



CenturyLink™

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December 31, 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 November 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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Washington Service Quality Summary Report - NOVEMBER 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 - NOVEMBER 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 - NOVEMBER 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%

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Washington Service Quality Summary Report - NOVEMBER 2012

METRIC DESCRIPTION	OCTOBER 2012			NOVEMBER 2012		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	2,235	2,358	94.78%	2,598	3,196	81.29%
OOS Tickets Not Cleared Within 48 Hrs	123	1	123	598	1	598
Number of OOS Exemptions	68	1	68	161	1	161
All Other Repairs Cleared LT < 72 Hrs	5,330	5,380	99.07%	6,584	6,699	98.28%
All Other Troubles Cleared GTR > 72 Hrs	50	1	50	115	1	115
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	0	1	0	5	1	5
Physically Obstructed All Other Troubles Cleared > 72 Hrs	26	1	26	79	1	79
Repair Force Majeure Exclusions	30	1	30	99	1	99
Repair Physically Obstructed Exclusions	35	1	35	78	1	78
Installation Appointments Met	2,592	2,770	93.57%	2,189	2,351	93.11%
Repair Appointments Met	2,309	2,697	85.61%	2,818	3,275	86.05%
Provisioning Missed for Company Reasons	151	1	151	146	1	146
Provisioning Missed for Customer Reasons	660	1	660	583	1	583
% of Switches Delivering Dial Tone Within 3 seconds	5,749	5,750	99.98%	5,612	5,612	100.00%

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Washington Orders Summary - NOVEMBER 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%	
ABERDEEN-HOQUIAM		58	1	323.00	3	94.83%	0	100.00%	1
AUBURN		124	6	38.33	2	98.39%	0	100.00%	
BAINBRIDGE ISLAND		47	0		1	97.87%	0	100.00%	
BATTLEGROUND		57	1	11.00	2	96.49%	0	100.00%	
BELFAIR		42	0		0	100.00%	0	100.00%	
BELLEVUE		182	3	169.00	1	99.45%	0	100.00%	1
	BELLEVUE GLENCOURT	78	0		1	98.72%	0	100.00%	
	BELLEVUE-SHERWOOD	104	3	169.00	0	100.00%	0	100.00%	1
BELLINGHAM		168	2	31.50	2	98.81%	0	100.00%	
	BELLINGHAM LUMMI	15	0		0	100.00%	0	100.00%	
	BELLINGHAM REGENT	153	2	31.50	2	98.69%	0	100.00%	
BLACK DIAMOND		11	2	161.00	0	100.00%	0	100.00%	1
BREMERTON		141	1	7.00	4	97.16%	0	100.00%	
	BREMERTON CROSBY	16	0		0	100.00%	0	100.00%	
	BREMERTON ESSEX	122	1	7.00	4	96.72%	0	100.00%	
	BREMERTON SUNNYSLOPE	3	0		0	100.00%	0	100.00%	
BUCKLEY		10	0		0	100.00%	0	100.00%	
CASTLE ROCK		24	0		0	100.00%	0	100.00%	
CENTRALIA		59	0		0	100.00%	0	100.00%	
CHEHALIS		54	1	274.00	0	100.00%	0	100.00%	1
	CHEHALIS	42	1	274.00	0	100.00%	0	100.00%	1
	CHEHALIS NAPAVALINE	12	0		0	100.00%	0	100.00%	
CLE-ELUM		19	0		0	100.00%	0	100.00%	
COLFAX		16	0		0	100.00%	0	100.00%	
COLVILLE		57	3	38.67	1	98.25%	0	100.00%	

