



CenturyLink™

Mark S. Reynolds
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November 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 October 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.

Sincerely,

Scott Collins for
Mark Reynolds

Enclosures
cc: Lisa Anderl

RECEIVED
PUBLIC POLICY MANAGEMENT
2012 DEC -3 PM 12:14
OFFICE OF THE
UTILITY AND
TRANSPORTATION
COMMISSION

Washington Service Quality Summary Report - OCTOBER 2012

METRIC DESCRIPTION	JANUARY 2012				FEBRUARY 2012				MARCH 2012			
	NUM	DENOM	RESULT		NUM	DENOM	RESULT		NUM	DENOM	RESULT	
OOS Tickets Cleared Within 48 Hrs	3,443	3,963	86.88%		2,287	2,498	91.55%		2,372	2,452	96.74%	
OOS Tickets Not Cleared Within 48 Hrs	520	1	520		211	1	211		80	1	80	
Number of OOS Exemptions	447	1	447		121	1	121		58	1	58	
All Other Repairs Cleared LT < 72 Hrs	7,421	7,687	96.54%		6,041	6,152	98.20%		5,319	5,345	99.51%	
All Other Troubles Cleared GTR > 72 Hrs	266	1	266		111	1	111		26	1	26	
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	323	1	323		96	1	96		2	1	2	
Physically Obstructed All Other Troubles Cleared > 72 Hrs	28	1	28		31	1	31		41	1	41	
Repair Force Majeure Exclusions	256	1	256		115	1	115		29	1	29	
Repair Physically Obstructed Exclusions	31	1	31		28	1	28		28	1	28	
Installation Appointments Met	3,150	3,347	94.11%		3,053	3,251	93.91%		2,884	3,006	95.94%	
Repair Appointments Met	2,347	2,810	83.52%		2,654	3,170	83.72%		2,580	2,954	87.34%	
Provisioning Missed for Company Reasons	121	1	121		178	1	178		156	1	156	
Provisioning Missed for Customer Reasons	695	1	695		638	1	638		652	1	652	
% of Switches Delivering Dial Tone Within 3 seconds	5,792	5,792	100.00%		5,395	5,395	100.00%		5,606	5,606	100.00%	

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - OCTOBER 2012

METRIC DESCRIPTION	APRIL 2012			MAY 2012			JUNE 2012		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	2,044	2,108	96.96%	2,431	2,466	98.58%	2,407	2,459	97.89%
OOS Tickets Not Cleared Within 48 Hrs	64	1	64	35	1	35	52	1	52
Number of OOS Exemptions	50	1	50	26	1	26	56	1	56
All Other Repairs Cleared LT < 72 Hrs	4,702	4,725	99.51%	4,757	4,771	99.71%	4,601	4,615	99.70%
All Other Troubles Cleared GTR > 72 Hrs	23	1	23	14	1	14	14	1	14
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	1	1	1	4	1	4	5	1	5
Physically Obstructed All Other Troubles Cleared > 72 Hrs	21	1	21	12	1	12	24	1	24
Repair Force Majeure Exclusions	23	1	23	36	1	36	49	1	49
Repair Physically Obstructed Exclusions	24	1	24	34	1	34	33	1	33
Installation Appointments Met	2,456	2,562	95.86%	2,552	2,696	94.66%	2,616	2,752	95.06%
Repair Appointments Met	2,082	2,400	86.75%	2,165	2,482	87.23%	2,097	2,444	85.80%
Provisioning Missed for Company Reasons	174	1	174	148	1	148	140	1	140
Provisioning Missed for Customer Reasons	523	1	523	601	1	601	556	1	556
% of Switches Delivering Dial Tone Within 3 seconds	5,617	5,617	100.00%	5,818	5,818	100.00%	5,375	5,376	99.98%

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Washington Service Quality Summary Report - OCTOBER 2012

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

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - OCTOBER 2012

OCTOBER 2012			
METRIC DESCRIPTION	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	2,235	2,358	94.78%
OOS Tickets Not Cleared Within 48 Hrs	123	1	123
Number of OOS Exemptions	68	1	68
All Other Repairs Cleared LT < 72 Hrs	5,330	5,380	99.07%
All Other Troubles Cleared GTR > 72 Hrs	50	1	50
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	0	1	0
Physically Obstructed All Other Troubles Cleared > 72 Hrs	26	1	26
Repair Force Majeure Exclusions	30	1	30
Repair Physically Obstructed Exclusions	35	1	35
Installation Appointments Met	2,592	2,770	93.57%
Repair Appointments Met	2,309	2,697	85.61%
Provisioning Missed for Company Reasons	151	1	151
Provisioning Missed for Customer Reasons	660	1	660
% of Switches Delivering Dial Tone Within 3 seconds	5,749	5,750	99.98%

