



CenturyLink™

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April 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 March 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

RECEIVED
RECORDS MANAGEMENT
2012 MAY - 1 AM 11:45
STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

Washington Service Quality Summary Report - MARCH 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 Orders Summary - MARCH 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		77	3	151.33	0	100.00%	0	100.00%	
AUBURN		134	7	123.86	4	97.01%	0	100.00%	
BAINBRIDGE ISLAND		31	2	86.00	0	100.00%	0	100.00%	
BATTLEGROUND		53	2	84.50	0	100.00%	0	100.00%	
BELFAIR		38	2	86.50	0	100.00%	0	100.00%	
BELLEVUE		160	11	111.09	3	98.13%	0	100.00%	1
	BELLEVUE GLENCOURT	66	2	154.00	2	96.97%	0	100.00%	
	BELLEVUE-SHERWOOD	94	9	101.56	1	98.94%	0	100.00%	1
BELLINGHAM		156	4	168.25	4	97.44%	0	100.00%	
	BELLINGHAM LUMMI	16	0		0	100.00%	0	100.00%	
	BELLINGHAM REGENT	140	4	168.25	4	97.14%	0	100.00%	
BLACK DIAMOND		11	3	76.67	0	100.00%	0	100.00%	1
BREMERTON		180	7	119.29	1	99.44%	0	100.00%	
	BREMERTON CROSBY	20	0		0	100.00%	0	100.00%	
	BREMERTON ESSEX	157	7	119.29	1	99.36%	0	100.00%	
	BREMERTON SUNNYSLOPE	3	0		0	100.00%	0	100.00%	
BUCKLEY		14	0		1	92.86%	0	100.00%	
CASTLE ROCK		12	1	139.00	0	100.00%	0	100.00%	
CENTRALIA		85	3	149.00	1	98.82%	0	100.00%	
CHEHALIS		57	4	26.25	0	100.00%	0	100.00%	
	CHEHALIS	42	3	33.67	0	100.00%	0	100.00%	
	CHEHALIS NAPAVINE	15	1	4.00	0	100.00%	0	100.00%	
CLE-ELUM		19	0		0	100.00%	0	100.00%	
COLFAX		13	0		1	92.31%	0	100.00%	
COLVILLE		57	0		0	100.00%	0	100.00%	
COPALIS(OCEAN SHORES)		26	0		0	100.00%	0	100.00%	
COULEE DAM		15	1	164.00	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 - MARCH 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%	
CRYSTAL MTN.		2	1	190.00	0	100.00%	0	100.00%	1
DAYTON		7	0		0	100.00%	0	100.00%	
DEER PARK		33	1	73.00	0	100.00%	0	100.00%	
DES MOINES		226	8	103.38	2	99.12%	0	100.00%	
	DES MOINES	81	3	50.67	1	98.77%	0	100.00%	
	DES MOINES FEDERAL WAY	145	5	135.00	1	99.31%	0	100.00%	
EASTON		2	0		0	100.00%	0	100.00%	
ELK		12	0		0	100.00%	0	100.00%	
ENUMCLAW		32	1	139.00	1	96.88%	0	100.00%	
EPHRATA		22	0		0	100.00%	0	100.00%	
GRAHAM		60	8	147.00	4	93.33%	0	100.00%	
GREEN BLUFF		8	0		0	100.00%	0	100.00%	
HOODSPORT		14	0		0	100.00%	0	100.00%	
ISSAQUAH		77	3	106.00	4	94.81%	0	100.00%	
KENT		293	14	72.00	9	96.93%	0	100.00%	
	KENT MERIDIAN	65	4	54.75	3	95.38%	0	100.00%	
	KENT O BRIEN	26	0		1	96.15%	0	100.00%	
	KENT ULRICH	202	10	78.90	5	97.52%	0	100.00%	
LIBERTY LAKE		1	0		0	100.00%	0	100.00%	
LONGVIEW-KELSO		222	8	157.38	3	98.65%	0	100.00%	
LOON LAKE		4	0		0	100.00%	0	100.00%	
MAPLE VALLEY		44	2	85.50	1	97.73%	0	100.00%	
MOSES LAKE		113	3	64.67	2	98.23%	0	100.00%	
	MOSES LAKE AFB	34	0		1	97.06%	0	100.00%	
	MOSES LAKE ALDER	79	3	64.67	1	98.73%	0	100.00%	
NEWMAN LAKE		4	0		0	100.00%	0	100.00%	
NORTHPORT		5	0		0	100.00%	0	100.00%	

