



Mark S. Reynolds  
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March 25, 2014

Steven King, 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. King:

Enclosed are the February 2014 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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RECORDS MANAGEMENT  
2014 MAR 26 PM 3:39  
STATE OF WASH.  
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COMMISSION

**CONFIDENTIAL**

Washington Service Quality Summary Report - FEBRUARY 2014

METRIC DESCRIPTION	JANUARY 2014			FEBRUARY 2014		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	1,648	1,926	85.57%	1,457	1,588	91.75%
OOS Tickets Not Cleared Within 48 Hrs	278	1	278	131	1	131
Number of OOS Exemptions	86	1	86	121	1	121
All Other Repairs Cleared LT < 72 Hrs	4,787	4,975	96.22%	3,786	3,862	98.03%
All Other Troubles Cleared GTR > 72 Hrs	188	1	188	76	1	76
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	7	1	7	10	1	10
Physically Obstructed All Other Troubles Cleared > 72 Hrs	110	1	110	92	1	92
Repair Force Majeure Exclusions	13	1	13	100	1	100
Repair Physically Obstructed Exclusions	52	1	52	37	1	37
Installation Appointments Met	1,515	1,606	94.33%	1,387	1,472	94.23%
Repair Appointments Met	2,691	3,137	85.78%	2,321	2,668	86.99%
Provisioning Missed for Company Reasons	144	1	144	148	1	148
Provisioning Missed for Customer Reasons	467	1	467	467	1	467
% of Switches Delivering Dial Tone Within 3 seconds	5,822	5,822	100.00%	5,166	5,166	100.00%

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Blanks in the report indicate no activity for the measure.

Washington Orders Summary - FEBRUARY 2014  
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 COMPLTD <= 90 DAYS FROM ORD DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLTD <= 180 DAYS FROM ORD DATE	PCT INWARD ORDS COMPLETED WITHIN 180 DAYS
STANDARD						90.00%		99.00%		
ABERDEEN-HOQUIAM		39	5	19.20	0	100.00%	†	97.44%		100.00%
AUBURN		101	4	75.50	1	99.01%		100.00%	†	99.01%
BAINBRIDGE ISLAND		36	2	9.00	0	100.00%		100.00%		100.00%
BATTLEGROUND		44	3	135.00	0	100.00%		100.00%	2	95.45%
BELFAIR		32	†	131.00	0	100.00%	†	96.86%		100.00%
BELLEVUE		137	9	196.00	4	97.08%	2	98.54%	4	97.08%
	BELLEVUE GLENCOURT	63	4	77.75	†	98.41%		100.00%	1	98.41%
	BELLEVUE-SHERWOOD	74	5	290.60	3	95.95%	2	97.30%	3	95.95%
BELLINGHAM		113	8	47.13	6	94.69%		100.00%	†	99.12%
	BELLINGHAM LUMMI	13	1	13.00	3	76.92%		100.00%		100.00%
	BELLINGHAM REGENT	100	7	52.00	3	97.00%		100.00%	†	99.00%
BLACK DIAMOND		15	2	217.00	0	100.00%		100.00%	†	93.33%
BREMERTON		121	3	39.00	4	96.69%		100.00%		100.00%
	BREMERTON CROSBY	15	0		0	100.00%		100.00%		100.00%
	BREMERTON ESSEX	99	3	39.00	4	95.96%		100.00%		100.00%
	BREMERTON SUNNYSLOPE	7	0		0	100.00%		100.00%		100.00%
BUCKLEY		6	0		0	100.00%		100.00%		100.00%
CASTLE ROCK		25	2	142.00	0	100.00%		100.00%	1	96.00%
CENTRALIA		43	0		0	100.00%		100.00%		100.00%
CHEHALIS		45	1	48.00	0	100.00%		100.00%		100.00%
	CHEHALIS	39	0		0	100.00%		100.00%		100.00%
	CHEHALIS NAPAVINE	6	1	48.00	0	100.00%		100.00%		100.00%
CLE-ELUM		12	2	115.00	0	100.00%	†	91.67%	†	91.67%
COLFAX		6	0		0	100.00%		100.00%		100.00%
COLVILLE		32	2	11.50	0	100.00%		100.00%		100.00%
COPALIS(OCEAN SHORES)		20	1	167.00	0	100.00%		100.00%	†	95.00%
COULEE DAM		18	0		0	100.00%		100.00%		100.00%
CRYSTAL MTN.			0							
DAYTON		9	0		0	100.00%		100.00%		100.00%
DEER PARK		22	0		0	100.00%		100.00%		100.00%
DES MOINES		105	7	113.86	0	100.00%	3	97.14%	†	99.05%
	DES MOINES	31	1	102.00	0	100.00%	†	96.77%		100.00%
	DES MOINES FEDERAL WAY	74	6	115.83	0	100.00%	2	97.30%	†	98.65%

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.

