



CenturyLink™

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November 30, 2011

David Danner, Secretary & Executive Director  
Washington Utilities and Transportation Commission  
1300 S. Evergreen Park Dr. SW  
Olympia, Washington 98504-7250

Attention: Kristen Russell  
Re: Docket Nos. UT-921192, UT-950200, UT-991358, UT-030704, UT-061625

Dear Mr. Danner:

Enclosed are the October 2011 service quality performance reports required of Qwest d/b/a CenturyLink QC in accordance with Docket Nos. UT-921192, UT-950200, UT-991358, UT-030704, UT-061625 and WAC 480-120-438 – 480-120-440.

The following reports are enclosed:

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

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

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

Very truly yours,

  
Mark Reynolds

Enclosures  
cc: Lisa Anderl

RECEIVED  
REGULATORY MANAGER  
2011 DEC -2 AM 11:08  
STATE OF WASH  
UTIL. AND TRANSP  
COMMISSION

Washington Service Quality Summary Report - OCTOBER 2011

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

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - OCTOBER 2011

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

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Washington Service Quality Summary Report - OCTOBER 2011

METRIC DESCRIPTION	JULY 2011			AUGUST 2011			SEPTEMBER 2011		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	5,096	5,195	98.09%	5,328	5,461	97.56%	2,663	2,727	97.65%
OOS Tickets Not Cleared Within 48 Hrs	99	1	99	133	1	133	64	1	64
Number of OOS Exemptions	94	1	94	123	1	123	64	1	64
All Other Repairs Cleared LT < 72 Hrs	2,238	2,251	99.42%	2,596	2,614	99.31%	4,886	4,931	99.09%
All Other Troubles Cleared GTR > 72 Hrs	13	1	13	18	1	18	45	1	45
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	1	1	1	2	1	2	4	1	4
Physically Obstructed All Other Troubles Cleared > 72 Hrs	18	1	18	27	1	27	56	1	56
Repair Force Majeure Exclusions	20	1	20	34	1	34	62	1	62
Repair Physically Obstructed Exclusions	30	1	30	37	1	37	33	1	33
Installation Appointments Met	4,435	4,678	94.81%	5,148	5,407	95.21%	4,715	5,046	93.44%
Repair Appointments Met	2,673	3,132	85.34%	2,547	3,021	84.31%	2,295	2,732	84.00%
Provisioning Missed for Company Reasons	198	1	198	161	1	161	169	1	169
Provisioning Missed for Customer Reasons	752	1	752	831	1	831	741	1	741
% of Switches Delivering Dial Tone Within 3 seconds	6,515	6,528	99.80%	6,664	6,670	99.91%	6,459	6,459	100.00%

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Washington Service Quality Summary Report - OCTOBER 2011

OCTOBER 2011			
METRIC DESCRIPTION	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	2,574	2,660	96.77%
OOS Tickets Not Cleared Within 48 Hrs	86	1	86
Number of OOS Exemptions	61	1	61
All Other Repairs Cleared LT < 72 Hrs	5,839	5,857	99.69%
All Other Troubles Cleared GTR > 72 Hrs	18	1	18
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	3	1	3
Physically Obstructed All Other Troubles Cleared > 72 Hrs	16	1	16
Repair Force Majeure Exclusions	39	1	39
Repair Physically Obstructed Exclusions	28	1	28
Installation Appointments Met	4,422	4,723	93.63%
Repair Appointments Met	2,737	3,217	85.08%
Provisioning Missed for Company Reasons	161	1	161
Provisioning Missed for Customer Reasons	744	1	744
% of Switches Delivering Dial Tone Within 3 seconds	6,199	6,201	99.97%

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Washington Orders Summary - OCTOBER 2011  
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD						90.00%		99.00%	
ABERDEEN-HOQUIAM		102	3	40.33	2	98.04%	0	100.00%	0
AUBURN		179	9	27.11	1	99.44%	0	100.00%	0
BAINBRIDGE ISLAND		59	1	40.00	0	100.00%	0	100.00%	0
BATTLEGROUND		79	5	24.00	0	100.00%	0	100.00%	0
BELFAIR		65	4	63.75	3	95.38%	0	100.00%	0
BELLEVUE		262	12	42.17	1	99.62%	0	100.00%	1
BELLEVUE GLENCOURT		110	3	25.00	0	100.00%	0	100.00%	0
BELLEVUE-SHERWOOD		152	9	47.89	1	99.34%	0	100.00%	1
BELLINGHAM		212	12	28.50	0	100.00%	0	100.00%	0
BELLINGHAM LUMMI		20	0		0	100.00%	0	100.00%	0
BELLINGHAM REGENT		192	12	28.50	0	100.00%	0	100.00%	0
BLACK DIAMOND		18	2	51.00	0	100.00%	0	100.00%	0
BREMERTON		154	7	31.43	2	98.70%	0	100.00%	0
BREMERTON CROSBY		15	0		0	100.00%	0	100.00%	0
BREMERTON ESSEX		132	7	31.43	2	98.48%	0	100.00%	0
BREMERTON SUNNYSLOPE		7	0		0	100.00%	0	100.00%	0
BUCKLEY		13	1	18.00	0	100.00%	0	100.00%	0
CASTLE ROCK		21	1	33.00	0	100.00%	0	100.00%	0
CENTRALIA		73	5	24.20	2	97.26%	0	100.00%	0
CHEHALIS		63	0		0	100.00%	0	100.00%	0
CHEHALIS		44	0		0	100.00%	0	100.00%	0
CHEHALIS NAPAVALINE		19	0		0	100.00%	0	100.00%	0
CLE-ELUM		21	0		0	100.00%	0	100.00%	0
COLFAX		16	0		0	100.00%	0	100.00%	0
COLVILLE		69	0		0	100.00%	0	100.00%	0