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STANDARD						90.00%		99.00%	
OLYMPIA		298	22	110.71	5	98.32%	0	100.00%	
	OLYMPIA EVERGREEN	15	1	169.00	1	93.33%	0	100.00%	
	OLYMPIA LACEY	131	8	76.50	4	96.95%	0	100.00%	
	OLYMPIA WHITEHALL	152	13	128.67	0	100.00%	0	100.00%	
OMAK-OKANOGAN		42	1	168.00	1	97.62%	0	100.00%	
OROVILLE		18	0		0	100.00%	0	100.00%	
OTHELLO		49	1	168.00	0	100.00%	0	100.00%	
PASCO		151	4	160.75	2	98.68%	0	100.00%	
PATEROS		3	1	1.00	0	100.00%	0	100.00%	
POMEROY		9	0		1	88.89%	0	100.00%	
PT. ANGELES		73	2	84.50	1	98.63%	0	100.00%	
	PT ANGELES JOYCE	4	0		0	100.00%	0	100.00%	
	PT. ANGELES	69	2	84.50	1	98.55%	0	100.00%	
PT. LUDLOW		17	0		0	100.00%	0	100.00%	
PT. ORCHARD		74	4	93.75	1	98.65%	0	100.00%	
	PORT ORCHARD COLBY	24	3	117.00	0	100.00%	0	100.00%	
	PT. ORCHARD	50	1	24.00	1	98.00%	0	100.00%	
PT. TOWNSEND		73	4	133.25	3	95.89%	0	100.00%	
PUYALLAP		122	1	6.00	5	95.90%	0	100.00%	
RENTON		216	18	98.61	5	97.69%	0	100.00%	
RIDGEFIELD		23	0		0	100.00%	0	100.00%	
ROCHESTER		33	2	93.50	2	93.94%	0	100.00%	
ROY		21	1	169.00	1	95.24%	0	100.00%	
SEATTLE		1,336	51	111.24	17	98.73%	0	100.00%	1
	SEATTLE ATWATER	71	1	6.00	1	98.59%	0	100.00%	
	SEATTLE CAMPUS	29	2	163.00	0	100.00%	0	100.00%	
	SEATTLE CHERRY	231	6	140.17	2	99.13%	0	100.00%	1

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STANDARD						90.00%		99.00%	
	SEATTLE DUWAMISH	85	5	80.20	0	100.00%	0	100.00%	
	SEATTLE EAST	174	10	98.80	3	98.28%	0	100.00%	
	SEATTLE ELLIOT	43	2	99.00	1	97.67%	0	100.00%	
	SEATTLE EMERSON	134	2	161.00	1	99.25%	0	100.00%	
	SEATTLE LAKEVIEW	86	4	158.67	3	96.51%	0	100.00%	
	SEATTLE MAIN	156	6	83.67	3	98.08%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	32	0		0	100.00%	0	100.00%	
	SEATTLE PARKWAY	139	7	96.00	2	98.56%	0	100.00%	
	SEATTLE SUNSET	67	3	113.00	1	98.51%	0	100.00%	
	SEATTLE WEST	89	3	158.67	0	100.00%	0	100.00%	
SEQUIM		76	3	65.33	2	97.37%	0	100.00%	
SHELTON		96	4	146.25	2	97.92%	0	100.00%	
SILVERDALE		66	2	120.50	2	96.97%	0	100.00%	
SPOKANE		672	38	137.50	4	99.40%	0	100.00%	1
	SPOKANE CHESTNUT	13	0		0	100.00%	0	100.00%	
	SPOKANE FAIRFAX	114	4	128.50	0	100.00%	0	100.00%	
	SPOKANE HUDSON	106	4	171.75	1	99.06%	0	100.00%	1
	SPOKANE KEYSTONE	66	1	139.00	1	98.48%	0	100.00%	
	SPOKANE MORAN	32	1	169.00	0	100.00%	0	100.00%	
	SPOKANE RIVERSIDE	103	7	140.29	2	98.06%	0	100.00%	
	SPOKANE WALNUT	170	17	133.41	0	100.00%	0	100.00%	
	SPOKANE WHITWORTH	68	4	116.50	0	100.00%	0	100.00%	
SPRINGDALE		14	0		0	100.00%	0	100.00%	

