



CenturyLink™

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February 29, 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 January 2012 service quality performance reports required of Qwest d/b/a CenturyLink QC in accordance with Docket Nos. UT-921192, UT-950200, UT-991358, UT-030704, UT-061625 and WAC 480-120-438 – 480-120-440.

The following reports are enclosed:

- 1) Summary Report,
- 2) Orders Summary,
- 3) Trouble Report,
- 4) Trunk Blocking Report
- 5) CSGP Report

Pursuant to WAC 480-07-160(3), CenturyLink QC requests that portions of these reports be held confidential, as these documents contain valuable commercial information, the release of which would be detrimental to CenturyLink QC.

Please call me on (206) 345-1568 if you have questions or need additional information.

Very truly yours,

Scott Collins for

Mark Reynolds

Enclosures

cc: Lisa Anderl

2012 MAR -1 AM 11:36
COMMUNICATIONS
DIVISION
REGULATORY
SECTION
1300 S. EVERGREEN PARK DR.
OLYMPIA, WA 98504-7250
PHONE: (360) 339-3000
FAX: (360) 339-3001
WWW.WUTC.COM

Washington Service Quality Summary Report - JANUARY 2012

JANUARY 2012			
METRIC DESCRIPTION	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	3,443	3,963	86.88%
OOS Tickets Not Cleared Within 48 Hrs	520	1	520
Number of OOS Exemptions	447	1	447
All Other Repairs Cleared LT < 72 Hrs	7,421	7,687	96.54%
All Other Troubles Cleared GTR > 72 Hrs	266	1	266
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	323	1	323
Physically Obstructed All Other Troubles Cleared > 72 Hrs	28	1	28
Repair Force Majeure Exclusions	256	1	256
Repair Physically Obstructed Exclusions	31	1	31
Installation Appointments Met	3,150	3,347	94.11%
Repair Appointments Met	2,347	2,810	83.52%
Provisioning Missed for Company Reasons	121	1	121
Provisioning Missed for Customer Reasons	695	1	695
% of Switches Delivering Dial Tone Within 3 seconds	5,792	5,792	100.00%