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

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF		INWARD ORDERS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDERS COMPLETED WITHIN 5 DAYS	INWARD ORDERS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDERS COMPLETED WITHIN 90 DAYS	INWARD ORDERS NOT COMPLETED > 180 DAYS FROM DUE DATE
				PENDING INWARD ORDERS	(BUS DAYS)					
STANDARD		21	0			0	90.00%	0	99.00%	
COPALIS(OCEAN SHORES)		14	2	46.50		0	100.00%	0	100.00%	
COULEF DAM		6	1	51.00		0	100.00%	0	100.00%	
CRYSTAL MTN.		13	1	41.00		0	100.00%	0	100.00%	
DEER PARK		48	0			3	93.75%	0	100.00%	
DES MOINES		255	13	52.69		3	98.82%	0	100.00%	
		110	7	46.29		0	100.00%	0	100.00%	
		145	6	60.17		3	97.93%	0	100.00%	
DES MOINES FEDERAL WAY		3	0			0	100.00%	0	100.00%	
EASTON		22	0			1	95.45%	0	100.00%	
ELK		50	1	33.00		1	98.00%	0	100.00%	
ENUMCLAW		26	3	114.33		0	100.00%	0	100.00%	2
EPHRATA		95	16	36.50		2	97.89%	0	100.00%	1
GRAHAM		11	1	19.00		0	100.00%	0	100.00%	
GREEN BLUFF		18	0			0	100.00%	0	100.00%	
HOODSPORT		82	6	30.17		1	98.78%	0	100.00%	
ISSAQUAH		340	12	25.17		10	97.06%	0	100.00%	
KENT		83	2	18.00		3	96.39%	0	100.00%	
		41	0			1	97.56%	0	100.00%	
KENT MERIDIAN		216	10	26.60		6	97.22%	0	100.00%	
KENT O BRIEN		4	0			0	100.00%	0	100.00%	
KENT ULRICH		246	12	41.58		1	99.59%	0	100.00%	
LIBERTY LAKE		10	0			0	100.00%	0	100.00%	
LONGVIEW-KELSO		42	1	41.00		2	95.24%	0	100.00%	
LOON LAKE		99	7	24.57		0	100.00%	0	100.00%	
MAPLE VALLEY										
MOSES LAKE										

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

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STANDARD									
	MOSES LAKE AFB	20	1	41.00	0	90.00%	0	99.00%	
	MOSES LAKE ALDER	79	6	21.83	0	100.00%	0	100.00%	
		11	0		0	100.00%	0	100.00%	
		16	0		0	100.00%	0	100.00%	
		407	16	36.69	9	97.79%	0	100.00%	
	OLYMPIA EVERGREEN	21	1	41.00	1	95.24%	0	100.00%	
	OLYMPIA LACEY	197	5	37.20	3	98.48%	0	100.00%	
	OLYMPIA WHITEHALL	189	10	36.00	5	97.35%	0	100.00%	
		72	2	33.00	1	98.61%	0	100.00%	
OMAK-OKANOGAN									
OROVILLE		19	3	10.67	1	94.74%	0	100.00%	
OTHELLO		29	3	36.67	0	100.00%	0	100.00%	
PASCO		144	9	59.11	2	98.61%	0	100.00%	2
PATEROS		8	0		0	100.00%	0	100.00%	
POMEROY		13	0		0	100.00%	0	100.00%	
PT. ANGELES		103	5	58.20	0	100.00%	0	100.00%	1
	PT ANGELES JOYCE	7	0		0	100.00%	0	100.00%	
	PT. ANGELES	96	5	58.20	0	100.00%	0	100.00%	1
PT. LUDLOW		14	1	39.00	0	100.00%	0	100.00%	
PT. ORCHARD		114	5	33.20	4	96.49%	0	100.00%	
	PORT ORCHARD COLBY	28	2	38.00	2	92.86%	0	100.00%	
	PT. ORCHARD	86	3	30.00	2	97.67%	0	100.00%	
PT. TOWNSEND		91	4	31.50	1	98.90%	0	100.00%	
PUYALLAP		193	6	42.33	4	97.93%	0	100.00%	
RENTON		302	18	34.00	7	97.68%	0	100.00%	
RIDGEFIELD		12	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 - OCTOBER 2011  
from RSOR and OP15A

