



CenturyLink™

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August 27, 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 July 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 at (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

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Washington Service Quality Summary Report - JULY 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 - JULY 2013

METRIC DESCRIPTION	APRIL 2013			MAY 2013			JUNE 2013		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	1,686	1,726	97.68%	1,990	2,044	97.36%	1,737	1,796	96.71%
OOS Tickets Not Cleared Within 48 Hrs	40	1	40	54	1	54	59	1	59
Number of OOS Exemptions	41	1	41	65	1	65	66	1	66
All Other Repairs Cleared LT < 72 Hrs	4,099	4,168	98.34%	4,367	4,410	99.02%	4,301	4,364	98.56%
All Other Troubles Cleared GTR > 72 Hrs	69	1	69	43	1	43	63	1	63
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	10	1	10	8	1	8	10	1	10
Physically Obstructed All Other Troubles Cleared > 72 Hrs	72	1	72	56	1	56	58	1	58
Repair Force Majeure Exclusions	27	1	27	55	1	55	73	1	73
Repair Physically Obstructed Exclusions	30	1	30	16	1	16	28	1	28
Installation Appointments Met	1,895	1,991	95.18%	1,930	2,020	95.54%	1,702	1,789	95.14%
Repair Appointments Met	1,938	2,163	89.60%	1,989	2,270	87.62%	2,031	2,335	86.98%
Provisioning Missed for Company Reasons	153	1	153	131	1	131	142	1	142
Provisioning Missed for Customer Reasons	477	1	477	490	1	490	486	1	486
% of Switches Delivering Dial Tone Within 3 seconds	6,466	6,468	99.97%	6,680	6,680	100.00%	6,233	6,234	99.98%

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - JULY 2013

METRIC DESCRIPTION	JULY 2013		
	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	1,650	1,829	90.21%
OOS Tickets Not Cleared Within 48 Hrs	179	1	179
Number of OOS Exemptions	78	1	78
All Other Repairs Cleared LT < 72 Hrs	4,405	4,514	97.59%
All Other Troubles Cleared GTR > 72 Hrs	109	1	109
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	5	1	5
Physically Obstructed All Other Troubles Cleared > 72 Hrs	104	1	104
Repair Force Majeure Exclusions	16	1	16
Repair Physically Obstructed Exclusions	27	1	27
Installation Appointments Met	1,796	1,921	93.49%
Repair Appointments Met	2,177	2,517	86.49%
Provisioning Missed for Company Reasons	156	1	156
Provisioning Missed for Customer Reasons	560	1	560
% of Switches Delivering Dial Tone Within 3 seconds	6,448	6,448	100.00%

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - JULY 2013
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
STANDARD		65	3	6.67	0	90.00%		99.00%		100.00%
ABERDEEN-HOQUIAM		155	7	41.14	1	100.00%	1	100.00%		100.00%
AUBURN		45	0		2	95.56%		100.00%		100.00%
BAINBRIDGE ISLAND		58	2	96.50	4	93.10%	1	100.00%		100.00%
BATTLEGROUND		38	0		0	100.00%		100.00%		100.00%
BELFAIR		194	8	108.63	5	97.42%		100.00%	1	99.48%
BELLEVUE		80	4	19.75	2	97.50%		100.00%		100.00%
BELLEVUE GLENCOURT		114	4	197.50	3	97.37%		100.00%	1	99.12%
BELLEVUE-SHERWOOD		151	4	38.25	2	98.68%		100.00%		100.00%
BELLINGHAM		13	0		0	100.00%		100.00%		100.00%
BELLINGHAM LUMMI		138	4	38.25	2	98.55%		100.00%		100.00%
BELLINGHAM REGENT		12	2	139.50	1	91.67%		100.00%	1	91.67%
BLACK DIAMOND		140	1	14.00	0	100.00%		100.00%		100.00%
BREMERTON		9	0		0	100.00%		100.00%		100.00%
BREMERTON CROSBY		127	1	14.00	0	100.00%		100.00%		100.00%
BREMERTON ESSEX		4	0		0	100.00%		100.00%		100.00%
BREMERTON SUNNYSLOPE		12	0		0	100.00%		100.00%		100.00%
BUCKLEY		20	1	45.00	0	100.00%		100.00%		100.00%
CASTLE ROCK		51	0		0	100.00%		100.00%		100.00%
CENTRALIA		50	0		0	100.00%		100.00%		100.00%
CHEHALIS		30	0		0	100.00%		100.00%		100.00%
CHEHALIS		20	0		0	100.00%		100.00%		100.00%
CHEHALIS NAPAVINE		16	1	70.00	1	93.75%		100.00%		100.00%
CLE-ELUM		20	0		0	100.00%		100.00%		100.00%
COLFAX		57	0		1	98.25%		100.00%		100.00%
COLVILLE		20	0		1	95.00%		100.00%		100.00%
COPALIS(OCEAN SHORES)		18	0		0	100.00%		100.00%		100.00%
COULEE DAM		3	0		1	66.67%		100.00%		100.00%
CRYSTAL MTN.		8	0		1	87.50%		100.00%		100.00%
DAYTON		28	2	12.50	0	100.00%		100.00%		100.00%
DEER PARK		140	3	97.33	1	99.29%		100.00%	1	99.29%
DES MOINES		47	0		0	100.00%		100.00%		100.00%
DES MOINES FEDERAL WAY		93	3	97.33	1	98.92%		100.00%	1	98.92%

