



CenturyLink™

Mark S. Reynolds  
Vice-President of Public Policy, NW Region  
1600 7<sup>th</sup> Avenue, Room 3206  
Seattle, Washington 98191  
(206) 345-1568 - voice  
(206) 343-4040 - facsimile

May 30, 2013

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

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

Dear Mr. Danner:

Enclosed are the April 2013 service quality performance reports required of Qwest d/b/a CenturyLink QC in accordance with Docket Nos. UT-921192, UT-950200, UT-991358, UT-030704, UT-061625 and WAC 480-120-438 – 480-120-440.

The following reports are enclosed:

- 1) Summary Report,
- 2) Orders Summary,
- 3) Trouble Report,
- 4) Trunk Blocking Report
- 5) CSGP Report

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

Please call me on (206) 345-1568 if you have questions or need additional information.

Very truly yours,

*Shelley Glueckert for*  
Shelley Glueckert for  
Mark Reynolds

Enclosures  
cc: Lisa Anderl

2013 MAY 31 AM 11:31  
COMMUNICATIONS  
DIVISION

Washington Service Quality Summary Report - APRIL 2013

METRIC DESCRIPTION	JANUARY 2013			FEBRUARY 2013			MARCH 2013			APRIL 2013		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	2,289	2,544	89.98%	1,867	1,994	93.63%	2,026	2,090	96.94%	1,666	1,726	97.68%
OOS Tickets Not Cleared Within 48 Hrs	255	1	255	127	1	127	64	1	64	40	1	40
Number of OOS Exemptions	115	1	115	81	1	81	77	1	77	41	1	41
All Other Repairs Cleared LT < 72 Hrs	5,599	5,691	98.38%	4,018	4,084	98.38%	4,079	4,150	98.29%	4,099	4,168	98.34%
All Other Troubles Cleared GTR > 72 Hrs	92	1	92	66	1	66	71	1	71	69	1	69
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	7	1	7	3	1	3	8	1	8	10	1	10
Physically Obstructed All Other Troubles Cleared > 72 Hrs	59	1	59	93	1	93	59	1	59	72	1	72
Repair Force Majeure Exclusions	41	1	41	16	1	16	42	1	42	27	1	27
Repair Physically Obstructed Exclusions	90	1	90	53	1	53	24	1	24	30	1	30
Installation Appointments Met	2,007	2,150	93.35%	1,955	2,047	95.51%	1,932	2,016	95.83%	1,895	1,991	95.18%
Repair Appointments Met	2,747	3,218	85.36%	2,127	2,415	88.07%	2,111	2,351	89.79%	1,938	2,163	89.60%
Provisioning Missed for Company Reasons	189	1	189	243	1	243	219	1	219	153	1	153
Provisioning Missed for Customer Reasons	529	1	529	499	1	499	511	1	511	477	1	477
% of Switches Delivering Dial Tone Within 3 seconds	6,673	6,673	100.00%	6,044	6,044	100.00%	6,686	6,688	99.97%	6,466	6,468	99.97%

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - APRIL 2013  
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 180 DAYS
STANDARD		59	4	12.00	1	90.00%	0	99.00%	0	100.00%
ABERDEEN-HOOUIAM		177	3	42.00	8	98.31%	0	100.00%	0	100.00%
AUBURN		61	0	26.50	1	100.00%	0	100.00%	0	100.00%
BAINBRIDGE ISLAND		43	2	0.00	1	97.67%	0	100.00%	0	100.00%
BATTLEGROUND		32	1	234.33	0	96.88%	0	100.00%	1	100.00%
BELFAIR		198	3	37.50	0	100.00%	0	100.00%	0	99.49%
BELLEVUE		98	2	628.00	0	100.00%	0	100.00%	1	100.00%
BELLEVUE GLENCOURT		100	1	11.67	1	99.33%	0	100.00%	0	99.00%
BELLEVUE-SHERWOOD		150	3	11.67	0	100.00%	0	100.00%	0	100.00%
BELLINGHAM		12	0	11.67	1	99.28%	0	100.00%	0	100.00%
BELLINGHAM LUMMI		138	3	149.00	0	100.00%	0	100.00%	1	100.00%
BELLINGHAM REGENT		9	1	28.00	3	98.21%	0	100.00%	0	88.89%
BLACK DIAMOND		168	2	28.00	0	100.00%	0	100.00%	0	100.00%
BREMERTON		17	0	28.00	2	98.56%	0	100.00%	0	100.00%
BREMERTON CROSBY		139	2	28.00	1	91.67%	0	100.00%	0	100.00%
BREMERTON ESSEX		12	0		1	92.31%	0	100.00%	0	100.00%
BREMERTON SUNNYSLOPE		13	0		1	96.55%	0	100.00%	0	100.00%
BUCKLEY		29	0	18.00	0	100.00%	0	100.00%	0	100.00%
CASTLE ROCK		61	1		1	98.21%	0	100.00%	0	100.00%
CENTRALIA		56	0		0	100.00%	0	100.00%	0	100.00%
CHEHALIS		45	0		1	90.91%	0	100.00%	0	100.00%
CHEHALIS		11	0		1	94.12%	0	100.00%	0	100.00%
CHEHALIS NAPAVINE		17	0		0	100.00%	0	100.00%	0	100.00%
CHEHALIS		13	0	5.00	0	100.00%	0	100.00%	0	100.00%
CLE-ELUM		55	1		0	100.00%	0	100.00%	0	100.00%
COLFAX		27	0		0	100.00%	0	100.00%	0	100.00%
COLVILLE		14	0		0	100.00%	0	100.00%	0	100.00%
COPALIS(OCEAN SHORES)		1	0		0	100.00%	0	100.00%	0	100.00%
COULLEE DAM		10	0		1	90.00%	0	100.00%	0	100.00%
CRYSTAL MTN.		28	0		0	100.00%	0	100.00%	0	100.00%
DAYTON		136	2	86.00	1	99.26%	0	100.00%	1	99.26%
DEER PARK		48	0		0	100.00%	0	100.00%	0	100.00%
DES MOINES		88	2	86.00	1	98.86%	0	100.00%	1	98.86%
DES MOINES FEDERAL WAY										

