



CenturyLink™

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October 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 September 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

RECEIVED  
PROGRAMS MANAGEMENT  
2012 NOV - 1 AM 11:58  
STATE OF WASH.  
UTILITY & TRANSPORTATION COM.  
OLYMPIA, WA

Washington Service Quality Summary Report - SEPTEMBER 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 - SEPTEMBER 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
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 Service Quality Summary Report - SEPTEMBER 2012

METRIC DESCRIPTION	JULY 2012			AUGUST 2012			SEPTEMBER 2012		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	2,403	2,541	94.57%	2,071	2,205	93.92%	1,666	1,809	92.10%
OOS Tickets Not Cleared Within 48 Hrs	138	1	138	134	1	134	143	1	143
Number of OOS Exemptions	84	1	84	76	1	76	58	1	58
All Other Repairs Cleared LT < 72 Hrs	4,956	4,998	99.16%	4,876	4,914	99.23%	3,878	3,924	98.83%
All Other Troubles Cleared GTR > 72 Hrs	42	1	42	38	1	38	46	1	46
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	2	1	2	5	1	5	2	1	2
Physically Obstructed All Other Troubles Cleared > 72 Hrs	31	1	31	21	1	21	33	1	33
Repair Force Majeure Exclusions	41	1	41	23	1	23	19	1	19
Repair Physically Obstructed Exclusions	48	1	48	44	1	44	29	1	29
Installation Appointments Met	2,516	2,714	92.70%	2,534	2,720	93.16%	2,229	2,377	93.77%
Repair Appointments Met	2,476	2,926	84.62%	2,107	2,478	85.03%	1,815	2,110	86.02%
Provisioning Missed for Company Reasons	173	1	173	165	1	165	141	1	141
Provisioning Missed for Customer Reasons	668	1	668	695	1	695	594	1	594
% of Switches Delivering Dial Tone Within 3 seconds	5,793	5,794	99.98%	5,811	5,811	100.00%	5,606	5,606	100.00%

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Washington Orders Summary - SEPTEMBER 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		58	2	169.00	3	94.83%	0	100.00%	1
AUBURN		113	5	29.80	4	96.46%	0	100.00%	
BAINBRIDGE ISLAND		48	0		7	85.42%	0	100.00%	
BATTLEGROUND		38	0		1	97.37%	0	100.00%	
BELFAIR		26	1	13.00	0	100.00%	0	100.00%	
BELLEVUE		145	3	196.67	2	98.62%	0	100.00%	1
	BELLEVUE GLENCOURT	58	1	1.00	0	100.00%	0	100.00%	
	BELLEVUE-SHERWOOD	87	2	294.50	2	97.70%	0	100.00%	1
BELLINGHAM		118	0		1	99.15%	0	100.00%	
	BELLINGHAM LUMMI	4	0		0	100.00%	0	100.00%	
	BELLINGHAM REGENT	114	0		1	99.12%	0	100.00%	
BLACK DIAMOND		7	2	117.00	0	100.00%	0	100.00%	1
BREMERTON		109	1	37.00	3	97.25%	0	100.00%	
	BREMERTON CROSBY	16	0		0	100.00%	0	100.00%	
	BREMERTON ESSEX	89	1	37.00	3	96.63%	0	100.00%	
	BREMERTON SUNNYSLOPE	4	0		0	100.00%	0	100.00%	
BUCKLEY		14	0		1	92.86%	0	100.00%	
CASTLE ROCK		25	0		0	100.00%	0	100.00%	
CENTRALIA		41	2	16.50	1	97.56%	0	100.00%	
CHEHALIS		53	2	120.50	0	100.00%	0	100.00%	1
	CHEHALIS	38	2	120.50	0	100.00%	0	100.00%	1
	CHEHALIS NAPAVINE	15	0		0	100.00%	0	100.00%	
CLE-ELUM		13	1	8.00	0	100.00%	0	100.00%	
COLFAX		12	0		1	91.67%	0	100.00%	
COLVILLE		47	1	9.00	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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STANDARD						90.00%		99.00%	
COPALIS(OCEAN SHORES)		14	0		0	100.00%	0	100.00%	
COULEE DAM		16	1	7.00	0	100.00%	0	100.00%	
CRYSTAL MTN.			0						
DAYTON		10	1	11.00	0	100.00%	0	100.00%	
DEER PARK		29	0		1	96.55%	0	100.00%	
DES MOINES		142	3	63.00	0	100.00%	0	100.00%	
	DES MOINES	53	0		0	100.00%	0	100.00%	
	DES MOINES FEDERAL WAY	89	3	63.00	0	100.00%	0	100.00%	
EASTON		5	0		0	100.00%	0	100.00%	
ELK		10	2	3.00	0	100.00%	0	100.00%	
ENJUMCLAW		20	0		1	95.00%	0	100.00%	
EPHRATA		12	0		0	100.00%	0	100.00%	
GRAHAM		61	7	19.86	1	98.36%	0	100.00%	
GREEN BLUFF		11	0		0	100.00%	0	100.00%	
HOODSPORT		12	0		0	100.00%	0	100.00%	
ISSAQUAH		56	2	18.00	0	100.00%	0	100.00%	
KENT		235	10	49.40	1	99.57%	0	100.00%	1
	KENT MERIDIAN	51	3	86.00	0	100.00%	0	100.00%	1
	KENT O BRIEN	33	3	27.67	0	100.00%	0	100.00%	
	KENT ULRICH	151	4	38.25	1	99.34%	0	100.00%	
LIBERTY LAKE		2	0		0	100.00%	0	100.00%	
LONGVIEW-KELSO		169	0		0	100.00%	0	100.00%	
LOON LAKE		8	1	21.00	0	100.00%	0	100.00%	
MAPLE VALLEY		21	2	2.50	1	95.24%	0	100.00%	
MOSES LAKE		79	1	9.00	0	100.00%	0	100.00%	

