



Qwest Corporation  
1600 7<sup>th</sup> Avenue, Room 3206  
Seattle, Washington 98191  
(206) 345-1568  
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Mark S. Reynolds  
Senior Director – Regulatory  
Policy and Law

July 18, 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 June 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

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RECORDS MANAGEMENT  
2011 JUL 19 AM 11:20  
STATE OF WASH.  
UTIL. AND TRANSPORTATION  
COMMISSION

Washington Service Quality Summary Report - JUNE 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

Washington Service Quality Summary Report - JUNE 2011

METRIC DESCRIPTION	APRIL 2011			MAY 2011			JUNE 2011		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	5354	5502	97.31%	5635	5758	97.86%	5088	5188	98.07%
OOS Tickets Not Cleared Within 48 Hrs	148	1	148	123	1	123	100	1	100
Number of OOS Exemptions	115	1	115	112	1	112	79	1	79
All Other Repairs Cleared LT < 72 Hrs	1775	1791	99.11%	2053	2073	99.04%	2846	2865	99.34%
All Other Troubles Cleared GTR > 72 Hrs	16	1	16	20	1	20	19	1	19
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	1	1	1	1	1	1	1	1	1
Physically Obstructed All Other Troubles Cleared > 72 Hrs	13	1	13	20	1	20	22	1	22
Repair Force Majeure Exclusions	29	1	29	46	1	46	79	1	79
Repair Physically Obstructed Exclusions	33	1	33	60	1	60	53	1	53
Installation Appointments Met	5102	5343	95.49%	4882	5071	96.27%	5297	5551	95.42%
Repair Appointments Met	2701	3148	85.80%	2731	3107	87.90%	2814	3249	86.61%
Provisioning Missed for Company Reasons	107	1	107	108	1	108	131	1	131
Provisioning Missed for Customer Reasons	727	1	727	687	1	687	766	1	766
% of Switches Delivering Dial Tone Within 3 seconds			Met Standard			Met Standard			Met Standard

Washington Orders Summary - JUNE 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-HOQUIAM		104	0		2	98.08%	0	100.00%	
AUBURN		185	1	32.00	3	98.38%	0	100.00%	
BAINBRIDGE ISLAND		72	0		2	97.22%	0	100.00%	
BATTLEGROUND		71	0		0	100.00%	0	100.00%	
BELFAIR		64	1	46.00	1	98.44%	0	100.00%	
BELLEVUE		248	3	26.33	3	98.79%	0	100.00%	
	BELLEVUE GLENCOURT	83	1	14.00	1	98.80%	0	100.00%	
	BELLEVUE-SHERWOOD	165	2	32.50	2	98.79%	0	100.00%	
BELLINGHAM		217	1	18.00	1	99.54%	0	100.00%	
	BELLINGHAM LUMMI	16	0		0	100.00%	0	100.00%	
	BELLINGHAM REGENT	201	1	18.00	1	99.50%	0	100.00%	
BLACK DIAMOND		13	0		0	100.00%	0	100.00%	
BREMERTON		264	3	29.33	2	99.24%	0	100.00%	
	BREMERTON CROSBY	16	0		0	100.00%	0	100.00%	
	BREMERTON ESSEX	245	3	29.33	2	99.18%	0	100.00%	
	BREMERTON SUNNYSLOPE	3	0		0	100.00%	0	100.00%	
BUCKLEY		15	0		1	93.33%	0	100.00%	
CASTLE ROCK		13	1	82.00	0	100.00%	0	100.00%	
CENTRALIA		99	0		0	100.00%	0	100.00%	
CHEHALIS		58	1	109.00	0	100.00%	0	100.00%	
	CHEHALIS	49	1	109.00	0	100.00%	0	100.00%	
	CHEHALIS NAPAVINE	9	0		0	100.00%	0	100.00%	
CLE-ELUM		17	0		0	100.00%	0	100.00%	
COLFAX		12	0		1	91.67%	0	100.00%	
COLVILLE		61	0		0	100.00%	0	100.00%	
COPALIS(OCEAN SHORES)		25	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 - JUNE 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%	
COULEE DAM		20	1	13.00	0	100.00%	0	100.00%	
CRYSTAL MTN.		4	0		0	100.00%	0	100.00%	
DAYTON		11	0		0	100.00%	0	100.00%	
DEER PARK		52	1	1.00	0	100.00%	0	100.00%	
DES MOINES		230	8	16.00	1	99.57%	0	100.00%	
	DES MOINES	80	5	15.20	0	100.00%	0	100.00%	
	DES MOINES FEDERAL WAY	150	3	17.33	1	99.33%	0	100.00%	
EASTON		6	0		0	100.00%	0	100.00%	
ELK		15	0		0	100.00%	0	100.00%	
	ELK								
	ELK - ELK-WA01	15	0		0	100.00%	0	100.00%	
ENUMCLAW		37	0		1	97.30%	0	100.00%	
EPHRATA		29	3	73.00	0	100.00%	0	100.00%	
GRAHAM		104	5	53.00	2	98.08%	0	100.00%	
GREEN BLUFF		13	0		0	100.00%	0	100.00%	
HOODSPORT		22	0		0	100.00%	0	100.00%	
ISSAQUAH		112	2	10.50	3	97.32%	0	100.00%	
KENT		311	6	52.17	3	99.04%	0	100.00%	
	KENT MERIDIAN	75	2	34.50	0	100.00%	0	100.00%	
	KENT O BRIEN	36	1	22.00	1	97.22%	0	100.00%	
	KENT ULRICH	200	3	74.00	2	99.00%	0	100.00%	
LIBERTY LAKE		4	0		0	100.00%	0	100.00%	
LONGVIEW-KELSO		194	3	40.67	0	100.00%	0	100.00%	
LOON LAKE		9	1	5.00	1	88.89%	0	100.00%	
MAPLE VALLEY		55	2	1.50	1	98.18%	0	100.00%	
MOSES LAKE		136	3	70.67	1	99.26%	0	100.00%	

