



CenturyLink™

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January 23, 2014

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 December 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 at (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

RECEIVED
RECORDS MANAGEMENT
2014 JAN 24 AM 11:58
STATE OF WASH.
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Washington Service Quality Summary Report - DECEMBER 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.

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Washington Service Quality Summary Report - DECEMBER 2013

METRIC DESCRIPTION	APRIL 2013			MAY 2013			JUNE 2013		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	1,686	1,726	97.68%	1,990	2,044	97.36%	1,737	1,796	96.71%
OOS Tickets Not Cleared Within 48 Hrs	40	1	40	54	1	54	59	1	59
Number of OOS Exemptions	41	1	41	65	1	65	66	1	66
All Other Repairs Cleared LT < 72 Hrs	4,099	4,168	98.34%	4,367	4,410	99.02%	4,301	4,364	98.56%
All Other Troubles Cleared GTR > 72 Hrs	69	1	69	43	1	43	63	1	63
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	10	1	10	8	1	8	10	1	10
Physically Obstructed All Other Troubles Cleared > 72 Hrs	72	1	72	56	1	56	58	1	58
Repair Force Majeure Exclusions	27	1	27	55	1	55	73	1	73
Repair Physically Obstructed Exclusions	30	1	30	16	1	16	28	1	28
Installation Appointments Met	1,895	1,991	95.18%	1,930	2,020	95.54%	1,702	1,789	95.14%
Repair Appointments Met	1,938	2,163	89.60%	1,989	2,270	87.62%	2,031	2,335	86.98%
Provisioning Missed for Company Reasons	153	1	153	131	1	131	142	1	142
Provisioning Missed for Customer Reasons	477	1	477	490	1	490	486	1	486
% of Switches Delivering Dial Tone Within 3 seconds	6,466	6,468	99.97%	6,680	6,680	100.00%	6,233	6,234	99.98%

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - DECEMBER 2013

METRIC DESCRIPTION	JULY 2013			AUGUST 2013			SEPTEMBER 2013		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	1,650	1,829	90.21%	1,673	1,899	88.10%	1,670	2,034	82.10%
OOS Tickets Not Cleared Within 48 Hrs	179	1	179	226	1	226	364	1	364
Number of OOS Exemptions	78	1	78	88	1	88	138	1	138
All Other Repairs Cleared LT < 72 Hrs	4,405	4,514	97.59%	4,381	4,490	97.57%	4,802	5,090	94.34%
All Other Troubles Cleared GTR > 72 Hrs	109	1	109	109	1	109	288	1	288
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	5	1	5	4	1	4	37	1	37
Physically Obstructed All Other Troubles Cleared > 72 Hrs	104	1	104	118	1	118	148	1	148
Repair Force Majeure Exclusions	16	1	16	38	1	38	56	1	56
Repair Physically Obstructed Exclusions	27	1	27	32	1	32	30	1	30
Installation Appointments Met	1,796	1,921	93.49%	1,857	2,001	92.80%	1,742	1,926	90.45%
Repair Appointments Met	2,177	2,517	86.49%	2,044	2,411	84.78%	2,165	2,567	84.34%
Provisioning Missed for Company Reasons	156	1	156	171	1	171	178	1	178
Provisioning Missed for Customer Reasons	560	1	560	545	1	545	540	1	540
% of Switches Delivering Dial Tone Within 3 seconds	6,448	6,448	100.00%	6,421	6,421	100.00%	6,249	6,249	100.00%

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Washington Service Quality Summary Report - DECEMBER 2013

METRIC DESCRIPTION	OCTOBER 2013			NOVEMBER 2013			DECEMBER 2013		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	1,700	1,987	85.56%	1,562	1,657	94.27%	1,435	1,548	92.70%
OOS Tickets Not Cleared Within 48 Hrs	287	1	287	95	1	95	113	1	113
Number of OOS Exemptions	120	1	120	60	1	60	46	1	46
All Other Repairs Cleared LT < 72 Hrs	4,983	5,275	94.46%	4,212	4,317	97.57%	3,734	3,793	98.44%
All Other Troubles Cleared GTR > 72 Hrs	292	1	292	105	1	105	59	1	59
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	14	1	14	17	1	17	3	1	3
Physically Obstructed All Other Troubles Cleared > 72 Hrs	145	1	145	71	1	71	82	1	82
Repair Force Majeure Exclusions	35	1	35	21	1	21	33	1	33
Repair Physically Obstructed Exclusions	51	1	51	32	1	32	28	1	28
Installation Appointments Met	1,825	1,965	92.88%	1,615	1,697	95.17%	1,403	1,469	95.51%
Repair Appointments Met	2,636	3,045	86.57%	2,143	2,491	86.03%	2,135	2,443	87.39%
Provisioning Missed for Company Reasons	193	1	193	119	1	119	125	1	125
Provisioning Missed for Customer Reasons	635	1	635	509	1	509	509	1	509
% of Switches Delivering Dial Tone Within 3 seconds	6,034	6,036	99.97%	6,254	6,254	100.00%	6,457	6,457	100.00%