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STANDARD						90.00%		99.00%	
SUMNER (BONNEYLAKE)		46	5	162.40	1	97.83%	0	100.00%	
TACOMA		811	50	120.30	10	98.77%	0	100.00%	
	TACOMA FORT LEWIS	11	4	56.00	0	100.00%	0	100.00%	
	TACOMA GREENFIELD	139	5	104.60	4	97.12%	0	100.00%	
	TACOMA JUNIPER	125	5	140.00	1	99.20%	0	100.00%	
	TACOMA LENNOX	148	10	138.70	3	97.97%	0	100.00%	
	TACOMA LOGAN	51	4	168.25	2	96.08%	0	100.00%	
	TACOMA MARKET (FAWCETT)	127	8	113.75	0	100.00%	0	100.00%	
	TACOMA SKYLINE	50	2	168.00	0	100.00%	0	100.00%	
	TACOMA WAVERLY-2	33	3	115.33	0	100.00%	0	100.00%	
	TACOMA WAVERLY-7	127	9	101.78	0	100.00%	0	100.00%	
VANCOUVER		458	30	143.03	7	98.47%	0	100.00%	
	VANCOUVER ORCHARDS	212	12	141.25	2	99.06%	0	100.00%	
	VANCOUVER OXFORD	176	10	144.10	1	99.43%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	70	8	144.38	4	94.29%	0	100.00%	
WAITSBURG			1	15.00					
WALLA WALLA (INCL TOUCHET)		113	6	108.00	0	100.00%	0	100.00%	
WARDEN		16	1	129.00	0	100.00%	0	100.00%	
WINLOCK		25	0		0	100.00%	0	100.00%	
YAKIMA		266	15	129.13	1	99.62%	0	100.00%	
	YAKIMA CHESTNUT	207	13	131.62	1	99.52%	0	100.00%	
	YAKIMA WEST	59	2	113.00	0	100.00%	0	100.00%	
Exchanges in Neighboring States									
CLARKSTON		40	0		0	100.00%	0	100.00%	
TOTALS		7,576	366	118.65	114	98.50%	0	100.00%	5

Source: 5 and 90 day data from RSOR completed orders
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WASHINGTON TROUBLE REPORT RATE - MARCH 2012