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STANDARD									
ROCHESTER		41	2	20.00	0	90.00%	0	99.00%	0
ROY		14	1	41.00	0	100.00%	0	100.00%	0
SEATTLE		1,734	68	42.56	19	98.90%	0	100.00%	2
	SEATTLE ATWATER	94	0		1	98.94%	0	100.00%	0
	SEATTLE CAMPUS	57	4	27.25	0	100.00%	0	100.00%	0
	SEATTLE CHERRY	294	16	47.38	4	98.64%	0	100.00%	0
	SEATTLE DUWAMISH	118	6	37.50	3	97.46%	0	100.00%	0
	SEATTLE EAST	191	9	31.56	3	98.43%	0	100.00%	0
	SEATTLE ELLIOT	64	2	109.50	0	100.00%	0	100.00%	1
	SEATTLE EMERSON	167	5	33.20	0	100.00%	0	100.00%	0
	SEATTLE LAKEVIEW	124	5	52.00	3	97.58%	0	100.00%	0
	SEATTLE MAIN	193	7	53.86	1	99.48%	0	100.00%	1
	SEATTLE MERCER ISLAND (ADAMS)	45	0		0	100.00%	0	100.00%	0
	SEATTLE PARKWAY	161	6	30.83	1	99.38%	0	100.00%	0
	SEATTLE SUNSET	101	2	40.50	0	100.00%	0	100.00%	0
	SEATTLE WEST	125	6	38.33	3	97.60%	0	100.00%	0
		93	2	28.00	2	97.85%	0	100.00%	0
		116	7	44.71	0	100.00%	0	100.00%	1
		71	4	50.00	0	100.00%	0	100.00%	0
		1,156	43	35.88	13	98.88%	0	100.00%	0
	SPOKANE CHESTNUT	26	1	35.00	0	100.00%	0	100.00%	0
	SPOKANE FAIRFAX	194	6	42.17	1	99.48%	0	100.00%	0
	SPOKANE HUDSON	203	6	36.50	1	99.51%	0	100.00%	0
	SPOKANE KEYSTONE	102	2	18.50	3	97.06%	0	100.00%	0
	SPOKANE MORAN	51	1	41.00	0	100.00%	0	100.00%	0
SEQUIM									
SHELTON									
SILVERDALE									
SPOKANE									

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STANDARD									
	SPOKANE RIVERSIDE	178	8	40.00	4	90.00%	0	99.00%	1
	SPOKANE WALNUT	273	16	33.19	2	97.75%	0	100.00%	1
	SPOKANE WHITWORTH	129	3	35.67	2	99.27%	0	100.00%	1
SPRINGDALE		22	0		1	98.45%	0	100.00%	2
SUMNER (BONNEYLAKE)		88	5	38.80	0	95.45%	0	100.00%	2
TACOMA		1,222	56	41.88	14	100.00%	0	100.00%	2
	TACOMA FORT LEWIS	47	3	28.00	0	98.85%	0	100.00%	1
	TACOMA GREENFIELD	175	10	68.40	4	100.00%	0	100.00%	1
	TACOMA JUNIPER	201	6	31.00	0	97.71%	0	100.00%	1
	TACOMA LENNOX	203	13	41.08	2	100.00%	0	100.00%	1
	TACOMA LOGAN	99	6	40.83	0	99.01%	0	100.00%	1
	TACOMA MARKET (FAWCETT)	137	8	32.13	4	100.00%	0	100.00%	1
	TACOMA SKYLINE	96	2	40.00	1	97.08%	0	100.00%	1
	TACOMA WAVERLY-2	43	2	37.50	1	98.96%	0	100.00%	1
	TACOMA WAVERLY-7	221	6	33.33	2	97.67%	0	100.00%	1
VANCOUVER		660	39	39.64	9	99.10%	0	100.00%	1
	VANCOUVER ORCHARDS	327	18	36.06	3	98.64%	0	100.00%	1
	VANCOUVER OXFORD	242	10	48.30	3	99.08%	0	100.00%	1
	VANCOUVER SALMON CRK(NORTH)	91	11	37.64	3	98.76%	0	100.00%	1
WAITSBURG		2	0		0	96.70%	0	100.00%	2
WALLA WALLA (INCL TOUCHET)		129	3	34.67	2	100.00%	0	100.00%	2
WARDEN		15	2	99.00	0	98.45%	0	100.00%	2
WINLOCK		15	0		0	100.00%	0	100.00%	2
YAKIMA		377	21	50.95	0	100.00%	0	100.00%	2
	YAKIMA CHESTNUT	304	17	57.88	0	100.00%	0	100.00%	2

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					0	1	%	%	0	1	%	%		
STANDARD	YAKIMA WEST	73	4	21.50	0	0	90.00%	100.00%	0	0	99.00%	100.00%		
Exchanges in Neighboring States														
CLARKSTON		39	0		2	0	94.87%		0	0	100.00%			
TOTALS		10,153	463	40.01	126	0	98.76%		0	0	100.00%			15

NOTE: Bellevue, Ephrata, Graham, Pasco, Pt. Angeles, Seattle, Seattle Elliot, Seattle Main, Shelton, Tacoma, Tacoma Greenfield, Vancouver, Vancouver Oxford, Warden, Yakima, and Yakima Chestnut are all CANCELLED orders and should not appear on this report. Bellevue-Sherwood is pending city permits and Yakima Chestnut is a winback order where we are reissuing with new dd; these 2 orders should not appear on this report either.

