.71
AUBURN	0	6,814	47	0.69	0.78	1.28	1.27	1.70	1.27	0.97	0.97	0.97	1.12	1.13	0.94	1.04	1.03	0.76
BAINBRIDGE ISLAND	0	6,679	61	0.91	1.38	1.65	1.95	1.42	1.42	1.36	1.36	1.36	1.21	1.09	0.63	0.99	0.85	0.73
BATTLEGROUND	0	4,619	52	1.13	2.64	1.59	1.47	1.97	1.97	0.98	0.98	1.04	1.31	2.05	1.34	1.39	1.39	0.70
BELFAIR	0	26,050	139	0.53	0.67	0.89	0.83	0.94	0.94	0.71	0.49	0.43	0.58	0.59	0.62	0.57	0.57	0.63
BELLEVUE	0	10,941	38	0.35	0.57	0.53	0.60	0.79	0.79	0.49	0.49	0.36	0.49	0.47	0.48	0.54	0.54	0.69
BELLEVUE GLENACOURT	0	15,109	101	0.67	0.74	1.14	1.00	1.04	1.04	0.88	0.88	0.48	0.65	0.68	0.73	0.58	0.58	0.59
BELLEVUE-SHERWOOD	0	17,168	82	0.48	0.46	0.63	0.51	0.62	0.62	0.64	0.40	0.40	0.52	0.72	0.29	0.38	0.38	0.38
BELLINGHAM	0	1,032	4	0.39	0.58	0.58	1.25	0.95	0.95	2.84	0.38	0.38	0.37	0.37	0.46	0.27	0.64	0.09
BELLINGHAM LUMMI	0	16,136	78	0.48	0.45	0.63	0.46	0.60	0.60	0.51	0.40	0.40	0.53	0.74	0.30	0.37	0.37	0.40
BELLINGHAM REGENT	0	1,656	48	2.90	0.96	0.83	0.82	1.68	1.68	1.83	1.48	1.48	1.47	1.58	1.39	1.39	1.15	1.09
BLACK DIAMOND	0	22,788	87	0.38	0.42	0.66	0.75	0.82	0.82	0.51	0.37	0.60	0.39	0.39	0.39	0.41	0.41	0.40
BREMERTON	0	2,286	19	0.83	1.77	1.32	2.44	3.19	3.19	2.09	1.16	1.73	1.14	1.22	1.08	1.22	1.08	1.20
BREMERTON CROSBY	0	20,005	64	0.32	0.26	0.56	0.54	0.54	0.54	0.32	0.29	0.29	0.45	0.30	0.27	0.32	0.32	0.32
BREMERTON ESSEX	0	497	4	0.80	0.80	1.59	1.59	0.99	0.99	0.79	0.00	1.16	0.77	1.34	0.96	0.96	0.19	0.19
BREMERTON SUNNYSLOPE	0	1,370	32	2.34	0.50	1.13	0.85	1.54	1.54	1.53	1.72	1.55	1.46	1.46	1.97	1.62	0.77	0.77
BUCKLEY	0	2,651	46	1.74	1.80	2.23	2.65	3.45	3.45	2.54	1.51	1.83	2.38	2.01	2.05	2.05	1.72	1.72
CASTLE ROCK	0	4,617	38	0.82	0.75	1.41	0.96	1.28	1.28	1.15	0.85	1.21	0.96	0.93	1.55	0.93	1.55	0.94
CENTRALIA	0	6,728	84	1.25	0.68	1.19	0.74	1.18	1.18	0.96	1.44	0.92	0.81	1.09	1.39	1.39	1.15	1.15
CHEHALIS	0	4,783	51	1.07	0.83	1.22	0.69	0.99	0.99	0.86	1.30	0.79	0.80	1.15	1.36	1.36	1.27	1.27
CHEHALIS NAPAVINE	0	1,945	33	1.70	0.31	1.12	0.86	1.66	1.66	1.20	1.79	1.24	0.84	0.94	1.47	1.47	0.83	0.83
CLE-ELUM	0	2,140	9	0.42	0.60	0.79	1.10	1.00	1.00	1.13	0.98	0.85	0.85	0.85	0.49	0.48	0.83	0.83
COLFAX	0	1,784	17	0.95	1.00	1.50	1.77	1.10	1.10	1.26	0.55	0.71	1.47	1.09	0.75	0.75	0.48	0.48
COLVILLE	0	5,498	36	0.65	0.58	0.78	0.95	1.46	1.46	0.71	0.65	0.72	1.86	1.13	0.69	0.69	0.99	0.99
COPALIS(OCEAN SHORES)	0	2,387	28	1.17	1.12	1.89	1.91	2.35	2.35	1.24	0.91	0.86	1.29	1.28	0.92	0.92	1.57	1.57
COULEE DAM	0	1,624	15	0.92	0.80	1.52	2.06	1.88	1.88	1.67	2.65	2.00	3.18	1.54	0.86	0.86	0.86	0.86
CRYSTAL MTN.	0	543	1	0.18	0.92	2.22	3.36	1.13	1.13	0.19	0.74	1.46	0.55	1.10	1.10	0.92	0.92	0.92
DAYTON	0	1,429	3	0.21	0.28	0.69	0.28	1.43	1.43	0.88	0.54	1.41	0.87	0.53	0.79	0.79	1.89	1.89
DEER PARK	0	4,442	24	0.54	0.78	0.75	1.12	1.81	1.81	2.49	0.92	3.17	1.63	2.25	2.51	2.51	1.86	1.86
DES MOINES	0	12,084	101	0.84	0.68	1.29	1.14	1.27	1.27	0.85	0.70	0.71	0.69	0.74	0.62	0.62	0.77	0.77
DES MOINES FEDERAL WAY	0	4,773	43	0.90	0.56	1.31	1.05	1.36	1.36	0.67	0.63	0.70	0.52	0.87	0.70	0.70	0.80	0.80
	0	7,311	58	0.79	0.76	1.27	1.21	1.21	1.21	0.96	0.74	0.72	0.81	0.66	0.57	0.57	0.76	0.76

