

CenturyLink™

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January 31, 2012

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 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.

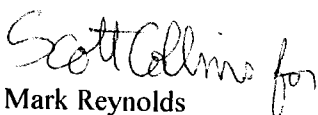
The following reports are enclosed:

- 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 (206) 345-1568 if you have questions or need additional information.

Very truly yours,


Mark Reynolds

Enclosures
cc: Lisa Anderl

STATE OF WASHINGTON
UTILITY AND TRANSPORTATION
COMMISSION
2012 FEB -1 AM 11:18

Washington Service Quality Summary Report - DECEMBER 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 - DECEMBER 2011

METRIC DESCRIPTION	APRIL 2011			MAY 2011			JUNE 2011		
	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 - DECEMBER 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	2,727	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 GTR > 72 Hrs	13	1	13	18	1	18	45	1	45
All Other Troubles Cleared GTR > 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 - DECEMBER 2011

METRIC DESCRIPTION	OCTOBER 2011			NOVEMBER 2011			DECEMBER 2011		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	2,574	2,660	96.77%	2,640	2,721	97.02%	2,587	2,665	97.07%
OOS Tickets Not Cleared Within 48 Hrs	86	1	86	81	1	81	78	1	78
Number of OOS Exemptions	61	1	61	54	1	54	56	1	56
All Other Repairs Cleared LT < 72 Hrs	5,839	5,857	99.69%	5,590	5,604	99.75%	5,227	5,259	99.39%
All Other Troubles Cleared GTR > 72 Hrs	18	1	18	14	1	14	32	1	32
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	3	1	3	1	1	1	1	1	1
Physically Obstructed All Other Troubles Cleared > 72 Hrs	16	1	16	19	1	19	15	1	15
Repair Force Majeure Exclusions	39	1	39	30	1	30	11	1	11
Repair Physically Obstructed Exclusions	28	1	28	36	1	36	21	1	21
Installation Appointments Met	4,422	4,723	93.63%	3,681	3,883	94.80%	3,219	3,387	95.04%
Repair Appointments Met	2,737	3,217	85.08%	2,558	2,990	85.55%	2,607	3,025	86.18%
Provisioning Missed for Company Reasons	161	1	161	153	1	153	130	1	130
Provisioning Missed for Customer Reasons	744	1	744	676	1	676	623	1	623
% of Switches Delivering Dial Tone Within 3 seconds	6,199	6,201	99.97%	6,466	6,468	99.97%	6,447	6,448	99.98%

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Washington Orders Summary - DECEMBER 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									
ABERDEEN-HOQUIAM		87	4	55.50	0	100.00%	0	99.00%	
AUBURN		138	6	80.33	0	100.00%	0	100.00%	
BAINBRIDGE ISLAND		33	1	90.00	0	100.00%	0	100.00%	
BATTLEGROUND		51	2	53.00	1	98.04%	0	100.00%	
BELFAIR		49	2	90.00	0	100.00%	0	100.00%	
BELLEVUE		145	12	68.50	3	97.93%	0	100.00%	1
	BELLEVUE GLENCOURT	51	3	55.33	1	98.04%	0	100.00%	
	BELLEVUE-SHERWOOD	94	9	72.89	2	97.87%	0	100.00%	1
BELLINGHAM		139	7	82.86	0	100.00%	0	100.00%	
	BELLINGHAM LUMMI	16	0		0	100.00%	0	100.00%	
	BELLINGHAM REGENT	123	7	82.86	0	100.00%	0	100.00%	
BLACK DIAMOND		12	1	120.00	1	91.67%	0	100.00%	
BREMERTON		203	9	51.22	1	99.51%	0	100.00%	
	BREMERTON CROSBY	19	0		0	100.00%	0	100.00%	
	BREMERTON ESSEX	183	9	51.22	1	99.45%	0	100.00%	
	BREMERTON SUNNYSLOPE	1	0		0	100.00%	0	100.00%	
BUCKLEY		9	1	68.00	0	100.00%	0	100.00%	
CASTLE ROCK		13	1	74.00	0	100.00%	0	100.00%	
CENTRALIA		78	4	60.00	1	98.72%	0	100.00%	
CHEHALIS		48	4	17.25	0	100.00%	0	100.00%	
	CHEHALIS	36	3	21.33	0	100.00%	0	100.00%	
	CHEHALIS NAPAVINE	12	1	5.00	0	100.00%	0	100.00%	
CLE-ELUM		19	0		0	100.00%	0	100.00%	
COLFAX		5	0		0	100.00%	0	100.00%	
COLVILLE		33	0		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 - DECEMBER 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		18	0		0	90.00%	0	99.00%	
COPALIS(OCEAN SHORES)		16	1	86.00	0	100.00%	0	100.00%	
COULEE DAM		9	1	112.00	0	100.00%	0	100.00%	
CRYSTAL MTN.		9	0		0	100.00%	0	100.00%	
DAYTON		39	0		2	94.87%	0	100.00%	
DEER PARK		189	14	63.93	0	100.00%	0	100.00%	1
DES MOINES	DES MOINES	66	7	72.00	0	100.00%	0	100.00%	1
	DES MOINES FEDERAL WAY	123	7	55.86	0	100.00%	0	100.00%	
EASTON		1	0		0	100.00%	0	100.00%	
ELK		17	1	6.00	0	100.00%	0	100.00%	
ENUMCLAW		21	2	38.50	1	95.24%	0	100.00%	
EPHRATA		18	0		0	100.00%	0	100.00%	
GRAHAM		67	13	63.69	2	97.01%	0	100.00%	
GREEN BLUFF		9	1	69.00	0	100.00%	0	100.00%	
HOODSPORT		11	0		0	100.00%	0	100.00%	
ISSAQUAH		61	7	35.00	1	98.36%	0	100.00%	
KENT	KENT	248	20	45.20	6	97.58%	0	100.00%	
	KENT MERIDIAN	52	5	35.20	1	98.08%	0	100.00%	
	KENT O BRIEN	33	0		0	100.00%	0	100.00%	
	KENT ULRICH	163	15	48.53	5	96.93%	0	100.00%	
LIBERTY LAKE		4	0		0	100.00%	0	100.00%	
LONGVIEW-KELSO		178	10	82.00	0	100.00%	0	100.00%	
LOON LAKE		10	0		0	100.00%	0	100.00%	
MAPLE VALLEY		23	1	91.00	0	100.00%	0	100.00%	
MOSES LAKE		110	2	49.50	1	99.09%	0	100.00%	

