



CenturyLink™

Mark S. Reynolds
Senior Director – Regulatory
Policy and Law
1600 7th Avenue, Room 3206
Seattle, Washington 98191
(206) 345-1568
Facsimile (206) 343-4040

March 30, 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 February 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.

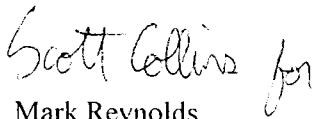
The following reports are enclosed:

- 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,



Mark Reynolds

Enclosures

cc: Lisa Anderl

STATE OF WASHINGTON
UTILITY AND TRANSPORTATION
COMMISSION
2012 APR -2 AM 11:56
1300 S. EVERGREEN PARK DR.
OLYMPIA, WA 98504-7250

Washington Service Quality Summary Report - FEBRUARY 2012

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

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - FEBRUARY 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		71	3	124.33	2	97.18%	0	100.00%	
AUBURN		167	5	141.20	5	97.01%	0	100.00%	
BAINBRIDGE ISLAND		52	2	78.50	0	100.00%	0	100.00%	
BATTLEGROUND		48	2	79.50	1	97.92%	0	100.00%	
BELFAIR		35	1	142.00	1	97.14%	0	100.00%	
BELLEVUE		170	12	97.58	7	95.88%	0	100.00%	1
	BELLEVUE GLENCOURT	77	2	129.50	2	97.40%	0	100.00%	
	BELLEVUE-SHERWOOD	93	10	91.20	5	94.62%	0	100.00%	1
BELLINGHAM		136	5	113.80	0	100.00%	0	100.00%	
	BELLINGHAM LUMMI	11	0		0	100.00%	0	100.00%	
	BELLINGHAM REGENT	125	5	113.80	0	100.00%	0	100.00%	
BLACK DIAMOND		11	2	87.50	0	100.00%	0	100.00%	1
BREMERTON		148	7	97.43	4	97.30%	0	100.00%	
	BREMERTON CROSBY	14	0		1	92.86%	0	100.00%	
	BREMERTON ESSEX	131	7	97.43	3	97.71%	0	100.00%	
	BREMERTON SUNNYSLOPE	3	0		0	100.00%	0	100.00%	
BUCKLEY		10	1	119.00	2	80.00%	0	100.00%	
CASTLE ROCK		26	1	117.00	0	100.00%	0	100.00%	
CENTRALIA		74	4	107.00	3	95.95%	0	100.00%	
CHEHALIS		58	2	23.00	3	94.83%	0	100.00%	
	CHEHALIS	46	1	42.00	2	95.65%	0	100.00%	
	CHEHALIS NAPAVINE	12	1	4.00	1	91.67%	0	100.00%	
CLE-ELUM		17	0		0	100.00%	0	100.00%	
COLFAX		7	0		0	100.00%	0	100.00%	
COLVILLE		33	0		0	100.00%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
Blanks in the report indicate no activity for the measure.

