



CenturyLink™

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June 25, 2013

David Danner, Secretary & Executive Director  
Washington Utilities and Transportation Commission  
1300 S. Evergreen Park Dr. SW  
Olympia, Washington 98504-7250

Attention: Kristen Russell  
Re: Docket Nos. UT-921192, UT-950200, UT-991358, UT-030704, UT-061625

Dear Mr. Danner:

Enclosed are the May 2013 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,

*Shelley Glueckert for*

Shelley Glueckert for  
Mark Reynolds

Enclosures  
cc: Lisa Anderl

**REDACTED**

2013 JUN 26 11:11:11  
COMMUNICATIONS  
PROVIDED  
BY  
CENTURYLINK

Washington Service Quality Summary Report - MAY 2013

METRIC DESCRIPTION	JANUARY 2013			FEBRUARY 2013			MARCH 2013		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	2,289	2,544	89.98%	1,867	1,994	93.63%	2,026	2,090	96.94%
OOS Tickets Not Cleared Within 48 Hrs	255	1	255	127	1	127	64	1	64
Number of OOS Exemptions	115	1	115	81	1	81	77	1	77
All Other Repairs Cleared LT < 72 Hrs	5,599	5,691	98.38%	4,018	4,084	98.38%	4,079	4,150	98.29%
All Other Troubles Cleared GTR > 72 Hrs	92	1	92	66	1	66	71	1	71
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	7	1	7	3	1	3	8	1	8
Physically Obstructed All Other Troubles Cleared > 72 Hrs	59	1	59	93	1	93	59	1	59
Repair Force Majeure Exclusions	41	1	41	16	1	16	42	1	42
Repair Physically Obstructed Exclusions	90	1	90	53	1	53	24	1	24
Installation Appointments Met	2,007	2,150	93.35%	1,955	2,047	95.51%	1,932	2,016	95.83%
Repair Appointments Met	2,747	3,218	85.36%	2,127	2,415	88.07%	2,111	2,351	89.79%
Provisioning Missed for Company Reasons	189	1	189	243	1	243	219	1	219
Provisioning Missed for Customer Reasons	529	1	529	499	1	499	511	1	511
% of Switches Delivering Dial Tone Within 3 seconds	6,673	6,673	100.00%	6,044	6,044	100.00%	6,686	6,688	99.97%

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - MAY 2013

METRIC DESCRIPTION	APRIL 2013			MAY 2013		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	1,686	1,726	97.68%	1,990	2,044	97.36%
OOS Tickets Not Cleared Within 48 Hrs	40	1	40	54	1	54
Number of OOS Exemptions	41	1	41	65	1	65
All Other Repairs Cleared LT < 72 Hrs	4,099	4,168	98.34%	4,367	4,410	99.02%
All Other Troubles Cleared GTR > 72 Hrs	69	1	69	43	1	43
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	10	1	10	8	1	8
Physically Obstructed All Other Troubles Cleared > 72 Hrs	72	1	72	56	1	56
Repair Force Majeure Exclusions	27	1	27	55	1	55
Repair Physically Obstructed Exclusions	30	1	30	16	1	16
Installation Appointments Met	1,895	1,991	95.18%	1,930	2,020	95.54%
Repair Appointments Met	1,938	2,163	89.60%	1,989	2,270	87.62%
Provisioning Missed for Company Reasons	153	1	153	131	1	131
Provisioning Missed for Customer Reasons	477	1	477	490	1	490
% of Switches Delivering Dial Tone Within 3 seconds	6,466	6,468	99.97%	6,680	6,680	100.00%

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Washington Orders Summary - MAY 2013  
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS		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		PCT INWARD ORDS COMPLETED WITHIN 180 DAYS
					NOT COMPLETED WITHIN 5 DAYS	COMPLETED WITHIN 5 DAYS		COMPLETED > 90 DAYS FROM DUE DATE	NOT COMPLETED > 180 DAYS FROM DUE DATE				
STANDARD		36	0		2	2	90.00%	0	0	99.00%	0	0	100.00%
ABERDEEN-HOQUIAM		118	4	16.00	2	2	94.44%	0	0	100.00%	0	0	100.00%
AUBURN		60	0		0	0	100.00%	0	0	100.00%	0	0	100.00%
BAINBRIDGE ISLAND		64	2	45.50	2	2	96.88%	1	0	98.44%	0	0	100.00%
BATTLEGROUND		35	0		1	1	97.14%	0	0	100.00%	0	0	100.00%
BELFAIR		201	10	83.20	2	2	99.00%	0	0	100.00%	1	1	99.50%
BELLEVUE		89	7	22.71	0	0	100.00%	0	0	100.00%	0	0	100.00%
BELLEVUE GLENCOURT		112	3	224.33	2	2	98.21%	0	0	100.00%	1	1	99.11%
BELLEVUE-SHERWOOD		139	2	24.50	5	5	96.40%	0	0	100.00%	0	0	100.00%
BELLINGHAM		7	0		0	0	100.00%	0	0	100.00%	0	0	100.00%
BELLINGHAM LUMMI		132	2	24.50	5	5	96.21%	0	0	100.00%	0	0	100.00%
BELLINGHAM REGENT		10	2	93.00	0	0	100.00%	0	0	100.00%	1	1	90.00%
BLACK DIAMOND		164	2	35.50	2	2	98.78%	1	0	99.39%	0	0	100.00%
BREMERTON		15	0		0	0	100.00%	0	0	100.00%	0	0	100.00%
BREMERTON CROSBY		146	2	35.50	1	1	99.32%	1	0	99.32%	0	0	100.00%
BREMERTON ESSEX		3	0		1	1	66.67%	0	0	100.00%	0	0	100.00%
BREMERTON SUNNYSLOPE		9	0		0	0	100.00%	0	0	100.00%	0	0	100.00%
BUCKLEY		24	0		1	1	95.83%	0	0	100.00%	0	0	100.00%
CASTLE ROCK		46	2	31.00	0	0	100.00%	0	0	100.00%	0	0	100.00%
CENTRALIA		55	1	15.00	0	0	100.00%	0	0	100.00%	0	0	100.00%
CHEHALIS		45	0		0	0	100.00%	0	0	100.00%	0	0	100.00%
CHEHALIS		10	1	15.00	0	0	100.00%	0	0	100.00%	0	0	100.00%
CHEHALIS NAPAVINE		13	1	19.00	0	0	100.00%	0	0	100.00%	0	0	100.00%
CLE-ELUM		9	0		0	0	100.00%	0	0	100.00%	0	0	100.00%
COLFAX		52	0		0	0	100.00%	0	0	100.00%	0	0	100.00%
COLVILLE		29	1	2.00	2	2	93.10%	0	0	100.00%	0	0	100.00%
COPALIS(OCEAN SHORES)		13	0		0	0	100.00%	0	0	100.00%	0	0	100.00%
COULEE DAM		8	0		1	1	87.50%	0	0	100.00%	0	0	100.00%
CRYSTAL MTN.		14	0		0	0	100.00%	0	0	100.00%	0	0	100.00%
DAYTON		31	0		0	0	100.00%	0	0	100.00%	0	0	100.00%
DEER PARK		119	2	112.00	0	0	100.00%	0	0	100.00%	1	1	99.16%
DES MOINES		38	0		0	0	100.00%	0	0	100.00%	0	0	100.00%
DES MOINES FEDERAL WAY		81	2	112.00	0	0	100.00%	0	0	100.00%	1	1	98.77%