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Washington Orders Summary - DECEMBER 2011
from RSOR and OP15A

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STANDARD	MOSES LAKE AFB	23	0		0	90.00%	0	99.00%	
	MOSES LAKE ALDER	87	2	49.50	1	100.00%	0	100.00%	
NEWMAN LAKE		7	0		0	100.00%	0	100.00%	
NORTHPORT		6	0		0	100.00%	0	100.00%	
OLYMPIA		275	17	73.18	2	99.27%	0	100.00%	
	OLYMPIA EVERGREEN	13	1	91.00	0	100.00%	0	100.00%	
	OLYMPIA LACEY	120	5	54.40	0	100.00%	0	100.00%	
	OLYMPIA WHITEHALL	142	11	80.09	2	98.59%	0	100.00%	
OMAK-OKANOGAN		58	3	46.00	0	100.00%	0	100.00%	
OROVILLE		15	1	8.00	0	100.00%	0	100.00%	
OTHELLO		50	1	90.00	1	98.00%	0	100.00%	
PASCO		126	10	56.50	4	96.83%	0	100.00%	
PATEROS		5	0		0	100.00%	0	100.00%	
POMEROY		5	0		0	100.00%	0	100.00%	
PT. ANGELES		90	2	46.00	0	100.00%	0	100.00%	
	PT ANGELES JOYCE	5	0		0	100.00%	0	100.00%	
	PT. ANGELES	85	2	46.00	0	100.00%	0	100.00%	
PT. LUDLOW		15	0		1	93.33%	0	100.00%	
PT. ORCHARD		80	4	61.50	1	98.75%	0	100.00%	
	PORT ORCHARD COLBY	28	3	61.33	0	100.00%	0	100.00%	
	PT. ORCHARD	52	1	62.00	1	98.08%	0	100.00%	
PT. TOWNSEND		64	5	54.20	0	100.00%	0	100.00%	
PUYALLAP		131	4	41.25	0	100.00%	0	100.00%	
RENTON		226	20	62.60	5	97.79%	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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from RSOR and OP15A