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Washington Orders Summary - DECEMBER 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 COMPLTD <= 90 DAYS FROM ORD DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLTD <= 180 DAYS FROM ORD DATE	PCT INWARD ORDS COMPLETED WITHIN 180 DAYS
STANDARD						90.00%		99.00%		
ABERDEEN-HOQUIAM		51	3	21.67	1	98.04%		100.00%		100.00%
AUBURN		121	11	38.82	0	100.00%		100.00%	1	99.17%
BAINBRIDGE ISLAND		44	0		0	100.00%		100.00%		100.00%
BATTLEGROUND		35	3	108.67	2	94.29%	1	97.14%	1	97.14%
BELFAIR		27	3	29.00	1	96.30%	1	96.30%		100.00%
BELLEVUE		103	9	160.67	2	98.06%	1	99.03%	3	97.09%
	BELLEVUE GLENCOURT	41	2	98.00	2	95.12%		100.00%	1	97.56%
	BELLEVUE-SHERWOOD	62	7	178.57	0	100.00%	1	98.39%	2	96.77%
BELLINGHAM		93	5	72.60	4	95.70%	1	98.92%	1	98.92%
	BELLINGHAM LUMMI	7	0		0	100.00%		100.00%		100.00%
	BELLINGHAM REGENT	86	5	72.60	4	95.35%	1	98.84%	1	98.84%
BLACK DIAMOND		12	2	200.50	0	100.00%		100.00%	1	91.67%
BREMERTON		96	2	37.50	2	97.92%		100.00%		100.00%
	BREMERTON CROSBY	7	0		0	100.00%		100.00%		100.00%
	BREMERTON ESSEX	85	2	37.50	2	97.65%		100.00%		100.00%
	BREMERTON SUNNYSLOPE	4	0		0	100.00%		100.00%		100.00%
BUCKLEY		4	1	27.00	0	100.00%		100.00%		100.00%
CASTLE ROCK		13	2	92.00	0	100.00%		100.00%	1	92.31%
CENTRALIA		41	0		0	100.00%		100.00%		100.00%
CHEHALIS		37	3	29.67	2	94.59%		100.00%		100.00%
	CHEHALIS	25	2	28.00	1	96.00%		100.00%		100.00%
	CHEHALIS NAPAVINE	12	1	33.00	1	91.67%		100.00%		100.00%
CLE-ELUM		16	3	50.00	0	100.00%	1	93.75%		100.00%
COLFAX		6	0		0	100.00%		100.00%		100.00%
COLVILLE		31	0		0	100.00%		100.00%		100.00%
COPALIS(OCEAN SHORES)		9	2	59.00	0	100.00%	1	88.89%		100.00%
COULEE DAM		6	0		0	100.00%		100.00%		100.00%
CRYSTAL MTN.		2	0		0	100.00%		100.00%		100.00%
DAYTON		11	0		1	90.91%		100.00%		100.00%
DEER PARK		20	1	8.00	0	100.00%		100.00%		100.00%
DES MOINES		92	6	98.33	0	100.00%		100.00%	1	98.91%
	DES MOINES	37	1	52.00	0	100.00%		100.00%		100.00%
	DES MOINES FEDERAL WAY	55	5	107.60	0	100.00%		100.00%	1	98.18%

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 - DECEMBER 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 COMPLTD <= 90 DAYS FROM ORD DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLTD <= 180 DAYS FROM ORD DATE	PCT INWARD ORDS COMPLETED WITHIN 180 DAYS
STANDARD						90.00%		99.00%		
EASTON		2	0		0	100.00%		100.00%		100.00%
ELK		10	0		0	100.00%		100.00%		100.00%
ENUMCLAW		24	3	84.00	1	95.83%	1	95.83%	1	95.83%
EPHRATA		7	0		0	100.00%		100.00%		100.00%
GRAHAM		58	3	19.33	0	100.00%		100.00%		100.00%
GREEN BLUFF		17	1	0.00	0	100.00%		100.00%		100.00%
HOODSPORT		5	0		0	100.00%		100.00%		100.00%
ISSAQUAH		51	3	86.00	0	100.00%	2	96.08%		100.00%
KENT		181	12	48.08	6	96.69%	1	99.45%	1	99.45%
	KENT MERIDIAN	49	6	60.33	4	91.84%		100.00%	1	97.96%
	KENT O BRIEN	21	2	4.50	0	100.00%		100.00%		100.00%
	KENT ULRICH	111	4	51.50	2	98.20%	1	99.10%		100.00%
LIBERTY LAKE		4	0		0	100.00%		100.00%		100.00%
LONGVIEW-KELSO		120	8	33.75	1	99.17%	2	98.33%		100.00%
LOON LAKE		5	0		0	100.00%		100.00%		100.00%
MAPLE VALLEY		25	0		0	100.00%		100.00%		100.00%
MOSES LAKE		54	4	47.50	1	98.15%	1	98.15%		100.00%
	MOSES LAKE AFB	9	0		1	88.89%		100.00%		100.00%
	MOSES LAKE ALDER	45	4	47.50	0	100.00%	1	97.78%		100.00%
NEWMAN LAKE		3	0		0	100.00%		100.00%		100.00%
NORTHPORT		5	0		0	100.00%		100.00%		100.00%
OLYMPIA		201	10	45.20	9	95.52%	1	99.50%	1	99.50%
	OLYMPIA EVERGREEN	13	0		0	100.00%		100.00%		100.00%
	OLYMPIA LACEY	102	3	26.67	5	95.10%		100.00%		100.00%
	OLYMPIA WHITEHALL	86	7	53.14	4	95.35%	1	98.84%	1	98.84%
OMAK-OKANOGAN		32	1	178.00	1	96.88%		100.00%	1	96.88%
OROVILLE		7	0		0	100.00%		100.00%		100.00%
OTHELLO		24	4	89.00	3	87.50%	1	95.83%	1	95.83%
PASCO		65	1	23.00	1	98.46%		100.00%		100.00%
PATEROS		1	1	33.00	0	100.00%		100.00%		100.00%
POMEROY		4	0		0	100.00%		100.00%		100.00%
PT. ANGELES		46	3	168.33	0	100.00%	1	97.83%	1	97.83%
	PT ANGELES JOYCE	2	0		0	100.00%		100.00%		100.00%