WASHINGTON TROUBLE REPORT RATE - MARCH 2013

WIRECENTER	STD EXD CNT	LINES	RPTS	MAR-13 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
STANDARD	0	467	1	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
EASTON	0	4,085	64	1.57	1.38	1.40	1.43	1.64	1.64	1.04	0.97	1.90	1.53	1.27	1.28
ENUMCLAW	0	2,057	15	0.73	0.77	0.57	1.07	0.65	0.09	0.09	0.27	0.49	1.95	0.66	0.82
EPHRATA	0	7,534	92	1.22	1.12	1.21	1.26	1.42	1.46	1.13	1.17	0.94	0.87	1.16	0.80
GRAHAM	0	1,882	18	0.96	0.84	1.51	1.09	1.75	0.97	0.51	0.96	1.05	1.19	1.33	1.27
GREEN BLUFF	0	1,394	18	1.29	0.64	1.34	2.45	1.60	1.03	0.67	0.60	0.92	0.65	0.71	0.63
HOODSPORT	0	10,626	91	0.86	0.52	1.21	0.82	0.92	0.56	0.51	0.75	0.69	0.53	0.71	0.57
ISSAQUAH	0	23,966	190	0.79	0.96	0.94	1.14	1.18	0.74	0.53	0.72	0.70	0.79	0.80	0.76
KENT	0	7,936	91	1.15	1.85	1.16	1.40	1.54	0.93	0.49	0.83	0.86	0.86	0.95	0.76
KENT MERIDIAN	0	5,421	11	0.20	0.22	0.44	0.56	0.34	0.25	0.12	0.34	0.21	0.23	0.19	0.24
KENT O BRIEN	0	10,609	88	0.83	0.67	1.03	1.24	1.34	0.85	0.77	0.82	0.82	1.01	0.99	1.02
KENT ULRICH	0	594	0	0.00	0.17	0.50	0.50	1.14	1.93	0.95	0.63	1.39	0.46	0.76	0.31
LIBERTY LAKE	0	14,366	133	0.93	1.05	1.52	1.76	1.98	1.41	1.08	0.99	1.00	1.04	1.11	1.17
LONGVIEW-KELSO	0	844	11	1.30	0.82	0.70	1.49	0.80	1.02	2.43	2.06	0.86	2.67	1.39	1.07
LOON LAKE	0	5,029	44	0.87	0.97	1.39	1.74	1.34	1.06	0.62	0.89	0.99	0.92	1.17	0.90
MAPLE VALLEY	0	8,414	90	1.07	0.76	0.83	1.04	1.01	1.10	0.71	1.14	1.27	1.12	0.83	0.83
MOSES LAKE	0	1,396	7	0.50	0.92	0.70	0.83	0.75	0.82	0.20	0.87	1.13	1.56	0.51	0.89
MOSES LAKE AFB	0	7,018	83	1.18	0.73	0.86	1.08	1.06	1.15	0.81	1.19	1.30	1.04	0.89	0.81
MOSES LAKE ALDER	0	1,051	11	1.05	0.66	0.47	1.29	1.28	1.46	0.53	0.79	1.21	1.21	0.60	0.93
NEWMAN LAKE	1	906	4	0.44	0.66	1.09	1.97	1.30	1.82	0.75	1.18	4.62	1.40	1.40	0.54
NORTHPORT	0	35,914	218	0.61	0.72	0.90	0.86	0.98	0.96	0.58	0.64	0.77	0.68	0.90	0.66
OLYMPIA	0	2,614	23	0.88	0.76	1.32	1.87	1.81	1.14	0.99	1.71	1.27	1.13	1.62	0.86
OLYMPIA EVERGREEN	0	16,139	95	0.59	0.66	0.76	0.69	0.84	1.01	0.47	0.59	0.81	0.69	0.90	0.66
OLYMPIA LACEY	0	17,161	100	0.58	0.76	0.96	0.87	0.98	0.88	0.63	0.53	0.66	0.61	0.78	0.62
OLYMPIA WHITEHALL	0	5,502	88	1.60	0.98	1.62	1.94	1.75	1.45	1.36	1.78	2.33	1.14	0.95	1.60
OMAK-OKANOGAN	0	1,521	18	1.18	0.79	1.90	2.04	3.73	1.76	0.91	1.74	2.30	1.84	1.39	1.13
OROVILLE	0	3,125	40	1.28	1.14	1.35	1.66	2.30	1.69	0.73	1.03	1.46	2.01	1.26	1.36
OTHELLO	0	9,982	52	0.52	0.59	1.13	1.03	1.13	0.78	0.60	0.50	0.82	0.80	0.83	1.00
PASCO	0	597	4	0.67	0.33	1.15	1.32	0.49	1.78	1.12	0.63	2.04	0.78	0.78	1.24
PATEROS	0	1,079	14	1.30	0.64	0.92	1.84	2.58	2.38	1.74	0.90	3.20	3.35	1.85	2.11
POMEROY	0	10,312	77	0.75	0.84	0.82	0.98	1.04	0.75	0.74	0.68	0.82	0.54	0.62	0.55
PT. ANGELES	0	881	15	1.70	1.13	2.50	2.59	2.02	0.78	3.77	1.43	1.77	0.44	0.88	0.66
PT ANGELES JOYCE	0	9,431	62	0.66	0.82	0.67	0.83	0.95	0.75	0.47	0.62	0.73	0.55	0.59	0.54
PT. ANGELES															