Washington Orders Summary - FEBRUARY 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)		30	0		1	96.67%	0	100.00%	
COULEE DAM		13	1	137.00	1	92.31%	0	100.00%	
CRYSTAL MTN.		3	1	163.00	2	33.33%	0	100.00%	1
DAYTON		13	0		0	100.00%	0	100.00%	
DEER PARK		28	1	46.00	0	100.00%	0	100.00%	
DES MOINES		175	10	85.30	3	98.29%	0	100.00%	
	DES MOINES	52	3	59.67	3	94.23%	0	100.00%	
	DES MOINES FEDERAL WAY	123	7	96.29	0	100.00%	0	100.00%	
EASTON		5	0		0	100.00%	0	100.00%	
ELK		9	0		0	100.00%	0	100.00%	
ENUMCLAW		29	2	73.50	2	93.10%	0	100.00%	
EPHRATA		19	0		0	100.00%	0	100.00%	
GRAHAM		57	9	117.22	2	96.49%	0	100.00%	
GREEN BLUFF		7	0		0	100.00%	0	100.00%	
HOODSPORT		10	0		0	100.00%	0	100.00%	
ISSAQUAH		68	6	55.33	1	98.53%	0	100.00%	
KENT		252	20	53.40	8	96.83%	0	100.00%	
	KENT MERIDIAN	54	7	34.14	1	98.15%	0	100.00%	
	KENT O BRIEN	27	0		3	88.89%	0	100.00%	
	KENT ULRICH	171	13	63.77	4	97.66%	0	100.00%	
LIBERTY LAKE		3	0		0	100.00%	0	100.00%	
LONGVIEW-KELSO		222	10	114.10	0	100.00%	0	100.00%	
LOON LAKE		4	0		0	100.00%	0	100.00%	
MAPLE VALLEY		32	1	142.00	1	96.88%	0	100.00%	
MOSES LAKE		74	3	69.67	1	98.65%	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 - FEBRUARY 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%	
	MOSES LAKE AFB	20	1	33.00	0	100.00%	0	100.00%	
	MOSES LAKE ALDER	54	2	88.00	1	98.15%	0	100.00%	
NEWMAN LAKE		9	0		0	100.00%	0	100.00%	
NORTHPORT		9	0		0	100.00%	0	100.00%	
OLYMPIA		269	23	91.09	5	98.14%	0	100.00%	
	OLYMPIA EVERGREEN	11	2	73.50	0	100.00%	0	100.00%	
	OLYMPIA LACEY	126	6	82.00	2	98.41%	0	100.00%	
	OLYMPIA WHITEHALL	132	15	97.07	3	97.73%	0	100.00%	
OMAK-OKANOGAN		49	1	141.00	0	100.00%	0	100.00%	
OROVILLE		13	1	59.00	0	100.00%	0	100.00%	
OTHELLO		39	1	141.00	0	100.00%	0	100.00%	
PASCO		136	5	108.80	0	100.00%	0	100.00%	
PATEROS		6	0		1	83.33%	0	100.00%	
POMEROY		8	1	1.00	0	100.00%	0	100.00%	
PT. ANGELES		79	1	141.00	0	100.00%	0	100.00%	
	PT ANGELES JOYCE	6	0		0	100.00%	0	100.00%	
	PT. ANGELES	73	1	141.00	0	100.00%	0	100.00%	
PT. LUDLOW		6	0		0	100.00%	0	100.00%	
PT. ORCHARD		70	3	93.33	2	97.14%	0	100.00%	
	PORT ORCHARD COLBY	20	2	139.00	1	95.00%	0	100.00%	
	PT. ORCHARD	50	1	2.00	1	98.00%	0	100.00%	
PT. TOWNSEND		81	7	71.43	2	97.53%	0	100.00%	
PUYALLAP		136	1	7.00	12	91.18%	0	100.00%	
RENTON		200	19	87.58	14	93.00%	0	100.00%	1
RIDGEFIELD		14	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 - FEBRUARY 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%	
ROCHESTER		36	4	38.25	2	94.44%	0	100.00%	
ROY		11	1	142.00	0	100.00%	0	100.00%	
SEATTLE		1,197	50	100.58	25	97.91%	0	100.00%	1
	SEATTLE ATWATER	63	0		1	98.41%	0	100.00%	
