



CenturyLink™

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July 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 June 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

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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

Washington Service Quality Summary Report - JUNE 2012

METRIC DESCRIPTION	JANUARY 2012			FEBRUARY 2012			MARCH 2012		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	3,443	3,963	86.88%	2,287	2,498	91.55%	2,372	2,452	96.74%
OOS Tickets Not Cleared Within 48 Hrs	520	1	520	211	1	211	80	1	80
Number of OOS Exemptions	447	1	447	121	1	121	58	1	58
All Other Repairs Cleared LT < 72 Hrs	7,421	7,687	96.54%	6,041	6,152	98.20%	5,319	5,345	99.51%
All Other Troubles Cleared GTR > 72 Hrs	266	1	266	111	1	111	26	1	26
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	323	1	323	96	1	96	2	1	2
Physically Obstructed All Other Troubles Cleared > 72 Hrs	28	1	28	31	1	31	41	1	41
Repair Force Majeure Exclusions	256	1	256	115	1	115	29	1	29
Repair Physically Obstructed Exclusions	31	1	31	28	1	28	28	1	28
Installation Appointments Met	3,150	3,347	94.11%	3,053	3,251	93.91%	2,884	3,006	95.94%
Repair Appointments Met	2,347	2,810	83.52%	2,654	3,170	83.72%	2,580	2,954	87.34%
Provisioning Missed for Company Reasons	121	1	121	178	1	178	156	1	156
Provisioning Missed for Customer Reasons	695	1	695	638	1	638	652	1	652
% of Switches Delivering Dial Tone Within 3 seconds	5,792	5,792	100.00%	5,395	5,395	100.00%	5,606	5,606	100.00%

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - JUNE 2012

METRIC DESCRIPTION	APRIL 2012			MAY 2012			JUNE 2012		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	2,044	2,108	96.96%	2,431	2,466	98.58%	2,407	2,459	97.89%
OOS Tickets Not Cleared Within 48 Hrs	64	1	64	35	1	35	52	1	52
Number of OOS Exemptions	50	1	50	26	1	26	56	1	56
All Other Repairs Cleared LT < 72 Hrs	4,702	4,725	99.51%	4,757	4,771	99.71%	4,601	4,615	99.70%
All Other Troubles Cleared GTR > 72 Hrs	23	1	23	14	1	14	14	1	14
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	1	1	1	4	1	4	5	1	5
Physically Obstructed All Other Troubles Cleared > 72 Hrs	21	1	21	12	1	12	24	1	24
Repair Force Majeure Exclusions	23	1	23	36	1	36	49	1	49
Repair Physically Obstructed Exclusions	24	1	24	34	1	34	33	1	33
Installation Appointments Met	2,456	2,562	95.86%	2,552	2,696	94.66%	2,616	2,752	95.06%
Repair Appointments Met	2,082	2,400	86.75%	2,165	2,482	87.23%	2,097	2,444	85.80%
Provisioning Missed for Company Reasons	174	1	174	148	1	148	140	1	140
Provisioning Missed for Customer Reasons	523	1	523	601	1	601	556	1	556
% of Switches Delivering Dial Tone Within 3 seconds	5,617	5,617	100.00%	5,818	5,818	100.00%	5,375	5,376	99.98%