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STANDARD									
ROCHESTER		25	1	90.00	1	90.00%	0	99.00%	
ROY		11	1	91.00	0	100.00%	0	100.00%	
SEATTLE		1,326	65	62.20	19	98.57%	0	100.00%	
	SEATTLE ATWATER	66	1	39.00	0	100.00%	0	100.00%	
	SEATTLE CAMPUS	34	3	72.33	0	100.00%	0	100.00%	
	SEATTLE CHERRY	201	14	64.07	3	98.51%	0	100.00%	
	SEATTLE DUWAMISH	83	5	77.20	3	96.39%	0	100.00%	
	SEATTLE EAST	158	13	54.69	1	99.37%	0	100.00%	
	SEATTLE ELLIOT	47	2	53.50	1	97.87%	0	100.00%	
	SEATTLE EMERSON	124	3	79.00	0	100.00%	0	100.00%	
	SEATTLE LAKEVIEW	83	7	44.14	2	97.59%	0	100.00%	
	SEATTLE MAIN	211	4	72.75	3	98.58%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	22	1	29.00	0	100.00%	0	100.00%	
	SEATTLE PARKWAY	140	6	63.33	4	97.14%	0	100.00%	
	SEATTLE SUNSET	73	3	61.67	0	100.00%	0	100.00%	
	SEATTLE WEST	84	3	85.00	2	97.62%	0	100.00%	
SEQUIM		70	4	48.50	1	98.57%	0	100.00%	
SHELTON		67	7	45.14	0	100.00%	0	100.00%	
SILVERDALE		56	2	130.00	2	96.43%	0	100.00%	1
SPOKANE		639	43	73.14	7	98.90%	0	100.00%	
	SPOKANE CHESTNUT	15	0		0	100.00%	0	100.00%	
	SPOKANE FAIRFAX	92	5	83.40	0	100.00%	0	100.00%	
	SPOKANE HUDSON	94	6	68.33	1	98.94%	0	100.00%	
	SPOKANE KEYSTONE	71	4	36.00	0	100.00%	0	100.00%	
	SPOKANE MORAN	25	2	59.00	0	100.00%	0	100.00%	

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STANDARD									
	SPOKANE RIVERSIDE	111	7	85.86	1	99.10%	0	100.00%	
	SPOKANE WALNUT	159	16	77.38	1	99.37%	0	100.00%	
	SPOKANE WHITWORTH	72	3	72.33	4	94.44%	0	100.00%	
SPRINGDALE		20	0		1	95.00%	0	100.00%	
SUMNER (BONNEYLAKE)		56	6	72.67	0	100.00%	0	100.00%	
TACOMA		861	52	69.85	11	98.72%	0	100.00%	
	TACOMA FORT LEWIS	21	1	74.00	0	100.00%	0	100.00%	
	TACOMA GREENFIELD	147	8	64.63	4	97.28%	0	100.00%	
	TACOMA JUNIPER	133	7	67.14	2	98.50%	0	100.00%	
	TACOMA LENNOX	158	13	66.62	4	97.47%	0	100.00%	
	TACOMA LOGAN	59	5	75.80	0	100.00%	0	100.00%	
	TACOMA MARKET (FAWCETT)	122	9	58.89	0	100.00%	0	100.00%	
	TACOMA SKYLINE	62	2	90.00	0	100.00%	0	100.00%	
	TACOMA WAVERLY-2	39	2	83.00	0	100.00%	0	100.00%	
	TACOMA WAVERLY-7	120	5	90.00	1	99.17%	0	100.00%	
VANCOUVER		460	41	64.46	11	97.61%	0	100.00%	
	VANCOUVER ORCHARDS	235	18	65.78	6	97.45%	0	100.00%	
	VANCOUVER OXFORD	161	13	61.69	5	96.89%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	64	10	65.70	0	100.00%	0	100.00%	
WATSBURG		3	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		92	5	60.20	3	96.74%	0	100.00%	
WARDEN		6	1	64.00	0	100.00%	0	100.00%	
WINLOCK		13	0		0	100.00%	0	100.00%	
YAKIMA		301	20	74.65	1	99.67%	0	100.00%	
	YAKIMA CHESTNUT	236	16	84.81	1	99.58%	0	100.00%	

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STANDARD	YAKIMA WEST	65	4	34.00	0	100.00%	0	100.00%	
Exchanges in Neighboring States									
CLARKSTON		27	0		0	100.00%	0	100.00%	
TOTALS		7,322	442	64.54	91	98.76%	0	100.00%	3

NOTE: Bellevue is being checked. Des Moines is CANCELLED should not appear on this report. Silverdale complete 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
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WASHINGTON TROUBLE REPORT RATE - DECEMBER 2011