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

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Washington Orders Summary - JULY 2013
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
STANDARD		0		99.00%		99.00%				
EASTON		18	0		1	94.44%		100.00%		100.00%
ELK		21	2	15.00	1	95.24%		100.00%		100.00%
ENUMCLAW		10	0		0	100.00%		100.00%		100.00%
EPHRATA		113	2	7.50	5	95.58%		100.00%		100.00%
GRAHAM		10	0		3	70.00%		100.00%		100.00%
GREEN BLUFF		13	0	7.60	0	100.00%		100.00%		100.00%
HOODSPORT		78	5	7.60	0	100.00%		100.00%		100.00%
ISSAQUAH		319	11	41.82	6	98.12%	2	100.00%		100.00%
KENT		135	4	66.50	2	98.52%	2	100.00%		100.00%
KENT MERIDIAN		23	0		0	100.00%		100.00%		100.00%
KENT O BRIEN		161	7	27.71	4	97.52%		100.00%		100.00%
KENT ULRICH		3	0		0	100.00%		100.00%		100.00%
LIBERTY LAKE		173	1	1.00	1	99.42%		100.00%		100.00%
LONGVIEW-KELSO		11	0		1	90.91%		100.00%		100.00%
LOON LAKE		43	0		0	100.00%		100.00%		100.00%
MAPLE VALLEY		63	2	8.00	1	98.41%		100.00%		100.00%
MOSES LAKE		13	0		0	100.00%		100.00%		100.00%
MOSES LAKE AFB		50	2	8.00	1	98.00%		100.00%		100.00%
MOSES LAKE ALDER		4	1	16.00	0	100.00%		100.00%		100.00%
NEWMAN LAKE		9	1	8.00	0	100.00%		100.00%		100.00%
NORTHPORT		316	10	67.10	9	97.15%	3	100.00%		100.00%
OLYMPIA		22	1	124.00	1	95.45%	1	100.00%		100.00%
OLYMPIA EVERGREEN		153	4	49.75	2	98.69%	1	100.00%		100.00%
OLYMPIA LACEY		141	5	69.60	6	95.74%	1	100.00%		100.00%
OLYMPIA WHITEHALL		54	1	51.00	0	100.00%		100.00%		100.00%
OMAK-OKANOGAN		18	0		0	100.00%		100.00%		100.00%
OROVILLE		25	3	54.33	1	96.00%	1	100.00%		100.00%
OTHELLO		113	4	38.25	3	97.35%	1	100.00%		100.00%
PASCO		4	0		0	100.00%		100.00%		100.00%
PATEROS		8	0		0	100.00%		100.00%		100.00%
POMEROY		73	2	154.00	0	100.00%		100.00%	1	98.63%
PT. ANGELES		7	1	8.00	0	100.00%		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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STANDARD	PT. ANGELES	66	1	300.00	0	90.00%		99.00%		98.48%
PT. LUDLOW		9	0		0	100.00%		100.00%	1	100.00%
PT. ORCHARD	PT. ORCHARD COLBY	84	1	158.00	3	96.43%		100.00%	1	98.81%
	PT. ORCHARD	32	1	158.00	1	96.88%		100.00%	1	96.86%
		52	0		2	96.15%		100.00%		100.00%
PT. TOWNSEND		63	0		0	100.00%		100.00%		100.00%
PUYALLAP		179	1	37.00	2	98.88%		100.00%		100.00%
RENTON		197	4	55.25	0	100.00%	1	100.00%		100.00%
RIDGEFIELD		16	0		0	100.00%		100.00%		100.00%
ROCHESTER		33	0		0	100.00%		100.00%		100.00%
ROY		13	0		0	100.00%		100.00%		100.00%
SEATTLE		1,202	35	40.57	23	98.09%	3	100.00%	2	99.83%
	SEATTLE ATWATER	68	1	39.00	0	100.00%		100.00%		100.00%
	SEATTLE CAMPUS	54	0		1	98.15%		100.00%		100.00%
	SEATTLE CHERRY	146	6	74.00	0	100.00%	1	100.00%	1	99.32%
	SEATTLE DUWAMISH	71	0		1	98.59%		100.00%		100.00%
	SEATTLE EAST	175	5	74.20	7	96.00%	1	100.00%	1	99.43%
	SEATTLE ELLIOT	35	0		0	100.00%		100.00%		100.00%
	SEATTLE EMERSON	124	5	19.20	2	98.39%		100.00%		100.00%
	SEATTLE LAKEVIEW	98	1	8.00	2	97.96%		100.00%		100.00%
	SEATTLE MAIN	126	10	32.90	6	95.24%	1	100.00%		100.00%
	SEATTLE MERCER ISLAND (ADAMS)	33	0		0	100.00%		100.00%		100.00%
	SEATTLE PARKWAY	98	2	19.00	2	97.96%		100.00%		100.00%
	SEATTLE SUNSET	98	2	7.00	1	98.98%		100.00%		100.00%
	SEATTLE WEST	76	3	27.00	1	98.68%		100.00%		100.00%
SEQUIM		80	1	1.00	3	96.25%		100.00%		100.00%
SHELTON		54	1	66.00	1	98.15%		100.00%		100.00%
SILVERDALE		71	0		1	98.59%		100.00%		100.00%
SPOKANE		778	13	60.23	9	98.84%	3	100.00%	3	99.61%
	SPOKANE CHESTNUT	13	1	40.00	0	100.00%		100.00%		100.00%
	SPOKANE FAIRFAX	107	1	41.00	3	97.20%		100.00%		100.00%
	SPOKANE HUDSON	111	1	1.00	1	99.10%		100.00%		100.00%
	SPOKANE KEYSTONE	77	0		1	98.70%		100.00%		100.00%

