



CenturyLink™

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December 23, 2011

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 November 2011 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 (503) 242-5089 if you have questions or need additional information.

Very truly yours,

Scott Collins for
Mark Reynolds

Enclosures

cc: Lisa Anderl

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REGULATORY MANAGEMENT
2011 DEC 27 PM 1:12
STATE OF WASHINGTON
UTIL. AND TRANSPORTATION
COMMISSION

Washington Service Quality Summary Report - NOVEMBER 2011

METRIC DESCRIPTION	JANUARY 2011			FEBRUARY 2011			MARCH 2011		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	6,671	7,914	84.29%	5,329	5,532	96.33%	6,614	6,832	96.81%
OOS Tickets Not Cleared Within 48 Hrs	1,243	1	1,243	203	1	203	218	1	218
Number of OOS Exemptions	319	1	319	166	1	166	157	1	157
All Other Repairs Cleared LT < 72 Hrs	2,392	2,465	97.04%	1,788	1,810	98.78%	2,038	2,053	99.27%
All Other Troubles Cleared GTR > 72 Hrs	73	1	73	22	1	22	15	1	15
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	7	1	7	3	1	3	1	1	1
Physically Obstructed All Other Troubles Cleared > 72 Hrs	46	1	46	32	1	32	20	1	20
Repair Force Majeure Exclusions	43	1	43	15	1	15	59	1	59
Repair Physically Obstructed Exclusions	71	1	71	38	1	38	56	1	56
Installation Appointments Met	5,283	5,596	94.41%	5,198	5,459	95.22%	5,625	5,914	95.11%
Repair Appointments Met	3,618	4,349	83.19%	2,969	3,474	85.46%	3,531	4,205	83.97%
Provisioning Missed for Company Reasons	170	1	170	149	1	149	138	1	138
Provisioning Missed for Customer Reasons	723	1	723	766	1	766	767	1	767
% of Switches Delivering Dial Tone Within 3 seconds	6,639	6,639	100.00%	6,027	6,027	100.00%	6,649	6,649	100.00%

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - NOVEMBER 2011

METRIC DESCRIPTION	APRIL 2011				MAY 2011				JUNE 2011			
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	5,354	5,502	97.31%	5,635	5,758	97.86%	5,088	5,188	98.07%			
OOS Tickets Not Cleared Within 48 Hrs	148	1	148	123	1	123	100	1	100			
Number of OOS Exemptions	115	1	115	112	1	112	79	1	79			
All Other Repairs Cleared LT < 72 Hrs	1,775	1,791	99.11%	2,053	2,073	99.04%	2,846	2,865	99.34%			
All Other Troubles Cleared GTR > 72 Hrs	16	1	16	20	1	20	19	1	19			
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	1	1	1	1	1	1	1	1	1			
Physically Obstructed All Other Troubles Cleared > 72 Hrs	13	1	13	20	1	20	22	1	22			
Repair Force Majeure Exclusions	29	1	29	46	1	46	79	1	79			
Repair Physically Obstructed Exclusions	33	1	33	60	1	60	53	1	53			
Installation Appointments Met	5,102	5,343	95.49%	4,882	5,071	96.27%	5,297	5,551	95.42%			
Repair Appointments Met	2,701	3,148	85.80%	2,731	3,107	87.90%	2,814	3,249	86.61%			
Provisioning Missed for Company Reasons	107	1	107	108	1	108	131	1	131			
Provisioning Missed for Customer Reasons	727	1	727	687	1	687	766	1	766			
% of Switches Delivering Dial Tone Within 3 seconds	6,459	6,459	100.00%	6,666	6,670	99.94%	6,235	6,242	99.89%			

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Washington Service Quality Summary Report - NOVEMBER 2011

METRIC DESCRIPTION	JULY 2011				AUGUST 2011				SEPTEMBER 2011			
	NUM	DENOM	RESULT		NUM	DENOM	RESULT		NUM	DENOM	RESULT	
OOS Tickets Cleared Within 48 Hrs	5,096	5,195	98.09%		5,328	5,461	97.56%		2,663	2,777	97.65%	
OOS Tickets Not Cleared Within 48 Hrs	99	1	99		133	1	133		64	1	64	
Number of OOS Exemptions	94	1	94		123	1	123		64	1	64	
All Other Repairs Cleared LT < 72 Hrs	2,238	2,251	99.42%		2,596	2,614	99.31%		4,886	4,931	99.09%	
All Other Troubles Cleared GIR > 72 Hrs	13	1	13		18	1	18		45	1	45	
All Other Troubles Cleared GIR > 72 Hrs - Force Majeure	1	1	1		2	1	2		4	1	4	
Physically Obstructed All Other Troubles Cleared > 72 Hrs	18	1	18		27	1	27		56	1	56	
Repair Force Majeure Exclusions	20	1	20		34	1	34		62	1	62	
Repair Physically Obstructed Exclusions	30	1	30		37	1	37		33	1	33	
Installation Appointments Met	4,435	4,678	94.81%		5,148	5,407	95.21%		4,715	5,046	93.44%	
Repair Appointments Met	2,673	3,132	85.34%		2,547	3,021	84.31%		2,295	2,732	84.00%	
Provisioning Missed for Company Reasons	198	1	198		161	1	161		169	1	169	
Provisioning Missed for Customer Reasons	752	1	752		831	1	831		741	1	741	
% of Switches Delivering Dial Tone Within 3 seconds	6,515	6,528	99.80%		6,664	6,670	99.91%		6,459	6,459	100.00%	