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
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Washington Orders Summary - DECEMBER 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 COMPLTD <= 90 DAYS FROM ORD DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLTD <= 180 DAYS FROM ORD DATE	PCT INWARD ORDS COMPLETED WITHIN 180 DAYS
STANDARD						90.00%		99.00%		
	PT. ANGELES	44	3	168.33	0	100.00%	1	97.73%	1	97.73%
PT. LUDLOW		12	0		0	100.00%		100.00%		100.00%
PT. ORCHARD		67	2	183.00	4	94.03%	1	98.51%	1	98.51%
	PORT ORCHARD COLBY	21	1	285.00	2	90.48%		100.00%	1	95.24%
	PT. ORCHARD	46	1	81.00	2	95.65%	1	97.83%		100.00%
PT. TOWNSEND		47	3	39.67	1	97.87%	1	97.87%		100.00%
PUYALLAP		98	2	76.00	4	95.92%	1	98.98%		100.00%
RENTON		145	10	79.30	2	98.62%	2	98.62%	2	98.62%
RIDGEFIELD		9	2	25.00	0	100.00%		100.00%		100.00%
ROCHESTER		14	0		1	92.86%		100.00%		100.00%
ROY		7	0		1	85.71%		100.00%		100.00%
SEATTLE		956	45	67.27	14	98.54%	9	99.06%	6	99.37%
	SEATTLE ATWATER	58	3	5.67	1	98.28%		100.00%		100.00%
	SEATTLE CAMPUS	30	1	51.00	1	96.67%		100.00%		100.00%
	SEATTLE CHERRY	129	16	71.81	1	99.22%	2	98.45%	3	97.67%
	SEATTLE DUWAMISH	60	5	62.40	2	96.67%	3	95.00%		100.00%
	SEATTLE EAST	117	6	93.33	1	99.15%		100.00%	1	99.15%
	SEATTLE ELLIOT	21	3	37.00	0	100.00%	1	95.24%		100.00%
	SEATTLE EMERSON	114	2	14.50	0	100.00%		100.00%		100.00%
	SEATTLE LAKEVIEW	72	1	0.00	2	97.22%		100.00%		100.00%
	SEATTLE MAIN	97	4	95.00	1	98.97%	2	97.94%	1	98.97%
	SEATTLE MERCER ISLAND (ADAMS)	33	1	73.00	1	96.97%		100.00%		100.00%
	SEATTLE PARKWAY	107	1	123.00	1	99.07%	1	99.07%		100.00%
	SEATTLE SUNSET	58	0		3	94.83%		100.00%		100.00%
	SEATTLE WEST	60	2	111.00	0	100.00%		100.00%	1	98.33%
SEQUIM		59	4	55.50	1	98.31%	1	98.31%		100.00%
SHELTON		52	2	24.50	1	98.08%		100.00%		100.00%
SILVERDALE		52	0		0	100.00%		100.00%		100.00%
SPOKANE		557	17	86.88	8	98.56%	3	99.46%	3	99.46%
	SPOKANE CHESTNUT	8	2	103.50	0	100.00%		100.00%	1	87.50%
	SPOKANE FAIRFAX	72	3	14.67	2	97.22%		100.00%		100.00%
	SPOKANE HUDSON	80	1	30.00	0	100.00%		100.00%		100.00%
	SPOKANE KEYSTONE	62	2	35.00	1	98.39%		100.00%		100.00%