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STANDARD	MOSES LAKE AFB	15	0		0	99.00%	0	99.00%	
	MOSES LAKE ALDER	64	1	9.00	0	100.00%	0	100.00%	
NEWMAN LAKE		6	0		0	100.00%	0	100.00%	
NORTHPORT		15	0		0	100.00%	0	100.00%	
OLYMPIA		268	5	35.60	3	98.88%	0	100.00%	
	OLYMPIA EVERGREEN	18	0		0	100.00%	0	100.00%	
	OLYMPIA LACEY	117	1	52.00	1	99.15%	0	100.00%	
	OLYMPIA WHITEHALL	133	4	31.50	2	98.50%	0	100.00%	
OMAK-OKANOGAN		39	1	1.00	0	100.00%	0	100.00%	
OROVILLE		8	0		0	100.00%	0	100.00%	
OTHELLO		23	1	30.00	0	100.00%	0	100.00%	
PASCO		111	6	29.67	3	97.30%	0	100.00%	
PATEROS		2	0		0	100.00%	0	100.00%	
POMEROY		4	1	73.00	0	100.00%	0	100.00%	
PT. ANGELES		60	5	27.00	0	100.00%	0	100.00%	
	PT ANGELES JOYCE	5	1	17.00	0	100.00%	0	100.00%	
	PT. ANGELES	55	4	29.50	0	100.00%	0	100.00%	
PT. LUDLOW		14	0		0	100.00%	0	100.00%	
PT. ORCHARD		62	2	38.50	3	95.16%	0	100.00%	
	PORT ORCHARD COLBY	18	0		1	94.44%	0	100.00%	
	PT. ORCHARD	44	2	38.50	2	95.45%	0	100.00%	
PT. TOWNSEND		57	1	68.00	0	100.00%	0	100.00%	
PUYALLAP		102	5	25.60	2	98.04%	0	100.00%	
RENTON		178	8	34.50	6	96.63%	0	100.00%	
RIDGEFIELD		10	0		1	90.00%	0	100.00%	

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STANDARD						90.00%		99.00%	
ROCHESTER		22	0		0	100.00%	0	100.00%	
ROY		8	0		1	87.50%	0	100.00%	
SEATTLE		1,119	19	23.05	18	98.39%	0	100.00%	
	SEATTLE ATWATER	70	0		1	98.57%	0	100.00%	
	SEATTLE CAMPUS	51	1	34.00	2	96.08%	0	100.00%	
	SEATTLE CHERRY	162	3	9.67	3	98.15%	0	100.00%	
	SEATTLE DUWAMISH	56	2	39.50	1	98.21%	0	100.00%	
	SEATTLE EAST	139	3	19.33	1	99.28%	0	100.00%	
	SEATTLE ELLIOT	29	0		0	100.00%	0	100.00%	
	SEATTLE EMERSON	125	1	68.00	1	99.20%	0	100.00%	
	SEATTLE LAKEVIEW	96	2	33.00	3	96.88%	0	100.00%	
	SEATTLE MAIN	125	1	86.00	2	98.40%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	25	0		0	100.00%	0	100.00%	
	SEATTLE PARKWAY	112	4	2.25	3	97.32%	0	100.00%	
	SEATTLE SUNSET	57	1	5.00	1	98.25%	0	100.00%	
	SEATTLE WEST	72	1	4.00	0	100.00%	0	100.00%	
SEQUIM		68	2	46.50	1	98.53%	0	100.00%	
SHELTON		52	0		0	100.00%	0	100.00%	
SILVERDALE		44	0		1	97.73%	0	100.00%	1
SPOKANE		643	13	49.69	5	99.22%	0	100.00%	
	SPOKANE CHESTNUT	21	1	1.00	1	95.24%	0	100.00%	
	SPOKANE FAIRFAX	90	1	41.00	0	100.00%	0	100.00%	
	SPOKANE HUDSON	101	1	45.00	2	98.02%	0	100.00%	
	SPOKANE KEYSTONE	74	1	6.00	0	100.00%	0	100.00%	
	SPOKANE MORAN	32	0		0	100.00%	0	100.00%	