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Washington Service Quality Summary Report - NOVEMBER 2011

METRIC DESCRIPTION	OCTOBER 2011			NOVEMBER 2011		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	2,574	2,660	96.77%	2,640	2,721	97.02%
OOS Tickets Not Cleared Within 48 Hrs	86	1	86	81	1	81
Number of OOS Exemptions	61	1	61	54	1	54
All Other Repairs Cleared LT < 72 Hrs	5,839	5,857	99.69%	5,590	5,604	99.75%
All Other Troubles Cleared GTR > 72 Hrs	18	1	18	14	1	14
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	3	1	3	1	1	1
Physically Obstructed All Other Troubles Cleared > 72 Hrs	16	1	16	19	1	19
Repair Force Majeure Exclusions	39	1	39	30	1	30
Repair Physically Obstructed Exclusions	28	1	28	36	1	36
Installation Appointments Met	4,422	4,723	93.63%	3,681	3,883	94.80%
Repair Appointments Met	2,737	3,217	85.08%	2,558	2,990	85.55%
Provisioning Missed for Company Reasons	161	1	161	153	1	153
Provisioning Missed for Customer Reasons	744	1	744	676	1	676
% of Switches Delivering Dial Tone Within 3 seconds	6,199	6,201	99.97%	6,466	6,468	99.97%

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Washington Orders Summary - NOVEMBER 2011
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDERS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDERS COMPLETED WITHIN 5 DAYS	INWARD ORDERS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDERS COMPLETED WITHIN 90 DAYS	INWARD ORDERS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD		93	5	41.40	0	90.00%	0	99.00%	1
ABERDEEN/HOQUIAM		139	6	54.33	3	100.00%	0	100.00%	1
AUBURN		51	1	64.00	1	97.84%	0	100.00%	1
BAINBRIDGE ISLAND		63	3	49.33	0	98.04%	0	100.00%	1
BATTLEGROUND		43	3	100.33	1	100.00%	0	100.00%	1
BELFAIR		167	9	64.67	4	97.67%	0	100.00%	1
BELLVUE		72	2	59.00	3	97.60%	0	100.00%	1
BELLEVEUE GLENCOURT		95	7	66.29	1	95.83%	0	100.00%	1
BELLEVEUE-SHERWOOD		168	7	57.57	1	98.95%	0	100.00%	1
BELLINGHAM		8	0		0	99.40%	0	100.00%	1
BELLINGHAM LUMMI		160	7	57.57	1	100.00%	0	100.00%	1
BELLINGHAM REGENT		16	2	71.00	0	99.38%	0	100.00%	1
BLACK DIAMOND		180	6	50.00	4	100.00%	0	100.00%	1
BREMERTON		16	0		0	97.78%	0	100.00%	1
BREMERTON CROSBY		158	6	50.00	4	100.00%	0	100.00%	1
BREMERTON ESSEX		6	0		0	97.47%	0	100.00%	1
BREMERTON SUNNYSLOPE		12	1	42.00	0	100.00%	0	100.00%	1
BUCKLEY		20	1	53.00	0	100.00%	0	100.00%	1
CASTLE ROCK		68	4	51.75	1	98.53%	0	100.00%	1
CENTRALIA		54	1	15.00	1	98.15%	0	100.00%	1
CHEHALIS		45	1	15.00	1	97.78%	0	100.00%	1
CHEHALIS		9	0		0	100.00%	0	100.00%	1
CHEHALIS NAPAVINE		16	0		1	93.75%	0	100.00%	1
CLE-ELUM		10	0		0	100.00%	0	100.00%	1
COI FAX		54	0		0	100.00%	0	100.00%	1
COI VILLE									