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
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Washington Orders Summary - NOVEMBER 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)		16	0		0	100.00%	0	100.00%	
COULEE DAM		11	2	41.00	1	90.91%	0	100.00%	
CRYSTAL MTN.		5	1	1.00	0	100.00%	0	100.00%	
DAYTON		16	0		1	93.75%	0	100.00%	
DEER PARK		51	2	15.00	1	98.04%	0	100.00%	
DES MOINES		152	7	39.43	3	98.03%	0	100.00%	
	DES MOINES	54	0		1	98.15%	0	100.00%	
	DES MOINES FEDERAL WAY	98	7	39.43	2	97.96%	0	100.00%	
EASTON		7	0		0	100.00%	0	100.00%	
ELK		18	1	27.00	0	100.00%	0	100.00%	
ENUMCLAW		35	0		1	97.14%	0	100.00%	
EPHRATA		16	0		1	93.75%	0	100.00%	
GRAHAM		91	6	49.33	2	97.80%	0	100.00%	
GREEN BLUFF		9	2	14.50	1	88.89%	0	100.00%	
HOODSPORT		15	0		1	93.33%	0	100.00%	
ISSAQUAH		69	2	41.50	0	100.00%	0	100.00%	
KENT		260	3	92.67	4	98.46%	0	100.00%	1
	KENT MERIDIAN	65	1	195.00	1	98.46%	0	100.00%	1
	KENT O BRIEN	25	1	9.00	0	100.00%	0	100.00%	
	KENT ULRICH	170	1	74.00	3	98.24%	0	100.00%	
LIBERTY LAKE		1	1	44.00	0	100.00%	0	100.00%	
LONGVIEW-KELSO		177	1	2.00	3	98.31%	0	100.00%	
LOON LAKE		10	2	36.50	0	100.00%	0	100.00%	
MAPLE VALLEY		27	2	12.50	0	100.00%	0	100.00%	
MOSES LAKE		82	0		1	98.78%	0	100.00%	

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STANDARD						99.00%		99.00%	
	MOSES LAKE AFB	25	0		1	96.00%	0	100.00%	
	MOSES LAKE ALDER	57	0		0	100.00%	0	100.00%	
NEWMAN LAKE		8	0		0	100.00%	0	100.00%	
NORTHPORT		8	0		0	100.00%	0	100.00%	
OLYMPIA		295	7	20.86	3	98.98%	0	100.00%	
	OLYMPIA EVERGREEN	21	1	21.00	0	100.00%	0	100.00%	
	OLYMPIA LACEY	137	2	24.00	1	99.27%	0	100.00%	
	OLYMPIA WHITEHALL	137	4	19.25	2	98.54%	0	100.00%	
OMAK-OKANOGAN		45	2	15.50	1	97.78%	0	100.00%	
OROVILLE		20	0		0	100.00%	0	100.00%	
OTHELLO		31	2	32.00	0	100.00%	0	100.00%	
PASCO		94	3	34.67	2	97.87%	0	100.00%	
PATEROS		5	0		0	100.00%	0	100.00%	
POMEROY		5	1	125.00	0	100.00%	0	100.00%	
PT. ANGELES		72	2	43.50	1	98.61%	0	100.00%	
	PT ANGELES JOYCE	6	0		0	100.00%	0	100.00%	
	PT. ANGELES	66	2	43.50	1	98.48%	0	100.00%	
PT. LUDLOW		12	0		0	100.00%	0	100.00%	
PT. ORCHARD		76	2	2.50	4	94.74%	0	100.00%	
	PORT ORCHARD COLBY	22	0		0	100.00%	0	100.00%	
	PT. ORCHARD	54	2	2.50	4	92.59%	0	100.00%	
PT. TOWNSEND		71	1	7.00	0	100.00%	0	100.00%	
PUYALLAP		150	7	38.14	3	98.00%	0	100.00%	
RENTON		243	7	19.43	11	95.47%	0	100.00%	
RIDGEFIELD		14	0		1	92.86%	0	100.00%	

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

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STANDARD						90.00%		99.00%	
ROCHESTER		32	0		1	96.88%	0	100.00%	
ROY		10	0		1	90.00%	0	100.00%	
SEATTLE		1,217	22	27.82	19	98.44%	0	100.00%	
	SEATTLE ATWATER	78	0		2	97.44%	0	100.00%	
	SEATTLE CAMPUS	37	0		1	97.30%	0	100.00%	
	SEATTLE CHERRY	215	6	17.00	4	98.14%	0	100.00%	
	SEATTLE DUWAMISH	75	4	35.50	1	98.67%	0	100.00%	
	SEATTLE EAST	125	4	37.25	4	96.80%	0	100.00%	
	SEATTLE ELLIOT	39	0		1	97.44%	0	100.00%	
	SEATTLE EMERSON	125	0		0	100.00%	0	100.00%	
	SEATTLE LAKEVIEW	92	2	7.00	2	97.83%	0	100.00%	
	SEATTLE MAIN	120	2	19.00	2	98.33%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	32	0		0	100.00%	0	100.00%	
	SEATTLE PARKWAY	119	0		0	100.00%	0	100.00%	
	SEATTLE SUNSET	86	2	36.50	0	100.00%	0	100.00%	
	SEATTLE WEST	74	2	47.00	2	97.30%	0	100.00%	
SEQUIM		48	4	39.50	1	97.92%	0	100.00%	
SHELTON		83	1	14.00	1	98.80%	0	100.00%	
SILVERDALE		51	0		1	98.04%	0	100.00%	
SPOKANE		763	14	46.64	10	98.69%	0	100.00%	3
	SPOKANE CHESTNUT	12	0		1	91.67%	0	100.00%	
	SPOKANE FAIRFAX	123	0		1	99.19%	0	100.00%	
	SPOKANE HUDSON	111	3	8.67	1	99.10%	0	100.00%	
	SPOKANE KEYSTONE	76	3	6.33	0	100.00%	0	100.00%	
	SPOKANE MORAN	33	0		0	100.00%	0	100.00%	

