



CenturyLink™

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June 29, 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 May 2012 service quality performance reports required of Qwest d/b/a CenturyLink QC in accordance with Docket Nos. UT-921192, UT-950200, UT-991358, UT-030704, UT-061625 and WAC 480-120-438 – 480-120-440.

The following reports are enclosed:

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

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

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

Very truly yours,

Scott Collins for
Mark Reynolds

Enclosures

cc: Lisa Anderl

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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

Washington Service Quality Summary Report - MAY 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	7,887	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%

STATE OF WASHINGTON
 UTILITIES DIVISION
 COMMUNICATIONS

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Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - MAY 2012

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

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - MAY 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		81	3	202.33	0	90.00%	0	99.00%	1
ABERDEEN-HOQUIAM		136	8	140.63	3	97.79%	0	100.00%	
AUBURN		52	1	219.00	1	98.08%	0	100.00%	
BAINBRIDGE ISLAND		69	4	65.50	0	100.00%	0	100.00%	
BATTLEGROUND		47	3	105.00	1	97.87%	0	100.00%	
BELFAIR		198	9	159.56	5	97.47%	0	100.00%	
BELLEVUE		85	3	138.67	2	97.65%	0	100.00%	
BELLEVUE GLENCOURT		113	6	170.00	3	97.35%	0	100.00%	
BELLEVUE-SHERWOOD		159	6	153.50	3	98.11%	0	100.00%	1
BELLINGHAM		13	1	43.00	0	100.00%	0	100.00%	
BELLINGHAM LUMMI		146	5	175.60	3	97.95%	0	100.00%	1
BELLINGHAM REGENT		13	1	223.00	2	84.62%	0	100.00%	1
BLACK DIAMOND		131	7	160.86	4	96.95%	0	100.00%	
BREMERTON		11	0		1	90.91%	0	100.00%	
BREMERTON CROSBY		117	6	186.67	3	97.44%	0	100.00%	
BREMERTON ESSEX		3	1	6.00	0	100.00%	0	100.00%	
BREMERTON SUNNYSLOPE		10	0		0	100.00%	0	100.00%	
BUCKLEY		17	1	182.00	0	100.00%	0	100.00%	
CASTLE ROCK		59	3	194.67	0	100.00%	0	100.00%	
CENTRALIA		54	2	91.00	0	100.00%	0	100.00%	
CHEHALIS		38	2	91.00	0	100.00%	0	100.00%	
CHEHALIS NAPAVINE		16	0		0	100.00%	0	100.00%	
CLE-ELUM		24	2	14.00	0	100.00%	0	100.00%	
COLFAX		8	0		0	100.00%	0	100.00%	
COLVILLE		47	0		1	97.87%	0	100.00%	
COPALIS(OCEAN SHORES)		21	1	11.00	0	100.00%	0	100.00%	
COULEE DAM		20	1	215.00	1	95.00%	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 - MAY 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		8	0		0	90.00%	0	99.00%	
CRYSTAL MTN.		12	0		0	100.00%	0	100.00%	
DAYTON		21	0		1	95.24%	0	100.00%	
DEER PARK		167	7	154.29	3	98.20%	0	100.00%	
DES MOINES		54	2	95.00	1	98.15%	0	100.00%	
	DES MOINES	113	5	178.00	2	98.23%	0	100.00%	
	DES MOINES FEDERAL WAY	7	0		1	85.71%	0	100.00%	
EASTON		14	0		0	100.00%	0	100.00%	
ELK		19	1	182.00	0	100.00%	0	100.00%	
ENUMCLAW		16	0		0	100.00%	0	100.00%	
EPHRATA		70	8	190.13	2	97.14%	0	100.00%	
GRAHAM		10	0		0	100.00%	0	100.00%	
GREEN BLUFF		23	1	20.00	0	100.00%	0	100.00%	
HOODSPORT		71	3	143.00	2	97.18%	0	100.00%	
ISSAQUAH		271	15	98.60	4	98.52%	0	100.00%	
KENT		59	2	140.00	1	98.31%	0	100.00%	
	KENT MERIDIAN	34	0		0	100.00%	0	100.00%	
	KENT O BRIEN	178	13	92.23	3	98.31%	0	100.00%	
	KENT ULRICH	3	0		0	100.00%	0	100.00%	
LIBERTY LAKE		176	8	205.38	4	97.73%	0	100.00%	
LONGVIEW-KELSO		20	1	14.00	0	100.00%	0	100.00%	
LOON LAKE		32	1	220.00	1	96.88%	0	100.00%	
MAPLE VALLEY		86	3	96.00	2	97.67%	0	100.00%	
MOSES LAKE		21	0		0	100.00%	0	100.00%	
	MOSES LAKE AFB	65	3	96.00	2	96.92%	0	100.00%	
	MOSES LAKE ALDER	8	0		0	100.00%	0	100.00%	
NEWMAN LAKE		9	0		0	100.00%	0	100.00%	
NORTHPORT									