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180 day data from OP15A pending orders  
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WASHINGTON TROUBLE REPORT RATE - OCTOBER 2011

WIRECENTER	STD EXD LINES GNT	RPTS	RATE														
			OCT-11	SEP-11	AUG-11	JUL-11	JUN-11	MAY-11	APR-11	MAR-11	FEB-11	JAN-11	DEC-10	NOV-10			
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
ABERDEEN-HOQUIAM	0	8,438	79	0.94	0.74	0.92	1.34	0.84	0.78	0.91	1.24	1.06	1.20	1.68	1.18	1.18	1.18
AUBURN	0	14,248	136	0.95	0.94	0.83	0.75	0.82	0.72	0.67	0.79	0.84	1.09	1.05	0.97	0.97	0.97
BAINBRIDGE ISLAND	0	7,881	69	0.88	1.27	1.13	0.96	1.18	0.77	0.92	1.01	0.70	0.92	1.15	1.19	1.19	1.19
BATTLEGROUND	0	7,471	68	0.91	1.26	1.08	0.71	0.82	0.80	0.83	0.83	0.63	1.53	1.25	1.16	1.16	1.16
BELFAIR	0	5,431	57	1.05	0.79	0.92	0.67	0.91	0.80	0.71	0.93	0.56	1.42	1.49	1.28	1.28	1.28
BELLEVUE	0	30,584	219	0.72	0.67	0.63	0.50	0.63	0.54	0.59	0.62	0.60	0.72	0.82	0.80	0.80	0.80
BELLEVUE GLENCOURT	0	12,888	83	0.64	0.48	0.54	0.45	0.34	0.41	0.46	0.33	0.50	0.44	0.60	0.62	0.62	0.62
BELLEVUE-SHERWOOD	0	17,696	136	0.77	0.82	0.69	0.53	0.83	0.64	0.69	0.83	0.68	0.92	0.97	0.93	0.93	0.93
BELLINGHAM	0	20,758	88	0.42	0.46	0.46	0.49	0.32	0.45	0.37	0.45	0.47	0.51	0.52	0.56	0.56	0.56
BELLINGHAM LUMMI	0	1,148	10	0.87	0.61	0.86	0.60	0.68	1.01	0.84	0.58	1.08	0.83	0.99	1.39	1.39	1.39
BELLINGHAM REGENT	0	19,610	78	0.40	0.45	0.44	0.48	0.29	0.42	0.35	0.44	0.44	0.50	0.49	0.52	0.52	0.52
BLACK DIAMOND	0	1,938	52	2.68	1.33	1.11	1.20	1.19	1.22	1.02	1.43	1.61	1.47	2.48	2.59	2.59	2.59
BREMERTON	0	24,813	142	0.57	0.57	0.59	0.55	0.64	0.57	0.47	0.61	0.52	0.76	0.70	0.71	0.71	0.71
BREMERTON CROSBY	0	2,584	45	1.74	1.31	2.02	1.43	2.13	1.12	0.74	1.18	1.32	1.59	1.15	1.60	1.60	1.60
BREMERTON ESSEX	0	21,674	95	0.44	0.49	0.42	0.45	0.46	0.50	0.44	0.54	0.43	0.63	0.59	0.60	0.60	0.60
BREMERTON SUNNYSLOPE	0	555	2	0.36	0.18	0.52	0.52	0.52	1.02	0.34	0.67	0.33	1.81	2.60	0.81	0.81	0.81
BUCKLEY	0	1,626	23	1.41	2.07	3.41	2.67	1.88	0.98	0.98	1.14	1.24	2.36	2.21	1.52	1.52	1.52
CASTLE ROCK	0	3,012	31	1.03	1.59	1.11	2.02	2.30	2.14	1.59	1.63	2.21	3.06	2.49	1.85	1.85	1.85
CENTRALIA	0	5,472	64	1.17	1.35	1.39	2.05	0.74	0.82	0.78	1.16	0.84	0.86	1.35	1.24	1.24	1.24
CHEHALIS	0	7,501	93	1.24	1.09	1.04	0.77	0.88	0.87	0.70	1.26	0.93	1.38	1.68	1.54	1.54	1.54
CHEHALIS	0	5,407	59	1.09	1.25	1.15	0.65	1.03	0.88	0.60	1.16	0.84	1.22	1.45	1.34	1.34	1.34
CHEHALIS NAPAVINE	0	2,094	34	1.62	0.67	0.75	1.08	0.51	0.87	0.95	1.49	1.17	1.79	2.28	2.09	2.09	2.09
CLE-ELUM	0	2,410	8	0.33	0.66	1.72	3.54	1.17	0.64	0.40	0.79	1.45	0.82	0.47	0.90	0.90	0.90
COLFAX	0	1,955	33	1.69	1.02	1.16	1.24	0.79	0.93	1.17	0.87	0.92	1.64	1.83	1.90	1.90	1.90
COLVILLE	0	6,017	54	0.90	0.86	1.20	0.85	0.80	0.97	0.89	0.99	0.37	1.50	0.98	0.82	0.82	0.82
COPALIS(OCEAN SHORES)	0	2,808	51	1.82	1.41	1.19	0.87	1.17	1.70	0.95	1.04	1.86	1.99	1.65	2.02	2.02	2.02
COULEE DAM	0	1,827	18	0.99	0.81	1.23	1.17	0.58	1.11	1.38	1.00	0.78	1.67	1.66	0.87	0.87	0.87
CRYSTAL MTN.	0	547	4	0.73	0.18	0.73	0.91	0.72	0.54	0.89	2.64	1.05	0.70	1.57	2.46	2.46	2.46
DAYTON	0	1,580	19	1.20	0.69	1.12	0.50	0.86	0.68	0.67	0.49	0.42	0.60	1.13	0.95	0.95	0.95
DEER PARK	0	5,023	97	1.93	1.54	1.45	1.23	1.67	3.62	1.32	1.08	0.97	1.43	1.09	1.52	1.52	1.52
DES MOINES	0	14,754	127	0.86	0.65	0.75	0.78	0.70	0.80	0.72	0.96	0.75	1.28	1.34	1.14	1.14	1.14
DES MOINES	0	5,797	50	0.86	0.73	0.81	0.81	0.75	0.77	0.70	0.98	0.69	1.30	1.22	1.22	1.22	1.22
DES MOINES FEDERAL WAY	0	8,957	77	0.86	0.60	0.71	0.77	0.67	0.81	0.72	0.95	0.79	1.26	1.42	1.08	1.08	1.08