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE											
				DEC-11	NOV-11	OCT-11	SEP-11	AUG-11	JUL-11	JUN-11	MAY-11	APR-11	MAR-11	FEB-11	JAN-11
STANDARD	0	8,288	94	1.13	1.11	0.94	0.74	0.92	1.34	0.84	0.78	0.91	1.24	1.06	1.20
ABERDEEN-HOQUIAM	0	13,980	153	1.09	0.86	0.95	0.94	0.83	0.75	0.82	0.72	0.67	0.79	0.84	1.09
AUBURN	0	7,747	89	1.15	1.07	0.88	1.27	1.13	0.96	1.18	0.77	0.92	1.01	0.70	0.92
BAINBRIDGE ISLAND	0	7,309	98	1.34	1.05	0.91	1.26	1.08	0.71	0.82	0.80	0.83	0.83	0.63	1.53
BATTLEGROUND	0	5,350	63	1.18	0.94	1.05	0.79	0.92	0.67	0.91	0.80	0.71	0.93	0.56	1.42
BELFAIR	0	30,090	214	0.71	0.65	0.72	0.67	0.63	0.50	0.63	0.54	0.59	0.62	0.60	0.72
BELLEVUE	0	12,689	62	0.49	0.58	0.64	0.48	0.54	0.45	0.34	0.41	0.46	0.33	0.50	0.44
BELLEVEUE GLENCOURT	0	17,401	152	0.87	0.69	0.77	0.82	0.69	0.53	0.83	0.64	0.69	0.83	0.68	0.92
BELLEVEUE-SHERWOOD	0	20,299	84	0.41	0.47	0.42	0.46	0.46	0.49	0.32	0.45	0.37	0.45	0.47	0.51
BELLINGHAM	0	1,127	5	0.44	0.53	0.87	0.61	0.86	0.60	0.68	1.01	0.84	0.58	1.08	0.83
BELLINGHAM LUMMI	0	19,172	79	0.41	0.47	0.40	0.45	0.44	0.48	0.29	0.42	0.35	0.44	0.44	0.50
BELLINGHAM REGENT	0	1,912	26	1.36	1.71	2.68	1.33	1.11	1.20	1.19	1.22	1.02	1.43	1.61	1.47
BLACK DIAMOND	0	24,657	146	0.59	0.73	0.57	0.57	0.59	0.55	0.64	0.57	0.47	0.61	0.52	0.76
BREMERTON	0	2,555	28	1.10	1.09	1.74	1.31	2.02	1.43	2.13	1.12	0.74	1.18	1.32	1.59
BREMERTON CROSBY	0	21,557	114	0.53	0.70	0.44	0.49	0.42	0.45	0.46	0.50	0.44	0.54	0.43	0.63
BREMERTON ESSEX	0	545	4	0.73	0.18	0.36	0.18	0.52	0.52	0.52	1.02	0.34	0.67	0.33	1.81
BREMERTON SUNNYSLOPE	0	1,594	28	1.76	1.55	1.41	2.07	3.41	2.67	1.88	0.98	0.98	1.14	1.24	2.36
BUCKLEY	0	2,951	54	1.83	2.04	1.03	1.59	1.11	2.02	2.30	2.14	1.59	1.63	2.21	3.06
CASTLE ROCK	0	5,386	47	0.87	0.83	1.17	1.35	1.39	2.05	0.74	0.82	0.78	1.16	0.84	0.86
CENTRALIA	0	7,391	91	1.23	1.53	1.24	1.09	1.04	0.77	0.88	0.87	0.70	1.26	0.93	1.38
CHEHALIS	0	5,319	60	1.13	1.36	1.09	1.25	1.15	0.65	1.03	0.88	0.60	1.16	0.84	1.22
CHEHALIS NAPAVINE	0	2,072	31	1.50	1.97	1.62	0.67	0.75	1.08	0.51	0.87	0.95	1.49	1.17	1.79
CLE-ELUM	0	2,382	13	0.55	0.50	0.33	0.66	1.72	3.54	1.17	0.64	0.40	0.79	1.45	0.82
COLFAX	0	1,918	17	0.89	1.13	1.69	1.02	1.16	1.24	0.79	0.93	1.17	0.87	0.92	1.64
COLVILLE	0	5,928	27	0.46	0.58	0.90	0.86	1.20	0.85	0.80	0.97	0.89	0.99	0.37	1.50
COPALIS(OCEAN SHORES)	0	2,749	36	1.31	1.40	1.82	1.41	1.19	0.87	1.17	1.70	0.95	1.04	1.86	1.99
COULLEE DAM	0	1,803	25	1.39	1.27	0.99	0.81	1.23	1.17	0.58	1.11	1.38	1.00	0.78	1.67
CRYSTAL MTN.	0	550	12	2.18	1.28	0.73	0.18	0.73	0.91	0.72	0.54	0.89	2.64	1.05	0.70
DAYTON	0	1,569	9	0.57	0.70	1.20	0.69	1.12	0.50	0.86	0.68	0.67	0.49	0.42	0.60
DEER PARK	0	4,958	68	1.37	1.50	1.93	1.54	1.45	1.23	1.67	3.62	1.32	1.08	0.97	1.43
DES MOINES	0	14,373	135	0.94	0.89	0.86	0.65	0.75	0.78	0.70	0.80	0.72	0.96	0.75	1.28
DES MOINES FEDERAL WAY	0	5,668	44	0.78	1.03	0.86	0.73	0.81	0.81	0.75	0.77	0.70	0.98	0.69	1.30
DES MOINES FEDERAL WAY	0	8,705	91	1.05	0.80	0.86	0.60	0.71	0.77	0.67	0.81	0.72	0.95	0.79	1.26