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 - APRIL 2013  
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 180 DAYS
STANDARD						90.00%		99.00%		
EASTON		5	0		0	100.00%	0	100.00%		100.00%
ELK		8	0		0	100.00%	0	100.00%		100.00%
ENUMCLAW		26	0		1	96.15%	0	100.00%		100.00%
EPHRATA		12	1	37.00	0	100.00%	0	100.00%		100.00%
GRAHAM		102	2	43.50	3	97.06%	0	100.00%		100.00%
GREEN BLUFF		18	1	142.00	0	100.00%	0	100.00%		100.00%
HOODSPORT		15	1	73.00	0	100.00%	0	100.00%		100.00%
ISSAQUAH		80	4	2.25	2	97.50%	0	100.00%		100.00%
KENT		263	5	82.00	3	98.86%	0	100.00%	1	99.62%
		92	4	52.25	0	100.00%	0	100.00%		100.00%
	KENT MERIDIAN	21	0		1	95.24%	0	100.00%		100.00%
	KENT O BRIEN	150	1	201.00	2	98.67%	0	100.00%	1	99.33%
	KENT ULRICH	5	0		0	100.00%	0	100.00%		100.00%
LIBERTY LAKE		200	1	41.00	3	98.50%	0	100.00%		100.00%
LONGVIEW-KELSO		10	0		0	100.00%	0	100.00%		100.00%
LOON LAKE		36	0		2	94.44%	0	100.00%		100.00%
MAPLE VALLEY		95	1	81.00	2	97.89%	0	100.00%		100.00%
MOSES LAKE		26	0		1	96.15%	0	100.00%		100.00%
	MOSES LAKE AFB	69	1	81.00	1	98.55%	0	100.00%		100.00%
	MOSES LAKE ALDER	15	0		0	100.00%	0	100.00%		100.00%
NEWMAN LAKE		15	1	16.00	0	100.00%	0	100.00%		100.00%
NORTHPORT		301	6	23.67	4	98.67%	0	100.00%		100.00%
OLYMPIA		22	2	24.00	0	100.00%	0	100.00%		100.00%
	OLYMPIA EVERGREEN	133	3	11.00	4	96.99%	0	100.00%		100.00%
	OLYMPIA LACEY	146	1	61.00	0	100.00%	0	100.00%		100.00%
	OLYMPIA WHITEHALL	49	1	45.00	0	100.00%	0	100.00%		100.00%
OMAK-OKANOGAN		16	0		0	100.00%	0	100.00%		100.00%
OROVILLE		43	3	14.00	1	97.67%	0	100.00%		100.00%
OTHELLO		98	2	37.00	0	100.00%	0	100.00%		100.00%
PASCO		3	0		0	100.00%	0	100.00%		100.00%
PATEROS		7	1	5.00	0	100.00%	0	100.00%		100.00%
POMEROY		70	2	141.00	0	100.00%	0	100.00%	1	98.57%
PT. ANGELES		8	1	97.00	0	100.00%	0	100.00%		100.00%
	PT. ANGELES JOYCE									