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STANDARD									
	SPOKANE RIVERSIDE	80	2	39.00	1	98.75%	0	100.00%	
	SPOKANE WALNUT	152	5	53.00	1	99.34%	0	100.00%	1
	SPOKANE WHITWORTH	93	2	105.00	0	100.00%	0	100.00%	
SPRINGDALE		8	1	9.00	0	100.00%	0	100.00%	
SUMNER (BONNEYLAKE)		51	1	79.00	1	98.04%	0	100.00%	
TACOMA		629	16	24.75	12	98.09%	0	100.00%	
	TACOMA FORT LEWIS	17	1	24.00	0	100.00%	0	100.00%	
	TACOMA GREENFIELD	114	1	19.00	3	97.37%	0	100.00%	
	TACOMA JUNIPER	100	4	18.25	1	99.00%	0	100.00%	
	TACOMA LENNOX	110	4	54.50	3	97.27%	0	100.00%	
	TACOMA LOGAN	54	1	3.00	2	96.30%	0	100.00%	
	TACOMA MARKET (FAWCETT)	84	2	7.50	1	98.81%	0	100.00%	
	TACOMA SKYLINE	34	1	11.00	0	100.00%	0	100.00%	
	TACOMA WAVERLY-2	23	1	14.00	1	95.65%	0	100.00%	
	TACOMA WAVERLY-7	93	1	19.00	1	98.92%	0	100.00%	
VANCOUVER		389	9	23.11	12	96.92%	0	100.00%	
	VANCOUVER ORCHARDS	177	4	34.75	3	98.31%	0	100.00%	
	VANCOUVER OXFORD	158	4	15.50	5	96.84%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	54	1	7.00	4	92.59%	0	100.00%	
WAITSBURG		3	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		60	1	19.00	0	100.00%	0	100.00%	
WARDEN		13	3	94.00	0	100.00%	0	100.00%	1
WINLOCK		10	0		0	100.00%	0	100.00%	
YAKIMA		225	5	93.80	5	97.78%	0	100.00%	2
	YAKIMA CHESTNUT	180	4	108.00	3	98.33%	0	100.00%	2

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STANDARD	YAKIMA WEST	45	1	37.00	2	90.00%	0	99.00%	
Exchanges in Neighboring States									
CLARKSTON		25	1	51.00	0	100.00%	0	100.00%	
TOTALS		6,107	156	41.04	103	98.31%	0	100.00%	9