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WIRECENTER

STD EXD CNT	LINES	RPTS	OCT-11	SEP-11	AUG-11	JUL-11	JUN-11	MAY-11	APR-11	MAR-11	FEB-11	JAN-11	DEC-10	NOV-10
			RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
0	512	10	4.00	0.58	1.16	1.13	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
0	4,740	80	1.69	1.17	1.15	1.51	1.37	1.05	1.28	1.43	1.33	1.76	2.31	1.38
0	2,467	14	0.57	0.65	0.56	0.76	1.27	0.51	0.88	1.04	0.58	0.80	1.07	1.10
0	8,841	134	1.52	1.09	1.69	1.40	1.25	1.18	0.88	0.78	0.81	1.14	1.28	1.26
0	2,149	27	1.26	1.58	1.37	1.00	1.31	1.35	1.28	1.25	0.67	0.97	2.10	1.35
0	1,685	12	0.71	0.64	1.15	0.51	1.24	0.56	0.90	0.45	0.66	1.10	0.87	0.97
0	12,534	97	0.77	0.47	0.64	0.63	0.65	0.60	0.64	0.55	0.73	0.87	0.80	0.67
0	27,859	241	0.87	0.64	0.73	0.66	0.85	0.61	0.67	0.72	0.68	0.80	0.94	0.88
0	9,439	92	0.97	0.74	0.92	0.89	1.19	0.72	0.56	0.96	0.78	1.17	1.43	1.26
0	6,247	22	0.35	0.22	0.27	0.20	0.39	0.15	0.44	0.24	0.37	0.21	0.25	0.26
0	12,173	127	1.04	0.77	0.82	0.72	0.82	0.76	0.88	0.76	0.75	0.82	0.91	0.89
0	697	4	0.57	0.43	0.42	0.56	0.54	0.13	1.33	0.40	0.13	0.26	0.77	0.13
0	17,060	275	1.61	1.43	1.00	1.19	1.09	1.12	0.68	1.28	1.15	1.69	1.53	1.39
0	988	9	0.91	1.30	0.98	1.07	1.06	0.77	0.88	0.48	0.57	1.14	1.22	0.84
0	6,005	68	1.13	1.04	1.11	0.89	0.61	0.78	0.49	0.50	0.60	1.38	1.39	0.81
0	9,981	82	0.82	0.67	0.93	0.89	0.94	0.91	0.93	1.01	0.68	0.93	1.34	0.87
0	1,637	10	0.61	0.67	1.02	1.13	0.83	0.70	0.52	0.46	0.63	1.15	0.92	1.25
0	8,344	72	0.86	0.67	0.92	0.84	0.97	0.95	1.01	1.12	0.68	0.89	1.42	0.80
0	1,235	19	1.54	0.88	1.02	0.78	1.38	0.30	0.90	1.11	0.44	0.73	1.16	1.16
1	948	8	0.84	0.84	1.35	4.15	2.38	0.62	0.72	3.82	0.82	0.93	0.92	0.82
0	42,485	362	0.85	0.65	0.63	0.62	0.58	0.58	0.62	0.70	0.67	0.87	1.11	0.92
0	3,210	38	1.18	0.99	1.00	1.20	1.11	0.81	1.01	0.86	0.96	1.67	1.79	1.35
0	18,863	131	0.69	0.65	0.63	0.54	0.49	0.51	0.71	0.65	0.73	0.71	1.06	0.90
0	20,412	193	0.95	0.60	0.57	0.61	0.57	0.61	0.48	0.73	0.56	0.88	1.05	0.86
0	6,112	72	1.18	1.38	1.39	1.09	1.48	1.99	1.05	1.27	0.89	0.88	1.47	1.42
0	1,635	12	0.73	0.92	1.27	1.51	0.96	1.25	0.96	0.84	0.66	0.66	0.96	1.54
0	3,600	44	1.22	0.96	2.13	0.92	1.10	1.34	0.88	1.03	1.59	1.74	2.48	2.07
0	12,388	110	0.89	0.68	0.89	0.75	0.87	1.47	0.90	0.71	0.65	1.03	1.21	0.84
0	687	13	1.89	1.02	1.17	0.29	0.58	1.02	1.45	1.16	0.58	0.86	0.86	1.85
2	1,173	21	1.79	2.80	3.12	0.93	3.87	1.70	4.16	3.22	3.62	3.85	4.07	3.71
0	12,136	93	0.77	0.82	0.80	0.73	0.69	0.76	0.55	0.79	0.65	1.00	1.08	0.85
0	940	25	2.66	2.64	1.15	1.98	0.84	0.73	0.83	1.84	1.41	1.90	3.16	1.88

