

Washington Service Quality Summary Report - DECEMBER 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	685	1	685	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 - DECEMBER 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%

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - DECEMBER 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 - DECEMBER 2012

METRIC DESCRIPTION	OCTOBER 2012			NOVEMBER 2012			DECEMBER 2012		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	2,235	2,358	94.78%	2,598	3,196	81.29%	2,088	2,659	78.53%
OOS Tickets Not Cleared Within 48 Hrs	123	1	123	598	1	598	571	1	571
Number of OOS Exemptions	63	1	68	161	1	161	167	1	167
All Other Repairs Cleared LT < 72 Hrs	5,330	5,380	99.07%	6,584	6,699	98.28%	5,669	5,847	96.96%
All Other Troubles Cleared GTR > 72 Hrs	50	1	50	115	1	115	178	1	178
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	0	1	0	5	1	5	8	1	8
Physically Obstructed All Other Troubles Cleared > 72 Hrs	26	1	26	79	1	79	82	1	82
Repair Force Majeure Exclusions	30	1	30	99	1	99	63	1	63
Repair Physically Obstructed Exclusions	35	1	35	78	1	78	73	1	73
Installation Appointments Met	2,592	2,770	93.57%	2,189	2,351	93.11%	1,803	1,941	92.89%
Repair Appointments Met	2,309	2,697	85.61%	2,818	3,275	86.05%	2,485	2,963	83.87%
Provisioning Missed for Company Reasons	151	1	151	146	1	146	170	1	170
Provisioning Missed for Customer Reasons	600	1	600	583	1	583	530	1	530
% of Switches Delivering Dial Tone Within 3 seconds	5,749	5,750	99.98%	5,612	5,612	100.00%	6,007	6,007	100.00%

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - DECEMBER 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	3.00	1	98.28%	0	100.00%	0
AUBURN		124	3	52.00	4	96.77%	0	100.00%	0
BAINBRIDGE ISLAND		42	0		1	97.62%	0	100.00%	0
BATTLEGROUND		47	2	4.00	2	95.74%	0	100.00%	0
BELFAIR		31	2	10.50	0	100.00%	0	100.00%	0
BELLEVUE		170	4	142.50	5	97.06%	0	100.00%	1
		57	0		0	100.00%	0	100.00%	0
BELLEVUE GLENCOURT				142.50	5	95.58%	0	100.00%	1
BELLEVUE-SHERWOOD		113	4	56.50	3	97.69%	0	100.00%	0
BELLINGHAM		130	2		0	100.00%	0	100.00%	0
		12	0		0				
BELLINGHAM LUMMI				56.50	3	97.46%	0	100.00%	0
BELLINGHAM REGENT		118	2		0	100.00%	0	100.00%	0
		5	2	126.00	0	100.00%	0	100.00%	0
BLACK DIAMOND		125	5	6.80	2	98.40%	0	100.00%	0
BREMERTON		20	1	17.00	1	95.00%	0	100.00%	0
		101	4	4.25	1	99.01%	0	100.00%	0
BREMERTON CROSBY					0	100.00%	0	100.00%	0
BREMERTON ESSEX		4	0		0	100.00%	0	100.00%	0
BREMERTON SUNNYSLOPE					0	100.00%	0	100.00%	0
		11	0		0	100.00%	0	100.00%	0
BUCKLEY		19	0		0	100.00%	0	100.00%	0
CASTLE ROCK		42	0		0	100.00%	0	100.00%	0
CENTRALIA		49	1	299.00	0	100.00%	0	100.00%	1
CHEHALIS		39	1	299.00	0	100.00%	0	100.00%	1
		10	0		0	100.00%	0	100.00%	0
CHEHALIS		6	0		0	100.00%	0	100.00%	0
		8	0		0	100.00%	0	100.00%	0
CLE-ELUM		34	2	52.50	0	100.00%	0	100.00%	0
COLFAX		13	0		3	76.92%	0	100.00%	0
COLVILLE		15	1	48.00	1	93.33%	0	100.00%	0
COPALIS(OCEAN SHORES)		7	0		2	71.43%	0	100.00%	0
COULEE DAM		7	2	1.00	0	100.00%	0	100.00%	0
CRYSTAL MTN									
DAYTON									