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				RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
STANDARD				4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
EASTON	0	501	8	1.60	0.39	1.95	0.58	1.16	1.13	0.75	0.75	0.74	0.93	0.93	1.30
ELK								2.13	1.28	0.70	2.00	0.88	1.14	1.32	1.30
ENUMCLAW	0	4,620	88	1.90	1.19	1.69	1.17	1.15	1.51	1.37	1.05	1.28	1.43	1.33	1.76
EPHRATA	0	2,385	8	0.34	0.58	0.57	0.65	0.56	0.76	1.27	0.51	0.82	1.04	0.58	0.80
GRAHAM	0	8,554	104	1.22	1.39	1.52	1.09	1.69	1.40	1.25	1.18	0.84	0.78	0.81	1.14
GREEN BLUFF	0	2,108	30	1.42	0.85	1.26	1.58	1.37	1.00	1.31	1.35	0.63	1.25	0.67	0.97
HOODSPORT	0	1,646	8	0.49	0.66	0.71	0.64	1.15	0.51	1.24	0.56	0.90	0.45	0.66	1.10
ISSAQUAH	0	12,293	102	0.83	0.58	0.77	0.47	0.64	0.64	0.63	0.60	0.64	0.55	0.73	0.87
KENT	0	27,343	219	0.80	0.97	0.87	0.64	0.73	0.66	0.85	0.61	0.67	0.72	0.68	0.80
	0	9,240	105	1.14	1.33	0.97	0.74	0.92	0.89	1.19	0.72	0.56	0.96	0.78	1.17
	0	6,118	7	0.11	0.27	0.35	0.22	0.27	0.20	0.39	0.15	0.44	0.24	0.37	0.21
	0	11,985	107	0.89	1.04	1.04	0.77	0.82	0.72	0.82	0.76	0.88	0.76	0.75	0.82
LIBERTY LAKE	0	683	4	0.59	0.14	0.57	0.43	0.42	0.56	0.54	0.13	1.33	0.40	0.13	0.26
LONGVIEW-KELSO	0	16,757	184	1.10	1.57	1.61	1.43	1.00	1.19	1.09	1.12	1.31	1.28	1.15	1.69
LOON LAKE	0	964	8	0.83	0.93	0.91	1.30	0.98	1.07	1.06	0.77	0.68	0.48	0.57	1.14
MAPLE VALLEY	0	5,845	72	1.23	1.32	1.13	1.04	1.11	0.89	0.61	0.78	0.49	0.50	0.60	1.38
MOSES LAKE	0	9,828	84	0.85	0.72	0.82	0.67	0.93	0.89	0.94	0.91	0.93	1.01	0.68	0.93
	0	1,611	12	0.74	0.31	0.61	0.67	1.02	1.13	0.83	0.70	0.52	0.46	0.63	1.15
	0	8,217	72	0.88	0.80	0.86	0.67	0.92	0.84	0.97	0.95	1.01	1.12	0.68	0.89
NEWMAN LAKE	0	1,219	7	0.57	2.04	1.54	0.88	1.02	0.78	1.38	0.30	0.90	1.11	0.44	0.73
NORTHPORT	1	932	6	0.64	1.17	0.84	0.81	1.35	4.15	2.38	0.62	0.72	3.82	0.82	0.93
OLYMPIA	0	41,607	348	0.84	0.80	0.85	0.65	0.63	0.62	0.58	0.58	0.62	0.70	0.67	0.87
	0	3,136	32	1.02	1.01	1.18	0.99	1.00	1.20	1.11	0.81	1.01	0.86	0.96	1.67
	0	18,408	147	0.80	0.74	0.69	0.65	0.63	0.54	0.49	0.51	0.71	0.65	0.73	0.71
	0	20,063	169	0.84	0.82	0.95	0.60	0.57	0.61	0.57	0.61	0.48	0.73	0.56	0.88
OMAK-OKANOGAN	0	6,038	58	0.96	0.94	1.18	1.38	1.39	1.09	1.48	1.99	1.05	1.27	0.89	0.88
OROVILLE	0	1,609	17	1.06	0.86	0.73	0.92	1.27	1.51	0.96	1.25	0.96	0.84	0.66	0.66
OTHELLO	0	3,555	42	1.18	1.43	1.22	0.96	2.13	0.92	1.10	1.34	0.88	1.03	1.59	1.74
PASCO	0	12,081	72	0.60	0.80	0.89	0.68	0.89	0.75	0.87	1.47	0.90	0.71	0.65	1.03
PATEROS	0	668	7	1.05	0.59	1.89	1.02	1.17	0.29	0.58	1.02	1.45	1.16	0.58	0.86
POMEROY	1	1,163	17	1.46	2.39	1.79	2.80	3.12	0.93	3.87	1.70	4.16	3.22	3.62	3.85
PT. ANGELES	0	11,913	89	0.75	0.85	0.77	0.82	0.80	0.73	0.69	0.76	0.55	0.79	0.65	1.00
	0	926	21	2.27	3.01	2.66	2.64	1.15	1.98	0.84	0.73	0.83	1.84	1.41	1.90