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

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from RSOR and OP15A

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STANDARD		44	3	105.33	0	90.00%		99.00%		95.45%
	SPOKANE MORAN	111	0		2	100.00%		100.00%	2	100.00%
	SPOKANE RIVERSIDE	205	5	26.20	2	98.20%		100.00%		100.00%
	SPOKANE WALNUT	110	2	127.00	0	99.02%		100.00%	1	100.00%
	SPOKANE WHITWORTH	8	1	49.00	0	100.00%		100.00%		99.09%
SPRINGDALE		69	2	36.50	4	100.00%		100.00%		100.00%
SUMNER (BONNEYLAKE)		735	19	25.89	7	94.20%	1	100.00%		100.00%
TACOMA		34	5	10.00	4	99.05%		100.00%		100.00%
	TACOMA FORT LEWIS	98	3	49.00	4	88.24%	1	100.00%		100.00%
	TACOMA GREENFIELD	120	1	30.00	1	97.96%		100.00%		100.00%
	TACOMA JUNIPER	125	1	0.00	0	99.17%		100.00%		100.00%
	TACOMA LENNOX	59	0		0	100.00%		100.00%		100.00%
	TACOMA LOGAN	75	3	44.33	0	100.00%		100.00%		100.00%
	TACOMA MARKET (FAWCETT)	68	1	11.00	0	100.00%		100.00%		100.00%
	TACOMA SKYLINE	33	2	1.00	0	100.00%		100.00%		100.00%
	TACOMA WAVERLY-2	123	3	39.67	0	100.00%		100.00%		100.00%
	TACOMA WAVERLY-7	527	8	22.00	7	98.67%		100.00%		100.00%
VANCOUVER		276	5	19.20	2	99.28%		100.00%		100.00%
	VANCOUVER ORCHARDS	162	2	11.50	4	97.53%		100.00%		100.00%
	VANCOUVER OXFORD	89	1	57.00	1	98.88%		100.00%		100.00%
	VANCOUVER SALMON CRK(NORTH)	3	0		0	100.00%		100.00%		100.00%
WAITSBURG		67	4	9.00	1	98.51%		100.00%		100.00%
WALLA WALLA (INCL TOUCHET)		6	1	565.00	0	100.00%		100.00%	1	83.33%
WARDEN		21	0		0	100.00%		100.00%		100.00%
WINLOCK		253	10	42.80	3	98.81%	1	100.00%		100.00%
YAKIMA		176	6	48.00	2	98.86%	1	100.00%		100.00%
	YAKIMA CHESTNUT	77	4	35.00	1	98.70%		100.00%		100.00%
	YAKIMA WEST									
Exchanges in Neighboring States		23	0		1	95.65%		100.00%		100.00%
CLARKSTON		7,291	180	48.24	118	98.38%	15	100.00%	11	99.85%
TOTALS										

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

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WASHINGTON TROUBLE REPORT RATE - JULY 2013