	SEATTLE CAMPUS	29	2	136.00	2	93.10%	0	100.00%	
	SEATTLE CHERRY	209	10	93.70	8	96.17%	0	100.00%	1
	SEATTLE DUWAMISH	77	3	100.33	3	96.10%	0	100.00%	
	SEATTLE EAST	121	10	92.60	1	99.17%	0	100.00%	
	SEATTLE ELLIOT	50	2	74.50	1	98.00%	0	100.00%	
	SEATTLE EMERSON	126	2	134.00	1	99.21%	0	100.00%	
	SEATTLE LAKEVIEW	83	4	115.00	0	100.00%	0	100.00%	
	SEATTLE MAIN	143	4	104.00	2	98.60%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	25	1	80.00	0	100.00%	0	100.00%	
	SEATTLE PARKWAY	140	6	89.50	3	97.86%	0	100.00%	
	SEATTLE SUNSET	54	3	94.33	1	98.15%	0	100.00%	
	SEATTLE WEST	77	3	133.33	2	97.40%	0	100.00%	
SEQUIM		71	2	113.50	1	98.59%	0	100.00%	
SHELTON		91	5	97.00	3	96.70%	0	100.00%	
SILVERDALE		51	3	63.00	0	100.00%	0	100.00%	
SPOKANE		698	39	112.92	3	99.57%	0	100.00%	1
	SPOKANE CHESTNUT	19	0		1	94.74%	0	100.00%	
	SPOKANE FAIRFAX	114	4	108.00	0	100.00%	0	100.00%	
	SPOKANE HUDSON	106	5	118.60	1	99.06%	0	100.00%	1
	SPOKANE KEYSTONE	72	2	94.50	1	98.61%	0	100.00%	
	SPOKANE MORAN	32	1	142.00	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 - FEBRUARY 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%	
	SPOKANE RIVERSIDE	86	8	101.13	0	100.00%	0	100.00%	
	SPOKANE WALNUT	181	15	123.73	0	100.00%	0	100.00%	
	SPOKANE WHITWORTH	88	4	95.75	0	100.00%	0	100.00%	
SPRINGDALE		26	0		0	100.00%	0	100.00%	
SUMNER (BONNEYLAKE)		58	5	136.40	0	100.00%	0	100.00%	
TACOMA		784	50	100.98	15	98.09%	0	100.00%	
	TACOMA FORT LEWIS	19	3	50.33	1	94.74%	0	100.00%	
	TACOMA GREENFIELD	150	8	68.25	5	96.67%	0	100.00%	
	TACOMA JUNIPER	133	4	141.75	1	99.25%	0	100.00%	
	TACOMA LENNOX	124	11	102.00	3	97.58%	0	100.00%	
	TACOMA LOGAN	62	5	113.00	2	96.77%	0	100.00%	
	TACOMA MARKET (FAWCETT)	102	8	100.50	1	99.02%	0	100.00%	
	TACOMA SKYLINE	43	2	141.00	0	100.00%	0	100.00%	
	TACOMA WAVERLY-2	28	3	91.67	0	100.00%	0	100.00%	
	TACOMA WAVERLY-7	123	6	122.83	2	98.37%	0	100.00%	
VANCOUVER		418	39	99.92	8	98.09%	0	100.00%	
	VANCOUVER ORCHARDS	185	15	103.93	1	99.46%	0	100.00%	
	VANCOUVER OXFORD	152	10	117.60	4	97.37%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	81	14	83.00	3	96.30%	0	100.00%	
WAITSBURG		6	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		103	5	102.60	2	98.06%	0	100.00%	
WARDEN		8	1	107.00	0	100.00%	0	100.00%	
WINLOCK		21	0		0	100.00%	0	100.00%	
YAKIMA		256	15	114.47	4	98.44%	0	100.00%	
	YAKIMA CHESTNUT	195	12	126.92	2	98.97%	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 - FEBRUARY 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%	
	YAKIMA WEST	61	3	64.67	2	96.72%	0	100.00%	
Exchanges in Neighboring States									
CLARKSTON		30	0		1	96.67%	0	100.00%	
TOTALS		7,105	393	97.47	150	97.89%	0	100.00%	6