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

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - MAY 2013  
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS		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		PCT INWARD ORDS COMPLETED WITHIN 180 DAYS
					NOT COMPLETED WITHIN 5 DAYS	COMPLETED WITHIN 5 DAYS		COMPLETED > 90 DAYS FROM DUE DATE	NOT COMPLETED > 180 DAYS FROM DUE DATE				
STANDARD		2	0		0	0	90.00%			99.00%			
EASTON		17	1	4.00	1	0	100.00%			100.00%			100.00%
ELK		32	0		0	0	94.12%			100.00%			100.00%
ENUMCLAW		17	1	2.00	0	0	100.00%			100.00%			100.00%
EPHRATA		103	2	52.50	3	0	97.09%	1	0	99.03%	0	0	100.00%
GRAHAM		15	0		0	0	100.00%			100.00%			100.00%
GREEN BLUFF		15	0		0	0	100.00%			100.00%			100.00%
HOODSPORT		55	1	27.00	0	0	100.00%			100.00%			100.00%
ISSAQUAH		228	7	77.43	3	3	98.68%	2	2	99.12%	1	1	99.56%
KENT		64	3	93.33	1	1	98.44%	2	0	96.88%	0	0	100.00%
KENT MERIDIAN		28	0		1	1	96.43%	0	0	100.00%			100.00%
KENT O BRIEN		136	4	65.50	1	1	99.26%	0	0	100.00%	1	1	99.26%
KENT ULRICH		9	0		0	0	100.00%			100.00%			100.00%
LIBERTY LAKE		191	2	34.00	2	2	98.95%	0	0	100.00%			100.00%
LONGVIEW-KELSO		17	0		0	0	100.00%			100.00%			100.00%
LOON LAKE		41	1	0.00	1	1	97.56%	0	0	100.00%			100.00%
MAPLE VALLEY		66	2	56.50	0	0	100.00%	1	0	98.48%	0	0	100.00%
MOSES LAKE		19	0		0	0	100.00%			100.00%			100.00%
MOSES LAKE AFB		47	2	56.50	0	0	100.00%	1	1	97.87%	0	0	100.00%
MOSES LAKE ALDER		8	0		0	0	100.00%			100.00%			100.00%
NEWMAN LAKE		6	0		0	0	100.00%			100.00%			100.00%
NORTHPORT		300	9	29.78	3	3	99.00%	1	1	99.67%	0	0	100.00%
OLYMPIA		15	1	61.00	0	0	100.00%			100.00%			100.00%
OLYMPIA EVERGREEN		158	2	35.50	3	3	98.10%	0	0	100.00%			100.00%
OLYMPIA LACEY		127	6	22.67	0	0	100.00%			100.00%			100.00%
OLYMPIA WHITEHALL		48	1	0.00	1	1	97.92%	0	0	100.00%			100.00%
OMAK-OKANOGAN		22	0		0	0	100.00%			100.00%			100.00%
OROVILLE		31	4	28.25	0	0	100.00%			100.00%			100.00%
OTHELLO		80	1	38.00	0	0	100.00%			100.00%			100.00%
PASCO		4	0		0	0	100.00%			100.00%			100.00%
PATEROS		13	1	23.00	0	0	100.00%			100.00%			100.00%
POMEROY		83	2	104.00	2	2	97.59%	0	0	100.00%	1	1	98.80%
PT. ANGELES		8	0		1	1	87.50%	0	0	100.00%			100.00%
PT. ANGELES JOYCE													