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
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Washington Orders Summary - MAY 2012
from RSOR and OP15A

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					INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	99.00%	98.25%	100.00%	100.00%	99.00%	98.25%	100.00%	100.00%	
STANDARD	SEATTLE DUWAMISH	57	2	201.50	1	0	99.00%	98.25%	0	0	100.00%	100.00%	1	1	
	SEATTLE EAST	165	8	140.00	0	0	100.00%	100.00%	0	0	100.00%	100.00%	1	1	
	SEATTLE ELLIOT	47	2	113.50	0	0	100.00%	100.00%	0	0	100.00%	100.00%	0	0	
	SEATTLE EMERSON	126	3	143.33	1	0	99.21%	98.75%	0	0	100.00%	100.00%	0	0	
	SEATTLE LAKEVIEW	80	3	207.00	1	0	98.75%	97.30%	0	0	100.00%	100.00%	0	0	
	SEATTLE MAIN	148	6	116.50	4	0	97.30%	97.62%	0	0	100.00%	100.00%	0	0	
	SEATTLE MERCER ISLAND (ADAMS)	42	0		1	0	97.62%	98.36%	0	0	100.00%	100.00%	0	0	
	SEATTLE PARKWAY	122	5	137.00	2	0	98.36%	100.00%	0	0	100.00%	100.00%	0	0	
	SEATTLE SUNSET	68	2	219.50	0	0	100.00%	98.73%	0	0	100.00%	100.00%	0	0	
	SEATTLE WEST	79	3	207.00	1	0	98.73%	100.00%	0	0	100.00%	100.00%	0	0	
	SEQUIM		85	2	132.50	0	0	100.00%	100.00%	0	0	100.00%	100.00%	0	0
	SHELTON		93	6	145.17	0	0	100.00%	100.00%	0	0	100.00%	100.00%	0	0
	SILVERDALE		65	1	219.00	0	0	100.00%	99.24%	0	0	100.00%	100.00%	0	0
	SPOKANE		792	40	171.75	6	0	99.24%	100.00%	0	0	100.00%	100.00%	2	2
SPRINGDALE	SPOKANE CHESTNUT	18	0		0	0	100.00%	100.00%	0	0	100.00%	100.00%	0	0	
	SPOKANE FAIRFAX	98	3	219.33	0	0	100.00%	100.00%	0	0	100.00%	100.00%	0	0	
	SPOKANE HUDSON	119	5	182.00	0	0	100.00%	100.00%	0	0	100.00%	100.00%	0	0	
	SPOKANE KEYSTONE	84	2	91.50	0	0	100.00%	97.44%	0	0	100.00%	100.00%	0	0	
	SPOKANE MORAN	39	1	220.00	1	0	97.44%	99.09%	0	0	100.00%	100.00%	0	0	
	SPOKANE RIVERSIDE	110	8	170.13	1	0	99.09%	98.61%	0	0	100.00%	100.00%	0	0	
	SPOKANE WALNUT	216	15	189.33	3	0	98.61%	99.07%	0	0	100.00%	100.00%	0	0	
	SPOKANE WHITWORTH	108	6	116.33	1	0	99.07%	96.00%	0	0	100.00%	100.00%	0	0	
		25	0		1	0	96.00%		0	0			0	0	