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 - NOVEMBER 2011
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDERS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDERS COMPLETED WITHIN 5 DAYS	INWARD ORDERS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDERS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD		17	0		0	90.00%	0	99.00%	1
COPAL IS(OCEAN SHORES)		17	2	68.50	0	100.00%	0	100.00%	0
COULLEE DAM		4	1	71.00	1	75.00%	0	100.00%	0
CRYSTAL MTN.		16	0		0	100.00%	0	100.00%	0
DAYTON		48	0		2	95.83%	0	100.00%	0
DELR PARK		186	11	78.64	2	98.92%	0	100.00%	1
DES MOINES		70	5	72.00	0	100.00%	0	100.00%	0
	DES MOINES	116	6	84.17	2	98.28%	0	100.00%	1
EASTON		3	0		0	100.00%	0	100.00%	0
ELK		11	0		0	100.00%	0	100.00%	0
ENUMCLAW		30	2	29.00	1	96.67%	0	100.00%	0
EPHRATA		19	1	24.00	0	100.00%	0	100.00%	0
GRAHAM		74	13	45.15	4	94.59%	0	100.00%	0
GREEN BLUFF		13	1	43.00	0	100.00%	0	100.00%	0
HOODSPORT		17	0		0	100.00%	0	100.00%	0
ISSAQUAH		60	5	44.00	0	100.00%	0	100.00%	0
KENT		267	15	37.07	10	96.25%	0	100.00%	0
	KENT MERIDIAN	60	4	26.00	4	93.33%	0	100.00%	0
	KENT O BRIEN	24	0		2	91.67%	0	100.00%	0
	KENT ULRICH	183	11	41.09	4	97.81%	0	100.00%	0
LIBERTY LAKE		4	0		0	100.00%	0	100.00%	0
LONGVIEW-KELSO		195	11	60.18	3	98.46%	0	100.00%	0
LOON LAKE		8	0		0	100.00%	0	100.00%	0
MAPLE VALLEY		30	1	65.00	1	96.67%	0	100.00%	0
MOSES LAKE		106	2	51.00	3	97.17%	0	100.00%	0

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
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Washington Orders Summary - NOVEMBER 2011
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD	MOSES LAKE AFB	19	0		0	90.00%	0	99.00%	
	MOSES LAKE ALDER	87	2	51.00	3	96.55%	0	100.00%	
NEWMAN LAKE		11	0		0	100.00%	0	100.00%	
NORTHPORT		7	0		0	100.00%	0	100.00%	
OLYMPIA		320	18	47.83	3	99.06%	0	100.00%	
	OLYMPIA EVERGREEN	18	1	65.00	0	100.00%	0	100.00%	
	OLYMPIA LACEY	152	3	60.33	1	99.34%	0	100.00%	
	OLYMPIA WHITEHALL	150	14	43.93	2	98.67%	0	100.00%	
OMAK-OKANOGAN		62	3	35.00	0	100.00%	0	100.00%	
OROVILLE		17	0		3	82.35%	0	100.00%	
OTHELLO		37	2	33.00	0	100.00%	0	100.00%	
PASCO		136	8	48.00	1	99.26%	0	100.00%	
PATEROS		6	0		0	100.00%	0	100.00%	
POME ROY		13	1	11.00	0	100.00%	0	100.00%	
PT. ANGELES		89	3	64.00	2	97.75%	0	100.00%	
	PT ANGELES JOYCE	4	0		0	100.00%	0	100.00%	
	PT. ANGELES	85	3	64.00	2	97.65%	0	100.00%	
PT. LUDLOW		7	0		0	100.00%	0	100.00%	
PT. ORCHARD		67	3	53.33	1	98.51%	0	100.00%	
	PORT ORCHARD COLBY	27	2	62.00	1	96.30%	0	100.00%	
	PT. ORCHARD	40	1	36.00	0	100.00%	0	100.00%	
PT. TOWNSEND		100	3	64.00	1	99.00%	0	100.00%	
PUYALLUP		155	3	68.33	2	98.71%	0	100.00%	
RENTON		223	21	42.71	2	99.10%	0	100.00%	
RIDGEFIELD		16	0		0	100.00%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
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Washington Orders Summary - NOVEMBER 2011
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDERS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDERS COMPLETED WITHIN 5 DAYS	INWARD ORDERS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDERS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD									
ROCHESTER		24	2	34.50	1	90.00%	0	99.00%	
ROY		16	1	65.00	0	95.83%	0	100.00%	
SEATTLE		1,351	65	48.22	15	100.00%	0	100.00%	3
	SEATTLE ATWATER	75	2	13.50	0	98.89%	0	100.00%	
	SEATTLE CAMPUS	25	4	36.00	0	100.00%	0	100.00%	
	SEATTLE CHERRY	224	16	56.25	4	100.00%	0	100.00%	
	SEATTLE DUWAMISH	103	5	52.20	3	98.21%	0	100.00%	2
	SEATTLE EAST	150	9	47.78	1	97.09%	0	100.00%	
	SEATTLE ELLIOT	38	1	64.00	0	99.33%	0	100.00%	
	SEATTLE EMERSON	162	4	41.00	1	100.00%	0	100.00%	
	SEATTLE LAKEVIEW	92	5	49.80	2	99.38%	0	100.00%	
	SEATTLE MAIN	157	6	35.67	1	97.83%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	38	2	1.50	0	99.36%	0	100.00%	
	SEATTLE PARKWAY	127	5	47.20	1	100.00%	0	100.00%	
	SEATTLE SUNSET	77	2	64.50	1	99.21%	0	100.00%	
	SEATTLE WEST	83	4	78.25	1	98.70%	0	100.00%	1
SEQUIM		110	3	37.67	0	98.80%	0	100.00%	
SHELTON		109	4	48.50	2	100.00%	0	100.00%	
SILVERDALE		72	4	52.25	1	98.17%	0	100.00%	
SPOKANE		897	44	49.66	7	98.61%	0	100.00%	
	SPOKANE CHESTNUT	23	0		0	99.22%	0	100.00%	
	SPOKANE FAIRFAX	140	6	48.00	0	100.00%	0	100.00%	
	SPOKANE HUDSON	156	6	45.17	1	100.00%	0	100.00%	
	SPOKANE KEYSTONE	80	2	34.50	1	99.36%	0	100.00%	
	SPOKANE MORAN	25	2	33.00	1	98.75%	0	100.00%	