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

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		PCT INWARD ORDS COMPLETED WITHIN 180 DAYS	
					INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 180 DAYS	PCT INWARD ORDS COMPLETED WITHIN 180 DAYS
STANDARD		75	2	104.00	1	1	90.00%	99.00%	0	0	0	0	1	1	96.67%	96.67%
PT. LUDLOW	PT. ANGELES	22	0		0	0	100.00%	100.00%	0	0	0	0	0	0	100.00%	100.00%
PT. ORCHARD	PT. ORCHARD COLBY	81	2	44.50	0	0	100.00%	100.00%	1	1	98.77%	98.77%	0	0	100.00%	100.00%
	PT. ORCHARD	28	2	44.50	0	0	100.00%	100.00%	1	1	96.43%	96.43%	0	0	100.00%	100.00%
		53	0		0	0	100.00%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
PT. TOWNSEND		68	0		3	3	95.59%	95.59%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
PUYALLAP		139	1	2.00	3	3	97.84%	97.84%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
RENTON		194	3	79.00	6	6	96.91%	96.91%	0	0	100.00%	100.00%	1	1	99.48%	99.48%
RIDGEFIELD		19	0		0	0	100.00%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
ROCHESTER		26	0		0	0	100.00%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
ROY		10	2	2.00	0	0	100.00%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
SEATTLE		1,213	23	36.35	12	12	99.01%	99.01%	2	2	99.84%	99.84%	1	1	99.92%	99.92%
	SEATTLE ATWATER	79	0		1	1	98.73%	98.73%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
	SEATTLE CAMPUS	43	0		1	1	97.67%	97.67%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
	SEATTLE CHERRY	165	5	47.80	0	0	100.00%	100.00%	1	1	99.39%	99.39%	0	0	100.00%	100.00%
	SEATTLE DUWAMISH	55	0		0	0	100.00%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
	SEATTLE EAST	144	3	91.67	2	2	98.61%	98.61%	0	0	100.00%	100.00%	1	1	99.31%	99.31%
	SEATTLE ELLIOT	44	0		0	0	100.00%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
	SEATTLE EMERSON	112	0		0	0	100.00%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
	SEATTLE LAKEVIEW	95	6	13.67	2	2	97.89%	97.89%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
	SEATTLE MAIN	181	5	34.40	2	2	98.90%	98.90%	1	1	99.45%	99.45%	0	0	100.00%	100.00%
	SEATTLE MERCER ISLAND (ADAMS)	33	0		0	0	100.00%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
	SEATTLE PARKWAY	87	0		0	0	100.00%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
	SEATTLE SUNSET	92	3	17.00	1	1	98.91%	98.91%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
	SEATTLE WEST	83	1	17.00	3	3	96.39%	96.39%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
		75	1	19.00	1	1	98.67%	98.67%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
		86	3	55.67	2	2	97.67%	97.67%	1	1	98.84%	98.84%	0	0	100.00%	100.00%
		54	0		0	0	100.00%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
SEQUIM		810	13	51.46	7	7	98.14%	98.14%	2	2	99.75%	99.75%	1	1	99.88%	99.88%
SHELTON	SPOKANE CHESTNUT	12	2	48.00	0	0	100.00%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
SILVERDALE	SPOKANE FAIRFAX	130	0		0	0	100.00%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
SPOKANE	SPOKANE HUDSON	118	0		1	1	99.15%	99.15%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
	SPOKANE KEYSTONE	74	1	9.00	1	1	98.65%	98.65%	0	0	100.00%	100.00%	0	0	100.00%	100.00%

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180 day data from OP15A pending orders  
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STANDARD		36	2	106.50	0	90.00%	2	99.00%	0	100.00%
	SPOKANE MORAN	107	1	56.00	1	100.00%	0	94.44%	0	100.00%
	SPOKANE RIVERSIDE	219	5	15.20	1	99.07%	0	100.00%	0	100.00%
	SPOKANE WALNUT	114	2	109.50	3	99.54%	0	100.00%	1	100.00%
	SPOKANE WHITWORTH	8	1	75.00	0	97.37%	0	100.00%	0	99.12%
SPRINGDALE		60	3	35.00	1	100.00%	0	100.00%	0	100.00%
SUMNER (BONNEYLAKE)		841	14	23.43	17	98.33%	1	98.33%	0	100.00%
TACOMA		25	0		1	97.98%	1	99.88%	0	100.00%
	TACOMA FORT LEWIS	110	4	19.75	0	96.00%	0	100.00%	0	100.00%
	TACOMA GREENFIELD	130	2	32.00	0	100.00%	0	100.00%	0	100.00%
	TACOMA JUNIPER	188	3	5.33	8	100.00%	0	100.00%	0	100.00%
	TACOMA LENNOX	93	0		1	95.74%	0	100.00%	0	100.00%
	TACOMA LOGAN	94	1	2.00	4	98.92%	0	100.00%	0	100.00%
	TACOMA MARKET (FAWCETT)	74	2	40.50	1	95.74%	0	100.00%	0	100.00%
	TACOMA SKYLINE	30	0		1	98.65%	1	98.65%	0	100.00%
	TACOMA WAVERLY-2	97	2	43.00	2	100.00%	0	100.00%	0	100.00%
	TACOMA WAVERLY-7	511	7	29.57	8	97.94%	0	100.00%	0	100.00%
VANCOUVER		258	4	36.25	5	98.43%	1	99.80%	0	100.00%
	VANCOUVER ORCHARDS	164	1	2.00	3	98.06%	1	99.61%	0	100.00%
	VANCOUVER OXFORD	89	2	30.00	0	98.17%	0	100.00%	0	100.00%
	VANCOUVER SALMON CRK(NORTH)	3	0		0	100.00%	0	100.00%	0	100.00%
WAITSBURG		72	1	41.00	2	100.00%	0	100.00%	0	100.00%
WALLA WALLA (INCL TOUCHET)		14	1	427.00	0	97.22%	0	100.00%	0	100.00%
WARDEN		25	0		1	100.00%	0	100.00%	0	100.00%
WINLOCK		247	13	17.69	3	96.00%	0	100.00%	0	100.00%
YAKIMA		173	10	18.90	3	98.79%	0	100.00%	0	100.00%
	YAKIMA CHESTNUT	74	3	13.67	0	98.27%	0	100.00%	0	100.00%
	YAKIMA WEST					100.00%				
Exchanges in Neighboring States		28	1	9.00	1	96.43%	0	100.00%	0	100.00%
CLARKSTON		7,258	153	42.95	103	98.58%	16	99.78%	9	99.88%
TOTALS										