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WASHINGTON TROUBLE REPORT RATE - SEPTEMBER 2012

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE SEP-12	RATE AUG-12	RATE JUL-12	RATE 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
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	7,536	49	0.65	1.50	1.06	0.89	0.78	0.71	1.03	1.44	1.28	1.13	1.11	0.94
AUBURN	0	12,845	100	0.78	0.95	0.81	0.94	0.93	0.76	1.05	1.30	1.90	1.09	0.86	0.95
BAINBRIDGE ISLAND	0	7,152	80	1.12	1.13	0.94	1.04	1.03	0.71	0.93	0.90	1.07	1.15	1.07	0.88
BATTLEGROUND	0	6,959	84	1.21	1.09	0.63	0.99	0.85	0.73	1.10	0.94	1.20	1.34	1.05	0.91
BELFAIR	0	4,925	51	1.04	1.31	2.05	1.34	1.39	0.70	0.85	0.86	1.11	1.18	0.94	1.05
BELLEVUE	0	27,585	118	0.43	0.58	0.59	0.62	0.57	0.63	0.57	0.71	0.70	0.71	0.65	0.72
	0	11,610	42	0.36	0.49	0.47	0.48	0.54	0.69	0.51	0.54	0.52	0.49	0.58	0.64
BELLEVUE GLENCOURT	0	15,975	76	0.48	0.65	0.68	0.73	0.58	0.59	0.62	0.84	0.82	0.87	0.69	0.77
BELLEVUE-SHERWOOD	0	18,349	73	0.40	0.52	0.72	0.29	0.38	0.38	0.56	0.41	0.52	0.41	0.47	0.42
BELLINGHAM	0	1,063	4	0.38	0.37	0.46	0.27	0.64	0.09	0.72	0.81	0.54	0.44	0.53	0.87
	0	17,286	69	0.40	0.53	0.74	0.30	0.37	0.40	0.55	0.39	0.52	0.41	0.47	0.40
BELLINGHAM REGENT	0	1,762	26	1.48	1.47	1.58	1.39	1.15	1.09	1.67	2.56	3.33	1.36	1.71	2.68
BLACK DIAMOND	0	23,545	88	0.37	0.60	0.39	0.39	0.41	0.40	0.45	0.38	0.65	0.59	0.73	0.57
BREMERTON	0	2,410	28	1.16	1.73	1.14	1.22	1.08	1.20	1.07	0.59	1.10	1.10	1.09	1.74
	0	20,623	60	0.29	0.45	0.30	0.27	0.32	0.32	0.39	0.35	0.61	0.53	0.70	0.44
BREMERTON CROSSBY	0	512	0	0.00	1.16	0.77	1.34	0.96	0.19	0.19	0.74	0.00	0.73	0.18	0.36
BREMERTON ESSEX	0	1,453	25	1.72	1.55	1.46	1.97	1.62	0.77	3.44	1.83	1.32	1.76	1.55	1.41
BREMERTON SUNNYSLOPE	0	2,779	42	1.51	1.83	2.38	2.01	2.05	1.72	1.33	1.38	2.02	1.83	2.04	1.03
BUCKLEY	0	4,923	42	0.85	1.21	0.96	0.93	1.55	0.94	1.36	0.83	1.44	0.87	0.83	1.17
CASTLE ROCK	0	7,027	101	1.44	0.92	0.81	1.09	1.39	1.15	1.21	1.00	1.51	1.23	1.53	1.24
CENTRALIA	0	5,015	65	1.30	0.79	0.80	1.15	1.36	1.27	1.30	1.05	1.55	1.13	1.36	1.09
CHEHALIS	0	2,012	36	1.79	1.24	0.84	0.94	1.47	0.83	0.98	0.88	1.41	1.50	1.97	1.62
	0	2,235	22	0.98	0.85	0.85	0.49	0.48	0.83	0.69	1.03	0.85	0.55	0.50	0.33
CHEHALIS NAPAVALINE	0	1,824	10	0.55	0.71	1.47	1.09	0.75	0.48	1.22	1.16	0.89	0.89	1.13	1.69
CLE-ELUM	0	5,687	37	0.65	0.72	1.86	1.13	0.69	0.99	0.53	0.94	0.53	0.46	0.58	0.90
COLFAX	0	2,526	23	0.91	0.86	1.29	1.28	0.92	1.57	1.31	1.52	1.11	1.31	1.40	1.82
COLVILLE	0	1,700	45	2.65	2.00	3.18	1.54	0.86	0.86	1.88	1.52	0.56	1.39	1.27	0.99
COPALIS(OCEAN SHORES)	0	541	4	0.74	1.46	0.55	0.55	1.10	0.92	0.73	1.28	2.00	2.18	1.28	0.73
COULEE DAM	0	1,474	8	0.54	1.41	0.87	0.53	0.79	1.89	1.62	1.87	1.60	0.57	0.70	1.20
CRYSTAL MTN.	0	4,649	43	0.92	3.17	1.63	2.25	2.51	1.86	1.16	0.69	0.95	1.37	1.50	1.93
DAYTON	0	12,882	90	0.70	0.71	0.69	0.74	0.62	0.77	0.66	1.04	1.04	0.94	0.89	0.86
DEER PARK	0	5,094	32	0.63	0.70	0.52	0.87	0.70	0.80	0.75	1.11	1.14	0.78	1.03	0.86
DES MOINES	0	7,788	58	0.74	0.72	0.81	0.66	0.57	0.76	0.60	1.00	0.97	1.05	0.80	0.86
DES MOINES FEDERAL WAY	0														