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

Washington Orders Summary - APRIL 2013  
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 180 DAYS
STANDARD	PT. ANGELES	62	1	185.00	0	90.00%	0	99.00%	1	98.39%
PT. LUDLOW		23	0		0	100.00%	0	100.00%		100.00%
PT. ORCHARD	PORT ORCHARD COLBY	75	1	67.00	5	93.33%	0	100.00%		100.00%
	PT. ORCHARD	23	1	67.00	1	95.65%	0	100.00%		100.00%
PT. TOWNSEND		52	0		4	92.31%	0	100.00%		100.00%
PUYALLAP		63	0		2	96.83%	0	100.00%		100.00%
RENTON		196	1	6.00	0	100.00%	0	100.00%		100.00%
RIDGEFIELD		230	11	40.09	2	99.13%	0	100.00%		100.00%
ROCHESTER		11	0		1	90.91%	0	100.00%		100.00%
ROY		28	0		0	100.00%	0	100.00%		100.00%
SEATTLE		12	1	10.00	0	100.00%	0	100.00%		100.00%
		1,258	23	39.35	21	98.33%	0	100.00%	2	99.84%
	SEATTLE ATWATER	78	1	40.00	0	100.00%	0	100.00%		100.00%
	SEATTLE CAMPUS	39	0		0	100.00%	0	100.00%		100.00%
	SEATTLE CHERRY	183	4	43.25	1	98.45%	0	100.00%		100.00%
	SEATTLE DUWAMISH	69	0		1	98.55%	0	100.00%		100.00%
	SEATTLE EAST	130	2	101.00	4	96.92%	0	100.00%	1	99.23%
	SEATTLE ELLIOT	34	2	40.00	1	97.06%	0	100.00%		100.00%
	SEATTLE EMERSON	137	1	32.00	3	97.81%	0	100.00%		100.00%
	SEATTLE LAKEVIEW	96	3	1.33	1	98.96%	0	100.00%		100.00%
	SEATTLE MAIN	141	5	30.20	3	97.87%	0	100.00%		100.00%
	SEATTLE MERCER ISLAND (ADAMS)	45	0		1	97.78%	0	100.00%		100.00%
	SEATTLE PARKWAY	124	1	37.00	2	98.39%	0	100.00%		100.00%
	SEATTLE SUNSET	89	1	12.00	4	95.51%	0	100.00%		100.00%
	SEATTLE WEST	93	3	58.00	0	100.00%	0	100.00%	1	98.92%
SEQUIM		79	1	1.00	0	100.00%	0	100.00%		100.00%
SHELTON		91	4	37.25	1	98.90%	0	100.00%		100.00%
SILVERDALE		55	0		0	100.00%	0	100.00%		100.00%
SPOKANE	SPOKANE CHESTNUT	848	11	43.09	4	99.53%	0	100.00%	1	99.88%
	SPOKANE FAIRFAX	14	2	22.00	0	100.00%	0	100.00%		100.00%
	SPOKANE HUDSON	131	1	54.00	0	100.00%	0	100.00%		100.00%
	SPOKANE KEYSTONE	137	0		0	100.00%	0	100.00%		100.00%
		76	0		1	98.68%	0	100.00%		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 - APRIL 2013  
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS		PCT INWARD ORDS COMPLETED WITHIN 5 DAYS		INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE		PCT INWARD ORDS COMPLETED WITHIN 90 DAYS		INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE		PCT INWARD ORDS COMPLETED WITHIN 180 DAYS	
					INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	INWARD ORDS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 180 DAYS	PCT INWARD ORDS COMPLETED WITHIN 180 DAYS
STANDARD		43	2	80.50	1	1	90.00%	99.00%	0	0	100.00%	99.00%	0	0	100.00%	100.00%
	SPOKANE MORAN	131	1	34.00	1	1	99.24%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
	SPOKANE RIVERSIDE	209	2	1.00	0	0	100.00%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
	SPOKANE WALNUT	107	3	59.67	1	1	99.07%	100.00%	0	0	100.00%	100.00%	1	1	99.07%	100.00%
	SPOKANE WHITWORTH	14	1	49.00	0	0	100.00%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
SPRINGDALE		77	1	55.00	0	0	100.00%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
SUJINER (BONNEYLAKE)		838	16	31.56	8	8	99.05%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
TACOMA		34	0		2	2	94.12%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
	TACOMA FORT LEWIS	115	3	10.00	1	1	99.13%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
	TACOMA GREENFIELD	162	1	41.00	0	0	100.00%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
	TACOMA JUNIPER	147	4	31.75	2	2	98.64%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
	TACOMA LENNOX	68	0		0	0	100.00%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
	TACOMA LOGAN	96	2	0.50	2	2	97.92%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
	TACOMA MARKET (FAWCETT)	57	2	33.00	0	0	100.00%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
	TACOMA SKYLINE	32	0		0	0	100.00%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
	TACOMA WAVERLY-2	127	4	60.00	1	1	99.21%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
	TACOMA WAVERLY-7	579	6	30.50	6	6	98.96%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
VANCOUVER		310	4	24.50	5	5	98.39%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
	VANCOUVER ORCHARDS	177	0		1	1	99.44%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
	VANCOUVER OXFORD	92	2	42.50	0	0	100.00%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
	VANCOUVER SALMON CRK(NORTH)	1	0		0	0	100.00%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
WAITSBURG		90	2	7.50	2	2	97.78%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
WALLA WALLA (INCL TOUCHET)		5	1	405.00	0	0	100.00%	100.00%	0	0	100.00%	100.00%	1	1	80.00%	100.00%
WARDEN		21	0		0	0	100.00%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
WINLOCK		265	7	9.14	4	4	98.49%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
YAKIMA		196	6	10.67	4	4	97.96%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
	YAKIMA CHESTNUT	69	1	0.00	0	0	100.00%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
	YAKIMA WEST															
Exchanges in Neighboring States		26	0		1	1	96.15%	100.00%	0	0	100.00%	100.00%	0	0	100.00%	100.00%
CLARKSTON		7,734	142	43.52	99	99	98.72%	100.00%	0	0	100.00%	100.00%	9	9	99.88%	100.00%
TOTALS																