WIRECENTER	STD EXD CNT	LINES	RPTS	JUL-13 RATE	JUN-13 RATE	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
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	6,706	63	0.94	0.78	1.09	1.11	1.26	0.96	1.13	1.20	1.52	1.65	0.65	1.50
AUBURN	0	11,792	107	0.91	0.92	0.82	0.84	1.06	0.78	1.34	1.38	1.27	0.97	0.78	0.95
BAINBRIDGE ISLAND	0	6,547	74	1.13	0.85	0.81	0.78	0.69	0.78	1.28	1.27	1.70	0.97	1.12	1.13
BATTLEGROUND	0	6,487	69	1.06	1.21	1.08	2.35	0.91	1.38	1.65	1.95	1.42	1.36	1.21	1.09
BELFAIR	0	4,428	54	1.22	1.03	0.75	0.59	1.13	2.64	1.59	1.47	1.97	0.98	1.04	1.31
BELLEVUE	0	25,187	193	0.77	0.69	0.57	0.57	0.53	0.67	0.89	0.83	0.94	0.71	0.43	0.58
BELLEVUE GLENCOURT	0	10,571	74	0.70	0.40	0.56	0.44	0.35	0.57	0.53	0.60	0.79	0.49	0.36	0.49
BELLEVUE-SHERWOOD	0	14,616	119	0.81	0.90	0.58	0.66	0.67	0.74	1.14	1.00	1.04	0.88	0.48	0.65
BELLINGHAM	0	16,394	75	0.46	0.31	0.43	0.41	0.48	0.46	0.63	0.51	0.62	0.64	0.40	0.52
BELLINGHAM LUMMI	0	994	8	0.80	0.40	0.49	0.59	0.39	0.58	0.58	1.25	0.95	2.84	0.38	0.37
BELLINGHAM REGENT	0	15,400	67	0.44	0.30	0.43	0.39	0.48	0.45	0.63	0.46	0.60	0.51	0.40	0.53
BLACK DIAMOND	0	1,600	35	2.19	2.06	1.44	0.85	2.90	0.96	0.83	0.82	1.68	1.83	1.48	1.47
BREMERTON	0	22,318	117	0.52	0.39	0.43	0.29	0.38	0.42	0.66	0.75	0.82	0.51	0.37	0.60
BREMERTON CROSBY	0	2,187	37	1.69	1.45	0.63	0.80	0.83	1.77	1.32	2.44	3.19	2.09	1.16	1.73
BREMERTON ESSEX	0	19,644	78	0.40	0.27	0.41	0.22	0.32	0.26	0.56	0.54	0.54	0.32	0.29	0.45
BREMERTON SUNNYSLOPE	0	487	2	0.41	0.41	0.40	0.80	0.80	0.80	1.59	1.59	0.99	0.79	0.00	1.16
BUCKLEY	0	1,323	35	2.65	1.58	0.89	1.03	2.34	0.50	1.13	0.85	1.54	1.53	1.72	1.55
CASTLE ROCK	0	2,562	52	2.03	1.51	1.38	2.09	1.74	1.80	2.23	2.65	3.45	2.54	1.51	1.83
CENTRALIA	0	4,422	35	0.79	0.78	1.20	1.77	0.82	0.75	1.41	0.96	1.28	1.15	0.85	1.21
CHEHALIS	0	6,546	62	0.95	1.06	1.11	1.03	1.25	0.68	1.19	0.74	1.18	0.96	1.44	0.92
CHEHALIS	0	4,656	43	0.92	0.89	1.03	1.03	1.07	0.83	1.22	0.69	0.99	0.86	1.30	0.79
CHEHALIS NAPAVINE	0	1,890	19	1.01	1.46	1.30	1.03	1.70	0.31	1.12	0.86	1.66	1.20	1.79	1.24
CLE-ELUM	0	2,072	18	0.87	0.38	0.62	0.52	0.42	0.60	0.79	1.10	1.00	1.13	0.98	0.85
COLFAX	0	1,733	18	1.04	0.92	0.86	0.62	0.95	1.00	1.50	1.77	1.10	1.26	0.55	0.71
COLVILLE	0	5,396	55	1.02	1.23	1.10	0.57	0.65	0.58	0.78	0.95	1.46	0.71	0.65	0.72
COPALIS(OCEAN SHORES)	0	2,352	38	1.62	1.39	1.93	0.80	1.17	1.12	1.89	1.91	2.35	1.24	0.91	0.86
COULEE DAM	0	1,581	46	2.91	0.50	0.93	0.74	0.92	0.80	1.52	2.06	1.88	1.67	2.65	2.00
CRYSTAL MTN.	0	531	5	0.94	0.93	0.73	2.03	0.18	0.92	2.22	3.36	1.13	0.19	0.74	1.46
DAYTON	0	1,387	14	1.01	1.00	0.85	0.49	0.21	0.28	0.69	0.28	1.43	0.88	0.54	1.41
DEER PARK	0	4,313	67	1.55	0.80	1.76	1.07	0.54	0.78	0.75	1.12	1.81	2.49	0.92	3.17
DES MOINES	0	11,590	144	1.24	0.78	0.60	0.88	0.84	0.68	1.29	1.14	1.27	0.85	0.70	0.71
DES MOINES	0	4,559	81	1.78	1.26	0.58	0.78	0.90	0.56	1.31	1.05	1.36	0.67	0.63	0.70
DES MOINES FEDERAL WAY	0	7,031	63	0.90	0.46	0.61	0.94	0.79	0.76	1.27	1.21	1.21	0.96	0.74	0.72
EASTON	0	461	3	0.65	1.29	0.65	0.87	0.21	0.00	1.49	0.00	0.63	1.05	0.83	1.66
ENUMCLAW	0	3,924	59	1.50	1.34	0.95	1.12	1.57	1.38	1.40	1.43	1.64	1.04	0.97	1.90