WASHINGTON TROUBLE REPORT RATE - SEPTEMBER 2012

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE SEP-12	RATE AUG-12	RATE JUL-12	RATE 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
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	483	4	0.83	1.66	1.44	1.22	2.06	0.21	0.41	1.41	0.81	1.60	0.39	1.95
ENUMCLAW	0	4,240	41	0.97	1.90	1.53	1.27	1.27	1.28	1.69	3.08	1.74	1.90	1.19	1.69
EPHRATA	0	2,215	6	0.27	0.49	1.95	0.66	0.70	0.82	0.47	0.30	0.55	0.34	0.58	0.57
GRAHAM	0	7,955	90	1.13	1.17	0.94	0.87	1.16	0.80	1.71	1.84	1.63	1.22	1.39	1.52
GREEN BLUFF	0	1,964	10	0.51	0.96	1.05	1.19	1.33	1.27	0.63	1.11	1.20	1.42	0.85	1.26
HOODSPORT	0	1,482	10	0.67	0.60	0.92	0.65	0.71	0.63	1.01	0.56	0.31	0.49	0.66	0.71
ISSAQUAH	0	11,280	57	0.51	0.75	0.69	0.53	0.71	0.57	0.83	0.92	1.01	0.83	0.58	0.77
KENT	0	25,255	135	0.53	0.72	0.70	0.79	0.80	0.76	0.75	1.16	1.40	0.80	0.97	0.87
KENT MERIDIAN	0	8,360	41	0.49	0.83	0.86	0.86	0.95	0.76	0.91	1.49	1.71	1.14	1.33	0.97
KENT O BRIEN	0	5,651	7	0.12	0.34	0.21	0.23	0.19	0.24	0.34	0.33	0.46	0.11	0.27	0.35
KENT ULRICH	0	11,244	87	0.77	0.82	0.82	1.01	0.99	1.02	0.83	1.32	1.64	0.89	1.04	1.04
LIBERTY LAKE	0	630	6	0.95	0.63	1.39	0.46	0.76	0.31	0.15	0.45	0.15	0.59	0.14	0.57
LONGVIEW-KELSO	0	15,315	165	1.08	0.99	1.00	1.04	1.11	1.17	1.40	1.29	1.94	1.10	1.57	1.61
LOON LAKE	0	905	22	2.43	2.06	0.86	2.67	1.39	1.07	0.53	0.74	0.84	0.83	0.93	0.91
MAPLE VALLEY	0	5,342	33	0.62	0.89	0.99	0.92	1.17	0.90	1.18	1.29	1.09	1.23	1.32	1.13
MOSES LAKE	0	9,013	64	0.71	1.14	1.27	1.12	0.83	0.83	0.78	1.07	0.72	0.85	0.72	0.82
MOSES LAKE AFB	0	1,479	3	0.20	0.87	1.13	1.56	0.51	0.89	0.76	0.45	0.94	0.74	0.31	0.61
MOSES LAKE ALDER	0	7,534	61	0.81	1.19	1.30	1.04	0.89	0.81	0.78	1.20	0.67	0.88	0.80	0.86
NEWMAN LAKE	0	1,130	6	0.53	0.79	1.21	1.21	0.60	0.93	1.34	0.41	0.91	0.57	2.04	1.54
NORTHPORT	1	931	7	0.75	1.18	4.62	1.40	1.40	0.54	0.32	0.32	0.32	0.64	1.17	0.84
OLYMPIA	0	37,953	221	0.58	0.64	0.77	0.68	0.90	0.66	0.70	1.03	1.46	0.84	0.80	0.85
OLYMPIA EVERGREEN	0	2,831	28	0.99	1.71	1.27	1.13	1.62	0.86	0.93	1.40	1.92	1.02	1.01	1.18
OLYMPIA LACEY	0	16,940	79	0.47	0.59	0.81	0.69	0.90	0.66	0.67	1.11	1.06	0.80	0.74	0.69
OLYMPIA WHITEHALL	0	18,182	114	0.63	0.53	0.66	0.61	0.78	0.62	0.69	0.89	1.75	0.84	0.82	0.95
OMAK-OKANOGAN	0	5,731	78	1.36	1.78	2.33	1.14	0.95	1.60	0.92	1.02	1.17	0.96	0.94	1.18
OROVILLE	0	1,544	14	0.91	1.74	2.30	1.84	1.39	1.13	1.07	0.81	0.93	1.06	0.86	0.73
OTHELLO	0	3,281	24	0.73	1.03	1.46	2.01	1.26	1.36	1.07	1.35	1.10	1.18	1.43	1.22
PASCO	0	10,796	65	0.60	0.50	0.82	0.80	0.83	1.00	0.90	0.95	0.74	0.60	0.80	0.89
PATEROS	0	624	7	1.12	0.63	2.04	0.78	0.78	1.24	1.39	1.22	1.36	1.05	0.59	1.89
POMEROY	0	1,090	19	1.74	0.90	3.20	3.35	1.85	2.11	3.15	2.27	3.12	1.46	2.39	1.79
PT. ANGELES	0	11,021	82	0.74	0.68	0.82	0.54	0.62	0.55	0.70	0.91	1.10	0.75	0.85	0.77
PT ANGELES JOYCE	0	901	34	3.77	1.43	1.77	0.44	0.88	0.66	1.76	1.97	2.50	2.27	3.01	2.66
PT. ANGELES	0	10,120	48	0.47	0.62	0.73	0.55	0.59	0.54	0.61	0.82	0.98	0.62	0.67	0.61