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STANDARD						90.00%		99.00%	
	MOSES LAKE AFB	35	0		0	100.00%	0	100.00%	
	MOSES LAKE ALDER	101	3	70.67	1	99.01%	0	100.00%	
NEWMAN LAKE		9	0		0	100.00%	0	100.00%	
NORTHPORT		10	0		0	100.00%	0	100.00%	
OLYMPIA		418	2	17.50	5	98.80%	0	100.00%	
	OLYMPIA EVERGREEN	28	0		0	100.00%	0	100.00%	
	OLYMPIA LACEY	185	0		1	99.46%	0	100.00%	
	OLYMPIA WHITEHALL	205	2	17.50	4	98.05%	0	100.00%	
OMAK-OKANOGAN		70	3	32.67	2	97.14%	0	100.00%	
OROVILLE		16	1	68.00	0	100.00%	0	100.00%	
OTHELLO		46	0		2	95.65%	0	100.00%	
PASCO		164	8	32.38	1	99.39%	0	100.00%	
PATEROS		10	0		0	100.00%	0	100.00%	
POMEROY		17	0		0	100.00%	0	100.00%	
PT. ANGELES		86	3	31.33	1	98.84%	0	100.00%	
	PT ANGELES JOYCE	8	1	20.00	1	87.50%	0	100.00%	
	PT. ANGELES	78	2	37.00	0	100.00%	0	100.00%	
PT. LUDLOW		17	0		0	100.00%	0	100.00%	
PT. ORCHARD		131	1	1.00	0	100.00%	0	100.00%	
	PORT ORCHARD COLBY	37	1	1.00	0	100.00%	0	100.00%	
	PT. ORCHARD	94	0		0	100.00%	0	100.00%	
PT. TOWNSEND		108	0		1	99.07%	0	100.00%	
PUYALLAP		213	2	12.00	4	98.12%	0	100.00%	
RENTON		305	4	25.25	6	98.03%	0	100.00%	
RIDGEFIELD		22	0		0	100.00%	0	100.00%	
ROCHESTER		37	1	21.00	0	100.00%	0	100.00%	

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STANDARD						90.00%		99.00%	
ROY		17	0		2	88.24%	0	100.00%	
SEATTLE		1758	23	41.57	19	98.92%	0	100.00%	
	SEATTLE ATWATER	101	0		0	100.00%	0	100.00%	
	SEATTLE CAMPUS	57	0		2	96.49%	0	100.00%	
	SEATTLE CHERRY	265	4	43.25	1	99.62%	0	100.00%	
	SEATTLE DUWAMISH	123	3	4.00	0	100.00%	0	100.00%	
	SEATTLE EAST	210	3	50.67	2	99.05%	0	100.00%	
	SEATTLE ELLIOT	61	1	76.00	0	100.00%	0	100.00%	
	SEATTLE EMERSON	140	0		1	99.29%	0	100.00%	
	SEATTLE LAKEVIEW	140	2	10.50	0	100.00%	0	100.00%	
	SEATTLE MAIN	232	7	70.00	10	95.69%	0	100.00%	
	SEATTLE MERCER ISLAND (ADAMS)	43	1	0.00	1	97.67%	0	100.00%	
	SEATTLE PARKWAY	162	1	6.00	0	100.00%	0	100.00%	
	SEATTLE SUNSET	108	0		2	98.15%	0	100.00%	
	SEATTLE WEST	116	1	26.00	0	100.00%	0	100.00%	
SEQUIM		95	1	2.00	1	98.95%	0	100.00%	
SHELTON		124	3	27.00	0	100.00%	0	100.00%	
SILVERDALE		73	1	17.00	0	100.00%	0	100.00%	
SPOKANE		1054	9	27.78	8	99.24%	0	100.00%	
	SPOKANE CHESTNUT	23	0		1	95.65%	0	100.00%	
	SPOKANE FAIRFAX	158	1	0.00	1	99.37%	0	100.00%	
	SPOKANE HUDSON	167	0		1	99.40%	0	100.00%	
	SPOKANE KEYSTONE	106	1	8.00	0	100.00%	0	100.00%	
	SPOKANE MORAN	50	1	0.00	0	100.00%	0	100.00%	
	SPOKANE RIVERSIDE	139	2	42.50	2	98.56%	0	100.00%	
	SPOKANE WALNUT	279	3	52.33	1	99.64%	0	100.00%	