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 - MAY 2013

WRECENTER	STD EXD CNT	LINES	RPTS	MAY-13	APR-13	MAR-13	FEB-13	JAN-13	DEC-12	NOV-12	OCT-12	SEP-12	AUG-12	JUL-12	JUN-12
				RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
STANDARD	0	6,851	75	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	11,987	98	0.82	0.84	1.06	0.78	1.34	1.38	1.27	1.65	0.65	1.50	1.06	0.89
AUBURN	0	6,884	54	0.81	0.78	0.69	0.78	1.28	1.27	1.70	0.97	0.78	0.95	0.81	0.94
BAINBRIDGE ISLAND	0	6,591	71	1.08	2.35	0.91	1.38	1.65	1.95	1.42	1.36	1.21	1.13	1.09	1.04
BATTLEGROUND	0	4,509	34	0.75	0.59	1.13	2.64	1.59	1.47	1.97	0.98	1.04	1.31	2.05	1.34
BELFAIR	0	25,591	147	0.57	0.57	0.53	0.67	0.89	0.83	0.94	0.71	0.43	0.58	0.59	0.62
BELLEVUE	0	10,712	60	0.56	0.44	0.35	0.57	0.53	0.60	0.79	0.49	0.36	0.49	0.47	0.48
BELLEVUE GLENCOURT	0	14,879	87	0.58	0.66	0.67	0.74	1.14	1.00	1.04	0.88	0.48	0.65	0.68	0.73
BELLEVUE-SHERWOOD	0	16,871	73	0.43	0.41	0.48	0.46	0.63	0.51	0.62	0.64	0.40	0.52	0.72	0.29
BELLINGHAM	0	1,012	5	0.49	0.59	0.39	0.58	0.58	1.25	0.95	2.84	0.38	0.37	0.46	0.27
BELLINGHAM LUMMI	0	15,859	68	0.43	0.39	0.48	0.45	0.63	0.46	0.60	0.51	0.40	0.53	0.74	0.30
BELLINGHAM REGENT	0	1,602	23	1.44	0.85	2.90	0.96	0.83	0.82	1.68	1.83	1.48	1.47	1.58	1.39
BLACK DIAMOND	0	22,498	97	0.43	0.29	0.38	0.42	0.66	0.75	0.82	0.51	0.37	0.60	0.39	0.39
BREMERTON	0	2,228	14	0.63	0.80	0.83	1.77	1.32	2.44	3.19	2.09	1.16	1.73	1.14	1.22
BREMERTON CROSBY	0	19,772	81	0.41	0.22	0.32	0.26	0.56	0.54	0.54	0.32	0.29	0.45	0.30	0.27
BREMERTON ESSEX	0	498	2	0.40	0.80	0.80	0.80	1.59	1.59	0.99	0.79	0.00	1.16	0.77	1.34
BREMERTON SUNNYSLOPE	0	1,343	12	0.89	1.03	2.34	0.50	1.13	0.85	1.54	1.53	1.72	1.55	1.46	1.97
BUCKLEY	0	2,611	36	1.38	2.09	1.74	1.80	2.23	2.65	3.45	2.54	1.51	1.83	2.38	2.01
CASTLE ROCK	0	4,503	54	1.20	1.77	0.82	0.75	1.41	0.96	1.28	1.15	0.85	1.21	0.96	0.93
CENTRALIA	0	6,669	74	1.11	1.03	1.25	0.68	1.19	0.74	1.18	0.96	1.44	0.92	0.81	1.09
CHEHALIS	0	4,746	49	1.03	1.03	1.07	0.83	1.22	0.69	0.99	0.86	1.30	0.79	0.80	1.15
CHEHALIS	0	1,923	25	1.30	1.03	1.70	0.31	1.12	0.86	1.66	1.20	1.79	1.24	0.84	0.94
CHEHALIS NAPAVALINE	0	2,101	13	0.62	0.52	0.42	0.60	0.79	1.10	1.00	1.13	0.98	0.85	0.85	0.49
CLE-ELUM	0	1,747	15	0.86	0.62	0.95	1.00	1.50	1.77	1.10	1.26	0.55	0.71	1.47	1.09
COLFAX	0	5,459	60	1.10	0.57	0.65	0.58	0.78	0.95	1.46	0.71	0.65	0.72	1.86	1.13
COLVILLE	0	2,380	46	1.93	0.80	1.17	1.12	1.89	1.91	2.35	1.24	0.91	0.86	1.29	1.28
COPALIS(OCEAN SHORES)	0	1,607	15	0.93	0.74	0.92	0.80	1.52	2.06	1.88	1.67	2.65	2.00	3.18	1.54
COULEE DAM	0	545	4	0.73	2.03	0.18	0.92	2.22	3.36	1.13	0.19	0.74	1.46	0.55	0.65
CRYSTAL MTN.	0	1,414	12	0.85	0.49	0.21	0.28	0.69	0.28	1.43	0.88	0.54	1.41	0.87	0.53
DAYTON	0	4,379	77	1.76	1.07	0.54	0.78	0.75	1.12	1.81	2.49	0.92	3.17	1.63	2.25
DEER PARK	0	11,835	71	0.60	0.88	0.84	0.68	1.29	1.14	1.27	0.85	0.70	0.71	0.69	0.74
DES MOINES	0	4,652	27	0.58	0.78	0.90	0.56	1.31	1.05	1.36	0.67	0.63	0.70	0.52	0.87
DES MOINES FEDERAL WAY	0	7,183	44	0.61	0.94	0.79	0.76	1.27	1.21	1.21	0.96	0.74	0.72	0.81	0.66
EASTON	0	462	3	0.65	0.87	0.21	0.00	1.49	0.00	0.63	1.05	0.83	1.66	1.44	1.22
ENUMCLAW	0	3,998	38	0.95	1.12	1.57	1.38	1.40	1.43	1.64	1.04	0.97	1.90	1.53	1.27