WASHINGTON TROUBLE REPORT RATE - SEPTEMBER 2012

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE SEP-12	RATE AUG-12	RATE JUL-12	RATE 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
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. LUDLOW	0	1,943	11	0.57	1.02	0.96	0.81	1.31	0.40	0.80	0.54	0.64	0.73	0.58	0.53
PT. ORCHARD	0	11,391	79	0.69	1.06	1.03	1.32	1.03	1.23	1.08	1.03	1.19	1.37	1.02	0.86
	0	4,245	39	0.92	1.28	0.96	1.74	1.19	0.84	1.20	1.34	1.37	1.77	1.22	0.89
	0	7,146	40	0.56	0.94	1.07	1.07	0.94	1.46	1.01	0.84	1.09	1.13	0.90	0.85
PT. TOWNSEND	0	8,635	61	0.71	1.25	0.80	0.78	0.90	0.57	0.85	0.74	0.74	0.64	0.72	0.61
PUYALLAP	0	14,370	124	0.86	0.77	0.84	0.91	1.07	0.69	0.82	1.25	1.88	1.04	0.97	0.89
RENTON	0	22,962	187	0.81	0.94	0.75	0.91	0.75	0.77	1.04	1.18	1.20	1.20	0.93	0.86
RIDGEFIELD	0	2,320	26	1.12	1.29	2.25	0.88	2.09	0.67	1.28	1.44	1.95	1.35	1.14	1.37
ROCHESTER	0	3,256	28	0.86	2.25	1.92	0.59	0.70	1.13	1.90	1.60	1.65	1.52	1.28	1.15
SEATTLE	0	172,362	740	0.43	0.48	0.53	0.52	0.52	0.53	0.66	0.61	0.67	0.61	0.67	0.60
	0	11,876	39	0.33	0.35	0.44	0.29	0.37	0.38	0.36	0.39	0.35	0.35	0.46	0.43
SEATTLE ATWATER	0	5,957	21	0.35	0.28	0.30	0.37	0.47	0.30	0.42	0.34	0.49	0.41	0.26	0.49
SEATTLE CAMPUS	0	19,441	99	0.51	0.78	0.91	0.91	0.86	0.77	1.21	1.35	1.48	1.09	1.11	0.99
SEATTLE CHERRY	0	8,403	42	0.50	0.47	0.40	0.49	0.46	0.68	0.78	0.78	0.79	0.73	0.70	0.68
SEATTLE DUWAMISH	0	18,634	69	0.37	0.50	0.55	0.47	0.46	0.49	0.67	0.43	0.55	0.57	0.70	0.66
SEATTLE EAST	0	4,964	20	0.40	0.20	0.20	0.26	0.12	0.14	0.23	0.21	0.17	0.20	0.18	0.22
SEATTLE ELLIOT	0	17,795	99	0.56	0.64	0.56	0.47	0.55	0.54	0.57	0.48	0.69	0.76	0.77	0.51
SEATTLE EMERSON	0	15,850	75	0.47	0.55	0.53	0.57	0.60	0.60	0.85	0.79	1.03	0.82	0.86	0.81
SEATTLE LAKEVIEW	0	26,025	55	0.21	0.08	0.16	0.13	0.19	0.17	0.16	0.14	0.14	0.14	0.16	0.19
SEATTLE MAIN	0	5,665	31	0.55	0.65	0.84	0.84	0.59	0.33	0.79	0.70	0.58	0.63	0.99	0.63
SEATTLE MERCER ISLAND (ADAMS)	0	12,068	68	0.56	0.60	0.71	0.84	0.77	0.96	1.13	1.09	0.85	0.85	0.84	0.79
SEATTLE PARKWAY	0	13,261	64	0.48	0.50	0.67	0.61	0.45	0.69	0.54	0.43	0.59	0.55	0.70	0.67
SEATTLE SUNSET	0	12,423	58	0.47	0.62	0.54	0.66	0.75	0.67	0.87	0.67	0.61	0.69	0.80	0.59
SEATTLE WEST	0	9,609	43	0.45	1.00	0.79	0.77	0.68	0.43	0.56	0.64	0.93	0.78	0.54	0.58
SEQUIM	0	9,385	61	0.65	1.14	0.85	0.87	0.93	1.00	1.08	1.27	1.77	0.98	0.93	0.98
SHELTON	0	8,008	38	0.47	0.64	0.52	0.44	0.59	0.70	0.70	0.71	1.01	0.98	1.07	0.56
SILVERDALE	0	72,647	470	0.65	0.97	1.01	0.97	0.74	0.82	1.01	0.82	0.84	0.75	0.86	0.88
SPOKANE	0	1,748	17	0.97	1.14	1.13	2.18	0.61	1.16	0.77	1.08	2.15	1.65	1.00	1.25
	0	9,994	71	0.71	1.09	1.13	1.18	0.82	0.95	1.18	1.02	0.89	0.90	1.04	0.94
	0	7,923	72	0.91	1.23	0.91	1.21	0.97	1.11	1.44	0.96	0.92	0.57	0.89	0.83
	0	6,848	37	0.54	0.74	0.85	0.83	0.55	0.63	1.23	0.78	0.82	0.68	0.98	1.02
	0	4,833	22	0.46	0.86	1.00	0.99	0.54	0.87	0.71	0.70	1.05	1.67	1.20	0.93
	0	10,526	48	0.46	0.73	0.86	0.84	0.54	0.71	1.02	0.79	0.73	0.75	0.89	0.59