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STANDARD						90.00%		99.00%	
	SPOKANE WHITWORTH	132	1	0.00	2	98.48%	0	100.00%	
SPRINGDALE		18	1	3.00	0	100.00%	0	100.00%	
SUMNER (BONNEYLAKE)		68	0		2	97.06%	0	100.00%	
TACOMA		1132	13	33.54	11	99.03%	0	100.00%	
	TACOMA FORT LEWIS	46	0		2	95.65%	0	100.00%	
	TACOMA GREENFIELD	204	4	49.00	1	99.51%	0	100.00%	
	TACOMA JUNIPER	182	0		0	100.00%	0	100.00%	
	TACOMA LENNOX	173	3	50.33	4	97.69%	0	100.00%	
	TACOMA LOGAN	91	0		0	100.00%	0	100.00%	
	TACOMA MARKET (FAWCETT)	155	3	26.67	1	99.35%	0	100.00%	
	TACOMA SKYLINE	77	0		1	98.70%	0	100.00%	
	TACOMA WAVERLY-2	46	0		0	100.00%	0	100.00%	
	TACOMA WAVERLY-7	158	3	3.00	2	98.73%	0	100.00%	
VANCOUVER		715	7	25.14	5	99.30%	0	100.00%	
	VANCOUVER ORCHARDS	366	2	14.00	2	99.45%	0	100.00%	
	VANCOUVER OXFORD	253	4	36.50	3	98.81%	0	100.00%	
	VANCOUVER SALMON CRK(NORTH)	96	1	2.00	0	100.00%	0	100.00%	
WAITSBURG		4	0		0	100.00%	0	100.00%	
WALLA WALLA (INCL TOUCHET)		120	3	43.67	5	95.83%	0	100.00%	
WARDEN		10	1	72.00	0	100.00%	0	100.00%	
WINLOCK		16	0		0	100.00%	0	100.00%	
YAKIMA		461	7	39.86	1	99.78%	0	100.00%	
	YAKIMA CHESTNUT	360	4	57.25	1	99.72%	0	100.00%	
	YAKIMA WEST	101	3	16.67	0	100.00%	0	100.00%	
Exchanges in Neighboring States									

Source: 5 and 90 day data from RSOR completed orders  
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STANDARD						90.00%		99.00%	
CLARKSTON		25	1	84.00	1	96.00%	0	100.00%	
TOTALS		10271	141	35.06	106	98.97%	0	100.00%	
<b>Loon Lake, Pt. Angeles, and Roy percent orders completed within 5 days missed the standard due to low volumes of orders</b>									

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WASHINGTON TROUBLE REPORT RATE - JUNE 2011