WASHINGTON TROUBLE REPORT RATE - JULY 2013

WIRECENTER		STD EXD CNT	LINES	RPTS	JUL-13		JUN-13		MAY-13		APR-13		MAR-13		FEB-13		JAN-13		DEC-12		NOV-12		OCT-12		SEP-12		AUG-12	
					4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
STANDARD					4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
EPHRATA		0	1,971	22	1.12	1.06	1.29	1.62	0.93	0.94	1.22	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49									
GRAHAM		0	7,310	99	1.35	0.92	0.93	0.94	1.22	1.12	1.21	1.26	1.42	1.13	1.17													
GREEN BLUFF		0	1,809	23	1.27	1.47	1.30	0.81	0.96	0.84	1.51	1.09	0.97	0.51	0.96													
HOODSPORT		0	1,366	19	1.39	1.17	1.16	0.65	1.29	0.64	1.34	2.45	1.60	0.67	0.60													
ISSAQUAH		0	10,213	63	0.62	0.48	0.65	0.52	0.86	0.52	1.21	0.82	0.92	0.56	0.75													
KENT		0	23,154	148	0.64	0.66	0.72	0.80	0.79	0.96	0.94	1.14	1.18	0.74	0.53													
KENT MERIDIAN		0	7,726	74	0.96	1.00	0.87	1.03	1.15	1.85	1.16	1.40	1.54	0.93	0.49													
KENT O BRIEN		0	5,194	14	0.27	0.27	0.40	0.26	0.20	0.22	0.44	0.56	0.34	0.25	0.12													
KENT ULRICH		0	10,234	60	0.59	0.60	0.77	0.90	0.83	0.67	1.03	1.24	1.34	0.85	0.77													
LIBERTY LAKE		0	574	5	0.87	1.03	0.34	0.68	0.00	0.17	0.50	0.50	1.14	1.93	0.95													
LONGVIEW-KELSO		0	13,928	134	0.96	0.93	1.47	1.08	0.93	1.05	1.52	1.76	1.98	1.41	1.08													
LOON LAKE		0	850	9	1.06	1.18	1.54	0.36	1.30	0.82	0.70	1.49	0.80	1.02	2.43													
MAPLE VALLEY		0	4,842	59	1.22	0.86	1.04	0.87	0.87	0.97	1.39	1.74	1.34	1.06	0.62													
MOSES LAKE		0	8,056	88	1.09	1.19	0.76	0.86	1.07	0.76	0.83	1.04	1.01	1.10	0.71													
MOSES LAKE AFB		0	1,354	10	0.74	1.16	0.79	1.07	0.50	0.92	0.70	0.83	0.75	0.82	0.20													
MOSES LAKE ALDER		0	6,702	78	1.16	1.20	0.76	0.82	1.18	0.73	0.86	1.08	1.06	1.15	0.81													
NEWMAN LAKE		0	1,024	7	0.68	2.42	0.67	1.24	1.05	0.66	0.47	1.29	1.28	1.46	0.53													
NORTHPORT		0	900	7	0.78	0.66	0.99	0.88	0.44	0.66	1.09	1.97	1.30	1.82	0.75													
OLYMPIA		0	34,731	211	0.61	0.63	0.65	0.53	0.61	0.72	0.90	0.86	0.98	0.96	0.58													
OLYMPIA EVERGREEN		0	2,549	34	1.33	1.17	1.05	0.50	0.88	0.76	1.32	1.87	1.81	1.14	0.99													
OLYMPIA LACEY		0	15,615	82	0.53	0.58	0.54	0.43	0.59	0.66	0.76	0.69	0.84	1.01	0.47													
OLYMPIA WHITEHALL		0	16,567	95	0.57	0.60	0.69	0.64	0.58	0.76	0.96	0.87	0.98	0.88	0.63													
OMAK-OKANOGAN		0	5,289	151	2.85	1.39	1.18	1.10	1.60	0.98	1.62	1.94	1.75	1.45	1.36													
OROVILLE		0	1,480	29	1.96	2.02	1.26	1.26	1.18	0.79	1.90	2.04	3.73	1.76	0.91													
OTHELLO		0	3,023	45	1.49	1.40	1.81	0.83	1.28	1.14	1.35	1.66	2.30	1.69	0.73													
PASCO		0	9,541	84	0.88	1.06	0.59	0.88	0.52	0.59	1.13	1.03	1.13	0.78	0.60													
PATEROS		0	585	8	1.37	1.53	0.85	1.01	0.67	0.33	1.15	1.32	0.49	1.78	1.12													
POMEROY		0	1,072	36	3.36	1.85	1.48	1.39	1.30	0.64	0.92	1.84	2.58	2.38	1.74													
PT. ANGELES		0	10,029	72	0.72	0.84	0.62	0.76	0.75	0.84	0.82	0.98	1.04	0.75	0.74													
PT ANGELES JOYCE		0	876	10	1.14	0.92	0.68	0.80	1.70	1.13	2.50	2.59	2.02	0.78	1.43													
PT. ANGELES		0	9,153	62	0.68	0.84	0.61	0.76	0.66	0.82	0.67	0.83	0.95	0.75	0.47													
PT. LUDLOW		0	1,729	13	0.75	0.69	0.90	0.61	0.60	0.76	0.97	0.96	0.63	0.57	1.02													
PT. ORCHARD		0	10,175	110	1.08	0.78	1.07	0.87	1.03	1.14	1.79	1.60	1.77	1.18	0.69													
PORT ORCHARD COLBY		0	3,750	51	1.36	0.90	0.91	0.95	1.04	1.26	2.44	2.13	2.40	1.36	0.92													
PT. ORCHARD		0	6,425	59	0.92	0.71	1.17	0.83	1.02	1.07	1.41	1.28	1.39	1.07	0.56													