WASHINGTON TROUBLE REPORT RATE - SEPTEMBER 2012

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE SEP-12	RATE AUG-12	RATE JUL-12	RATE 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
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 WALNUT	0	19,805	116	0.59	0.81	1.00	0.85	0.72	0.83	0.86	0.78	0.82	0.58	0.68	0.90
SPOKANE WHITWORTH	0	10,970	87	0.79	1.34	1.20	0.82	0.93	0.64	0.85	0.70	0.58	0.58	0.74	0.96
SPRINGDALE	1	1,467	17	1.16	4.80	2.49	3.05	2.11	3.81	0.85	1.11	1.05	0.78	1.68	1.08
SUMNER (BONNEYLAKE)	0	8,327	42	0.50	1.15	1.39	0.98	1.09	0.79	1.05	1.81	1.57	0.97	1.28	1.10
TACOMA	0	80,838	586	0.72	0.65	0.73	0.66	0.79	0.69	0.82	0.99	1.13	0.97	0.98	1.02
TACOMA FORT LEWIS	0	1,682	4	0.24	0.35	0.35	0.88	0.64	0.41	0.40	0.34	0.51	0.34	0.44	0.33
TACOMA GREENFIELD	0	10,836	83	0.77	0.77	0.85	0.64	1.16	0.93	1.01	0.99	1.36	1.22	1.35	1.29
TACOMA JUNIPER	0	11,200	92	0.82	0.68	1.13	0.69	0.78	0.70	0.89	1.09	1.26	0.86	0.92	1.13
TACOMA LENNOX	0	13,175	109	0.83	0.83	0.78	0.70	1.03	0.99	1.05	1.50	1.73	1.24	0.99	1.47
TACOMA LOGAN	0	8,186	36	0.44	0.75	0.58	0.59	0.43	0.57	0.63	0.79	1.11	0.93	0.98	0.91
TACOMA MARKET (FAWCETT)	0	9,753	53	0.54	0.50	0.50	0.51	0.47	0.41	0.44	0.72	0.57	0.46	0.71	0.52
TACOMA SKYLINE	0	8,229	38	0.46	0.47	0.71	0.75	0.85	0.69	0.91	0.97	1.12	0.99	1.31	0.95
TACOMA WAVERLY-2	0	3,413	38	1.11	0.52	0.71	0.56	0.97	0.41	0.87	1.02	0.80	1.38	0.55	0.78
TACOMA WAVERLY-7	0	14,364	133	0.93	0.57	0.61	0.72	0.68	0.60	0.75	0.85	0.86	0.95	0.91	0.88
VANCOUVER	0	46,745	305	0.65	0.77	0.63	0.73	0.90	0.75	0.91	0.78	1.21	1.05	1.11	1.08
VANCOUVER ORCHARDS	0	23,696	139	0.59	0.74	0.57	0.73	0.80	0.66	0.76	0.61	1.05	0.95	0.91	1.05
VANCOUVER OXFORD	0	13,477	88	0.65	0.85	0.65	0.83	1.07	0.95	1.03	0.81	1.24	1.03	1.55	1.12
VANCOUVER SALMON CRK(NORTH)	0	9,572	78	0.81	0.71	0.74	0.58	0.94	0.69	1.10	1.15	1.59	1.32	0.96	1.09
WAITSBURG	0	401	4	1.00	0.49	0.98	2.91	1.21	2.64	1.91	2.35	1.87	3.23	2.07	2.07
WALLA WALLA (INCL TOUCHET)	0	10,166	60	0.59	0.68	0.68	1.04	0.94	1.01	0.92	0.67	0.69	0.70	0.82	1.12
WARDEN	0	846	4	0.47	0.94	1.05	0.80	1.60	1.35	1.12	0.99	0.87	0.54	1.29	1.18
WINLOCK	0	1,695	13	0.77	1.11	0.58	0.98	1.37	0.91	1.71	0.86	1.58	1.07	0.90	1.62
YAKIMA	0	27,770	202	0.73	0.90	1.19	0.69	1.10	0.88	0.65	0.63	0.46	0.52	0.58	0.67
YAKIMA CHESTNUT	0	18,281	126	0.69	0.82	1.03	0.65	1.14	0.98	0.63	0.67	0.46	0.54	0.57	0.64
YAKIMA WEST	0	9,489	76	0.80	1.06	1.51	0.77	1.01	0.70	0.68	0.56	0.48	0.47	0.61	0.74
Exchanges in Neighboring States															
CLARKSTON	0	4,010	40	1.00	1.08	1.09	1.21	1.24	0.96	1.20	0.86	1.35	0.82	1.08	1.88
TOTALS	0	839,691	5,531	0.66	0.82	0.84	0.79	0.80	0.75	0.85	0.90	1.03	0.85	0.88	0.88