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JUN-11	RATE MAY-11	RATE APR-11	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
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	8888	75	0.84	0.78	0.91	1.24	1.06	1.20	1.68	1.18	1.12	0.94	0.96	0.62
AUBURN	0	15037	124	0.82	0.72	0.67	0.79	0.84	1.09	1.05	0.97	0.79	0.90	0.77	0.80
BAINBRIDGE ISLAND	0	8245	97	1.18	0.77	0.92	1.01	0.70	0.92	1.15	1.19	1.05	0.75	0.98	1.09
BATTLEGROUND	0	7719	63	0.82	0.80	0.83	0.83	0.63	1.53	1.25	1.16	0.69	0.91	0.59	0.75
BELFAIR	0	5601	51	0.91	0.80	0.71	0.93	0.56	1.42	1.49	1.28	0.95	1.33	0.71	1.21
BELLEVUE	0	32029	201	0.63	0.54	0.59	0.62	0.60	0.72	0.82	0.80	0.65	0.82	0.73	0.66
		BELLEVUE GLENCOURT	0	13446	46	0.34	0.41	0.46	0.33	0.50	0.44	0.60	0.62	0.49	0.63
		BELLEVUE-SHERWOOD	0	18583	155	0.83	0.64	0.69	0.83	0.68	0.92	0.97	0.93	0.77	0.80
BELLINGHAM	0	21872	69	0.32	0.45	0.37	0.45	0.47	0.51	0.52	0.56	0.45	0.54	0.41	0.48
		BELLINGHAM LUMMI	0	1179	8	0.68	1.01	0.84	0.58	1.08	0.83	0.99	1.39	0.81	0.96
		BELLINGHAM REGENT	0	20693	61	0.29	0.42	0.35	0.44	0.44	0.50	0.49	0.52	0.43	0.40
BLACK DIAMOND	0	2024	24	1.19	1.22	1.02	1.43	1.61	1.47	2.48	2.59	2.25	1.17	1.50	0.83
BREMERTON	0	25357	162	0.64	0.57	0.47	0.61	0.52	0.76	0.70	0.71	0.53	0.52	0.52	0.74
		BREMERTON CROSBY	0	2673	57	2.13	1.12	0.74	1.18	1.32	1.59	1.15	1.60	0.85	1.20
		BREMERTON ESSEX	0	22104	102	0.46	0.50	0.44	0.54	0.43	0.63	0.59	0.60	0.47	0.43
		BREMERTON SUNNYSLOPE	0	580	3	0.52	1.02	0.34	0.67	0.33	1.81	2.60	0.81	1.43	1.12
BUCKLEY	0	1701	32	1.88	0.98	0.98	1.14	1.24	2.36	2.21	1.52	2.05	3.38	2.24	3.27
CASTLE ROCK	0	3087	71	2.30	2.14	1.59	1.63	2.21	3.06	2.49	1.85	1.45	1.88	1.47	0.67
CENTRALIA	0	5803	43	0.74	0.82	0.78	1.16	0.84	0.86	1.35	1.24	1.16	1.06	0.67	1.16
CHEHALIS	0	7729	68	0.88	0.87	0.70	1.26	0.93	1.38	1.68	1.54	1.00	1.38	1.18	0.92
		CHEHALIS	0	5560	57	1.03	0.88	0.60	1.16	0.84	1.22	1.45	1.34	0.94	1.25
		CHEHALIS NAPAVINE	0	2169	11	0.51	0.87	0.95	1.49	1.17	1.79	2.28	2.09	1.15	1.71
CLE-ELUM	0	2479	29	1.17	0.64	0.40	0.79	1.45	0.82	0.47	0.90	0.43	0.50	0.88	0.54
COLFAX	0	2024	16	0.79	0.93	1.17	0.87	0.92	1.64	1.83	1.90	0.95	1.47	2.83	1.31
COLVILLE	0	6148	49	0.80	0.97	0.89	0.99	0.37	1.50	0.98	0.82	0.80	0.91	0.86	0.88
COPALIS(OCEAN SHORES)	0	2912	34	1.17	1.70	0.95	1.04	1.86	1.99	1.65	2.02	1.43	1.67	1.08	1.01
COULEE DAM	0	1886	11	0.58	1.11	1.38	1.00	0.78	1.67	1.66	0.87	2.56	1.07	1.16	2.22
CRYSTAL MTN.	0	556	4	0.72	0.54	0.89	2.64	1.05	0.70	1.57	2.46	0.53	0.53	0.00	0.35
DAYTON	0	1619	14	0.86	0.68	0.67	0.49	0.42	0.60	1.13	0.95	0.41	0.89	1.00	1.35
DEER PARK	0	5223	87	1.67	3.62	1.32	1.08	0.97	1.43	1.09	1.52	1.15	1.50	1.77	1.10
DES MOINES	0	15662	110	0.70	0.80	0.72	0.96	0.75	1.28	1.34	1.14	1.05	1.06	0.81	0.76
		DES MOINES	0	6135	46	0.75	0.77	0.70	0.98	0.69	1.30	1.22	1.22	1.13	1.28
		DES MOINES FEDERAL WAY	0	9527	64	0.67	0.81	0.72	0.95	0.79	1.26	1.42	1.08	1.00	0.91