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Washington Orders Summary - JUNE 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						99.00%		99.00%	
ABERDEEN-HOQUIAM		61	3	228.33	2	96.72%	0	100.00%	1
AUBURN		126	9	147.89	1	99.21%	0	100.00%	
BAINBRIDGE ISLAND		54	1	245.00	0	100.00%	0	100.00%	
BATTLEGROUND		70	1	245.00	3	95.71%	0	100.00%	
BELFAIR		43	1	246.00	2	95.35%	0	100.00%	
BELLEVUE		158	10	162.70	4	97.47%	0	100.00%	
	BELLEVUE GLENCOURT	72	4	122.25	1	98.61%	0	100.00%	
	BELLEVUE-SHERWOOD	86	6	189.67	3	96.51%	0	100.00%	
BELLINGHAM		150	5	196.80	3	98.00%	0	100.00%	1
	BELLINGHAM LUMMI	15	0		0	100.00%	0	100.00%	
	BELLINGHAM REGENT	135	5	196.80	3	97.78%	0	100.00%	1
BLACK DIAMOND		14	1	188.00	1	92.86%	0	100.00%	1
BREMERTON		129	7	163.29	4	96.90%	0	100.00%	
	BREMERTON CROSBY	18	0		1	94.44%	0	100.00%	
	BREMERTON ESSEX	106	7	163.29	2	98.11%	0	100.00%	
	BREMERTON SUNNYSLOPE	5	0		1	80.00%	0	100.00%	
BUCKLEY		8	0		1	87.50%	0	100.00%	
CASTLE ROCK		23	1	203.00	0	100.00%	0	100.00%	
CENTRALIA		58	3	217.33	2	96.55%	0	100.00%	
CHEHALIS		61	1	146.00	0	100.00%	0	100.00%	
	CHEHALIS	44	1	146.00	0	100.00%	0	100.00%	
	CHEHALIS NAPAVINE	17	0		0	100.00%	0	100.00%	
CLE-ELUM		19	2	26.00	0	100.00%	0	100.00%	
COLFAX		12	0		0	100.00%	0	100.00%	
COLVILLE		54	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 - JUNE 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)		21	0		1	95.24%	0	100.00%	
COULEE DAM		15	1	241.00	0	100.00%	0	100.00%	
CRYSTAL MTN.		3	0		1	66.67%	0	100.00%	
DAYTON		11	0		0	100.00%	0	100.00%	
DEER PARK		31	0		0	100.00%	0	100.00%	
DES MOINES		167	10	123.60	0	100.00%	0	100.00%	
	DES MOINES	58	2	118.50	0	100.00%	0	100.00%	
	DES MOINES FEDERAL WAY	109	8	124.88	0	100.00%	0	100.00%	
EASTON		6	0		0	100.00%	0	100.00%	
ELK		15	0		0	100.00%	0	100.00%	
ENUMCLAW		34	1	203.00	0	100.00%	0	100.00%	
EPHRATA		21	0		0	100.00%	0	100.00%	
GRAHAM		71	13	137.38	1	98.53%	0	100.00%	
GREEN BLUFF		5	0		0	100.00%	0	100.00%	
HOODSPORT		13	1	46.00	0	100.00%	0	100.00%	
ISSAQUAH		91	3	164.33	2	97.80%	0	100.00%	
KENT		284	18	94.89	11	96.13%	0	100.00%	
	KENT MERIDIAN	52	3	110.67	2	96.15%	0	100.00%	
	KENT O BRIEN	19	1	5.00	0	100.00%	0	100.00%	
	KENT ULRICH	213	14	97.93	9	95.77%	0	100.00%	
LIBERTY LAKE		5	0		0	100.00%	0	100.00%	
LONGVIEW-KELSO		178	9	204.22	3	98.31%	0	100.00%	
LOON LAKE		12	0		1	91.67%	0	100.00%	
MAPLE VALLEY		40	4	69.50	3	92.50%	0	100.00%	
MOSES LAKE		77	3	122.00	0	100.00%	0	100.00%	

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STANDARD									
	MOSES LAKE AFB	19	0		0	90.00%	0	99.00%	
	MOSES LAKE ALDER	58	3	122.00	0	100.00%	0	100.00%	
NEWMAN LAKE		9	0		0	100.00%	0	100.00%	
NORTHPORT		12	0		0	100.00%	0	100.00%	
OLYMPIA		259	24	141.42	2	99.23%	0	100.00%	
	OLYMPIA EVERGREEN	17	1	246.00	0	100.00%	0	100.00%	
	OLYMPIA LACEY	127	10	88.30	2	98.43%	0	100.00%	
	OLYMPIA WHITEHALL	115	13	174.23	0	100.00%	0	100.00%	
OMAK-OKANOGAN		50	2	132.00	0	100.00%	0	100.00%	
OROVILLE		17	1	58.00	0	100.00%	0	100.00%	
OTHELLO		31	2	139.50	1	96.77%	0	100.00%	
PASCO		118	7	145.86	2	98.31%	0	100.00%	
PATEROS		3	0		0	100.00%	0	100.00%	
POMEROY		10	0		0	100.00%	0	100.00%	
PT. ANGELES		64	3	86.33	0	100.00%	0	100.00%	
	PT ANGELES JOYCE	9	0		0	100.00%	0	100.00%	
	PT. ANGELES	55	3	86.33	0	100.00%	0	100.00%	
PT. LUDLOW		19	0		0	100.00%	0	100.00%	
PT. ORCHARD		83	2	243.00	0	100.00%	0	100.00%	
	PORT ORCHARD COLBY	28	2	243.00	0	100.00%	0	100.00%	
	PT. ORCHARD	55	0		0	100.00%	0	100.00%	
PT. TOWNSEND		83	4	187.00	2	97.59%	0	100.00%	
PUYALLAP		138	3	10.67	1	99.28%	0	100.00%	
RENTON		175	20	146.30	1	99.43%	0	100.00%	
RIDGEFIELD		15	2	11.50	0	100.00%	0	100.00%	

