



Qwest Corporation
1600 7th Avenue, Room 3206
Seattle, Washington 98191
(206) 345-1568
Facsimile (206) 343-4040

Mark S. Reynolds
Senior Director – Regulatory
Policy and Law

April 28, 2011

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 March 2011 service quality performance reports required of Qwest Corporation 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) Customer Service Guarantee Program

Pursuant to WAC 480-07-160(3), Qwest requests that portions of these reports be held confidential, as these documents contain valuable commercial information, the release of which would be detrimental to Qwest Corporation.

Please call me on (503) 242-5089 if you have questions or need additional information.

Very truly yours,

By Ron L. Trullinger
Ron L. Trullinger for
Mark Reynolds

Enclosures

cc: Lisa Anderl

RECEIVED
RECORDS MANAGEMENT
2011 APR 29 AM 11:03
STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

Washington Service Quality Summary Report - MARCH 2011

METRIC DESCRIPTION	JANUARY 2011			FEBRUARY 2011			MARCH 2011		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	6671	7914	84.29%	5329	5532	96.33%	6614	6832	96.81%
OOS Tickets Not Cleared Within 48 Hrs	1243	1	1243	203	1	203	218	1	218
Number of OOS Exemptions	319	1	319	166	1	166	157	1	157
All Other Repairs Cleared LT < 72 Hrs	2392	2465	97.04%	1788	1810	98.78%	2038	2053	99.27%
All Other Troubles Cleared GTR > 72 Hrs	73	1	73	22	1	22	15	1	15
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	7	1	7	3	1	3	1	1	1
Physically Obstructed All Other Troubles Cleared > 72 Hrs	46	1	46	32	1	32	20	1	20
Repair Force Majeure Exclusions	43	1	43	15	1	15	59	1	59
Repair Physically Obstructed Exclusions	71	1	71	38	1	38	56	1	56
Installation Appointments Met	5283	5596	94.41%	5198	5459	95.22%	5625	5914	95.11%
Repair Appointments Met	3618	4349	83.19%	2969	3474	85.46%	3531	4205	83.97%
Provisioning Missed for Company Reasons	170	1	170	149	1	149	138	1	138
Provisioning Missed for Customer Reasons	723	1	723	766	1	766	767	1	767
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard			Met Standard			Met Standard

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - MARCH 2011
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD						90.00%		99.00%	
ABERDEEN-HOOQUIAM		87	0	110.50	1	98.85%	0	100.00%	
AUBURN		194	0	23.25	2	98.97%	0	100.00%	
BAINBRIDGE ISLAND		55	0		1	98.18%	0	100.00%	
BATTLEGROUND		57	0	6.00	0	100.00%	0	100.00%	
BELFAIR		53	0	35.00	1	98.11%	0	100.00%	
BELLEVUE		258	0		1	99.61%	0	100.00%	
	BELLEVUE GLENCOURT	114	0		0	100.00%	0	100.00%	
	BELLEVUE-SHERWOOD	144	0		1	99.31%	0	100.00%	
BELLINGHAM		247	0	41.00	2	99.19%	0	100.00%	
	BELLINGHAM LUMMI	24	0		0	100.00%	0	100.00%	
	BELLINGHAM REGENT	223	0	41.00	2	99.10%	0	100.00%	
BLACK DIAMOND		16	0	77.33	0	100.00%	0	100.00%	
BREMERTON		234	0	109.00	2	99.15%	0	100.00%	
	BREMERTON CROSSBY	19	0		0	100.00%	0	100.00%	
	BREMERTON ESSEX	205	0		2	99.02%	0	100.00%	
	BREMERTON SUNNYSLOPE	10	0	109.00	0	100.00%	0	100.00%	
BUCKLEY		12	0		0	100.00%	0	100.00%	
CASTLE ROCK		31	0	5.00	2	93.55%	0	100.00%	
CENTRALIA		87	0	131.00	1	98.85%	0	100.00%	
CHEHALIS		100	0	40.00	2	98.00%	0	100.00%	
	CHEHALIS	74	0	40.00	1	98.65%	0	100.00%	
	CHEHALIS NAPAVINE	26	0		1	96.15%	0	100.00%	
CLE-ELUM		13	0		1	92.31%	0	100.00%	
COLFAX		11	0		0	100.00%	0	100.00%	
COLVILLE		49	0	124.00	1	97.96%	0	100.00%	
COPALIS(OCEAN SHORES)		26	0		0	100.00%	0	100.00%	