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

WASHINGTON TROUBLE REPORT RATE - APRIL 2013

WIRECENTER		STD EXD CNT	LINES	RPTS	APR-13	MAR-13	FEB-13	JAN-13	DEC-12	NOV-12	OCT-12	SEP-12	AUG-12	JUL-12	JUN-12	MAY-12
					RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
STANDARD		0	6,950	77	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	6,950	77	1.11	1.26	0.96	1.13	1.20	1.52	1.65	0.85	1.50	1.06	0.89	0.78
AUBURN		0	12,093	102	0.84	1.06	0.78	1.34	1.38	1.27	0.97	0.78	0.95	0.81	0.94	0.93
BAINBRIDGE ISLAND		0	6,765	53	0.78	0.89	0.78	1.28	1.27	1.70	0.97	1.12	1.13	0.94	1.04	1.03
BATTLEGROUND		0	6,643	156	2.35	0.91	1.38	1.65	1.95	1.42	1.36	1.21	1.09	0.63	0.99	0.85
BELFAIR		0	4,569	27	0.59	1.13	2.64	1.59	1.47	1.97	0.98	1.04	1.31	2.05	1.34	1.39
BELLEVUE		0	25,796	147	0.57	0.53	0.67	0.89	0.83	0.94	0.71	0.43	0.58	0.59	0.62	0.57
BELLEVUE GLENCOURT		0	10,812	48	0.44	0.35	0.57	0.53	0.60	0.79	0.49	0.36	0.49	0.47	0.48	0.54
BELLEVUE-SHERWOOD		0	14,984	99	0.66	0.67	0.74	1.14	1.00	1.04	0.88	0.48	0.65	0.68	0.73	0.58
BELLINGHAM		0	17,010	69	0.41	0.48	0.46	0.63	0.51	0.62	0.64	0.40	0.52	0.72	0.29	0.38
BELLINGHAM LUMMI		0	1,025	6	0.59	0.39	0.58	0.58	1.25	0.95	2.84	0.38	0.37	0.46	0.27	0.64
BELLINGHAM REGENT		0	15,985	63	0.39	0.48	0.45	0.63	0.46	0.60	0.51	0.40	0.53	0.74	0.30	0.37
BLACK DIAMOND		0	1,638	14	0.85	2.90	0.96	0.83	0.82	1.68	1.83	1.48	1.47	1.58	1.39	1.15
BREMERTON		0	22,614	66	0.29	0.38	0.42	0.66	0.75	0.82	0.51	0.37	0.60	0.39	0.39	0.41
BREMERTON CROSBY		0	2,255	18	0.80	0.83	1.77	1.32	2.44	3.19	2.09	1.16	1.73	1.14	1.22	1.08
BREMERTON ESSEX		0	19,857	44	0.22	0.32	0.26	0.56	0.54	0.54	0.32	0.29	0.45	0.30	0.27	0.32
BREMERTON SUNNYSLOPE		0	502	4	0.80	0.80	0.80	1.59	1.59	0.99	0.79	0.00	1.16	0.77	1.34	0.96
BUCKLEY		0	1,357	14	1.03	2.34	0.50	1.13	0.85	1.54	1.53	1.72	1.55	1.46	1.97	1.62
CASTLE ROCK		0	2,633	55	2.09	1.74	1.80	2.23	2.65	3.45	2.54	1.51	1.83	2.38	2.01	2.05
CENTRALIA		0	4,568	81	1.77	0.82	0.75	1.41	0.96	1.28	1.15	0.85	1.21	0.96	0.93	1.55
CHEHALIS		0	6,703	69	1.03	1.25	0.68	1.19	0.74	1.18	0.96	1.44	0.92	0.81	1.09	1.39
CHEHALIS		0	4,769	49	1.03	1.07	0.83	1.22	0.69	0.99	0.86	1.30	0.79	0.80	1.15	1.36
CHEHALIS NAPAVINE		0	1,934	20	1.03	1.70	0.31	1.12	0.86	1.66	1.20	1.79	1.24	0.84	0.94	1.47
CHEHALIS NAPAVINE		0	2,130	11	0.52	0.42	0.60	0.79	1.10	1.00	1.13	0.98	0.85	0.85	0.49	0.48
CHEHALIS NAPAVINE		0	1,769	11	0.62	0.95	1.00	1.50	1.77	1.10	1.26	0.55	0.71	1.47	1.09	0.75
CHEHALIS NAPAVINE		0	5,484	31	0.57	0.65	0.58	0.78	0.95	1.46	0.71	0.65	0.72	1.86	1.13	0.69
CHEHALIS NAPAVINE		0	2,377	19	0.80	1.17	1.12	1.89	1.91	2.35	1.24	0.91	0.86	1.29	1.28	0.92
CHEHALIS NAPAVINE		0	1,614	12	0.74	0.92	0.80	1.52	2.06	1.88	1.67	2.65	2.00	3.18	1.54	0.86
CHEHALIS NAPAVINE		0	541	11	2.03	0.18	0.92	2.22	3.36	1.13	0.19	0.74	1.46	0.55	0.55	1.10
CHEHALIS NAPAVINE		0	1,420	7	0.49	0.21	0.28	0.69	0.28	1.43	0.88	0.54	1.41	0.87	0.53	0.79
CHEHALIS NAPAVINE		0	4,413	47	1.07	0.54	0.78	0.75	1.12	1.81	2.49	0.92	3.17	1.63	2.25	2.51
CHEHALIS NAPAVINE		0	11,987	105	0.88	0.84	0.68	1.29	1.14	1.27	0.85	0.70	0.71	0.69	0.74	0.62
CHEHALIS NAPAVINE		0	4,727	37	0.78	0.90	0.56	1.31	1.05	1.36	0.87	0.63	0.70	0.52	0.87	0.70
CHEHALIS NAPAVINE		0	7,260	68	0.84	0.79	0.76	1.27	1.21	1.21	0.96	0.74	0.72	0.81	0.66	0.57
CHEHALIS NAPAVINE		0	462	4	0.87	0.21	0.00	1.49	0.00	0.63	1.05	0.83	1.66	1.44	1.22	2.06
CHEHALIS NAPAVINE		0	4,031	45	1.12	1.57	1.38	1.40	1.43	1.64	1.04	0.97	1.90	1.53	1.27	1.27
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70
CHEHALIS NAPAVINE		0	2,032	33	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27				