WASHINGTON TROUBLE REPORT RATE - JUNE 2011

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JUN-11	RATE MAY-11	RATE APR-11	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		
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	531	4	0.75	0.75	0.74	0.93	0.93	1.30	1.66	1.28	0.18	1.09	0.90	0.54		
ELK	0	2139	15	0.70	2.00	0.88	1.14	1.32	1.30	1.43	1.50	1.58	1.04	1.25	3.01		
ENUMCLAW	0	5026	69	1.37	1.05	1.28	1.43	1.33	1.76	2.31	1.38	1.67	1.84	0.96	1.71		
EPHRATA	0	2527	32	1.27	0.51	0.82	1.04	0.58	0.80	1.07	1.10	0.75	0.85	0.66	0.69		
GRAHAM	0	9225	115	1.25	1.18	0.84	0.78	0.81	1.14	1.28	1.26	0.74	1.02	0.92	0.69		
GREEN BLUFF	0	2207	29	1.31	1.35	0.63	1.25	0.67	0.97	2.10	1.35	1.17	0.86	1.23	1.48		
HOODSPORT	0	1768	22	1.24	0.56	0.90	0.45	0.66	1.10	0.87	0.97	0.58	0.84	0.72	1.03		
ISSAQUAH	0	13168	86	0.65	0.60	0.64	0.55	0.73	0.87	0.80	0.67	0.66	0.64	0.60	0.61		
KENT	0	29239	249	0.85	0.61	0.67	0.72	0.68	0.80	0.94	0.88	0.84	0.83	0.83	0.92		
		KENT MERIDIAN	0	9994	119	1.19	0.72	0.56	0.96	0.78	1.17	1.43	1.26	1.29	1.26	1.11	1.31
		KENT O BRIEN	0	6441	25	0.39	0.15	0.44	0.24	0.37	0.21	0.25	0.26	0.30	0.24	0.23	0.34
		KENT ULRICH	0	12804	105	0.82	0.76	0.88	0.76	0.75	0.82	0.91	0.89	0.75	0.80	0.90	0.90
LIBERTY LAKE	0	747	4	0.54	0.13	1.33	0.40	0.13	0.26	0.77	0.13	1.87	0.73	0.47	0.70		
LONGVIEW-KELSO	0	17726	193	1.09	1.12	1.31	1.28	1.15	1.69	1.53	1.39	1.24	1.43	1.05	1.09		
LOON LAKE	0	1035	11	1.06	0.77	0.68	0.48	0.57	1.14	1.22	0.84	0.74	0.55	1.06	1.23		
MAPLE VALLEY	0	6372	39	0.61	0.78	0.49	0.50	0.60	1.38	1.39	0.81	0.75	0.64	0.77	0.99		
MOSES LAKE	0	10379	98	0.94	0.91	0.93	1.01	0.68	0.93	1.34	0.87	0.68	1.05	1.15	0.97		
		MOSES LAKE AFB	0	1695	14	0.83	0.70	0.52	0.46	0.63	1.15	0.92	1.25	1.07	2.00	0.82	0.76
		MOSES LAKE ALDER	0	8684	84	0.97	0.95	1.01	1.12	0.68	0.89	1.42	0.80	0.61	0.86	1.22	1.01
NEWMAN LAKE	0	1304	18	1.38	0.30	0.90	1.11	0.44	0.73	1.16	1.16	0.36	0.64	1.40	0.42		
NORTHPORT	0	965	23	2.38	0.62	0.72	3.82	0.82	0.93	0.92	0.82	0.81	0.60	0.99	1.09		
OLYMPIA	0	44803	258	0.58	0.58	0.62	0.70	0.67	0.87	1.11	0.92	0.74	0.74	0.76	0.78		
		OLYMPIA EVERGREEN	0	3500	39	1.11	0.81	1.01	0.86	0.96	1.67	1.79	1.35	1.39	1.33	0.95	1.94
		OLYMPIA LACEY	0	19752	96	0.49	0.51	0.71	0.65	0.73	0.71	1.06	0.90	0.71	0.67	0.69	0.52
		OLYMPIA WHITEHALL	0	21551	123	0.57	0.61	0.48	0.73	0.56	0.88	1.05	0.86	0.67	0.70	0.80	0.82
OMAK-OKANOGAN	0	6272	93	1.48	1.99	1.05	1.27	0.89	0.88	1.47	1.42	1.15	1.56	2.33	1.73		
OROVILLE	0	1666	16	0.96	1.25	0.96	0.84	0.66	0.66	0.96	1.54	1.49	1.60	1.71	1.46		
OTHELLO	0	3717	41	1.10	1.34	0.88	1.03	1.59	1.74	2.48	2.07	1.27	2.08	1.53	1.50		
PASCO	0	13038	114	0.87	1.47	0.90	0.71	0.65	1.03	1.21	0.84	0.85	1.01	0.92	1.06		
PATEROS	0	684	4	0.58	1.02	1.45	1.16	0.58	0.86	0.86	1.85	1.55	1.54	1.52	0.83		
POMEROY	2	1188	46	3.87	1.70	4.16	3.22	3.62	3.85	4.07	3.71	1.48	2.21	2.05	2.44		
PT. ANGELES	0	12721	88	0.69	0.76	0.55	0.79	0.65	1.00	1.08	0.85	0.95	0.81	0.79	0.65		
		PT ANGELES JOYCE	0	956	8	0.84	0.73	0.83	1.84	1.41	1.90	3.16	1.88	1.47	1.27	1.92	1.24