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				DEC-11	NOV-11	OCT-11	SEP-11	AUG-11	JUL-11	JUN-11	MAY-11	APR-11	MAR-11	FEB-11	JAN-11			
STANDARD	0	10,987	68	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
PT. ANGELES	0	2,046	15	0.73	0.58	0.53	0.76	1.18	0.66	0.33	0.46	0.46	0.60	0.69	0.69	0.73	0.73	0.93
PT. LUDLOW	0	12,720	174	1.37	1.02	0.86	1.12	1.00	0.77	0.78	0.71	0.73	0.73	1.03	0.96	1.20	1.20	1.39
PT. ORCHARD	0	4,734	84	1.77	1.22	0.89	0.90	0.85	0.88	0.75	0.76	0.90	1.34	1.12	1.12	1.39	1.39	1.39
PT. ORCHARD COLBY	0	7,986	90	1.13	0.90	0.85	1.25	1.09	0.71	0.79	0.68	0.62	0.84	0.86	0.86	1.08	1.08	1.08
PT. ORCHARD	0	9,194	59	0.64	0.72	0.61	0.94	1.15	1.17	0.75	0.64	0.61	0.84	0.84	0.78	0.73	0.73	0.73
PT. TOWNSEND	0	15,537	162	1.04	0.97	0.89	0.79	0.75	0.88	0.74	0.72	0.84	0.84	0.84	0.77	1.10	1.10	1.10
PUYALLAP	0	25,093	302	1.20	0.93	0.86	0.83	0.72	0.64	0.82	0.67	0.98	1.04	0.69	1.14	1.14	1.14	1.14
RENTON	0	2,512	34	1.35	1.14	1.37	0.78	2.00	1.30	1.18	1.18	0.91	1.83	1.04	1.25	1.25	1.25	1.25
RIDGEFIELD	0	3,550	54	1.52	1.28	1.15	1.03	1.56	1.20	0.87	0.84	0.55	0.98	0.98	1.22	1.22	1.22	1.22
ROCHESTER	0	186,492	1,141	0.61	0.67	0.60	0.55	0.52	0.48	1.46	1.25	1.81	1.07	1.02	1.57	1.57	1.57	1.57
ROY	0	13,049	46	0.35	0.46	0.43	0.41	0.49	0.25	0.41	0.38	0.42	0.50	0.46	0.55	0.55	0.55	0.55
SEATTLE	0	6,527	27	0.41	0.26	0.49	0.48	0.28	0.22	0.40	0.31	0.37	0.38	0.44	0.40	0.40	0.40	0.40
SEATTLE CHERRY	0	21,128	231	1.09	1.11	0.99	0.85	0.89	0.79	1.15	0.94	0.96	1.01	0.76	1.16	1.16	1.16	1.16
SEATTLE ATWATER	0	20,136	114	0.57	0.70	0.66	0.44	0.47	0.46	0.57	0.57	0.70	1.49	0.71	0.79	0.79	0.79	0.79
SEATTLE CAMPUS	0	9,054	66	0.73	0.70	0.68	0.56	0.73	0.50	0.57	0.57	0.70	1.33	0.55	0.72	0.72	0.72	0.72
SEATTLE DUWAMISH	0	5,386	11	0.20	0.18	0.22	0.22	0.23	0.25	0.30	0.29	0.09	0.22	0.22	0.27	0.27	0.27	0.27
SEATTLE EAST	0	19,455	147	0.76	0.77	0.51	0.65	0.69	0.56	0.55	0.55	0.68	0.82	0.66	0.65	0.65	0.65	0.65
SEATTLE ELLIOT	0	17,130	140	0.82	0.86	0.81	0.68	0.61	0.53	0.67	0.85	0.55	0.71	0.56	0.60	0.60	0.60	0.60
SEATTLE EMERSON	0	27,561	38	0.14	0.16	0.19	0.14	0.16	0.20	0.17	0.17	0.17	0.22	0.14	0.15	0.15	0.15	0.15
SEATTLE LAKEVIEW	0	6,224	39	0.63	0.99	0.63	0.76	0.59	0.66	0.69	0.52	0.55	1.02	0.65	1.01	1.01	1.01	1.01
SEATTLE MERGER ISLAND (ADAMS)	0	13,005	110	0.85	0.84	0.79	0.83	0.57	0.73	0.63	0.79	0.89	0.89	0.86	1.13	1.13	1.13	1.13
SEATTLE PARKWAY	0	14,285	79	0.55	0.70	0.67	0.67	0.46	0.52	0.67	0.58	0.46	0.77	0.80	0.82	0.82	0.82	0.82
SEATTLE SUNSET	0	13,552	93	0.69	0.80	0.59	0.63	0.57	0.41	0.64	0.50	0.60	0.78	0.60	0.85	0.85	0.85	0.85
SEATTLE WEST	0	10,430	81	0.78	0.54	0.58	0.61	0.84	0.78	0.73	0.73	0.65	0.83	0.56	0.94	0.94	0.94	0.94
SEQUIM	0	10,129	99	0.98	0.93	0.98	0.81	0.78	0.73	0.73	0.65	0.93	0.83	0.56	1.99	1.99	1.99	1.99
SHELLTON	0	8,943	88	0.98	1.07	0.56	0.62	0.42	0.56	0.54	0.57	0.50	1.12	0.51	1.00	1.00	1.00	1.00
SILVERDALE	0	80,151	604	0.75	0.86	0.88	0.88	0.99	0.95	0.92	0.93	0.73	0.90	0.78	1.32	1.32	1.32	1.32
SPOKANE	0	1,882	31	1.65	1.00	1.25	1.35	1.07	1.11	1.56	1.59	1.03	2.09	0.83	1.73	1.73	1.73	1.73
SPOKANE CHESTNUT	0	11,168	100	0.90	1.04	0.94	0.98	0.90	0.90	1.16	1.07	0.83	1.11	0.82	1.73	1.73	1.73	1.73
SPOKANE FAIRFAX	0	8,759	50	0.57	0.89	0.83	0.90	0.88	0.83	1.15	0.94	1.16	1.52	0.91	1.56	1.56	1.56	1.56
SPOKANE HUDSON	0	7,649	52	0.68	0.98	1.02	0.50	0.64	0.57	0.99	0.80	0.65	0.89	0.54	1.43	1.43	1.43	1.43
SPOKANE KEYSTONE	0																	