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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 COMPLTD <= 90 DAYS FROM ORD DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLTD <= 180 DAYS FROM ORD DATE	PCT INWARD ORDS COMPLETED WITHIN 180 DAYS
STANDARD						90.00%		99.00%		
EASTON		4	0		0	100.00%		100.00%		100.00%
ELK		7	0		0	100.00%		100.00%		100.00%
ENUMCLAW		23	4	72.75	2	91.30%		100.00%	†	95.65%
EPHRATA		12	0		0	100.00%		100.00%		100.00%
GRAHAM		60	2	66.00	†	98.33%	†	98.33%		100.00%
GREEN BLUFF		7	0		0	100.00%		100.00%		100.00%
HOODSPORT		3	0		0	100.00%		100.00%		100.00%
ISSAQUAH		49	4	92.50	0	100.00%		100.00%	2	95.92%
KENT		211	11	88.55	8	96.21%	3	98.58%	2	99.05%
	KENT MERIDIAN	43	5	112.40	2	95.35%	†	97.67%	1	97.67%
	KENT O'BRIEN	28	2	28.00	2	92.86%		100.00%		100.00%
	KENT ULRICH	140	4	89.00	4	97.14%	2	98.57%	†	99.29%
LIBERTY LAKE		3	0		0	100.00%		100.00%		100.00%
LONGVIEW-KELSO		108	5	54.80	†	99.07%		100.00%	†	99.07%
LOON LAKE		3	0		0	100.00%		100.00%		100.00%
MAPLE VALLEY		24	†	15.00	†	95.83%		100.00%		100.00%
MOSES LAKE		55	†	185.00	0	100.00%		100.00%	†	98.18%
	MOSES LAKE AFB	15	0		0	100.00%		100.00%		100.00%
	MOSES LAKE ALDER	40	1	185.00	0	100.00%		100.00%	†	97.50%
NEWMAN LAKE		5	0		0	100.00%		100.00%		100.00%
NORTHPORT		6	0		0	100.00%		100.00%		100.00%
OLYMPIA		209	10	65.40	†	99.52%	3	98.56%	†	99.52%
	OLYMPIA EVERGREEN	16	2	8.00	0	100.00%		100.00%		100.00%
	OLYMPIA LACEY	101	4	38.50	0	100.00%	†	99.01%		100.00%
	OLYMPIA WHITEHALL	92	4	121.00	†	98.91%	2	97.83%	†	98.91%
OMAK-OKANOGAN		34	1	228.00	0	100.00%		100.00%	†	97.06%
OROVILLE		6	0		0	100.00%		100.00%		100.00%
OTHELLO		26	5	76.60	1	96.15%	†	96.15%	†	96.15%
PASCO		66	1	1.00	2	96.97%		100.00%		100.00%
PATEROS		2	0		0	100.00%		100.00%		100.00%
POMEROY		4	1	16.00	0	100.00%		100.00%		100.00%
PT. ANGELES		53	3	177.67	†	98.11%		100.00%	†	98.11%
	PT ANGELES JOYCE	5	0		0	100.00%		100.00%		100.00%

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STANDARD						90.00%		99.00%		
	PT. ANGELES	48	3	177.67	1	97.92%		100.00%	1	97.92%
PT. LUDLOW		7	0		0	100.00%		100.00%		100.00%
PT. ORCHARD		65	4	120.25	2	96.92%	1	98.46%	1	98.46%
	PORT ORCHARD COLBY	14	1	335.00	1	92.86%		100.00%	1	92.86%
	PT. ORCHARD	51	3	48.67	1	98.04%	1	98.04%		100.00%
PT. TOWNSEND		50	2	93.00	1	98.00%	1	98.00%		100.00%
PUYALLAP		101	10	36.10	1	99.01%	1	99.01%	1	99.01%
RENTON		154	15	83.40	4	97.40%	2	98.70%	4	97.40%
RIDGEFIELD		8	1	1.00	1	87.50%		100.00%		100.00%
ROCHESTER		21	0		0	100.00%		100.00%		100.00%
ROY		11	0		0	100.00%		100.00%		100.00%
SEATTLE		833	50	82.12	10	98.80%	12	98.56%	9	98.92%
	SEATTLE ATWATER	59	0		2	96.61%		100.00%		100.00%
	SEATTLE CAMPUS	17	2	7.50	0	100.00%		100.00%		100.00%
	SEATTLE CHERRY	130	14	114.43	0	100.00%	5	96.15%	4	96.92%
	SEATTLE DUWAMISH	49	6	87.00	1	97.96%	4	91.84%		100.00%
	SEATTLE EAST	81	2	262.00	0	100.00%	1	98.77%	1	98.77%
	SEATTLE ELLIOT	31	1	21.00	0	100.00%		100.00%		100.00%
	SEATTLE EMERSON	98	4	31.25	1	98.98%		100.00%		100.00%
	SEATTLE LAKEVIEW	64	3	21.33	2	96.88%		100.00%		100.00%
	SEATTLE MAIN	100	9	66.44	2	98.00%	1	99.00%	2	98.00%
	SEATTLE MERCER ISLAND (ADAMS)	21	2	67.00	0	100.00%	1	95.24%		100.00%
	SEATTLE PARKWAY	82	2	88.50	2	97.56%		100.00%	1	98.78%
	SEATTLE SUNSET	53	2	25.50	0	100.00%		100.00%		100.00%
	SEATTLE WEST	48	3	91.00	0	100.00%		100.00%	1	97.92%
SEQUIM		55	5	55.60	0	100.00%		100.00%	1	98.18%
SHELTON		69	1	68.00	2	97.10%		100.00%		100.00%
SILVERDALE		27	0		0	100.00%		100.00%		100.00%
SPOKANE		524	13	124.23	7	98.66%	4	99.24%	4	99.24%
	SPOKANE CHESTNUT	11	2	153.50	0	100.00%	1	90.91%	1	90.91%
	SPOKANE FAIRFAX	80	1	12.00	0	100.00%		100.00%		100.00%
	SPOKANE HUDSON	64	1	3.00	0	100.00%		100.00%		100.00%
	SPOKANE KEYSTONE	55	1	116.00	3	94.55%	1	98.18%		100.00%