WASHINGTON TROUBLE REPORT RATE - MARCH 2013

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE													
				MAR-13	FEB-13	JAN-13	DEC-12	NOV-12	OCT-12	SEP-12	AUG-12	JUL-12	JUN-12	MAY-12	APR-12		
STANDARD	0	1,824	11	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
PT. LUDLOW	0	10,680	110	0.60	0.76	0.97	0.96	0.63	0.63	0.63	0.63	0.57	1.02	0.96	0.81	1.31	0.40
PT. ORCHARD	0	3,932	41	1.04	1.26	2.44	2.13	2.40	1.77	1.18	1.06	0.69	1.06	1.03	1.32	1.03	1.23
PORT ORCHARD COLBY	0	6,748	69	1.02	1.07	1.41	1.28	2.40	1.39	1.36	1.28	0.92	1.28	0.96	1.74	1.19	0.84
PT. ORCHARD	0	8,317	67	0.81	0.71	0.93	2.96	1.03	1.03	1.07	0.94	0.56	0.94	1.07	1.07	0.94	1.46
PT. TOWNSEND	0	13,597	103	0.76	0.82	1.12	0.78	1.11	1.11	0.67	1.25	0.71	1.25	0.80	0.78	0.90	0.57
PUYALLAP	0	21,727	164	0.75	1.18	1.20	1.23	1.44	1.44	1.09	0.86	0.86	0.77	0.84	0.91	1.07	0.69
RENTON	0	2,193	21	0.96	1.62	1.02	1.23	1.97	1.97	1.47	1.29	1.12	1.29	2.25	0.91	0.75	0.77
RIDGEFIELD	0	3,075	39	1.27	1.23	1.86	1.49	2.54	2.54	2.00	2.25	0.86	2.25	1.92	0.88	2.09	0.67
ROCHESTER	0	163,112	812	0.50	0.54	0.72	0.64	0.86	0.86	0.61	0.48	0.43	0.48	0.53	0.52	0.70	1.13
SEATTLE	0	11,309	31	0.27	0.25	0.36	0.38	0.45	0.45	0.42	0.35	0.33	0.35	0.44	0.29	0.37	0.38
SEATTLE ATWATER	0	5,687	25	0.44	0.54	0.62	0.24	0.46	0.46	0.37	0.28	0.35	0.28	0.30	0.37	0.47	0.30
SEATTLE CAMPUS	0	18,301	137	0.75	0.87	1.13	0.96	1.55	1.55	1.08	0.51	0.51	0.78	0.91	0.91	0.86	0.77
SEATTLE CHERRY	0	7,988	34	0.43	0.64	0.87	0.66	1.00	1.00	0.69	0.50	0.50	0.47	0.40	0.49	0.46	0.68
SEATTLE DUWAMISH	0	17,663	82	0.46	0.52	0.70	0.59	0.70	0.70	0.46	0.37	0.37	0.50	0.55	0.47	0.46	0.49
SEATTLE EAST	0	4,663	11	0.24	0.11	0.15	0.23	0.29	0.29	0.31	0.40	0.40	0.20	0.20	0.26	0.12	0.14