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE MAR-12	RATE FEB-12	RATE JAN-12	RATE DEC-11	RATE NOV-11	RATE OCT-11	RATE SEP-11	RATE AUG-11	RATE JUL-11	RATE JUN-11	RATE MAY-11	RATE APR-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	8,059	83	1.03	1.44	1.28	1.13	1.11	0.94	0.74	0.92	1.34	0.84	0.78	0.91		
AUBURN	0	13,681	144	1.05	1.30	1.90	1.09	0.86	0.95	0.94	0.83	0.75	0.82	0.72	0.67		
BAINBRIDGE ISLAND	0	7,530	70	0.93	0.90	1.07	1.15	1.07	0.88	1.27	1.13	0.96	1.18	0.77	0.92		
BATTLEGROUND	0	7,163	79	1.10	0.94	1.20	1.34	1.05	0.91	1.26	1.08	0.71	0.82	0.80	0.83		
BELFAIR	0	5,182	44	0.85	0.86	1.11	1.18	0.94	1.05	0.79	0.92	0.67	0.91	0.80	0.71		
BELLEVUE	0	29,216	167	0.57	0.71	0.70	0.71	0.65	0.72	0.67	0.63	0.50	0.63	0.54	0.59		
		BELLEVUE GLENCOURT	0	12,354	63	0.51	0.54	0.52	0.49	0.58	0.64	0.48	0.54	0.45	0.34	0.41	0.46
		BELLEVUE-SHERWOOD	0	16,862	104	0.62	0.84	0.82	0.87	0.69	0.77	0.82	0.69	0.53	0.83	0.64	0.69
BELLINGHAM	0	19,729	111	0.56	0.41	0.52	0.41	0.47	0.42	0.46	0.46	0.49	0.32	0.45	0.37		
		BELLINGHAM LUMMI	0	1,108	8	0.72	0.81	0.54	0.44	0.53	0.87	0.61	0.86	0.60	0.68	1.01	0.84
		BELLINGHAM REGENT	0	18,621	103	0.55	0.39	0.52	0.41	0.47	0.40	0.45	0.44	0.48	0.29	0.42	0.35
BLACK DIAMOND	0	1,851	31	1.67	2.56	3.33	1.36	1.71	2.68	1.33	1.11	1.20	1.19	1.22	1.02		
BREMERTON	0	24,410	111	0.45	0.38	0.65	0.59	0.73	0.57	0.57	0.59	0.55	0.64	0.57	0.47		
		BREMERTON CROSBY	0	2,522	27	1.07	0.59	1.10	1.10	1.09	1.74	1.31	2.02	1.43	2.13	1.12	0.74
		BREMERTON ESSEX	0	21,357	83	0.39	0.35	0.61	0.53	0.70	0.44	0.49	0.42	0.45	0.46	0.50	0.44
		BREMERTON SUNNYSLOPE	0	531	1	0.19	0.74	0.00	0.73	0.18	0.36	0.18	0.52	0.52	0.52	1.02	0.34
BUCKLEY	0	1,568	54	3.44	1.83	1.32	1.76	1.55	1.41	2.07	3.41	2.67	1.88	0.98	0.98		
CASTLE ROCK	0	2,858	38	1.33	1.38	2.02	1.83	2.04	1.03	1.59	1.11	2.02	2.30	2.14	1.59		
CENTRALIA	0	5,237	71	1.36	0.83	1.44	0.87	0.83	1.17	1.35	1.39	2.05	0.74	0.82	0.78		
CHEHALIS	0	7,281	88	1.21	1.00	1.51	1.23	1.53	1.24	1.09	1.04	0.77	0.88	0.87	0.70		
		CHEHALIS	0	5,230	68	1.30	1.05	1.55	1.13	1.36	1.09	1.25	1.15	0.65	1.03	0.88	0.60
		CHEHALIS NAPA VINE	0	2,051	20	0.98	0.88	1.41	1.50	1.97	1.62	0.67	0.75	1.08	0.51	0.87	0.95
CLE-ELUM	0	2,321	16	0.69	1.03	0.85	0.55	0.50	0.33	0.66	1.72	3.54	1.17	0.64	0.40		
COLFAX	0	1,878	23	1.22	1.16	0.89	0.89	1.13	1.69	1.02	1.16	1.24	0.79	0.93	1.17		
COLVILLE	0	5,846	31	0.53	0.94	0.53	0.46	0.58	0.90	0.86	1.20	0.85	0.80	0.97	0.89		
COPALIS(OCEAN SHORES)	0	2,668	35	1.31	1.52	1.11	1.31	1.40	1.82	1.41	1.19	0.87	1.17	1.70	0.95		
COULEE DAM	0	1,755	33	1.88	1.52	0.56	1.39	1.27	0.99	0.81	1.23	1.17	0.58	1.11	1.38		
CRYSTAL MTN.	0	551	4	0.73	1.28	2.00	2.18	1.28	0.73	0.18	0.73	0.91	0.72	0.54	0.89		
DAYTON	0	1,546	25	1.62	1.87	1.60	0.57	0.70	1.20	0.69	1.12	0.50	0.86	0.68	0.67		
DEER PARK	0	4,841	56	1.16	0.69	0.95	1.37	1.50	1.93	1.54	1.45	1.23	1.67	3.62	1.32		
DES MOINES	0	13,850	91	0.66	1.04	1.04	0.94	0.89	0.86	0.65	0.75	0.78	0.70	0.80	0.72		
		DES MOINES	0	5,447	41	0.75	1.11	1.14	0.78	1.03	0.86	0.73	0.81	0.81	0.75	0.77	0.70
		DES MOINES FEDERAL WAY	0	8,403	50	0.60	1.00	0.97	1.05	0.80	0.86	0.60	0.71	0.77	0.67	0.81	0.72