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - OCTOBER 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		73	2	154.50	2	97.26%	0	100.00%	1
AUBURN		162	5	43.40	2	98.77%	0	100.00%	
BAINBRIDGE ISLAND		41	0		1	97.56%	0	100.00%	
BATTLEGROUND		47	0		2	95.74%	0	100.00%	
BELFAIR		30	2	30.00	0	100.00%	0	100.00%	
BELLEVUE		168	2	239.00	5	97.02%	0	100.00%	1
	BELLEVUE GLENCOURT	80	1	2.00	0	100.00%	0	100.00%	
	BELLEVUE-SHERWOOD	88	1	476.00	5	94.32%	0	100.00%	1
BELLINGHAM		148	1	20.00	2	98.65%	0	100.00%	
	BELLINGHAM LUMMI	15	0		0	100.00%	0	100.00%	
	BELLINGHAM REGENT	133	1	20.00	2	98.50%	0	100.00%	
		14	2	140.00	1	92.86%	0	100.00%	1
BLACK DIAMOND		143	2	17.50	3	97.90%	0	100.00%	
BREMERTON		14	0		1	92.86%	0	100.00%	
	BREMERTON CROSBY	123	2	17.50	2	98.37%	0	100.00%	
	BREMERTON ESSEX	6	0		0	100.00%	0	100.00%	
	BREMERTON SUNNYSLOPE	13	0		0	100.00%	0	100.00%	
BUCKLEY		22	0		0	100.00%	0	100.00%	
CASTLE ROCK		66	1	60.00	0	100.00%	0	100.00%	
CENTRALIA		50	1	249.00	1	98.00%	0	100.00%	1
CHEHALIS		33	1	249.00	0	100.00%	0	100.00%	1
	CHEHALIS	17	0		1	94.12%	0	100.00%	
	CHEHALIS NAPAVINE	18	1	27.00	0	100.00%	0	100.00%	
CLE-ELUM		17	0		0	100.00%	0	100.00%	
COLFAX		51	3	21.00	1	98.04%	0	100.00%	
COLVILLE									

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
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Washington Orders Summary - OCTOBER 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						99.00%		99.00%	
COPALIS(OCEAN SHORES)		19	0		0	100.00%	0	100.00%	
COULEE DAM		12	1	34.00	0	100.00%	0	100.00%	
CRYSTAL MTN.		2	0		0	100.00%	0	100.00%	
DAYTON		16	1	24.00	0	100.00%	0	100.00%	
DEER PARK		40	1	4.00	1	97.50%	0	100.00%	
DES MOINES		180	6	52.33	0	100.00%	0	100.00%	
	DES MOINES	65	1	15.00	0	100.00%	0	100.00%	
	DES MOINES FEDERAL WAY	115	5	59.80	0	100.00%	0	100.00%	
EASTON		6	0		0	100.00%	0	100.00%	
ELK		22	1	2.00	2	90.91%	0	100.00%	
ENUMCLAW		29	0		0	100.00%	0	100.00%	
EPHRATA		17	1	5.00	0	100.00%	0	100.00%	
GRAHAM		64	6	29.17	7	89.06%	0	100.00%	
GREEN BLUFF		12	2	12.00	0	100.00%	0	100.00%	
HOODSPORT		17	0		0	100.00%	0	100.00%	
ISSAQUAH		69	2	30.00	1	98.55%	0	100.00%	
KENT		261	9	71.89	3	98.85%	0	100.00%	1
	KENT MERIDIAN	49	3	108.67	1	97.96%	0	100.00%	1
	KENT O BRIEN	32	1	96.00	1	96.88%	0	100.00%	
	KENT ULRICH	180	5	45.00	1	99.44%	0	100.00%	
		3	1	19.00	0	100.00%	0	100.00%	
LIBERTY LAKE		184	0		1	99.46%	0	100.00%	
LONGVIEW-KELSO		3	1	48.00	0	100.00%	0	100.00%	
LOON LAKE		40	0		6	85.00%	0	100.00%	
MAPLE VALLEY		93	2	22.00	0	100.00%	0	100.00%	
MOSES LAKE									

Source: 5 and 90 day data from RSOR completed orders
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STANDARD						90.00%		99.00%	
	MOSES LAKE AFB	22	0		0	100.00%	0	100.00%	
	MOSES LAKE ALDER	71	2	22.00	0	100.00%	0	100.00%	
		2	0		0	100.00%	0	100.00%	
NEWMAN LAKE		17	0		0	100.00%	0	100.00%	
NORTHPORT		332	7	37.57	2	99.40%	0	100.00%	
OLYMPIA	OLYMPIA EVERGREEN	21	1	19.00	1	95.24%	0	100.00%	
	OLYMPIA LACEY	156	3	36.67	0	100.00%	0	100.00%	
	OLYMPIA WHITEHALL	155	3	44.67	1	99.35%	0	100.00%	
OMAK-OKANOGAN		64	1	5.00	0	100.00%	0	100.00%	
OROVILLE		21	0		0	100.00%	0	100.00%	
OTHELLO		26	1	24.00	1	96.15%	0	100.00%	
PASCO		130	3	18.00	6	95.38%	0	100.00%	
PATEROS		3	0		0	100.00%	0	100.00%	
POMEROY		11	1	100.00	0	100.00%	0	100.00%	
PT. ANGELES		76	3	56.33	2	97.37%	0	100.00%	
	PT ANGELES JOYCE	4	1	44.00	0	100.00%	0	100.00%	
	PT. ANGELES	72	2	62.50	2	97.22%	0	100.00%	
PT. LUDLOW		19	0		0	100.00%	0	100.00%	
PT. ORCHARD		59	4	19.75	1	98.31%	0	100.00%	
	PORT ORCHARD COLBY	17	0		0	100.00%	0	100.00%	
	PT. ORCHARD	42	4	19.75	1	97.62%	0	100.00%	
PT. TOWNSEND		83	1	95.00	0	100.00%	0	100.00%	
PUYALLAP		143	5	30.40	1	99.30%	0	100.00%	
RENTON		227	12	22.00	7	96.92%	0	100.00%	
RIDGEFIELD		24	0		0	100.00%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
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from RSOR and OP15A