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

Washington Orders Summary - MARCH 2011
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD		30	0	24.00	2	99.00%	0	99.00%	0
COULEE DAM		4	0		0	93.33%	0	100.00%	0
CRYSTAL MTN.		7	0		0	100.00%	0	100.00%	0
DAYTON		48	0	166.00	1	97.92%	0	100.00%	1
DEER PARK		266	0	29.00	0	100.00%	0	100.00%	0
DES MOINES	DES MOINES	98	0		0	100.00%	0	100.00%	0
	DES MOINES FEDERAL WAY	168	0	29.00	0	100.00%	0	100.00%	0
EASTON		7	0		0	100.00%	0	100.00%	0
ELK		19	0	14.00	1	94.74%	0	100.00%	0
ENUNCLAW		47	0		0	100.00%	0	100.00%	0
EPHRATA		31	0	63.50	0	100.00%	0	100.00%	0
GRAHAM		110	0	35.67	0	100.00%	0	100.00%	0
GREEN BLUFF		12	0		0	100.00%	0	100.00%	0
HOODSPORT		15	0		0	100.00%	0	100.00%	0
ISSAQUAH		117	0		2	98.29%	0	100.00%	0
KENT		422	0	43.38	7	98.34%	0	100.00%	0
	KENT MERIDIAN	107	0	64.00	0	100.00%	0	100.00%	0
	KENT O BRIEN	60	0	10.00	4	93.33%	0	100.00%	0
	KENT ULRICH	255	0	41.80	3	98.82%	0	100.00%	0
LIBERTY LAKE		3	0		0	100.00%	0	100.00%	0
LONGVIEW-KELSO		241	0	79.60	0	100.00%	0	100.00%	0
LOON LAKE		2	0		0	100.00%	0	100.00%	0
MAPLE VALLEY		35	0	6.50	0	100.00%	0	100.00%	0
MOSES LAKE		146	0	36.00	1	99.32%	0	100.00%	0
	MOSES LAKE AFB	32	0		0	100.00%	0	100.00%	0
	MOSES LAKE ALDER	114	0	36.00	1	99.12%	0	100.00%	0

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

Washington Orders Summary - MARCH 2011
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD						99.00%		99.00%	
NEWMAN LAKE		8	0		0	100.00%	0	100.00%	
NORTHPORT		5	0		0	100.00%	0	100.00%	
OLYMPIA		410	0	45.57	2	99.51%	0	100.00%	1
	OLYMPIA EVERGREEN	23	0		0	100.00%	0	100.00%	
	OLYMPIA LACEY	185	0	40.25	2	98.92%	0	100.00%	
	OLYMPIA WHITEHALL	202	0	52.67	0	100.00%	0	100.00%	1
OMAK-OKANOGAN		92	0	162.00	0	100.00%	0	100.00%	1
OROVILLE		22	0	14.50	2	90.91%	0	100.00%	
OTHELLO		72	0	74.00	1	98.61%	0	100.00%	
PASCO		203	0	19.75	2	99.01%	0	100.00%	
PATEROS		4	0		0	100.00%	0	100.00%	
POMEROY		8	0	26.00	0	100.00%	0	100.00%	
PT. ANGELES		93	0	68.60	0	100.00%	0	100.00%	
	PT ANGELES JOYCE	6	0	48.00	0	100.00%	0	100.00%	
	PT. ANGELES	87	0	73.75	0	100.00%	0	100.00%	
PT. LUDLOW		15	0		0	100.00%	0	100.00%	
PT. ORCHARD		114	0	14.67	2	98.25%	0	100.00%	
	PORT ORCHARD COLBY	45	0	6.00	1	97.78%	0	100.00%	
	PT. ORCHARD	69	0	19.00	1	98.55%	0	100.00%	
PT. TOWNSEND		91	0	65.00	2	97.80%	0	100.00%	
PUYALLAP		203	0	24.50	5	97.54%	0	100.00%	
RENTON		337	0	12.83	5	98.52%	0	100.00%	
RIDGEFIELD		24	0		1	95.83%	0	100.00%	
ROCHESTER		48	0	10.50	2	95.83%	0	100.00%	
ROY		21	0	155.00	0	100.00%	0	100.00%	1
SEATTLE		1982	0	50.07	13	99.34%	0	100.00%	3

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 - MARCH 2011
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD	SEATTLE ATWATER	115	0	41.50	1	99.13%	0	100.00%	
	SEATTLE CAMPUS	57	0		0	100.00%	0	100.00%	
	SEATTLE CHERRY	320	0	66.86	3	99.06%	0	100.00%	1
	SEATTLE DUWAMISH	138	0	14.00	2	98.55%	0	100.00%	
	SEATTLE EAST	204	0	39.33	1	99.51%	0	100.00%	
	SEATTLE ELLIOT	61	0		1	98.36%	0	100.00%	
	SEATTLE EMERSON	216	0	107.00	0	100.00%	0	100.00%	
	SEATTLE LAKEVIEW	138	0	139.00	2	98.55%	0	100.00%	1
	SEATTLE MAIN	272	0	14.50	0	100.00%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	44	0	2.00	1	97.73%	0	100.00%	
	SEATTLE PARKWAY	187	0	57.00	1	99.47%	0	100.00%	
	SEATTLE SUNSET	104	0	4.50	0	100.00%	0	100.00%	
	SEATTLE WEST	126	0	190.00	1	99.21%	0	100.00%	1
SEQUIM		78	0	122.00	0	100.00%	0	100.00%	2
SHELTON		130	0		1	99.23%	0	100.00%	
SILVERDALE		66	0	0.50	0	100.00%	0	100.00%	
SPOKANE		1063	0	55.40	6	99.44%	0	100.00%	1
	SPOKANE CHESTNUT	27	0		0	100.00%	0	100.00%	
	SPOKANE FAIRFAX	153	0	135.50	2	98.69%	0	100.00%	1
	SPOKANE HUDSON	171	0	22.00	2	98.83%	0	100.00%	
	SPOKANE KEYSTONE	118	0		0	100.00%	0	100.00%	
	SPOKANE MORAN	59	0		0	100.00%	0	100.00%	
	SPOKANE RIVERSIDE	174	0	45.60	1	99.43%	0	100.00%	
	SPOKANE WALNUT	244	0	71.33	1	99.59%	0	100.00%	
	SPOKANE WHITWORTH	117	0	24.67	0	100.00%	0	100.00%	
SPRINGDALE		22	0	49.00	0	100.00%	0	100.00%	