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STANDARD									
	SPOKANE RIVERSIDE	113	1	6.00	2	98.23%	0	100.00%	1
	SPOKANE WALNUT	213	3	81.67	4	98.12%	0	100.00%	1
	SPOKANE WHITWORTH	82	4	89.25	1	98.78%	0	100.00%	2
SPRINGDALE		16	2	37.50	2	87.50%	0	100.00%	
SUMNER (BONNEYLAKE)		62	0		1	98.39%	0	100.00%	
TACOMA		898	22	20.82	8	99.11%	0	100.00%	
	TACOMA FORT LEWIS	20	1	13.00	0	100.00%	0	100.00%	
	TACOMA GREENFIELD	158	1	29.00	1	99.37%	0	100.00%	
	TACOMA JUNIPER	169	3	23.33	3	98.22%	0	100.00%	
	TACOMA LENNOX	170	6	12.00	0	100.00%	0	100.00%	
	TACOMA LOGAN	57	1	4.00	0	100.00%	0	100.00%	
	TACOMA MARKET (FAWCETT)	95	6	33.50	0	100.00%	0	100.00%	
	TACOMA SKYLINE	76	1	9.00	3	96.05%	0	100.00%	
	TACOMA WAVERLY-2	22	1	3.00	0	100.00%	0	100.00%	
	TACOMA WAVERLY-7	131	2	28.50	1	99.24%	0	100.00%	
VANCOUVER		546	9	27.11	8	98.53%	0	100.00%	
	VANCOUVER ORCHARDS	281	4	30.00	3	98.93%	0	100.00%	
	VANCOUVER OXFORD	171	4	25.00	3	98.25%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	94	1	24.00	2	97.87%	0	100.00%	
WAITSBURG		4	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		97	4	3.75	1	98.97%	0	100.00%	1
WARDEN		3	2	182.50	1	66.67%	0	100.00%	
WINLOCK		12	1	3.00	0	100.00%	0	100.00%	
YAKIMA		257	6	45.83	4	98.44%	0	100.00%	1
	YAKIMA CHESTNUT	181	4	68.00	3	98.34%	0	100.00%	1

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STANDARD		76	2	1.50	1	90.00%	0	99.00%	
Exchanges in Neighboring States	YAKIMA WEST					98.68%		100.00%	
CLARKSTON		31	1	0.00	0	100.00%	0	100.00%	
TOTALS		7,416	174	39.90	121	98.37%	0	100.00%	10

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WASHINGTON TROUBLE REPORT RATE - NOVEMBER 2012