WASHINGTON TROUBLE REPORT RATE - MAY 2013

WIRECENTER	STD EXD CNT	LINES	RPTS	MAY-13 RATE	APR-13 RATE	MAR-13 RATE	FEB-13 RATE	JAN-13 RATE	DEC-12 RATE	NOV-12 RATE	OCT-12 RATE	SEP-12 RATE	AUG-12 RATE	JUL-12 RATE	JUN-12 RATE
STANDARD	0	2,008	26	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
EPHRATA	0	7,429	69	1.29	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66
GRAHAM	0	1,850	24	1.30	0.94	1.22	1.12	1.21	1.26	1.42	1.46	1.13	1.17	0.94	0.87
GREEN BLUFF	0	1,375	16	1.16	0.81	0.96	0.84	1.51	1.09	1.75	0.97	0.51	0.96	1.05	1.19
HOODSPORT	0	10,390	68	0.65	0.52	0.86	0.52	1.21	0.82	0.92	1.03	0.67	0.60	0.92	0.65
ISSAQUAH	0	23,437	169	0.72	0.80	0.79	0.96	0.94	1.14	1.18	0.74	0.53	0.75	0.69	0.53
KENT	0	7,799	68	0.87	1.03	1.15	1.85	1.16	1.40	1.54	0.93	0.49	0.83	0.86	0.86
KENT MERIDIAN	0	5,285	21	0.40	0.26	0.20	0.22	0.44	0.56	0.34	0.25	0.12	0.34	0.21	0.23
KENT O BRIEN	0	10,353	80	0.77	0.90	0.83	0.67	1.03	1.24	1.34	0.85	0.77	0.82	0.82	1.01
KENT ULRICH	0	589	2	0.34	0.68	0.00	0.17	0.50	0.50	1.14	1.93	0.95	0.63	1.39	0.46
LIBERTY LAKE	0	14,186	209	1.47	1.08	0.93	1.05	1.52	1.76	1.98	1.41	1.08	0.99	1.00	1.04
LONGVIEW-KELSO	0	842	13	1.54	0.36	1.30	0.82	0.70	1.49	0.80	1.02	2.43	2.06	0.86	2.67
LOON LAKE	0	4,916	51	1.04	0.87	0.87	0.97	1.39	1.74	1.34	1.06	0.62	0.89	0.99	0.92
MAPLE VALLEY	0	8,259	63	0.76	0.86	1.07	0.76	0.83	1.04	1.01	1.10	0.71	1.14	1.27	1.12
MOSES LAKE	0	1,387	11	0.79	1.07	0.50	0.92	0.70	0.83	0.75	0.82	0.20	0.87	1.13	1.56
MOSES LAKE AFB	0	6,872	52	0.76	0.82	1.18	0.73	0.86	1.08	1.06	1.15	0.81	1.19	1.30	1.04
MOSES LAKE ALDER	0	1,040	7	0.67	1.24	1.05	0.66	0.47	1.29	1.28	1.46	0.53	0.79	1.21	1.21
NEWMAN LAKE	1	905	9	0.99	0.88	0.44	0.66	1.09	1.97	1.30	1.82	0.75	1.18	4.62	1.40
NORTHPORT	0	35,239	230	0.65	0.53	0.61	0.72	0.90	0.86	0.98	0.96	0.58	0.64	0.77	0.68
OLYMPIA	0	2,572	27	1.05	0.50	0.88	0.76	1.32	1.87	1.81	1.14	0.99	1.71	1.27	1.13
OLYMPIA EVERGREEN	0	15,823	86	0.54	0.43	0.59	0.66	0.76	0.69	0.84	1.01	0.47	0.59	0.81	0.69
OLYMPIA LACEY	0	16,844	117	0.69	0.64	0.58	0.76	0.96	0.87	0.98	0.88	0.63	0.53	0.66	0.61
OLYMPIA WHITEHALL	0	5,418	64	1.18	1.10	1.60	0.98	1.62	1.94	1.75	1.45	1.36	1.78	2.33	1.14
OMAK-OKANOGAN	0	1,503	19	1.26	1.26	1.18	0.79	1.90	2.04	3.73	1.76	0.91	1.74	2.30	1.84
OROVILLE	0	3,097	56	1.81	0.83	1.28	1.14	1.35	1.66	2.30	1.69	0.73	1.03	1.46	2.01
OTHELLO	0	9,742	57	0.59	0.88	0.52	0.59	1.13	1.03	1.13	0.78	0.60	0.50	0.82	0.80
PASCO	0	589	5	0.85	1.01	0.67	0.33	1.15	1.32	0.49	1.78	1.12	0.63	2.04	0.78
PATEROS	0	1,079	16	1.48	1.39	1.30	0.64	0.92	1.84	2.58	2.38	1.74	0.90	3.20	3.35
POMEROY	0	10,156	63	0.62	0.76	0.75	0.84	0.82	0.98	1.04	0.75	0.74	0.68	0.82	0.54
PT. ANGELES	0	880	6	0.68	0.80	1.70	1.13	2.50	2.59	2.02	0.78	3.77	1.43	1.77	0.44
PT ANGELES JOYCE	0	9,276	57	0.61	0.76	0.66	0.82	0.67	0.83	0.95	0.75	0.47	0.62	0.73	0.55
PT. ANGELES	0	1,778	16	0.90	0.61	0.60	0.76	0.97	0.96	0.63	0.63	0.57	1.02	0.96	0.81
PT. LUDLOW	0	10,429	112	1.07	0.87	1.03	1.14	1.79	1.60	1.77	1.18	0.89	1.06	1.03	1.32
PT. ORCHARD	0	3,851	35	0.91	0.95	1.04	1.26	2.44	2.13	2.40	1.36	0.92	1.28	0.96	1.74
PORT ORCHARD COLBY	0	6,578	77	1.17	0.83	1.02	1.07	1.41	1.28	1.39	1.07	0.56	0.94	1.07	1.07
PT. ORCHARD															