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STANDARD						99.00%		99.00%	
ROCHESTER		28	0		1	96.43%	0	100.00%	
ROY		16	0		0	100.00%	0	100.00%	
SEATTLE		1,151	30	21.63	14	98.78%	0	100.00%	
	SEATTLE ATWATER	67	3	3.00	0	100.00%	0	100.00%	
	SEATTLE CAMPUS	37	0		3	91.89%	0	100.00%	
	SEATTLE CHERRY	177	4	23.00	2	98.87%	0	100.00%	
	SEATTLE DUWAMISH	76	3	26.67	0	100.00%	0	100.00%	
	SEATTLE EAST	139	2	43.50	2	98.56%	0	100.00%	
	SEATTLE ELLIOT	37	0		0	100.00%	0	100.00%	
	SEATTLE EMERSON	109	1	95.00	0	100.00%	0	100.00%	
	SEATTLE LAKEVIEW	97	1	91.00	2	97.94%	0	100.00%	
	SEATTLE MAIN	134	4	4.25	2	98.51%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	25	1	2.00	0	100.00%	0	100.00%	
	SEATTLE PARKWAY	112	5	15.60	1	99.11%	0	100.00%	
	SEATTLE SUNSET	67	2	18.00	1	98.51%	0	100.00%	
	SEATTLE WEST	74	4	15.50	1	98.65%	0	100.00%	
SEQUIM		60	4	40.25	1	98.33%	0	100.00%	
SHELTON		99	1	0.00	1	98.99%	0	100.00%	
SILVERDALE		61	1	22.00	1	98.36%	0	100.00%	
SPOKANE		807	12	65.83	11	98.64%	0	100.00%	2
	SPOKANE CHESTNUT	16	0		0	100.00%	0	100.00%	
	SPOKANE FAIRFAX	113	2	40.50	0	100.00%	0	100.00%	
	SPOKANE HUDSON	152	1	72.00	2	98.68%	0	100.00%	
	SPOKANE KEYSTONE	79	1	10.00	3	96.20%	0	100.00%	
	SPOKANE MORAN	39	0		0	100.00%	0	100.00%	

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STANDARD									
	SPOKANE RIVERSIDE	117	0		2	90.00%	0	99.00%	
	SPOKANE WALNUT	190	5	68.80	4	98.29%	0	100.00%	1
	SPOKANE WHITWORTH	101	3	94.33	0	97.89%	0	100.00%	1
SPRINGDALE		18	1	36.00	0	100.00%	0	100.00%	
SUMNER (BONNEYLAKE)		48	2	55.00	0	100.00%	0	100.00%	
TACOMA		845	20	27.30	17	97.99%	0	100.00%	
	TACOMA FORT LEWIS	19	1	47.00	0	100.00%	0	100.00%	
	TACOMA GREENFIELD	136	3	22.33	1	99.26%	0	100.00%	
	TACOMA JUNIPER	164	4	30.50	4	97.56%	0	100.00%	
	TACOMA LENNOX	115	5	38.80	5	95.65%	0	100.00%	
	TACOMA LOGAN	71	0		1	98.59%	0	100.00%	
	TACOMA MARKET (FAWCETT)	115	4	22.00	2	98.26%	0	100.00%	
	TACOMA SKYLINE	70	0		2	97.14%	0	100.00%	
	TACOMA WAVERLY-2	29	0		1	96.55%	0	100.00%	
	TACOMA WAVERLY-7	126	3	9.33	1	99.21%	0	100.00%	
VANCOUVER		441	9	20.56	9	97.96%	0	100.00%	
	VANCOUVER ORCHARDS	205	2	27.00	2	99.02%	0	100.00%	
	VANCOUVER OXFORD	161	5	22.20	4	97.52%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	75	2	10.00	3	96.00%	0	100.00%	
		2	0		0	100.00%	0	100.00%	
WATTSBURG		95	0		2	97.89%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		8	4	90.25	0	100.00%	0	100.00%	1
WARDEN		26	0		0	100.00%	0	100.00%	
WINLOCK		283	6	76.83	3	98.94%	0	100.00%	2
YAKIMA		196	5	81.60	1	99.49%	0	100.00%	2
	YAKIMA CHESTNUT								

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STANDARD									
	YAKIMA WEST	87	1	53.00	2	90.00%	0	99.00%	
Exchanges in Neighboring States									
CLARKSTON		28	1	78.00	0	100.00%	0	100.00%	
TOTALS		7,405	185	42.17	121	98.37%	0	100.00%	10

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WASHINGTON TROUBLE REPORT RATE - OCTOBER 2012