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WIRECENTER		STD	EXT	LINES	RPTS	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
		CNT				OCT-11	SEP-11	AUG-11	JUL-11	JUN-11	MAY-11	APR-11	MAR-11	FEB-11	JAN-11	DEC-10	NOV-10		
STANDARD		0	11,196	68	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
PT. ANGELES		0	2,077	11	0.61	0.67	0.78	0.63	0.68	0.77	0.53	0.70	0.59	0.93	0.91	0.77	0.72	0.72	0.72
PT. LUDLOW		0	12,978	112	0.53	0.76	1.18	0.66	0.33	0.46	0.46	0.60	0.69	0.73	0.72	1.71	1.24	1.24	1.24
PT. ORCHARD		0	4,815	43	0.89	0.90	0.85	0.88	0.75	0.76	0.90	1.34	1.12	1.39	1.86	1.07	1.07	1.07	1.07
PORT ORCHARD COLBY		0	8,163	69	0.85	1.25	1.09	0.71	0.79	0.68	0.62	0.84	0.86	1.08	1.62	1.34	1.34	1.34	1.34
PT. ORCHARD		0	9,320	57	0.61	0.94	1.15	1.17	0.75	0.64	0.61	0.84	0.78	0.73	1.00	0.78	0.78	0.78	0.78
PT. TOWNSEND		0	15,910	142	0.89	0.79	0.75	0.88	0.74	0.72	0.84	0.84	0.77	1.10	1.10	1.10	1.10	1.10	1.10
PUYALLAP		0	25,597	221	0.86	0.83	0.72	0.64	0.82	0.67	0.98	1.04	0.69	1.14	1.24	0.86	0.86	0.86	0.86
RENTON		0	2,559	35	1.37	0.78	2.00	1.30	1.18	1.18	0.91	1.83	1.04	1.25	1.35	1.54	1.54	1.54	1.54
RIDGEFIELD		0	3,649	42	1.15	1.03	1.56	1.20	0.87	0.84	0.55	0.98	1.05	1.22	2.15	1.59	1.59	1.59	1.59
ROCHESTER		0	189,851	1,134	0.60	0.55	0.52	0.48	0.58	0.54	0.57	0.78	0.56	0.69	0.87	0.61	0.61	0.61	0.61
ROY		0	13,364	58	0.43	0.41	0.49	0.25	0.41	0.38	0.42	0.50	0.46	0.55	0.55	0.44	0.44	0.44	0.44
SEATTLE		0	6,706	33	0.49	0.48	0.28	0.22	0.40	0.31	0.37	0.38	0.44	0.40	0.49	0.37	0.37	0.37	0.37
SEATTLE ATWATER		0	21,450	212	0.99	0.85	0.89	0.79	1.15	0.94	0.96	1.01	0.76	1.16	1.26	0.85	0.85	0.85	0.85
SEATTLE CAMPUS		0	9,199	63	0.68	0.56	0.73	0.50	0.57	0.57	0.70	1.49	0.71	0.79	0.93	0.77	0.77	0.77	0.77
SEATTLE CHERRY		0	20,511	136	0.66	0.44	0.47	0.46	0.55	0.47	0.68	1.33	0.55	0.72	0.75	0.65	0.65	0.65	0.65
SEATTLE DUWAMISH		0	5,471	12	0.22	0.22	0.23	0.25	0.30	0.29	0.09	0.22	0.22	0.27	0.25	0.25	0.25	0.25	0.25
SEATTLE EAST		0	19,822	102	0.51	0.65	0.69	0.56	0.55	0.55	0.68	0.82	0.66	0.65	0.98	0.70	0.70	0.70	0.70
SEATTLE ELLIOT		0	17,429	142	0.81	0.68	0.61	0.53	0.67	0.85	0.55	0.71	0.56	0.60	1.13	0.63	0.63	0.63	0.63
SEATTLE EMERSON		0	27,861	52	0.19	0.14	0.16	0.20	0.17	0.17	0.17	0.22	0.14	0.15	0.19	0.16	0.16	0.16	0.16
SEATTLE LAKEVIEW		0	6,357	40	0.63	0.76	0.59	0.66	0.69	0.52	0.55	1.02	0.65	1.01	1.39	1.02	1.02	1.02	1.02
SEATTLE MAIN		0	13,239	105	0.79	0.83	0.57	0.73	0.63	0.79	0.89	0.89	0.86	1.13	1.54	0.91	0.91	0.91	0.91
SEATTLE MERCER ISLAND (ADAMS)		0	14,573	97	0.67	0.67	0.46	0.52	0.67	0.58	0.46	0.77	0.80	0.82	0.72	0.65	0.65	0.65	0.65
SEATTLE PARKWAY		0	13,869	82	0.59	0.63	0.57	0.41	0.64	0.50	0.60	0.78	0.60	0.85	1.36	0.75	0.75	0.75	0.75
SEATTLE SUNSET		0	10,605	62	0.58	0.61	0.84	0.78	0.55	0.70	0.60	0.67	0.56	0.94	0.96	0.77	0.77	0.77	0.77
SEATTLE WEST		0	10,366	102	0.98	0.81	0.78	0.73	0.73	0.65	0.93	0.83	0.56	1.99	1.53	1.08	1.08	1.08	1.08
SEQUIIM		0	9,158	51	0.56	0.62	0.42	0.56	0.54	0.57	0.50	1.12	0.51	1.00	1.13	0.89	0.89	0.89	0.89
SHELTON		0	81,782	722	0.88	0.88	0.99	0.95	0.92	0.93	0.73	0.90	0.78	1.32	1.45	0.98	0.98	0.98	0.98
SILVERDALE		0	1,921	24	1.25	1.35	1.07	1.11	1.56	1.59	1.03	2.09	0.83	1.73	2.88	2.05	2.05	2.05	2.05
SPOKANE		0	11,401	107	0.94	0.98	0.90	0.90	1.16	1.07	0.83	1.11	0.82	1.73	2.30	1.12	1.12	1.12	1.12
SPOKANE CHESTNUT		0	8,878	74	0.83	0.90	0.88	0.83	1.15	0.94	1.16	1.52	0.91	1.56	1.68	1.33	1.33	1.33	1.33
SPOKANE FAIRFAX		0	7,874	80	1.02	0.50	0.64	0.57	0.99	0.80	0.65	0.89	0.54	1.43	0.99	1.01	1.01	1.01	1.01
SPOKANE HUDSON		0																	
SPOKANE KEYSTONE		0																	