SEATTLE ELLIOT	0	16,854	122	0.72	0.69	0.95	0.73	1.03	1.03	0.67	0.56	0.56	0.64	0.56	0.47	0.55	0.54
SEATTLE EMERSON	0	15,067	60	0.40	0.59	0.89	0.77	0.93	0.93	0.63	0.47	0.47	0.55	0.53	0.57	0.60	0.60
SEATTLE LAKEVIEW	0	24,582	48	0.20	0.19	0.19	0.14	0.19	0.19	0.21	0.21	0.21	0.08	0.16	0.13	0.19	0.17
SEATTLE MAIN	0	5,303	33	0.62	0.58	0.52	0.81	1.22	1.22	1.04	0.55	0.55	0.65	0.84	0.84	0.59	0.33
SEATTLE MERCER ISLAND (ADAMS)	0	11,333	87	0.77	0.92	0.88	1.16	1.25	1.25	0.82	0.82	0.56	0.80	0.71	0.84	0.77	0.96
SEATTLE PARKWAY	0	12,628	59	0.47	0.35	1.06	0.72	0.93	0.93	0.60	0.48	0.48	0.50	0.67	0.61	0.45	0.69
SEATTLE SUNSET	0	11,734	83	0.71	0.74	0.77	0.86	1.15	1.15	0.75	0.47	0.47	0.82	0.54	0.66	0.75	0.67
SEATTLE WEST	0	9,071	58	0.64	0.73	0.87	0.84	1.00	1.00	0.66	0.45	0.45	1.00	0.79	0.77	0.68	0.43
SEQUIM	0	8,906	86	0.97	0.79	1.36	1.12	1.32	1.32	0.89	0.65	0.65	1.14	0.85	0.87	0.93	1.00
SHELTON	0	7,493	40	0.53	0.62	1.41	1.06	0.88	0.88	0.74	0.47	0.47	0.64	0.52	0.44	0.59	0.70
SILVERDALE	0	68,199	533	0.78	0.77	1.05	1.11	1.34	1.34	1.01	0.65	0.65	0.97	1.01	0.97	0.74	0.82
SPOKANE	0	1,595	13	0.82	0.62	0.91	1.92	3.08	3.08	0.98	0.97	0.97	1.14	1.13	2.18	0.61	1.16
SPOKANE CHESTNUT	0	9,392	63	0.67	0.67	1.03	1.09	1.66	1.66	1.15	0.71	0.71	1.09	1.13	1.18	0.82	0.95
SPOKANE FAIRFAX	0	7,443	57	0.77	0.77	1.48	1.70	1.51	1.51	1.23	0.91	0.91	1.23	0.91	1.21	0.97	1.11
SPOKANE HUDSON	0	6,398	38	0.59	0.69	0.83	1.06	1.25	1.25	0.66	0.54	0.54	0.74	0.85	0.83	0.55	0.63
SPOKANE KEYSTONE	0	4,596	30	0.65	0.56	0.81	0.89	0.94	0.94	0.66	0.46	0.46	0.86	1.00	0.99	0.54	0.87
SPOKANE MORAN	0	9,803	70	0.71	1.04	1.12	0.97	1.30	1.30	0.88	0.46	0.46	0.73	0.86	0.84	0.54	0.71
SPOKANE RIVERSIDE	0																