WIRECENTER		STD	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
EXD	LINES	RPTS	OCT-12	SEP-12	AUG-12	JUL-12	JUN-12	MAY-12	APR-12	MAR-12	FEB-12	JAN-12	DEC-11	NOV-11			
CNT																	
	STANDARD		4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
0	ABERDEEN-HOQUIAM	123	1.65	0.65	1.50	1.06	0.89	0.78	0.71	1.03	1.44	1.28	1.13	1.11	1.13	1.11	1.11
0	AUBURN	124	0.97	0.78	0.95	0.81	0.94	0.93	0.76	1.05	1.30	1.90	1.09	0.86	1.09	0.86	0.86
0	BAINBRIDGE ISLAND	69	0.97	1.12	1.13	0.94	1.04	1.03	0.71	0.93	0.90	1.07	1.15	1.07	1.15	1.07	1.07
0	BATTLEGROUND	94	1.36	1.21	1.09	0.63	0.99	0.85	0.73	1.10	0.94	1.20	1.34	1.05	1.34	1.05	1.05
0	BELFAIR	48	0.98	1.04	1.31	2.05	1.34	1.39	0.70	0.85	0.86	1.11	1.18	0.94	1.18	0.94	0.94
0	BELLEVUE	195	0.71	0.43	0.58	0.59	0.62	0.57	0.63	0.57	0.71	0.70	0.71	0.65	0.71	0.65	0.65
0	BELLEVUE GLENCOURT	56	0.49	0.36	0.49	0.47	0.48	0.54	0.69	0.51	0.54	0.52	0.49	0.58	0.49	0.58	0.58
0	BELLEVUE-SHERWOOD	139	0.88	0.48	0.65	0.68	0.73	0.58	0.59	0.62	0.84	0.82	0.87	0.69	0.87	0.69	0.69
0	BELLINGHAM	117	0.64	0.40	0.52	0.72	0.29	0.38	0.38	0.56	0.41	0.52	0.41	0.47	0.52	0.41	0.47
0	BELLINGHAM LUMMI	30	2.84	0.38	0.37	0.46	0.27	0.64	0.09	0.72	0.81	0.54	0.44	0.53	0.54	0.44	0.53
0	BELLINGHAM REGENT	87	0.51	0.40	0.53	0.74	0.30	0.37	0.40	0.55	0.39	0.52	0.41	0.47	0.52	0.41	0.47
0	BLACK DIAMOND	32	1.83	1.48	1.47	1.58	1.39	1.15	1.09	1.67	2.56	3.33	1.36	1.71	3.33	1.36	1.71
0	BREMERTON	119	0.51	0.37	0.60	0.39	0.39	0.41	0.40	0.45	0.38	0.65	0.59	0.73	0.65	0.59	0.73
0	BREMERTON CROSBY	50	2.09	1.16	1.73	1.14	1.22	1.08	1.20	1.07	0.59	1.10	1.10	1.09	1.10	1.10	1.09
0	BREMERTON ESSEX	65	0.32	0.29	0.45	0.30	0.27	0.32	0.32	0.39	0.35	0.61	0.53	0.70	0.61	0.53	0.70
0	BREMERTON SUNNYSLOPE	4	0.79	0.00	1.16	0.77	1.34	0.96	0.19	0.19	0.74	0.00	0.73	0.18	0.00	0.73	0.18
0	BUCKLEY	22	1.53	1.72	1.55	1.46	1.97	1.62	0.77	3.44	1.83	1.32	1.76	1.55	1.32	1.76	1.55
0	CASTLE ROCK	70	2.54	1.51	1.83	2.38	2.01	2.05	1.72	1.33	1.38	2.02	1.83	2.04	2.02	1.83	2.04
0	CENTRALIA	56	1.15	0.85	1.21	0.96	0.93	1.55	0.94	1.36	0.83	1.44	0.87	0.83	1.44	0.87	0.83
0	CHEHALIS	67	0.96	1.44	0.92	0.81	1.09	1.39	1.15	1.21	1.00	1.51	1.23	1.53	1.51	1.23	1.53
0	CHEHALIS	43	0.86	1.30	0.79	0.80	1.15	1.36	1.27	1.30	1.05	1.55	1.13	1.36	1.55	1.13	1.36
0	CHEHALIS NAPAVINE	24	1.20	1.79	1.24	0.84	0.94	1.47	0.83	0.98	0.88	1.41	1.50	1.97	1.41	1.50	1.97
0	CLE-ELUM	25	1.13	0.98	0.85	0.85	0.49	0.48	0.83	0.69	1.03	0.85	0.55	0.50	0.85	0.55	0.50
0	COLFAX	23	1.26	0.55	0.71	1.47	1.09	0.75	0.48	1.22	1.16	0.89	0.89	1.13	1.16	0.89	1.13
0	COLVILLE	40	0.71	0.65	0.72	1.86	1.13	0.69	0.99	0.53	0.94	0.53	0.46	0.58	0.53	0.46	0.58
0	COPALIS(OCEAN SHORES)	31	1.24	0.91	0.86	1.29	1.28	0.92	1.57	1.31	1.52	1.11	1.31	1.40	1.31	1.11	1.40
0	COULEE DAM	28	1.67	2.65	2.00	3.18	1.54	0.86	0.86	1.88	1.52	0.56	1.39	1.27	1.52	0.56	1.27
0	CRYSTAL MTN.	1	0.19	0.74	1.46	0.55	0.55	1.10	0.92	0.73	1.28	2.00	2.18	1.28	2.00	2.18	1.28
0	DAYTON	13	0.88	0.54	1.41	0.87	0.53	0.79	1.89	1.62	1.87	1.60	0.57	0.70	1.60	0.57	0.70
0	DEER PARK	115	2.49	0.92	3.17	1.63	2.25	2.51	1.86	1.16	0.69	0.95	1.37	1.50	0.95	1.37	1.50
0	DES MOINES	108	0.85	0.70	0.71	0.69	0.74	0.62	0.77	0.66	1.04	1.04	0.94	0.89	1.04	0.94	0.89
0	DES MOINES	34	0.67	0.63	0.70	0.52	0.87	0.70	0.80	0.75	1.11	1.14	0.78	1.03	1.14	0.78	1.03
0	DES MOINES FEDERAL WAY	74	0.96	0.74	0.72	0.81	0.66	0.57	0.76	0.60	1.00	0.97	1.05	0.80	0.97	1.05	0.80