WASHINGTON TROUBLE REPORT RATE - APRIL 2013

WIRECENTER	STD EXT CMT	LINES	RPTS	APR-13 RATE	MAR-13 RATE	FEB-13 RATE	JAN-13 RATE	DEC-12 RATE	NOV-12 RATE	OCT-12 RATE	SEP-12 RATE	AUG-12 RATE	JUL-12 RATE	JUN-12 RATE	MAY-12 RATE
GRAHAM	0	7,480	70	0.94	1.22	1.12	1.21	1.26	1.42	1.46	1.13	1.17	0.94	0.87	1.16
GREEN BLUFF	0	1,863	15	0.81	0.96	0.84	1.51	1.09	1.75	0.97	0.51	0.96	1.05	1.19	1.33
HOODSPORT	0	1,387	9	0.65	1.29	0.64	1.34	2.45	1.60	1.03	0.67	0.60	0.92	0.65	0.71
ISSAQUAH	0	10,541	55	0.52	0.86	0.52	1.21	0.82	0.92	0.56	0.51	0.75	0.69	0.53	0.71
KENT	0	23,701	189	0.80	0.79	0.96	0.94	1.14	1.18	0.74	0.53	0.72	0.70	0.79	0.80
KENT MERIDIAN	0	7,859	81	1.03	1.15	1.85	1.16	1.40	1.54	0.93	0.49	0.83	0.86	0.86	0.95
KENT O BRIEN	0	5,371	14	0.26	0.20	0.22	0.44	0.56	0.34	0.25	0.12	0.34	0.21	0.23	0.19
KENT ULRICH	0	10,471	94	0.90	0.83	0.67	1.03	1.24	1.34	0.85	0.77	0.82	0.82	1.01	0.99
LIBERTY LAKE	0	591	4	0.68	0.00	0.17	0.50	0.50	1.14	1.93	0.95	0.63	1.39	0.46	0.76
LONGVIEW-KELSO	0	14,275	154	1.08	0.93	1.05	1.52	1.76	1.98	1.41	1.08	0.99	1.00	1.04	1.11
LOON LAKE	0	843	3	0.36	1.30	0.82	0.70	1.49	0.80	1.02	2.43	2.06	0.86	2.67	1.39
MAPLE VALLEY	0	4,962	43	0.87	0.87	0.97	1.39	1.74	1.34	1.06	0.62	0.89	0.99	0.92	1.17
MOSES LAKE	0	8,379	72	0.86	1.07	0.76	0.83	1.04	1.01	1.10	0.71	1.14	1.27	1.12	0.83
MOSES LAKE AFB	0	1,401	15	1.07	0.50	0.92	0.70	0.83	0.75	0.82	0.20	0.87	1.13	1.56	0.51
MOSES LAKE ALDER	0	6,978	57	0.82	1.18	0.73	0.86	1.08	1.06	1.15	0.81	1.19	1.30	1.04	0.89
NEWMAN LAKE	0	1,052	13	1.24	1.05	0.66	0.47	1.29	1.28	1.46	0.53	0.79	1.21	1.21	0.60
NORTHPORT	1	911	8	0.88	0.44	0.66	1.09	1.97	1.30	1.82	0.75	1.18	4.62	1.40	1.40
OLYMPIA	0	35,516	189	0.53	0.61	0.72	0.90	0.86	0.98	0.96	0.58	0.64	0.77	0.68	0.90
OLYMPIA EVERGREEN	0	2,593	13	0.50	0.88	0.76	1.32	1.87	1.81	1.14	0.99	1.71	1.27	1.13	1.62
OLYMPIA LACEY	0	15,952	68	0.43	0.59	0.66	0.76	0.69	0.84	1.01	0.47	0.59	0.81	0.69	0.90
OLYMPIA WHITEHALL	0	16,971	108	0.64	0.58	0.76	0.96	0.87	0.98	0.88	0.63	0.53	0.66	0.61	0.78
OMAK-OKANOGAN	0	5,476	60	1.10	1.60	0.98	1.62	1.94	1.75	1.45	1.36	1.78	2.33	1.14	0.95
OROVILLE	0	1,502	19	1.26	1.18	0.79	1.90	2.04	3.73	1.76	0.91	1.74	2.30	1.84	1.39
OTHELLO	0	3,118	26	0.83	1.28	1.14	1.35	1.66	2.30	1.69	0.73	1.03	1.46	2.01	1.26
PASCO	0	9,906	87	0.88	0.52	0.59	1.13	1.03	1.13	0.78	0.60	0.50	0.82	0.80	0.83
PATEROS	0	596	6	1.01	0.67	0.33	1.15	1.32	0.49	1.78	1.12	0.63	2.04	0.78	0.78
POMEROY	0	1,076	15	1.39	1.30	0.64	0.92	1.84	2.58	2.38	1.74	0.90	3.20	3.35	1.85
PT. ANGELES	0	10,245	78	0.76	0.75	0.84	0.82	0.98	1.04	0.75	0.74	0.68	0.82	0.54	0.62
PT ANGELES JOYCE	0	880	7	0.80	1.70	1.13	2.50	2.59	2.02	0.78	3.77	1.43	1.77	0.44	0.88
PT. ANGELES	0	9,365	71	0.76	0.66	0.82	0.67	0.83	0.95	0.75	0.47	0.62	0.73	0.55	0.59
PT. LUDLOW	0	1,817	11	0.61	0.60	0.76	0.97	0.96	0.63	0.63	0.57	1.02	0.96	0.81	1.31
PT. ORCHARD	0	10,549	92	0.87	1.03	1.14	1.79	1.60	1.77	1.18	0.69	1.06	1.03	1.32	1.03
PORT ORCHARD COLBY	0	3,887	37	0.95	1.04	1.26	2.44	2.13	2.40	1.36	0.92	1.28	0.96	1.74	1.19
PT. ORCHARD	0	6,662	55	0.83	1.02	1.07	1.41	1.28	1.39	1.07	0.56	0.94	1.07	1.07	0.94
PT. TOWNSEND	0	8,269	45	0.54	0.81	0.71	0.93	2.96	1.03	0.67	0.71	1.25	0.80	0.78	0.90
PUYALLAP	0	13,529	127	0.94	0.76	0.82	1.12	0.78	1.11	0.83	0.86	0.77	0.84	0.91	1.07
RENTON	0	21,538	161	0.75	0.75	1.18	1.20	1.23	1.44	1.09	0.81	0.94	0.75	0.91	0.75