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STANDARD						90.00%		99.00%		
	SPOKANE MORAN	21	3	167.00	1	95.24%		100.00%	2	90.48%
	SPOKANE RIVERSIDE	80	3	40.33	2	97.50%	1	98.75%		100.00%
	SPOKANE WALNUT	131	0		0	100.00%		100.00%		100.00%
	SPOKANE WHITWORTH	82	2	277.50	1	98.78%	1	98.78%	1	98.78%
SPRINGDALE		11	2	9.50	0	100.00%		100.00%		100.00%
SUMNER (BONNEYLAKE)		51	2	10.00	2	96.08%		100.00%		100.00%
TACOMA		601	24	67.92	20	96.67%	5	99.17%	4	99.33%
	TACOMA FORT LEWIS	16	2	48.00	0	100.00%	1	93.75%		100.00%
	TACOMA GREENFIELD	122	4	145.50	9	92.62%	1	99.18%	2	98.36%
	TACOMA JUNIPER	97	3	142.00	4	95.88%	2	97.94%	1	98.97%
	TACOMA LENNOX	105	3	36.67	2	98.10%	1	99.05%		100.00%
	TACOMA LOGAN	47	1	3.00	1	97.87%		100.00%		100.00%
	TACOMA MARKET (FAWCETT)	63	6	50.67	0	100.00%		100.00%	1	98.41%
	TACOMA SKYLINE	33	0		0	100.00%		100.00%		100.00%
	TACOMA WAVERLY-2	32	1	24.00	0	100.00%		100.00%		100.00%
	TACOMA WAVERLY-7	86	4	21.25	4	95.35%		100.00%		100.00%
VANCOUVER		359	16	47.56	7	98.05%	2	99.44%	2	99.44%
	VANCOUVER ORCHARDS	175	6	56.17	4	97.71%	1	99.43%	1	99.43%
	VANCOUVER OXFORD	131	8	22.88	3	97.71%	1	99.24%		100.00%
	VANCOUVER SALMON CRK(NORTH)	53	2	120.50	0	100.00%		100.00%	1	98.11%
WAITSBURG		2	0		1	50.00%		100.00%		100.00%
WALLA WALLA (INCL TOUCHET)		43	5	126.40	1	97.67%	2	95.35%	2	95.35%
WARDEN		4	1	72.00	0	100.00%		100.00%		100.00%
WINLOCK		12	0		1	91.67%		100.00%		100.00%
YAKIMA		179	7	110.57	1	99.44%		100.00%	3	98.32%
	YAKIMA CHESTNUT	136	3	157.67	1	99.26%		100.00%	2	98.53%
	YAKIMA WEST	43	4	75.25	0	100.00%		100.00%	1	97.67%
Exchanges in Neighboring States										
CLARKSTON		13	1	10.00	0	100.00%		100.00%		100.00%
TOTALS		5,161	260	82.75	94	98.18%	46	99.11%	55	98.93%

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WASHINGTON TROUBLE REPORT RATE - FEBRUARY 2014

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE FEB-14	RATE JAN-14	RATE DEC-13	RATE NOV-13	RATE OCT-13	RATE SEP-13	RATE AUG-13	RATE JUL-13	RATE JUN-13	RATE MAY-13	RATE APR-13	RATE MAR-13
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	6,264	55	0.88	2.11	1.12	0.56	1.10	1.51	1.08	0.94	0.78	1.09	1.11	1.26
AUBURN		0	11,050	96	0.87	1.21	0.90	0.89	1.14	1.07	1.03	0.91	0.92	0.82	0.84	1.06
BAINBRIDGE ISLAND		0	6,092	34	0.56	1.04	0.92	1.14	1.14	1.13	0.71	1.13	0.85	0.81	0.78	0.69
BATTLEGROUND		0	6,145	66	1.07	2.28	1.28	1.52	1.36	1.02	0.71	1.06	1.21	1.08	2.35	0.91
BELFAIR		0	4,156	71	1.71	1.09	1.60	1.03	1.33	1.38	0.91	1.22	1.03	0.75	0.59	1.13
BELLEVUE		0	23,708	129	0.54	0.88	0.72	0.81	0.66	0.68	0.57	0.77	0.69	0.57	0.57	0.53
	BELLEVUE GLENCOURT	0	10,127	42	0.41	0.54	0.48	0.59	0.60	0.57	0.41	0.70	0.40	0.56	0.44	0.35
	BELLEVUE-SHERWOOD	0	13,581	87	0.64	1.13	0.90	0.97	0.70	0.76	0.68	0.81	0.90	0.58	0.66	0.67
BELLINGHAM		0	15,250	71	0.47	0.63	0.44	0.66	0.62	0.74	0.48	0.46	0.31	0.43	0.41	0.48
	BELLINGHAM LUMMI	0	974	6	0.62	1.02	1.01	0.50	0.41	0.82	0.91	0.80	0.40	0.49	0.59	0.39
	BELLINGHAM REGENT	0	14,276	65	0.46	0.60	0.40	0.67	0.64	0.74	0.45	0.44	0.30	0.43	0.39	0.48
BLACK DIAMOND		0	1,523	45	2.95	2.29	1.23	0.90	1.67	2.17	2.28	2.19	2.06	1.44	0.85	2.90
BREMERTON		0	21,098	110	0.52	0.49	0.38	0.42	0.48	0.44	0.70	0.52	0.39	0.43	0.29	0.38
	BREMERTON CROSBY	0	1,994	32	1.60	1.14	1.03	1.45	0.91	1.32	2.42	1.69	1.45	0.63	0.80	0.83
	BREMERTON ESSEX	0	18,672	76	0.41	0.41	0.30	0.32	0.42	0.35	0.52	0.40	0.27	0.41	0.22	0.32
	BREMERTON SUNNYSLOPE	0	432	2	0.46	0.69	0.91	0.23	0.88	0.22	0.21	0.41	0.40	0.80	0.80	0.80
BUCKLEY		0	1,212	13	1.07	1.55	1.13	1.19	1.97	2.58	0.77	2.65	1.58	0.89	1.03	2.34
CASTLE ROCK		0	2,381	23	0.97	2.29	1.36	1.06	1.71	1.44	1.43	2.03	1.51	1.38	2.09	1.74
CENTRALIA		0	4,112	38	0.92	1.49	1.07	0.97	2.00	1.58	1.15	0.79	0.78	1.20	1.77	0.82
CHEHALIS		0	6,217	91	1.46	1.21	0.79	0.96	1.82	1.68	0.91	0.95	1.06	1.11	1.03	1.25
	CHEHALIS	0	4,461	66	1.48	1.05	0.77	1.05	1.77	1.96	0.83	0.92	0.89	1.03	1.03	1.07
	CHEHALIS NAPAVINE	0	1,756	25	1.42	1.64	0.84	0.73	1.95	0.97	1.12	1.01	1.46	1.30	1.03	1.70
CLE-ELUM		0	1,983	13	0.66	0.45	0.25	0.74	0.69	1.42	0.93	0.87	0.38	0.62	0.52	0.42
COLFAX		0	1,659	9	0.54	1.20	0.72	1.07	1.42	0.76	0.87	1.04	0.92	0.86	0.62	0.95
COLVILLE		0	5,252	40	0.76	0.59	1.32	0.51	0.98	1.24	0.88	1.02	1.23	1.10	0.57	0.65
COPALIS(OCEAN SHORES)		0	2,214	29	1.31	1.66	0.80	1.06	1.10	2.14	1.11	1.62	1.39	1.93	0.80	1.17
COULEE DAM		0	1,504	12	0.80	0.86	1.57	0.91	0.71	1.22	3.70	2.91	0.50	0.93	0.74	0.92
CRYSTAL MTN.		0	527	9	1.71	2.08	0.94	1.89	2.29	0.19	1.14	0.94	0.93	0.73	2.03	0.18
DAYTON		0	1,360	9	0.66	1.18	0.95	0.51	0.67	1.54	0.65	1.01	1.00	0.85	0.49	0.21
DEER PARK		0	4,115	30	0.73	1.57	0.57	0.78	0.71	1.95	2.24	1.55	0.80	1.76	1.07	0.54
DES MOINES		0	10,773	116	1.08	1.04	0.80	0.87	1.19	0.85	1.00	1.24	0.78	0.60	0.88	0.84
	DES MOINES	0	4,184	49	1.17	0.92	0.91	0.89	1.40	0.92	1.18	1.78	1.26	0.58	0.78	0.90
	DES MOINES FEDERAL WAY	0	6,589	67	1.02	1.12	0.74	0.85	1.06	0.81	0.88	0.90	0.46	0.61	0.94	0.79
EASTON		0	451	2	0.44	0.00	3.70	3.03	1.54	0.22	1.09	0.65	1.29	0.65	0.87	0.21
ELK		0	1,660	20	1.20	0.83	1.05	1.50								