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 - DECEMBER 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%	
DEER PARK		40	0		3	92.50%	0	100.00%	
DES MOINES		121	8	54.00	1	99.17%	0	100.00%	
	DES MOINES	54	0		0	100.00%	0	100.00%	
	DES MOINES FEDERAL WAY	67	8	54.00	1	98.51%	0	100.00%	
EASTON		4	0		0	100.00%	0	100.00%	
ELK		14	1	52.00	1	92.86%	0	100.00%	
ENUMCLAW		26	0		0	100.00%	0	100.00%	
EPHRATA		13	0		0	100.00%	0	100.00%	
GRAHAM		69	7	23.14	2	97.10%	0	100.00%	
GREEN BLUFF		9	2	39.50	1	88.89%	0	100.00%	
HOODSPORT		9	0		0	100.00%	0	100.00%	
ISSAQUAH		47	2	54.00	1	97.87%	0	100.00%	1
KENT		230	4	86.50	3	98.70%	0	100.00%	1
	KENT MERIDIAN	81	2	106.50	2	97.53%	0	100.00%	1
	KENT O BRIEN	18	1	34.00	0	100.00%	0	100.00%	
	KENT ULRICH	131	1	99.00	1	99.24%	0	100.00%	
LIBERTY LAKE		2	2	37.00	0	100.00%	0	100.00%	
LONGVIEW-KELSO		129	1	7.00	4	96.90%	0	100.00%	
LOON LAKE		3	1	25.00	0	100.00%	0	100.00%	
MAPLE VALLEY		35	2	13.00	3	91.43%	0	100.00%	
MOSES LAKE		60	3	12.00	1	98.33%	0	100.00%	
	MOSES LAKE AFB	8	0		0	100.00%	0	100.00%	
	MOSES LAKE ALDER	52	3	12.00	1	98.08%	0	100.00%	
NEWMAN LAKE		7	1	11.00	0	100.00%	0	100.00%	
NORTHPORT		8	0		1	87.50%	0	100.00%	
OLYMPIA		272	6	25.33	8	97.06%	0	100.00%	
	OLYMPIA EVERGREEN	14	0		2	85.71%	0	100.00%	
	OLYMPIA LACEY	123	2	6.50	2	98.37%	0	100.00%	
	OLYMPIA WHITEHALL	135	4	34.75	4	97.04%	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 - DECEMBER 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%	
OMAK-OKANOGAN		36	3	23.67	3	91.67%	0	100.00%	0
OROVILLE		11	0		0	100.00%	0	100.00%	0
OTHELLO		37	2	45.50	2	94.59%	0	100.00%	0
PASCO		67	4	50.50	0	100.00%	0	100.00%	0
PATEROS		2	0		0	100.00%	0	100.00%	0
POMEROY		7	0		0	100.00%	0	100.00%	0
PT. ANGELES		43	2	66.00	0	100.00%	0	100.00%	0
	PT ANGELES JOYCE	2	0		0	100.00%	0	100.00%	0
	PT. ANGELES	41	2	66.00	0	100.00%	0	100.00%	0
PT. LUDLOW		10	0	14.00	2	96.77%	0	100.00%	0
PT. ORCHARD		62	2	0.00	0	100.00%	0	100.00%	0
	PORT ORCHARD COLBY	14	1	28.00	2	95.83%	0	100.00%	0
	PT. ORCHARD	48	1	0.00	2	95.45%	0	100.00%	0
PT. TOWNSEND		44	1	61.17	3	97.14%	0	100.00%	0
PUYALLAP		105	6	14.07	7	96.30%	0	100.00%	0
RENTON		189	14		0	100.00%	0	100.00%	0
RIDGEFIELD		14	0		0	100.00%	0	100.00%	0
ROCHESTER		25	0		0	100.00%	0	100.00%	0
ROY		14	0		0	100.00%	0	100.00%	0
SEATTLE		1,042	32	21.41	15	98.56%	0	100.00%	0
	SEATTLE ATWATER	66	2	4.50	0	100.00%	0	100.00%	0
	SEATTLE CAMPUS	31	0		0	100.00%	0	100.00%	0
	SEATTLE CHERRY	159	9	18.22	4	97.48%	0	100.00%	0
	SEATTLE DUWAMISH	81	2	41.50	2	97.53%	0	100.00%	0
	SEATTLE EAST	125	6	29.33	1	99.20%	0	100.00%	0
	SEATTLE ELLIOT	33	1	0.00	0	100.00%	0	100.00%	0
	SEATTLE EMERSON	86	2	1.50	0	100.00%	0	100.00%	0
	SEATTLE LAKEVIEW	80	1	30.00	1	98.75%	0	100.00%	0
	SEATTLE MAIN	109	3	10.67	2	98.17%	0	100.00%	0