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WIRECENTER	STD EXD CNT	LINES	RPTS	OCT-12	RATE	SEP-12	RATE	AUG-12	RATE	JUL-12	RATE	MAY-12	RATE	APR-12	RATE	MAR-12	RATE	FEB-12	RATE	JAN-12	RATE	NOV-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	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
EASTON	0	477	5	1.05	0.83	1.66	1.44	1.22	2.06	2.06	0.21	0.41	1.41	1.41	0.81	1.60	0.39						
ENUMCLAW	0	4,232	44	1.04	0.97	1.90	1.53	1.27	1.27	1.27	1.28	1.69	3.08	1.74	1.90	1.19							
EPHRATA	0	2,184	2	0.09	0.27	0.49	1.95	0.66	0.70	0.82	0.47	0.30	0.55	0.34	0.58								
GRAHAM	0	7,895	115	1.46	1.13	1.17	0.94	0.87	1.16	0.80	1.71	1.84	1.63	1.22	1.39								
GREEN BLUFF	0	1,956	19	0.97	0.51	0.96	1.05	1.19	1.33	1.27	0.63	1.01	0.56	0.31	0.49	0.66							
HOODSPORT	0	1,456	15	1.03	0.67	0.60	0.92	0.65	0.71	0.63	1.01	0.56	0.31	0.49	0.66								
ISSAQUAH	0	11,175	63	0.56	0.51	0.75	0.69	0.53	0.71	0.57	0.83	0.92	1.01	0.83	0.58								
KENT	0	25,004	186	0.74	0.53	0.72	0.70	0.79	0.80	0.76	0.75	1.16	1.40	0.80	0.97								
KENT MERIDIAN	0	8,285	77	0.93	0.49	0.83	0.86	0.86	0.95	0.76	0.91	1.49	1.71	1.14	1.33								
KENT O BRIEN	0	5,578	14	0.25	0.12	0.34	0.21	0.23	0.19	0.24	0.34	0.33	0.46	0.11	0.27								
KENT ULRICH	0	11,141	95	0.85	0.77	0.82	0.82	1.01	0.99	1.02	0.83	1.32	1.64	0.89	1.04								
LIBERTY LAKE	0	621	12	1.93	0.95	0.63	1.39	0.46	0.76	0.31	0.15	0.45	0.15	0.59	0.14								
LONGVIEW-KELSO	0	15,182	214	1.41	1.08	0.99	1.00	1.04	1.11	1.17	1.40	1.29	1.94	1.10	1.57								
LOON LAKE	0	885	9	1.02	2.43	2.06	0.86	2.67	1.39	1.07	0.53	0.74	0.84	0.83	0.93								
MAPLE VALLEY	0	5,290	56	1.06	0.62	0.89	0.99	0.92	1.17	0.90	1.18	1.29	1.09	1.23	1.32								
MOSES LAKE	0	8,936	98	1.10	0.71	1.14	1.27	1.12	0.83	0.83	0.78	1.07	0.72	0.85	0.72								
MOSES LAKE AFB	0	1,472	12	0.82	0.20	0.87	1.13	1.56	0.51	0.89	0.76	0.45	0.94	0.74	0.31								
MOSES LAKE ALDER	0	7,464	86	1.15	0.81	1.19	1.30	1.04	0.89	0.81	0.78	1.20	0.67	0.88	0.80								
NEWMAN LAKE	0	1,097	16	1.46	0.53	0.79	1.21	1.21	0.60	0.93	1.34	0.41	0.91	0.57	2.04								
NORTHPORT	1	932	17	1.82	0.75	1.18	4.62	1.40	1.40	0.54	0.32	0.32	0.32	0.64	1.17								
OLYMPIA	0	37,573	359	0.96	0.58	0.64	0.77	0.68	0.90	0.66	0.70	1.03	1.46	0.84	0.80								
OLYMPIA EVERGREEN	0	2,796	32	1.14	0.99	1.71	1.27	1.13	1.62	0.86	0.93	1.40	1.92	1.02	1.01								
OLYMPIA LACEY	0	16,810	169	1.01	0.47	0.59	0.81	0.69	0.90	0.66	0.67	1.11	1.06	0.80	0.74								
OLYMPIA WHITEHALL	0	17,967	158	0.88	0.63	0.53	0.66	0.61	0.78	0.62	0.69	0.89	1.75	0.84	0.82								
OMAK-OKANOGAN	0	5,710	83	1.45	1.36	1.78	2.33	1.14	0.95	1.60	0.92	1.02	1.17	0.96	0.94								
OROVILLE	0	1,534	27	1.76	0.91	1.74	2.30	1.84	1.39	1.13	1.07	0.81	0.93	1.06	0.86								
OTHELLO	0	3,258	55	1.69	0.73	1.03	1.46	2.01	1.26	1.36	1.07	1.35	1.10	1.18	1.43								
PASCO	0	10,672	83	0.78	0.60	0.50	0.82	0.80	0.83	1.00	0.90	0.95	0.74	0.60	0.80								
PATEROS	0	617	11	1.78	1.12	0.63	2.04	0.78	0.78	1.24	1.39	1.22	1.36	1.05	0.59								
POMEROY	0	1,093	26	2.38	1.74	0.90	3.20	3.35	1.85	2.11	3.15	2.27	3.12	1.46	2.39								
PT. ANGELES	0	10,883	82	0.75	0.74	0.68	0.82	0.54	0.62	0.55	0.70	0.91	1.10	0.75	0.85								
PT ANGELES JOYCE	0	896	7	0.78	3.77	1.43	1.77	0.44	0.88	0.66	1.76	1.97	2.50	2.27	3.01								
PT. ANCELES	0	9,987	75	0.75	0.47	0.62	0.73	0.55	0.59	0.54	0.61	0.82	0.98	0.62	0.67								