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WIRECENTER		STD EXD CNT	LINES	RPTS	MAY-13 RATE	MAY-13 RATE	MAY-13 RATE	FEB-13 RATE	FEB-13 RATE	FEB-13 RATE	JAN-13 RATE	DEC-12 RATE	NOV-12 RATE	OCT-12 RATE	SEP-12 RATE	AUG-12 RATE	JUL-12 RATE	JUN-12 RATE	
STANDARD		0	8,164	52	4.00	0.64	0.54	4.00	0.81	0.71	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
PT. TOWNSEND		0	13,384	108	0.81	0.94	0.76	0.82	1.12	0.93	2.96	1.03	1.03	0.67	0.71	1.25	0.80	0.78	0.78
PUYALLAP		0	21,271	168	0.79	0.75	0.75	1.18	1.20	1.12	0.78	1.11	1.11	0.83	0.86	0.77	0.84	0.91	0.91
RENTON		0	2,137	24	1.12	0.74	0.96	1.62	1.02	1.23	1.44	1.44	1.44	1.09	0.81	0.94	0.75	0.91	0.91
RIDGEFIELD		0	3,033	22	0.73	0.92	1.27	1.23	1.86	1.49	2.54	2.54	2.54	1.47	1.12	1.29	2.25	0.88	0.88
ROCHESTER		0	160,020	828	0.52	0.57	0.50	0.54	0.72	0.64	0.64	0.64	0.64	2.00	0.86	2.25	1.92	0.59	0.59
SEATTLE		0	11,137	46	0.41	0.41	0.27	0.25	0.36	0.38	0.45	0.45	0.45	0.42	0.33	0.35	0.44	0.52	0.52
SEATTLE ATWATER		0	5,604	16	0.29	0.53	0.44	0.54	0.62	0.24	0.46	0.46	0.46	0.37	0.35	0.28	0.30	0.37	0.37
SEATTLE CAMPUS		0	17,954	123	0.69	0.66	0.75	0.87	1.13	0.96	1.55	1.55	1.55	1.08	0.51	0.78	0.91	0.91	0.91
SEATTLE CHERRY		0	7,804	43	0.55	0.54	0.43	0.64	0.87	0.66	1.00	1.00	1.00	0.69	0.50	0.47	0.40	0.49	0.49
SEATTLE DUWAMISH		0	17,318	89	0.51	0.51	0.46	0.52	0.70	0.59	0.70	0.70	0.70	0.46	0.37	0.50	0.55	0.47	0.47
SEATTLE EAST		0	4,613	8	0.17	0.17	0.24	0.11	0.15	0.23	0.29	0.29	0.29	0.31	0.40	0.20	0.20	0.26	0.26
SEATTLE ELLIOT		0	16,524	123	0.74	0.87	0.72	0.69	0.95	0.73	1.03	1.03	1.03	0.67	0.56	0.64	0.56	0.47	0.47
SEATTLE EMERSON		0	14,764	81	0.55	0.62	0.40	0.59	0.89	0.77	0.93	0.93	0.93	0.63	0.47	0.55	0.53	0.57	0.57
SEATTLE LAKEVIEW		0	24,088	43	0.18	0.16	0.20	0.19	0.19	0.14	0.19	0.19	0.19	0.21	0.21	0.08	0.16	0.13	0.13
SEATTLE MAIN		0	5,173	29	0.56	0.51	0.62	0.58	0.52	0.81	1.22	1.22	1.22	1.04	0.55	0.65	0.84	0.84	0.84
SEATTLE MERCER ISLAND (ADAMS)		0	11,142	86	0.77	0.74	0.77	0.92	0.88	1.16	1.16	1.16	1.16	0.82	0.56	0.60	0.71	0.84	0.84
SEATTLE PARKWAY		0	12,417	72	0.58	0.79	0.47	0.35	1.06	0.72	0.93	0.93	0.93	0.60	0.48	0.50	0.67	0.61	0.61
SEATTLE SUNSET		0	11,482	69	0.60	0.82	0.71	0.74	0.77	0.86	1.15	1.15	1.15	0.75	0.47	0.62	0.54	0.66	0.66
SEATTLE WEST		0	8,914	54	0.61	0.71	0.64	0.73	0.87	0.84	1.00	1.00	1.00	0.66	0.45	1.00	0.79	0.77	0.77
SEQUIM		0	8,717	42	0.48	0.92	0.97	0.79	1.36	1.12	1.32	1.32	1.32	0.89	0.65	1.14	0.85	0.87	0.87
SHELTON		0	7,352	46	0.63	0.45	0.53	0.62	1.41	1.06	0.88	0.88	0.88	0.74	0.47	0.64	0.52	0.44	0.44
SILVERDALE		0	66,747	583	0.87	0.72	0.78	0.77	1.05	1.11	1.34	1.34	1.34	1.01	0.65	0.97	1.01	0.97	0.97
SPOKANE		0	1,539	10	0.65	0.64	0.82	0.62	0.91	1.92	3.08	3.08	3.08	0.98	0.97	1.14	1.13	2.18	2.18
SPOKANE CHESTNUT		0	9,200	93	1.01	0.72	0.67	0.67	1.03	1.09	1.66	1.66	1.66	1.15	0.71	1.09	1.13	1.18	1.18
SPOKANE FAIRFAX		0	7,260	68	0.94	0.86	0.77	0.77	1.48	1.70	1.51	1.51	1.51	1.23	0.91	1.23	0.91	1.21	1.21
SPOKANE HUDSON		0	6,229	54	0.87	0.57	0.59	0.69	0.83	1.06	1.25	1.25	1.25	0.66	0.54	0.74	0.85	0.83	0.83
SPOKANE KEYSTONE		0	4,511	30	0.67	0.72	0.65	0.56	0.81	0.89	0.94	0.94	0.94	0.66	0.46	0.86	1.00	0.99	0.99
SPOKANE MORAN		0	9,534	82	0.86	0.61	0.71	1.04	1.12	0.97	1.30	1.30	1.30	0.88	0.46	0.73	0.86	0.84	0.84
SPOKANE RIVERSIDE		0	18,303	159	0.87	0.74	0.97	0.67	0.83	0.84	1.25	1.25	1.25	1.10	0.59	0.81	1.00	0.85	0.85
SPOKANE WALNUT		0	10,171	87	0.86	0.81	0.79	0.90	1.36	1.31	1.10	1.10	1.10	1.03	0.79	1.34	1.20	0.82	0.82
SPOKANE WHITWORTH		1	1,360	16	1.18	3.64	1.16	0.65	2.93	2.05	1.39	1.39	1.39	3.30	1.16	4.80	2.49	3.05	3.05
SPRINGDALE		0	7,666	71	0.93	1.18	1.19	0.85	0.92	1.09	1.21	1.21	1.21	0.97	0.50	1.15	1.39	0.98	0.98
SUMNER (BONNEYLAKE)		0	74,182	596	0.80	0.70	0.80	0.72	1.04	1.07	1.20	1.20	1.20	0.86	0.72	0.65	0.73	0.66	0.66
TACOMA		0	1,487	10	0.67	0.39	0.59	0.19	0.38	0.57	0.51	0.51	0.51	0.36	0.24	0.35	0.35	0.88	0.88
TACOMA FORT LEWIS		0																	