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

Washington Orders Summary - MARCH 2011
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDRS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDRS COMPLETED WITHIN 5 DAYS	INWARD ORDRS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDRS COMPLETED WITHIN 90 DAYS	INWARD ORDRS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD									
SUMNER (BONNEYLAKE)		82	0	23.33	2	97.56%	0	100.00%	0
TACOMA		1335	0	70.43	18	98.65%	0	100.00%	2
	TACOMA FORT LEWIS	36	0		0	100.00%	0	100.00%	
	TACOMA GREENFIELD	205	0	24.00	4	98.05%	0	100.00%	
	TACOMA JUNIPER	262	0	85.50	2	99.24%	0	100.00%	1
	TACOMA LENNOX	210	0	16.67	2	99.05%	0	100.00%	
	TACOMA LOGAN	92	0		0	100.00%	0	100.00%	
	TACOMA MARKET (FAWCETT)	199	0	141.00	6	96.98%	0	100.00%	
	TACOMA SKYLINE	83	0		1	98.80%	0	100.00%	
	TACOMA WAVERLY-2	43	0		3	93.02%	0	100.00%	
	TACOMA WAVERLY-7	205	0	85.80	0	100.00%	0	100.00%	1
VANCOUVER		675	0	23.60	2	99.70%	0	100.00%	
	VANCOUVER ORCHARDS	315	0	69.00	0	100.00%	0	100.00%	
	VANCOUVER OXFORD	259	0	16.50	1	99.61%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	101	0	8.00	1	99.01%	0	100.00%	
WAITSBURG		6	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		125	0	52.33	1	99.20%	0	100.00%	
WARDEN		20	0		0	100.00%	0	100.00%	
WINLOCK		19	0	1.00	1	94.74%	0	100.00%	
YAKIMA		471	0	49.57	0	100.00%	0	100.00%	1
	YAKIMA CHESTNUT	336	0	49.57	0	100.00%	0	100.00%	1
	YAKIMA WEST	135	0		0	100.00%	0	100.00%	
Exchanges in Neighboring States									
CLARKSTON		42	0	20.00	0	100.00%	0	100.00%	

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

Washington Orders Summary - MARCH 2011
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE
STANDARD						99.00%		99.00%	
TOTALS		10978	0	48.89	99	99.10%	0	100.00%	13
Deer Park, Olympia Whitehall, Omak-Okanogan, Roy, Ceattle Lakeview, Seattle West, Sequim, Spokane-Fairfax, Tacoma-Juniper, Tacoma Waverly, Yakima Chestnut and Yakima West orders over 180 days were cancelled and should not have appeared on this report.									
SeattleCherry and Sequim orders over 180 days were completed and should not have appeared on this report.									