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WIRECENTER	STD EXD CNT	LINES	RPTS	RATE													
				OCT-12	SEP-12	AUG-12	JUL-12	JUN-12	MAY-12	APR-12	MAR-12	FEB-12	JAN-12	DEC-11	NOV-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	4.00	4.00
PT. LUDLOW	0	1,901	12	0.63	0.57	1.02	0.96	0.81	1.31	0.40	0.80	0.80	0.80	0.54	0.64	0.73	0.58
PT. ORCHARD	0	11,270	133	1.18	0.69	1.06	1.03	1.32	1.03	1.23	1.08	1.08	1.08	1.03	1.19	1.37	1.02
PORT ORCHARD COLBY	0	4,189	57	1.36	0.92	1.28	0.96	1.74	1.19	0.84	1.20	1.34	1.37	1.34	1.37	1.77	1.22
PT. ORCHARD	0	7,081	76	1.07	0.56	0.94	1.07	1.07	0.94	1.46	1.01	0.84	1.09	0.84	1.09	1.13	0.90
PT. TOWNSEND	0	8,593	58	0.67	0.71	1.25	0.80	0.78	0.90	0.57	0.85	0.74	0.74	0.74	0.64	0.64	0.72
PUYALLAP	0	14,288	119	0.83	0.86	0.77	0.84	0.91	1.07	0.69	0.82	1.25	1.88	1.04	1.04	0.97	0.97
RENTON	0	22,770	248	1.09	0.81	0.94	0.75	0.91	0.75	0.77	1.04	1.18	1.20	1.20	1.20	1.20	0.93
RIDGEFIELD	0	2,308	34	1.47	1.12	1.29	2.25	0.88	2.09	0.67	1.28	1.44	1.95	1.35	1.35	1.14	1.14
ROCHESTER	0	3,200	64	2.00	0.86	2.25	1.92	0.59	0.70	1.13	1.90	1.60	1.65	1.52	1.52	1.28	1.28
SEATTLE	0	170,859	1,038	0.61	0.43	0.48	0.53	0.52	0.52	0.53	0.66	0.61	0.67	0.61	0.67	0.61	0.67
SEATTLE ATWATER	0	11,788	50	0.42	0.33	0.35	0.44	0.29	0.37	0.38	0.36	0.39	0.35	0.35	0.35	0.46	0.46
SEATTLE CAMPUS	0	5,936	22	0.37	0.35	0.28	0.30	0.37	0.47	0.30	0.42	0.34	0.49	0.41	0.41	0.26	0.26
SEATTLE CHERRY	0	19,251	207	1.08	0.51	0.78	0.91	0.91	0.96	0.77	1.21	1.35	1.48	1.09	1.09	1.11	1.11
SEATTLE DUWAMISH	0	8,346	58	0.69	0.50	0.47	0.40	0.49	0.46	0.68	0.78	0.78	0.79	0.73	0.73	0.70	0.70
SEATTLE EAST	0	18,504	86	0.46	0.37	0.50	0.55	0.47	0.46	0.49	0.67	0.43	0.55	0.57	0.57	0.70	0.70
SEATTLE ELLIOT	0	4,915	15	0.31	0.40	0.20	0.20	0.26	0.12	0.14	0.23	0.21	0.17	0.20	0.20	0.18	0.18
SEATTLE EMERSON	0	17,641	119	0.67	0.56	0.64	0.56	0.47	0.55	0.54	0.57	0.48	0.69	0.76	0.76	0.77	0.77
SEATTLE LAKEVIEW	0	15,750	100	0.63	0.47	0.55	0.53	0.57	0.60	0.60	0.85	0.79	1.03	0.82	0.82	0.86	0.86
SEATTLE MAIN	0	25,731	53	0.21	0.21	0.08	0.16	0.13	0.19	0.17	0.16	0.14	0.14	0.14	0.14	0.16	0.16
SEATTLE MERCER ISLAND (ADAMS)	0	5,579	58	1.04	0.55	0.65	0.84	0.84	0.59	0.33	0.79	0.70	0.58	0.63	0.63	0.99	0.99
SEATTLE PARKWAY	0	11,930	98	0.82	0.56	0.60	0.71	0.84	0.77	0.96	1.13	1.09	0.85	0.85	0.85	0.84	0.84
SEATTLE SUNSET	0	13,153	79	0.60	0.48	0.50	0.67	0.61	0.45	0.69	0.54	0.43	0.59	0.55	0.55	0.70	0.70
SEATTLE WEST	0	12,335	93	0.75	0.47	0.62	0.54	0.66	0.75	0.67	0.87	0.67	0.61	0.69	0.69	0.80	0.80
SEQUIM	0	9,503	63	0.66	0.45	1.00	0.79	0.77	0.68	0.43	0.56	0.64	0.93	0.78	0.78	0.54	0.54
SHELTON	0	9,251	82	0.89	0.65	1.14	0.85	0.87	0.93	1.00	1.08	1.27	1.77	0.98	0.98	0.93	0.93
SILVERDALE	0	7,944	59	0.74	0.47	0.64	0.52	0.44	0.59	0.70	0.70	0.71	1.01	0.98	0.98	1.07	1.07
SPOKANE	0	71,968	724	1.01	0.65	0.97	1.01	0.97	0.74	0.82	1.01	0.82	0.84	0.75	0.75	0.86	0.86
SPOKANE CHESTNUT	0	1,729	17	0.98	0.97	1.14	1.13	2.18	0.61	1.16	0.77	1.08	2.15	1.65	1.65	1.00	1.00
SPOKANE FAIRFAX	0	9,878	114	1.15	0.71	1.09	1.13	1.18	0.82	0.95	1.18	1.02	0.89	0.90	0.90	1.04	1.04
SPOKANE HUDSON	0	7,883	97	1.23	0.91	1.23	0.91	1.21	0.97	1.11	1.44	0.96	0.92	0.57	0.57	0.89	0.89
SPOKANE KEYSTONE	0	6,798	45	0.66	0.54	0.74	0.85	0.83	0.55	0.63	1.23	0.78	0.82	0.68	0.68	0.98	0.98
SPOKANE MORAN	0	4,818	32	0.66	0.46	0.86	1.00	0.99	0.54	0.87	0.71	0.70	1.05	1.67	1.67	1.20	1.20
SPOKANE RIVERSIDE	0	10,420	92	0.88	0.46	0.73	0.86	0.84	0.54	0.71	1.02	0.79	0.73	0.75	0.75	0.89	0.89