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
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Washington Orders Summary - DECEMBER 2013
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STANDARD						90.00%		99.00%		
	SPOKANE MORAN	38	2	198.50	1	97.37%	1	97.37%	1	97.37%
	SPOKANE RIVERSIDE	88	3	37.67	2	97.73%		100.00%		100.00%
	SPOKANE WALNUT	153	2	80.50	2	98.69%	1	99.35%		100.00%
	SPOKANE WHITWORTH	56	2	227.50	0	100.00%	1	98.21%	1	98.21%
SPRINGDALE		18	0		0	100.00%		100.00%		100.00%
SUMNER (BONNEYLAKE)		39	5	28.80	0	100.00%		100.00%		100.00%
TACOMA		587	18	56.72	15	97.44%	1	99.83%	3	99.49%
	TACOMA FORT LEWIS	19	1	34.00	0	100.00%		100.00%		100.00%
	TACOMA GREENFIELD	84	4	110.50	1	98.81%	1	98.81%	1	98.81%
	TACOMA JUNIPER	102	3	92.00	0	100.00%		100.00%	1	99.02%
	TACOMA LENNOX	87	2	18.50	4	95.40%		100.00%		100.00%
	TACOMA LOGAN	48	1	0.00	4	91.67%		100.00%		100.00%
	TACOMA MARKET (FAWCETT)	85	3	64.67	3	96.47%		100.00%	1	98.82%
	TACOMA SKYLINE	51	0		1	98.04%		100.00%		100.00%
	TACOMA WAVERLY-2	22	0		0	100.00%		100.00%		100.00%
	TACOMA WAVERLY-7	89	4	9.50	2	97.75%		100.00%		100.00%
VANCOUVER		352	10	45.10	5	98.58%	1	99.72%	1	99.72%
	VANCOUVER ORCHARDS	191	4	46.50	1	99.48%	1	99.48%		100.00%
	VANCOUVER OXFORD	101	3	18.00	1	99.01%		100.00%		100.00%
	VANCOUVER SALMON CRK(NORTH)	60	3	70.33	3	95.00%		100.00%	1	98.33%
WAITSBURG		2	0		0	100.00%		100.00%		100.00%
WALLA WALLA (INCL TOUCHET)		43	5	81.20	0	100.00%	3	93.02%		100.00%
WARDEN		7	1	22.00	1	85.71%		100.00%		100.00%
WINLOCK		6	0		0	100.00%		100.00%		100.00%
YAKIMA		133	6	95.33	1	99.25%	1	99.25%	2	98.50%
	YAKIMA CHESTNUT	91	5	74.60	1	98.90%	1	98.90%	1	98.90%
	YAKIMA WEST	42	1	199.00	0	100.00%		100.00%	1	97.62%
Exchanges in Neighboring States										
CLARKSTON		25	0		3	88.00%		100.00%		100.00%
TOTALS		5,108	242	67.68	100	98.04%	40	99.22%	33	99.35%

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 - DECEMBER 2013

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE DEC-13	RATE NOV-13	RATE OCT-13	RATE SEP-13	RATE AUG-13	RATE JUL-13	RATE JUN-13	RATE MAY-13	RATE APR-13	RATE MAR-13	RATE FEB-13	RATE JAN-13		
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	6,418	72	1.12	0.56	1.10	1.51	1.08	0.94	0.78	1.09	1.11	1.26	0.96	1.13		
AUBURN	0	11,167	100	0.90	0.89	1.14	1.07	1.03	0.91	0.92	0.82	0.84	1.06	0.78	1.34		
BAINBRIDGE ISLAND	0	6,195	57	0.92	1.14	1.14	1.13	0.71	1.13	0.85	0.81	0.78	0.69	0.78	1.28		
BATTLEGROUND	0	6,231	80	1.28	1.52	1.36	1.02	0.71	1.06	1.21	1.08	2.35	0.91	1.38	1.65		
BELFAIR	0	4,243	68	1.60	1.03	1.33	1.38	0.91	1.22	1.03	0.75	0.59	1.13	2.64	1.59		
BELLEVUE	0	24,179	175	0.72	0.81	0.66	0.68	0.57	0.77	0.69	0.57	0.57	0.53	0.67	0.89		
		BELLEVUE GLENCOURT	0	10,334	50	0.48	0.59	0.80	0.57	0.41	0.70	0.40	0.56	0.44	0.35	0.57	0.53
		BELLEVUE-SHERWOOD	0	13,845	125	0.90	0.97	0.70	0.76	0.68	0.81	0.90	0.58	0.66	0.67	0.74	1.14
BELLINGHAM	0	15,601	68	0.44	0.66	0.62	0.74	0.48	0.46	0.31	0.43	0.41	0.48	0.46	0.63		
		BELLINGHAM LUMMI	0	987	10	1.01	0.50	0.41	0.82	0.91	0.80	0.40	0.49	0.59	0.39	0.58	0.58
		BELLINGHAM REGENT	0	14,614	58	0.40	0.67	0.64	0.74	0.45	0.44	0.30	0.43	0.39	0.48	0.45	0.63
BLACK DIAMOND	0	1,547	19	1.23	0.90	1.67	2.17	2.28	2.19	2.06	1.44	0.85	2.90	0.96	0.83		
BREMERTON	0	21,376	81	0.38	0.42	0.48	0.44	0.70	0.52	0.39	0.43	0.29	0.38	0.42	0.66		
		BREMERTON CROSBY	0	2,040	21	1.03	1.45	0.91	1.32	2.42	1.69	1.45	0.63	0.80	0.83	1.77	1.32
		BREMERTON ESSEX	0	18,895	56	0.30	0.32	0.42	0.35	0.52	0.40	0.27	0.41	0.22	0.32	0.26	0.56
		BREMERTON SUNNYSLOPE	0	441	4	0.91	0.23	0.88	0.22	0.21	0.41	0.40	0.80	0.80	0.80	1.59	
BUCKLEY	0	1,244	14	1.13	1.19	1.97	2.58	0.77	2.65	1.58	0.89	1.03	2.34	0.50	1.13		
CASTLE ROCK	0	2,425	33	1.36	1.06	1.71	1.44	1.43	2.03	1.51	1.38	2.09	1.74	1.80	2.23		
CENTRALIA	0	4,194	45	1.07	0.97	2.00	1.58	1.15	0.79	0.78	1.20	1.77	0.82	0.75	1.41		
CHEHALIS	0	6,309	50	0.79	0.96	1.82	1.68	0.91	0.95	1.06	1.11	1.03	1.25	0.68	1.19		
		CHEHALIS	0	4,525	35	0.77	1.05	1.77	1.96	0.83	0.92	0.89	1.03	1.03	1.07	0.83	1.22
		CHEHALIS NAPAVINE	0	1,784	15	0.84	0.73	1.95	0.97	1.12	1.01	1.46	1.30	1.03	1.70	0.31	1.12
CLE-ELUM	0	2,016	5	0.25	0.74	0.69	1.42	0.93	0.87	0.38	0.62	0.52	0.42	0.60	0.79		
COLFAX	0	1,675	12	0.72	1.07	1.42	0.76	0.87	1.04	0.92	0.86	0.62	0.95	1.00	1.50		
COLVILLE	0	5,315	70	1.32	0.51	0.98	1.24	0.88	1.02	1.23	1.10	0.57	0.65	0.58	0.78		
COPALIS(OCEAN SHORES)	0	2,255	18	0.80	1.06	1.10	2.14	1.11	1.62	1.39	1.93	0.80	1.17	1.12	1.89		
COULEE DAM	0	1,524	24	1.57	0.91	0.71	1.22	3.70	2.91	0.50	0.93	0.74	0.92	0.80	1.52		
CRYSTAL MTN.	0	531	5	0.94	1.89	2.29	0.19	1.14	0.94	0.93	0.73	2.03	0.18	0.92	2.22		
DAYTON	0	1,366	13	0.95	0.51	0.67	1.54	0.65	1.01	1.00	0.85	0.49	0.21	0.28	0.69		
DEER PARK	0	4,187	24	0.57	0.78	0.71	1.95	2.24	1.55	0.80	1.76	1.07	0.54	0.78	0.75		
DES MOINES	0	11,060	89	0.80	0.87	1.19	0.85	1.00	1.24	0.78	0.60	0.88	0.84	0.68	1.29		
		DES MOINES	0	4,304	39	0.91	0.89	1.40	0.92	1.18	1.78	1.26	0.58	0.78	0.90	0.56	1.31
		DES MOINES FEDERAL WAY	0	6,756	50	0.74	0.85	1.06	0.81	0.88	0.90	0.46	0.61	0.94	0.79	0.76	1.27
EASTON	0	460	17	3.70	3.03	1.54	0.22	1.09	0.65	1.29	0.65	0.87	0.21	0.00	1.49		
ELK	0	1,708	18	1.05	1.50												