WASHINGTON TROUBLE REPORT RATE - APRIL 2013

WIRECENTER	STANDARD EXT CNT	LINES	RPTS	APR-13	MAR-13	FEB-13	JAN-13	DEC-12	NOV-12	OCT-12	SEP-12	AUG-12	JUL-12	JUN-12	MAY-12
				RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
RIDGEFIELD	0	2,163	16	0.74	0.96	1.62	1.02	1.23	1.97	1.47	1.12	1.29	2.25	0.88	2.09
ROCHESTER	0	3,051	28	0.92	1.27	1.23	1.86	1.49	2.54	2.00	0.86	2.25	1.92	0.59	0.70
SEATTLE	0	161,679	918	0.57	0.50	0.54	0.72	0.64	0.86	0.61	0.43	0.48	0.53	0.52	0.52
SEATTLE ATWATER	0	11,209	46	0.41	0.27	0.25	0.36	0.38	0.45	0.42	0.33	0.35	0.44	0.29	0.37
SEATTLE CAMPUS	0	5,644	30	0.53	0.44	0.54	0.62	0.24	0.46	0.37	0.35	0.28	0.30	0.37	0.47
SEATTLE CHERRY	0	18,149	120	0.66	0.75	0.87	1.13	0.96	1.55	1.08	0.51	0.78	0.91	0.91	0.86
SEATTLE DUWAMISH	0	7,902	43	0.54	0.43	0.64	0.87	0.66	1.00	0.69	0.50	0.47	0.40	0.49	0.46
SEATTLE EAST	0	17,493	89	0.51	0.46	0.52	0.70	0.59	0.70	0.46	0.37	0.50	0.55	0.47	0.46
SEATTLE ELLIOT	0	4,626	8	0.17	0.24	0.11	0.15	0.23	0.29	0.31	0.40	0.20	0.20	0.26	0.12
SEATTLE EMERSON	0	16,728	145	0.87	0.72	0.69	0.95	0.73	1.03	0.67	0.56	0.64	0.56	0.47	0.55
SEATTLE LAKEVIEW	0	14,925	93	0.62	0.40	0.59	0.89	0.77	0.93	0.63	0.47	0.55	0.53	0.57	0.60
SEATTLE MAIN	0	24,346	40	0.16	0.20	0.19	0.19	0.14	0.19	0.21	0.21	0.08	0.16	0.13	0.19
SEATTLE MERCER ISLAND (ADAMS)	0	5,249	27	0.51	0.62	0.58	0.52	0.81	1.22	1.04	0.55	0.65	0.84	0.84	0.59
SEATTLE PARKWAY	0	11,271	83	0.74	0.77	0.92	0.88	1.16	1.25	0.82	0.56	0.60	0.71	0.84	0.77
SEATTLE SUNSET	0	12,534	99	0.79	0.47	0.35	1.06	0.72	0.93	0.60	0.48	0.50	0.67	0.61	0.45
SEATTLE WEST	0	11,603	95	0.82	0.71	0.74	0.77	0.86	1.15	0.75	0.47	0.62	0.54	0.66	0.75
SEQUIM	0	8,956	64	0.71	0.64	0.73	0.87	0.84	1.00	0.66	0.45	1.00	0.79	0.77	0.68
SHELTON	0	8,825	81	0.92	0.97	0.79	1.36	1.12	1.32	0.89	0.65	1.14	0.85	0.87	0.93
SILVERDALE	0	7,415	33	0.45	0.53	0.62	1.41	1.06	0.88	0.74	0.47	0.64	0.52	0.44	0.59
SPOKANE	0	67,552	487	0.72	0.78	0.77	1.05	1.11	1.34	1.01	0.65	0.97	1.01	0.97	0.74
SPOKANE CHESTNUT	0	1,573	10	0.64	0.82	0.62	0.91	1.92	3.08	0.98	0.97	1.14	1.13	2.18	0.61
SPOKANE FAIRFAX	0	9,331	67	0.72	0.67	0.67	1.03	1.09	1.66	1.15	0.71	1.09	1.13	1.18	0.82
SPOKANE HUDSON	0	7,356	63	0.86	0.77	0.77	1.48	1.70	1.51	1.23	0.91	1.23	0.91	1.21	0.97
SPOKANE KEYSTONE	0	6,306	36	0.57	0.59	0.69	0.83	1.06	1.25	0.66	0.54	0.74	0.85	0.83	0.55
SPOKANE MORAN	0	4,563	33	0.72	0.65	0.56	0.81	0.89	0.94	0.66	0.46	0.86	1.00	0.99	0.54
SPOKANE RIVERSIDE	0	9,682	59	0.61	0.71	1.04	1.12	0.97	1.30	0.88	0.46	0.73	0.86	0.84	0.54
SPOKANE WALNUT	0	18,478	136	0.74	0.97	0.67	0.83	0.84	1.25	1.10	0.59	0.81	1.00	0.85	0.72