WASHINGTON TROUBLE REPORT RATE - MARCH 2012

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE MAR-12	RATE FEB-12	RATE JAN-12	RATE DEC-11	RATE NOV-11	RATE OCT-11	RATE SEP-11	RATE AUG-11	RATE JUL-11	RATE JUN-11	RATE MAY-11	RATE APR-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	489	2	0.41	1.41	0.81	1.60	0.39	1.95	0.58	1.16	1.13	0.75	0.75	0.74		
ELK											2.13	1.28	0.70	2.00	0.88		
ENUMCLAW	0	4,497	76	1.69	3.08	1.74	1.90	1.19	1.69	1.17	1.15	1.51	1.37	1.05	1.28		
EPHRATA	0	2,329	11	0.47	0.30	0.55	0.34	0.58	0.57	0.65	0.56	0.76	1.27	0.51	0.82		
GRAHAM	0	8,360	143	1.71	1.84	1.63	1.22	1.39	1.52	1.09	1.69	1.40	1.25	1.18	0.84		
GREEN BLUFF	0	2,062	13	0.63	1.11	1.20	1.42	0.85	1.26	1.58	1.37	1.00	1.31	1.35	0.63		
HOODSPORT	0	1,590	16	1.01	0.56	0.31	0.49	0.66	0.71	0.64	1.15	0.51	1.24	0.56	0.90		
ISSAQUAH	0	11,996	99	0.83	0.92	1.01	0.83	0.58	0.77	0.47	0.64	0.63	0.65	0.60	0.64		
KENT	0	26,664	199	0.75	1.16	1.40	0.80	0.97	0.87	0.64	0.73	0.66	0.85	0.61	0.67		
		KENT MERIDIAN	0	8,916	81	0.91	1.49	1.71	1.14	1.33	0.97	0.74	0.92	0.89	1.19	0.72	0.56
		KENT O BRIEN	0	5,963	20	0.34	0.33	0.46	0.11	0.27	0.35	0.22	0.27	0.20	0.39	0.15	0.44
		KENT ULRICH	0	11,785	98	0.83	1.32	1.64	0.89	1.04	1.04	0.77	0.82	0.72	0.82	0.76	0.88
LIBERTY LAKE	0	659	1	0.15	0.45	0.15	0.59	0.14	0.57	0.43	0.42	0.56	0.54	0.13	1.33		
LONGVIEW-KELSO	0	16,245	227	1.40	1.29	1.94	1.10	1.57	1.61	1.43	1.00	1.19	1.09	1.12	1.31		
LOON LAKE	0	945	5	0.53	0.74	0.84	0.83	0.93	0.91	1.30	0.98	1.07	1.06	0.77	0.68		
MAPLE VALLEY	0	5,693	67	1.18	1.29	1.09	1.23	1.32	1.13	1.04	1.11	0.89	0.61	0.78	0.49		
MOSES LAKE	0	9,637	75	0.78	1.07	0.72	0.85	0.72	0.82	0.67	0.93	0.89	0.94	0.91	0.93		
		MOSES LAKE AFB	0	1,572	12	0.76	0.45	0.94	0.74	0.31	0.61	0.67	1.02	1.13	0.83	0.70	0.52
		MOSES LAKE ALDER	0	8,065	63	0.78	1.20	0.67	0.88	0.80	0.86	0.67	0.92	0.84	0.97	0.95	1.01
NEWMAN LAKE	0	1,192	16	1.34	0.41	0.91	0.57	2.04	1.54	0.88	1.02	0.78	1.38	0.30	0.90		
NORTHPORT	1	927	3	0.32	0.32	0.32	0.64	1.17	0.84	0.84	1.35	4.15	2.38	0.62	0.72		
OLYMPIA	0	40,304	282	0.70	1.03	1.46	0.84	0.80	0.85	0.65	0.63	0.62	0.58	0.58	0.62		
		OLYMPIA EVERGREEN	0	3,024	28	0.93	1.40	1.92	1.02	1.01	1.18	0.99	1.00	1.20	1.11	0.81	1.01
		OLYMPIA LACEY	0	17,974	120	0.67	1.11	1.06	0.80	0.74	0.69	0.65	0.63	0.54	0.49	0.51	0.71
		OLYMPIA WHITEHALL	0	19,306	134	0.69	0.89	1.75	0.84	0.82	0.95	0.60	0.57	0.61	0.57	0.61	0.48
OMAK-OKANOGAN	0	5,953	55	0.92	1.02	1.17	0.96	0.94	1.18	1.38	1.39	1.09	1.48	1.99	1.05		
OROVILLE	0	1,595	17	1.07	0.81	0.93	1.06	0.86	0.73	0.92	1.27	1.51	0.96	1.25	0.96		
OTHELLO	0	3,462	37	1.07	1.35	1.10	1.18	1.43	1.22	0.96	2.13	0.92	1.10	1.34	0.88		
PASCO	0	11,677	105	0.90	0.95	0.74	0.60	0.80	0.89	0.68	0.89	0.75	0.87	1.47	0.90		
PATEROS	0	649	9	1.39	1.22	1.36	1.05	0.59	1.89	1.02	1.17	0.29	0.58	1.02	1.45		
POMEROY	1	1,142	36	3.15	2.27	3.12	1.46	2.39	1.79	2.80	3.12	0.93	3.87	1.70	4.16		
PT. ANGELES	0	11,598	81	0.70	0.91	1.10	0.75	0.85	0.77	0.82	0.80	0.73	0.69	0.76	0.55		
		PT ANGELES JOYCE	0	910	16	1.76	1.97	2.50	2.27	3.01	2.66	2.64	1.15	1.98	0.84	0.73	0.83