WASHINGTON TROUBLE REPORT RATE - JULY 2013

WIRECENTER		STD	RATE											
EXD	LINES	RPTS	JUL-13	JUN-13	MAY-13	APR-13	MAR-13	FEB-13	JAN-13	DEC-12	NOV-12	OCT-12	SEP-12	AUG-12
CNT			RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
	STANDARD		4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
0	PT. TOWNSEND	53	0.66	0.77	0.64	0.54	0.81	0.71	0.93	2.96	1.03	0.67	0.71	1.25
0	PUYALLAP	121	0.91	0.77	0.81	0.94	0.76	0.82	1.12	0.78	1.11	0.83	0.86	0.77
0	RENTON	153	0.73	0.70	0.79	0.75	0.75	1.18	1.20	1.23	1.44	1.09	0.81	0.94
0	RIDGEFIELD	21	1.00	0.90	1.12	0.74	0.96	1.62	1.02	1.23	1.97	1.47	1.12	1.29
0	ROCHESTER	58	1.94	1.63	0.73	0.92	1.27	1.23	1.86	1.49	2.54	2.00	0.86	2.25
0	SEATTLE	157,165	0.50	0.48	0.52	0.57	0.50	0.54	0.72	0.64	0.86	0.61	0.43	0.48
0	SEATTLE ATWATER	33	0.30	0.31	0.41	0.41	0.27	0.25	0.36	0.38	0.45	0.42	0.33	0.35
0	SEATTLE CAMPUS	5,523	0.42	0.34	0.29	0.53	0.44	0.54	0.62	0.24	0.46	0.37	0.35	0.28
0	SEATTLE CHERRY	17,619	0.65	0.81	0.69	0.66	0.75	0.87	1.13	0.96	1.55	1.08	0.51	0.78
0	SEATTLE DUWAMISH	7,746	0.63	0.37	0.55	0.54	0.43	0.64	0.87	0.66	1.00	0.69	0.50	0.47
0	SEATTLE EAST	17,025	0.49	0.46	0.51	0.51	0.46	0.52	0.70	0.59	0.70	0.46	0.37	0.50
0	SEATTLE ELLIOT	4,590	0.13	0.17	0.17	0.17	0.24	0.11	0.15	0.23	0.29	0.31	0.40	0.20
0	SEATTLE EMERSON	16,124	0.63	0.55	0.74	0.87	0.72	0.69	0.95	0.73	1.03	0.67	0.56	0.64
0	SEATTLE LAKEVIEW	14,501	0.57	0.55	0.55	0.62	0.40	0.59	0.89	0.77	0.93	0.63	0.47	0.55
0	SEATTLE MAIN	23,623	0.17	0.13	0.18	0.16	0.20	0.19	0.19	0.14	0.19	0.21	0.21	0.08
0	SEATTLE MERCER ISLAND (ADAMS)	5,071	0.57	0.61	0.56	0.51	0.62	0.58	0.52	0.81	1.22	1.04	0.55	0.65
0	SEATTLE PARKWAY	10,966	0.77	0.72	0.77	0.74	0.77	0.92	0.88	1.16	1.25	0.82	0.56	0.60
0	SEATTLE SUNSET	12,225	0.63	0.62	0.58	0.79	0.47	0.35	1.06	0.72	0.93	0.60	0.48	0.50
0	SEATTLE WEST	11,231	0.50	0.55	0.60	0.82	0.71	0.74	0.77	0.86	1.15	0.75	0.47	0.62
0	SEQUIM	8,850	0.77	0.65	0.61	0.71	0.64	0.73	0.87	0.84	1.00	0.66	0.45	1.00
0	SHELTON	8,521	1.13	1.13	0.48	0.92	0.97	0.79	1.36	1.12	1.32	0.89	0.65	1.14
0	SILVERDALE	7,239	0.72	0.56	0.63	0.45	0.53	0.62	1.41	1.06	0.88	0.74	0.47	0.64
0	SPOKANE	65,459	0.96	1.00	0.87	0.72	0.78	0.77	1.05	1.11	1.34	1.01	0.65	0.97
0	SPOKANE CHESTNUT	1,511	26	1.72	0.73	0.65	0.64	0.82	0.91	1.92	3.08	0.98	0.97	1.14
0	SPOKANE FAIRFAX	9,008	87	0.97	1.21	1.01	0.72	0.67	1.03	1.09	1.66	1.15	0.71	1.09
0	SPOKANE HUDSON	7,096	93	1.31	1.17	0.94	0.86	0.77	1.48	1.70	1.51	1.23	0.91	1.23
0	SPOKANE KEYSTONE	6,112	49	0.80	1.00	0.87	0.57	0.59	0.83	1.06	1.25	0.66	0.54	0.74
0	SPOKANE MORAN	4,455	36	0.81	0.89	0.67	0.72	0.65	0.81	0.89	0.94	0.66	0.46	0.86
0	SPOKANE RIVERSIDE	9,294	57	0.61	1.01	0.86	0.61	0.71	1.04	0.97	1.30	0.88	0.46	0.73
0	SPOKANE WALNUT	17,948	150	0.84	0.98	0.87	0.74	0.97	0.83	0.84	1.25	1.10	0.59	0.81
0	SPOKANE WHITWORTH	10,035	131	1.31	0.81	0.86	0.81	0.79	1.36	1.31	1.10	1.03	0.79	1.34
1	SPRINGDALE	1,337	24	1.80	2.74	1.18	3.64	1.16	2.93	2.05	1.39	3.30	1.16	4.80
0	SUMNER (BONNEYLAKE)	7,555	63	0.83	1.00	0.93	1.18	1.19	0.92	1.09	1.21	0.97	0.50	1.15
0	TACOMA	72,747	576	0.79	0.68	0.80	0.70	0.80	1.04	1.07	1.20	0.86	0.72	0.65
0	TACOMA FORT LEWIS	1,444	11	0.76	0.21	0.67	0.39	0.59	0.38	0.57	0.51	0.36	0.24	0.35