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WIRECENTER	STD EXD CNT	LINES	RPTS	MAY-13 RATE	APR-13 RATE	MAR-13 RATE	FEB-13 RATE	JAN-13 RATE	DEC-12 RATE	NOV-12 RATE	OCT-12 RATE	SEP-12 RATE	AUG-12 RATE	JUL-12 RATE	JUN-12 RATE
STANDARD	0	9,843	100	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
TACOMA GREENFIELD	0	9,843	100	1.02	0.80	1.03	0.78	1.22	1.31	1.38	1.14	0.77	0.77	0.85	0.64
TACOMA JUNIPER	0	10,214	80	0.78	0.80	0.73	0.64	1.01	0.99	1.28	0.88	0.82	0.68	1.13	0.69
TACOMA LENNOX	0	12,152	157	1.29	0.86	1.05	0.99	1.22	1.48	1.20	1.05	0.83	0.83	0.78	0.70
TACOMA LOGAN	0	7,562	62	0.82	0.58	0.78	0.57	0.94	1.08	1.27	0.64	0.44	0.75	0.58	0.59
TACOMA MARKET (FAWCETT)	0	9,051	32	0.35	0.41	0.42	0.51	0.52	0.60	1.11	0.51	0.54	0.50	0.50	0.51
TACOMA SKYLINE	0	7,679	58	0.76	0.63	0.79	0.58	1.48	1.29	1.39	1.07	0.46	0.47	0.71	0.75
TACOMA WAVERLY-2	0	3,167	22	0.69	0.66	0.47	1.18	1.56	0.96	1.16	0.74	1.11	0.52	0.71	0.56
TACOMA WAVERLY-7	0	13,027	75	0.58	0.77	0.80	0.75	0.88	0.95	1.02	0.81	0.93	0.57	0.61	0.72
VANCOUVER	0	43,504	379	0.87	0.75	0.80	0.92	1.03	0.99	1.13	0.91	0.65	0.77	0.63	0.73
VANCOUVER ORCHARDS	0	22,113	181	0.82	0.68	0.70	0.85	0.92	0.90	1.08	0.91	0.59	0.74	0.57	0.73
VANCOUVER OXFORD	0	12,488	103	0.82	0.50	0.80	0.93	0.95	1.08	1.18	0.91	0.65	0.85	0.65	0.83
VANCOUVER SALMON CRK(NORTH)	0	8,903	95	1.07	1.27	1.05	1.06	1.41	1.07	1.18	0.91	0.81	0.71	0.74	0.58
WAITSBURG	1	375	6	1.60	1.05	1.03	0.00	0.75	2.00	4.25	1.00	1.00	0.49	0.98	2.91
WALLA WALLA (INCL TOUCHET)	0	9,224	95	1.03	0.73	0.49	0.43	0.73	0.78	1.44	1.02	0.59	0.68	0.68	1.04
WARDEN	0	766	5	0.65	1.81	1.52	1.39	1.99	2.21	2.30	1.68	0.47	0.94	1.05	0.80
WINLOCK	0	1,670	22	1.32	0.24	1.50	0.96	1.55	1.95	1.35	1.59	0.77	1.11	0.58	0.98
YAKIMA	0	25,360	397	1.57	0.62	1.12	0.50	0.64	0.77	0.72	0.85	0.73	0.90	1.19	0.69
YAKIMA CHESTNUT	0	16,655	315	1.89	0.59	1.18	0.53	0.69	0.70	0.69	0.81	0.69	0.82	1.03	0.65
YAKIMA WEST	0	8,705	82	0.94	0.67	1.00	0.44	0.56	0.91	0.77	0.92	0.80	1.06	1.51	0.77
Exchanges in Neighboring States	0	3,662	53	1.45	1.05	0.72	1.35	1.21	1.57	1.43	1.90	1.00	1.08	1.09	1.21
CLARKSTON	0	778,001	6183	0.79	0.73	0.76	0.75	1.01	1.03	1.17	0.90	0.66	0.82	0.84	0.79
TOTALS															

WASHINGTON TRUNK BLOCKING SUMMARY - MAY 2013

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	127	0	0.00%
LOCAL	353	0	0.00%
TOLL	372	8	2.15%

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WASHINGTON TRUNK BLOCKING - MAY 2013