WASHINGTON TROUBLE REPORT RATE - MARCH 2012

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE MAR-12	RATE FEB-12	RATE JAN-12	RATE DEC-11	RATE NOV-11	RATE OCT-11	RATE SEP-11	RATE AUG-11	RATE JUL-11	RATE JUN-11	RATE MAY-11	RATE APR-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	10,688	65	0.61	0.82	0.98	0.62	0.67	0.61	0.67	0.78	0.63	0.68	0.77	0.53
PT. LUDLOW		0	2,010	16	0.80	0.54	0.64	0.73	0.58	0.53	0.76	1.18	0.66	0.33	0.46	0.46
PT. ORCHARD		0	12,324	133	1.08	1.03	1.19	1.37	1.02	0.86	1.12	1.00	0.77	0.78	0.71	0.73
	PORT ORCHARD COLBY	0	4,583	55	1.20	1.34	1.37	1.77	1.22	0.89	0.90	0.85	0.88	0.75	0.76	0.90
	PT. ORCHARD	0	7,741	78	1.01	0.84	1.09	1.13	0.90	0.85	1.25	1.09	0.71	0.79	0.68	0.62
PT. TOWNSEND		0	9,012	77	0.85	0.74	0.74	0.64	0.72	0.61	0.94	1.15	1.17	0.75	0.64	0.61
PUYALLAP		0	15,131	124	0.82	1.25	1.88	1.04	0.97	0.89	0.79	0.75	0.88	0.74	0.72	0.84
RENTON		0	24,452	254	1.04	1.18	1.20	1.20	0.93	0.86	0.83	0.72	0.64	0.82	0.67	0.98
RIDGEFIELD		0	2,423	31	1.28	1.44	1.95	1.35	1.14	1.37	0.78	2.00	1.30	1.18	1.18	0.91
ROCHESTER		0	3,480	66	1.90	1.60	1.65	1.52	1.28	1.15	1.03	1.56	1.20	0.87	0.84	0.55
ROY												0.69	1.32	1.46	1.25	1.81
SEATTLE		0	181,958	1,209	0.66	0.61	0.67	0.61	0.67	0.60	0.55	0.52	0.48	0.58	0.54	0.57
	SEATTLE ATWATER	0	12,607	46	0.36	0.39	0.35	0.35	0.46	0.43	0.41	0.49	0.25	0.41	0.38	0.42
	SEATTLE CAMPUS	0	6,358	27	0.42	0.34	0.49	0.41	0.26	0.49	0.48	0.28	0.22	0.40	0.31	0.37
	SEATTLE CHERRY	0	20,628	249	1.21	1.35	1.48	1.09	1.11	0.99	0.85	0.89	0.79	1.15	0.94	0.96
	SEATTLE DUWAMISH	0	8,866	69	0.78	0.78	0.79	0.73	0.70	0.68	0.56	0.73	0.50	0.57	0.57	0.70
	SEATTLE EAST	0	19,640	131	0.67	0.43	0.55	0.57	0.70	0.66	0.44	0.47	0.46	0.55	0.47	0.68
	SEATTLE ELLIOT	0	5,221	12	0.23	0.21	0.17	0.20	0.18	0.22	0.22	0.23	0.25	0.30	0.29	0.09
	SEATTLE EMERSON	0	18,946	108	0.57	0.48	0.69	0.76	0.77	0.51	0.65	0.69	0.56	0.55	0.55	0.68
	SEATTLE LAKEVIEW	0	16,737	142	0.85	0.79	1.03	0.82	0.86	0.81	0.68	0.61	0.53	0.67	0.85	0.55
	SEATTLE MAIN	0	26,982	43	0.16	0.14	0.14	0.14	0.16	0.19	0.14	0.16	0.20	0.17	0.17	0.17
	SEATTLE MERCER ISLAND (ADAMS)	0	6,063	48	0.79	0.70	0.58	0.63	0.99	0.63	0.76	0.59	0.66	0.69	0.52	0.55
	SEATTLE PARKWAY	0	12,743	144	1.13	1.09	0.85	0.85	0.84	0.79	0.83	0.57	0.73	0.63	0.79	0.89
	SEATTLE SUNSET	0	13,934	75	0.54	0.43	0.59	0.55	0.70	0.67	0.67	0.46	0.52	0.67	0.58	0.46
	SEATTLE WEST	0	13,233	115	0.87	0.67	0.61	0.69	0.80	0.59	0.63	0.57	0.41	0.64	0.50	0.60
SEQUIM		0	10,136	57	0.56	0.64	0.93	0.78	0.54	0.58	0.61	0.84	0.78	0.55	0.70	0.60
SHELTON		0	9,922	107	1.08	1.27	1.77	0.98	0.93	0.98	0.81	0.78	0.73	0.73	0.65	0.93
SILVERDALE		0	8,615	60	0.70	0.71	1.01	0.98	1.07	0.56	0.62	0.42	0.56	0.54	0.57	0.50
SPOKANE		0	77,825	787	1.01	0.82	0.84	0.75	0.86	0.88	0.88	0.99	0.95	0.92	0.93	0.73
	SPOKANE CHESTNUT	0	1,820	14	0.77	1.08	2.15	1.65	1.00	1.25	1.35	1.07	1.11	1.56	1.59	1.03
	SPOKANE FAIRFAX	0	10,788	127	1.18	1.02	0.89	0.90	1.04	0.94	0.98	0.90	0.90	1.16	1.07	0.83
	SPOKANE HUDSON	0	8,499	122	1.44	0.96	0.92	0.57	0.89	0.83	0.90	0.88	0.83	1.15	0.94	1.16
	SPOKANE KEYSTONE	0	7,373	91	1.23	0.78	0.82	0.68	0.98	1.02	0.50	0.64	0.57	0.99	0.80	0.65