WASHINGTON TROUBLE REPORT RATE - JULY 2013

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE												
					JUL-13	JUN-13	MAY-13	APR-13	MAR-13	FEB-13	JAN-13	DEC-12	NOV-12	OCT-12	SEP-12	AUG-12	
STANDARD			4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
	TACOMA GREENFIELD	0	9,663	94	0.97	0.95	1.02	0.80	0.80	1.03	0.78	1.22	1.31	1.38	1.14	0.77	0.77
	TACOMA JUNIPER	0	9,992	74	0.74	0.68	0.78	0.80	0.73	0.64	0.64	1.01	0.99	1.28	0.88	0.82	0.68
	TACOMA LENNOX	0	11,859	135	1.14	0.91	1.29	0.86	1.05	0.99	0.99	1.22	1.48	1.20	1.05	0.83	0.83
	TACOMA LOGAN	0	7,397	42	0.57	0.68	0.82	0.58	0.78	0.57	0.57	0.94	1.08	1.27	0.64	0.44	0.75
	TACOMA MARKET (FAWCETT)	0	8,958	50	0.56	0.44	0.35	0.41	0.42	0.51	0.51	0.52	0.60	1.11	0.51	0.54	0.50
	TACOMA SKYLINE	0	7,491	42	0.56	0.66	0.76	0.63	0.79	0.58	0.58	1.48	1.29	1.39	1.07	0.46	0.47
	TACOMA WAVERLY-2	0	3,162	17	0.54	0.79	0.69	0.66	0.47	1.18	1.18	1.56	0.96	1.16	0.74	1.11	0.52
	TACOMA WAVERLY-7	0	12,781	111	0.87	0.48	0.58	0.77	0.80	0.75	0.88	0.88	0.85	1.02	0.81	0.93	0.57
VANCOUVER		0	42,784	319	0.75	0.75	0.87	0.75	0.80	0.92	0.92	1.03	0.99	1.13	0.91	0.65	0.77
	VANCOUVER ORCHARDS	0	21,760	148	0.68	0.67	0.82	0.68	0.70	0.85	0.85	0.92	0.90	1.08	0.91	0.59	0.74
	VANCOUVER OXFORD	0	12,267	71	0.58	0.53	0.82	0.50	0.80	0.93	0.93	0.95	1.08	1.18	0.91	0.65	0.85
	VANCOUVER SALMON CRK(NORTH)	0	8,757	100	1.14	1.25	1.07	1.27	1.05	1.06	1.06	1.41	1.07	1.18	0.91	0.81	0.71
WAITSBURG		1	371	2	0.54	1.62	1.60	1.05	1.03	0.00	0.00	0.75	2.00	4.25	1.00	1.00	0.49
WALLA WALLA (INCL TOUCHET)		0	9,011	104	1.15	0.88	1.03	0.73	0.49	0.43	0.43	0.73	0.78	1.44	1.02	0.59	0.68
WARDEN		0	756	15	1.98	1.17	0.65	1.81	1.52	1.39	1.39	1.99	2.21	2.30	1.68	0.47	0.94
WINLOCK		0	1,635	12	0.73	0.60	1.32	0.24	1.50	0.96	0.96	1.55	1.95	1.35	1.59	0.77	1.11
YAKIMA		0	24,826	208	0.84	0.93	1.57	0.62	1.12	0.50	0.50	0.64	0.77	0.72	0.85	0.73	0.90
	YAKIMA CHESTNUT	0	16,314	122	0.75	1.08	1.89	0.59	1.18	0.53	0.53	0.69	0.70	0.69	0.81	0.69	0.82
	YAKIMA WEST	0	8,512	86	1.01	0.66	0.94	0.67	1.00	0.44	0.44	0.56	0.91	0.77	0.92	0.80	1.06
Exchanges in Neighboring States																	
CLARKSTON		0	3,598	49	1.36	1.95	1.45	1.05	0.72	1.35	1.35	1.21	1.57	1.43	1.90	1.00	1.08
TOTALS		0	764,324	6315	0.83	0.77	0.79	0.73	0.76	0.75	0.75	1.01	1.03	1.17	0.90	0.66	0.82

WASHINGTON TRUNK BLOCKING SUMMARY - JULY 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	5	1.34%