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - JANUARY 2012
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						90.00%		99.00%	
ABERDEEN-HOQUIAM		68	3	99.33	0	100.00%	0	100.00%	
AUBURN		122	7	92.00	4	96.72%	0	100.00%	
BAINBRIDGE ISLAND		53	1	116.00	0	100.00%	0	100.00%	
BATTLEGROUND		53	1	116.00	0	100.00%	0	100.00%	
BELFAIR		38	1	117.00	0	100.00%	0	100.00%	
BELLEVUE		150	13	70.38	5	96.67%	0	100.00%	1
	BELLEVUE GLENCOURT	60	3	71.00	2	96.67%	0	100.00%	
	BELLEVUE-SHERWOOD	90	10	70.20	3	96.67%	0	100.00%	1
BELLINGHAM		131	5	113.80	1	99.24%	0	100.00%	
	BELLINGHAM LUMMI	10	0		0	100.00%	0	100.00%	
	BELLINGHAM REGENT	121	5	113.80	1	99.17%	0	100.00%	
BLACK DIAMOND		17	1	142.00	0	100.00%	0	100.00%	1
BREMERTON		183	8	74.25	2	98.91%	0	100.00%	
	BREMERTON CROSBY	21	0		0	100.00%	0	100.00%	
	BREMERTON ESSEX	156	8	74.25	2	98.72%	0	100.00%	
	BREMERTON SUNNYSLOPE	6	0		0	100.00%	0	100.00%	
BUCKLEY		9	2	47.00	0	100.00%	0	100.00%	
CASTLE ROCK		24	1	96.00	1	95.83%	0	100.00%	
CENTRALIA		71	4	84.00	0	100.00%	0	100.00%	
CHEHALIS		75	1	17.00	2	97.33%	0	100.00%	
	CHEHALIS	60	1	17.00	2	96.67%	0	100.00%	
	CHEHALIS NAPAVINE	15	0		0	100.00%	0	100.00%	
CLE-ELUM		15	1	24.00	0	100.00%	0	100.00%	
COLFAX		11	0		0	100.00%	0	100.00%	
COLVILLE		36	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 - JANUARY 2012
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						90.00%		99.00%	
COPALIS(OCEAN SHORES)		16	0		0	100.00%	0	100.00%	
COULEE DAM		12	2	56.00	0	100.00%	0	100.00%	
CRYSTAL MTN.		1	1	138.00	0	100.00%	0	100.00%	
DAYTON		11	0		0	100.00%	0	100.00%	
DEER PARK		35	1	21.00	0	100.00%	0	100.00%	
DES MOINES		135	10	67.30	3	97.78%	0	100.00%	
	DES MOINES	60	3	44.67	2	96.67%	0	100.00%	
	DES MOINES FEDERAL WAY	75	7	77.00	1	98.67%	0	100.00%	
EASTON		2	0		0	100.00%	0	100.00%	
ELK		16	0		0	100.00%	0	100.00%	
ENUMCLAW		30	2	50.50	1	96.67%	0	100.00%	
EPHRATA		21	0		0	100.00%	0	100.00%	
GRAHAM		67	8	106.38	1	98.51%	0	100.00%	
GREEN BLUFF		13	0		0	100.00%	0	100.00%	
HOODSPORT		8	0		0	100.00%	0	100.00%	
ISSAQUAH		59	4	65.50	2	96.61%	0	100.00%	
KENT		236	19	49.68	4	98.31%	0	100.00%	
	KENT MERIDIAN	58	8	38.38	1	98.28%	0	100.00%	
	KENT O BRIEN	35	0		0	100.00%	0	100.00%	
	KENT ULRICH	143	11	57.91	3	97.90%	0	100.00%	
LIBERTY LAKE		2	0		0	100.00%	0	100.00%	
LONGVIEW-KELSO		194	9	102.00	0	100.00%	0	100.00%	
LOON LAKE		5	0		0	100.00%	0	100.00%	
MAPLE VALLEY		24	2	61.50	0	100.00%	0	100.00%	
MOSES LAKE		111	4	39.50	1	99.10%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders
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STANDARD						90.00%		99.00%	
	MOSES LAKE AFB	23	1	12.00	0	100.00%	0	100.00%	
	MOSES LAKE ALDER	88	3	48.67	1	98.86%	0	100.00%	
NEWMAN LAKE		4	0		0	100.00%	0	100.00%	
NORTHPORT		4	0		0	100.00%	0	100.00%	
OLYMPIA		285	20	84.20	9	96.84%	0	100.00%	
	OLYMPIA EVERGREEN	13	2	63.00	0	100.00%	0	100.00%	
	OLYMPIA LACEY	150	6	66.50	8	94.67%	0	100.00%	
	OLYMPIA WHITEHALL	122	12	96.58	1	99.18%	0	100.00%	
OMAK-OKANOGAN		56	1	116.00	1	98.21%	0	100.00%	
OROVILLE		10	1	34.00	0	100.00%	0	100.00%	
OTHELLO		42	1	116.00	0	100.00%	0	100.00%	
PASCO		128	4	111.00	4	96.88%	0	100.00%	
PATEROS		4	0		0	100.00%	0	100.00%	
POMEROY		6	0		0	100.00%	0	100.00%	
PT. ANGELES		75	1	116.00	2	97.33%	0	100.00%	
	PT ANGELES JOYCE	5	0		0	100.00%	0	100.00%	
	PT. ANGELES	70	1	116.00	2	97.14%	0	100.00%	
PT. LUDLOW		9	0		0	100.00%	0	100.00%	
PT. ORCHARD		76	2	114.00	1	98.68%	0	100.00%	
	PORT ORCHARD COLBY	18	2	114.00	0	100.00%	0	100.00%	
	PT. ORCHARD	58	0		1	98.28%	0	100.00%	
PT. TOWNSEND		65	7	59.43	2	96.92%	0	100.00%	
PUYALLAP		124	2	46.00	1	99.19%	0	100.00%	
RENTON		197	16	79.81	7	96.45%	0	100.00%	
RIDGEFIELD		17	0		0	100.00%	0	100.00%	