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TACOMA	SPOKANE MORAN	0	5,203	87	1.67	1.20	0.93	1.01	0.87	0.64	0.83	0.55	0.39	0.49	0.65	0.75
	SPOKANE RIVERSIDE	0	11,657	88	0.75	0.89	0.59	0.66	0.90	1.19	0.84	0.81	0.69	0.84	0.98	1.48
	SPOKANE WALNUT	0	21,839	126	0.58	0.68	0.90	0.95	1.31	1.04	0.71	1.10	0.72	0.72	0.85	1.14
	SPOKANE WHITWORTH	0	11,994	70	0.58	0.74	0.96	0.95	0.95	1.00	0.87	0.78	0.57	0.62	0.52	1.03
	SPRINGDALE	0	1,540	12	0.78	1.68	1.08	1.27	1.83	1.14	1.76	2.31	1.13	1.81	1.62	3.79
	SUMNER (BONNEYLAKE)	0	9,234	90	0.97	1.28	1.10	0.84	0.91	0.69	0.87	0.65	0.86	0.78	0.68	1.04
	TACOMA	0	88,811	862	0.97	0.98	1.02	0.76	0.75	0.72	0.73	0.70	0.68	0.87	0.78	1.01
	TACOMA FORT LEWIS	0	1,749	6	0.34	0.44	0.33	0.16	0.43	0.52	0.66	0.20	0.53	0.57	0.85	0.94
	TACOMA GREENFIELD	0	12,087	148	1.22	1.35	1.29	0.74	0.75	0.85	0.77	0.69	0.81	1.14	1.00	1.08
	TACOMA JUNIPER	0	12,278	105	0.86	0.92	1.13	1.00	0.77	0.65	0.70	0.66	0.63	0.91	0.64	1.02
TACOMA LENNOX	0	14,461	179	1.24	0.99	1.47	1.05	1.14	1.07	1.05	1.16	0.87	0.95	1.00	1.51	
TACOMA LOGAN	0	8,987	84	0.93	0.98	0.91	0.61	0.64	0.80	0.76	0.66	0.65	0.89	0.71	0.94	
TACOMA MARKET (FAWCETT)	0	10,734	49	0.46	0.71	0.52	0.78	0.32	0.43	0.38	0.43	0.48	0.57	0.55	0.58	
TACOMA SKYLINE	0	8,992	89	0.99	1.31	0.95	0.60	0.81	0.55	0.54	0.77	0.80	0.89	0.87	1.00	
TACOMA WAVERLY-2	0	3,769	52	1.38	0.55	0.78	0.69	0.68	0.47	0.93	0.63	0.55	1.22	0.64	1.18	
TACOMA WAVERLY-7	0	15,754	150	0.95	0.91	0.88	0.60	0.76	0.71	0.74	0.54	0.58	0.69	0.66	0.81	
VANCOUVER	VANCOUVER ORCHARDS	0	50,292	527	1.05	1.11	1.08	0.73	0.78	0.76	0.87	0.76	0.76	0.96	0.87	1.17
	VANCOUVER OXFORD	0	25,462	241	0.95	0.91	1.05	0.73	0.66	0.68	0.91	0.78	0.70	0.75	0.79	1.11
	VANCOUVER SALMON CRK(NORTH)	0	10,230	135	1.32	0.96	1.09	0.75	0.81	0.88	0.83	0.73	0.89	1.22	0.92	1.19
WATTSBURG		0	434	14	3.23	2.07	2.07	1.82	1.79	1.57	2.15	1.70	2.12	2.31	1.26	3.51
WALLA WALLA (INCL TOUCHET)		0	11,513	81	0.70	0.82	1.12	0.67	0.99	0.88	0.88	0.82	0.97	0.52	0.65	0.86
WARDEN		0	924	5	0.54	1.29	1.18	0.43	0.94	0.92	0.51	1.20	0.90	1.09	1.39	1.87
WINLOCK		1	1,773	19	1.07	0.90	1.62	0.94	7.68	0.44	0.93	1.58	1.35	1.89	1.45	2.93
YAKIMA	YAKIMA CHESTNUT	0	30,544	159	0.52	0.58	0.67	0.55	0.61	0.61	0.78	1.02	0.67	0.70	0.45	0.67
	YAKIMA WEST	0	20,192	110	0.54	0.57	0.64	0.48	0.65	0.61	0.76	1.08	0.70	0.67	0.48	0.88
	YAKIMA WEST	0	10,362	49	0.47	0.61	0.74	0.69	0.52	0.60	0.84	0.89	0.63	0.76	0.40	0.65
Exchanges in Neighboring States																
CLARKSTON		0	4,489	37	0.82	1.08	1.88	1.02	0.85	0.99	1.04	1.78	0.87	0.92	1.01	1.13
TOTALS		0	913,847	7,801	0.85	0.88	0.88	0.76	0.81	0.75	0.77	0.77	0.72	0.85	0.72	1.01