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE NOV-12	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
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	7,304	111	1.52	1.65	0.65	1.50	1.06	0.89	0.78	0.71	1.03	1.44	1.28	1.13
AUBURN	0	12,637	161	1.27	0.97	0.78	0.95	0.81	0.94	0.93	0.76	1.05	1.30	1.90	1.09
BAINBRIDGE ISLAND	0	7,042	120	1.70	0.97	1.12	1.13	0.94	1.04	1.03	0.71	0.93	0.90	1.07	1.15
BATTLEGROUND	0	6,882	98	1.42	1.36	1.21	1.09	0.63	0.99	0.85	0.73	1.10	0.94	1.20	1.34
BELFAIR	0	4,829	95	1.97	0.98	1.04	1.31	2.05	1.34	1.39	0.70	0.85	0.86	1.11	1.18
BELLEVUE	0	27,023	253	0.94	0.71	0.43	0.58	0.59	0.62	0.57	0.63	0.57	0.71	0.70	0.71
	0	11,323	89	0.79	0.49	0.36	0.49	0.47	0.48	0.54	0.69	0.51	0.54	0.52	0.49
BELLEVUE GLENCOURT	0	15,700	164	1.04	0.88	0.48	0.65	0.68	0.73	0.58	0.59	0.62	0.84	0.82	0.87
BELLEVUE-SHERWOOD	0	17,966	112	0.62	0.64	0.40	0.52	0.72	0.29	0.38	0.38	0.56	0.41	0.52	0.41
BELLINGHAM	0	1,056	10	0.95	2.84	0.38	0.37	0.46	0.27	0.64	0.09	0.72	0.81	0.54	0.44
BELLINGHAM LUMMI	0	16,910	102	0.60	0.51	0.40	0.53	0.74	0.30	0.37	0.40	0.55	0.39	0.52	0.41
BELLINGHAM REGENT	0	1,729	29	1.68	1.83	1.48	1.47	1.58	1.39	1.15	1.09	1.67	2.56	3.33	1.36
BLACK DIAMOND	0	23,292	192	0.82	0.51	0.37	0.60	0.39	0.39	0.41	0.40	0.45	0.38	0.65	0.59
BREMERTON	0	2,384	76	3.19	2.09	1.16	1.73	1.14	1.22	1.08	1.20	1.07	0.59	1.10	1.10
BREMERTON CROSBY	0	20,403	111	0.54	0.32	0.29	0.45	0.30	0.27	0.32	0.32	0.39	0.35	0.61	0.53
BREMERTON ESSEX	0	505	5	0.99	0.79	0.00	1.16	0.77	1.34	0.96	0.19	0.19	0.74	0.00	0.73
BREMERTON SUNNYSLOPE	0	1,431	22	1.54	1.53	1.72	1.55	1.46	1.97	1.62	0.77	3.44	1.83	1.32	1.76
BUCKLEY	0	2,722	94	3.45	2.54	1.51	1.83	2.38	2.01	2.05	1.72	1.33	1.38	2.02	1.83
CASTLE ROCK	0	4,831	62	1.28	1.15	0.85	1.21	0.96	0.93	1.55	0.94	1.36	0.83	1.44	0.87
CENTRALIA	0	6,926	82	1.18	0.96	1.44	0.92	0.81	1.09	1.39	1.15	1.21	1.00	1.51	1.23
CHEHALIS	0	4,935	49	0.99	0.86	1.30	0.79	0.80	1.15	1.36	1.27	1.30	1.05	1.55	1.13
	0	1,991	33	1.66	1.20	1.79	1.24	0.84	0.94	1.47	0.83	0.98	0.88	1.41	1.50
CHEHALIS NAPAVINE	0	2,191	22	1.00	1.13	0.98	0.85	0.85	0.49	0.48	0.83	0.69	1.03	0.85	0.55
CLE-ELUM	0	1,825	20	1.10	1.26	0.55	0.71	1.47	1.09	0.75	0.48	1.22	1.16	0.89	0.89
COLFAX	0	5,617	82	1.46	0.71	0.65	0.72	1.86	1.13	0.69	0.99	0.53	0.94	0.53	0.46
COLVILLE	0	2,473	58	2.35	1.24	0.91	0.86	1.29	1.28	0.92	1.57	1.31	1.52	1.11	1.31
COPALIS(OCEAN SHORES)	0	1,653	31	1.88	1.67	2.65	2.00	3.18	1.54	0.86	0.86	1.88	1.52	0.56	1.39
COULLEE DAM	0	531	6	1.13	0.19	0.74	1.46	0.55	0.55	1.10	0.92	0.73	1.28	2.00	2.18
CRYSTAL MTN.	0	1,466	21	1.43	0.88	0.54	1.41	0.87	0.53	0.79	1.89	1.62	1.87	1.60	0.57
DAYTON	0	4,595	83	1.81	2.49	0.92	3.17	1.63	2.25	2.51	1.86	1.16	0.69	0.95	1.37
DEER PARK	0	12,620	160	1.27	0.85	0.70	0.71	0.69	0.74	0.62	0.77	0.66	1.04	1.04	0.94
DES MOINES	0	4,994	68	1.36	0.67	0.63	0.70	0.52	0.87	0.70	0.80	0.75	1.11	1.14	0.78
DES MOINES FEDERAL WAY	0	7,626	92	1.21	0.96	0.74	0.72	0.81	0.66	0.57	0.76	0.60	1.00	0.97	1.05