WASHINGTON TROUBLE REPORT RATE - MARCH 2012

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE MAR-12	RATE FEB-12	RATE JAN-12	RATE DEC-11	RATE NOV-11	RATE OCT-11	RATE SEP-11	RATE AUG-11	RATE JUL-11	RATE JUN-11	RATE MAY-11	RATE APR-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	5,072	36	0.71	0.70	1.05	1.67	1.20	0.93	1.01	0.87	0.64	0.83	0.55	0.39
		SPOKANE RIVERSIDE	0	11,418	116	1.02	0.79	0.73	0.75	0.89	0.59	0.66	0.90	1.19	0.84	0.81	0.69
		SPOKANE WALNUT	0	21,210	182	0.86	0.78	0.82	0.58	0.68	0.90	0.95	1.31	1.04	0.71	1.10	0.72
		SPOKANE WHITWORTH	0	11,645	99	0.85	0.70	0.58	0.58	0.74	0.96	0.95	0.95	1.00	0.87	0.78	0.57
SPRINGDALE	0		1,526	13	0.85	1.11	1.05	0.78	1.68	1.08	1.27	1.83	1.14	1.76	2.31	1.13	
SUMNER (BONNEYLAKE)	0		8,929	94	1.05	1.81	1.57	0.97	1.28	1.10	0.84	0.91	0.69	0.87	0.65	0.86	
TACOMA	0		86,504	706	0.82	0.99	1.13	0.97	0.98	1.02	0.76	0.75	0.72	0.73	0.70	0.68	
	0	TACOMA FORT LEWIS	1,732	7	0.40	0.34	0.51	0.34	0.44	0.33	0.16	0.43	0.52	0.66	0.20	0.53	
	0	TACOMA GREENFIELD	11,716	118	1.01	0.99	1.36	1.22	1.35	1.29	0.74	0.75	0.85	0.77	0.69	0.81	
	0	TACOMA JUNIPER	11,977	106	0.89	1.09	1.26	0.86	0.92	1.13	1.00	0.77	0.65	0.70	0.66	0.63	
	0	TACOMA LENNOX	14,009	147	1.05	1.50	1.73	1.24	0.99	1.47	1.05	1.14	1.07	1.05	1.16	0.87	
	0	TACOMA LOGAN	8,720	55	0.63	0.79	1.11	0.93	0.98	0.91	0.61	0.64	0.80	0.76	0.66	0.65	
	0	TACOMA MARKET (FAWCETT)	10,477	46	0.44	0.72	0.57	0.46	0.71	0.52	0.78	0.32	0.43	0.38	0.43	0.48	
	0	TACOMA SKYLINE	8,786	80	0.91	0.97	1.12	0.99	1.31	0.95	0.60	0.81	0.55	0.54	0.77	0.80	
	0	TACOMA WAVERLY-2	3,696	32	0.87	1.02	0.80	1.38	0.55	0.78	0.69	0.68	0.47	0.93	0.63	0.55	
	0	TACOMA WAVERLY-7	15,391	115	0.75	0.85	0.86	0.95	0.91	0.88	0.60	0.76	0.71	0.74	0.54	0.58	
VANCOUVER	0		48,929	444	0.91	0.78	1.21	1.05	1.11	1.08	0.73	0.78	0.76	0.87	0.76	0.76	
	0	VANCOUVER ORCHARDS	24,813	188	0.76	0.61	1.05	0.95	0.91	1.05	0.73	0.66	0.68	0.91	0.78	0.70	
	0	VANCOUVER OXFORD	14,112	146	1.03	0.81	1.24	1.03	1.55	1.12	0.71	0.81	0.88	0.83	0.73	0.89	
	0	VANCOUVER SALMON CRK(NORTH)	10,004	110	1.10	1.15	1.59	1.32	0.96	1.09	0.75	1.04	0.76	0.80	0.76	0.69	
WAITSBURG	0		419	8	1.91	2.35	1.87	3.23	2.07	2.07	1.82	1.79	1.57	2.15	1.70	2.12	
WALLA WALLA (INCL TOUCHET)	0		11,127	102	0.92	0.67	0.69	0.70	0.82	1.12	0.67	0.99	0.88	0.88	0.82	0.97	
WARDEN	0		895	10	1.12	0.99	0.87	0.54	1.29	1.18	0.43	0.94	0.92	0.51	1.20	0.90	
WINLOCK	1		1,755	30	1.71	0.86	1.58	1.07	0.90	1.62	0.94	7.68	0.44	0.93	1.58	1.35	