NOTE: Bellevue-Sherwood, Black Diamond, Crystal Mtn., Renton, Seattle Cherry, and Spokane Hudson are all CANCELLED orders and should not appear on this report.

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 TROUBLE REPORT RATE - FEBRUARY 2012

WIRECENTER	STD EXD CNT	LINES	RPTS	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 JUN-11	RATE MAY-11	RATE APR-11	RATE MAR-11		
STANDARD				4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00		
ABERDEEN-HOQUIAM	0	8,131	117	1.44	1.28	1.13	1.11	0.94	0.74	0.92	1.34	0.84	0.78	0.91	1.24		
AUBURN	0	13,807	179	1.30	1.90	1.09	0.86	0.95	0.94	0.83	0.75	0.82	0.72	0.67	0.79		
BAINBRIDGE ISLAND	0	7,630	69	0.90	1.07	1.15	1.07	0.88	1.27	1.13	0.96	1.18	0.77	0.92	1.01		
BATTLEGROUND	0	7,220	68	0.94	1.20	1.34	1.05	0.91	1.26	1.08	0.71	0.82	0.80	0.83	0.83		
BELFAIR	0	5,245	45	0.86	1.11	1.18	0.94	1.05	0.79	0.92	0.67	0.91	0.80	0.71	0.93		
BELLEVUE	0	29,563	210	0.71	0.70	0.71	0.65	0.72	0.67	0.63	0.50	0.63	0.54	0.59	0.62		
		BELLEVUE GLENCOURT	0	12,487	67	0.54	0.52	0.49	0.58	0.64	0.48	0.54	0.45	0.34	0.41	0.46	0.33
		BELLEVUE-SHERWOOD	0	17,076	143	0.84	0.82	0.87	0.69	0.77	0.82	0.69	0.53	0.83	0.64	0.69	0.83
BELLINGHAM	0	19,956	82	0.41	0.52	0.41	0.47	0.42	0.46	0.46	0.49	0.32	0.45	0.37	0.45		
		BELLINGHAM LUMMI	0	1,117	9	0.81	0.54	0.44	0.53	0.87	0.61	0.86	0.60	0.68	1.01	0.84	0.58
		BELLINGHAM REGENT	0	18,839	73	0.39	0.52	0.41	0.47	0.40	0.45	0.44	0.48	0.29	0.42	0.35	0.44
BLACK DIAMOND	0	1,876	48	2.56	3.33	1.36	1.71	2.68	1.33	1.11	1.20	1.19	1.22	1.02	1.43		
BREMERTON	0	24,497	94	0.38	0.65	0.59	0.73	0.57	0.57	0.59	0.55	0.64	0.57	0.47	0.61		
		BREMERTON CROSBY	0	2,533	15	0.59	1.10	1.10	1.09	1.74	1.31	2.02	1.43	2.13	1.12	0.74	1.18
		BREMERTON ESSEX	0	21,423	75	0.35	0.61	0.53	0.70	0.44	0.49	0.42	0.45	0.46	0.50	0.44	0.54
		BREMERTON SUNNYSLOPE	0	541	4	0.74	0.00	0.73	0.18	0.36	0.18	0.52	0.52	0.52	1.02	0.34	0.67
BUCKLEY	0	1,585	29	1.83	1.32	1.76	1.55	1.41	2.07	3.41	2.67	1.88	0.98	0.98	1.14		
CASTLE ROCK	0	2,890	40	1.38	2.02	1.83	2.04	1.03	1.59	1.11	2.02	2.30	2.14	1.59	1.63		
CENTRALIA	0	5,287	44	0.83	1.44	0.87	0.83	1.17	1.35	1.39	2.05	0.74	0.82	0.78	1.16		
CHEHALIS	0	7,313	73	1.00	1.51	1.23	1.53	1.24	1.09	1.04	0.77	0.88	0.87	0.70	1.26		
		CHEHALIS	0	5,258	55	1.05	1.55	1.13	1.36	1.09	1.25	1.15	0.65	1.03	0.88	0.60	1.16
		CHEHALIS NAPAVINE	0	2,055	18	0.88	1.41	1.50	1.97	1.62	0.67	0.75	1.08	0.51	0.87	0.95	1.49
CLE-ELUM	0	2,325	24	1.03	0.85	0.55	0.50	0.33	0.66	1.72	3.54	1.17	0.64	0.40	0.79		
COLFAX	0	1,904	22	1.16	0.89	0.89	1.13	1.69	1.02	1.16	1.24	0.79	0.93	1.17	0.87		
COLVILLE	0	5,866	55	0.94	0.53	0.46	0.58	0.90	0.86	1.20	0.85	0.80	0.97	0.89	0.99		
COPALIS(OCEAN SHORES)	0	2,689	41	1.52	1.11	1.31	1.40	1.82	1.41	1.19	0.87	1.17	1.70	0.95	1.04		
COULEE DAM	0	1,781	27	1.52	0.56	1.39	1.27	0.99	0.81	1.23	1.17	0.58	1.11	1.38	1.00		
CRYSTAL MTN.	0	549	7	1.28	2.00	2.18	1.28	0.73	0.18	0.73	0.91	0.72	0.54	0.89	2.64		
DAYTON	0	1,554	29	1.87	1.60	0.57	0.70	1.20	0.69	1.12	0.50	0.86	0.68	0.67	0.49		
DEER PARK	0	4,898	34	0.69	0.95	1.37	1.50	1.93	1.54	1.45	1.23	1.67	3.62	1.32	1.08		
DES MOINES	0	13,984	146	1.04	1.04	0.94	0.89	0.86	0.65	0.75	0.78	0.70	0.80	0.72	0.96		
		DES MOINES	0	5,509	61	1.11	1.14	0.78	1.03	0.86	0.73	0.81	0.81	0.75	0.77	0.70	0.98
		DES MOINES FEDERAL WAY	0	8,475	85	1.00	0.97	1.05	0.80	0.86	0.60	0.71	0.77	0.67	0.81	0.72	0.95