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WIRECENTER		STD EXD CNT	LINES	RPTS	RATE DEC-13	RATE NOV-13	RATE OCT-13	RATE SEP-13	RATE AUG-13	RATE JUL-13	RATE JUN-13	RATE MAY-13	RATE APR-13	RATE MAR-13	RATE FEB-13	RATE JAN-13
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
ENUMCLAW		0	3,760	52	1.38	2.01	1.84	1.35	1.24	1.50	1.34	0.95	1.12	1.57	1.38	1.40
EPHRATA		0	1,909	18	0.94	0.57	0.36	1.03	0.72	1.12	1.06	1.29	1.62	0.73	0.77	0.57
GRAHAM		0	6,788	74	1.09	1.02	1.75	1.69	1.53	1.35	0.92	0.93	0.94	1.22	1.12	1.21
GREEN BLUFF		0	1,738	24	1.38	1.89	1.65	0.90	1.79	1.27	1.47	1.30	0.81	0.96	0.84	1.51
HOODSPORT		0	1,298	7	0.54	0.99	0.98	0.67	0.59	1.39	1.17	1.16	0.65	1.29	0.64	1.34
ISSAQUAH		0	9,623	59	0.61	0.85	1.19	0.70	0.75	0.62	0.48	0.65	0.52	0.86	0.52	1.21
KENT		0	21,912	159	0.73	0.77	1.01	0.92	0.58	0.64	0.66	0.72	0.80	0.79	0.96	0.94
	KENT MERIDIAN	0	7,009	71	1.01	1.24	1.52	1.29	0.78	0.96	1.00	0.87	1.03	1.15	1.85	1.16
	KENT O BRIEN	0	5,089	14	0.28	0.18	0.33	0.41	0.18	0.27	0.27	0.40	0.26	0.20	0.22	0.44
	KENT ULRICH	0	9,814	74	0.75	0.75	0.99	0.91	0.64	0.59	0.60	0.77	0.90	0.83	0.67	1.03
LIBERTY LAKE		0	531	4	0.75	0.00	0.00	0.54	0.36	0.87	1.03	0.34	0.68	0.00	0.17	0.50
LONGVIEW-KELSO		0	13,476	127	0.94	1.14	1.95	1.45	1.13	0.96	0.93	1.47	1.08	0.93	1.05	1.52
LOON LAKE		0	798	3	0.38	0.99	0.99	0.96	0.48	1.06	1.18	1.54	0.36	1.30	0.82	0.70
MAPLE VALLEY		0	4,588	75	1.63	1.34	1.53	1.60	1.00	1.22	0.86	1.04	0.87	0.87	0.97	1.39
MOSES LAKE		0	7,773	55	0.71	0.73	0.58	1.28	0.93	1.09	1.19	0.76	0.86	1.07	0.76	0.83
	MOSES LAKE AFB	0	1,296	9	0.69	0.23	0.31	1.30	0.75	0.74	1.16	0.79	1.07	0.50	0.92	0.70
	MOSES LAKE ALDER	0	6,477	46	0.71	0.83	0.63	1.28	0.96	1.16	1.20	0.76	0.82	1.18	0.73	0.86
NEWMAN LAKE		0	971	6	0.62	1.02	0.61	0.40	1.57	0.68	2.42	0.67	1.24	1.05	0.66	0.47
NORTHPORT		0	855	1	0.12	0.93	0.46	0.11	0.79	0.78	0.66	0.99	0.88	0.44	0.66	1.09
OLYMPIA		0	32,411	184	0.57	0.67	0.85	0.77	0.56	0.61	0.63	0.65	0.53	0.61	0.72	0.90
	OLYMPIA EVERGREEN	0	2,426	20	0.82	0.82	1.09	1.20	0.52	1.33	1.17	1.05	0.50	0.88	0.76	1.32
	OLYMPIA LACEY	0	13,882	77	0.55	0.66	0.75	0.62	0.60	0.53	0.58	0.54	0.43	0.59	0.66	0.76
	OLYMPIA WHITEHALL	0	16,103	87	0.54	0.66	0.92	0.85	0.53	0.57	0.60	0.69	0.64	0.58	0.76	0.96
OMAK-OKANOGAN		0	4,977	44	0.88	0.97	0.75	1.58	1.96	2.85	1.39	1.18	1.10	1.60	0.98	1.62
OROVILLE		0	1,429	12	0.84	1.11	1.80	2.73	1.44	1.96	2.02	1.26	1.26	1.18	0.79	1.90
OTHELLO		0	2,870	23	0.80	1.69	2.53	2.17	1.45	1.49	1.40	1.81	0.83	1.28	1.14	1.35
PASCO		0	9,031	53	0.59	0.55	0.76	0.73	1.15	0.88	1.06	0.59	0.88	0.52	0.59	1.13
PATEROS		0	570	3	0.53	0.35	0.70	0.34	1.72	1.37	1.53	0.85	1.01	0.67	0.33	1.15
POMEROY		0	1,046	18	1.72	1.53	2.51	1.24	0.94	3.36	1.85	1.48	1.39	1.30	0.64	0.92
PT. ANGELES		0	9,630	88	0.91	0.60	0.73	0.90	0.60	0.72	0.84	0.62	0.76	0.75	0.84	0.82
	PT ANGELES JOYCE	0	823	25	3.04	1.93	0.83	1.63	1.16	1.14	0.92	0.68	0.80	1.70	1.13	2.50
	PT. ANGELES	0	8,807	63	0.72	0.47	0.72	0.83	0.54	0.68	0.84	0.61	0.76	0.66	0.82	0.67
PT. LUDLOW		0	1,594	9	0.56	0.62	0.55	1.14	1.41	0.75	0.69	0.90	0.61	0.60	0.76	0.97
PT. ORCHARD		0	9,636	96	1.00	1.14	1.19	1.33	0.98	1.08	0.78	1.07	0.87	1.03	1.14	1.79
	PORT ORCHARD COLBY	0	3,525	46	1.30	1.09	1.33	1.93	1.03	1.36	0.90	0.91	0.95	1.04	1.26	2.44