WASHINGTON TROUBLE REPORT RATE - MARCH 2013

WIRECENTER	STD EXD CNT	LINES	RPTS	MAR-13 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
STANDARD	0	18,661	181	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	10,311	81	0.97	0.67	0.83	0.84	1.25	1.10	0.59	0.81	1.00	0.85	0.72	0.83
SPOKANE WHITWORTH	0	1,379	16	0.79	0.90	1.36	1.31	1.10	1.03	0.79	1.34	1.20	0.82	0.93	0.64
SPRINGDALE	1	7,808	93	1.16	0.65	2.93	2.05	1.39	3.30	1.16	4.80	2.49	3.05	2.11	3.81
SUMNER (BONNEYLAKE)	0	75,835	603	1.19	0.85	0.92	1.09	1.21	0.97	0.50	1.15	1.39	0.98	1.09	0.79
TACOMA	0	1,537	9	0.80	0.72	1.04	1.07	1.20	0.86	0.72	0.65	0.73	0.66	0.79	0.69
TACOMA FORT LEWIS	0	10,088	104	0.59	0.19	0.38	0.57	0.51	0.36	0.24	0.35	0.35	0.88	0.64	0.41
TACOMA GREENFIELD	0	10,480	77	1.03	0.78	1.22	1.31	1.38	1.14	0.77	0.77	0.85	0.64	1.16	0.93
TACOMA JUNIPER	0	12,346	130	0.73	0.64	1.01	0.99	1.28	0.88	0.82	0.68	1.13	0.69	0.78	0.70
TACOMA LENNOX	0	7,661	60	1.05	0.99	1.22	1.48	1.20	1.05	0.83	0.83	0.78	0.70	1.03	0.99
TACOMA LOGAN	0	9,253	39	0.78	0.57	0.94	1.08	1.27	0.64	0.44	0.75	0.58	0.59	0.43	0.57
TACOMA MARKET (FAWCETT)	0	7,841	62	0.42	0.51	0.52	0.60	1.11	0.51	0.54	0.50	0.50	0.51	0.47	0.41
TACOMA SKYLINE	0	3,212	15	0.79	0.58	1.48	1.29	1.39	1.07	0.46	0.47	0.71	0.75	0.85	0.69
TACOMA WAVERLY-2	0	13,417	107	0.47	1.18	1.56	0.96	1.16	0.74	1.11	0.52	0.71	0.56	0.97	0.41
TACOMA WAVERLY-7	0	44,347	355	0.80	0.75	0.88	0.85	1.02	0.81	0.93	0.57	0.61	0.72	0.68	0.60
VANCOUVER	0	22,529	157	0.80	0.92	1.03	0.99	1.13	0.91	0.65	0.77	0.63	0.73	0.90	0.75
VANCOUVER ORCHARDS	0	12,718	102	0.70	0.85	0.92	0.90	1.08	0.91	0.59	0.74	0.57	0.73	0.80	0.66
VANCOUVER OXFORD	0	9,100	96	0.80	0.93	0.95	1.08	1.18	0.91	0.65	0.85	0.65	0.83	1.07	0.95
VANCOUVER SALMON CRK(NORTH)	0	387	4	1.05	1.06	1.41	1.07	1.18	0.91	0.81	0.71	0.74	0.58	0.94	0.69
WAITSBURG	1	9,419	46	1.03	0.00	0.75	2.00	4.25	1.00	1.00	0.49	0.98	2.91	1.21	2.64
WALLA WALLA (INCL TOUCHET)	0	792	12	0.49	0.43	0.73	0.78	1.44	1.02	0.59	0.68	0.68	1.04	0.94	1.01
WARDEN	0	1,669	25	1.52	1.39	1.99	2.21	2.30	1.68	0.47	0.94	1.05	0.80	1.60	1.35
WINLOCK	0	25,863	290	1.50	0.96	1.55	1.95	1.35	1.59	0.77	1.11	0.58	0.98	1.37	0.91
YAKIMA	0	16,985	201	1.12	0.50	0.64	0.77	0.72	0.85	0.73	0.90	1.19	0.69	1.10	0.88
YAKIMA CHESTNUT	0	8,878	89	1.18	0.53	0.69	0.70	0.69	0.81	0.69	0.82	1.03	0.65	1.14	0.98
YAKIMA WEST	0			1.00	0.44	0.56	0.91	0.77	0.92	0.80	1.06	1.51	0.77	1.01	0.70
Exchanges in Neighboring States															
CLARKSTON	0	3,731	27	0.72	1.35	1.21	1.57	1.43	1.90	1.00	1.08	1.09	1.21	1.24	0.96
TOTALS	0	792,904	6028	0.76	0.75	1.01	1.03	1.17	0.90	0.66	0.82	0.84	0.79	0.80	0.75