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 - MARCH 2011

WIRECENTER	STD EXD CNT	LINES	RPTS	MAR-11 RATE	FEB-11 RATE	JAN-11 RATE	DEC-10 RATE	NOV-10 RATE	OCT-10 RATE	SEP-10 RATE	AUG-10 RATE	JUL-10 RATE	JUN-10 RATE	MAY-10 RATE	APR-10 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	9212	114	1.24	1.06	1.20	1.68	1.18	1.12	0.94	0.96	0.62	0.76	0.61	0.63
AUBURN	0	15731	124	0.79	0.84	1.09	1.05	0.97	0.79	0.90	0.77	0.80	0.97	0.81	0.58
BAINBRIDGE ISLAND	0	8572	87	1.01	0.70	0.92	1.15	1.19	1.05	0.75	0.98	1.09	0.98	0.95	0.83
BATTLEGROUND	0	7920	66	0.83	0.63	1.53	1.25	1.16	0.69	0.91	0.59	0.75	1.03	0.88	0.65
BELFAIR	0	5694	53	0.93	0.56	1.42	1.49	1.28	0.95	1.33	0.71	1.21	1.09	0.73	0.76
BELLEVUE	0	33021	205	0.62	0.60	0.72	0.82	0.80	0.65	0.82	0.73	0.66	0.69	0.59	0.65
BELLEVUE GLENCOURT	0	13932	46	0.33	0.50	0.44	0.60	0.62	0.49	0.84	0.59	0.63	0.57	0.43	0.56
BELLEVUE-SHERWOOD	0	19089	159	0.83	0.68	0.92	0.97	0.93	0.77	0.80	0.83	0.69	0.78	0.70	0.72
BELLINGHAM	0	22780	103	0.45	0.47	0.51	0.52	0.56	0.45	0.54	0.41	0.48	0.46	0.41	0.44
BELLINGHAM LUMMI	0	1201	7	0.58	1.08	0.83	0.99	1.39	0.81	0.96	0.56	0.49	0.96	0.88	0.72
BELLINGHAM REGENT	0	21579	96	0.44	0.44	0.50	0.49	0.52	0.43	0.52	0.40	0.48	0.43	0.38	0.43
BLACK DIAMOND	0	2095	30	1.43	1.61	1.47	2.48	2.59	2.25	1.17	1.50	0.83	1.68	1.55	0.98
BREMERTON	0	25718	156	0.61	0.52	0.76	0.70	0.71	0.53	0.52	0.52	0.74	0.42	0.45	0.46
BREMERTON CROSBY	0	2717	32	1.18	1.32	1.59	1.15	1.60	0.85	1.20	1.43	1.11	0.97	1.07	1.06
BREMERTON ESSEX	0	22402	120	0.54	0.43	0.63	0.59	0.60	0.47	0.43	0.41	0.67	0.35	0.39	0.39
BREMERTON SUNNYSLOPE	0	599	4	0.67	0.33	1.81	2.60	0.81	1.43	1.12	0.64	1.60	0.79	0.47	0.31
BUCKLEY	0	1752	20	1.14	1.24	2.36	2.21	1.52	2.05	3.38	2.24	3.27	1.41	1.04	1.02
CASTLE ROCK	0	3186	52	1.63	2.21	3.06	2.49	1.85	1.45	1.88	1.47	0.67	1.59	1.09	1.09
CENTRALIA	0	5930	69	1.16	0.84	0.86	1.35	1.24	1.16	1.06	0.67	1.16	0.76	0.60	0.84
CHEHALIS	0	7876	99	1.26	0.93	1.38	1.68	1.54	1.00	1.38	1.18	0.92	1.27	1.42	1.21
CHEHALIS	0	5668	66	1.16	0.84	1.22	1.45	1.34	0.94	1.25	1.13	0.81	1.26	1.12	1.32
CHEHALIS NAPAVINE	0	2208	33	1.49	1.17	1.79	2.28	2.09	1.15	1.71	1.30	1.21	1.29	2.18	0.94
CLE-ELUM	0	2539	20	0.79	1.45	0.82	0.47	0.90	0.43	0.50	0.88	0.54	0.76	0.41	0.53
COLFAX	0	2059	18	0.87	0.92	1.64	1.83	1.90	0.95	1.47	2.83	1.31	0.89	1.03	2.09
COLVILLE	0	6239	62	0.99	0.37	1.50	0.98	0.82	0.80	0.91	0.86	0.88	1.11	1.14	2.71
COPALIS(OCEAN SHORES)	0	2990	31	1.04	1.86	1.99	1.65	2.02	1.43	1.67	1.08	1.01	2.49	0.96	0.77
COULEE DAM	0	1905	19	1.00	0.78	1.67	1.66	0.87	2.56	1.07	1.16	2.22	2.57	1.10	0.95
CRYSTAL MTN	0	568	15	2.64	1.05	0.70	1.57	2.46	0.53	0.53	0.00	0.35	1.05	0.87	0.86
DAYTON	0	1648	8	0.49	0.42	0.60	1.13	0.95	0.41	0.89	1.00	1.35	0.75	0.83	1.50
DEER PARK	0	5350	58	1.06	0.97	1.43	1.09	1.52	1.15	1.50	1.77	1.10	1.95	1.17	1.10
DES MOINES	0	16248	156	0.96	0.75	1.28	1.34	1.14	1.05	1.06	0.81	0.76	0.83	0.83	0.77
DES MOINES	0	6333	62	0.98	0.69	1.30	1.22	1.22	1.13	1.28	0.90	0.79	0.89	1.05	0.83
DES MOINES FEDERAL WAY	0	9915	94	0.95	0.79	1.26	1.42	1.08	1.00	0.91	0.75	0.74	0.79	0.70	0.73

