



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

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

The following reports are enclosed:

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

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

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

Very truly yours,

Shelley Glueckert for

Shelley Glueckert for
Mark Reynolds

Enclosures
cc: Lisa Anderl

REDACTED

2013 AUG - 1 PM 12: 07
UT-921192, UT-950200, UT-991358, UT-030704, UT-061625
WAC 480-120-438 - 480-120-440

Washington Service Quality Summary Report - JUNE 2013

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

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - JUNE 2013

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

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - JUNE 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%		90.00%		99.00%
ABERDEEN-HOQUIAM		28	3	5.00	0	100.00%		100.00%		100.00%
AUBURN		122	7	24.29	2	98.36%		100.00%		100.00%
BAINBRIDGE ISLAND		60	0		0	100.00%		100.00%		100.00%
BATTLEGROUND		46	2	70.50	0	100.00%	1	100.00%		100.00%
BELFAIR		39	1	16.00	0	100.00%		100.00%		100.00%
BELLEVUE		183	7	117.00	10	94.54%	1	100.00%	1	99.45%
BELLEVUE GLENCOURT		78	3	17.67	5	93.59%		100.00%		100.00%
BELLEVUE-SHERWOOD		105	4	191.50	5	95.24%		100.00%	1	99.05%
BELLINGHAM		139	5	27.00	0	100.00%		100.00%		100.00%
BELLINGHAM LUMMI		7	0		0	100.00%		100.00%		100.00%
BELLINGHAM REGENT		132	5	27.00	0	100.00%		100.00%		100.00%
BLACK DIAMOND		20	2	135.50	1	95.00%		100.00%	1	95.00%
BREMERTON		119	1	11.00	1	99.16%		100.00%		100.00%
BREMERTON CROSBY		8	0		1	87.50%		100.00%		100.00%
BREMERTON ESSEX		111	1	11.00	0	100.00%		100.00%		100.00%
BREMERTON SUNNYSLOPE			0							
BUCKLEY		11	0		0	100.00%		100.00%		100.00%
CASTLE ROCK		15	1	19.00	0	100.00%		100.00%		100.00%
CENTRALIA		55	0		1	98.18%		100.00%		100.00%
CHEHALIS		57	1	3.00	1	98.25%		100.00%		100.00%
CHEHALIS		43	1	3.00	1	97.67%		100.00%		100.00%
CHEHALIS NAPAVINE		14	0		0	100.00%		100.00%		100.00%
CLE-ELUM		10	2	24.50	0	100.00%		100.00%		100.00%
COLFAX		13	0		0	100.00%		100.00%		100.00%
COLVILLE		51	2	10.50	0	100.00%		100.00%		100.00%
COPALIS(OCEAN SHORES)		23	1	8.00	1	95.65%		100.00%		100.00%
COJLEE DAM		12	0		0	100.00%		100.00%		100.00%
CRYSTAL MTN.		4	1	10.00	0	100.00%		100.00%		100.00%
DAYTON		9	0		0	100.00%		100.00%		100.00%
DEER PARK		41	1	5.00	1	97.56%		100.00%		100.00%
DES MOINES		113	3	98.33	2	98.23%		100.00%	1	99.12%
DES MOINES		45	0		0	100.00%		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 - JUNE 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		68	3	98.33	2	90.00%		99.00%		
EASTON	DES MOINES FEDERAL WAY	8	0	98.33	0	97.06%	1	100.00%	1	98.53%
ELK		17	0		1	100.00%		100.00%		100.00%
ENJUMCLAW		25	0		1	94.12%		100.00%		100.00%
EPHRATA		6	0		0	96.00%		100.00%		100.00%
GRAHAM		87	1	44.00	1	100.00%		100.00%		100.00%
GREEN BLUFF		8	1	14.00	0	98.85%		100.00%		100.00%
HOODSPORT		15	0		0	100.00%		100.00%		100.00%
ISSAQUAH		93	0		3	100.00%		100.00%		100.00%
KENT		221	6	45.00	5	96.77%	2	100.00%		100.00%
	KENT MERIDIAN	50	3	69.00	0	97.74%	2	100.00%		100.00%
	KENT O BRIEN	19	0		4	78.95%		100.00%		100.00%
	KENT ULRICH	152	3	21.00	1	99.34%		100.00%		100.00%
LIBERTY LAKE		5	0		1	80.00%		100.00%		100.00%
LONGVIEW-KELSO		159	0		0	100.00%		100.00%		100.00%
LOON LAKE		13	1	17.00	0	100.00%		100.00%		100.00%
MAPLE VALLEY		50	0		1	98.00%		100.00%		100.00%
MOSES LAKE		68	1	31.00	0	100.00%		100.00%		100.00%
	MOSES LAKE AFB	17	0		0	100.00%		100.00%		100.00%
	MOSES LAKE ALDER	51	1	31.00	0	100.00%		100.00%		100.00%
NEWMAN LAKE		4	0		0	100.00%		100.00%		100.00%
NORTHPORT		14	0		0	100.00%		100.00%		100.00%
OLYMPIA		296	10	48.50	2	99.32%	2	100.00%		100.00%
	OLYMPIA EVERGREEN	11	1	98.00	0	100.00%	1	100.00%		100.00%
	OLYMPIA LACEY	162	3	38.67	1	99.38%		100.00%		100.00%
	OLYMPIA WHITEHALL	123	6	45.17	1	99.19%	1	100.00%		100.00%