WASHINGTON TRUNK BLOCKING - DECEMBER 2011

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

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 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			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2011

MEASURE	MARKET UNIT	OCT-11	NOV-11	DEC-11
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 2011

MEASURE	MARKET UNIT	OCT-11	NOV-11	DEC-11
Number of Scheduled Appointments (dispatched orders)	RES			
Number of customers receiving credits for company missed appointments/commitments-Install	BUS			
Total amount of missed appointments credits paid	RES			
Number of customers receiving credits for company missed appointments/commitments-Repair	RES			
Total amount of missed appointments credits paid	BUS			
Number of customers receiving credits for company missed appointments/commitments-Repair	BUS			
Count of All Orders	RES			
WA Completed Orders for Primary Service installed within 5 business days	RES			
Number of credits-First Month's Charge(HO Recurring)	RES			
Amount of credit-First Month's Charge(HO Recur)	RES			
Number of credits-Installation (HO NonRecur)	RES			
Amount of credits-Installation (Ho NonRecur)	RES			
Number of Voice Mail Nonrecurring Credits	RES			
Amount of Voice Mail Nonrecurring Credits	RES			
Number of Remote Call Fwrding-Non-Recurring	RES			
Amount of Remote Call Fwrding-Non-Recurring	RES			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2011

MEASURE	MARKET UNIT	OCT-11	NOV-11	DEC-11
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 2011

MEASURE	MARKET UNIT	OCT-11	NOV-11	DEC-11
Number of Scheduled Appointments (dispatched orders)	RES			
Total amount of two day out of service condition credit exceptions	RES			
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES			
Number of two day out of service condition credit exceptions for Weather Related Events	RES			
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	RES			
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	RES			
Number of out of service repair reports cleared within two working days	BUS			
Percentage of out of service repair reports cleared within two working days	BUS			
Number of out of service repair reports not cleared within two working days minus exceptions.	BUS			
Percentage of out of service repair reports not cleared within two working days minus exceptions.	BUS			
Total amount of two day out of service condition credits	BUS			
Total amount of two day out of service condition credit exceptions	BUS			
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	BUS			
Number of two day out of service condition credit exceptions for Weather Related Events	BUS			
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	BUS			
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	BUS			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2011

MEASURE	MARKET UNIT	OCT-11	NOV-11	DEC-11
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 - DECEMBER 2011

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