WASHINGTON TROUBLE REPORT RATE - JUNE 2011

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE JUN-11	RATE MAY-11	RATE APR-11	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
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. ANGELES	0	11765	80	0.68	0.77	0.53	0.70	0.59	0.93	0.91	0.77	0.90	0.77	0.70	0.60
PT. LUDLOW		0	2151	7	0.33	0.46	0.46	0.60	0.69	0.73	0.72	0.72	0.62	0.35	0.91	0.69
PT. ORCHARD		0	13675	106	0.78	0.71	0.73	1.03	0.96	1.20	1.71	1.24	1.06	1.08	0.85	0.75
	PORT ORCHARD COLBY	0	5091	38	0.75	0.76	0.90	1.34	1.12	1.39	1.86	1.07	1.09	0.92	1.01	0.91
	PT. ORCHARD	0	8584	68	0.79	0.68	0.62	0.84	0.86	1.08	1.62	1.34	1.04	1.18	0.75	0.66
PT. TOWNSEND		0	9614	72	0.75	0.64	0.61	0.84	0.78	0.73	1.00	0.78	0.71	0.87	0.81	0.61
PUYALLAP		0	16555	122	0.74	0.72	0.84	0.84	0.77	1.10	1.10	1.31	0.96	0.90	0.74	0.56
RENTON		0	26827	221	0.82	0.67	0.98	1.04	0.69	1.14	1.24	0.86	0.73	0.95	0.72	0.58
RIDGEFIELD		0	2621	31	1.18	1.18	0.91	1.83	1.04	1.25	1.35	1.54	0.85	1.23	1.12	0.87
ROCHESTER		0	3782	33	0.87	0.84	0.55	0.98	1.05	1.22	2.15	1.59	1.65	1.61	1.32	1.31
ROY		0	1915	28	1.46	1.25	1.81	1.07	1.02	1.57	2.01	1.55	1.48	0.69	0.73	0.92
SEATTLE		0	198287	1145	0.58	0.54	0.57	0.78	0.56	0.69	0.87	0.61	0.60	0.57	0.52	0.54
	SEATTLE ATWATER	0	14000	57	0.41	0.38	0.42	0.50	0.46	0.55	0.55	0.44	0.46	0.39	0.40	0.36
	SEATTLE CAMPUS	0	7015	28	0.40	0.31	0.37	0.38	0.44	0.40	0.49	0.37	0.33	0.24	0.44	0.27
	SEATTLE CHERRY	0	22368	258	1.15	0.94	0.96	1.01	0.76	1.16	1.26	0.85	0.83	0.88	0.67	0.82
	SEATTLE DUWAMISH	0	9581	55	0.57	0.57	0.70	1.49	0.71	0.79	0.93	0.77	0.91	0.55	0.54	0.93
	SEATTLE EAST	0	21372	117	0.55	0.47	0.68	1.33	0.55	0.72	0.75	0.65	0.55	0.50	0.66	0.54
	SEATTLE ELLIOT	0	5754	17	0.30	0.29	0.09	0.22	0.22	0.27	0.25	0.25	0.26	0.26	0.21	0.17
	SEATTLE EMERSON	0	20821	115	0.55	0.55	0.68	0.82	0.66	0.65	0.98	0.70	0.54	0.76	0.83	0.69
	SEATTLE LAKEVIEW	0	18251	123	0.67	0.85	0.55	0.71	0.56	0.60	1.13	0.63	0.80	0.61	0.55	0.60
	SEATTLE MAIN	0	28870	48	0.17	0.17	0.17	0.22	0.14	0.15	0.19	0.16	0.16	0.13	0.13	0.15
	SEATTLE MERCER ISLAND (ADAMS)	0	6641	46	0.69	0.52	0.55	1.02	0.65	1.01	1.39	1.02	0.91	0.73	0.79	0.68
	SEATTLE PARKWAY	0	13755	86	0.63	0.79	0.89	0.89	0.86	1.13	1.54	0.91	0.97	0.76	0.65	0.81
	SEATTLE SUNSET	0	15283	102	0.67	0.58	0.46	0.77	0.80	0.82	0.72	0.65	0.71	0.80	0.40	0.49
	SEATTLE WEST	0	14576	93	0.64	0.50	0.60	0.78	0.60	0.85	1.36	0.75	0.58	0.67	0.49	0.60
SEQUIM		0	11001	60	0.55	0.70	0.60	0.67	0.56	0.94	0.96	0.77	0.74	0.81	1.21	0.85
SHELTON		0	10859	79	0.73	0.65	0.93	0.83	0.56	1.99	1.53	1.08	1.10	1.01	0.85	1.10
SILVERDALE		0	9634	52	0.54	0.57	0.50	1.12	0.51	1.00	1.13	0.89	0.69	0.57	0.88	0.62
SPOKANE		0	86244	792	0.92	0.93	0.73	0.90	0.78	1.32	1.45	0.98	0.91	0.81	0.85	0.95
	SPOKANE CHESTNUT	0	1990	31	1.56	1.59	1.03	2.09	0.83	1.73	2.88	2.05	1.46	0.88	0.82	0.85
	SPOKANE FAIRFAX	0	12066	140	1.16	1.07	0.83	1.11	0.82	1.73	2.30	1.12	1.02	0.72	0.92	0.73
	SPOKANE HUDSON	0	9380	108	1.15	0.94	1.16	1.52	0.91	1.56	1.68	1.33	1.19	0.88	1.02	1.01
	SPOKANE KEYSTONE	0	8409	83	0.99	0.80	0.65	0.89	0.54	1.43	0.99	1.01	0.76	0.71	0.62	0.69