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WIRECENTER	STD EXD CNT	LINES	RPTS	RATE NOV-12	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
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	475	3	0.63	1.05	0.83	1.66	1.44	1.22	2.06	0.21	0.41	1.41	0.81	1.60
ENUMCLAW	0	4,203	69	1.64	1.04	0.97	1.90	1.53	1.27	1.27	1.28	1.69	3.08	1.74	1.90
EPHRATA	0	2,159	14	0.65	0.09	0.27	0.49	1.95	0.66	0.70	0.82	0.47	0.30	0.55	0.34
GRAHAM	0	7,824	111	1.42	1.46	1.13	1.17	0.94	0.87	1.16	0.80	1.71	1.84	1.63	1.22
GREEN BLUFF	0	1,938	34	1.75	0.97	0.51	0.96	1.05	1.19	1.33	1.27	0.63	1.11	1.20	1.42
HOODSPORT	0	1,434	23	1.60	1.03	0.67	0.60	0.92	0.65	0.71	0.63	1.01	0.56	0.31	0.49
ISSAQUAH	0	11,062	102	0.92	0.56	0.51	0.75	0.69	0.53	0.71	0.57	0.83	0.92	1.01	0.83
KENT	0	24,803	293	1.18	0.74	0.53	0.72	0.70	0.79	0.80	0.76	0.75	1.16	1.40	0.80
	0	8,195	126	1.54	0.93	0.49	0.83	0.86	0.86	0.95	0.76	0.91	1.49	1.71	1.14
KENT MERIDIAN	0	5,570	19	0.34	0.25	0.12	0.34	0.21	0.23	0.19	0.24	0.34	0.33	0.46	0.11
KENT O BRIEN	0	11,038	148	1.34	0.85	0.77	0.82	0.82	1.01	0.99	1.02	0.83	1.32	1.64	0.89
KENT ULRICH	0	612	7	1.14	1.93	0.95	0.63	1.39	0.46	0.76	0.31	0.15	0.45	0.15	0.59
LIBERTY LAKE	0	15,021	297	1.98	1.41	1.08	0.99	1.00	1.04	1.11	1.17	1.40	1.29	1.94	1.10
LONGVIEW-KELSO	0	880	7	0.80	1.02	2.43	2.06	0.86	2.67	1.39	1.07	0.53	0.74	0.84	0.83
LOON LAKE	0	5,231	70	1.34	1.06	0.62	0.89	0.99	0.92	1.17	0.90	1.18	1.29	1.09	1.23
MAPLE VALLEY	0	8,828	89	1.01	1.10	0.71	1.14	1.27	1.12	0.83	0.83	0.78	1.07	0.72	0.85
MOSES LAKE	0	1,459	11	0.75	0.82	0.20	0.87	1.13	1.56	0.51	0.89	0.76	0.45	0.94	0.74
	0	7,369	78	1.06	1.15	0.81	1.19	1.30	1.04	0.89	0.81	0.78	1.20	0.67	0.88
MOSES LAKE AFB	0	1,091	14	1.28	1.46	0.53	0.79	1.21	1.21	0.60	0.93	1.34	0.41	0.91	0.57
MOSES LAKE ALDER	1	921	12	1.30	1.82	0.75	1.18	4.62	1.40	1.40	0.54	0.32	0.32	0.32	0.64
NEWMAN LAKE	0	37,212	364	0.98	0.96	0.58	0.64	0.77	0.68	0.90	0.66	0.70	1.03	1.46	0.84
NORTHPORT	0	2,757	50	1.81	1.14	0.99	1.71	1.27	1.13	1.62	0.86	0.93	1.40	1.92	1.02
OLYMPIA	0	16,672	140	0.84	1.01	0.47	0.59	0.81	0.69	0.90	0.66	0.67	1.11	1.06	0.80
	0	17,783	174	0.98	0.88	0.63	0.53	0.66	0.61	0.78	0.62	0.69	0.89	1.75	0.84
OLYMPIA EVERGREEN	0	5,646	99	1.75	1.45	1.36	1.78	2.33	1.14	0.95	1.60	0.92	1.02	1.17	0.96
OLYMPIA LACEY	0	1,528	57	3.73	1.76	0.91	1.74	2.30	1.84	1.39	1.13	1.07	0.81	0.93	1.06
OLYMPIA WHITEHALL	0	3,217	74	2.30	1.69	0.73	1.03	1.46	2.01	1.26	1.36	1.07	1.35	1.10	1.18
OMAK-OKANOGAN	0	10,515	119	1.13	0.78	0.60	0.50	0.82	0.80	0.83	1.00	0.90	0.95	0.74	0.60
OROVILLE	0	610	3	0.49	1.78	1.12	0.63	2.04	0.78	0.78	1.24	1.39	1.22	1.36	1.05
OTHELLO	0	1,087	28	2.58	2.38	1.74	0.90	3.20	3.35	1.85	2.11	3.15	2.27	3.12	1.46
PASCO	0	10,722	111	1.04	0.75	0.74	0.68	0.82	0.54	0.62	0.55	0.70	0.91	1.10	0.75
PATEROS	0	893	18	2.02	0.78	3.77	1.43	1.77	0.44	0.88	0.66	1.76	1.97	2.50	2.27
POMEROY	0	9,829	93	0.95	0.75	0.47	0.62	0.73	0.55	0.59	0.54	0.61	0.82	0.98	0.62
PT. ANGELES	0														
PT ANGELES JOYCE	0														
PT. ANGELES	0														