OMAK-OKANOGAN		30	2	21.00	0	100.00%		100.00%		100.00%
OROVILLE		9	0		1	88.89%		100.00%		100.00%
OTHELLO		21	2	53.50	1	95.24%	1	100.00%		100.00%
PASCO		83	4	25.25	1	98.80%		100.00%		100.00%
PATEROS		4	0		0	100.00%		100.00%		100.00%
POMEROY		16	0		0	100.00%		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 - JUNE 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%		90.00%		
PT. ANGELES		77	2	139.00	3	96.10%	1	100.00%	1	98.70%
	PT. ANGELES JOYCE	6	0		0	100.00%		100.00%		100.00%
	PT. ANGELES	71	2	139.00	3	95.77%	1	100.00%	1	98.59%
PT. LUDLOW		5	0		0	100.00%		100.00%		100.00%
PT. ORCHARD		81	3	52.33	1	98.77%	1	100.00%		100.00%
	PORT ORCHARD COLBY	23	2	78.50	0	100.00%	1	100.00%		100.00%
	PT. ORCHARD	58	1	0.00	1	98.28%		100.00%		100.00%
PT. TOWNSEND		56	1	4.00	1	98.21%		100.00%		100.00%
PUYALLAP		149	4	11.50	2	98.66%		100.00%		100.00%
RENTON		212	3	46.33	2	99.06%	1	100.00%		100.00%
RIDGEFIELD		15	0		0	100.00%		100.00%		100.00%
ROCHESTER		24	0		3	87.50%		100.00%		100.00%
ROY		13	0		3	76.92%		100.00%		100.00%
SEATTLE		1,128	32	37.84	14	98.76%	2	100.00%	2	99.82%
	SEATTLE ATWATER	67	1	13.00	0	100.00%		100.00%		100.00%
	SEATTLE CAMPUS	34	1	0.00	0	100.00%		100.00%		100.00%
	SEATTLE CHERRY	164	5	60.60	3	98.17%		100.00%	1	99.39%
	SEATTLE DUWAMISH	54	0		2	96.30%		100.00%		100.00%
	SEATTLE EAST	141	5	60.80	1	99.29%	1	100.00%	1	99.29%
	SEATTLE ELLIOT	58	0		0	100.00%		100.00%		100.00%
	SEATTLE EMERSON	101	4	6.00	0	100.00%		100.00%		100.00%
	SEATTLE LAKEVIEW	96	5	30.80	2	97.92%		100.00%		100.00%
	SEATTLE MAIN	131	7	49.86	1	99.24%	2	100.00%		100.00%
	SEATTLE MERCER ISLAND (ADAMS)	34	1	9.00	0	100.00%		100.00%		100.00%
	SEATTLE PARKWAY	93	1	12.00	0	100.00%		100.00%		100.00%
	SEATTLE SUNSET	90	1	1.00	2	97.78%		100.00%		100.00%
	SEATTLE WEST	65	1	42.00	3	95.38%		100.00%		100.00%
SEQUIM		77	2	23.00	0	100.00%		100.00%		100.00%
SHELTON		86	1	40.00	3	96.51%		100.00%		100.00%
SILVERDALE		47	1	1.00	0	100.00%		100.00%		100.00%
SPOKANE		708	15	50.13	7	99.01%	3	100.00%	1	99.86%
	SPOKANE CHESTNUT	15	2	52.00	0	100.00%	1	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 - JUNE 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%		
	SPOKANE FAIRFAX	100	3	6.00	0	100.00%		100.00%		100.00%
	SPOKANE HUDSON	98	1	4.00	0	100.00%		100.00%		100.00%
	SPOKANE KEYSTONE	67	2	4.00	1	98.51%		100.00%		100.00%
	SPOKANE MORAN	47	2	131.50	0	100.00%	2	100.00%		100.00%
	SPOKANE RIVERSIDE	94	0		2	97.87%		100.00%		100.00%
	SPOKANE WALNUT	176	4	32.25	4	97.73%		100.00%		100.00%
	SPOKANE WHITWORTH	111	1	226.00	0	100.00%	1	100.00%		99.10%
SPRINGDALE		13	1	23.00	0	100.00%		100.00%		100.00%
SUMNER (BONNEYLAKE)		56	4	15.25	1	98.21%		100.00%		100.00%
TACOMA		770	16	23.69	15	98.05%	1	100.00%		100.00%
	TACOMA FORT LEWIS	25	2	5.00	1	96.00%		100.00%		100.00%
	TACOMA GREENFIELD	138	3	44.33	2	98.55%		100.00%		100.00%
	TACOMA JUNIPER	115	2	7.50	2	98.26%		100.00%		100.00%
	TACOMA LENNOX	129	1	3.00	4	96.90%		100.00%		100.00%
	TACOMA LOGAN	52	0		2	96.15%		100.00%		100.00%
	TACOMA MARKET (FAWCETT)	96	3	18.33	0	100.00%		100.00%		100.00%
	TACOMA SKYLINE	64	0		2	96.88%		100.00%		100.00%
	TACOMA WAVERLY-2	19	2	3.50	1	94.74%		100.00%		100.00%
	TACOMA WAVERLY-7	132	3	52.00	1	99.24%	1	100.00%		100.00%
VANCOUVER		478	9	24.22	4	99.16%	1	100.00%		100.00%
	VANCOUVER ORCHARDS	256	5	20.60	3	98.83%		100.00%		100.00%
	VANCOUVER OXFORD	141	0		1	99.29%		100.00%		100.00%
	VANCOUVER SALMON CRK(NORTH)	81	4	28.75	0	100.00%	1	100.00%		100.00%
WATTSBURG		2	0		0	100.00%		100.00%		100.00%
WALLA WALLA (INCL TOUCHET)		67	2	33.50	3	95.52%		100.00%		100.00%
WARDEN		9	1	539.00	0	100.00%	1	100.00%		88.89%
WINLOCK		11	0		1	90.91%		100.00%		100.00%
YAKIMA		221	18	28.61	1	98.55%	1	100.00%		100.00%
	YAKIMA CHESTNUT	152	10	35.60	1	99.34%	1	100.00%		100.00%
	YAKIMA WEST	69	8	19.88	0	100.00%		100.00%		100.00%
Exchanges in Neighboring States										