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 - DECEMBER 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	SEATTLE MERCER ISLAND (ADAMS)	30	0		1	90.00%	0	99.00%	0
	SEATTLE PARKWAY	88	2	12.00	0	100.00%	0	100.00%	0
	SEATTLE SUNSET	79	1	11.00	3	96.20%	0	100.00%	0
	SEATTLE WEST	75	3	51.00	1	98.67%	0	100.00%	0
SEQUIM		52	3	75.33	2	96.15%	0	100.00%	0
SHELTON		58	2	23.00	2	96.55%	0	100.00%	0
SILVERDALE		55	0		0	100.00%	0	100.00%	0
SPOKANE		657	17	54.94	15	97.72%	0	100.00%	3
	SPOKANE CHESTNUT	8	0		0	100.00%	0	100.00%	0
	SPOKANE FAIRFAX	86	3	12.67	2	97.67%	0	100.00%	0
	SPOKANE HUDSON	97	2	35.50	1	98.97%	0	100.00%	0
	SPOKANE KEYSTONE	65	1	26.00	5	92.31%	0	100.00%	0
	SPOKANE MORAN	29	0		1	96.55%	0	100.00%	0
	SPOKANE RIVERSIDE	100	4	8.25	1	99.00%	0	100.00%	0
	SPOKANE WALNUT	180	3	106.67	3	98.33%	0	100.00%	1
	SPOKANE WHITWORTH	92	4	111.50	2	97.83%	0	100.00%	2
SPRINGDALE		4	2	62.50	0	100.00%	0	100.00%	0
SUMNER (BONNEYLAKE)		50	2	3.50	2	96.00%	0	100.00%	0
TACOMA		718	29	24.17	9	98.75%	0	100.00%	0
	TACOMA FORT LEWIS	22	1	11.00	0	100.00%	0	100.00%	0
	TACOMA GREENFIELD	112	5	15.40	1	99.11%	0	100.00%	0
	TACOMA JUNIPER	94	5	8.40	2	97.87%	0	100.00%	0
	TACOMA LENNOX	114	3	28.33	3	97.37%	0	100.00%	0
	TACOMA LOGAN	62	1	7.00	1	98.39%	0	100.00%	0
	TACOMA MARKET (FAWCETT)	85	6	53.33	0	100.00%	0	100.00%	0
	TACOMA SKYLINE	81	2	7.50	0	100.00%	0	100.00%	0
	TACOMA WAVERLY-2	24	0		2	91.67%	0	100.00%	0
	TACOMA WAVERLY-7	124	6	24.00	0	100.00%	0	100.00%	0
VANCOUVER		423	10	29.30	8	98.11%	0	100.00%	0

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 - DECEMBER 2012  
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDRS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDRS COMPLETED WITHIN 5 DAYS	INWARD ORDRS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDRS COMPLETED WITHIN 90 DAYS	INWARD ORDRS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD		214	4	44.00	3	90.00%	0	99.00%	
	VANCOUVER ORCHARDS								
	VANCOUVER OXFORD	140	2	43.50	2	98.57%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	69	4	7.50	3	95.65%	0	100.00%	
	WAITSBURG	3	0		0	100.00%	0	100.00%	
	WALLA WALLA (INCL TOUCHET)	71	1	21.00	4	94.37%	0	100.00%	
	WARDEN	5	2	205.00	0	100.00%	0	100.00%	1
	WINLOCK	8	2	14.00	1	87.50%	0	100.00%	
	YAKIMA	200	9	17.33	0	100.00%	0	100.00%	
	YAKIMA CHESTNUT	146	7	18.00	0	100.00%	0	100.00%	
	YAKIMA WEST	54	2	15.00	0	100.00%	0	100.00%	
Exchanges in Neighboring States									
	CLARKSTON	27	1	2.00	2	92.59%	0	100.00%	
TOTALS		6,080	213	36.82	132	97.85%	0	100.00%	8