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WIRECENTER	STD EXD CNT	LINES	RPTS	RATE OCT-12	RATE SEP-12	RATE AUG-12	RATE JUL-12	RATE JUN-12	RATE MAY-12	RATE APR-12	RATE MAR-12	RATE FEB-12	RATE JAN-12	RATE DEC-11	RATE NOV-11
STANDARD				4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
SPOKANE WALNUT	0	19,617	215	1.10	0.59	0.81	1.00	0.85	0.72	0.83	0.86	0.78	0.82	0.58	0.68
SPOKANE WHITWORTH	0	10,825	112	1.03	0.79	1.34	1.20	0.82	0.93	0.64	0.85	0.70	0.58	0.58	0.74
SPRINGDALE	1	1,456	48	3.30	1.16	4.80	2.49	3.05	2.11	3.81	0.85	1.11	1.05	0.78	1.68
SUMNER (BONNEYLAKE)	0	8,233	80	0.97	0.50	1.15	1.39	0.98	1.09	0.79	1.05	1.81	1.57	0.97	1.28
TACOMA	0	80,002	690	0.86	0.72	0.65	0.73	0.66	0.79	0.69	0.82	0.99	1.13	0.97	0.98
TACOMA FORT LEWIS	0	1,661	6	0.36	0.24	0.35	0.35	0.88	0.64	0.41	0.40	0.34	0.51	0.34	0.44
TACOMA GREENFIELD	0	10,724	122	1.14	0.77	0.77	0.85	0.64	1.16	0.93	1.01	0.99	1.36	1.22	1.35
TACOMA JUNIPER	0	11,090	98	0.88	0.82	0.68	1.13	0.69	0.78	0.70	0.89	1.09	1.26	0.86	0.92
TACOMA LENNOX	0	12,994	136	1.05	0.83	0.83	0.78	0.70	1.03	0.99	1.05	1.50	1.73	1.24	0.99
TACOMA LOGAN	0	8,104	52	0.64	0.44	0.75	0.58	0.59	0.43	0.57	0.63	0.79	1.11	0.93	0.98
TACOMA MARKET (FAWCETT)	0	9,678	49	0.51	0.54	0.50	0.50	0.51	0.47	0.41	0.44	0.72	0.57	0.46	0.71
TACOMA SKYLINE	0	8,150	87	1.07	0.46	0.47	0.71	0.75	0.85	0.69	0.91	0.97	1.12	0.99	1.31
TACOMA WAVERLY-2	0	3,385	25	0.74	1.11	0.52	0.71	0.56	0.97	0.41	0.87	1.02	0.80	1.38	0.55
TACOMA WAVERLY-7	0	14,216	115	0.81	0.93	0.57	0.61	0.72	0.68	0.60	0.75	0.85	0.86	0.95	0.91
VANCOUVER	0	46,295	421	0.91	0.65	0.77	0.63	0.73	0.90	0.75	0.91	0.78	1.21	1.05	1.11
VANCOUVER ORCHARDS	0	23,486	214	0.91	0.59	0.74	0.57	0.73	0.80	0.66	0.76	0.61	1.05	0.95	0.91
VANCOUVER OXFORD	0	13,318	121	0.91	0.65	0.85	0.65	0.83	1.07	0.95	1.03	0.81	1.24	1.03	1.55
VANCOUVER SALMON CRK(NORTH)	0	9,491	86	0.91	0.81	0.71	0.74	0.58	0.94	0.69	1.10	1.15	1.59	1.32	0.96
WAITSBURG	0	399	4	1.00	1.00	0.49	0.98	2.91	1.21	2.64	1.91	2.35	1.87	3.23	2.07
WALLA WALLA (INCL TOUCHET)	0	10,052	103	1.02	0.59	0.68	0.68	1.04	0.94	1.01	0.92	0.67	0.69	0.70	0.82
WARDEN	0	835	14	1.68	0.47	0.94	1.05	0.80	1.60	1.35	1.12	0.99	0.87	0.54	1.29
WINLOCK	0	1,701	27	1.59	0.77	1.11	0.58	0.98	1.37	0.91	1.71	0.86	1.58	1.07	0.90
YAKIMA	0	27,441	233	0.85	0.73	0.90	1.19	0.69	1.10	0.88	0.65	0.63	0.46	0.52	0.58
YAKIMA CHESTNUT	0	18,031	146	0.81	0.69	0.82	1.03	0.65	1.14	0.98	0.63	0.67	0.46	0.54	0.57
YAKIMA WEST	0	9,410	87	0.92	0.80	1.06	1.51	0.77	1.01	0.70	0.68	0.56	0.48	0.47	0.61
Exchanges in Neighboring States															
CLARKSTON	0	3,951	75	1.90	1.00	1.08	1.09	1.21	1.24	0.96	1.20	0.86	1.35	0.82	1.08
TOTALS	0	831,984	7,504	0.90	0.66	0.82	0.84	0.79	0.80	0.75	0.85	0.90	1.03	0.85	0.88