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	1.27%	blkng 05/28/13@1100.1300hrs issued sa tgsr to the customer
AP072407	120			TOLL	TWO_WAY	3.26%	blkng 05/13/13@1100.1200hrs issued sa tgsr to the customer
AP072412	192			TOLL	TWO_WAY	3.15%	blkng 05/13/13@1900hrs 05/14/13@2100hr 05/15/13@1400hrs issued sa tgsr to the customer
AP072416	240			TOLL	TWO_WAY	2.49%	blkng 05/28/13@1100.1300hr 05/30/13@1300hr issued sa tgsr to the customer
AP072421	168			TOLL	TWO_WAY	1.20%	1x blkng 05/27/13@1500hr issued sa tgsr to the customer
AP073995	120			TOLL	TWO_WAY	0.63%	blkng 05/22/13@1000hr 05/23/13@1000hr issued sa tgsr to the customer
AP077382	120			TOLL	TWO_WAY	0.75%	1x blkng 05/22/13@1700hr issued sa tgsr to the customer
AP081340	264			TOLL	TWO_WAY	3.35%	1xblkng 052213@1000hr issue sa tgsr to the customer

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - MAY 2013

MEASURE	MARKET UNIT	APR-13	MAY-13	JUN-13
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 - MAY 2013

MEASURE	MARKET UNIT	APR-13	MAY-13	JUN-13
Number of Scheduled Appointments (dispatched orders)	RES			
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	RES			
Number of Scheduled Commitments (non-dispatched tickets)	RES			
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	RES			
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	RES			
Number Exclusions	RES			
Number of Scheduled Appointments (dispatched tickets)	BUS			
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	BUS			
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	BUS			
Number of Scheduled Commitments (non-dispatched tickets)	BUS			
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	BUS			
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	BUS			
Number Exclusions	BUS			
Total amount of missed appointments credits paid	RES			
Number of customers receiving credits for company missed appointments/commitments-Install	RES			
Total amount of missed appointments credits paid	BUS			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - MAY 2013

MEASURE	MARKET UNIT	APR-13	MAY-13	JUN-13
Number of Scheduled Appointments (dispatched orders)	RES			
Number of customers receiving credits for company missed appointments/commitments-Install	BUS			
Total amount of missed appointments credits paid	RES			
Number of customers receiving credits for company missed appointments/commitments-Repair	RES			
Total amount of missed appointments credits paid	BUS			
Number of customers receiving credits for company missed appointments/commitments-Repair	BUS			
Count of All Orders	RES			
WA Completed Orders for Primary Service installed within 5 business days	RES			
Number of credits-First Month's Charge(HO Recurring)	RES			
Amount of credit-First Month's Charge(HO Recur)	RES			
Number of credits-Installation (HO NonRecur)	RES			
Amount of credits-Installation (Ho NonRecur)	RES			
Number of Voice Mail Nonrecurring Credits	RES			
Amount of Voice Mail Nonrecurring Credits	RES			
Number of Remote Call Fwrding-Non-Recurring	RES			
Amount of Remote Call Fwrding-Non-Recurring	RES			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - MAY 2013

MEASURE	MARKET UNIT	APR-13	MAY-13	JUN-13
Number of Scheduled Appointments (dispatched orders)	RES			
Count of All Orders	BUS			
WA Completed Orders for Primary Service installed within 5 business days	BUS			
Number of credits-First Month's Charge(HO Recurring)	BUS			
Amount of credit-First Month's Charge(HO Recur)	BUS			
Number of credits-Installation (HO NonRecur)	BUS			
Amount of credits-Installation (Ho NonRecur)	BUS			
Number of Voice Mail Nonrecurring Credits	BUS			
Amount of Voice Mail Nonrecurring Credits	BUS			
Number of Remote Call Fwding-Non-Recuring	BUS			
Amount of Remote Call Fwding-Non-Recuring	BUS			
Number of out of service repair reports cleared within two working days	RES			
Percentage of out of service repair reports cleared within two working days	RES			
Number of out of service repair reports not cleared within two working days minus exceptions.	RES			
Percentage of out of service repair reports not cleared within two working days minus exceptions.	RES			
Total amount of two day out of service condition credits	RES			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - MAY 2013

MEASURE	MARKET UNIT	APR-13	MAY-13	JUN-13
Number of Scheduled Appointments (dispatched orders)	RES			
Total amount of two day out of service condition credit exceptions	RES			
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES			
Number of two day out of service condition credit exceptions for Weather Related Events	RES			
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	RES			
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	RES			
Number of out of service repair reports cleared within two working days	BUS			
Percentage of out of service repair reports cleared within two working days	BUS			
Number of out of service repair reports not cleared within two working days minus exceptions.	BUS			
Percentage of out of service repair reports not cleared within two working days minus exceptions.	BUS			
Total amount of two day out of service condition credits	BUS			
Total amount of two day out of service condition credit exceptions	BUS			
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	BUS			
Number of two day out of service condition credit exceptions for Weather Related Events	BUS			
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	BUS			
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	BUS			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - MAY 2013

MEASURE	MARKET UNIT	APR-13	MAY-13	JUN-13
Number of Scheduled Appointments (dispatched orders)	RES			
Number of out of service repair reports cleared within seven calendar days	RES			
Percentage of out of service repair reports cleared within seven calendar days	RES			
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	RES			
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	RES			
Total amount of seven day out of service condition credits	RES			
Total amount of seven day out of service condition credit exceptions	RES			
No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES			
Number of seven day out of service condition credit exceptions for Weather Related Events	RES			
Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foilage, etc.)	RES			
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	RES			
Number of out of service repair reports cleared within seven calendar days	BUS			
Percentage of out of service repair reports cleared within seven calendar days	BUS			
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS			
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS			
Total amount of seven day out of service condition credits	BUS			
Total amount of seven day out of service condition credit exceptions	BUS			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - MAY 2013

MEASURE	MARKET UNIT	APR-13	MAY-13	JUN-13
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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