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

WASHINGTON TROUBLE REPORT RATE - DECEMBER 2012

WIRECENTER		STD	RATE												RATE
EXD	LINES	RPTS	DEC-12	NOV-12	OCT-12	SEP-12	AUG-12	JUL-12	JUN-12	MAY-12	APR-12	MAR-12	FEB-12	JAN-12	
CNT			4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	
	STANDARD														
	ABERDEEN-HOQUIAM														
0	7,233	87	1.20	1.52	1.65	0.65	1.50	1.06	0.89	0.78	0.71	1.03	1.44	1.28	
0	12,571	174	1.38	1.27	0.97	0.78	0.95	0.81	0.94	0.93	0.76	1.05	1.30	1.90	
0	6,996	89	1.27	1.70	0.97	1.12	1.13	0.94	1.04	1.03	0.71	0.93	0.90	1.07	
0	6,864	134	1.95	1.42	1.36	1.21	1.09	0.63	0.99	0.85	0.73	1.10	0.94	1.20	
0	4,777	70	1.47	1.97	0.98	1.04	1.31	2.05	1.34	1.39	0.70	0.85	0.86	1.11	
0	26,848	224	0.83	0.94	0.71	0.43	0.58	0.59	0.62	0.57	0.63	0.57	0.71	0.70	
0	11,243	68	0.60	0.79	0.49	0.36	0.49	0.47	0.48	0.54	0.69	0.51	0.54	0.52	
0	15,605	156	1.00	1.04	0.88	0.48	0.65	0.68	0.73	0.58	0.59	0.62	0.84	0.82	
0	17,797	90	0.51	0.62	0.64	0.40	0.52	0.72	0.29	0.38	0.38	0.56	0.41	0.52	
0	1,042	13	1.25	0.95	2.84	0.38	0.37	0.46	0.27	0.64	0.09	0.72	0.81	0.54	
0	16,755	77	0.46	0.60	0.51	0.40	0.53	0.74	0.30	0.37	0.40	0.55	0.39	0.52	
0	1,708	14	0.82	1.68	1.83	1.48	1.47	1.58	1.39	1.15	1.09	1.67	2.56	3.33	
0	23,195	175	0.75	0.82	0.51	0.37	0.60	0.39	0.39	0.41	0.40	0.45	0.38	0.65	
0	2,373	58	2.44	3.19	2.09	1.16	1.73	1.14	1.22	1.08	1.20	1.07	0.59	1.10	
0	20,318	109	0.54	0.54	0.32	0.29	0.45	0.30	0.27	0.32	0.32	0.39	0.35	0.61	
0	504	8	1.59	0.99	0.79	0.00	1.16	0.77	1.34	0.96	0.19	0.19	0.74	0.00	
0	1,413	12	0.85	1.54	1.53	1.72	1.55	1.46	1.97	1.62	0.77	3.44	1.83	1.32	
0	2,716	72	2.65	3.45	2.54	1.51	1.83	2.38	2.01	2.05	1.72	1.33	1.38	2.02	
0	4,794	46	0.96	1.28	1.15	0.85	1.21	0.96	0.93	1.55	0.94	1.36	0.83	1.44	
0	6,883	51	0.74	1.18	0.96	1.44	0.92	0.81	1.09	1.39	1.15	1.21	1.00	1.51	
0	4,908	34	0.69	0.99	0.86	1.30	0.79	0.80	1.15	1.36	1.27	1.30	1.05	1.55	
0	1,975	17	0.86	1.66	1.20	1.79	1.24	0.84	0.94	1.47	0.83	0.98	0.88	1.41	
0	2,178	24	1.10	1.00	1.13	0.98	0.85	0.85	0.49	0.48	0.83	0.69	1.03	0.85	
0	1,813	32	1.77	1.10	1.26	0.55	0.71	1.47	1.09	0.75	0.48	1.22	1.16	0.89	
0	5,582	53	0.95	1.46	0.71	0.65	0.72	1.86	1.13	0.69	0.99	0.53	0.94	0.53	
0	2,463	47	1.91	2.35	1.24	0.91	0.86	1.29	1.28	0.92	1.57	1.31	1.52	1.11	
0	1,651	34	2.06	1.88	1.67	2.65	2.00	3.18	1.54	0.86	0.86	1.88	1.52	0.56	
0	535	18	3.36	1.13	0.19	0.74	1.46	0.55	0.55	1.10	0.92	0.73	1.28	2.00	
0	1,448	4	0.28	1.43	0.88	0.54	1.41	0.87	0.53	0.79	1.89	1.62	1.87	1.60	
0	4,565	51	1.12	1.81	2.49	0.92	3.17	1.63	2.25	2.51	1.86	1.16	0.69	0.95	
0	12,492	143	1.14	1.27	0.85	0.70	0.71	0.69	0.74	0.62	0.77	0.66	1.04	1.04	
0	4,950	52	1.05	1.36	0.67	0.63	0.70	0.52	0.87	0.70	0.80	0.75	1.11	1.14	
0	7,542	91	1.21	1.21	0.96	0.74	0.72	0.81	0.66	0.57	0.76	0.60	1.00	0.97	
0	474	0	0.00	0.63	1.05	0.83	1.66	1.44	1.22	2.06	0.21	0.41	1.41	0.81	