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WIRECENTER	STD EXD CNT	LINES	RPTS	OCT-11	SEP-11	AUG-11	JUL-11	JUN-11	MAY-11	APR-11	MAR-11	FEB-11	JAN-11	DEC-10	RATE NOV-10
STANDARD	0	5,290	49	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
SPOKANE MORAN	0	11,882	70	0.59	0.66	0.90	1.19	0.84	0.81	0.69	0.84	0.98	1.48	1.67	0.92
SPOKANE RIVERSIDE	0	22,357	201	0.90	0.95	1.31	1.04	0.71	1.10	0.72	0.72	0.85	1.14	1.17	0.82
SPOKANE WALNUT	0	12,179	117	0.96	0.95	0.95	1.00	0.87	0.78	0.57	0.62	0.52	1.03	0.97	0.77
SPOKANE WHITWORTH	0	1,567	17	1.08	1.27	1.83	1.14	1.76	2.31	1.13	1.81	1.62	3.79	3.16	2.83
SPRINGDALE	0	9,416	104	1.10	0.84	0.91	0.69	0.87	0.65	0.86	0.78	0.68	1.04	1.11	0.96
SUMNER (BONNEYLAKE)	0	90,409	919	1.02	0.76	0.75	0.72	0.73	0.70	0.68	0.87	0.78	1.01	1.14	1.05
TACOMA	0	1,835	6	0.33	0.16	0.43	0.52	0.66	0.20	0.53	0.57	0.85	0.94	0.82	0.89
TACOMA FORT LEWIS	0	12,262	158	1.29	0.74	0.75	0.85	0.77	0.69	0.81	1.14	1.00	1.08	1.44	1.23
TACOMA GREENFIELD	0	12,514	141	1.13	1.00	0.77	0.65	0.70	0.66	0.63	0.91	0.64	1.02	1.24	1.33
TACOMA JUNIPER	0	14,648	215	1.47	1.05	1.14	1.07	1.05	1.16	0.87	0.95	1.00	1.51	1.23	1.09
TACOMA LENNOX	0	9,155	83	0.91	0.61	0.64	0.80	0.76	0.66	0.65	0.89	0.71	0.94	1.08	0.81
TACOMA LOGAN	0	10,873	57	0.52	0.78	0.32	0.43	0.38	0.43	0.48	0.57	0.55	0.58	0.74	0.62
TACOMA MARKET (FAWCETT)	0	9,149	87	0.95	0.60	0.81	0.55	0.54	0.77	0.80	0.89	0.87	1.00	1.12	1.31
TACOMA SKYLINE	0	3,857	30	0.78	0.69	0.68	0.47	0.93	0.63	0.55	1.22	0.64	1.18	1.43	1.33
TACOMA WAVERLY-2	0	16,116	142	0.88	0.60	0.76	0.71	0.74	0.54	0.58	0.69	0.66	0.81	1.05	0.89
TACOMA WAVERLY-7	0	51,202	551	1.08	0.73	0.78	0.76	0.87	0.76	0.76	0.96	0.87	1.17	1.09	1.10
VANCOUVER	0	25,923	272	1.05	0.73	0.66	0.68	0.91	0.78	0.70	0.75	0.79	1.11	0.92	1.03
VANCOUVER ORCHARDS	0	14,784	165	1.12	0.71	0.81	0.88	0.83	0.73	0.89	1.22	0.92	1.19	1.38	1.12
VANCOUVER OXFORD	0	10,495	114	1.09	0.75	1.04	0.76	0.80	0.76	0.69	1.09	0.99	1.29	1.08	1.23
VANCOUVER SALMON CRK(NORTH)	0	434	9	2.07	1.82	1.79	1.57	2.15	1.70	2.12	2.31	1.26	3.51	1.23	1.23
WAITSBURG	0	11,740	131	1.12	0.67	0.99	0.88	0.88	0.82	0.97	0.52	0.65	0.86	1.32	0.83
WALLA WALLA (INCL TOUCHET)	0	936	11	1.18	0.43	0.94	0.92	0.51	1.20	0.90	1.09	1.39	1.87	1.66	1.16
WARDEN	1	1,792	29	1.62	0.94	7.68	0.44	0.93	1.58	1.35	1.89	1.45	2.93	1.76	1.84
WINLOCK	0	31,244	210	0.67	0.55	0.61	0.61	0.78	1.02	0.67	0.70	0.45	0.67	0.98	0.73
YAKIMA	0	20,708	132	0.64	0.48	0.65	0.61	0.76	1.08	0.70	0.67	0.48	0.68	1.09	0.70
YAKIMA CHESTNUT	0	10,536	78	0.74	0.69	0.52	0.60	0.84	0.89	0.63	0.76	0.40	0.65	0.78	0.78
YAKIMA WEST	0	4,584	86	1.88	1.02	0.85	0.99	1.04	1.78	0.87	0.92	1.01	1.13	1.48	1.21
Exchanges in Neighboring States	0	931,187	8,166	0.88	0.76	0.81	0.75	0.77	0.77	0.72	0.85	0.72	1.01	1.14	0.94
CLARKSTON	0														
TOTALS	0														