WASHINGTON TROUBLE REPORT RATE - FEBRUARY 2014

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE FEB-14	RATE JAN-14	RATE DEC-13	RATE NOV-13	RATE OCT-13	RATE SEP-13	RATE AUG-13	RATE JUL-13	RATE JUN-13	RATE MAY-13	RATE APR-13	RATE MAR-13
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
ENUMCLAW		0	3,714	54	1.45	1.80	1.38	2.01	1.84	1.35	1.24	1.50	1.34	0.95	1.12	1.57
EPHRATA		0	1,870	29	1.55	0.21	0.94	0.57	0.36	1.03	0.72	1.12	1.06	1.29	1.62	0.73
GRAHAM		0	6,648	101	1.52	1.57	1.09	1.02	1.75	1.69	1.53	1.35	0.92	0.93	0.94	1.22
GREEN BLUFF		0	1,723	23	1.33	0.75	1.38	1.89	1.65	0.90	1.79	1.27	1.47	1.30	0.81	0.96
HOODSPORT		0	1,280	11	0.86	0.54	0.54	0.99	0.98	0.67	0.59	1.39	1.17	1.16	0.65	1.29
ISSAQUAH		0	9,466	71	0.75	0.87	0.61	0.85	1.19	0.70	0.75	0.62	0.48	0.65	0.52	0.86
KENT		0	21,462	142	0.66	0.96	0.73	0.77	1.01	0.92	0.58	0.64	0.66	0.72	0.80	0.79
	KENT MERIDIAN	0	6,853	57	0.83	1.23	1.01	1.24	1.52	1.29	0.78	0.96	1.00	0.87	1.03	1.15
	KENT O BRIEN	0	5,039	9	0.18	0.22	0.28	0.18	0.33	0.41	0.18	0.27	0.27	0.40	0.26	0.20
	KENT ULRICH	0	9,570	76	0.79	1.16	0.75	0.75	0.99	0.91	0.64	0.59	0.60	0.77	0.90	0.83
LIBERTY LAKE		0	517	2	0.39	0.19	0.75	0.00	0.00	0.54	0.36	0.87	1.03	0.34	0.68	0.00
LONGVIEW-KELSO		0	13,198	121	0.92	1.15	0.94	1.14	1.95	1.45	1.13	0.96	0.93	1.47	1.08	0.93
LOON LAKE		0	784	3	0.38	0.76	0.38	0.99	0.99	0.96	0.48	1.06	1.18	1.54	0.36	1.30
MAPLE VALLEY		0	4,487	32	0.71	1.67	1.63	1.34	1.53	1.60	1.00	1.22	0.86	1.04	0.87	0.87
MOSES LAKE		0	7,648	58	0.76	0.48	0.71	0.73	0.58	1.28	0.93	1.09	1.19	0.76	0.86	1.07
	MOSES LAKE AFB	0	1,279	9	0.70	0.16	0.69	0.23	0.31	1.30	0.75	0.74	1.16	0.79	1.07	0.50
	MOSES LAKE ALDER	0	6,369	49	0.77	0.54	0.71	0.83	0.63	1.28	0.96	1.16	1.20	0.76	0.82	1.18
NEWMAN LAKE		0	955	4	0.42	0.73	0.62	1.02	0.61	0.40	1.57	0.68	2.42	0.67	1.24	1.05
NORTHPORT		0	837	9	1.08	2.97	0.12	0.93	0.46	0.11	0.79	0.78	0.66	0.99	0.88	0.44
OLYMPIA		0	31,861	181	0.57	0.87	0.57	0.67	0.85	0.77	0.56	0.61	0.63	0.65	0.53	0.61
	OLYMPIA EVERGREEN	0	2,396	29	1.21	1.04	0.82	0.82	1.09	1.20	0.52	1.33	1.17	1.05	0.50	0.88
	OLYMPIA LACEY	0	13,549	69	0.51	0.84	0.55	0.66	0.75	0.62	0.60	0.53	0.58	0.54	0.43	0.59
	OLYMPIA WHITEHALL	0	15,916	83	0.52	0.87	0.54	0.66	0.92	0.85	0.53	0.57	0.60	0.69	0.64	0.58
OMAK-OKANOGAN		0	4,845	52	1.07	0.86	0.88	0.97	0.75	1.58	1.96	2.85	1.39	1.18	1.10	1.60
OROVILLE		0	1,407	13	0.92	0.71	0.84	1.11	1.80	2.73	1.44	1.96	2.02	1.26	1.26	1.18
OTHELLO		0	2,836	41	1.45	1.96	0.80	1.69	2.53	2.17	1.45	1.49	1.40	1.81	0.83	1.28
PASCO		0	8,770	67	0.76	0.99	0.59	0.55	0.76	0.73	1.15	0.88	1.06	0.59	0.88	0.52
PATEROS		0	561	4	0.71	0.89	0.53	0.35	0.70	0.34	1.72	1.37	1.53	0.85	1.01	0.67
POMEROY		0	1,032	15	1.45	1.44	1.72	1.53	2.51	1.24	0.94	3.36	1.85	1.48	1.39	1.30
PT. ANGELES		0	9,471	54	0.57	0.66	0.91	0.60	0.73	0.90	0.60	0.72	0.84	0.62	0.76	0.75
	PT ANGELES JOYCE	0	815	8	0.98	2.20	3.04	1.93	0.83	1.63	1.16	1.14	0.92	0.68	0.80	1.70
	PT. ANGELES	0	8,656	46	0.53	0.51	0.72	0.47	0.72	0.83	0.54	0.68	0.84	0.61	0.76	0.66
PT. LUDLOW		0	1,567	11	0.70	1.14	0.56	0.62	0.55	1.14	1.41	0.75	0.69	0.90	0.61	0.60
PT. ORCHARD		0	9,426	86	0.91	1.48	1.00	1.14	1.19	1.33	0.98	1.08	0.78	1.07	0.87	1.03
	PORT ORCHARD COLBY	0	3,436	38	1.11	1.87	1.30	1.09	1.33	1.93	1.03	1.36	0.90	0.91	0.95	1.04