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STANDARD									
ROCHESTER		22	1	245.00	1	95.45%	0	100.00%	
ROY		9	1	246.00	0	100.00%	0	100.00%	
SEATTLE		1,214	48	160.48	9	99.26%	0	100.00%	3
	SEATTLE ATWATER	66	1	19.00	1	98.48%	0	100.00%	
	SEATTLE CAMPUS	34	2	240.00	0	100.00%	0	100.00%	
	SEATTLE CHERRY	192	9	140.44	2	98.96%	0	100.00%	1
	SEATTLE DUWAMISH	71	4	114.75	1	98.59%	0	100.00%	1
	SEATTLE EAST	135	8	163.13	1	99.26%	0	100.00%	1
	SEATTLE ELLIOT	27	1	245.00	0	100.00%	0	100.00%	
	SEATTLE EMERSON	114	3	167.67	0	100.00%	0	100.00%	
	SEATTLE LAKEVIEW	102	3	231.33	0	100.00%	0	100.00%	
	SEATTLE MAIN	155	7	106.86	1	99.35%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	31	1	16.00	0	100.00%	0	100.00%	
	SEATTLE PARKWAY	127	4	196.25	2	98.43%	0	100.00%	
	SEATTLE SUNSET	71	2	245.50	1	98.59%	0	100.00%	
	SEATTLE WEST	89	3	231.33	0	100.00%	0	100.00%	
SEQUIM		72	5	52.20	0	100.00%	0	100.00%	
SHELTON		72	5	162.40	1	98.61%	0	100.00%	
SILVERDALE		60	4	67.25	0	100.00%	0	100.00%	
SPOKANE		712	45	171.42	4	99.44%	0	100.00%	2
	SPOKANE CHESTNUT	18	0		0	100.00%	0	100.00%	
	SPOKANE FAIRFAX	105	5	148.80	0	100.00%	0	100.00%	
	SPOKANE HUDSON	87	6	173.83	1	98.85%	0	100.00%	1
	SPOKANE KEYSTONE	68	2	102.00	1	98.53%	0	100.00%	
	SPOKANE MORAN	41	2	134.00	1	97.56%	0	100.00%	

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STANDARD						90.00%		99.00%	
	SPOKANE RIVERSIDE	105	8	187.13	0	100.00%	0	100.00%	
	SPOKANE WALNUT	203	17	188.53	1	99.51%	0	100.00%	
	SPOKANE WHITWORTH	85	5	150.60	0	100.00%	0	100.00%	1
SPRINGDALE		12	1	14.00	0	100.00%	0	100.00%	
SUMNER (BONNEYLAKE)		49	6	197.83	1	97.96%	0	100.00%	
TACOMA		744	45	190.96	13	98.25%	0	100.00%	
	TACOMA FORT LEWIS	33	1	203.00	2	93.94%	0	100.00%	
	TACOMA GREENFIELD	127	4	185.00	1	99.21%	0	100.00%	
	TACOMA JUNIPER	125	6	177.50	3	97.60%	0	100.00%	
	TACOMA LENNOX	109	13	158.92	1	99.08%	0	100.00%	
	TACOMA LOGAN	57	4	245.25	1	98.25%	0	100.00%	
	TACOMA MARKET (FAWCETT)	93	5	237.60	2	97.85%	0	100.00%	
	TACOMA SKYLINE	66	3	171.00	1	98.48%	0	100.00%	
	TACOMA WAVERLY-2	24	3	175.00	1	95.83%	0	100.00%	
	TACOMA WAVERLY-7	110	6	218.67	1	99.09%	0	100.00%	
VANCOUVER		446	44	147.80	6	98.65%	0	100.00%	
	VANCOUVER ORCHARDS	217	18	147.39	3	98.62%	0	100.00%	
	VANCOUVER OXFORD	144	14	148.43	2	98.61%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	85	12	147.67	1	98.82%	0	100.00%	
WAITSBURG		3	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		86	5	188.40	1	98.84%	0	100.00%	1
WARDEN		10	1	193.00	0	100.00%	0	100.00%	
WINLOCK		4	0		0	100.00%	0	100.00%	
YAKIMA		309	21	144.90	3	99.03%	0	100.00%	
	YAKIMA CHESTNUT	231	16	169.25	3	98.70%	0	100.00%	

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STANDARD						90.00%		99.00%	
	YAKIMA WEST	78	5	67.00	0	100.00%	0	100.00%	
Exchanges in Neighboring States									
CLARKSTON		22	0		2	90.91%	0	100.00%	
TOTALS		7,072	410	154.04	96	98.64%	0	100.00%	9

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WASHINGTON TROUBLE REPORT RATE - JUNE 2012