SPOKANE WHITWORTH	0	10,263	83	0.81	0.79	0.90	1.36	1.31	1.10	1.03	0.79	1.34	1.20	0.82	0.93
SPRINGDALE	1	1,373	50	3.64	1.16	0.65	2.93	2.05	1.39	3.30	1.16	4.80	2.49	3.05	2.11
SUMNER (BONNEYLAKE)	0	7,734	91	1.18	1.19	0.85	0.92	1.09	1.21	0.97	0.50	1.15	1.39	0.98	1.09
TACOMA	0	75,056	528	0.70	0.80	0.72	1.04	1.07	1.20	0.86	0.72	0.65	0.73	0.66	0.79
TACOMA FORT LEWIS	0	1,545	6	0.39	0.59	0.19	0.38	0.57	0.51	0.36	0.24	0.35	0.35	0.88	0.64
TACOMA GREENFIELD	0	9,964	80	0.80	1.03	0.78	1.22	1.31	1.38	1.14	0.77	0.77	0.85	0.64	1.16
TACOMA JUNIPER	0	10,360	83	0.80	0.73	0.64	1.01	0.99	1.28	0.88	0.82	0.68	1.13	0.69	0.78
TACOMA LENNOX	0	12,233	105	0.86	1.05	0.99	1.22	1.48	1.20	1.05	0.83	0.83	0.78	0.70	1.03
TACOMA LOGAN	0	7,616	44	0.58	0.78	0.57	0.94	1.08	1.27	0.64	0.44	0.75	0.58	0.59	0.43
TACOMA MARKET (FAWCETT)	0	9,157	38	0.41	0.42	0.51	0.52	0.60	1.11	0.51	0.54	0.50	0.50	0.51	0.47

WASHINGTON TROUBLE REPORT RATE - APRIL 2013

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE APR-13	RATE MAR-13	RATE FEB-13	RATE JAN-13	RATE DEC-12	RATE NOV-12	RATE OCT-12	RATE SEP-12	RATE AUG-12	RATE JUL-12	RATE JUN-12	RATE MAY-12
TACOMA SKYLINE	0	7,760	49	0.63	0.79	0.58	1.48	1.29	1.39	1.07	0.46	0.47	0.71	0.75	0.85
TACOMA WAVERLY-2	0	3,182	21	0.66	0.47	1.18	1.56	0.96	1.16	0.74	1.11	0.52	0.71	0.56	0.97
TACOMA WAVERLY-7	0	13,239	102	0.77	0.80	0.75	0.88	0.85	1.02	0.81	0.93	0.57	0.61	0.72	0.68
VANCOUVER	0	43,957	330	0.75	0.80	0.92	1.03	0.99	1.13	0.91	0.65	0.77	0.63	0.73	0.90
VANCOUVER ORCHARDS	0	22,373	153	0.68	0.70	0.85	0.92	0.90	1.08	0.91	0.59	0.74	0.57	0.73	0.80
VANCOUVER OXFORD	0	12,580	63	0.50	0.80	0.93	0.95	1.08	1.18	0.91	0.65	0.85	0.65	0.83	1.07
VANCOUVER SALMON CRK(NORTH)	0	9,004	114	1.27	1.05	1.06	1.41	1.07	1.18	0.91	0.81	0.71	0.74	0.58	0.94
WAITSBURG	1	381	4	1.05	1.03	0.00	0.75	2.00	4.25	1.00	1.00	0.49	0.98	2.91	1.21
WALLA WALLA (INCL TOUCHET)	0	9,352	68	0.73	0.49	0.43	0.73	0.78	1.44	1.02	0.59	0.68	0.68	1.04	0.94
WARDEN	0	774	14	1.81	1.52	1.39	1.99	2.21	2.30	1.68	0.47	0.94	1.05	0.80	1.60
WINLOCK	0	1,664	4	0.24	1.50	0.96	1.55	1.95	1.35	1.59	0.77	1.11	0.58	0.98	1.37
YAKIMA	0	25,673	158	0.62	1.12	0.50	0.64	0.77	0.72	0.85	0.73	0.90	1.19	0.69	1.10
YAKIMA CHESTNUT	0	16,871	99	0.59	1.18	0.53	0.69	0.70	0.69	0.81	0.69	0.82	1.03	0.65	1.14
YAKIMA WEST	0	8,802	59	0.67	1.00	0.44	0.56	0.91	0.77	0.92	0.80	1.06	1.51	0.77	1.01
Exchanges in Neighboring States															
CLARKSTON	0	3,701	39	1.05	0.72	1.35	1.21	1.57	1.43	1.90	1.00	1.08	1.09	1.21	1.24
TOTALS	0	786,067	5769	0.73	0.76	0.75	1.01	1.03	1.17	0.90	0.66	0.82	0.84	0.79	0.80