WASHINGTON TROUBLE REPORT RATE - FEBRUARY 2014

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE FEB-14	RATE JAN-14	RATE DEC-13	RATE NOV-13	RATE OCT-13	RATE SEP-13	RATE AUG-13	RATE JUL-13	RATE JUN-13	RATE MAY-13	RATE APR-13	RATE MAR-13
STANDARD					4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
	PT. ORCHARD	0	5,990	48	0.80	1.26	0.82	1.17	1.10	0.97	0.96	0.92	0.71	1.17	0.83	1.02
PT. TOWNSEND		0	7,376	78	1.06	0.89	0.57	0.68	1.06	0.95	0.60	0.66	0.77	0.64	0.54	0.81
PUYALLAP		0	12,327	98	0.80	1.11	0.93	0.88	1.05	1.04	0.93	0.91	0.77	0.81	0.94	0.76
RENTON		0	19,245	138	0.72	1.26	0.94	0.85	1.05	0.80	0.75	0.73	0.70	0.79	0.75	0.75
RIDGEFIELD		0	1,944	15	0.77	1.37	1.66	0.95	0.74	1.91	1.02	1.00	0.90	1.12	0.74	0.96
ROCHESTER		0	2,839	23	0.81	1.40	1.38	1.36	0.79	1.52	0.88	1.94	1.63	0.73	0.92	1.27
ROY		0	1,535	29	1.89	1.62	1.23	1.60								
SEATTLE		0	146,891	831	0.57	0.71	0.50	0.54	0.69	0.57	0.49	0.50	0.48	0.52	0.57	0.50
	SEATTLE ATWATER	0	10,592	48	0.45	0.46	0.29	0.22	0.42	0.45	0.30	0.30	0.31	0.41	0.41	0.27
	SEATTLE CAMPUS	0	5,543	25	0.45	0.56	0.28	0.26	0.45	0.39	0.46	0.42	0.34	0.29	0.53	0.44
	SEATTLE CHERRY	0	15,997	133	0.83	1.09	0.72	0.84	1.13	0.75	0.68	0.85	0.81	0.69	0.66	0.75
	SEATTLE DUWAMISH	0	7,158	35	0.49	0.80	0.45	0.60	0.74	0.58	0.85	0.63	0.37	0.55	0.54	0.43
	SEATTLE EAST	0	16,675	101	0.61	0.67	0.60	0.68	0.70	0.58	0.56	0.49	0.46	0.51	0.51	0.46
	SEATTLE ELLIOT	0	4,892	4	0.08	0.12	0.06	0.14	0.23	0.31	0.07	0.13	0.17	0.17	0.17	0.24
	SEATTLE EMERSON	0	13,964	89	0.64	0.88	0.68	0.74	0.87	0.76	0.50	0.63	0.55	0.74	0.87	0.72
	SEATTLE LAKEVIEW	0	13,732	91	0.66	0.88	0.63	0.55	0.54	0.71	0.51	0.57	0.55	0.55	0.62	0.40
	SEATTLE MAIN	0	22,263	30	0.13	0.13	0.08	0.14	0.17	0.15	0.17	0.17	0.13	0.18	0.16	0.20
	SEATTLE MERCER ISLAND (ADAMS)	0	4,692	39	0.83	0.99	1.01	0.79	0.96	0.71	0.96	0.57	0.61	0.56	0.51	0.62
	SEATTLE PARKWAY	0	9,892	81	0.82	1.14	0.76	0.76	1.36	0.76	0.62	0.77	0.72	0.77	0.74	0.77
	SEATTLE SUNSET	0	11,192	69	0.62	0.68	0.60	0.49	0.72	0.64	0.55	0.63	0.62	0.58	0.79	0.47
	SEATTLE WEST	0	10,299	86	0.84	1.04	0.45	0.82	0.75	0.69	0.48	0.50	0.55	0.60	0.82	0.71
SEQUIM		0	8,315	46	0.55	0.75	0.45	0.60	1.06	0.79	0.83	0.77	0.65	0.61	0.71	0.64
SHELTON		0	7,937	56	0.71	1.10	0.65	0.80	1.13	2.14	1.48	1.13	1.13	0.48	0.92	0.97
SILVERDALE		0	6,726	36	0.54	0.75	0.41	0.69	0.59	0.68	0.55	0.72	0.56	0.63	0.45	0.53
SPOKANE		0	60,795	415	0.68	0.75	0.73	0.91	0.84	1.08	1.17	0.96	1.00	0.87	0.72	0.78
	SPOKANE CHESTNUT	0	1,373	22	1.60	1.51	0.71	1.27	1.09	0.94	1.26	1.72	0.73	0.65	0.64	0.82
	SPOKANE FAIRFAX	0	8,571	56	0.65	0.69	1.12	1.03	0.82	0.96	1.09	0.97	1.21	1.01	0.72	0.67
	SPOKANE HUDSON	0	6,597	56	0.85	0.77	0.79	0.90	0.99	1.07	1.26	1.31	1.17	0.94	0.86	0.77
	SPOKANE KEYSTONE	0	5,841	31	0.53	0.51	0.67	0.93	1.09	1.04	0.97	0.80	1.00	0.87	0.57	0.59
	SPOKANE MORAN	0	3,955	18	0.46	0.96	0.92	0.94	0.83	2.34	1.95	0.81	0.89	0.67	0.72	0.65