WASHINGTON TROUBLE REPORT RATE - MARCH 2011

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE MAR-11	RATE FEB-11	RATE JAN-11	RATE DEC-10	RATE NOV-10	RATE OCT-10	RATE SEP-10	RATE AUG-10	RATE JUL-10	RATE JUN-10	RATE MAY-10	RATE APR-10
STANDARD				4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
EASTON	0	539	5	0.93	0.93	1.30	1.66	1.28	0.18	1.09	0.90	0.54	1.07	0.36	0.18
ELK	0	2195	25	1.14	1.32	1.30	1.43	1.50	1.58	1.04	1.25	3.01	1.52	1.17	1.16
ENUMCLAW	0	5237	75	1.43	1.33	1.76	2.31	1.38	1.67	1.84	0.96	1.71	1.59	1.10	0.87
EPHRATA	0	2597	27	1.04	0.58	0.80	1.07	1.10	0.75	0.85	0.66	0.69	1.36	2.18	0.49
GRAHAM	0	9598	75	0.78	0.81	1.14	1.28	1.26	0.74	1.02	0.92	0.69	0.93	0.82	0.56
GREEN BLUFF	0	2244	28	1.25	0.67	0.97	2.10	1.35	1.17	0.86	1.23	1.48	0.67	0.54	0.75
HOODSPORT	0	1792	8	0.45	0.66	1.10	0.87	0.97	0.58	0.84	0.72	1.03	1.03	1.28	1.48
ISSAQUAH	0	13650	75	0.55	0.73	0.87	0.80	0.67	0.66	0.64	0.60	0.61	0.77	0.53	0.62
KENT	0	30323	217	0.72	0.68	0.80	0.94	0.88	0.84	0.83	0.83	0.92	0.73	0.79	0.60
KENT MERIDIAN	0	10262	99	0.96	0.78	1.17	1.43	1.26	1.29	1.26	1.11	1.31	0.90	0.97	0.65
KENT O BRIEN	0	6716	16	0.24	0.37	0.21	0.25	0.26	0.30	0.24	0.23	0.34	0.32	0.29	0.35
KENT ULRICH	0	13345	102	0.76	0.75	0.82	0.91	0.89	0.75	0.80	0.90	0.90	0.79	0.89	0.68
LIBERTY LAKE	0	759	3	0.40	0.13	0.26	0.77	0.13	1.87	0.73	0.47	0.70	0.46	0.57	0.34
LONGVIEW-KELSO	0	18247	234	1.28	1.15	1.69	1.53	1.39	1.24	1.43	1.05	1.09	1.16	1.00	1.21
LOON LAKE	0	1041	5	0.48	0.57	1.14	1.22	0.84	0.74	0.55	1.06	1.23	1.22	1.14	0.79
MAPLE VALLEY	0	6577	33	0.50	0.60	1.38	1.39	0.81	0.75	0.64	0.77	0.89	0.71	0.64	0.60
MOSES LAKE	0	10598	107	1.01	0.68	0.93	1.34	0.87	0.68	1.05	1.15	0.97	1.21	1.23	0.95
MOSES LAKE AFB	0	1738	8	0.46	0.63	1.15	0.92	1.25	1.07	2.00	0.82	0.76	0.80	1.59	0.74
MOSES LAKE ALDER	0	8660	99	1.12	0.68	0.89	1.42	0.80	0.61	0.86	1.22	1.01	1.29	1.16	0.99
NEWMAN LAKE	0	1346	15	1.11	0.44	0.73	1.16	1.16	0.36	0.64	1.40	0.42	0.74	1.00	0.86
NORTHPORT	0	968	37	3.82	0.82	0.93	0.92	0.82	0.81	0.60	0.99	1.09	1.50	0.80	0.80
OLYMPIA	0	46561	328	0.70	0.67	0.87	1.11	0.92	0.74	0.74	0.76	0.78	0.64	0.48	0.65
OLYMPIA EVERGREEN	0	3700	32	0.86	0.96	1.67	1.79	1.35	1.39	1.33	0.95	1.94	0.96	0.90	1.40
OLYMPIA LACEY	0	20443	133	0.65	0.73	0.71	1.06	0.90	0.71	0.67	0.69	0.52	0.56	0.40	0.49
OLYMPIA WHITEHALL	0	22418	163	0.73	0.56	0.88	1.05	0.86	0.67	0.70	0.80	0.82	0.66	0.49	0.67
OMAK-OKANOGAN	0	6373	81	1.27	0.89	0.88	1.47	1.42	1.15	1.56	2.33	1.73	1.49	1.39	1.34
OROVILLE	0	1672	14	0.84	0.66	0.66	0.96	1.54	1.49	1.60	1.71	1.46	1.58	1.58	1.68
OTHELLO	0	3775	39	1.03	1.59	1.74	2.48	2.07	1.27	2.08	1.53	1.50	1.98	1.96	1.59
PASCO	0	13438	95	0.71	0.65	1.03	1.21	0.84	0.85	1.01	0.92	1.06	0.96	0.92	0.89
PATEROS	0	690	8	1.16	0.58	0.86	0.86	1.85	1.55	1.54	1.52	0.83	1.93	1.24	0.95
POMEROY	1	1180	38	3.22	3.62	3.85	4.07	3.71	1.48	2.21	2.05	2.44	2.60	2.76	0.97
PT. ANGELES	0	13106	103	0.79	0.65	1.00	1.08	0.85	0.95	0.81	0.79	0.65	0.85	0.74	0.97
PT ANGELES JOYCE	0	980	18	1.84	1.41	1.90	3.16	1.88	1.47	1.27	1.92	1.24	0.95	1.32	1.98