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180 day data from OP15A pending orders
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STANDARD									
SUMNER (BONNEYLAKE)		58	5	211.80	0	100.00%	0	100.00%	
TACOMA		880	46	164.72	12	98.64%	0	100.00%	
	TACOMA FORT LEWIS	36	3	60.67	1	97.22%	0	100.00%	
	TACOMA GREENFIELD	140	3	219.33	3	97.86%	0	100.00%	
	TACOMA JUNIPER	128	8	117.50	1	99.22%	0	100.00%	
	TACOMA LENNOX	152	10	180.10	1	99.34%	0	100.00%	
	TACOMA LOGAN	65	4	219.25	1	98.46%	0	100.00%	
	TACOMA MARKET (FAWCETT)	132	5	212.60	2	98.48%	0	100.00%	
	TACOMA SKYLINE	59	2	219.00	0	100.00%	0	100.00%	
	TACOMA WAVERLY-2	35	3	150.67	1	97.14%	0	100.00%	
	TACOMA WAVERLY-7	133	8	145.75	2	98.50%	0	100.00%	
VANCOUVER		494	35	159.46	6	98.79%	0	100.00%	
	VANCOUVER ORCHARDS	229	15	152.80	2	99.13%	0	100.00%	
	VANCOUVER OXFORD	180	11	162.09	3	98.33%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	85	9	167.33	1	98.82%	0	100.00%	
WATSBURG		2	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		98	6	135.33	1	98.98%	0	100.00%	1
WARDEN		12	1	172.00	0	100.00%	0	100.00%	
WINLOCK		13	0		0	100.00%	0	100.00%	
YAKIMA		343	18	144.00	4	98.83%	0	100.00%	
	YAKIMA CHESTNUT	266	14	167.21	3	98.87%	0	100.00%	
	YAKIMA WEST	77	4	62.75	1	98.70%	0	100.00%	
Exchanges in Neighboring States									
CLARKSTON		36	1	19.00	0	100.00%	0	100.00%	
TOTALS		7,667	362	153.77	107	98.60%	0	100.00%	9

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
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WASHINGTON TROUBLE REPORT RATE - MAY 2012