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STANDARD						90.00%		99.00%	
ROCHESTER		19	1	116.00	0	100.00%	0	100.00%	
ROY		15	1	117.00	0	100.00%	0	100.00%	
SEATTLE		1,179	51	78.80	12	98.98%	0	100.00%	
	SEATTLE ATWATER	53	0		0	100.00%	0	100.00%	
	SEATTLE CAMPUS	33	2	111.00	0	100.00%	0	100.00%	
	SEATTLE CHERRY	209	9	82.22	1	99.52%	0	100.00%	
	SEATTLE DUWAMISH	81	3	76.67	0	100.00%	0	100.00%	
	SEATTLE EAST	128	9	78.00	5	96.09%	0	100.00%	
	SEATTLE ELLIOT	34	2	77.50	0	100.00%	0	100.00%	
	SEATTLE EMERSON	120	3	73.33	0	100.00%	0	100.00%	
	SEATTLE LAKEVIEW	82	5	77.60	2	97.56%	0	100.00%	
	SEATTLE MAIN	145	4	83.75	1	99.31%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	21	1	55.00	0	100.00%	0	100.00%	
	SEATTLE PARKWAY	118	7	57.71	0	100.00%	0	100.00%	
	SEATTLE SUNSET	77	2	116.50	2	97.40%	0	100.00%	
	SEATTLE WEST	78	4	83.75	1	98.72%	0	100.00%	
SEQUIM		61	2	88.50	0	100.00%	0	100.00%	
SHELTON		95	9	53.11	1	98.95%	0	100.00%	
SILVERDALE		57	4	36.50	1	98.25%	0	100.00%	
SPOKANE		631	39	94.64	9	98.57%	0	100.00%	
	SPOKANE CHESTNUT	8	0		0	100.00%	0	100.00%	
	SPOKANE FAIRFAX	101	5	85.40	2	98.02%	0	100.00%	
	SPOKANE HUDSON	91	4	119.75	0	100.00%	0	100.00%	
	SPOKANE KEYSTONE	78	2	71.50	1	98.72%	0	100.00%	
	SPOKANE MORAN	25	1	117.00	1	96.00%	0	100.00%	

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STANDARD						90.00%		99.00%	
	SPOKANE RIVERSIDE	87	6	109.50	0	100.00%	0	100.00%	
	SPOKANE WALNUT	152	16	98.31	4	97.37%	0	100.00%	
	SPOKANE WHITWORTH	89	5	59.00	1	98.88%	0	100.00%	
SPRINGDALE		14	0		0	100.00%	0	100.00%	
SUMNER (BONNEYLAKE)		46	6	97.00	0	100.00%	0	100.00%	
TACOMA		778	45	89.67	10	98.71%	0	100.00%	
	TACOMA FORT LEWIS	25	3	38.33	1	96.00%	0	100.00%	
	TACOMA GREENFIELD	134	5	80.20	0	100.00%	0	100.00%	
	TACOMA JUNIPER	122	4	116.75	2	98.36%	0	100.00%	
	TACOMA LENNOX	128	10	90.90	3	97.66%	0	100.00%	
	TACOMA LOGAN	59	4	116.25	0	100.00%	0	100.00%	
	TACOMA MARKET (FAWCETT)	111	7	90.14	1	99.10%	0	100.00%	
	TACOMA SKYLINE	52	2	116.00	0	100.00%	0	100.00%	
	TACOMA WAVERLY-2	29	2	107.00	0	100.00%	0	100.00%	
	TACOMA WAVERLY-7	118	8	75.13	3	97.46%	0	100.00%	
VANCOUVER		416	34	90.94	2	99.52%	0	100.00%	
	VANCOUVER ORCHARDS	216	14	86.93	1	99.54%	0	100.00%	
	VANCOUVER OXFORD	135	9	105.67	1	99.26%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	65	11	84.00	0	100.00%	0	100.00%	
WAITSBURG		1	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		92	6	72.00	2	97.83%	0	100.00%	
WARDEN		15	1	86.00	0	100.00%	0	100.00%	
WINLOCK		15	0		1	93.33%	0	100.00%	
YAKIMA		245	16	90.13	1	99.59%	0	100.00%	
	YAKIMA CHESTNUT	188	12	101.92	0	100.00%	0	100.00%	

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STANDARD						90.00%		99.00%	
	YAKIMA WEST	57	4	54.75	1	98.25%	0	100.00%	
Exchanges in Neighboring States									
CLARKSTON		23	0		0	100.00%	0	100.00%	
TOTALS		6,858	381	82.19	93	98.64%	0	100.00%	2

Bellevue-Sherwood: Need correct street address.
Black Diamond: No ERFS given by engineer.

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WASHINGTON TROUBLE REPORT RATE - JANUARY 2012