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WIRECENTER		STD EXD CNT	LINES	RPTS	RATE DEC-13	RATE NOV-13	RATE OCT-13	RATE SEP-13	RATE AUG-13	RATE JUL-13	RATE JUN-13	RATE MAY-13	RATE APR-13	RATE MAR-13	RATE FEB-13	RATE JAN-13
STANDARD					4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
	PT. ORCHARD	0	6,111	50	0.82	1.17	1.10	0.97	0.96	0.92	0.71	1.17	0.83	1.02	1.07	1.41
PT. TOWNSEND		0	7,546	43	0.57	0.68	1.06	0.95	0.60	0.66	0.77	0.64	0.54	0.81	0.71	0.93
PUYALLAP		0	12,642	118	0.93	0.88	1.05	1.04	0.93	0.91	0.77	0.81	0.94	0.76	0.82	1.12
RENTON		0	19,678	184	0.94	0.85	1.05	0.80	0.75	0.73	0.70	0.79	0.75	0.75	1.18	1.20
RIDGEFIELD		0	1,984	33	1.66	0.95	0.74	1.91	1.02	1.00	0.90	1.12	0.74	0.96	1.62	1.02
ROCHESTER		0	2,897	40	1.38	1.36	0.79	1.52	0.88	1.94	1.63	0.73	0.92	1.27	1.23	1.86
ROY		0	1,548	19	1.23	1.60										
SEATTLE		0	149,295	742	0.50	0.54	0.69	0.57	0.49	0.50	0.48	0.52	0.57	0.50	0.54	0.72
	SEATTLE ATWATER	0	10,781	31	0.29	0.22	0.42	0.45	0.30	0.30	0.31	0.41	0.41	0.27	0.25	0.36
	SEATTLE CAMPUS	0	5,815	16	0.28	0.26	0.45	0.39	0.46	0.42	0.34	0.29	0.53	0.44	0.54	0.62
	SEATTLE CHERRY	0	16,274	117	0.72	0.84	1.13	0.75	0.68	0.65	0.81	0.69	0.66	0.75	0.87	1.13
	SEATTLE DUWAMISH	0	7,301	33	0.45	0.60	0.74	0.58	0.85	0.63	0.37	0.55	0.54	0.43	0.64	0.87
	SEATTLE EAST	0	16,956	101	0.60	0.68	0.70	0.58	0.56	0.49	0.46	0.51	0.51	0.46	0.52	0.70
	SEATTLE ELLIOT	0	4,996	3	0.06	0.14	0.23	0.31	0.07	0.13	0.17	0.17	0.17	0.24	0.11	0.15
	SEATTLE EMERSON	0	14,261	97	0.68	0.74	0.87	0.76	0.50	0.63	0.55	0.74	0.87	0.72	0.69	0.95
	SEATTLE LAKEVIEW	0	13,908	88	0.63	0.55	0.54	0.71	0.51	0.57	0.55	0.55	0.62	0.40	0.59	0.89
	SEATTLE MAIN	0	22,537	17	0.08	0.14	0.17	0.15	0.17	0.17	0.13	0.18	0.16	0.20	0.19	0.19
	SEATTLE MERCER ISLAND (ADAMS)	0	4,774	48	1.01	0.79	0.96	0.71	0.96	0.57	0.61	0.56	0.51	0.62	0.58	0.52
	SEATTLE PARKWAY	0	10,051	76	0.76	0.76	1.36	0.76	0.62	0.77	0.72	0.77	0.74	0.77	0.92	0.88
	SEATTLE SUNSET	0	11,348	68	0.60	0.49	0.72	0.64	0.55	0.63	0.62	0.58	0.79	0.47	0.35	1.06
	SEATTLE WEST	0	10,493	47	0.45	0.82	0.75	0.69	0.48	0.50	0.55	0.60	0.82	0.71	0.74	0.77
SEQUIM		0	8,446	38	0.45	0.60	1.06	0.79	0.83	0.77	0.65	0.61	0.71	0.64	0.73	0.87
SHELTON		0	8,100	53	0.65	0.80	1.13	2.14	1.48	1.13	1.13	0.48	0.92	0.97	0.79	1.36
SILVERDALE		0	6,849	28	0.41	0.69	0.59	0.68	0.55	0.72	0.56	0.63	0.45	0.53	0.62	1.41
SPOKANE		0	62,041	450	0.73	0.91	0.84	1.08	1.17	0.96	1.00	0.87	0.72	0.78	0.77	1.05
	SPOKANE CHESTNUT	0	1,402	10	0.71	1.27	1.09	0.94	1.26	1.72	0.73	0.65	0.64	0.82	0.62	0.91
	SPOKANE FAIRFAX	0	8,765	98	1.12	1.03	0.82	0.96	1.09	0.97	1.21	1.01	0.72	0.67	0.67	1.03
	SPOKANE HUDSON	0	6,704	53	0.79	0.90	0.99	1.07	1.26	1.31	1.17	0.94	0.86	0.77	0.77	1.48
	SPOKANE KEYSTONE	0	5,953	40	0.67	0.93	1.09	1.04	0.97	0.80	1.00	0.87	0.57	0.59	0.69	0.83
	SPOKANE MORAN	0	4,006	37	0.92	0.94	0.83	2.34	1.95	0.81	0.89	0.67	0.72	0.65	0.56	0.81
	SPOKANE RIVERSIDE	0	9,547	47	0.49	0.68	0.69	0.85	0.96	0.61	1.01	0.86	0.61	0.71	1.04	1.12
	SPOKANE WALNUT	0	16,561	98	0.59	0.87	0.78	0.80	1.19	0.84	0.98	0.87	0.74	0.97	0.67	0.83
	SPOKANE WHITWORTH	0	9,103	67	0.74	1.03	0.81	1.40	1.07	1.31	0.81	0.86	0.81	0.79	0.90	1.36
SPRINGDALE		1	1,305	7	0.54	1.15	1.53	4.23	3.92	1.80	2.74	1.18	3.64	1.16	0.65	2.93
SUMNER (BONNEYLAKE)		0	7,079	96	1.36	1.00	1.39	1.38	0.97	0.83	1.00	0.93	1.18	1.19	0.85	0.92