YAKIMA	0		29,493	192	0.65	0.63	0.46	0.52	0.58	0.67	0.55	0.61	0.61	0.78	1.02	0.67	
	0	YAKIMA CHESTNUT	19,416	123	0.63	0.67	0.46	0.54	0.57	0.64	0.48	0.65	0.61	0.76	1.08	0.70	
	0	YAKIMA WEST	10,077	69	0.68	0.56	0.48	0.47	0.61	0.74	0.69	0.52	0.60	0.84	0.89	0.63	
Exchanges in Neighboring States																	
CLARKSTON	0		4,335	52	1.20	0.86	1.35	0.82	1.08	1.88	1.02	0.85	0.99	1.04	1.78	0.87	
TOTALS	0		889,886	7,600	0.85	0.90	1.03	0.85	0.88	0.88	0.76	0.81	0.75	0.77	0.77	0.72	

WASHINGTON TRUNK BLOCKING SUMMARY - MARCH 2012

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	127	0	0.00%
LOCAL	351	0	0.00%
TOLL	372	4	1.08%

WASHINGTON TRUNK BLOCKING - MARCH 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	1.81%	03/06/12 @1200hrs issued sa tgsr to cust
AP072418	192			TOLL	TWO_WAY	1.36%	blkng 03/06/12@1000hrs and 03/08/12 @0900hrs issue sa tgsr to cust
AP073982	168			TOLL	TWO_WAY	0.98%	1xblkng 03/13/12 @1800hrs issue sa tgsr to cust
AP077380	144			TOLL	TWO_WAY	1.26%	1xblkng 03/15/12@1800hrs issue sa tgsr to cust

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - MARCH 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			

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

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - MARCH 2012

MEASURE	MARKET UNIT	JAN-12	FEB-12	MAR-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			

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

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - MARCH 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-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 - MARCH 2012

MEASURE	MARKET UNIT	JAN-12	FEB-12	MAR-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 - MARCH 2012

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

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - MARCH 2012

MEASURE	MARKET UNIT	JAN-12	FEB-12	MAR-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, 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			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - MARCH 2012

MEASURE	MARKET UNIT	JAN-12	FEB-12	MAR-12
Number of Scheduled Appointments (dispatched orders)	RES			
Number of seven day out of service condition credit exceptions for Weather Related Events	BUS			
Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foilage, etc.)	BUS			
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	BUS			

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