WASHINGTON TROUBLE REPORT RATE - FEBRUARY 2012

WIRECENTER	STD EXD CNT	LINES	RPTS	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 JUN-11	RATE MAY-11	RATE APR-11	RATE MAR-11		
STANDARD				4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00		
EASTON	0	496	7	1.41	0.81	1.60	0.39	1.95	0.58	1.16	1.13	0.75	0.75	0.74	0.93		
ELK										2.13	1.28	0.70	2.00	0.88	1.14		
ENUMCLAW	0	4,550	140	3.08	1.74	1.90	1.19	1.69	1.17	1.15	1.51	1.37	1.05	1.28	1.43		
EPHRATA	0	2,354	7	0.30	0.55	0.34	0.58	0.57	0.65	0.56	0.76	1.27	0.51	0.82	1.04		
GRAHAM	0	8,406	155	1.84	1.63	1.22	1.39	1.52	1.09	1.69	1.40	1.25	1.18	0.84	0.78		
GREEN BLUFF	0	2,072	23	1.11	1.20	1.42	0.85	1.26	1.58	1.37	1.00	1.31	1.35	0.63	1.25		
HOODSPORT	0	1,599	9	0.56	0.31	0.49	0.66	0.71	0.64	1.15	0.51	1.24	0.56	0.90	0.45		
ISSAQUAH	0	12,129	112	0.92	1.01	0.83	0.58	0.77	0.47	0.64	0.63	0.65	0.60	0.64	0.55		
KENT	0	26,870	311	1.16	1.40	0.80	0.97	0.87	0.64	0.73	0.66	0.85	0.61	0.67	0.72		
		KENT MERIDIAN	0	9,013	134	1.49	1.71	1.14	1.33	0.97	0.74	0.92	0.89	1.19	0.72	0.56	0.96
		KENT O BRIEN	0	6,001	20	0.33	0.46	0.11	0.27	0.35	0.22	0.27	0.20	0.39	0.15	0.44	0.24
		KENT ULRICH	0	11,856	157	1.32	1.64	0.89	1.04	1.04	0.77	0.82	0.72	0.82	0.76	0.88	0.76
LIBERTY LAKE	0	667	3	0.45	0.15	0.59	0.14	0.57	0.43	0.42	0.56	0.54	0.13	1.33	0.40		
LONGVIEW-KELSO	0	16,405	212	1.29	1.94	1.10	1.57	1.61	1.43	1.00	1.19	1.09	1.12	1.31	1.28		
LOON LAKE	0	952	7	0.74	0.84	0.83	0.93	0.91	1.30	0.98	1.07	1.06	0.77	0.68	0.48		
MAPLE VALLEY	0	5,751	74	1.29	1.09	1.23	1.32	1.13	1.04	1.11	0.89	0.61	0.78	0.49	0.50		
MOSES LAKE	0	9,675	104	1.07	0.72	0.85	0.72	0.82	0.67	0.93	0.89	0.94	0.91	0.93	1.01		
		MOSES LAKE AFB	0	1,568	7	0.45	0.94	0.74	0.31	0.61	0.67	1.02	1.13	0.83	0.70	0.52	0.46
		MOSES LAKE ALDER	0	8,107	97	1.20	0.67	0.88	0.80	0.86	0.67	0.92	0.84	0.97	0.95	1.01	1.12
NEWMAN LAKE	0	1,208	5	0.41	0.91	0.57	2.04	1.54	0.88	1.02	0.78	1.38	0.30	0.90	1.11		
NORTHPORT	1	933	3	0.32	0.32	0.64	1.17	0.84	0.84	1.35	4.15	2.38	0.62	0.72	3.82		
OLYMPIA	0	40,877	420	1.03	1.46	0.84	0.80	0.85	0.65	0.63	0.62	0.58	0.58	0.62	0.70		
		OLYMPIA EVERGREEN	0	3,061	43	1.40	1.92	1.02	1.01	1.18	0.99	1.00	1.20	1.11	0.81	1.01	0.86
		OLYMPIA LACEY	0	18,198	202	1.11	1.06	0.80	0.74	0.69	0.65	0.63	0.54	0.49	0.51	0.71	0.65
		OLYMPIA WHITEHALL	0	19,618	175	0.89	1.75	0.84	0.82	0.95	0.60	0.57	0.61	0.57	0.61	0.48	0.73
OMAK-OKANOGAN	0	5,989	61	1.02	1.17	0.96	0.94	1.18	1.38	1.39	1.09	1.48	1.99	1.05	1.27		
OROVILLE	0	1,596	13	0.81	0.93	1.06	0.86	0.73	0.92	1.27	1.51	0.96	1.25	0.96	0.84		
OTHELLO	0	3,489	47	1.35	1.10	1.18	1.43	1.22	0.96	2.13	0.92	1.10	1.34	0.88	1.03		
PASCO	0	11,812	112	0.95	0.74	0.60	0.80	0.89	0.68	0.89	0.75	0.87	1.47	0.90	0.71		
PATEROS	0	656	8	1.22	1.36	1.05	0.59	1.89	1.02	1.17	0.29	0.58	1.02	1.45	1.16		
POMEROY	1	1,146	26	2.27	3.12	1.46	2.39	1.79	2.80	3.12	0.93	3.87	1.70	4.16	3.22		
PT. ANGELES	0	11,725	107	0.91	1.10	0.75	0.85	0.77	0.82	0.80	0.73	0.69	0.76	0.55	0.79		
		PT ANGELES JOYCE	0	915	18	1.97	2.50	2.27	3.01	2.66	2.64	1.15	1.98	0.84	0.73	0.83	1.84