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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
TACOMA		0	68,928	462	0.67	0.92	1.27	0.80	0.73	0.79	0.68	0.80	0.70	0.80	0.72	1.04
	TACOMA FORT LEWIS	0	1,384	5	0.36	0.22	0.71	0.21	0.35	0.76	0.21	0.67	0.39	0.59	0.19	0.38
	TACOMA GREENFIELD	0	9,048	92	1.02	1.31	1.48	1.05	0.67	0.97	0.95	1.02	0.80	1.03	0.78	1.22
	TACOMA JUNIPER	0	9,599	51	0.53	0.83	1.39	0.87	0.74	0.74	0.68	0.78	0.80	0.73	0.64	1.01
	TACOMA LENNOX	0	10,827	85	0.79	1.02	1.34	1.00	1.04	1.14	0.91	1.29	0.86	1.05	0.99	1.22
	TACOMA LOGAN	0	6,850	52	0.76	1.03	1.14	0.88	0.49	0.57	0.68	0.82	0.58	0.78	0.57	0.94
	TACOMA MARKET (FAWCETT)	0	9,044	32	0.35	0.43	0.74	0.47	0.56	0.56	0.44	0.35	0.41	0.42	0.51	0.52
	TACOMA SKYLINE	0	7,121	65	0.91	1.15	2.04	0.70	0.95	0.56	0.66	0.76	0.63	0.79	0.58	1.48
	TACOMA WAVERLY-2	0	3,067	19	0.62	1.10	1.56	0.81	0.77	0.54	0.79	0.69	0.66	0.47	1.18	1.56
	TACOMA WAVERLY-7	0	11,988	61	0.51	0.79	0.94	0.70	0.67	0.87	0.48	0.58	0.77	0.80	0.75	0.88
VANCOUVER		0	40,186	358	0.89	0.85	1.12	0.85	0.83	0.75	0.75	0.87	0.75	0.80	0.92	1.03
	VANCOUVER ORCHARDS	0	20,269	166	0.82	0.85	0.75	0.80	0.75	0.68	0.67	0.82	0.68	0.70	0.85	0.92
	VANCOUVER OXFORD	0	11,988	98	0.82	0.76	1.26	0.89	0.61	0.58	0.53	0.82	0.50	0.80	0.93	0.95
	VANCOUVER SALMON CRK(NORTH)	0	7,929	94	1.19	0.99	1.84	0.92	1.34	1.14	1.25	1.07	1.27	1.05	1.06	1.41
WAITSBURG		1	357	3	0.84	2.23	1.39	6.56	2.17	0.54	1.62	1.60	1.05	1.03	0.00	0.75
WALLA WALLA (INCL TOUCHET)		0	8,459	72	0.85	0.88	0.86	1.57	1.49	1.15	0.88	1.03	0.73	0.49	0.43	0.73
WARDEN		0	723	2	0.28	2.05	0.68	2.70	1.20	1.98	1.17	0.65	1.81	1.52	1.39	1.99
WINLOCK		0	1,593	25	1.57	0.56	1.12	1.61	0.98	0.73	0.60	1.32	0.24	1.50	0.96	1.55
YAKIMA		0	23,368	99	0.42	0.60	1.02	0.73	0.84	0.84	0.93	1.57	0.62	1.12	0.50	0.64
	YAKIMA CHESTNUT	0	15,555	70	0.45	0.52	0.57	0.63	0.63	0.75	1.08	1.89	0.59	1.18	0.53	0.69
	YAKIMA WEST	0	7,813	29	0.37	0.76	1.86	0.90	1.24	1.01	0.66	0.94	0.67	1.00	0.44	0.56
Exchanges in Neighboring States																
CLARKSTON		0	3,420	50	1.46	1.61	1.27	1.43	1.36	1.36	1.95	1.45	1.05	0.72	1.35	1.21
TOTALS		0	728,884	5,273	0.72	0.79	0.99	0.94	0.83	0.83	0.77	0.79	0.73	0.76	0.75	1.01