WASHINGTON TROUBLE REPORT RATE - MARCH 2011

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE MAR-11	RATE FEB-11	RATE JAN-11	RATE DEC-10	RATE NOV-10	RATE OCT-10	RATE SEP-10	RATE AUG-10	RATE JUL-10	RATE JUN-10	RATE MAY-10	RATE APR-10
STANDARD	0	12126	85	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. ANGELES	0	2166	13	0.60	0.69	0.73	0.72	0.72	0.62	0.35	0.91	0.69	1.07	0.38	0.59
PT. LUDLOW	0	14216	146	1.03	0.96	1.20	1.71	1.24	1.06	1.08	0.85	0.75	0.95	0.89	0.63
PT. ORCHARD	0	5282	71	1.34	1.12	1.39	1.86	1.07	1.09	0.92	1.01	0.91	1.33	0.62	0.58
PORT ORCHARD COLBY	0	8934	75	0.84	0.86	1.08	1.62	1.34	1.04	1.18	0.75	0.66	0.72	1.05	0.67
PT. ORCHARD	0	9765	82	0.84	0.78	0.73	1.00	0.78	0.71	0.87	0.81	0.61	0.89	0.66	0.98
PT. TOWNSEND	0	17332	146	0.84	0.77	1.10	1.10	1.31	0.96	0.90	0.74	0.56	0.90	0.80	0.61
PUYALLAP	0	27732	288	1.04	0.69	1.14	1.24	0.86	0.73	0.95	0.72	0.58	0.75	0.66	0.69
RENTON	0	2673	49	1.83	1.04	1.25	1.35	1.54	0.85	1.23	1.12	0.87	0.62	1.23	0.81
RIDGEFIELD	0	3882	38	0.98	1.05	1.22	2.15	1.59	1.65	1.61	1.32	1.31	0.91	1.27	0.74
ROCHESTER	0	1955	21	1.07	1.02	1.57	2.01	1.55	1.48	0.69	0.73	0.92	1.48	0.90	2.03
ROY	0	204431	1595	0.78	0.56	0.69	0.87	0.61	0.60	0.57	0.52	0.54	0.57	0.59	0.56
SEATTLE	0	14543	73	0.50	0.46	0.55	0.55	0.44	0.46	0.39	0.40	0.36	0.46	0.43	0.46
SEATTLE ATWATER	0	7586	29	0.38	0.44	0.40	0.49	0.37	0.33	0.24	0.44	0.27	0.44	0.42	0.50
SEATTLE CAMPUS	0	23038	232	1.01	0.76	1.16	1.26	0.85	0.83	0.88	0.67	0.82	0.67	0.68	0.70
SEATTLE CHERRY	0	9848	147	1.49	0.71	0.79	0.93	0.77	0.91	0.55	0.54	0.93	1.07	0.95	0.74
SEATTLE DUWAMISH	0	22021	292	1.33	0.55	0.72	0.75	0.65	0.55	0.60	0.66	0.54	0.57	0.62	0.56
SEATTLE EAST	0	5865	13	0.22	0.22	0.27	0.25	0.25	0.26	0.26	0.21	0.17	0.11	0.25	0.17
SEATTLE ELLIOT	0	21456	177	0.82	0.66	0.65	0.98	0.70	0.54	0.76	0.83	0.69	0.98	0.78	0.58
SEATTLE EMERSON	0	18678	133	0.71	0.56	0.60	1.13	0.63	0.80	0.61	0.55	0.60	0.50	0.56	0.63
SEATTLE LAKEVIEW	0	29794	65	0.22	0.14	0.15	0.19	0.16	0.16	0.13	0.13	0.15	0.15	0.18	0.16
SEATTLE MAIN	0	6836	70	1.02	0.65	1.01	1.39	1.02	0.91	0.73	0.79	0.68	0.84	0.53	0.62
SEATTLE MERCER ISLAND (ADAMS)	0	14151	126	0.89	0.86	1.13	1.54	0.91	0.97	0.76	0.65	0.81	0.73	0.96	0.93
SEATTLE PARKWAY	0	15654	121	0.77	0.80	0.82	0.72	0.65	0.71	0.80	0.40	0.49	0.44	0.52	0.51
SEATTLE SUNSET	0	14961	117	0.78	0.60	0.85	1.36	0.75	0.58	0.67	0.49	0.60	0.61	0.85	0.80
SEATTLE WEST	0	11278	76	0.67	0.56	0.94	0.96	0.77	0.74	0.81	1.21	0.85	0.68	0.55	0.64
SEQUIM	0	11266	93	0.83	0.56	1.99	1.53	1.08	1.10	1.01	0.85	1.10	1.13	1.12	1.04
SHELTON	0	9995	112	1.12	0.51	1.00	1.13	0.89	0.69	0.57	0.88	0.62	0.71	0.61	0.58
SILVERDALE	0	90035	807	0.90	0.78	1.32	1.45	0.98	0.91	0.81	0.85	0.95	0.99	0.87	0.82
SPOKANE	0	2059	43	2.09	0.83	1.73	2.88	2.05	1.46	0.88	0.82	0.85	1.16	1.09	1.29
SPOKANE CHESTNUT	0	12619	140	1.11	0.82	1.73	2.30	1.12	1.02	0.72	0.92	0.73	1.23	1.29	1.01
SPOKANE FAIRFAX	0	9869	150	1.52	0.91	1.56	1.68	1.33	1.19	0.88	1.02	1.01	0.96	0.71	0.91
SPOKANE HUDSON	0	8809	78	0.89	0.54	1.43	0.99	1.01	0.76	0.71	0.62	0.69	1.20	0.83	0.91
SPOKANE KEYSTONE	0														