WASHINGTON TRUNK BLOCKING - OCTOBER 2012

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072405	96			TOLL	TWO_WAY	2.02%	Blocked 10/04/12@1400hr, 10/05/12@1100hr issued sa tgsr to customer
AP072415	168			TOLL	TWO_WAY	5.04%	10/15/12 Blocked@1800-1900 issued sa tgsr to customer
AP072420	168			TOLL	TWO_WAY	2.52%	10/15/12 BLOCKED @ 1100,1400,1700 HRS issued SA Tgsr to customer
AP072421	168			TOLL	TWO_WAY	7.63%	Blocked 10/16/12@1900, 10/17/12@1900, 10/19/12@1700-1800 issued Cap Tgsr
AP072427	288			TOLL	TWO_WAY	1.58%	Blocked 10/04/12@1400, 10/15/12@1100 issued SA Tgsr to customer
AP072430	144			TOLL	TWO_WAY	1.79%	10/24/12 BLOCKED @ 1600-2300 HRS, 10/25/12 BLOCKED @ 700-1100 HRS issued SA Tgsr to customer
AP074414	216			TOLL	TWO_WAY	1.56%	10/25/12 BLOCKED @ 700-1200 HRS issued Sa Tgsr to customer
AP077380	144			TOLL	TWO_WAY	2.59%	Blocked 10/15/12@1800hr, 10/19/12@1300hr issued Sa Tgsr to customer
AP077398	168			TOLL	TWO_WAY	2.95%	10/10/12 BLOCKED @ 1300 HR SA Tgsr issue to customer
AP081340	264			TOLL	TWO_WAY	3.56%	Blocked 10/08/12 @ 0700 HR issue Sa TGSR to customer
AP081884	144			TOLL	TWO_WAY	1.75%	Blocked 10/04/12@1400hr, 10/05/12@1100hr, issued sa tgsr to customer
AP081921	192			TOLL	TWO_WAY	2.07%	Blocked 10/08/12@0900hr, 10/10/12@1400hr issued sa tgsr to customer
AP081932	240			TOLL	TWO_WAY	1.79%	1x blocking 10/08/12@1300hr issued sa tgsr to customer
AP081958	216			TOLL	TWO_WAY	4.63%	1x blocking 10/25/12@1900hr issued sa tgsr to customer
AP081965	192			TOLL	TWO_WAY	2.10%	1x blocking 10/25/12@1900 issued sa tgsr to customer

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - OCTOBER 2012

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

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - OCTOBER 2012

MEASURE	MARKET UNIT	OCT-12	NOV-12	DEC-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 - OCTOBER 2012

MEASURE	MARKET UNIT	OCT-12	NOV-12	DEC-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 - OCTOBER 2012

MEASURE	MARKET UNIT	OCT-12	NOV-12	DEC-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 Fwrding-Non-Recurring	BUS			
Amount of Remote Call Fwrding-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 - OCTOBER 2012

MEASURE	MARKET UNIT	OCT-12	NOV-12	DEC-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 - OCTOBER 2012

MEASURE	MARKET UNIT	OCT-12	NOV-12	DEC-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 - OCTOBER 2012

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

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