WASHINGTON TROUBLE REPORT RATE - DECEMBER 2012

WIRECENTER		STD	RATE											
EXD	LINES	RPTS	DEC-12	NOV-12	OCT-12	SEP-12	AUG-12	JUL-12	JUN-12	MAY-12	APR-12	MAR-12	FEB-12	JAN-12
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
0	ENUMCLAW	60	1.43	1.64	1.04	0.97	1.90	1.53	1.27	1.27	1.28	1.69	3.08	1.74
0	EPHRATA	23	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70	0.82	0.47	0.30	0.55
0	GRAHAM	98	1.26	1.42	1.46	1.13	1.17	0.94	0.87	1.16	0.80	1.71	1.84	1.63
0	GREEN BLUFF	21	1.09	1.75	0.97	0.51	0.96	1.05	1.19	1.33	1.27	0.63	1.11	1.20
0	HOODSPORT	35	2.45	1.60	1.03	0.67	0.60	0.92	0.65	0.71	0.63	1.01	0.56	0.31
0	ISSAQUAH	90	0.82	0.92	0.56	0.51	0.75	0.69	0.53	0.71	0.57	0.83	0.92	1.01
0	KENT	281	1.14	1.18	0.74	0.53	0.72	0.70	0.79	0.80	0.76	0.75	1.16	1.40
0	KENT MERIDIAN	114	1.40	1.54	0.93	0.49	0.83	0.86	0.86	0.95	0.76	0.91	1.49	1.71
0	KENT O BRIEN	31	0.56	0.34	0.25	0.12	0.34	0.21	0.23	0.19	0.24	0.34	0.33	0.46
0	KENT ULRICH	136	1.24	1.34	0.85	0.77	0.82	0.82	1.01	0.99	1.02	0.83	1.32	1.64
0	LIBERTY LAKE	3	0.50	1.14	1.93	0.95	0.63	1.39	0.46	0.76	0.31	0.15	0.45	0.15
0	LONGVIEW-KELSO	262	1.76	1.98	1.41	1.08	0.99	1.00	1.04	1.11	1.17	1.40	1.29	1.94
0	LOON LAKE	13	1.49	0.80	1.02	2.43	2.06	0.86	2.67	1.39	1.07	0.53	0.74	0.84
0	MAPLE VALLEY	90	1.74	1.34	1.06	0.62	0.89	0.99	0.92	1.17	0.90	1.18	1.29	1.09
0	MOSES LAKE	91	1.04	1.01	1.10	0.71	1.14	1.27	1.12	0.83	0.83	0.78	1.07	0.72
0	MOSES LAKE AFB	12	0.83	0.75	0.82	0.20	0.87	1.13	1.56	0.51	0.89	0.76	0.45	0.94
0	MOSES LAKE ALDER	79	1.08	1.06	1.15	0.81	1.19	1.30	1.04	0.89	0.81	0.78	1.20	0.67
0	NEWMAN LAKE	14	1.29	1.28	1.46	0.53	0.79	1.21	1.21	0.60	0.93	1.34	0.41	0.91
0	NORTHPORT	18	1.97	1.30	1.82	0.75	1.18	4.62	1.40	1.40	0.54	0.32	0.32	0.32
0	OLYMPIA	319	0.86	0.98	0.96	0.58	0.64	0.77	0.68	0.90	0.66	0.70	1.03	1.46
0	OLYMPIA EVERGREEN	51	1.87	1.81	1.14	0.99	1.71	1.27	1.13	1.62	0.86	0.93	1.40	1.92
0	OLYMPIA LACEY	115	0.69	0.84	1.01	0.47	0.59	0.81	0.69	0.90	0.66	0.67	1.11	1.06
0	OLYMPIA WHITEHALL	153	0.87	0.98	0.88	0.63	0.53	0.66	0.61	0.78	0.62	0.69	0.89	1.75
0	OMAK-OKANOGAN	109	1.94	1.75	1.45	1.36	1.78	2.33	1.14	0.95	1.60	0.92	1.02	1.17
0	OROVILLE	31	2.04	3.73	1.76	0.91	1.74	2.30	1.84	1.39	1.13	1.07	0.81	0.93
0	OTHELLO	53	1.66	2.30	1.69	0.73	1.03	1.46	2.01	1.26	1.36	1.07	1.35	1.10
0	PASCO	107	1.03	1.13	0.78	0.60	0.50	0.82	0.80	0.83	1.00	0.90	0.95	0.74
0	PATEROS	8	1.32	0.49	1.78	1.12	0.63	2.04	0.78	0.78	1.24	1.39	1.22	1.36
0	POMEROY	20	1.84	2.58	2.38	1.74	0.90	3.20	3.35	1.85	2.11	3.15	2.27	3.12
0	PT. ANGELES	104	0.98	1.04	0.75	0.74	0.68	0.82	0.54	0.62	0.55	0.70	0.91	1.10
0	PT ANGELES JOYCE	23	2.59	2.02	0.78	3.77	1.43	1.77	0.44	0.88	0.66	1.76	1.97	2.50
0	PT. ANGELES	81	0.83	0.95	0.75	0.47	0.62	0.73	0.55	0.59	0.54	0.61	0.82	0.98
0	PT. LUDLOW	18	0.96	0.63	0.63	0.57	1.02	0.96	0.81	1.31	0.40	0.80	0.54	0.64
0	PT. ORCHARD	176	1.60	1.77	1.18	0.69	1.06	1.03	1.32	1.03	1.23	1.08	1.03	1.19