WIRECENTER	STD EXD CNT	LINES	RPTS	JUN-12 RATE	MAY-12 RATE	APR-12 RATE	MAR-12 RATE	FEB-12 RATE	JAN-12 RATE	DEC-11 RATE	NOV-11 RATE	OCT-11 RATE	SEP-11 RATE	AUG-11 RATE	JUL-11 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
ABERDEEN-HOQUIAM	0	7,784	69	0.89	0.78	0.71	1.03	1.44	1.28	1.13	1.11	0.94	0.74	0.92	1.34
AUBURN	0	13,285	125	0.94	0.93	0.76	1.05	1.30	1.90	1.09	0.86	0.95	0.94	0.83	0.75
BAINBRIDGE ISLAND	0	7,305	76	1.04	1.03	0.71	0.93	0.90	1.07	1.15	1.07	0.88	1.27	1.13	0.96
BATTLEGROUND	0	7,063	70	0.99	0.85	0.73	1.10	0.94	1.20	1.34	1.05	0.91	1.26	1.08	0.71
BELFAIR	0	5,074	68	1.34	1.39	0.70	0.85	0.86	1.11	1.18	0.94	1.05	0.79	0.92	0.67
BELLEVUE	0	28,362	177	0.62	0.57	0.63	0.57	0.71	0.70	0.71	0.65	0.72	0.67	0.63	0.50
BELLEVUE GLENACOURT	0	11,992	57	0.48	0.54	0.69	0.51	0.54	0.52	0.49	0.58	0.64	0.48	0.54	0.45
BELLEVUE-SHERWOOD	0	16,370	120	0.73	0.58	0.59	0.62	0.84	0.82	0.87	0.69	0.77	0.82	0.69	0.53
BELLINGHAM	0	19,026	56	0.29	0.38	0.38	0.56	0.41	0.52	0.41	0.47	0.42	0.46	0.46	0.49
BELLINGHAM LUMMI	0	1,099	3	0.27	0.64	0.09	0.72	0.81	0.54	0.44	0.53	0.87	0.61	0.86	0.60
BELLINGHAM REGENT	0	17,927	53	0.30	0.37	0.40	0.55	0.39	0.52	0.41	0.47	0.40	0.45	0.44	0.48
BLACK DIAMOND	0	1,802	25	1.39	1.15	1.09	1.67	2.56	3.33	1.36	1.71	2.68	1.33	1.11	1.20
BREMERTON	0	23,932	93	0.39	0.41	0.40	0.45	0.38	0.65	0.59	0.73	0.57	0.57	0.59	0.55
BREMERTON CROSBY	0	2,467	30	1.22	1.08	1.20	1.07	0.59	1.10	1.10	1.09	1.74	1.31	2.02	1.43
BREMERTON ESSEX	0	20,941	56	0.27	0.32	0.32	0.39	0.35	0.61	0.53	0.70	0.44	0.49	0.42	0.45
BREMERTON SUNNYSLOPE	0	524	7	1.34	0.96	0.19	0.19	0.74	0.00	0.73	0.18	0.36	0.18	0.52	0.52
BUCKLEY	0	1,522	30	1.97	1.62	0.77	3.44	1.83	1.32	1.76	1.55	1.41	2.07	3.41	2.67
CASTLE ROCK	0	2,832	57	2.01	2.05	1.72	1.33	1.38	2.02	1.83	2.04	1.03	1.59	1.11	2.02
CENTRALIA	0	5,064	47	0.93	1.55	0.94	1.36	0.83	1.44	0.87	0.83	1.17	1.35	1.39	2.05
CHEHALIS	0	7,166	78	1.09	1.39	1.15	1.21	1.00	1.51	1.23	1.53	1.24	1.09	1.04	0.77
CHEHALIS	0	5,134	59	1.15	1.36	1.27	1.30	1.05	1.55	1.13	1.36	1.09	1.25	1.15	0.65
CHEHALIS NAPAVINE	0	2,032	19	0.94	1.47	0.83	0.98	0.88	1.41	1.50	1.97	1.62	0.67	0.75	1.08
CHEHALIS	0	2,268	11	0.49	0.48	0.83	0.69	1.03	0.85	0.55	0.50	0.33	0.66	1.72	3.54
CLE-ELUM	0	1,840	20	1.09	0.75	0.48	1.22	1.16	0.89	0.89	1.13	1.69	1.02	1.16	1.24
COLFAX	0	5,771	65	1.13	0.69	0.99	0.53	0.94	0.53	0.46	0.58	0.90	0.86	1.20	0.85
COLVILLE	0	2,586	33	1.28	0.92	1.57	1.31	1.52	1.11	1.31	1.40	1.82	1.41	1.19	0.87
COPALIS(OCEAN SHORES)	0	1,751	27	1.54	0.86	0.86	1.88	1.52	0.56	1.39	1.27	0.99	0.81	1.23	1.17
COULEE DAM	0	546	3	0.55	1.10	0.92	0.73	1.28	2.00	2.18	1.28	0.73	0.18	0.73	0.91
CRYSTAL MTN.	0	1,503	8	0.53	0.79	1.89	1.62	1.87	1.60	0.57	0.70	1.20	0.69	1.12	0.50
DAYTON	0	4,750	107	2.25	2.51	1.86	1.16	0.69	0.95	1.37	1.50	1.93	1.54	1.45	1.23
DEER PARK	0	13,362	99	0.74	0.62	0.77	0.66	1.04	1.04	0.94	0.89	0.86	0.65	0.75	0.78
DES MOINES	0	5,273	46	0.87	0.70	0.80	0.75	1.11	1.14	0.78	1.03	0.86	0.73	0.81	0.81
DES MOINES FEDERAL WAY	0	8,089	53	0.66	0.57	0.76	0.60	1.00	0.97	1.05	0.80	0.86	0.60	0.71	0.77