WASHINGTON TRUNK BLOCKING SUMMARY - MARCH 2013

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	127	0	0.00%
LOCAL	353	1	0.28%
TOLL	372	9	2.42%

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Blanks in the report indicate no activity for the measure.

WASHINGTON TRUNK BLOCKING - MARCH 2013

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP074923	168			LOCAL	TWO_WAY	1.57%	1xbkng 03/28/13@1600hrs issued sa tgsr to the customer
AP072407	120			TOLL	TWO_WAY	0.60%	1xbkng 03/28/13@1900hr issued sa tgsr to the customer
AP072416	240			TOLL	TWO_WAY	1.00%	bkng 03/25/13@1600hr, 03/28/13@1900hr issued sa tgsr to the customer
AP072421	168			TOLL	TWO_WAY	0.61%	bkng 03/19/13@1700hr, 03/21/13@1900hr issued sa tgsr to the customer
AP072430	144			TOLL	TWO_WAY	2.06%	1xbknb 03/13/13@1900hr issued sa tgsr to the customer
AP073982	168			TOLL	TWO_WAY	2.19%	bkng 03/12/13@1700hr, 03/13/13@1400hr, 03/14/13@1900-2000hr issued sa tgsr to the customer
AP074015	168			TOLL	TWO_WAY	2.75%	bkng 03/18/13@1800,2000hr, 03/19/13@1500,1900hrs issued sa tgsr to the customer
AP074966	144			TOLL	TWO_WAY	0.88%	1xbkng 03/08/13@1800hrs issued sa tgsr to the customer
AP081340	264			TOLL	TWO_WAY	3.40%	bkng 03/27/13@2000hr issued cap tgsr to the customer
AP081921	192			TOLL	TWO_WAY	0.71%	1xbkng 03/14/13@1900hrs issued sa tgsr to the customer

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - MARCH 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 - MARCH 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 - MARCH 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 - MARCH 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 - MARCH 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, Foilage, 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, Foilage, 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 - MARCH 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, 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 credits	BUS			
Total amount of seven day out of service condition credit exceptions	BUS			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - MARCH 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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