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WIRECENTER	STD EXD CNT	LINES	RPTS	RATE NOV-12	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
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. LUDLOW	0	1,891	12	0.63	0.63	0.57	1.02	0.96	0.81	1.31	0.40	0.80	0.54	0.64	0.73
PT. ORCHARD	0	11,093	196	1.77	1.18	0.69	1.06	1.03	1.32	1.03	1.23	1.08	1.03	1.19	1.37
PORT ORCHARD COLBY	0	4,118	99	2.40	1.36	0.92	1.28	0.96	1.74	1.19	0.84	1.20	1.34	1.37	1.77
PT. ORCHARD	0	6,975	97	1.39	1.07	0.56	0.94	1.07	1.07	0.94	1.46	1.01	0.84	1.09	1.13
PT. TOWNSEND	0	8,526	88	1.03	0.67	0.71	1.25	0.80	0.78	0.90	0.57	0.85	0.74	0.74	0.64
PUYALLAP	0	14,117	156	1.11	0.83	0.86	0.77	0.84	0.91	1.07	0.69	0.82	1.25	1.88	1.04
RENTON	0	22,522	324	1.44	1.09	0.81	0.94	0.75	0.91	0.75	0.77	1.04	1.18	1.20	1.20
RIDGEFIELD	0	2,289	45	1.97	1.47	1.12	1.29	2.25	0.88	2.09	0.67	1.28	1.44	1.95	1.35
ROCHESTER	0	3,184	81	2.54	2.00	0.86	2.25	1.92	0.59	0.70	1.13	1.90	1.60	1.65	1.52
SEATTLE	0	169,253	1,448	0.86	0.61	0.43	0.48	0.53	0.52	0.52	0.53	0.66	0.61	0.67	0.61
SEATTLE ATWATER	0	11,693	53	0.45	0.42	0.33	0.35	0.44	0.29	0.37	0.38	0.36	0.39	0.35	0.35
SEATTLE CAMPUS	0	5,851	27	0.46	0.37	0.35	0.28	0.30	0.37	0.47	0.30	0.42	0.34	0.49	0.41
SEATTLE CHERRY	0	19,093	295	1.55	1.08	0.51	0.78	0.91	0.91	0.86	0.77	1.21	1.35	1.48	1.09
SEATTLE DUWAMISH	0	8,269	83	1.00	0.69	0.50	0.47	0.40	0.49	0.46	0.68	0.78	0.78	0.79	0.73
SEATTLE EAST	0	18,294	128	0.70	0.46	0.37	0.50	0.55	0.47	0.46	0.49	0.67	0.43	0.55	0.57
SEATTLE ELLIOT	0	4,883	14	0.29	0.31	0.40	0.20	0.20	0.26	0.12	0.14	0.23	0.21	0.17	0.20
SEATTLE EMERSON	0	17,458	179	1.03	0.67	0.56	0.64	0.56	0.47	0.55	0.54	0.57	0.48	0.69	0.76
SEATTLE LAKEVIEW	0	15,623	145	0.93	0.63	0.47	0.55	0.53	0.57	0.60	0.60	0.85	0.79	1.03	0.82
SEATTLE MAIN	0	25,534	49	0.19	0.21	0.21	0.08	0.16	0.13	0.19	0.17	0.16	0.14	0.14	0.14
SEATTLE MERCER ISLAND (ADAMS)	0	5,495	67	1.22	1.04	0.55	0.65	0.84	0.84	0.59	0.33	0.79	0.70	0.58	0.63
SEATTLE PARKWAY	0	11,783	147	1.25	0.82	0.56	0.60	0.71	0.84	0.77	0.96	1.13	1.09	0.85	0.85
SEATTLE SUNSET	0	13,059	121	0.93	0.60	0.48	0.50	0.67	0.61	0.45	0.69	0.54	0.43	0.59	0.55
SEATTLE WEST	0	12,218	140	1.15	0.75	0.47	0.62	0.54	0.66	0.75	0.67	0.87	0.67	0.61	0.69
SEQUIM	0	9,389	94	1.00	0.66	0.45	1.00	0.79	0.77	0.68	0.43	0.56	0.64	0.93	0.78
SHELTON	0	9,180	121	1.32	0.89	0.65	1.14	0.85	0.87	0.93	1.00	1.08	1.27	1.77	0.98
SILVERDALE	0	7,867	69	0.88	0.74	0.47	0.64	0.52	0.44	0.59	0.70	0.70	0.71	1.01	0.98
SPOKANE	0	71,140	955	1.34	1.01	0.65	0.97	1.01	0.97	0.74	0.82	1.01	0.82	0.84	0.75
SPOKANE CHESTNUT	0	1,689	52	3.08	0.98	0.97	1.14	1.13	2.18	0.61	1.16	0.77	1.08	2.15	1.65
SPOKANE FAIRFAX	0	9,815	163	1.66	1.15	0.71	1.09	1.13	1.18	0.82	0.95	1.18	1.02	0.89	0.90
SPOKANE HUDSON	0	7,797	118	1.51	1.23	0.91	1.23	0.91	1.21	0.97	1.11	1.44	0.96	0.92	0.57
SPOKANE KEYSTONE	0	6,696	84	1.25	0.66	0.54	0.74	0.85	0.83	0.55	0.63	1.23	0.78	0.82	0.68
SPOKANE MORAN	0	4,776	45	0.94	0.66	0.46	0.86	1.00	0.99	0.54	0.87	0.71	0.70	1.05	1.67
SPOKANE RIVERSIDE	0	10,261	133	1.30	0.88	0.46	0.73	0.86	0.84	0.54	0.71	1.02	0.79	0.73	0.75