WASHINGTON TROUBLE REPORT RATE - JUNE 2012

WIRECENTER		STD EXD CNT	LINES	RPTS	JUN-12	MAY-12	APR-12	MAR-12	FEB-12	JAN-12	DEC-11	NOV-11	OCT-11	SEP-11	AUG-11	JUL-11
					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	492	6	1.22	2.06	0.21	0.41	1.41	0.81	1.60	0.39	1.95	0.58	1.16	1.13
ELK															2.13	1.28
ENUNCLAW		0	4,336	55	1.27	1.27	1.28	1.69	3.08	1.74	1.90	1.19	1.69	1.17	1.15	1.51
EPHRATA		0	2,266	15	0.66	0.70	0.82	0.47	0.30	0.55	0.34	0.58	0.57	0.65	0.56	0.76
GRAHAM		0	8,163	71	0.87	1.16	0.80	1.71	1.84	1.63	1.22	1.39	1.52	1.09	1.69	1.40
GREEN BLUFF		0	2,012	24	1.19	1.33	1.27	0.63	1.11	1.20	1.42	0.85	1.26	1.58	1.37	1.00
HOODSPORT		0	1,546	10	0.65	0.71	0.63	1.01	0.56	0.31	0.49	0.66	0.71	0.64	1.15	0.51
ISSAQUAH		0	11,639	62	0.53	0.71	0.57	0.83	0.92	1.01	0.83	0.58	0.77	0.47	0.64	0.63
KENT		0	25,967	205	0.79	0.80	0.76	0.75	1.16	1.40	0.80	0.97	0.87	0.64	0.73	0.66
KENT MERIDIAN		0	8,678	75	0.86	0.95	0.76	0.91	1.49	1.71	1.14	1.33	0.97	0.74	0.92	0.89
KENT O BRIEN		0	5,753	13	0.23	0.19	0.24	0.34	0.33	0.46	0.11	0.27	0.35	0.22	0.27	0.20
KENT ULRICH		0	11,536	117	1.01	0.99	1.02	0.83	1.32	1.64	0.89	1.04	1.04	0.77	0.82	0.72
LIBERTY LAKE		0	654	3	0.46	0.76	0.31	0.15	0.45	0.15	0.59	0.14	0.57	0.43	0.42	0.56
LONGVIEW-KELSO		0	15,778	164	1.04	1.11	1.17	1.40	1.29	1.94	1.10	1.57	1.61	1.43	1.00	1.19
LOON LAKE		0	935	25	2.67	1.39	1.07	0.53	0.74	0.84	0.83	0.93	0.91	1.30	0.98	1.07
MAPLE VALLEY		0	5,527	51	0.92	1.17	0.90	1.18	1.29	1.09	1.23	1.32	1.13	1.04	1.11	0.89
MOSES LAKE		0	9,338	105	1.12	0.83	0.83	0.78	1.07	0.72	0.85	0.72	0.82	0.67	0.93	0.89
MOSES LAKE AFB		0	1,543	24	1.56	0.51	0.89	0.76	0.45	0.94	0.74	0.31	0.61	0.67	1.02	1.13
MOSES LAKE ALDER		0	7,795	81	1.04	0.89	0.81	0.78	1.20	0.67	0.88	0.80	0.86	0.67	0.92	0.84
NEWMAN LAKE		0	1,161	14	1.21	0.60	0.93	1.34	0.41	0.91	0.57	2.04	1.54	0.88	1.02	0.78
NORTHPORT		1	928	13	1.40	1.40	0.54	0.32	0.32	0.32	0.64	1.17	0.84	0.84	1.35	4.15
OLYMPIA		0	39,163	268	0.68	0.90	0.66	0.70	1.03	1.46	0.84	0.80	0.85	0.65	0.63	0.62
OLYMPIA EVERGREEN		0	2,916	33	1.13	1.62	0.86	0.93	1.40	1.92	1.02	1.01	1.18	0.99	1.00	1.20
OLYMPIA LACEY		0	17,520	121	0.69	0.90	0.66	0.67	1.11	1.06	0.80	0.74	0.69	0.65	0.63	0.54
OLYMPIA WHITEHALL		0	18,727	114	0.61	0.78	0.62	0.69	0.89	1.75	0.84	0.82	0.95	0.60	0.57	0.61
OMAK-OKANOGAN		0	5,891	67	1.14	0.95	1.60	0.92	1.02	1.17	0.96	0.94	1.18	1.38	1.39	1.09
OROVILLE		0	1,578	29	1.84	1.39	1.13	1.07	0.81	0.93	1.06	0.86	0.73	0.92	1.27	1.51
OTHELLO		0	3,383	68	2.01	1.26	1.36	1.07	1.35	1.10	1.18	1.43	1.22	0.96	2.13	0.92
PASCO		0	11,194	90	0.80	0.83	1.00	0.90	0.95	0.74	0.60	0.80	0.89	0.68	0.89	0.75
PATEROS		0	637	5	0.78	0.78	1.24	1.39	1.22	1.36	1.05	0.59	1.89	1.02	1.17	0.29
POMEROY		0	1,133	38	3.35	1.85	2.11	3.15	2.27	3.12	1.46	2.39	1.79	2.80	3.12	0.93
PT. ANGELES		0	11,305	61	0.54	0.62	0.55	0.70	0.91	1.10	0.75	0.85	0.77	0.82	0.80	0.73
PT ANGELES JOYCE		0	906	4	0.44	0.88	0.66	1.76	1.97	2.50	2.27	3.01	2.66	2.64	1.15	1.98