WASHINGTON TROUBLE REPORT RATE - JUNE 2011

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE JUN-11	RATE MAY-11	RATE APR-11	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
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
	SPOKANE MORAN	0	5545	46	0.83	0.55	0.39	0.49	0.65	0.75	1.26	0.97	0.86	0.67	0.67	0.60
	SPOKANE RIVERSIDE	0	12418	104	0.84	0.81	0.69	0.84	0.98	1.48	1.67	0.92	1.01	1.25	0.77	1.49
	SPOKANE WALNUT	0	23536	168	0.71	1.10	0.72	0.72	0.85	1.14	1.17	0.82	0.84	0.72	0.99	0.88
	SPOKANE WHITWORTH	0	12900	112	0.87	0.78	0.57	0.62	0.52	1.03	0.97	0.77	0.69	0.67	0.75	1.06
SPRINGDALE		1	1587	28	1.76	2.31	1.13	1.81	1.62	3.79	3.16	2.83	3.75	2.70	4.32	3.66
SUMNER (BONNEYLAKE)		0	9976	87	0.87	0.65	0.86	0.78	0.68	1.04	1.11	0.96	1.02	0.84	0.93	0.75
TACOMA		0	94790	696	0.73	0.70	0.68	0.87	0.78	1.01	1.14	1.05	0.85	0.79	0.67	0.73
	TACOMA FORT LEWIS	0	1955	13	0.66	0.20	0.53	0.57	0.85	0.94	0.82	0.89	0.66	0.60	0.60	0.60
	TACOMA GREENFIELD	0	12833	99	0.77	0.69	0.81	1.14	1.00	1.08	1.44	1.23	1.00	0.97	0.73	1.05
	TACOMA JUNIPER	0	13046	91	0.70	0.66	0.63	0.91	0.64	1.02	1.24	1.33	0.97	0.81	0.79	0.85
	TACOMA LENNOX	0	15413	162	1.05	1.16	0.87	0.95	1.00	1.51	1.23	1.09	0.81	0.91	0.85	0.71
	TACOMA LOGAN	0	9616	73	0.76	0.66	0.65	0.89	0.71	0.94	1.08	0.81	0.77	0.77	0.55	0.60
	TACOMA MARKET (FAWCETT)	0	11434	44	0.38	0.43	0.48	0.57	0.55	0.58	0.74	0.62	0.75	0.56	0.51	0.59
	TACOMA SKYLINE	0	9579	52	0.54	0.77	0.80	0.89	0.87	1.00	1.12	1.31	0.86	0.79	0.62	0.67
	TACOMA WAVERLY-2	0	4071	38	0.93	0.63	0.55	1.22	0.64	1.18	1.43	1.33	0.68	0.60	0.46	0.38
	TACOMA WAVERLY-7	0	16843	124	0.74	0.54	0.58	0.69	0.66	0.81	1.05	0.89	0.82	0.73	0.61	0.70
VANCOUVER		0	53981	467	0.87	0.76	0.76	0.96	0.87	1.17	1.09	1.10	0.93	0.93	0.66	0.83
	VANCOUVER ORCHARDS	0	27265	249	0.91	0.78	0.70	0.75	0.79	1.11	0.92	1.03	1.00	1.01	0.71	0.75
	VANCOUVER OXFORD	0	15661	130	0.83	0.73	0.89	1.22	0.92	1.19	1.38	1.12	0.90	0.91	0.63	1.02
	VANCOUVER SALMON CRK(NORTH)	0	11055	88	0.80	0.76	0.69	1.09	0.99	1.29	1.08	1.23	0.79	0.75	0.56	0.77
WAITSBURG		0	466	10	2.15	1.70	2.12	2.31	1.26	3.51	1.23	1.23	0.82	1.43	1.21	1.39
WALLA WALLA (INCL TOUCHET)		0	12035	106	0.88	0.82	0.97	0.52	0.65	0.86	1.32	0.83	0.76	0.69	0.60	0.78
WARDEN		0	986	5	0.51	1.20	0.90	1.09	1.39	1.87	1.66	1.16	1.74	1.06	1.04	0.85
WINLOCK		0	1827	17	0.93	1.58	1.35	1.89	1.45	2.93	1.76	1.84	1.04	1.09	0.88	1.74
YAKIMA		0	32784	257	0.78	1.02	0.67	0.70	0.45	0.67	0.98	0.73	0.68	0.78	0.67	0.67
	YAKIMA CHESTNUT	0	21778	165	0.76	1.08	0.70	0.67	0.48	0.68	1.09	0.70	0.65	0.83	0.66	0.67
	YAKIMA WEST	0	11006	92	0.84	0.89	0.63	0.76	0.40	0.65	0.78	0.78	0.74	0.67	0.69	0.66
Exchanges in Neighboring States																
CLARKSTON		0	4820	50	1.04	1.78	0.87	0.92	1.01	1.13	1.48	1.21	1.07	1.10	0.88	1.00
TOTALS		0	978465	7572	0.77	0.77	0.72	0.85	0.72	1.01	1.14	0.94	0.82	0.83	0.76	0.78

WASHINGTON TRUNK BLOCKING SUMMARY - JUNE 2011

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	130	0	0.00%
LOCAL	354	0	0.00%
TOLL	379	0	0.00%

WASHINGTON TRUNK BLOCKING - JUNE 2011

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
							Nothing to report

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JUNE 2011

MEASURE	MARKET UNIT	APR-11	MAY-11	JUN-11	YTD
Number of Scheduled Appointments (dispatched orders)	RES				44693
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	RES				439
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	RES				2028
Number of Scheduled Commitments (non-dispatched orders)	RES				510995
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	RES				84
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	RES				943
Number Exclusions	RES				2971
Number of Scheduled Appointments (dispatched orders)	BUS				10118
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	BUS				208
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	BUS				1009
Number of Scheduled Commitments (non-dispatched orders)	BUS				31287
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	BUS				72
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	BUS				458
Number Exclusions	BUS				1467
Number of Scheduled Appointments (dispatched tickets)	RES				36311
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	RES				2767
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	RES				199