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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
	0	19,401	242	1.25	1.10	0.59	0.81	1.00	0.85	0.72	0.83	0.86	0.78	0.82	0.58
SPOKANE WALNUT				1.10	1.03	0.79	1.34	1.20	0.82	0.93	0.64	0.85	0.70	0.58	0.58
SPOKANE WHITWORTH	1	1,435	20	1.39	3.30	1.16	4.80	2.49	3.05	2.11	3.81	0.85	1.11	1.05	0.78
SPRINGDALE	0	8,125	98	1.21	0.97	0.50	1.15	1.39	0.98	1.09	0.79	1.05	1.81	1.57	0.97
SUMNER (BONNEYLAKE)	0	79,065	951	1.20	0.86	0.72	0.65	0.73	0.66	0.79	0.69	0.82	0.99	1.13	0.97
TACOMA	0	1,581	8	0.51	0.36	0.24	0.35	0.35	0.88	0.64	0.41	0.40	0.34	0.51	0.34
	0	10,575	146	1.38	1.14	0.77	0.77	0.85	0.64	1.16	0.93	1.01	0.99	1.36	1.22
TACOMA FORT LEWIS	0	10,981	141	1.28	0.88	0.82	0.68	1.13	0.69	0.78	0.70	0.89	1.09	1.26	0.86
TACOMA GREENFIELD	0	12,871	154	1.20	1.05	0.83	0.83	0.78	0.70	1.03	0.99	1.05	1.50	1.73	1.24
TACOMA JUNIPER	0	8,025	102	1.27	0.64	0.44	0.75	0.58	0.59	0.43	0.57	0.63	0.79	1.11	0.93
TACOMA LENNOX	0	9,565	106	1.11	0.51	0.54	0.50	0.50	0.51	0.47	0.41	0.44	0.72	0.57	0.46
TACOMA LOGAN	0	8,075	112	1.39	1.07	0.46	0.47	0.71	0.75	0.85	0.69	0.91	0.97	1.12	0.99
TACOMA MARKET (FAWCETT)	0	3,354	39	1.16	0.74	1.11	0.52	0.71	0.56	0.97	0.41	0.87	1.02	0.80	1.38
TACOMA SKYLINE	0	14,038	143	1.02	0.81	0.93	0.57	0.61	0.72	0.68	0.60	0.75	0.85	0.86	0.95
TACOMA WAVERLY-2	0	45,880	518	1.13	0.91	0.65	0.77	0.63	0.73	0.90	0.75	0.91	0.78	1.21	1.05
TACOMA WAVERLY-7	0	23,318	252	1.08	0.91	0.59	0.74	0.57	0.73	0.80	0.66	0.76	0.61	1.05	0.95
VANCOUVER	0	13,185	155	1.18	0.91	0.65	0.85	0.65	0.83	1.07	0.95	1.03	0.81	1.24	1.03
	0	9,377	111	1.18	0.91	0.81	0.71	0.74	0.58	0.94	0.69	1.10	1.15	1.59	1.32
VANCOUVER ORCHARDS	1	400	17	4.25	1.00	1.00	0.49	0.98	2.91	1.21	2.64	1.91	2.35	1.87	3.23
VANCOUVER OXFORD	0	9,953	143	1.44	1.02	0.59	0.68	0.68	1.04	0.94	1.01	0.92	0.67	0.69	0.70
VANCOUVER SALMON CRK(NORTH)	0	825	19	2.30	1.68	0.47	0.94	1.05	0.80	1.60	1.35	1.12	0.99	0.87	0.54
WATTSBURG	0	1,698	23	1.35	1.59	0.77	1.11	0.58	0.98	1.37	0.91	1.71	0.86	1.58	1.07
WARDEN	0	27,125	195	0.72	0.85	0.73	0.90	1.19	0.69	1.10	0.88	0.65	0.63	0.46	0.52
WINLOCK	0	17,799	123	0.69	0.81	0.69	0.82	1.03	0.65	1.14	0.98	0.63	0.67	0.46	0.54
YAKIMA	0	9,326	72	0.77	0.92	0.80	1.06	1.51	0.77	1.01	0.70	0.68	0.56	0.48	0.47
YAKIMA CHESTNUT															
YAKIMA WEST															
Exchanges in Neighboring States															
CLARKSTON	0	3,919	56	1.43	1.90	1.00	1.08	1.09	1.21	1.24	0.96	1.20	0.86	1.35	0.82
TOTALS	0	823,480	9,602	1.17	0.90	0.66	0.82	0.84	0.79	0.80	0.75	0.85	0.90	1.03	0.85