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JAN-12	RATE DEC-11	RATE 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		
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	8,218	105	1.28	1.13	1.11	0.94	0.74	0.92	1.34	0.84	0.78	0.91	1.24	1.06		
AUBURN	0	13,874	263	1.90	1.09	0.86	0.95	0.94	0.83	0.75	0.82	0.72	0.67	0.79	0.84		
BAINBRIDGE ISLAND	0	7,687	82	1.07	1.15	1.07	0.88	1.27	1.13	0.96	1.18	0.77	0.92	1.01	0.70		
BATTLEGROUND	0	7,256	87	1.20	1.34	1.05	0.91	1.26	1.08	0.71	0.82	0.80	0.83	0.83	0.63		
BELFAIR	0	5,305	59	1.11	1.18	0.94	1.05	0.79	0.92	0.67	0.91	0.80	0.71	0.93	0.56		
BELLEVUE	0	29,781	207	0.70	0.71	0.65	0.72	0.67	0.63	0.50	0.63	0.54	0.59	0.62	0.60		
		BELLEVUE GLENCOURT	0	12,573	66	0.52	0.49	0.58	0.64	0.48	0.54	0.45	0.34	0.41	0.46	0.33	0.50
		BELLEVUE-SHERWOOD	0	17,208	141	0.82	0.87	0.69	0.77	0.82	0.69	0.53	0.83	0.64	0.69	0.83	0.68
BELLINGHAM	0	20,087	104	0.52	0.41	0.47	0.42	0.46	0.46	0.49	0.32	0.45	0.37	0.45	0.47		
		BELLINGHAM LUMMI	0	1,113	6	0.54	0.44	0.53	0.87	0.61	0.86	0.60	0.68	1.01	0.84	0.58	1.08
		BELLINGHAM REGENT	0	18,974	98	0.52	0.41	0.47	0.40	0.45	0.44	0.48	0.29	0.42	0.35	0.44	0.44
BLACK DIAMOND	0	1,890	63	3.33	1.36	1.71	2.68	1.33	1.11	1.20	1.19	1.22	1.02	1.43	1.61		
BREMERTON	0	24,607	160	0.65	0.59	0.73	0.57	0.57	0.59	0.55	0.64	0.57	0.47	0.61	0.52		
		BREMERTON CROSBY	0	2,544	28	1.10	1.10	1.09	1.74	1.31	2.02	1.43	2.13	1.12	0.74	1.18	1.32
		BREMERTON ESSEX	0	21,515	132	0.61	0.53	0.70	0.44	0.49	0.42	0.45	0.46	0.50	0.44	0.54	0.43
		BREMERTON SUNNYSLOPE	0	548	0	0.00	0.73	0.18	0.36	0.18	0.52	0.52	0.52	1.02	0.34	0.67	0.33
BUCKLEY	0	1,587	21	1.32	1.76	1.55	1.41	2.07	3.41	2.67	1.88	0.98	0.98	1.14	1.24		
CASTLE ROCK	0	2,918	59	2.02	1.83	2.04	1.03	1.59	1.11	2.02	2.30	2.14	1.59	1.63	2.21		
CENTRALIA	0	5,329	77	1.44	0.87	0.83	1.17	1.35	1.39	2.05	0.74	0.82	0.78	1.16	0.84		
CHEHALIS	0	7,363	111	1.51	1.23	1.53	1.24	1.09	1.04	0.77	0.88	0.87	0.70	1.26	0.93		
		CHEHALIS	0	5,304	82	1.55	1.13	1.36	1.09	1.25	1.15	0.65	1.03	0.88	0.60	1.16	0.84
		CHEHALIS NAPAVINE	0	2,059	29	1.41	1.50	1.97	1.62	0.67	0.75	1.08	0.51	0.87	0.95	1.49	1.17
CLE-ELUM	0	2,361	20	0.85	0.55	0.50	0.33	0.66	1.72	3.54	1.17	0.64	0.40	0.79	1.45		
COLFAX	0	1,911	17	0.89	0.89	1.13	1.69	1.02	1.16	1.24	0.79	0.93	1.17	0.87	0.92		
COLVILLE	0	5,893	31	0.53	0.46	0.58	0.90	0.86	1.20	0.85	0.80	0.97	0.89	0.99	0.37		
COPALIS(OCEAN SHORES)	0	2,711	30	1.11	1.31	1.40	1.82	1.41	1.19	0.87	1.17	1.70	0.95	1.04	1.86		
COULEE DAM	0	1,795	10	0.56	1.39	1.27	0.99	0.81	1.23	1.17	0.58	1.11	1.38	1.00	0.78		
CRYSTAL MTN.	0	551	11	2.00	2.18	1.28	0.73	0.18	0.73	0.91	0.72	0.54	0.89	2.64	1.05		
DAYTON	0	1,560	25	1.60	0.57	0.70	1.20	0.69	1.12	0.50	0.86	0.68	0.67	0.49	0.42		
DEER PARK	0	4,923	47	0.95	1.37	1.50	1.93	1.54	1.45	1.23	1.67	3.62	1.32	1.08	0.97		
DES MOINES	0	14,187	147	1.04	0.94	0.89	0.86	0.65	0.75	0.78	0.70	0.80	0.72	0.96	0.75		
		DES MOINES	0	5,604	64	1.14	0.78	1.03	0.86	0.73	0.81	0.81	0.75	0.77	0.70	0.98	0.69
		DES MOINES FEDERAL WAY	0	8,583	83	0.97	1.05	0.80	0.86	0.60	0.71	0.77	0.67	0.81	0.72	0.95	0.79