	SPOKANE RIVERSIDE	0	9,358	50	0.53	0.64	0.49	0.66	0.69	0.85	0.96	0.61	1.01	0.86	0.61	0.71
	SPOKANE WALNUT	0	16,204	101	0.62	0.66	0.59	0.87	0.78	0.80	1.19	0.84	0.98	0.87	0.74	0.97
	SPOKANE WHITWORTH	0	8,896	81	0.91	0.99	0.74	1.03	0.81	1.40	1.07	1.31	0.81	0.86	0.81	0.79
SPRINGDALE		1	1,289	9	0.70	0.62	0.54	1.15	1.53	4.23	3.92	1.80	2.74	1.18	3.64	1.16
SUMNER (BONNEYLAKE)		0	6,936	81	1.17	1.56	1.36	1.00	1.39	1.38	0.97	0.83	1.00	0.93	1.18	1.19

WASHINGTON TROUBLE REPORT RATE - FEBRUARY 2014

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE FEB-14	RATE JAN-14	RATE DEC-13	RATE NOV-13	RATE OCT-13	RATE SEP-13	RATE AUG-13	RATE JUL-13	RATE JUN-13	RATE MAY-13	RATE APR-13	RATE MAR-13
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
TACOMA		0	67,314	613	0.91	1.19	0.67	0.92	1.27	0.80	0.73	0.79	0.68	0.80	0.70	0.80
	TACOMA FORT LEWIS	0	1,347	9	0.67	0.51	0.36	0.22	0.71	0.21	0.35	0.76	0.21	0.67	0.39	0.59
	TACOMA GREENFIELD	0	8,808	99	1.12	1.41	1.02	1.31	1.48	1.05	0.67	0.97	0.95	1.02	0.80	1.03
	TACOMA JUNIPER	0	9,385	55	0.59	0.88	0.53	0.83	1.39	0.87	0.74	0.74	0.68	0.78	0.80	0.73
	TACOMA LENNOX	0	10,539	117	1.11	1.86	0.79	1.02	1.34	1.00	1.04	1.14	0.91	1.29	0.86	1.05
	TACOMA LOGAN	0	6,700	89	1.33	1.02	0.76	1.03	1.14	0.86	0.49	0.57	0.68	0.82	0.58	0.78
	TACOMA MARKET (FAWCETT)	0	8,828	54	0.61	0.92	0.35	0.43	0.74	0.47	0.56	0.56	0.44	0.35	0.41	0.42
	TACOMA SKYLINE	0	6,956	82	1.18	1.41	0.91	1.15	2.04	0.70	0.95	0.56	0.66	0.76	0.63	0.79
	TACOMA WAVERLY-2	0	2,994	28	0.94	1.18	0.62	1.10	1.56	0.81	0.77	0.54	0.79	0.69	0.66	0.47
	TACOMA WAVERLY-7	0	11,757	80	0.68	0.92	0.51	0.79	0.94	0.70	0.67	0.87	0.48	0.58	0.77	0.80
VANCOUVER		0	39,455	266	0.87	1.03	0.89	0.85	1.12	0.85	0.83	0.75	0.75	0.87	0.75	0.80
	VANCOUVER ORCHARDS	0	19,868	116	0.58	1.00	0.82	0.85	0.75	0.80	0.75	0.68	0.67	0.82	0.68	0.70
	VANCOUVER OXFORD	0	11,789	75	0.64	0.91	0.82	0.76	1.26	0.89	0.61	0.58	0.53	0.82	0.50	0.80
	VANCOUVER SALMON CRK(NORTH)	0	7,798	75	0.96	1.30	1.19	0.99	1.84	0.92	1.34	1.14	1.25	1.07	1.27	1.05
WAITSBURG		1	346	4	1.16	2.29	0.84	2.23	1.39	6.56	2.17	0.54	1.62	1.60	1.05	1.03
WALLA WALLA (INCL TOUCHET)		0	8,223	55	0.67	1.28	0.85	0.68	0.86	1.57	1.49	1.15	0.88	1.03	0.73	0.49
WARDEN		0	714	6	0.84	1.26	0.28	2.05	0.68	2.70	1.20	1.98	1.17	0.65	1.81	1.52
WINLOCK		0	1,565	8	0.51	1.08	1.57	0.56	1.12	1.61	0.98	0.73	0.60	1.32	0.24	1.50
YAKIMA		0	22,788	128	0.56	0.58	0.42	0.60	1.02	0.73	0.84	0.84	0.93	1.57	0.62	1.12
	YAKIMA CHESTNUT	0	15,173	84	0.55	0.52	0.45	0.52	0.57	0.63	0.63	0.75	1.08	1.89	0.59	1.18
	YAKIMA WEST	0	7,615	44	0.58	0.71	0.37	0.76	1.86	0.90	1.24	1.01	0.66	0.94	0.67	1.00
Exchanges in Neighboring States																
CLARKSTON		0	3,322	29	0.87	1.58	1.46	1.61	1.27	1.43	1.38	1.36	1.95	1.45	1.05	0.72
TOTALS		0	714,953	5279	0.74	0.96	0.72	0.79	0.99	0.94	0.83	0.83	0.77	0.79	0.73	0.76