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from RSOR and OP15A

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				PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDERS COMPLETED WITHIN 5 DAYS					
STANDARD										
	SPOKANE RIVERSIDE	138	8	55.00	1	99.00%	99.00%	0	99.00%	
	SPOKANE WALNUT	216	16	54.13	3	98.61%	100.00%	0	100.00%	
	SPOKANE WHITWORTH	119	4	46.25	0	100.00%	100.00%	0	100.00%	
SPRINGDALE		11	0		0	100.00%	100.00%	0	100.00%	
SUMNER (BONNEYLAKE)		75	5	62.00	2	97.33%	100.00%	0	100.00%	
TACOMA		934	51	57.41	15	98.39%	100.00%	0	100.00%	2
	TACOMA FORT LEWIS	30	1	53.00	0	100.00%	100.00%	0	100.00%	
	TACOMA GREENFIELD	168	8	72.88	3	98.21%	100.00%	0	100.00%	1
	TACOMA JUNIPER	137	9	32.78	3	97.81%	100.00%	0	100.00%	
	TACOMA LENNOX	154	11	68.09	4	97.40%	100.00%	0	100.00%	1
	TACOMA LOGAN	63	5	65.20	0	100.00%	100.00%	0	100.00%	
	TACOMA MARKET (FAWCETT)	128	6	58.33	2	98.44%	100.00%	0	100.00%	
	TACOMA SKYLINE	66	2	64.00	0	100.00%	100.00%	0	100.00%	
	TACOMA WAVERLY-2	40	3	40.33	0	100.00%	100.00%	0	100.00%	
	TACOMA WAVERLY-7	148	6	53.83	3	97.97%	100.00%	0	100.00%	
VANCOUVER		523	38	52.03	11	97.90%	100.00%	0	100.00%	
	VANCOUVER ORCHARDS	236	17	51.82	6	97.46%	100.00%	0	100.00%	
	VANCOUVER OXFORD	199	12	43.92	2	98.99%	100.00%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	88	9	63.22	3	96.59%	100.00%	0	100.00%	
WAITSBURG		3	0		0	100.00%	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		127	4	44.75	1	99.21%	100.00%	0	100.00%	
WARDEN		8	1	43.00	0	100.00%	100.00%	0	100.00%	
WINI LOCK		13	0		0	100.00%	100.00%	0	100.00%	
YAKIMA		344	17	60.71	7	97.97%	100.00%	0	100.00%	
	YAKIMA CHESTNUT	273	15	64.20	4	98.53%	100.00%	0	100.00%	

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STANDARD	YAKIMA WEST	71	2	34.50	3	90.00%	0	99.00%	
						95.77%		100.00%	
Exchanges in Neighboring States									
CLARKSTON		37	0		1	97.30%	0	100.00%	
TOTALS		8,199	418	51.89	122	98.51%	0	100.00%	8

NOTE: Belfair, Des Moines Federal Way, Seattle Cherry, Seattle West, Tacoma Greenfield, and Tacoma Lennox are all CANCELLED orders and should not appear on this report. Bellevue-Sherwood is pending city permits and should not appear on this report either.