WASHINGTON TROUBLE REPORT RATE - JANUARY 2012

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JAN-12	RATE DEC-11	RATE 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		
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	496	4	0.81	1.60	0.39	1.95	0.58	1.16	1.13	0.75	0.75	0.74	0.93	0.93		
ELK									2.13	1.28	0.70	2.00	0.88	1.14	1.32		
ENUMCLAW	0	4,586	80	1.74	1.90	1.19	1.69	1.17	1.15	1.51	1.37	1.05	1.28	1.43	1.33		
EPHRATA	0	2,372	13	0.55	0.34	0.58	0.57	0.65	0.56	0.76	1.27	0.51	0.82	1.04	0.58		
GRAHAM	0	8,485	138	1.63	1.22	1.39	1.52	1.09	1.69	1.40	1.25	1.18	0.84	0.78	0.81		
GREEN BLUFF	0	2,089	25	1.20	1.42	0.85	1.26	1.58	1.37	1.00	1.31	1.35	0.63	1.25	0.67		
HOODSPORT	0	1,626	5	0.31	0.49	0.66	0.71	0.64	1.15	0.51	1.24	0.56	0.90	0.45	0.66		
ISSAQUAH	0	12,195	123	1.01	0.83	0.58	0.77	0.47	0.64	0.63	0.65	0.60	0.64	0.55	0.73		
KENT	0	27,095	380	1.40	0.80	0.97	0.87	0.64	0.73	0.66	0.85	0.61	0.67	0.72	0.68		
		KENT MERIDIAN	0	9,110	156	1.71	1.14	1.33	0.97	0.74	0.92	0.89	1.19	0.72	0.56	0.96	0.78
		KENT O BRIEN	0	6,061	28	0.46	0.11	0.27	0.35	0.22	0.27	0.20	0.39	0.15	0.44	0.24	0.37
		KENT ULRICH	0	11,924	196	1.64	0.89	1.04	1.04	0.77	0.82	0.72	0.82	0.76	0.88	0.76	0.75
LIBERTY LAKE	0	668	1	0.15	0.59	0.14	0.57	0.43	0.42	0.56	0.54	0.13	1.33	0.40	0.13		
LONGVIEW-KELSO	0	16,604	322	1.94	1.10	1.57	1.61	1.43	1.00	1.19	1.09	1.12	1.31	1.28	1.15		
LOON LAKE	0	955	8	0.84	0.83	0.93	0.91	1.30	0.98	1.07	1.06	0.77	0.68	0.48	0.57		
MAPLE VALLEY	0	5,795	63	1.09	1.23	1.32	1.13	1.04	1.11	0.89	0.61	0.78	0.49	0.50	0.60		
MOSES LAKE	0	9,761	70	0.72	0.85	0.72	0.82	0.67	0.93	0.89	0.94	0.91	0.93	1.01	0.68		
		MOSES LAKE AFB	0	1,593	15	0.94	0.74	0.31	0.61	0.67	1.02	1.13	0.83	0.70	0.52	0.46	0.63
		MOSES LAKE ALDER	0	8,168	55	0.67	0.88	0.80	0.86	0.67	0.92	0.84	0.97	0.95	1.01	1.12	0.68
NEWMAN LAKE	0	1,207	11	0.91	0.57	2.04	1.54	0.88	1.02	0.78	1.38	0.30	0.90	1.11	0.44		
NORTHPORT	1	929	3	0.32	0.64	1.17	0.84	0.84	1.35	4.15	2.38	0.62	0.72	3.82	0.82		
OLYMPIA	0	41,227	601	1.46	0.84	0.80	0.85	0.65	0.63	0.62	0.58	0.58	0.62	0.70	0.67		
		OLYMPIA EVERGREEN	0	3,077	59	1.92	1.02	1.01	1.18	0.99	1.00	1.20	1.11	0.81	1.01	0.86	0.96
		OLYMPIA LACEY	0	18,316	195	1.06	0.80	0.74	0.69	0.65	0.63	0.54	0.49	0.51	0.71	0.65	0.73
		OLYMPIA WHITEHALL	0	19,834	347	1.75	0.84	0.82	0.95	0.60	0.57	0.61	0.57	0.61	0.48	0.73	0.56
OMAK-OKANOGAN	0	6,045	71	1.17	0.96	0.94	1.18	1.38	1.39	1.09	1.48	1.99	1.05	1.27	0.89		
OROVILLE	0	1,608	15	0.93	1.06	0.86	0.73	0.92	1.27	1.51	0.96	1.25	0.96	0.84	0.66		
OTHELLO	0	3,534	39	1.10	1.18	1.43	1.22	0.96	2.13	0.92	1.10	1.34	0.88	1.03	1.59		
PASCO	0	11,932	88	0.74	0.60	0.80	0.89	0.68	0.89	0.75	0.87	1.47	0.90	0.71	0.65		
PATEROS	0	661	9	1.36	1.05	0.59	1.89	1.02	1.17	0.29	0.58	1.02	1.45	1.16	0.58		
POMEROY	1	1,154	36	3.12	1.46	2.39	1.79	2.80	3.12	0.93	3.87	1.70	4.16	3.22	3.62		
PT. ANGELES	0	11,814	130	1.10	0.75	0.85	0.77	0.82	0.80	0.73	0.69	0.76	0.55	0.79	0.65		
		PT ANGELES JOYCE	0	919	23	2.50	2.27	3.01	2.66	2.64	1.15	1.98	0.84	0.73	0.83	1.84	1.41