WASHINGTON TROUBLE REPORT RATE - FEBRUARY 2012

WIRECENTER		STD EXD CNT	LINES	RPTS	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 JUN-11	RATE MAY-11	RATE APR-11	RATE MAR-11
STANDARD					4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
	PT. ANGELES	0	10,810	89	0.82	0.98	0.62	0.67	0.61	0.67	0.78	0.63	0.68	0.77	0.53	0.70
PT. LUDLOW		0	2,020	11	0.54	0.64	0.73	0.58	0.53	0.76	1.18	0.66	0.33	0.46	0.46	0.60
PT. ORCHARD		0	12,484	128	1.03	1.19	1.37	1.02	0.86	1.12	1.00	0.77	0.78	0.71	0.73	1.03
	PORT ORCHARD COLBY	0	4,633	62	1.34	1.37	1.77	1.22	0.89	0.90	0.85	0.88	0.75	0.76	0.90	1.34
	PT. ORCHARD	0	7,851	66	0.84	1.09	1.13	0.90	0.85	1.25	1.09	0.71	0.79	0.68	0.62	0.84
PT. TOWNSEND		0	9,087	67	0.74	0.74	0.64	0.72	0.61	0.94	1.15	1.17	0.75	0.64	0.61	0.84
PUYALLAP		0	15,341	191	1.25	1.88	1.04	0.97	0.89	0.79	0.75	0.88	0.74	0.72	0.84	0.84
RENTON		0	24,747	293	1.18	1.20	1.20	0.93	0.86	0.83	0.72	0.64	0.82	0.67	0.98	1.04
RIDGEFIELD		0	2,434	35	1.44	1.95	1.35	1.14	1.37	0.78	2.00	1.30	1.18	1.18	0.91	1.83
ROCHESTER		0	3,505	56	1.60	1.65	1.52	1.28	1.15	1.03	1.56	1.20	0.87	0.84	0.55	0.98
ROY											0.69	1.32	1.46	1.25	1.81	1.07
SEATTLE		0	183,554	1,114	0.61	0.67	0.61	0.67	0.60	0.55	0.52	0.48	0.58	0.54	0.57	0.78
	SEATTLE ATWATER	0	12,746	50	0.39	0.35	0.35	0.46	0.43	0.41	0.49	0.25	0.41	0.38	0.42	0.50
	SEATTLE CAMPUS	0	6,415	22	0.34	0.49	0.41	0.26	0.49	0.48	0.28	0.22	0.40	0.31	0.37	0.38
	SEATTLE CHERRY	0	20,798	281	1.35	1.48	1.09	1.11	0.99	0.85	0.89	0.79	1.15	0.94	0.96	1.01
	SEATTLE DUWAMISH	0	8,939	70	0.78	0.79	0.73	0.70	0.68	0.56	0.73	0.50	0.57	0.57	0.70	1.49
	SEATTLE EAST	0	19,830	85	0.43	0.55	0.57	0.70	0.66	0.44	0.47	0.46	0.55	0.47	0.68	1.33
	SEATTLE ELLIOT	0	5,278	11	0.21	0.17	0.20	0.18	0.22	0.22	0.23	0.25	0.30	0.29	0.09	0.22
	SEATTLE EMERSON	0	19,135	91	0.48	0.69	0.76	0.77	0.51	0.65	0.69	0.56	0.55	0.55	0.68	0.82
	SEATTLE LAKEVIEW	0	16,897	134	0.79	1.03	0.82	0.86	0.81	0.68	0.61	0.53	0.67	0.85	0.55	0.71
	SEATTLE MAIN	0	27,174	37	0.14	0.14	0.14	0.16	0.19	0.14	0.16	0.20	0.17	0.17	0.17	0.22
	SEATTLE MERCER ISLAND (ADAMS)	0	6,132	43	0.70	0.58	0.63	0.99	0.63	0.76	0.59	0.66	0.69	0.52	0.55	1.02
	SEATTLE PARKWAY	0	12,812	140	1.09	0.85	0.85	0.84	0.79	0.83	0.57	0.73	0.63	0.79	0.89	0.89
	SEATTLE SUNSET	0	14,057	60	0.43	0.59	0.55	0.70	0.67	0.67	0.46	0.52	0.67	0.58	0.46	0.77
	SEATTLE WEST	0	13,341	90	0.67	0.61	0.69	0.80	0.59	0.63	0.57	0.41	0.64	0.50	0.60	0.78
SEQUIM		0	10,264	66	0.64	0.93	0.78	0.54	0.58	0.61	0.84	0.78	0.55	0.70	0.60	0.67
SHELTON		0	10,010	127	1.27	1.77	0.98	0.93	0.98	0.81	0.78	0.73	0.73	0.65	0.93	0.83
SILVERDALE		0	8,754	62	0.71	1.01	0.98	1.07	0.56	0.62	0.42	0.56	0.54	0.57	0.50	1.12
SPOKANE		0	78,636	648	0.82	0.84	0.75	0.86	0.88	0.88	0.99	0.95	0.92	0.93	0.73	0.90
	SPOKANE CHESTNUT	0	1,854	20	1.08	2.15	1.65	1.00	1.25	1.35	1.07	1.11	1.56	1.59	1.03	2.09
	SPOKANE FAIRFAX	0	10,932	112	1.02	0.89	0.90	1.04	0.94	0.98	0.90	0.90	1.16	1.07	0.83	1.11
	SPOKANE HUDSON	0	8,565	82	0.96	0.92	0.57	0.89	0.83	0.90	0.88	0.83	1.15	0.94	1.16	1.52
	SPOKANE KEYSTONE	0	7,460	58	0.78	0.82	0.68	0.98	1.02	0.50	0.64	0.57	0.99	0.80	0.65	0.89