WIRECENTER	STD EXD CNT	LINES	RPTS	MAY-12	APR-12	MAR-12	FEB-12	JAN-12	DEC-11	NOV-11	OCT-11	SEP-11	AUG-11	JUL-11	JUN-11
				RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
STANDARD	0	7,908	62	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	13,400	125	0.78	0.71	1.03	1.44	1.28	1.13	1.11	0.94	0.74	0.92	1.34	0.84
AUBURN	0	7,375	76	1.03	0.71	0.93	0.90	1.07	1.15	1.07	0.88	1.27	1.13	0.96	1.18
BAINBRIDGE ISLAND	0	7,079	60	0.85	0.73	1.10	0.94	1.20	1.34	1.05	0.91	1.26	1.08	0.71	0.82
BATTLEGROUND	0	5,104	71	1.39	0.70	0.85	0.86	1.11	1.18	0.94	1.05	0.79	0.92	0.67	0.91
BELFAIR	0	28,722	163	0.57	0.63	0.57	0.71	0.70	0.71	0.65	0.72	0.67	0.63	0.50	0.63
BELLEVUE	0	12,138	66	0.54	0.69	0.51	0.54	0.52	0.49	0.58	0.64	0.48	0.54	0.45	0.34
BELLEVUE GLENCOURT	0	16,584	97	0.58	0.59	0.62	0.84	0.82	0.87	0.69	0.77	0.82	0.69	0.53	0.83
BELLEVUE-SHERWOOD	0	19,283	74	0.38	0.38	0.56	0.41	0.52	0.41	0.47	0.42	0.46	0.46	0.49	0.32
BELLINGHAM	0	1,101	7	0.64	0.09	0.72	0.81	0.54	0.44	0.53	0.87	0.61	0.86	0.60	0.68
BELLINGHAM LUMMI	0	18,182	67	0.37	0.40	0.55	0.39	0.52	0.41	0.47	0.40	0.45	0.44	0.48	0.29
BELLINGHAM REGENT	0	1,821	21	1.15	1.09	1.67	2.56	3.33	1.36	1.71	2.68	1.33	1.11	1.20	1.19
BLACK DIAMOND	0	24,126	99	0.41	0.40	0.45	0.38	0.65	0.59	0.73	0.57	0.57	0.59	0.55	0.64
BREMERTON	0	2,490	27	1.08	1.20	1.07	0.59	1.10	1.10	1.09	1.74	1.31	2.02	1.43	2.13
BREMERTON CROSBY	0	21,113	67	0.32	0.32	0.39	0.35	0.61	0.53	0.70	0.44	0.49	0.42	0.45	0.46
BREMERTON ESSEX	0	523	5	0.96	0.19	0.19	0.74	0.00	0.73	0.18	0.36	0.18	0.52	0.52	0.52
BREMERTON SUNNYSLOPE	0	1,547	25	1.62	0.77	3.44	1.83	1.32	1.76	1.55	1.41	2.07	3.41	2.67	1.88
BUCKLEY	0	2,829	58	2.05	1.72	1.33	1.38	2.02	1.83	2.04	1.03	1.59	1.11	2.02	2.30
CASTLE ROCK	0	5,111	79	1.55	0.94	1.36	0.83	1.44	0.87	0.83	1.17	1.35	1.39	2.05	0.74
CENTRALIA	0	7,198	100	1.39	1.15	1.21	1.00	1.51	1.23	1.53	1.24	1.09	1.04	0.77	0.88
CHEHALIS	0	5,160	70	1.36	1.27	1.30	1.05	1.55	1.13	1.36	1.09	1.25	1.15	0.65	1.03
CHEHALIS	0	2,038	30	1.47	0.83	0.98	0.88	1.41	1.50	1.97	1.62	0.67	0.75	1.08	0.51
CHEHALIS NAPAVINE	0	2,278	11	0.48	0.83	0.69	1.03	0.85	0.55	0.50	0.33	0.66	1.72	3.54	1.17
CLE-ELUM	0	1,860	14	0.75	0.48	1.22	1.16	0.89	0.89	1.13	1.69	1.02	1.16	1.24	0.79
COLFAX	0	5,805	40	0.69	0.99	0.53	0.94	0.53	0.46	0.58	0.90	0.86	1.20	0.85	0.80
COLVILLE	0	2,601	24	0.92	1.57	1.31	1.52	1.11	1.31	1.40	1.82	1.41	1.19	0.87	1.17
COPALIS(OCEAN SHORES)	0	1,753	15	0.86	0.86	1.88	1.52	0.56	1.39	1.27	0.99	0.81	1.23	1.17	0.58
COULEE DAM	0	544	6	1.10	0.92	0.73	1.28	2.00	2.18	1.28	0.73	0.18	0.73	0.91	0.72
CRYSTAL MTN.	0	1,521	12	0.79	1.89	1.62	1.87	1.60	0.57	0.70	1.20	0.69	1.12	0.50	0.86
DAYTON	0	4,790	120	2.51	1.86	1.16	0.69	0.95	1.37	1.50	1.93	1.54	1.45	1.23	1.67
DEER PARK	0	13,513	84	0.62	0.77	0.66	1.04	1.04	0.94	0.89	0.86	0.65	0.75	0.78	0.70
DES MOINES	0	5,319	37	0.70	0.80	0.75	1.11	1.14	0.78	1.03	0.86	0.73	0.81	0.81	0.75
DES MOINES FEDERAL WAY	0	8,194	47	0.57	0.76	0.60	1.00	0.97	1.05	0.80	0.86	0.60	0.71	0.77	0.67