WASHINGTON TROUBLE REPORT RATE - JANUARY 2012

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE JAN-12	RATE DEC-11	RATE 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
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. ANGELES	0	10,895	107	0.98	0.62	0.67	0.61	0.67	0.78	0.63	0.68	0.77	0.53	0.70	0.59
PT. LUDLOW		0	2,028	13	0.64	0.73	0.58	0.53	0.76	1.18	0.66	0.33	0.46	0.46	0.60	0.69
PT. ORCHARD		0	12,597	150	1.19	1.37	1.02	0.86	1.12	1.00	0.77	0.78	0.71	0.73	1.03	0.96
	PORT ORCHARD COLBY	0	4,687	64	1.37	1.77	1.22	0.89	0.90	0.85	0.88	0.75	0.76	0.90	1.34	1.12
	PT. ORCHARD	0	7,910	86	1.09	1.13	0.90	0.85	1.25	1.09	0.71	0.79	0.68	0.62	0.84	0.86
PT. TOWNSEND		0	9,143	68	0.74	0.64	0.72	0.61	0.94	1.15	1.17	0.75	0.64	0.61	0.84	0.78
PUYALLAP		0	15,460	290	1.88	1.04	0.97	0.89	0.79	0.75	0.88	0.74	0.72	0.84	0.84	0.77
RENTON		0	24,910	300	1.20	1.20	0.93	0.86	0.83	0.72	0.64	0.82	0.67	0.98	1.04	0.69
RIDGEFIELD		0	2,463	48	1.95	1.35	1.14	1.37	0.78	2.00	1.30	1.18	1.18	0.91	1.83	1.04
ROCHESTER		0	3,519	58	1.65	1.52	1.28	1.15	1.03	1.56	1.20	0.87	0.84	0.55	0.98	1.05
ROY										0.69	1.32	1.46	1.25	1.81	1.07	1.02
SEATTLE		0	185,070	1,234	0.67	0.61	0.67	0.60	0.55	0.52	0.48	0.58	0.54	0.57	0.78	0.56
	SEATTLE ATWATER	0	12,937	45	0.35	0.35	0.46	0.43	0.41	0.49	0.25	0.41	0.38	0.42	0.50	0.46
	SEATTLE CAMPUS	0	6,483	32	0.49	0.41	0.26	0.49	0.48	0.28	0.22	0.40	0.31	0.37	0.38	0.44
	SEATTLE CHERRY	0	20,963	310	1.48	1.09	1.11	0.99	0.85	0.89	0.79	1.15	0.94	0.96	1.01	0.76
	SEATTLE DUWAMISH	0	9,005	71	0.79	0.73	0.70	0.68	0.56	0.73	0.50	0.57	0.57	0.70	1.49	0.71
	SEATTLE EAST	0	19,945	110	0.55	0.57	0.70	0.66	0.44	0.47	0.46	0.55	0.47	0.68	1.33	0.55
	SEATTLE ELLIOT	0	5,318	9	0.17	0.20	0.18	0.22	0.22	0.23	0.25	0.30	0.29	0.09	0.22	0.22
	SEATTLE EMERSON	0	19,309	133	0.69	0.76	0.77	0.51	0.65	0.69	0.56	0.55	0.55	0.68	0.82	0.66
	SEATTLE LAKEVIEW	0	17,022	175	1.03	0.82	0.86	0.81	0.68	0.61	0.53	0.67	0.85	0.55	0.71	0.56
	SEATTLE MAIN	0	27,419	38	0.14	0.14	0.16	0.19	0.14	0.16	0.20	0.17	0.17	0.17	0.22	0.14
	SEATTLE MERCER ISLAND (ADAMS)	0	6,166	36	0.58	0.63	0.99	0.63	0.76	0.59	0.66	0.69	0.52	0.55	1.02	0.65
	SEATTLE PARKWAY	0	12,890	110	0.85	0.85	0.84	0.79	0.83	0.57	0.73	0.63	0.79	0.89	0.89	0.86
	SEATTLE SUNSET	0	14,171	83	0.59	0.55	0.70	0.67	0.67	0.46	0.52	0.67	0.58	0.46	0.77	0.80
	SEATTLE WEST	0	13,442	82	0.61	0.69	0.80	0.59	0.63	0.57	0.41	0.64	0.50	0.60	0.78	0.60
SEQUIM		0	10,353	96	0.93	0.78	0.54	0.58	0.61	0.84	0.78	0.55	0.70	0.60	0.67	0.56
SHELTON		0	10,072	178	1.77	0.98	0.93	0.98	0.81	0.78	0.73	0.73	0.65	0.93	0.83	0.56
SILVERDALE		0	8,815	89	1.01	0.98	1.07	0.56	0.62	0.42	0.56	0.54	0.57	0.50	1.12	0.51
SPOKANE		0	79,357	664	0.84	0.75	0.86	0.88	0.88	0.99	0.95	0.92	0.93	0.73	0.90	0.78
	SPOKANE CHESTNUT	0	1,859	40	2.15	1.65	1.00	1.25	1.35	1.07	1.11	1.56	1.59	1.03	2.09	0.83
	SPOKANE FAIRFAX	0	11,044	98	0.89	0.90	1.04	0.94	0.98	0.90	0.90	1.16	1.07	0.83	1.11	0.82
	SPOKANE HUDSON	0	8,681	80	0.92	0.57	0.89	0.83	0.90	0.88	0.83	1.15	0.94	1.16	1.52	0.91
	SPOKANE KEYSTONE	0	7,542	62	0.82	0.68	0.98	1.02	0.50	0.64	0.57	0.99	0.80	0.65	0.89	0.54