WASHINGTON TROUBLE REPORT RATE - DECEMBER 2012

WIRECENTER		STD	EXD	CNT	DEC-12	RATE	RPTS	RATE	AUG-12	RATE	JUN-12	RATE	MAY-12	RATE	APR-12	RATE	MAR-12	RATE	FEB-12	RATE	JAN-12	
STANDARD		0	4,077	87	4.00	2.13	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
	PORT ORCHARD COLBY																					
	PT. ORCHARD	0	6,942	89	1.28	1.39	1.07	0.56	0.94	1.07	1.07	1.07	0.94	1.07	1.46	1.01	1.01	0.85	0.84	1.09	1.09	1.09
		0	8,475	251	2.96	1.03	0.67	0.71	1.25	0.80	0.78	0.78	0.90	0.57	0.57	0.85	0.85	0.74	0.74	0.74	0.74	0.74
		0	14,007	109	0.78	1.11	0.83	0.86	0.77	0.84	0.91	0.91	1.07	0.69	0.69	0.82	0.82	1.25	1.25	1.88	1.88	1.88
		0	22,312	274	1.23	1.44	1.09	0.81	0.94	0.75	0.91	0.91	0.75	0.77	0.77	1.04	1.04	1.18	1.18	1.20	1.20	1.20
	RENTON	0	2,273	28	1.23	1.97	1.47	1.12	1.29	2.25	0.88	0.88	2.09	0.67	0.67	1.28	1.44	1.44	1.95	1.95	1.95	1.95
	RIDGEFIELD	0	3,164	47	1.49	2.54	2.00	0.86	2.25	1.92	0.59	0.59	0.70	1.13	1.13	1.90	1.60	1.60	1.65	1.65	1.65	1.65
	ROCHESTER	0	168,005	1,067	0.64	0.86	0.61	0.43	0.48	0.53	0.52	0.52	0.52	0.53	0.53	0.66	0.61	0.61	0.67	0.67	0.67	0.67
	SEATTLE	0	11,636	44	0.38	0.45	0.42	0.33	0.35	0.44	0.29	0.37	0.37	0.38	0.38	0.36	0.36	0.39	0.39	0.35	0.35	0.35
		0	5,825	14	0.24	0.46	0.37	0.35	0.28	0.30	0.37	0.37	0.47	0.30	0.30	0.42	0.42	0.34	0.34	0.49	0.49	0.49
		0	18,833	180	0.96	1.55	1.08	0.51	0.78	0.91	0.91	0.91	0.86	0.77	0.77	1.21	1.35	1.35	1.48	1.48	1.48	1.48
		0	8,216	54	0.66	1.00	0.69	0.50	0.47	0.40	0.49	0.46	0.46	0.68	0.68	0.78	0.78	0.78	0.79	0.79	0.79	0.79
		0	18,183	107	0.59	0.70	0.46	0.37	0.50	0.55	0.47	0.46	0.46	0.49	0.49	0.67	0.43	0.43	0.55	0.55	0.55	0.55
		0	4,853	11	0.23	0.29	0.31	0.40	0.20	0.20	0.26	0.26	0.12	0.14	0.14	0.23	0.21	0.21	0.17	0.17	0.17	0.17
		0	17,326	126	0.73	1.03	0.67	0.56	0.64	0.56	0.47	0.55	0.55	0.54	0.54	0.57	0.48	0.48	0.69	0.69	0.69	0.69
		0	15,503	119	0.77	0.93	0.63	0.47	0.55	0.53	0.57	0.60	0.60	0.60	0.60	0.85	0.79	0.79	1.03	1.03	1.03	1.03