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 - NOVEMBER 2011

WIRECENTER	STD EXD CNT	LINES	RPTS	NOV-11	OCT-11	SEP-11	AUG-11	JUL-11	JUN-11	MAY-11	APR-11	MAR-11	FEB-11	JAN-11	DEC-10
				RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
STANDARD	0	8,368	93	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	14,114	122	0.86	0.94	0.74	0.92	1.34	0.84	0.78	0.91	1.24	1.06	1.20	1.68
AUBURN	0	7,831	84	1.07	0.88	1.27	1.13	0.96	1.18	0.77	0.92	1.01	0.70	1.09	1.05
BAINBRIDGE ISLAND	0	7,401	78	1.05	0.91	1.26	1.08	0.71	0.82	0.80	0.83	0.83	0.63	1.53	1.15
BATTLEGROUND	0	5,397	51	0.94	1.05	0.79	0.92	0.67	0.91	0.80	0.71	0.93	0.56	1.42	1.49
BELLEVUE	0	30,381	196	0.65	0.72	0.67	0.63	0.50	0.63	0.54	0.59	0.62	0.60	0.72	0.82
BELLEVUE: GLENCOURT	0	12,807	74	0.58	0.64	0.48	0.54	0.45	0.34	0.41	0.46	0.33	0.50	0.44	0.60
BELLEVUE-SHERWOOD	0	17,574	122	0.69	0.77	0.82	0.69	0.53	0.83	0.64	0.69	0.83	0.68	0.92	0.97
BELLINGHAM	0	20,545	97	0.47	0.42	0.46	0.46	0.49	0.32	0.45	0.37	0.45	0.47	0.51	0.52
BELLINGHAM LUMMI	0	1,131	6	0.53	0.97	0.61	0.86	0.60	0.68	1.01	0.84	0.58	1.08	0.83	0.99
BELLINGHAM REGENT	0	19,414	91	0.47	0.40	0.45	0.44	0.48	0.29	0.42	0.35	0.44	0.44	0.50	0.49
BLACK DIAMOND	0	1,933	33	1.71	2.68	1.33	1.11	1.20	1.19	1.22	1.02	1.43	1.61	1.47	2.48
BREMERTON	0	24,730	180	0.73	0.57	0.57	0.59	0.55	0.64	0.57	0.47	0.61	0.52	0.76	0.70
BREMERTON CROSBY	0	2,562	28	1.09	1.74	1.31	2.02	1.43	2.13	1.12	0.74	1.18	1.32	1.59	1.15
BREMERTON ESSEX	0	21,612	151	0.70	0.44	0.49	0.42	0.45	0.46	0.50	0.44	0.54	0.43	0.63	0.59
BREMERTON SUNNYSLOPE	0	556	1	0.18	0.36	0.18	0.52	0.52	0.52	1.02	0.34	0.67	0.33	1.81	2.60
BUCKLEY	0	1,608	25	1.55	1.41	2.07	3.41	2.67	1.88	0.98	0.98	1.14	1.24	2.36	2.21
CASTLE ROCK	0	2,987	61	2.04	1.03	1.59	1.11	2.02	2.30	2.14	1.59	1.63	2.21	3.06	2.49
CENTRALIA	0	5,436	45	0.83	1.17	1.35	1.39	2.05	0.74	0.82	0.78	1.16	0.84	0.86	1.35
CHEHALIS	0	7,465	114	1.53	1.24	1.09	1.04	0.77	0.88	0.87	0.70	1.26	0.93	1.38	1.68
CHEHALIS	0	5,379	73	1.36	1.09	1.25	1.15	0.65	1.03	0.88	0.60	1.16	0.84	1.22	1.45
CHEHALIS NAPAVINE	0	2,086	41	1.97	1.62	0.67	0.75	1.08	0.51	0.87	0.95	1.49	1.17	1.79	2.28
CLIFELUM	0	2,395	12	0.50	0.33	0.66	1.72	3.54	1.17	0.64	0.40	0.79	1.45	0.82	0.47
COLFAX	0	1,946	22	1.13	1.69	1.02	1.16	1.24	0.79	0.93	1.17	0.87	0.92	1.64	1.83
COLVILLE	0	5,984	35	0.58	0.90	0.86	1.20	0.85	0.80	0.97	0.89	0.99	0.37	1.50	0.98
COPALIS(OCEAN SHOR(S)	0	2,778	39	1.40	1.82	1.41	1.19	0.87	1.17	1.70	0.95	1.04	1.86	1.99	1.65
COULÉE DAM	0	1,814	23	1.27	0.99	0.81	1.23	1.17	0.58	1.11	1.38	1.00	0.78	1.67	1.66
CRYSTAL MTN.	0	545	7	1.28	0.73	0.18	0.73	0.91	0.72	0.54	0.89	2.64	1.05	0.70	1.57
DAYTON	0	1,578	11	0.70	1.20	0.69	1.12	0.50	0.86	0.88	0.67	0.49	0.42	0.60	1.13
DEFR PARK	0	4,992	75	1.50	1.93	1.54	1.45	1.23	1.67	3.62	1.32	1.08	0.97	1.43	1.09
DES MOINES	0	14,528	129	0.89	0.86	0.65	0.75	0.78	0.70	0.80	0.72	0.96	0.75	1.28	1.34
DES MOINES	0	5,729	59	1.03	0.86	0.73	0.81	0.81	0.75	0.77	0.70	0.98	0.69	1.30	1.22
DES MOINES FEDERAL WAY	0	8,799	70	0.80	0.86	0.60	0.71	0.77	0.67	0.81	0.72	0.95	0.79	1.26	1.42