WASHINGTON TROUBLE REPORT RATE - JUNE 2012

WIRECENTER	STD EXD CNT	LINES RPTS	RATE														
			JUN-12	MAY-12	APR-12	MAR-12	FEB-12	JAN-12	DEC-11	NOV-11	OCT-11	SEP-11	AUG-11	JUL-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	4.00	4.00	4.00
PT. ANGELES	0	10,399	57	0.55	0.59	0.54	0.61	0.82	0.98	0.62	0.67	0.61	0.67	0.78	0.63	0.63	0.63
PT. LUDLOW	0	1,984	16	0.81	1.31	0.40	0.80	0.54	0.64	0.73	0.58	0.53	0.76	1.18	0.66	0.66	0.66
PT. ORCHARD	0	11,917	157	1.32	1.03	1.23	1.08	1.03	1.19	1.37	1.02	0.86	1.12	1.00	0.77	0.77	0.77
PORT ORCHARD COLBY	0	4,427	77	1.74	1.19	0.84	1.20	1.34	1.37	1.77	1.22	0.89	0.90	0.85	0.88	0.88	0.88
PT. ORCHARD	0	7,490	80	1.07	0.94	1.46	1.01	0.84	1.09	1.13	0.90	0.85	1.25	1.09	0.71	0.71	0.71
PT. TOWNSEND	0	8,833	69	0.78	0.90	0.57	0.85	0.74	0.74	0.64	0.72	0.61	0.94	1.15	1.17	1.17	1.17
PUYALLAP	0	14,736	134	0.91	1.07	0.69	0.82	1.25	1.88	1.04	0.97	0.89	0.79	0.75	0.88	0.88	0.88
RENTON	0	23,773	217	0.91	0.75	0.77	1.04	1.18	1.20	1.20	0.93	0.86	0.83	0.72	0.64	0.64	0.64
RIDGEFIELD	0	2,373	21	0.88	2.09	0.67	1.28	1.44	1.95	1.35	1.14	1.37	0.78	2.00	1.30	1.30	1.30
ROCHESTER	0	3,383	20	0.59	0.70	1.13	1.90	1.60	1.65	1.52	1.28	1.15	1.03	1.56	1.20	1.20	1.20
ROY																	
SEATTLE	0	177,186	922	0.52	0.52	0.53	0.66	0.61	0.67	0.61	0.67	0.60	0.55	0.52	0.48	0.48	0.48
SEATTLE ATWATER	0	12,263	36	0.29	0.37	0.38	0.36	0.39	0.35	0.35	0.46	0.43	0.41	0.49	0.25	0.25	0.25
SEATTLE CAMPUS	0	6,138	23	0.37	0.47	0.30	0.42	0.34	0.49	0.41	0.26	0.49	0.48	0.28	0.22	0.22	0.22
SEATTLE CHERRY	0	20,002	182	0.91	0.86	0.77	1.21	1.35	1.48	1.09	1.11	0.99	0.85	0.89	0.79	0.79	0.79
SEATTLE DUWAMISH	0	8,599	42	0.49	0.46	0.68	0.78	0.78	0.79	0.73	0.70	0.68	0.56	0.73	0.50	0.50	0.50
SEATTLE EAST	0	19,149	90	0.47	0.46	0.49	0.67	0.43	0.55	0.57	0.70	0.66	0.44	0.47	0.46	0.46	0.46
SEATTLE ELLIOT	0	5,091	13	0.26	0.12	0.14	0.23	0.21	0.17	0.20	0.18	0.22	0.22	0.23	0.25	0.25	0.25
SEATTLE EMERSON	0	18,378	87	0.47	0.55	0.54	0.57	0.48	0.69	0.76	0.77	0.51	0.65	0.69	0.56	0.56	0.56
SEATTLE LAKEVIEW	0	16,257	93	0.57	0.60	0.60	0.85	0.79	1.03	0.82	0.86	0.81	0.68	0.61	0.53	0.53	0.53
SEATTLE MAIN	0	26,574	35	0.13	0.19	0.17	0.16	0.14	0.14	0.14	0.16	0.19	0.14	0.16	0.20	0.20	0.20
SEATTLE MERCER ISLAND (ADAMS)	0	5,867	49	0.84	0.59	0.33	0.79	0.70	0.58	0.63	0.99	0.63	0.76	0.59	0.66	0.66	0.66
SEATTLE PARKWAY	0	12,429	104	0.84	0.77	0.96	1.13	1.09	0.85	0.85	0.84	0.79	0.83	0.57	0.73	0.73	0.73
SEATTLE SUNSET	0	13,600	83	0.61	0.45	0.69	0.54	0.43	0.59	0.55	0.70	0.67	0.67	0.46	0.52	0.52	0.52
SEATTLE WEST	0	12,839	85	0.66	0.75	0.67	0.87	0.67	0.61	0.69	0.80	0.59	0.63	0.57	0.41	0.41	0.41
SEQUIM	0	9,903	76	0.77	0.68	0.43	0.56	0.64	0.93	0.78	0.54	0.58	0.61	0.84	0.78	0.78	0.78
SHELTON	0	9,646	84	0.87	0.93	1.00	1.08	1.27	1.77	0.98	0.93	0.98	0.81	0.78	0.73	0.73	0.73
SILVERDALE	0	8,352	37	0.44	0.59	0.70	0.70	0.71	1.01	0.98	1.07	0.56	0.62	0.42	0.56	0.56	0.56
SPOKANE	0	75,177	729	0.97	0.74	0.82	1.01	0.82	0.84	0.75	0.86	0.88	0.88	0.99	0.95	0.95	0.95
SPOKANE CHESTNUT	0	1,792	39	2.18	0.61	1.16	0.77	1.08	2.15	1.65	1.00	1.25	1.35	1.07	1.11	1.11	1.11
SPOKANE FAIRFAX	0	10,391	123	1.18	0.82	0.95	1.18	1.02	0.89	0.90	1.04	0.94	0.98	0.90	0.90	0.90	0.90
SPOKANE HUDSON	0	8,259	100	1.21	0.97	1.11	1.44	0.96	0.92	0.57	0.89	0.83	0.90	0.88	0.83	0.83	0.83
SPOKANE KEYSTONE	0	7,129	59	0.83	0.55	0.63	1.23	0.78	0.82	0.68	0.98	1.02	0.50	0.64	0.57	0.57	0.57