WASHINGTON TROUBLE REPORT RATE - MARCH 2011

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE MAR-11	RATE FEB-11	RATE JAN-11	RATE DEC-10	RATE NOV-10	RATE OCT-10	RATE SEP-10	RATE AUG-10	RATE JUL-10	RATE JUN-10	RATE MAY-10	RATE APR-10
STANDARD	0	5731	28	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
SPOKANE MORAN	0	12948	109	0.84	0.98	1.48	1.67	0.92	1.01	1.25	0.77	1.49	1.28	0.76	0.70
SPOKANE RIVERSIDE	0	24527	176	0.72	0.85	1.14	1.17	0.82	0.84	0.72	0.99	0.88	0.81	0.85	0.75
SPOKANE WALNUT	0	13473	83	0.62	0.52	1.03	0.97	0.77	0.69	0.67	0.75	1.06	0.86	0.74	0.73
SPOKANE WHITWORTH	2	1605	29	1.81	1.62	3.79	3.16	2.83	3.75	2.70	4.32	3.66	1.56	5.10	1.62
SPRINGDALE	0	10311	80	0.78	0.68	1.04	1.11	0.96	1.02	0.84	0.93	0.75	1.17	0.81	0.90
SUMNER (BONNEYLAKE)	0	98044	851	0.87	0.78	1.01	1.14	1.05	0.85	0.79	0.67	0.73	0.84	0.86	0.76
TACOMA	0	2106	12	0.57	0.85	0.94	0.82	0.89	0.66	0.60	0.60	0.60	0.45	0.41	0.28
TACOMA FORT LEWIS	0	13210	150	1.14	1.00	1.08	1.44	1.23	1.00	0.97	0.73	1.05	0.93	1.24	1.10
TACOMA GREENFIELD	0	13406	122	0.91	0.64	1.02	1.24	1.33	0.97	0.81	0.79	0.85	0.82	1.13	0.83
TACOMA JUNIPER	0	15958	151	0.95	1.00	1.51	1.23	1.09	0.81	0.91	0.85	0.71	1.16	0.80	0.83
TACOMA LENNOX	0	9880	88	0.89	0.71	0.94	1.08	0.81	0.77	0.77	0.55	0.60	0.57	0.52	0.61
TACOMA LOGAN	0	11800	67	0.57	0.55	0.58	0.74	0.62	0.75	0.56	0.51	0.59	0.48	0.70	0.65
TACOMA MARKET (FAWCETT)	0	9916	88	0.89	0.87	1.00	1.12	1.31	0.86	0.79	0.62	0.67	0.92	1.15	0.86
TACOMA SKYLINE	0	4277	52	1.22	0.64	1.18	1.43	1.33	0.68	0.60	0.46	0.38	1.32	0.96	0.90
TACOMA WAVERLY-2	0	17491	121	0.69	0.66	0.81	1.05	0.89	0.82	0.73	0.61	0.70	0.74	0.60	0.51
TACOMA WAVERLY-7	0	55414	531	0.96	0.87	1.17	1.09	1.10	0.93	0.93	0.66	0.83	0.87	0.81	0.81
VANCOUVER	0	27882	209	0.75	0.79	1.11	0.92	1.03	1.00	1.01	0.71	0.75	0.87	0.74	0.68
VANCOUVER ORCHARDS	0	16089	197	1.22	0.92	1.19	1.38	1.12	0.90	0.91	0.63	1.02	0.97	1.09	1.00
VANCOUVER OXFORD	0	11443	125	1.09	0.99	1.29	1.08	1.23	0.79	0.75	0.56	0.77	0.75	0.57	0.86
VANCOUVER SALMON CRK(NORTH)	0	476	11	2.31	1.26	3.51	1.23	1.23	0.82	1.43	1.21	1.39	0.79	0.20	0.19
WAITSBURG	0	12361	64	0.52	0.65	0.86	1.32	0.83	0.76	0.69	0.60	0.78	1.24	0.73	0.63
WALLA WALLA (INCL TOUCHET)	0	1007	11	1.09	1.39	1.87	1.66	1.16	1.74	1.06	1.04	0.85	1.29	1.56	0.83
WARDEN	0	1855	35	1.89	1.45	2.93	1.76	1.84	1.04	1.09	0.88	1.74	1.48	2.03	0.81
WINLOCK	0	33555	235	0.70	0.45	0.67	0.98	0.73	0.68	0.78	0.67	0.67	0.70	0.78	0.64
YAKIMA	0	22311	149	0.67	0.48	0.68	1.09	0.70	0.65	0.83	0.66	0.67	0.71	0.77	0.62
YAKIMA CHESTNUT	0	11244	86	0.76	0.40	0.65	0.78	0.78	0.74	0.67	0.69	0.66	0.66	0.79	0.69
YAKIMA WEST	0														
Exchanges in Neighboring States															
CLARKSTON	0	5006	46	0.92	1.01	1.13	1.48	1.21	1.07	1.10	0.88	1.00	1.53	0.67	0.85
TOTALS	0	1009899	8599	0.85	0.72	1.01	1.14	0.94	0.82	0.83	0.76	0.78	0.83	0.77	0.73

WASHINGTON TRUNK BLOCKING SUMMARY - MARCH 2011

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	125	0	0.00%
LOCAL	346	0	0.00%
TOLL	365	2	0.55%

WASHINGTON TRUNK BLOCKING - MARCH 2011

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP074015	168			TOLL	TWO_WAY	0.79%	1xbkng 032511 1900hr SA Tgsr issued to cust
AP081624	72			TOLL	TWO_WAY	2.06%	1xbkng 032411 1800hr SA Tgsr issued to cust

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - MARCH 2011

MEASURE	MARKET UNIT	JAN-11	FEB-11	MAR-11	YTD
Number of Scheduled Appointments (dispatched orders)	RES				23948
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	RES				251
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	RES				1032
Number of Scheduled Commitments (non-dispatched orders)	RES				241648
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	RES				55
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	RES				500
Number Exclusions	RES				1532
Number of Scheduled Appointments (dispatched orders)	BUS				5221
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	BUS				113
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	BUS				509
Number of Scheduled Commitments (non-dispatched orders)	BUS				16204
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	BUS				38
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	BUS				217
Number Exclusions	BUS				726
Number of Scheduled Appointments (dispatched tickets)	RES				19960
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	RES				1645
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	RES				98