WASHINGTON TROUBLE REPORT RATE - MAY 2012

WIRECENTER		STD	EXD	LINES	RPTS	MAY-12	APR-12	MAR-12	FEB-12	JAN-12	DEC-11	NOV-11	OCT-11	SEP-11	AUG-11	JUL-11	JUN-11
		CNT				RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
STANDARD		0	485	10	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
EASTON					2.06	0.21	0.41	1.41	0.81	1.60	0.39	1.95	0.58	1.16	1.13	0.75	
ELK														2.13	1.28	0.70	
ENUMCLAW		0	4,401	56	1.27	1.28	1.69	3.08	1.74	1.90	1.19	1.69	1.17	1.15	1.51	1.37	
EPHRATA		0	2,280	16	0.70	0.82	0.47	0.30	0.55	0.34	0.58	0.57	0.65	0.56	0.76	1.27	
GRAHAM		0	8,184	95	1.16	0.80	1.71	1.84	1.63	1.22	1.39	1.52	1.09	1.69	1.40	1.25	
GREEN BLUFF		0	2,033	27	1.33	1.27	0.63	1.11	1.20	1.42	0.85	1.26	1.58	1.37	1.00	1.31	
HOODSPORT		0	1,558	11	0.71	0.63	1.01	0.56	0.31	0.49	0.66	0.71	0.64	1.15	0.51	1.24	
ISSAQUAH		0	11,759	84	0.71	0.57	0.83	0.92	1.01	0.83	0.58	0.77	0.47	0.64	0.63	0.65	
KENT		0	26,190	209	0.80	0.76	0.75	1.16	1.40	0.80	0.97	0.87	0.64	0.73	0.66	0.85	
KENT MERIDIAN		0	8,780	83	0.95	0.76	0.91	1.49	1.71	1.14	1.33	0.97	0.74	0.92	0.89	1.19	
KENT O BRIEN		0	5,821	11	0.19	0.24	0.34	0.33	0.46	0.11	0.27	0.35	0.22	0.27	0.20	0.39	
KENT ULRICH		0	11,589	115	0.99	1.02	0.83	1.32	1.64	0.89	1.04	1.04	0.77	0.82	0.72	0.82	
LIBERTY LAKE		0	654	5	0.76	0.31	0.15	0.45	0.15	0.59	0.14	0.57	0.43	0.42	0.56	0.54	
LONGVIEW-KELSO		0	15,958	177	1.11	1.17	1.40	1.29	1.94	1.10	1.57	1.61	1.43	1.00	1.19	1.09	
LOON LAKE		0	934	13	1.39	1.07	0.53	0.74	0.84	0.83	0.93	0.91	1.30	0.98	1.07	1.06	
MAPLE VALLEY		0	5,577	65	1.17	0.90	1.18	1.29	1.09	1.23	1.32	1.13	1.04	1.11	0.89	0.61	
MOSES LAKE		0	9,447	78	0.83	0.83	0.78	1.07	0.72	0.85	0.72	0.82	0.67	0.93	0.89	0.94	
MOSES LAKE AFB		0	1,564	8	0.51	0.89	0.76	0.45	0.94	0.74	0.31	0.61	0.67	1.02	1.13	0.83	
MOSES LAKE ALDER		0	7,883	70	0.89	0.81	0.78	1.20	0.67	0.88	0.80	0.86	0.67	0.92	0.84	0.97	
NEWMAN LAKE		0	1,170	7	0.60	0.93	1.34	0.41	0.91	0.57	2.04	1.54	0.88	1.02	0.78	1.38	
NORTHPORT		1	930	13	1.40	0.54	0.32	0.32	0.32	0.64	1.17	0.84	0.84	1.35	4.15	2.38	
OLYMPIA		0	39,572	355	0.90	0.66	0.70	1.03	1.46	0.84	0.80	0.85	0.65	0.63	0.62	0.58	
OLYMPIA EVERGREEN		0	2,959	48	1.62	0.86	0.93	1.40	1.92	1.02	1.01	1.18	0.99	1.00	1.20	1.11	
OLYMPIA LACEY		0	17,717	159	0.90	0.66	0.67	1.11	1.06	0.80	0.74	0.69	0.65	0.63	0.54	0.49	
OLYMPIA WHITEHALL		0	18,896	148	0.78	0.62	0.69	0.89	1.75	0.84	0.82	0.95	0.60	0.57	0.61	0.57	
OMAK-OKANOGAN		0	5,901	56	0.95	1.60	0.92	1.02	1.17	0.96	0.94	1.18	1.38	1.39	1.09	1.48	
OROVILLE		0	1,584	22	1.39	1.13	1.07	0.81	0.93	1.06	0.86	0.73	0.92	1.27	1.51	0.96	
OTHELLO		0	3,412	43	1.26	1.36	1.07	1.35	1.10	1.18	1.43	1.22	0.96	2.13	0.92	1.10	
PASCO		0	11,338	94	0.83	1.00	0.90	0.95	0.74	0.60	0.80	0.89	0.68	0.89	0.75	0.87	
PATEROS		0	639	5	0.78	1.24	1.39	1.22	1.36	1.05	0.59	1.89	1.02	1.17	0.29	0.58	
POMEROY		0	1,135	21	1.85	2.11	3.15	2.27	3.12	1.46	2.39	1.79	2.80	3.12	0.93	3.87	
PT. ANGELES		0	11,374	70	0.62	0.55	0.70	0.91	1.10	0.75	0.85	0.77	0.82	0.80	0.73	0.69	
PT ANGELES JOYCE		0	907	8	0.88	0.66	1.76	1.97	2.50	2.27	3.01	2.66	2.64	1.15	1.98	0.84	