WASHINGTON TROUBLE REPORT RATE - NOVEMBER 2011

WIRECENTER	STD EXD CNT	LINES	RPTS	NOV-11 RATE	OCT-11 RATE	SEP-11 RATE	AUG-11 RATE	JUL-11 RATE	JUN-11 RATE	MAY-11 RATE	APR-11 RATE	MAR-11 RATE	FEB-11 RATE	JAN-11 RATE	DEC-10 RATE
STANDARD	0	507	2	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				0.39	1.95	0.58	1.16	1.13	0.75	0.75	0.74	0.93	0.93	1.30	1.66
ELK							2.13	1.28	0.70	2.00	0.88	1.14	1.32	1.30	1.43
ENUMCLAW	0	4,687	56	1.19	1.69	1.17	1.15	1.51	1.37	1.05	1.28	1.43	1.33	1.76	2.31
EPHRATA	0	2,414	14	0.58	0.57	0.65	0.56	0.76	1.27	0.51	0.82	1.04	0.58	0.80	1.07
GRYHAM	0	8,714	121	1.39	1.52	1.09	1.69	1.40	1.25	1.18	0.84	0.78	0.81	1.14	1.28
GREEN BLUFF	0	2,127	18	0.85	1.26	1.58	1.37	1.00	1.31	1.35	0.63	1.25	0.67	0.97	2.10
HOODSPORT	0	1,656	11	0.66	0.71	0.64	1.15	0.51	1.24	0.56	0.90	0.45	0.66	1.10	0.87
ISSAQUAH	0	12,430	72	0.58	0.77	0.47	0.64	0.63	0.65	0.60	0.64	0.55	0.73	0.87	0.80
KENT	0	27,612	267	0.97	0.87	0.64	0.73	0.66	0.85	0.61	0.67	0.72	0.68	0.80	0.94
KENT MERIDIAN	0	9,357	124	1.33	0.97	0.74	0.92	0.89	1.19	0.72	0.56	0.96	0.78	1.17	1.43
KENT O BRIEN	0	6,188	17	0.27	0.35	0.22	0.27	0.70	0.39	0.15	0.44	0.24	0.37	0.21	0.25
KENT ULRICH	0	12,067	126	1.04	1.04	0.77	0.82	0.72	0.82	0.76	0.88	0.76	0.75	0.82	0.91
LIBERTY LAKE	0	690	1	0.14	0.57	0.43	0.42	0.56	0.54	0.13	1.33	0.40	0.13	0.26	0.77
LONGVIEW-KELSO	0	16,937	266	1.57	1.61	1.43	1.00	1.19	1.09	1.12	1.31	1.28	1.15	1.69	1.53
LOON LAKE	0	972	9	0.93	0.91	1.30	0.98	1.07	1.06	0.77	0.68	0.48	0.57	1.14	1.22
MAPLE VALLEY	0	5,929	78	1.32	1.13	1.04	1.11	0.89	0.61	0.78	0.49	0.50	0.60	1.38	1.39
MOSES LAKE	0	9,895	71	0.72	0.82	0.67	0.93	0.89	0.94	0.91	0.93	1.01	0.68	0.93	1.34
MOSES LAKE AFB	0	1,625	5	0.31	0.61	0.67	1.02	1.13	0.83	0.70	0.52	0.46	0.63	1.15	0.92
MOSES LAKE ALDER	0	8,270	66	0.80	0.86	0.67	0.92	0.84	0.97	0.95	1.01	1.12	0.68	0.89	1.42
NEWMAN LAKE	0	1,225	25	2.04	1.54	0.88	1.02	0.78	1.38	0.30	0.90	1.11	0.44	0.73	1.16
NORTHPORT	1	944	11	1.17	0.84	0.84	1.35	4.15	2.38	0.62	0.72	3.82	0.82	0.93	0.92
OLYMPIA	0	42,089	336	0.80	0.85	0.65	0.63	0.62	0.58	0.58	0.62	0.70	0.67	0.87	1.11
OLYMPIA EVERGREEN	0	3,175	32	1.01	1.18	0.99	1.00	1.20	1.11	0.81	1.01	0.86	0.96	1.67	1.79
OLYMPIA LACEY	0	18,673	138	0.74	0.69	0.65	0.63	0.54	0.49	0.51	0.71	0.65	0.73	0.71	1.06
OLYMPIA WHITEHALL	0	20,241	166	0.82	0.95	0.60	0.57	0.61	0.57	0.61	0.48	0.73	0.56	0.88	1.05
OMAK OKANOGAN	0	6,070	57	0.94	1.18	1.38	1.39	1.09	1.48	1.99	1.05	1.27	0.89	0.88	1.47
OROVILLE	0	1,624	14	0.86	0.73	0.92	1.27	1.51	0.96	1.25	0.96	0.84	0.66	0.66	0.96
OTHELLO	0	3,563	51	1.43	1.22	0.96	2.13	0.92	1.10	1.34	0.88	1.03	1.59	1.4	2.48
PASCO	0	12,242	98	0.80	0.89	0.68	0.89	0.75	0.87	1.47	0.90	0.71	0.65	1.03	1.21
PATEROS	0	673	4	0.59	1.89	1.02	1.17	0.29	0.58	1.02	1.45	1.16	0.58	0.86	0.86
POMEROY	2	1,174	28	2.39	1.79	2.80	3.12	0.93	3.87	1.70	4.16	3.22	3.62	3.85	4.07
PT. ANGELES	0	12,034	102	0.85	0.77	0.82	0.80	0.73	0.69	0.76	0.55	0.79	0.65	1.00	1.08
PT ANGELES JOYCE	0	931	28	3.01	2.66	2.64	1.15	1.98	0.84	0.73	0.83	1.84	1.41	1.90	3.16