Redacted Copy
Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - MARCH 2011

MEASURE	MARKET UNIT	JAN-11	FEB-11	MAR-11	YTD
Number of Scheduled Appointments (dispatched orders)	RES				23948
Number of Scheduled Commitments (non-dispatched tickets)	RES				3345
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	RES				101
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	RES				0
Number Exclusions	RES				199
Number of Scheduled Appointments (dispatched tickets)	BUS				3136
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	BUS				325
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	BUS				66
Number of Scheduled Commitments (non-dispatched tickets)	BUS				634
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	BUS				23
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	BUS				1
Number Exclusions	BUS				83
Total amount of missed appointments credits paid	RES				\$13,900.00
Number of customers receiving credits for company missed appointments/commitments-Install	RES				556
Total amount of missed appointments credits paid	BUS				\$10,025.00
Number of customers receiving credits for company missed appointments/commitments-Install	BUS				187

Redacted Copy
Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - MARCH 2011

MEASURE	MARKET UNIT	JAN-11	FEB-11	MAR-11	YTD
Number of Scheduled Appointments (dispatched orders)	RES				23948
Total amount of missed appointments credits paid	RES				\$48,050.00
Number of customers receiving credits for company missed appointments/commitments-Repair	RES				1920
Total amount of missed appointments credits paid	BUS				\$10,375.00
Number of customers receiving credits for company missed appointments/commitments-Repair	BUS				208
Count of All Orders	RES				25807
WA Completed Orders for Primary Service installed within 5 business days	RES				25567
Number of credits-First Month's Charge(HO Recurring)	RES				173
Amount of credit-First Month's Charge(HO Recur)	RES				\$2,328.75
Number of credits-Installation (HO NonRecur)	RES				173
Amount of credits-Installation (Ho NonRecur)	RES				\$5,347.50
Number of Voice Mail Nonrecurring Credits	RES				2
Amount of Voice Mail Nonrecurring Credits	RES				\$14.00
Number of Remote Call Frwding-Non-Recurring	RES				7
Amount of Remote Call Frwding-Non-Recurring	RES				\$325.00
Count of All Orders	BUS				5345
WA Completed Orders for Primary Service installed within 5 business days	BUS				5238

Redacted Copy
Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - MARCH 2011

MEASURE	MARKET UNIT	JAN-11	FEB-11	MAR-11	YTD
Number of Scheduled Appointments (dispatched orders)	RES				23948
Number of credits-First Month's Charge(HO Recurring)	BUS				66
Amount of credit-First Month's Charge(HO Recur)	BUS				\$2,783.14
Number of credits-Installation (HO NonRecur)	BUS				66
Amount of credits-Installation (Ho NonRecur)	BUS				\$4,968.00
Number of Voice Mail Nonrecurring Credits	BUS				159
Amount of Voice Mail Nonrecurring Credits	BUS				\$3,318.00
Number of Remote Call Fwrding-Non-Recurring	BUS				135
Amount of Remote Call Fwrding-Non-Recurring	BUS				\$7,575.00
Number of out of service repair reports cleared within two working days	RES				16518
Percentage of out of service repair reports cleared within two working days	RES				93.93%
Number of out of service repair reports not cleared within two working days minus exceptions.	RES				1067
Percentage of out of service repair reports not cleared within two working days minus exceptions.	RES				6.07%
Total amount of two day out of service condition credits	RES				\$6,479.75
Total amount of two day out of service condition credit exceptions	RES				192
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES				15
Number of two day out of service condition credit exceptions for Weather Related Events	RES				20
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	RES				29

Redacted Copy
Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - MARCH 2011

MEASURE	MARKET UNIT	JAN-11	FEB-11	MAR-11	YTD
Number of Scheduled Appointments (dispatched orders)	RES				23948
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	RES				128
Number of out of service repair reports cleared within two working days	BUS				2946
Percentage of out of service repair reports cleared within two working days	BUS				95.37%
Number of out of service repair reports not cleared within two working days minus exceptions.	BUS				143
Percentage of out of service repair reports not cleared within two working days minus exceptions.	BUS				4.63%
Total amount of two day out of service condition credits	BUS				\$705.00
Total amount of two day out of service condition credit exceptions	BUS				54
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	BUS				0
Number of two day out of service condition credit exceptions for Weather Related Events	BUS				5
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	BUS				1
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	BUS				48
Number of out of service repair reports cleared within seven calendar days	RES				17667
Percentage of out of service repair reports cleared within seven calendar days	RES				99.58%
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	RES				74
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	RES				0.42%
Total amount of seven day out of service condition credits	RES				\$852.71

Redacted Copy
Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - MARCH 2011

MEASURE	MARKET UNIT	JAN-11	FEB-11	MAR-11	YTD
Number of Scheduled Appointments (dispatched orders)	RES				23948
Total amount of seven day out of service condition credit exceptions	RES				16
No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES				1
Number of seven day out of service condition credit exceptions for Weather Related Events	RES				0
Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	RES				1
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	RES				14
Number of out of service repair reports cleared within seven calendar days	BUS				3131
Percentage of out of service repair reports cleared within seven calendar days	BUS				99.68%
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS				10
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS				0.32%
Total amount of seven day out of service condition credit exceptions	BUS				2
No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	BUS				0
Number of seven day out of service condition credit exceptions for Weather Related Events	BUS				0
Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	BUS				0
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	BUS				2