WASHINGTON TROUBLE REPORT RATE - MAY 2012

WIRECENTER	STD EXD CNT	LINES	RPTS	MAY-12	APR-12	MAR-12	FEB-12	JAN-12	DEC-11	NOV-11	OCT-11	SEP-11	AUG-11	JUL-11	JUN-11
				RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
STANDARD				4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
SPOKANE MORAN	0	4,976	27	0.54	0.87	0.71	0.70	1.05	1.67	1.20	0.93	1.01	0.87	0.64	0.83
SPOKANE RIVERSIDE	0	11,072	60	0.54	0.71	1.02	0.79	0.73	0.75	0.89	0.59	0.66	0.90	1.19	0.84
SPOKANE WALNUT	0	20,772	150	0.72	0.83	0.86	0.78	0.82	0.58	0.68	0.90	0.95	1.31	1.04	0.71
SPOKANE WHITWORTH	0	11,420	106	0.93	0.64	0.85	0.70	0.58	0.58	0.74	0.96	0.95	0.95	1.00	0.87
SPRINGDALE	0	1,519	32	2.11	3.81	0.85	1.11	1.05	0.78	1.68	1.08	1.27	1.83	1.14	1.76
SUMNER (BONNEYLAKE)	0	8,724	95	1.09	0.79	1.05	1.81	1.57	0.97	1.28	1.10	0.84	0.91	0.69	0.87
TACOMA	0	84,633	671	0.79	0.69	0.82	0.99	1.13	0.97	0.98	1.02	0.76	0.75	0.72	0.73
TACOMA FORT LEWIS	0	1,717	11	0.64	0.41	0.40	0.34	0.51	0.34	0.44	0.33	0.16	0.43	0.52	0.66
TACOMA GREENFIELD	0	11,355	132	1.16	0.93	1.01	0.99	1.36	1.22	1.35	1.29	0.74	0.75	0.85	0.77
TACOMA JUNIPER	0	11,700	91	0.78	0.70	0.89	1.09	1.26	0.86	0.92	1.13	1.00	0.77	0.65	0.70
TACOMA LENNOX	0	13,766	142	1.03	0.99	1.05	1.50	1.73	1.24	0.99	1.47	1.05	1.14	1.07	1.05
TACOMA LOGAN	0	8,533	37	0.43	0.57	0.63	0.79	1.11	0.93	0.98	0.91	0.61	0.64	0.80	0.76
TACOMA MARKET (FAWCETT)	0	10,317	48	0.47	0.41	0.44	0.72	0.57	0.46	0.71	0.52	0.78	0.32	0.43	0.38
TACOMA SKYLINE	0	8,593	73	0.85	0.69	0.91	0.97	1.12	0.99	1.31	0.95	0.60	0.81	0.55	0.54
TACOMA WAVERLY-2	0	3,605	35	0.97	0.41	0.87	1.02	0.80	1.38	0.55	0.78	0.69	0.68	0.47	0.93
TACOMA WAVERLY-7	0	15,047	102	0.68	0.60	0.75	0.85	0.86	0.95	0.91	0.88	0.60	0.76	0.71	0.74
VANCOUVER	0	48,426	438	0.90	0.75	0.91	0.78	1.21	1.05	1.11	1.08	0.73	0.78	0.76	0.87
VANCOUVER ORCHARDS	0	24,523	195	0.80	0.66	0.76	0.61	1.05	0.95	0.91	1.05	0.73	0.66	0.68	0.91
VANCOUVER OXFORD	0	14,045	150	1.07	0.95	1.03	0.81	1.24	1.03	1.55	1.12	0.71	0.81	0.88	0.83
VANCOUVER SALMON CRK(NORTH)	0	9,858	93	0.94	0.69	1.10	1.15	1.59	1.32	0.96	1.09	0.75	1.04	0.76	0.80
WAITSBURG	0	412	5	1.21	2.64	1.91	2.35	1.87	3.23	2.07	2.07	1.82	1.79	1.57	2.15
WALLA WALLA (INCL TOUCHET)	0	10,878	102	0.94	1.01	0.92	0.67	0.69	0.70	0.82	1.12	0.67	0.99	0.88	0.88
WARDEN	0	874	14	1.60	1.35	1.12	0.99	0.87	0.54	1.29	1.18	0.43	0.94	0.92	0.51
WINLOCK	1	1,754	24	1.37	0.91	1.71	0.86	1.58	1.07	0.90	1.62	0.94	7.68	0.44	0.93
YAKIMA	0	29,001	318	1.10	0.88	0.65	0.63	0.46	0.52	0.58	0.67	0.55	0.61	0.61	0.78
YAKIMA CHESTNUT	0	19,099	218	1.14	0.98	0.63	0.67	0.46	0.54	0.57	0.64	0.48	0.65	0.61	0.76
YAKIMA WEST	0	9,902	100	1.01	0.70	0.68	0.56	0.48	0.47	0.61	0.74	0.69	0.52	0.60	0.84
Exchanges in Neighboring States															
CLARKSTON	0	4,191	52	1.24	0.96	1.20	0.86	1.35	0.82	1.08	1.88	1.02	0.85	0.99	1.04
TOTALS	0	873,600	7,005	0.80	0.75	0.85	0.90	1.03	0.85	0.88	0.88	0.76	0.81	0.75	0.77