WASHINGTON TRUNK BLOCKING SUMMARY - NOVEMBER 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	8	2.15%

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WASHINGTON TRUNK BLOCKING - NOVEMBER 2012

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072420	168			TOLL	TWO_WAY	0.58%	1x blkng 11/08/12@1200hr issued sa tgsr to cust
AP072421	168			TOLL	TWO_WAY	2.90%	1xblkng11/14/12@1900hr issued sa tgsr lo cust
AP074015	168			TOLL	TWO_WAY	1.34%	1x blkng 11/08/12@0900hr issued sa tgsr to cust
AP077380	144			TOLL	TWO_WAY	0.55%	1x blkng 11/05/12@1700hr sa tgsr issued to the cust
AP077398	168			TOLL	TWO_WAY	0.58%	2x blkng 11/05/12@1600hr & 11/08/12@1300hr issued sa tgsr
AP081340	264			TOLL	TWO_WAY	9.33%	1xblkng 11/29/12 @ 1800 HR issued sa tgsr to the cust
AP081353	312			TOLL	TWO_WAY	6.76%	1xblkng 11/15/12@ 1800 HR issued sa tgsr to the cust
AP081624	72			TOLL	TWO_WAY	1.15%	1x blkng 11/05/12@1700hr issued sa tgsr to the cust

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - NOVEMBER 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 - NOVEMBER 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 - NOVEMBER 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 Frwding-Non-Recurring	RES			
Amount of Remote Call Frwding-Non-Recurring	RES			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - NOVEMBER 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 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 - NOVEMBER 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, 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 - NOVEMBER 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 credits	BUS			
Total amount of seven day out of service condition credit exceptions	BUS			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - NOVEMBER 2012

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

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