WASHINGTON TRUNK BLOCKING SUMMARY - DECEMBER 2013

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	126	0	0.00%
LOCAL	353	0	0.00%
TOLL	372	6	1.61%

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WASHINGTON TRUNK BLOCKING - DECEMBER 2013

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072411	144			TOLL	TWO_WAY	4.85%	blkng 12/16/13@0900-1100, 12/17/13@0900-1100, 12/18/13@1000, 12/19/13@1000-1100hr issued sa tgsr to the customer
AP072421	168			TOLL	TWO_WAY	2.99%	1x blkng 12/19/13@1500hr issue sa tgsr to cust
AP073982	168			TOLL	TWO_WAY	5.89%	blkng 12/09/13@1200, 12/10/13@1800-1900, 12/11/13@1800hr issued sa tgsr to the customer
AP074414	216			TOLL	TWO_WAY	3.25%	blkng 12/10/13@1900,12/11/13@1800hr issued sa tgsr to the customer
AP077380	144			TOLL	TWO_WAY	0.69%	1x blkng 12/11/13@1800hr issued sa tgsr to the customer
AP081340	264			TOLL	TWO_WAY	4.41%	blkng 12/16/13 @ 1200 hr issued sa tgsr to the customer

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2013

MEASURE	MARKET UNIT	OCT-13	NOV-13	DEC-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 - DECEMBER 2013

MEASURE	MARKET UNIT	OCT-13	NOV-13	DEC-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 - DECEMBER 2013

MEASURE	MARKET UNIT	OCT-13	NOV-13	DEC-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 - DECEMBER 2013

MEASURE	MARKET UNIT	OCT-13	NOV-13	DEC-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 - DECEMBER 2013

MEASURE	MARKET UNIT	OCT-13	NOV-13	DEC-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 - DECEMBER 2013

MEASURE	MARKET UNIT	OCT-13	NOV-13	DEC-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 - DECEMBER 2013

MEASURE	MARKET UNIT	OCT-13	NOV-13	DEC-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, Foilage, etc.)	BUS			
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	BUS			

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