WASHINGTON TROUBLE REPORT RATE - FEBRUARY 2012

WIRECENTER	STD EXD CNT	LINES	RPTS	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 JUN-11	RATE MAY-11	RATE APR-11	RATE MAR-11		
STANDARD				4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00		
		SPOKANE MORAN	0	5,111	36	0.70	1.05	1.67	1.20	0.93	1.01	0.87	0.64	0.83	0.55	0.39	0.49
		SPOKANE RIVERSIDE	0	11,481	91	0.79	0.73	0.75	0.89	0.59	0.66	0.90	1.19	0.84	0.81	0.69	0.84
		SPOKANE WALNUT	0	21,447	167	0.78	0.82	0.58	0.68	0.90	0.95	1.31	1.04	0.71	1.10	0.72	0.72
		SPOKANE WHITWORTH	0	11,786	82	0.70	0.58	0.58	0.74	0.96	0.95	1.00	0.87	0.78	0.57	0.62	
SPRINGDALE	0	1,533	17	1.11	1.05	0.78	1.68	1.08	1.27	1.83	1.14	1.76	2.31	1.13	1.81		
SUMNER (BONNEYLAKE)	0	9,054	164	1.81	1.57	0.97	1.28	1.10	0.84	0.91	0.69	0.87	0.65	0.86	0.78		
TACOMA	0	87,366	869	0.99	1.13	0.97	0.98	1.02	0.76	0.75	0.72	0.73	0.70	0.68	0.87		
	0	TACOMA FORT LEWIS	1,762	6	0.34	0.51	0.34	0.44	0.33	0.16	0.43	0.52	0.66	0.20	0.53	0.57	
	0	TACOMA GREENFIELD	11,868	117	0.99	1.36	1.22	1.35	1.29	0.74	0.75	0.85	0.77	0.69	0.81	1.14	
	0	TACOMA JUNIPER	12,064	132	1.09	1.26	0.86	0.92	1.13	1.00	0.77	0.65	0.70	0.66	0.63	0.91	
	0	TACOMA LENNOX	14,149	212	1.50	1.73	1.24	0.99	1.47	1.05	1.14	1.07	1.05	1.16	0.87	0.95	
	0	TACOMA LOGAN	8,838	70	0.79	1.11	0.93	0.98	0.91	0.61	0.64	0.80	0.76	0.66	0.65	0.89	
	0	TACOMA MARKET (FAWCETT)	10,582	76	0.72	0.57	0.46	0.71	0.52	0.78	0.32	0.43	0.38	0.43	0.48	0.57	
	0	TACOMA SKYLINE	8,869	86	0.97	1.12	0.99	1.31	0.95	0.60	0.81	0.55	0.54	0.77	0.80	0.89	
	0	TACOMA WAVERLY-2	3,724	38	1.02	0.80	1.38	0.55	0.78	0.69	0.68	0.47	0.93	0.63	0.55	1.22	
	0	TACOMA WAVERLY-7	15,510	132	0.85	0.86	0.95	0.91	0.88	0.60	0.76	0.71	0.74	0.54	0.58	0.69	
VANCOUVER	0	49,429	385	0.78	1.21	1.05	1.11	1.08	0.73	0.78	0.76	0.87	0.76	0.76	0.96		
	0	VANCOUVER ORCHARDS	25,047	153	0.61	1.05	0.95	0.91	1.05	0.73	0.66	0.68	0.91	0.78	0.70	0.75	
	0	VANCOUVER OXFORD	14,324	116	0.81	1.24	1.03	1.55	1.12	0.71	0.81	0.88	0.83	0.73	0.89	1.22	
	0	VANCOUVER SALMON CRK(NORTH)	10,058	116	1.15	1.59	1.32	0.96	1.09	0.75	1.04	0.76	0.80	0.76	0.69	1.09	
WAITSBURG	0	426	10	2.35	1.87	3.23	2.07	2.07	1.82	1.79	1.57	2.15	1.70	2.12	2.31		
WALLA WALLA (INCL TOUCHET)	0	11,275	76	0.67	0.69	0.70	0.82	1.12	0.67	0.99	0.88	0.88	0.82	0.97	0.52		
WARDEN	0	908	9	0.99	0.87	0.54	1.29	1.18	0.43	0.94	0.92	0.51	1.20	0.90	1.09		
WINLOCK	1	1,753	15	0.86	1.58	1.07	0.90	1.62	0.94	7.68	0.44	0.93	1.58	1.35	1.89		
YAKIMA	0	29,914	189	0.63	0.46	0.52	0.58	0.67	0.55	0.61	0.61	0.78	1.02	0.67	0.70		
	0	YAKIMA CHESTNUT	19,711	132	0.67	0.46	0.54	0.57	0.64	0.48	0.65	0.61	0.76	1.08	0.70	0.67	
	0	YAKIMA WEST	10,203	57	0.56	0.48	0.47	0.61	0.74	0.69	0.52	0.60	0.84	0.89	0.63	0.76	
Exchanges in Neighboring States																	
CLARKSTON	0	4,399	38	0.86	1.35	0.82	1.08	1.88	1.02	0.85	0.99	1.04	1.78	0.87	0.92		
TOTALS	0	898,800	8,092	0.90	1.03	0.85	0.88	0.88	0.76	0.81	0.75	0.77	0.77	0.72	0.85		

WASHINGTON TRUNK BLOCKING SUMMARY - FEBRUARY 2012

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	128	0	0.00%
LOCAL	351	0	0.00%
TOLL	372	4	1.08%

Redacted Copy
Blanks in the report indicate no activity for the measure.

WASHINGTON TRUNK BLOCKING - FEBRUARY 2012

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072428	264			TOLL	TWO_WAY	0.73%	1xblkng 02/02/12 @ 1800hrs sa tgsr issued to cust
AP073982	168			TOLL	TWO_WAY	2.78%	1xblkng 02/10/12 @ 1300hrs issued sa tgsr to cust
AP074966	144			TOLL	TWO_WAY	0.71%	1xblkng 02/07/12 @ 1800hrs sa tgsr issued to cust
AP081921	192			TOLL	TWO_WAY	2.40%	1x blkng 02/01/12 @ 1900hrs sa tgsr issued to cust

Redacted Copy
Blanks in the report indicate no activity for the measure.

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

MEASURE	MARKET UNIT	JAN-12	FEB-12	MAR-12
Number of Scheduled Appointments (dispatched orders)	RES			
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	RES			
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	RES			
Number of Scheduled Commitments (non-dispatched orders)	RES			
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	RES			
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	RES			
Number Exclusions	RES			
Number of Scheduled Appointments (dispatched orders)	BUS			
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	BUS			
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	BUS			
Number of Scheduled Commitments (non-dispatched orders)	BUS			
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	BUS			
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	BUS			
Number Exclusions	BUS			
Number of Scheduled Appointments (dispatched tickets)	RES			
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	RES			
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	RES			

Redacted Copy
 Blanks in the report indicate no activity for the measure.