WASHINGTON TRUNK BLOCKING SUMMARY - SEPTEMBER 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	373	7	1.88%

WASHINGTON TRUNK BLOCKING - SEPTEMBER 2012

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072404	168			TOLL	TWO_WAY	0.71%	blocked 09/25/12@1100hr, 09/26/12@0900hr sa tgsr issued to customer
AP072405	96			TOLL	TWO_WAY	2.54%	1x blocking 09/25/12@1100hr sa tgsr issued to customer
AP072421	168			TOLL	TWO_WAY	2.65%	1x blocking 09/24/12@0900hr sa tgsr issued to customer
AP072430	144			TOLL	TWO_WAY	1.45%	1x blocking 09/25/12@1100hr sa tgsr issued to customer
AP077380	144			TOLL	TWO_WAY	1.79%	blocked 09/18/12@1300hr, 09/20/12@1800hr issued sa tgsr to customer
AP081340	264			TOLL	TWO_WAY	4.26%	1xBlocking 09/20/12 @1800hr issue sa tgsr to customer
AP081921	192			TOLL	TWO_WAY	0.57%	1xBlocking 09/27/12 @1000hr issue sa tgsr to customer

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - SEPTEMBER 2012

MEASURE	MARKET UNIT	JUL-12	AUG-12	SEP-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			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - SEPTEMBER 2012

MEASURE	MARKET UNIT	JUL-12	AUG-12	SEP-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			

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - SEPTEMBER 2012

MEASURE	MARKET UNIT	JUL-12	AUG-12	SEP-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 Frwding-Non-Recurring	RES			
Amount of Remote Call Frwding-Non-Recurring	RES			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - SEPTEMBER 2012

MEASURE	MARKET UNIT	JUL-12	AUG-12	SEP-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 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 - SEPTEMBER 2012

MEASURE	MARKET UNIT	JUL-12	AUG-12	SEP-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, 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			

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - SEPTEMBER 2012

MEASURE	MARKET UNIT	JUL-12	AUG-12	SEP-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			

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - SEPTEMBER 2012

MEASURE	MARKET UNIT	JUL-12	AUG-12	SEP-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, Foliage, etc.)	BUS			
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	BUS			

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