WASHINGTON TRUNK BLOCKING SUMMARY - FEBRUARY 2014

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	126	0	0.00%
LOCAL	353	0	0.00%
TOLL	372	7	1.88%

Qwest Corporation d/b/a CenturyLink QC - Confidential per WAC 480-07-160  
Blanks in the report indicate no activity for the measure.

WASHINGTON TRUNK BLOCKING - FEBRUARY 2014

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072411	144	BLLVWAGLDS0	STTLWA0303T	TOLL	TWO_WAY	2.51%	order issued to add +96 trks has been blkng up to 20.56% for the last 2 months NOM072802 DD 03/10/14 order pending 03/18/14
AP072421	168	GRHMWAGRDS0	STTLWA0303T	TOLL	TWO_WAY	2.99%	1x blkng 02/25/14@1800hr issued sa tgsr to the customer 03/18/14
AP072427	288	STTLWA0303T	TACMWAGFDS0	TOLL	TWO_WAY	0.65%	1x blkng 02/25/14@1500hr issued sa tgsr to the customer 03/18/14
AP073982	168	PYLPWA01DS0	STTLWA0303T	TOLL	TWO_WAY	3.23%	blkng 02/05/14@1700hr 02/06/14@1500hr 02/07/14@1600hr issued sa tgsr to the customer 03/18/14
AP074414	216	STTLWA0303T	TACMWALEDS1	TOLL	TWO_WAY	3.45%	1xblkng 02/26/14@1800hr issued sa tgsr to the customer 03/18/14
AP077380	144	COLBWA01DS1	STTLWA06C9T	TOLL	TWO_WAY	2.59%	blkng 02/20/14@1800-1900hr issued sa tgsr to the customer 03/18/14
AP081340	264	BTLGWA01DS1	PTLDOR13C9T	TOLL	TWO_WAY	4.44%	STUDY WEEK 02/10/14 BLOCKED @ 1900 AND 2000 HRS issued sa tgsr to the customer

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Blanks in the report indicate no activity for the measure.

Qwest Corporation d/b/a CenturyLink QC  
WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - FEBRUARY 2014

MEASURE	MARKET UNIT	JAN-14	FEB-14	MAR-14	YTD
Number of Scheduled Appointments (dispatched orders)	RES	3,731	3,504		7,235
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	RES	80	117		197
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	RES	217	247		464
Number of Scheduled Commitments (non-dispatched orders)	RES	31,189	28,149		59,338
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	RES	6	4		10
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	RES	55	54		109
Number Exclusions	RES	272	301		573
Number of Scheduled Appointments (dispatched orders)	BUS	689	604		1,293
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	BUS	31	23		54
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	BUS	138	124		262
Number of Scheduled Commitments (non-dispatched orders)	BUS	3,289	2,989		6,278
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	BUS	28	4		32
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	BUS	57	43		100
Number Exclusions	BUS	195	167		362
Number of Scheduled Appointments (dispatched tickets)	RES	5,416	4,035		9,451
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	RES	589	396		985

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Qwest Corporation d/b/a CenturyLink QC  
WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - FEBRUARY 2014

MEASURE	MARKET UNIT	JAN-14	FEB-14	MAR-14	YTD
Number of Scheduled Appointments (dispatched orders)	RES	3,731	3,504		7,235
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	RES	29	19		48
Number of Scheduled Commitments (non-dispatched tickets)	RES	664	579		1,243
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	RES	52	35		87
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	RES	1	1		2
Number Exclusions	RES	40	113		153
Number of Scheduled Appointments (dispatched tickets)	BUS	854	803		1,657
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	BUS	124	103		227
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	BUS	22	17		39
Number of Scheduled Commitments (non-dispatched tickets)	BUS	105	119		224
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	BUS	6	14		20
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	BUS	0	0		0
Number Exclusions	BUS	25	24		49
Total amount of missed appointments credits paid	RES	\$6,662.50	\$5,987.50		\$12,650.00
Number of customers receiving credits for company missed appointments/commitments-Install	RES	271	243		514
Total amount of missed appointments credits paid	BUS	\$2,450.00	\$3,725.00		\$6,175.00