		0	25,418	35	0.14	0.19	0.21	0.21	0.08	0.16	0.13	0.19	0.19	0.17	0.17	0.16	0.14	0.14	0.14	0.14	0.14	0.14
		0	5,455	44	0.81	1.22	1.04	0.55	0.65	0.84	0.84	0.59	0.59	0.33	0.33	0.79	0.70	0.70	0.58	0.58	0.58	0.58
		0	11,667	135	1.16	1.25	0.82	0.56	0.60	0.71	0.84	0.77	0.77	0.96	0.96	1.13	1.09	1.09	0.85	0.85	0.85	0.85
		0	12,973	94	0.72	0.93	0.60	0.48	0.50	0.67	0.61	0.45	0.45	0.69	0.69	0.54	0.43	0.43	0.59	0.59	0.59	0.59
		0	12,117	104	0.86	1.15	0.75	0.47	0.62	0.54	0.66	0.75	0.67	0.67	0.67	0.87	0.67	0.67	0.61	0.61	0.61	0.61
		0	9,311	78	0.84	1.00	0.66	0.45	1.00	0.79	0.77	0.68	0.68	0.43	0.43	0.56	0.64	0.64	0.93	0.93	0.93	0.93
		0	9,099	102	1.12	1.32	0.89	0.65	1.14	0.85	0.87	0.93	0.93	1.00	1.00	1.08	1.08	1.27	1.27	1.77	1.77	1.77
		0	7,808	83	1.06	0.88	0.74	0.47	0.64	0.52	0.44	0.59	0.59	0.70	0.70	0.70	0.71	0.71	1.01	1.01	1.01	1.01
		0	70,453	780	1.11	1.34	1.01	0.65	0.97	1.01	0.97	0.74	0.74	0.82	0.82	1.01	0.82	0.82	0.84	0.84	0.84	0.84
		0	1,671	32	1.92	3.08	0.98	0.97	1.14	1.13	2.18	0.61	0.61	1.15	1.15	0.77	1.08	1.08	2.15	2.15	2.15	2.15
		0	9,728	106	1.09	1.66	1.15	0.71	1.09	1.13	1.18	0.82	0.82	0.95	0.95	1.18	1.18	1.02	0.89	0.89	0.89	0.89
		0	7,693	131	1.70	1.51	1.23	0.91	1.23	0.91	1.21	0.97	0.97	1.11	1.11	1.44	0.96	0.96	0.92	0.92	0.92	0.92
		0	6,634	70	1.06	1.25	0.66	0.54	0.74	0.85	0.83	0.55	0.55	0.63	0.63	1.23	0.78	0.78	0.82	0.82	0.82	0.82
		0	4,723	42	0.89	0.94	0.66	0.46	0.86	1.00	0.99	0.54	0.54	0.87	0.87	0.71	0.70	0.70	1.05	1.05	1.05	1.05
		0	10,185	99	0.97	1.30	0.88	0.46	0.73	0.86	0.84	0.54	0.54	0.71	0.71	1.02	0.79	0.79	0.73	0.73	0.73	0.73
		0	19,203	161	0.84	1.25	1.10	0.59	0.81	1.00	0.85	0.72	0.72	0.83	0.83	0.86	0.78	0.78	0.82	0.82	0.82	0.82
		0	10,616	139	1.31	1.10	1.03	0.79	1.34	1.20	0.82	0.93	0.93	0.64	0.64	0.85	0.70	0.70	0.58	0.58	0.58	0.58
		1	1,415	29	2.05	1.39	3.30	1.16	4.80	2.49	3.05	2.11	2.11	3.81	3.81	0.85	1.11	1.11	1.05	1.05	1.05	1.05
	SPRINGDALE																					