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



WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JUNE 2011

MEASURE	MARKET UNIT	APR-11	MAY-11	JUN-11	YTD
Number of Scheduled Appointments (dispatched orders)	RES				44693
Number of Scheduled Commitments (non-dispatched tickets)	RES				6884
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	RES				264
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	RES				1
Number Exclusions	RES				418
Number of Scheduled Appointments (dispatched tickets)	BUS				5877
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	BUS				666
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	BUS				108
Number of Scheduled Commitments (non-dispatched tickets)	BUS				1244
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	BUS				49
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	BUS				3
Number Exclusions	BUS				164
Total amount of missed appointments credits paid	RES				\$24,025.00
Number of customers receiving credits for company missed appointments/commitments-Install	RES				962
Total amount of missed appointments credits paid	BUS				\$17,000.00
Number of customers receiving credits for company missed appointments/commitments-Install	BUS				326

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JUNE 2011

MEASURE	MARKET UNIT	APR-11	MAY-11	JUN-11	YTD
Number of Scheduled Appointments (dispatched orders)	RES				44693
Total amount of missed appointments credits paid	RES				\$68,975.00
Number of customers receiving credits for company missed appointments/commitments-Repair	RES				2757
Total amount of missed appointments credits paid	BUS				\$16,725.00
Number of customers receiving credits for company missed appointments/commitments-Repair	BUS				336
Count of All Orders	RES				50361
WA Completed Orders for Primary Service installed within 5 business days	RES				49930
Number of credits-First Month's Charge(HO Recurring)	RES				295
Amount of credit-First Month's Charge(HO Recur)	RES				\$3,969.00
Number of credits-Installation (HO NonRecur)	RES				295
Amount of credits-Installation (Ho NonRecur)	RES				\$9,114.00
Number of Voice Mail Nonrecurring Credits	RES				3
Amount of Voice Mail Nonrecurring Credits	RES				\$21.00
Number of Remote Call Frwding-Non-Recurring	RES				14
Amount of Remote Call Frwding-Non-Recurring	RES				\$600.00
Count of All Orders	BUS				10709
WA Completed Orders for Primary Service installed within 5 business days	BUS				10502

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JUNE 2011

MEASURE	MARKET UNIT	APR-11	MAY-11	JUN-11	YTD
Number of Scheduled Appointments (dispatched orders)	RES				44693
Number of credits-First Month's Charge(HO Recurring)	BUS				111
Amount of credit-First Month's Charge(HO Recur)	BUS				\$4,719.22
Number of credits-Installation (HO NonRecur)	BUS				111
Amount of credits-Installation (Ho NonRecur)	BUS				\$8,424.00
Number of Voice Mail Nonrecurring Credits	BUS				420
Amount of Voice Mail Nonrecurring Credits	BUS				\$8,309.00
Number of Remote Call Frwding-Non-Recurring	BUS				258
Amount of Remote Call Frwding-Non-Recurring	BUS				\$14,600.00
Number of out of service repair reports cleared within two working days	RES				30420
Percentage of out of service repair reports cleared within two working days	RES				95.91%
Number of out of service repair reports not cleared within two working days minus exceptions.	RES				1298
Percentage of out of service repair reports not cleared within two working days minus exceptions.	RES				4.09%
Total amount of two day out of service condition credits	RES				\$7,099.17
Total amount of two day out of service condition credit exceptions	RES				283
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES				24
Number of two day out of service condition credit exceptions for Weather Related Events	RES				24
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foilage, etc.)	RES				36

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JUNE 2011

MEASURE	MARKET UNIT	APR-11	MAY-11	JUN-11	YTD
Number of Scheduled Appointments (dispatched orders)	RES				44693
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	RES				199
Number of out of service repair reports cleared within two working days	BUS				5426
Percentage of out of service repair reports cleared within two working days	BUS				96.89%
Number of out of service repair reports not cleared within two working days minus exceptions.	BUS				174
Percentage of out of service repair reports not cleared within two working days minus exceptions.	BUS				3.11%
Total amount of two day out of service condition credits	BUS				\$775.00
Total amount of two day out of service condition credit exceptions	BUS				73
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, Foilage, etc.)	BUS				1
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	BUS				67
Number of out of service repair reports cleared within seven calendar days	RES				31887
Percentage of out of service repair reports cleared within seven calendar days	RES				99.72%
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	RES				88
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	RES				0.28%
Total amount of seven day out of service condition credits	RES				\$1,008.04

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JUNE 2011

MEASURE	MARKET UNIT	APR-11	MAY-11	JUN-11	YTD
Number of Scheduled Appointments (dispatched orders)	RES				44693
Total amount of seven day out of service condition credit exceptions	RES				26
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				1
Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foilage, etc.)	RES				1
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	RES				23
Number of out of service repair reports cleared within seven calendar days	BUS				5656
Percentage of out of service repair reports cleared within seven calendar days	BUS				99.75%
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS				14
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS				0.25%
Total amount of seven day out of service condition credits	BUS				\$96.32
Total amount of seven day out of service condition credit exceptions	BUS				3
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, Foilage, etc.)	BUS				0
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	BUS				3

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