WASHINGTON TRUNK BLOCKING SUMMARY - MAY 2012

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

WASHINGTON TRUNK BLOCKING - MAY 2012

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072418	192			TOLL	TWO_WAY	2.93%	blkng 05/17/12 at 1100 & 05/14/12 at 1600 Sa lgsr issued to customer
AP073982	168			TOLL	TWO_WAY	1.32%	blkng 05/11/12@1500 Issued sa lgsr issued to customer

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - MAY 2012

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

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Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - MAY 2012

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

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - MAY 2012

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

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - MAY 2012

MEASURE	MARKET UNIT	APR-12	MAY-12	JUN-12
Number of Scheduled Appointments (dispatched orders)	RES			
Count of All Orders	BUS			
WA Completed Orders for Primary Service installed within 5 business days	BUS			
Number of credits-First Month's Charge(HO Recurring)	BUS			
Amount of credit-First Month's Charge(HO Recur)	BUS			
Number of credits-Installation (HO NonRecur)	BUS			
Amount of credits-Installation (Ho NonRecur)	BUS			
Number of Voice Mail Nonrecurring Credits	BUS			
Amount of Voice Mail Nonrecurring Credits	BUS			
Number of Remote Call Fwding-Non-Recuring	BUS			
Amount of Remote Call Fwding-Non-Recuring	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 - MAY 2012

MEASURE	MARKET UNIT	APR-12	MAY-12	JUN-12
Number of Scheduled Appointments (dispatched orders)	RES			
Total amount of two day out of service condition credit exceptions	RES			
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES			
Number of two day out of service condition credit exceptions for Weather Related Events	RES			
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, 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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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - MAY 2012

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

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - MAY 2012

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