WASHINGTON TROUBLE REPORT RATE - JANUARY 2012

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JAN-12	RATE DEC-11	RATE 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		
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		
		SPOKANE MORAN	0	5,132	54	1.05	1.67	1.20	0.93	1.01	0.87	0.64	0.83	0.55	0.39	0.49	0.65
		SPOKANE RIVERSIDE	0	11,565	84	0.73	0.75	0.89	0.59	0.66	0.90	1.19	0.84	0.81	0.69	0.84	0.98
		SPOKANE WALNUT	0	21,630	177	0.82	0.58	0.68	0.90	0.95	1.31	1.04	0.71	1.10	0.72	0.72	0.85
		SPOKANE WHITWORTH	0	11,904	69	0.58	0.58	0.74	0.96	0.95	0.95	1.00	0.87	0.78	0.57	0.62	0.52
SPRINGDALE	0		1,525	16	1.05	0.78	1.68	1.08	1.27	1.83	1.14	1.76	2.31	1.13	1.81	1.62	
SUMNER (BONNEYLAKE)	0		9,146	144	1.57	0.97	1.28	1.10	0.84	0.91	0.69	0.87	0.65	0.86	0.78	0.68	
TACOMA	0		88,083	997	1.13	0.97	0.98	1.02	0.76	0.75	0.72	0.73	0.70	0.68	0.87	0.78	
	0	TACOMA FORT LEWIS	1,762	9	0.51	0.34	0.44	0.33	0.16	0.43	0.52	0.66	0.20	0.53	0.57	0.85	
	0	TACOMA GREENFIELD	11,982	163	1.36	1.22	1.35	1.29	0.74	0.75	0.85	0.77	0.69	0.81	1.14	1.00	
	0	TACOMA JUNIPER	12,146	153	1.26	0.86	0.92	1.13	1.00	0.77	0.65	0.70	0.66	0.63	0.91	0.64	
	0	TACOMA LENNOX	14,301	248	1.73	1.24	0.99	1.47	1.05	1.14	1.07	1.05	1.16	0.87	0.95	1.00	
	0	TACOMA LOGAN	8,912	99	1.11	0.93	0.98	0.91	0.61	0.64	0.80	0.76	0.66	0.65	0.89	0.71	
	0	TACOMA MARKET (FAWCETT)	10,665	61	0.57	0.46	0.71	0.52	0.78	0.32	0.43	0.38	0.43	0.48	0.57	0.55	
	0	TACOMA SKYLINE	8,925	100	1.12	0.99	1.31	0.95	0.60	0.81	0.55	0.54	0.77	0.80	0.89	0.87	
	0	TACOMA WAVERLY-2	3,749	30	0.80	1.38	0.55	0.78	0.69	0.68	0.47	0.93	0.63	0.55	1.22	0.64	
	0	TACOMA WAVERLY-7	15,641	134	0.86	0.95	0.91	0.88	0.60	0.76	0.71	0.74	0.54	0.58	0.69	0.66	
VANCOUVER	0		49,818	605	1.21	1.05	1.11	1.08	0.73	0.78	0.76	0.87	0.76	0.76	0.96	0.87	
	0	VANCOUVER ORCHARDS	25,247	265	1.05	0.95	0.91	1.05	0.73	0.66	0.68	0.91	0.78	0.70	0.75	0.79	
	0	VANCOUVER OXFORD	14,470	179	1.24	1.03	1.55	1.12	0.71	0.81	0.88	0.83	0.73	0.89	1.22	0.92	
	0	VANCOUVER SALMON CRK(NORTH)	10,101	161	1.59	1.32	0.96	1.09	0.75	1.04	0.76	0.80	0.76	0.69	1.09	0.99	
WAITSBURG	0		428	8	1.87	3.23	2.07	2.07	1.82	1.79	1.57	2.15	1.70	2.12	2.31	1.26	
WALLA WALLA (INCL TOUCHET)	0		11,390	79	0.69	0.70	0.82	1.12	0.67	0.99	0.88	0.88	0.82	0.97	0.52	0.65	
WARDEN	0		919	8	0.87	0.54	1.29	1.18	0.43	0.94	0.92	0.51	1.20	0.90	1.09	1.39	
WINLOCK	1		1,769	28	1.58	1.07	0.90	1.62	0.94	7.68	0.44	0.93	1.58	1.35	1.89	1.45	
YAKIMA	0		30,210	140	0.46	0.52	0.58	0.67	0.55	0.61	0.61	0.78	1.02	0.67	0.70	0.45	
	0	YAKIMA CHESTNUT	19,951	91	0.46	0.54	0.57	0.64	0.48	0.65	0.61	0.76	1.08	0.70	0.67	0.48	
	0	YAKIMA WEST	10,259	49	0.48	0.47	0.61	0.74	0.69	0.52	0.60	0.84	0.89	0.63	0.76	0.40	
Exchanges in Neighboring States																	
CLARKSTON	0		4,442	60	1.35	0.82	1.08	1.88	1.02	0.85	0.99	1.04	1.78	0.87	0.92	1.01	