WASHINGTON TROUBLE REPORT RATE - NOVEMBER 2011

WIRECENTER	STD EXD CNT	LINES	RPTS	NOV-11	OCT-11	SEP-11	AUG-11	JUL-11	JUN-11	MAY-11	APR-11	MAR-11	FEB-11	JAN-11	DEC-10
				RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
STANDARD	0	5,255	63	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 MORAN	0	11,810	105	0.89	0.59	0.66	0.90	1.19	0.84	0.81	0.69	0.84	0.98	1.48	1.67
SPOKANE RIVERSIDE	0	22,110	150	0.68	0.90	0.95	1.31	1.04	0.71	1.10	0.72	0.72	0.85	1.14	1.17
SPOKANE WALNUT	0	12,115	90	0.74	0.96	0.95	0.95	1.00	0.87	0.78	0.57	0.62	0.52	1.03	0.97
SPOKANE WHITWORTH	0	1,551	26	1.68	1.08	1.27	1.83	1.14	1.76	2.31	1.13	1.81	1.62	3.79	3.16
SPRINGDALE	0	9,326	119	1.28	1.10	0.84	0.91	0.69	0.87	0.65	0.86	0.78	0.88	1.04	1.11
SUMNER (BONNEYLAKE)	0	89,597	881	0.98	1.02	0.76	0.75	0.72	0.73	0.70	0.68	0.87	0.78	1.01	1.14
TACOMA	0	1,810	8	0.44	0.33	0.16	0.43	0.52	0.66	0.20	0.53	0.57	0.85	0.94	0.82
TACOMA FORT LEWIS	0	12,192	165	1.35	1.29	0.74	0.75	0.85	0.77	0.69	0.81	1.14	1.00	1.08	1.44
TACOMA GREENFIELD	0	12,392	114	0.92	1.13	1.00	0.77	0.65	0.70	0.66	0.63	0.91	0.64	1.02	1.24
TACOMA JUNIPER	0	14,535	144	0.99	1.47	1.05	1.14	1.07	1.05	1.16	0.87	0.95	1.00	1.51	1.23
TACOMA LENNOX	0	9,069	89	0.98	0.91	0.61	0.64	0.80	0.76	0.66	0.65	0.89	0.71	0.94	1.08
TACOMA LOGAN	0	10,774	76	0.71	0.52	0.78	0.32	0.43	0.38	0.43	0.48	0.57	0.55	0.58	0.74
TACOMA MARKET (FAWCETT)	0	9,076	119	1.31	0.95	0.60	0.81	0.55	0.54	0.77	0.80	0.89	0.87	1.00	1.12
TACOMA SKYLINE	0	3,808	21	0.55	0.78	0.69	0.68	0.47	0.93	0.63	0.55	1.22	0.64	1.18	1.43
TACOMA WAVERLY-2	0	15,941	145	0.91	0.88	0.60	0.76	0.71	0.74	0.54	0.58	0.69	0.66	0.81	1.05
TACOMA WAVERLY-7	0	50,745	561	1.11	1.08	0.73	0.78	0.76	0.87	0.76	0.76	0.96	0.87	1.17	1.09
VANCOUVER	0	25,690	234	0.91	1.05	0.73	0.66	0.68	0.91	0.78	0.70	0.75	0.79	1.11	0.92
VANCOUVER ORCHARDS	0	14,691	228	1.55	1.12	0.71	0.81	0.88	0.83	0.73	0.89	1.22	0.92	1.19	1.38
VANCOUVER OXFORD	0	10,364	99	0.96	1.09	0.75	1.04	0.76	0.80	0.76	0.69	1.09	0.99	1.29	1.08
VANCOUVER SALMON CRK(NORTH)	0	434	9	2.07	2.07	1.82	1.79	1.57	2.15	1.70	2.12	2.31	1.26	3.51	1.23
WAITSBURG	0	11,644	95	0.82	1.12	0.67	0.99	0.88	0.88	0.82	0.97	0.52	0.65	0.86	1.32
WALLA WALLA (INCL TOUCHETT)	0	929	12	1.29	1.18	0.43	0.94	0.92	0.51	1.20	0.90	1.09	1.39	1.87	1.66
WARREN	1	1,781	16	0.90	1.62	0.94	7.68	0.44	0.93	1.58	1.35	1.89	1.45	2.93	1.76
WINI LOCK	0	30,931	180	0.58	0.67	0.55	0.61	0.61	0.78	1.02	0.67	0.70	0.45	0.67	0.98
YAKIMA	0	20,451	116	0.57	0.64	0.48	0.65	0.61	0.76	1.08	0.70	0.67	0.48	0.68	1.09
YAKIMA CHESTNUT	0	10,480	64	0.61	0.74	0.69	0.52	0.60	0.84	0.89	0.63	0.76	0.40	0.65	0.78