WASHINGTON TRUNK BLOCKING SUMMARY - APRIL 2013

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	127	0	0.00%
LOCAL	353	0	0.00%
TOLL	372	10	2.69%

Redacted Copy

Blanks in the report indicate no activity for the measure.

WASHINGTON TRUNK BLOCKING - APRIL 2013

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072407	120			TOLL	TWO_WAY	1.96%	Blkng 04/15/13@1600hr,04/18/13@1700hr, 04/19/13@1700hr, issued SA tgsr to the customer
AP072412	192			TOLL	TWO_WAY	0.85%	Blkng 05/01/13@0900-1000hr issued a SA tgsr to the customer
AP072415	168			TOLL	TWO_WAY	2.07%	Blkng 04/10/13@1000hr, 04/12/13@1200-1400hrs issued SA tgsr to the customer
AP072416	240			TOLL	TWO_WAY	1.26%	Blkng 04/10/13@0900-1100hrs 04/12/13@1000-1100hr issued SA tgsr to the customer
AP072421	168			TOLL	TWO_WAY	3.59%	Blkng 04/10/13@0900-1100hr, 04/12/13@1000-1100hr issued SA tgsr to the customer
AP073982	168			TOLL	TWO_WAY	0.74%	Blkng 04/30/13@1800hr issued SA tgsr to the customer
AP074015	168			TOLL	TWO_WAY	2.91%	Blkng 04/15/13@1700,1900hrs issued SA tgsr to the customer
AP074966	144			TOLL	TWO_WAY	1.60%	Blkng 04/01/13@1800-1900 issued SA tgsr to the customer
AP081340	264			TOLL	TWO_WAY	4.38%	Blkng 04/01/13@2000hr issued SA tgsr to the customer
AP081921	192			TOLL	TWO_WAY	1.51%	Blkng 04/02/13@1900hr issued SA tgsr to the customer

Redacted Copy

Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - APRIL 2013

MEASURE	MARKET UNIT	APR-13	MAY-13	JUN-13
Number of Scheduled Appointments (dispatched orders)	RES			
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	RES			
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	RES			
Number of Scheduled Commitments (non-dispatched orders)	RES			
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	RES			
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	RES			
Number Exclusions	RES			
Number of Scheduled Appointments (dispatched orders)	BUS			
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	BUS			
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	BUS			
Number of Scheduled Commitments (non-dispatched orders)	BUS			
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	BUS			
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	BUS			
Number Exclusions	BUS			
Number of Scheduled Appointments (dispatched tickets)	RES			
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	RES			

Redacted Copy

Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - APRIL 2013

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

Redacted Copy

Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - APRIL 2013

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

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

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - APRIL 2013

MEASURE	MARKET UNIT	APR-13	MAY-13	JUN-13
WA Completed Orders for Primary Service installed within 5 business days	BUS			
Number of credits-First Month's Charge(HO Recurring)	BUS			
Amount of credit-First Month's Charge(HO Recur)	BUS			
Number of credits-Installation (HO NonRecur)	BUS			
Amount of credits-Installation (Ho NonRecur)	BUS			
Number of Voice Mail Nonrecurring Credits	BUS			
Amount of Voice Mail Nonrecurring Credits	BUS			
Number of Remote Call Frwding-Non-Recurring	BUS			
Amount of Remote Call Frwding-Non-Recurring	BUS			
Number of out of service repair reports cleared within two working days	RES			
Percentage of out of service repair reports cleared within two working days	RES			
Number of out of service repair reports not cleared within two working days minus exceptions.	RES			
Percentage of out of service repair reports not cleared within two working days minus exceptions.	RES			
Total amount of two day out of service condition credits	RES			
Total amount of two day out of service condition credit exceptions	RES			
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES			
Number of two day out of service condition credit exceptions for Weather Related Events	RES			

Redacted Copy

Blanks in the report indicate no activity for the measure.



WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - APRIL 2013

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

Redacted Copy

Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - APRIL 2013

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

Redacted Copy

Blanks in the report indicate no activity for the measure.