TOTALS	0		906,149	9,304	1.03	0.85	0.88	0.88	0.76	0.81	0.75	0.77	0.77	0.72	0.85	0.72	

WASHINGTON TRUNK BLOCKING SUMMARY - JANUARY 2012

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	1	0.27%

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 Blanks in the report indicate no activity for the measure.

WASHINGTON TRUNK BLOCKING - JANUARY 2012

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP073982	168			TOLL	TWO_WAY	5.65%	blkng 01/23/12@ 1700hrs & 01/25/12 @1900hrs & 01/26/12@ 1700hrs caused by severe weather SA Tgsr issued to customer

Qwest Corporation d/b/a CenturyLink QC
 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JANUARY 2012

MEASURE	MARKET UNIT	JAN-12	FEB-12	MAR-12
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			
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	RES			

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Qwest Corporation d/b/a CenturyLink QC
 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JANUARY 2012

MEASURE	MARKET UNIT	JAN-12	FEB-12	MAR-12
Number of Scheduled Appointments (dispatched orders)	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			
Total amount of missed appointments credits paid	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 - JANUARY 2012

MEASURE	MARKET UNIT	JAN-12	FEB-12	MAR-12
Number of Scheduled Appointments (dispatched orders)	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 Remote Call Frwding-Non-Recurring	RES			
Amount of Remote Call Frwding-Non-Recurring	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			

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Qwest Corporation d/b/a CenturyLink QC
 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JANUARY 2012

MEASURE	MARKET UNIT	JAN-12	FEB-12	MAR-12
Number of Scheduled Appointments (dispatched orders)	RES			
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			
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			

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Qwest Corporation d/b/a CenturyLink QC
 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JANUARY 2012

MEASURE	MARKET UNIT	JAN-12	FEB-12	MAR-12
Number of Scheduled Appointments (dispatched orders)	RES			
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			
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			

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Qwest Corporation d/b/a CenturyLink QC
 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JANUARY 2012

MEASURE	MARKET UNIT	JAN-12	FEB-12	MAR-12
Number of Scheduled Appointments (dispatched orders)	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 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, Foilage, etc.)	BUS			
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	BUS			

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