YAKIMA WEST	0	4,548	49	1.08	1.88	1.02	0.85	0.99	1.04	1.78	0.87	0.92	1.01	1.13	1.48
TOTALS	0	923,046	8,125	0.88	0.88	0.76	0.81	0.75	0.77	0.77	0.72	0.85	0.72	1.01	1.14

Exchanges in Neighboring States
CLARKSTON

WASHINGTON TRUNK BLOCKING SUMMARY - NOVEMBER 2011

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	128	0	0.00%
LOCAL	351	0	0.00%
TOLL	372	0	0.00%

WASHINGTON TRUNK BLOCKING - NOVEMBER 2011

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
MET STANDARD							

Qwest Corporation d/b/a CenturyLink QC
 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - NOVEMBER 2011

MEASURE	MARKET UNIT	OCT-11	NOV-11	DEC-11
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.

Qwest Corporation d/b/a CenturyLink QC
 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - NOVEMBER 2011

MEASURE	MARKET UNIT	OCT-11	NOV-11	DEC-11
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			
Number of customers receiving credits for company missed appointments/commitments-Install	BUS			

Redacted Copy
 Blanks in the report indicate no activity for the measure.

Qwest Corporation d/b/a CenturyLink QC
 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - NOVEMBER 2011

MEASURE	MARKET UNIT	OCT-11			NOV-11			DEC-11		
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 Fwding-Non-Recurring	RES									
Amount of Remote Call Fwding-Non-Recurring	RES									
Count of All Orders	BUS									

Redacted Copy
 Blanks in the report indicate no activity for the measure.

Qwest Corporation d/b/a CenturyLink QC
 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - NOVEMBER 2011

MEASURE	MARKET UNIT	OCT-11	NOV-11	DEC-11
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 Fwding-Non-Recurring	BUS			
Amount of Remote Call Fwding-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			
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			

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Qwest Corporation d/b/a CenturyLink QC
 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - NOVEMBER 2011

MEASURE	MARKET UNIT	OCT-11	NOV-11	DEC-11
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			
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			

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Qwest Corporation d/b/a CenturyLink QC
 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - NOVEMBER 2011

MEASURE	MARKET UNIT	OCT-11	NOV-11	DEC-11
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			
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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