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - FEBRUARY 2014

MEASURE	MARKET UNIT	JAN-14	FEB-14	MAR-14	YTD
Number of Scheduled Appointments (dispatched orders)	RES	3,731	3,504		7,235
Number of customers receiving credits for company missed appointments/commitments-Install	BUS	45	54		99
Total amount of missed appointments credits paid	RES	\$12,350.00	\$7,750.00		\$20,100.00
Number of customers receiving credits for company missed appointments/commitments-Repair	RES	493	310		803
Total amount of missed appointments credits paid	BUS	\$3,350.00	\$2,900.00		\$6,250.00
Number of customers receiving credits for company missed appointments/commitments-Repair	BUS	67	58		125
Count of All Orders	RES	4,828	4,288		9,116
WA Completed Orders for Primary Service installed within 5 business days	RES	4,767	4,221		8,988
Number of credits-First Month's Charge(HO Recurring)	RES	42	30		72
Amount of credit-First Month's Charge(HO Recur)	RES	\$546.75	\$391.50		\$938.25
Number of credits-Installation (HO NonRecur)	RES	42	30		72
Amount of credits-Installation (Ho NonRecur)	RES	\$1,255.50	\$899.00		\$2,154.50
Number of Voice Mail Nonrecurring Credits	RES	1	1		2
Amount of Voice Mail Nonrecurring Credits	RES	14	70		\$84.00
Number of Remote Call Frwding-Non-Recurring	RES	1			1
Amount of Remote Call Frwding-Non-Recurring	RES	\$25.00			\$25.00

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - FEBRUARY 2014

MEASURE	MARKET UNIT	JAN-14	FEB-14	MAR-14	YTD
Number of Scheduled Appointments (dispatched orders)	RES	3,731	3,504		7,235
Count of All Orders	BUS	938	873		1,811
WA Completed Orders for Primary Service installed within 5 business days	BUS	908	846		1,754
Number of credits-First Month's Charge(HO Recurring)	BUS	16	17		33
Amount of credit-First Month's Charge(HO Recur)	BUS	\$720.00	\$930.00		\$1,650.00
Number of credits-Installation (HO NonRecur)	BUS	16	17		33
Amount of credits-Installation (Ho NonRecur)	BUS	\$1,152.00	\$1,488.00		\$2,640.00
Number of Voice Mail Nonrecurring Credits	BUS	430	412		842
Amount of Voice Mail Nonrecurring Credits	BUS	\$6,965.00	\$6,587.00		\$13,552.00
Number of Remote Call Frwding-Non-Recurring	BUS	61	62		123
Amount of Remote Call Frwding-Non-Recurring	BUS	\$2,975.00	\$3,600.00		\$6,575.00
Number of out of service repair reports cleared within two working days	RES	1,535	1,290		2,825
Percentage of out of service repair reports cleared within two working days	RES	91.53%	94.57%		92.90%
Number of out of service repair reports not cleared within two working days minus exceptions.	RES	142	74		216
Percentage of out of service repair reports not cleared within two working days minus exceptions.	RES	8.47%	5.43%		7.10%
Total amount of two day out of service condition credits	RES	\$575.00	\$340.00		\$915.00

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MEASURE	MARKET UNIT	JAN-14	FEB-14	MAR-14	YTD
Number of Scheduled Appointments (dispatched orders)	RES	3,731	3,504		7,235
Total amount of two day out of service condition credit exceptions	RES	40	53		93
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES	3	16		19
Number of two day out of service condition credit exceptions for Weather Related Events	RES	0	0		0
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foilage, etc.)	RES	4	2		6
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	RES	33	35		68
Number of out of service repair reports cleared within two working days	BUS	266	278		544
Percentage of out of service repair reports cleared within two working days	BUS	94.33%	96.19%		95.27%
Number of out of service repair reports not cleared within two working days minus exceptions.	BUS	16	11		27
Percentage of out of service repair reports not cleared within two working days minus exceptions.	BUS	5.67%	3.81%		4.73%
Total amount of two day out of service condition credits	BUS	\$55.00	\$40.00		\$95.00
Total amount of two day out of service condition credit exceptions	BUS	13	3		16
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	BUS	0	1		1
Number of two day out of service condition credit exceptions for Weather Related Events	BUS	1	0		1
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foilage, etc.)	BUS	0	0		0
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	BUS	12	2		14

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MEASURE	MARKET UNIT	JAN-14	FEB-14	MAR-14	YTD
Number of Scheduled Appointments (dispatched orders)	RES	3,731	3,504		7,235
Number of out of service repair reports cleared within seven calendar days	RES	1,711	1,402		3,113
Percentage of out of service repair reports cleared within seven calendar days	RES	99.88%	99.29%		99.62%
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	RES	2	10		12
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	RES	0.12%	0.71%		0.38%
Total amount of seven day out of service condition credits	RES	\$68.43	\$160.10		\$228.53
Total amount of seven day out of service condition credit exceptions	RES	4	5		9
No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES	0	0		0
Number of seven day out of service condition credit exceptions for Weather Related Events	RES	0	0		0
Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foilage, etc.)	RES	0	0		0
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	RES	4	5		9
Number of out of service repair reports cleared within seven calendar days	BUS	294	289		583
Percentage of out of service repair reports cleared within seven calendar days	BUS	99.66%	98.97%		99.32%
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS	1	3		4
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS	0.34%	1.03%		0.68%
Total amount of seven day out of service condition credits	BUS	\$63.98	\$26.87		\$90.85
Total amount of seven day out of service condition credit exceptions	BUS	0	0		0

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MEASURE	MARKET UNIT	JAN-14	FEB-14	MAR-14	YTD
Number of Scheduled Appointments (dispatched orders)	RES	3,731	3,504		7,235
No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	BUS	0	0		0
Number of seven day out of service condition credit exceptions for Weather Related Events	BUS	0	0		0
Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foilage, etc.)	BUS	0	0		0
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	BUS	0	0		0

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