WASHINGTON TROUBLE REPORT RATE - JUNE 2012

WIRECENTER	STD EXD CNT	LINES	RPTS	JUN-12	MAY-12	APR-12	MAR-12	FEB-12	JAN-12	DEC-11	NOV-11	OCT-11	SEP-11	AUG-11	JUL-11
				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
SPOKANE MORAN	0	4,933	49	0.99	0.54	0.87	0.71	0.70	1.05	1.67	1.20	0.93	1.01	0.87	0.64
SPOKANE RIVERSIDE	0	10,857	91	0.84	0.54	0.71	1.02	0.79	0.73	0.75	0.89	0.59	0.66	0.90	1.19
SPOKANE WALNUT	0	20,523	175	0.85	0.72	0.83	0.86	0.78	0.82	0.58	0.68	0.90	0.95	1.31	1.04
SPOKANE WHITWORTH	0	11,293	93	0.82	0.93	0.64	0.85	0.70	0.58	0.58	0.74	0.96	0.95	0.95	1.00
SPRINGDALE	0	1,507	46	3.05	2.11	3.81	0.85	1.11	1.05	0.78	1.68	1.08	1.27	1.83	1.14
SUMNER (BONNEYLAKE)	0	8,636	85	0.98	1.09	0.79	1.05	1.81	1.57	0.97	1.28	1.10	0.84	0.91	0.69
TACOMA	0	83,588	555	0.66	0.79	0.69	0.82	0.99	1.13	0.97	0.98	1.02	0.76	0.75	0.72
TACOMA FORT LEWIS	0	1,702	15	0.88	0.64	0.41	0.40	0.34	0.51	0.34	0.44	0.33	0.16	0.43	0.52
TACOMA GREENFIELD	0	11,227	72	0.64	1.16	0.93	1.01	0.99	1.36	1.22	1.35	1.29	0.74	0.75	0.85
TACOMA JUNIPER	0	11,596	80	0.69	0.78	0.70	0.89	1.09	1.26	0.86	0.92	1.13	1.00	0.77	0.65
TACOMA LENNOX	0	13,590	95	0.70	1.03	0.99	1.05	1.50	1.73	1.24	0.99	1.47	1.05	1.14	1.07
TACOMA LOGAN	0	8,434	50	0.59	0.43	0.57	0.63	0.79	1.11	0.93	0.98	0.91	0.61	0.64	0.80
TACOMA MARKET (FAWCETT)	0	10,136	52	0.51	0.47	0.41	0.44	0.72	0.57	0.46	0.71	0.52	0.78	0.32	0.43
TACOMA SKYLINE	0	8,478	64	0.75	0.85	0.69	0.91	0.97	1.12	0.99	1.31	0.95	0.60	0.81	0.55
TACOMA WAVERLY-2	0	3,561	20	0.56	0.97	0.41	0.87	1.02	0.80	1.38	0.55	0.78	0.69	0.68	0.47
TACOMA WAVERLY-7	0	14,864	107	0.72	0.68	0.60	0.75	0.85	0.86	0.95	0.91	0.88	0.60	0.76	0.71
VANCOUVER	0	48,058	349	0.73	0.90	0.75	0.91	0.78	1.21	1.05	1.11	1.08	0.73	0.78	0.76
VANCOUVER ORCHARDS	0	24,331	177	0.73	0.80	0.66	0.76	0.61	1.05	0.95	0.91	1.05	0.73	0.66	0.68
VANCOUVER OXFORD	0	13,904	115	0.83	1.07	0.95	1.03	0.81	1.24	1.03	1.55	1.12	0.71	0.81	0.88
VANCOUVER SALMON CRK(NORTH)	0	9,823	57	0.58	0.94	0.69	1.10	1.15	1.59	1.32	0.96	1.09	0.75	1.04	0.76
WAITSBURG	0	413	12	2.91	1.21	2.64	1.91	2.35	1.87	3.23	2.07	2.07	1.82	1.79	1.57
WALLA WALLA (INCL TOUCHET)	0	10,779	112	1.04	0.94	1.01	0.92	0.67	0.69	0.70	0.82	1.12	0.67	0.99	0.88
WARDEN	0	870	7	0.80	1.60	1.35	1.12	0.99	0.87	0.54	1.29	1.18	0.43	0.94	0.92
WINLOCK	1	1,740	17	0.98	1.37	0.91	1.71	0.86	1.58	1.07	0.90	1.62	0.94	7.68	0.44
YAKIMA	0	28,724	198	0.69	1.10	0.88	0.65	0.63	0.46	0.52	0.58	0.67	0.55	0.61	0.61
YAKIMA CHESTNUT	0	18,908	122	0.65	1.14	0.98	0.63	0.67	0.46	0.54	0.57	0.64	0.48	0.65	0.61
YAKIMA WEST	0	9,816	76	0.77	1.01	0.70	0.68	0.56	0.48	0.47	0.61	0.74	0.69	0.52	0.60
Exchanges in Neighboring States															
CLARKSTON	0	4,147	50	1.21	1.24	0.96	1.20	0.86	1.35	0.82	1.08	1.88	1.02	0.85	0.99
TOTALS	0	865,345	6,798	0.79	0.80	0.75	0.85	0.90	1.03	0.85	0.88	0.88	0.76	0.81	0.75

WASHINGTON TRUNK BLOCKING SUMMARY - JUNE 2012