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

MEASURE	MARKET UNIT	JAN-12	FEB-12	MAR-12
Number of Scheduled Appointments (dispatched orders)	RES			
Number of Scheduled Commitments (non-dispatched tickets)	RES			
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	RES			
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	RES			
Number Exclusions	RES			
Number of Scheduled Appointments (dispatched tickets)	BUS			
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	BUS			
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	BUS			
Number of Scheduled Commitments (non-dispatched tickets)	BUS			
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	BUS			
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	BUS			
Number Exclusions	BUS			
Total amount of missed appointments credits paid	RES			
Number of customers receiving credits for company missed appointments/commitments-Install	RES			
Total amount of missed appointments credits paid	BUS			
Number of customers receiving credits for company missed appointments/commitments-Install	BUS			
Total amount of missed appointments credits paid	RES			

Redacted Copy
 Blanks in the report indicate no activity for the measure.

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

MEASURE	MARKET UNIT	JAN-12	FEB-12	MAR-12
Number of Scheduled Appointments (dispatched orders)	RES			
Number of customers receiving credits for company missed appointments/commitments-Repair	RES			
Total amount of missed appointments credits paid	BUS			
Number of customers receiving credits for company missed appointments/commitments-Repair	BUS			
Count of All Orders	RES			
WA Completed Orders for Primary Service installed within 5 business days	RES			
Number of credits-First Month's Charge(HO Recurring)	RES			
Amount of credit-First Month's Charge(HO Recur)	RES			
Number of credits-Installation (HO NonRecur)	RES			
Amount of credits-Installation (Ho NonRecur)	RES			
Number of Remote Call Frwding-Non-Recurring	RES			
Amount of Remote Call Frwding-Non-Recurring	RES			
Count of All Orders	BUS			
WA Completed Orders for Primary Service installed within 5 business days	BUS			
Number of credits-First Month's Charge(HO Recurring)	BUS			
Amount of credit-First Month's Charge(HO Recur)	BUS			
Number of credits-Installation (HO NonRecur)	BUS			

Redacted Copy
 Blanks in the report indicate no activity for the measure.

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

MEASURE	MARKET UNIT	JAN-12	FEB-12	MAR-12
Number of Scheduled Appointments (dispatched orders)	RES			
Amount of credits-Installation (Ho NonRecur)	BUS			
Number of Voice Mail Nonrecurring Credits	BUS			
Amount of Voice Mail Nonrecurring Credits	BUS			
Number of Remote Call Frwding-Non-Recurring	BUS			
Amount of Remote Call Frwding-Non-Recurring	BUS			
Number of out of service repair reports cleared within two working days	RES			
Percentage of out of service repair reports cleared within two working days	RES			
Number of out of service repair reports not cleared within two working days minus exceptions.	RES			
Percentage of out of service repair reports not cleared within two working days minus exceptions.	RES			
Total amount of two day out of service condition credits	RES			
Total amount of two day out of service condition credit exceptions	RES			
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES			
Number of two day out of service condition credit exceptions for Weather Related Events	RES			
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foilage, etc.)	RES			
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	RES			
Number of out of service repair reports cleared within two working days	BUS			

Redacted Copy
 Blanks in the report indicate no activity for the measure.

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

MEASURE	MARKET UNIT	JAN-12	FEB-12	MAR-12
Number of Scheduled Appointments (dispatched orders)	RES			
Percentage of out of service repair reports cleared within two working days	BUS			
Number of out of service repair reports not cleared within two working days minus exceptions.	BUS			
Percentage of out of service repair reports not cleared within two working days minus exceptions.	BUS			
Total amount of two day out of service condition credits	BUS			
Total amount of two day out of service condition credit exceptions	BUS			
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	BUS			
Number of two day out of service condition credit exceptions for Weather Related Events	BUS			
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foilage, etc.)	BUS			
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	BUS			
Number of out of service repair reports cleared within seven calendar days	RES			
Percentage of out of service repair reports cleared within seven calendar days	RES			
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	RES			
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	RES			
Total amount of seven day out of service condition credits	RES			
Total amount of seven day out of service condition credit exceptions	RES			
No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES			
Number of seven day out of service condition credit exceptions for Weather Related Events	RES			

Redacted Copy
 Blanks in the report indicate no activity for the measure.

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

MEASURE	MARKET UNIT	JAN-12	FEB-12	MAR-12
Number of Scheduled Appointments (dispatched orders)	RES			
Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foilage, etc.)	RES			
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	RES			
Number of out of service repair reports cleared within seven calendar days	BUS			
Percentage of out of service repair reports cleared within seven calendar days	BUS			
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS			
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS			
Total amount of seven day out of service condition credit exceptions	BUS			
No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	BUS			
Number of seven day out of service condition credit exceptions for Weather Related Events	BUS			
Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foilage, etc.)	BUS			
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	BUS			

Redacted Copy
 Blanks in the report indicate no activity for the measure.