WASHINGTON TROUBLE REPORT RATE - DECEMBER 2012

WIRECENTER	STD EXD CNT	LINES	RPTS	DEC-12	NOV-12	OCT-12	SEP-12	AUG-12	JUL-12	JUN-12	MAY-12	APR-12	MAR-12	FEB-12	JAN-12
				RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
STANDARD	0	8,062	88	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
SUMNER (BONNEYLAKE)	0	78,422	839	1.09	1.21	0.97	0.50	1.15	1.39	0.98	1.09	0.79	1.05	1.81	1.57
TACOMA	0	1,573	9	0.57	0.51	0.36	0.24	0.35	0.35	0.66	0.79	0.69	0.82	0.99	1.13
TACOMA FORT LEWIS	0	10,459	137	1.31	1.38	1.14	0.77	0.77	0.85	0.64	1.16	0.93	1.01	0.99	1.36
TACOMA GREENFIELD	0	10,842	107	0.99	1.28	0.88	0.82	0.68	1.13	0.69	0.78	0.70	0.89	1.09	1.26
TACOMA JUNIPER	0	12,760	189	1.48	1.20	1.05	0.83	0.83	0.78	0.70	1.03	0.99	1.05	1.50	1.73
TACOMA LENNOX	0	7,983	86	1.08	1.27	0.64	0.44	0.75	0.58	0.59	0.43	0.57	0.63	0.79	1.11
TACOMA LOGAN	0	9,510	57	0.60	1.11	0.51	0.54	0.50	0.50	0.51	0.47	0.41	0.44	0.72	0.57
TACOMA MARKET (FAWGETT)	0	8,044	104	1.29	1.39	1.07	0.46	0.47	0.71	0.75	0.85	0.69	0.91	0.97	1.12
TACOMA SKYLINE	0	3,327	32	0.96	1.16	0.74	1.11	0.52	0.71	0.56	0.97	0.41	0.87	1.02	0.80
TACOMA WAVERLY-2	0	13,924	118	0.85	1.02	0.81	0.93	0.57	0.61	0.72	0.68	0.60	0.75	0.85	0.86
TACOMA WAVERLY-7	0	45,516	449	0.99	1.13	0.91	0.65	0.77	0.63	0.73	0.90	0.75	0.91	0.78	1.21
VANCOUVER	0	23,139	208	0.90	1.08	0.91	0.59	0.74	0.57	0.73	0.80	0.66	0.76	0.61	1.05
VANCOUVER ORCHARDS	0	13,052	141	1.08	1.18	0.91	0.65	0.85	0.65	0.83	1.07	0.95	1.03	0.81	1.24
VANCOUVER OXFORD	0	9,325	100	1.07	1.18	0.91	0.81	0.71	0.74	0.58	0.94	0.69	1.10	1.15	1.59
VANCOUVER SALMON CRK(NORTH)	1	401	8	2.00	4.25	1.00	1.00	0.49	0.98	2.91	1.21	2.64	1.91	2.35	1.87
WAITSBURG	0	9,818	77	0.78	1.44	1.02	0.59	0.68	0.68	1.04	0.94	1.01	0.92	0.67	0.69
WALLA WALLA (INCL TOUCHET)	0	815	18	2.21	2.30	1.68	0.47	0.94	1.05	0.80	1.60	1.35	1.12	0.99	0.87
WARDEN	0	1,688	33	1.95	1.35	1.59	0.77	1.11	0.58	0.98	1.37	0.91	1.71	0.86	1.58
WINLOCK	0	26,850	208	0.77	0.72	0.85	0.73	0.90	1.19	0.69	1.10	0.88	0.65	0.63	0.46
YAKIMA	0	17,609	124	0.70	0.69	0.81	0.69	0.82	1.03	0.65	1.14	0.98	0.63	0.67	0.46
YAKIMA CHESTNUT	0	9,241	84	0.91	0.77	0.92	0.80	1.06	1.51	0.77	1.01	0.70	0.68	0.56	0.48
YAKIMA WEST	0	3,887	61	1.57	1.43	1.90	1.00	1.08	1.09	1.21	1.24	0.96	1.20	0.86	1.35
Exchanges in Neighboring States	0	816,903	8,382	1.03	1.17	0.90	0.66	0.82	0.84	0.79	0.80	0.75	0.85	0.90	1.03
CLARKSTON	0														
TOTALS	0														

WASHINGTON TRUNK BLOCKING SUMMARY - DECEMBER 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 - DECEMBER 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	10.30%	1x blkng xmas eve 12/24/12@0800-0900hr issued sa tgsr to customer
AP072421	168			TOLL	TWO_WAY	1.75%	1x blkng 12/17/12@1800hr issued sa tgsr to customer

Redacted Copy

Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 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			
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	RES			

Redacted Copy

Blanks in the report indicate no activity for the measure.



WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2012

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

Redacted Copy

Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2012

MEASURE	MARKET UNIT	OCT-12	NOV-12	DEC-12
Number of Scheduled Appointments (dispatched orders)	RES			
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			
Count of All Orders	BUS			
WA Completed Orders for Primary Service installed within 5 business days	BUS			

Redacted Copy

Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2012

MEASURE	MARKET UNIT	OCT-12	NOV-12	DEC-12
Number of Scheduled Appointments (dispatched orders)	RES			
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			
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			

Redacted Copy

Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2012

MEASURE	MARKET UNIT	OCT-12	NOV-12	DEC-12
Number of Scheduled Appointments (dispatched orders)	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			
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			

Redacted Copy

Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2012

MEASURE	MARKET UNIT	OCT-12	NOV-12	DEC-12
Number of Scheduled Appointments (dispatched orders)	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			
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			

Redacted Copy

Blanks in the report indicate no activity for the measure.