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	127	0	0.00%
LOCAL	351	0	0.00%
TOLL	372	2	0.54%

WASHINGTON TRUNK BLOCKING - JUNE 2012

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072408	168			TOLL	TWO_WAY	13.20%	Blocked 06/28/12 1900hr & 06/29/12 1000-1100hr issue SA Tgsr to cust
AP073982	168			TOLL	TWO_WAY	2.10%	Blocked 06/12/12 1700-1800hr Issued SA Tgsr to customer

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

MEASURE	MARKET UNIT	APR-12	MAY-12	JUN-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			

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

MEASURE	MARKET UNIT	APR-12	MAY-12	JUN-12
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			

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

MEASURE	MARKET UNIT	APR-12	MAY-12	JUN-12
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			

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

MEASURE	MARKET UNIT	APR-12	MAY-12	JUN-12
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 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			

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

MEASURE	MARKET UNIT	APR-12	MAY-12	JUN-12
Number of Scheduled Appointments (dispatched orders)	RES			
Total amount of two day out of service condition credit exceptions	RES			
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES			
Number of two day out of service condition credit exceptions for Weather Related Events	RES			
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foilage, etc.)	RES			
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	RES			
Number of out of service repair reports cleared within two working days	BUS			
Percentage of out of service repair reports cleared within two working days	BUS			
Number of out of service repair reports not cleared within two working days minus exceptions.	BUS			
Percentage of out of service repair reports not cleared within two working days minus exceptions.	BUS			
Total amount of two day out of service condition credits	BUS			
Total amount of two day out of service condition credit exceptions	BUS			
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	BUS			
Number of two day out of service condition credit exceptions for Weather Related Events	BUS			
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foilage, etc.)	BUS			
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	BUS			

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

MEASURE	MARKET UNIT	APR-12	MAY-12	JUN-12
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 credit exceptions	BUS			
No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	BUS			

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

MEASURE	MARKET UNIT	APR-12	MAY-12	JUN-12
Number of Scheduled Appointments (dispatched orders)	RES			
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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