WASHINGTON TRUNK BLOCKING SUMMARY - OCTOBER 2011

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
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E911	128	0	0.00%
LOCAL	351	1	0.28%
TOLL	372	0	0.00%



WASHINGTON TRUNK BLOCKING - OCTOBER 2011

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK
AP065322	192			LOCAL	TWO_WAY	1.48%

WASHINGTON TRUNK BLOCKING - OCTOBER 2011

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP065322	192	[REDACTED]	[REDACTED]	LOCAL	bikng 10/26/11 & 10/28/11 at 1800hrs issued service advisory tgsr to customer

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

MEASURE	MARKET UNIT	OCT-11	NOV-11	DEC-11
Number of Scheduled Appointments (dispatched orders)	RES			
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	RES			
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	RES			
Number of Scheduled Commitments (non-dispatched orders)	RES			
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	RES			
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	RES			
Number Exclusions	RES			
Number of Scheduled Appointments (dispatched orders)	BUS			
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	BUS			
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	BUS			
Number of Scheduled Commitments (non-dispatched orders)	BUS			
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	BUS			
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	BUS			
Number Exclusions	BUS			
Number of Scheduled Appointments (dispatched tickets)	RES			
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	RES			

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

MEASURE	MARKET UNIT	OCT-11	NOV-11	DEC-11
Number of Scheduled Appointments (dispatched orders)	RES			
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	RES			
Number of Scheduled Commitments (non-dispatched tickets)	RES			
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	RES			
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	RES			
Number Exclusions	RES			
Number of Scheduled Appointments (dispatched tickets)	BUS			
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	BUS			
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	BUS			
Number of Scheduled Commitments (non-dispatched tickets)	BUS			
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	BUS			
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	BUS			
Number Exclusions	BUS			
Total amount of missed appointments credits paid	RES			
Number of customers receiving credits for company missed appointments/commitments-Install	RES			
Total amount of missed appointments credits paid	BUS			

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

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

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 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - OCTOBER 2011

MEASURE	MARKET UNIT	OCT-11	NOV-11	DEC-11
Number of Scheduled Appointments (dispatched orders)	RES			
Count of All Orders	BUS			
WA Completed Orders for Primary Service installed within 5 business days	BUS			
Number of credits-First Month's Charge(HO Recurring)	BUS			
Amount of credit-First Month's Charge(HO Recur)	BUS			
Number of credits-Installation (HO NonRecur)	BUS			
Amount of credits-Installation (Ho NonRecur)	BUS			
Number of Voice Mail Nonrecurring Credits	BUS			
Amount of Voice Mail Nonrecurring Credits	BUS			
Number of Remote Call 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 - OCTOBER 2011

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

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

MEASURE	MARKET UNIT	OCT-11	NOV-11	DEC-11
Number of Scheduled Appointments (dispatched orders)	RES			
Number of out of service repair reports cleared within seven calendar days	RES			
Percentage of out of service repair reports cleared within seven calendar days	RES			
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	RES			
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	RES			
Total amount of seven day out of service condition credits	RES			
Total amount of seven day out of service condition credit exceptions	RES			
No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES			
Number of seven day out of service condition credit exceptions for Weather Related Events	RES			
Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	RES			
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	RES			
Number of out of service repair reports cleared within seven calendar days	BUS			
Percentage of out of service repair reports cleared within seven calendar days	BUS			
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS			
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS			
Total amount of seven day out of service condition credits	BUS			
Total amount of seven day out of service condition credit exceptions	BUS			

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 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - OCTOBER 2011

MEASURE	MARKET UNIT	OCT-11	NOV-11	DEC-11
Number of Scheduled Appointments (dispatched orders)	RES			
No. of 7-day OOS credit exceptions for Damage Outside Qwest Control. eg. Vandalism, Customer, Vendor	BUS			
Number of seven day out of service condition credit exceptions for Weather Related Events	BUS			
Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	BUS			
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	BUS			

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