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Blanks in the report indicate no activity for the measure.

WASHINGTON TRUNK BLOCKING - JULY 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	1.15%	1xbkng 070213@1200hrs sa tgsr issued to the customer
AP072411	144			TOLL	TWO_WAY	0.76%	blkng 0723/13@1000-1100hrs, 0725/13@1000-1100hrs, 0726/13@1000hr issued sa tgsr the customer
AP072412	192			TOLL	TWO_WAY	2.41%	1x blkng 0722/13@1100hr issued sa tgsr to the customer
AP072421	168			TOLL	TWO_WAY	1.94%	1x blkng 0709/13@1900hr issued sa tgsr to the customer
AP073995	120			TOLL	TWO_WAY	0.57%	1x blkng 0717/13@1700hr issued sa tgsr to the customer

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JULY 2013

MEASURE	MARKET UNIT	JUL-13	AUG-13	SEP-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			

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JULY 2013

MEASURE	MARKET UNIT	JUL-13	AUG-13	SEP-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			

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JULY 2013

MEASURE	MARKET UNIT	JUL-13	AUG-13	SEP-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			

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JULY 2013

MEASURE	MARKET UNIT	JUL-13	AUG-13	SEP-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 Fwrding-Non-Recurring	BUS			
Amount of Remote Call Fwrding-Non-Recurring	BUS			
Number of out of service repair reports cleared within two working days	RES			
Percentage of out of service repair reports cleared within two working days	RES			
Number of out of service repair reports not cleared within two working days minus exceptions.	RES			
Percentage of out of service repair reports not cleared within two working days minus exceptions.	RES			
Total amount of two day out of service condition credits	RES			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JULY 2013

MEASURE	MARKET UNIT	JUL-13	AUG-13	SEP-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 - JULY 2013

MEASURE	MARKET UNIT	JUL-13	AUG-13	SEP-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, 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			

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JULY 2013

MEASURE	MARKET UNIT	JUL-13	AUG-13	SEP-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			