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 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		35	0		2	90.00%		99.00%		100.00%
CLARKSTON		6,762	183	41.39	104	94.29%	16	100.00%	8	99.88%
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 - JUNE 2013

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JUN-13	RATE MAY-13	RATE APR-13	RATE MAR-13	RATE FEB-13	RATE JAN-13	RATE DEC-12	RATE NOV-12	RATE OCT-12	RATE SEP-12	RATE AUG-12	RATE JUL-12
STANDARD				4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
ABERDEEN-HOOQUIAM	0	6,758	53	0.78	1.09	1.11	1.26	0.96	1.13	1.20	1.52	1.65	0.65	1.50	1.06
AUBURN	0	11,909	110	0.92	0.82	0.84	1.06	0.78	1.34	1.38	1.27	0.97	0.78	0.95	0.81
BAINBRIDGE ISLAND	0	6,611	56	0.85	0.81	0.78	0.69	0.78	1.28	1.27	1.70	0.97	1.12	1.13	0.94
BATTLEGROUND	0	6,545	79	1.21	1.08	2.35	0.91	1.38	1.65	1.95	1.42	1.36	1.21	1.09	0.63
BELFAIR	0	4,473	46	1.03	0.75	0.59	1.13	2.64	1.59	1.47	1.97	0.98	1.04	1.31	2.05
BELLEVUE	0	25,399	175	0.69	0.57	0.57	0.53	0.67	0.89	0.83	0.94	0.71	0.43	0.58	0.59
	0	10,671	43	0.40	0.56	0.44	0.35	0.57	0.53	0.60	0.79	0.49	0.36	0.49	0.47
BELLEVUE GLENACRES	0	14,728	132	0.90	0.58	0.66	0.67	0.74	1.14	1.00	1.04	0.88	0.48	0.65	0.68
BELLEVUE-SHERWOOD	0	16,592	51	0.31	0.43	0.41	0.48	0.46	0.63	0.51	0.62	0.64	0.40	0.52	0.72
BELLINGHAM	0	1,007	4	0.40	0.49	0.59	0.39	0.58	0.58	1.25	0.95	2.84	0.38	0.37	0.46
	0	15,585	47	0.30	0.43	0.39	0.48	0.45	0.63	0.46	0.60	0.51	0.40	0.53	0.74
BELLINGHAM LUMMI	0	1,602	33	2.06	1.44	0.85	2.90	0.96	0.83	0.82	1.68	1.83	1.48	1.47	1.58
BELLINGHAM REGENT	0	22,408	87	0.39	0.43	0.29	0.38	0.42	0.66	0.75	0.82	0.51	0.37	0.60	0.39
BREMERTON	0	2,203	32	1.45	0.63	0.80	0.83	1.77	1.32	2.44	3.19	2.09	1.16	1.73	1.14
	0	19,718	53	0.27	0.41	0.22	0.32	0.26	0.56	0.54	0.54	0.32	0.29	0.45	0.30
BREMERTON CROSBY	0	487	2	0.41	0.40	0.80	0.80	0.80	1.59	1.59	0.99	0.79	0.00	1.16	0.77
BREMERTON ESSEX	0	1,331	21	1.58	0.89	1.03	2.34	0.50	1.13	0.85	1.54	1.53	1.72	1.55	1.46
BREMERTON SUNNYSLOPE	0	2,586	39	1.51	1.38	2.09	1.74	1.80	2.23	2.65	3.45	2.54	1.51	1.83	2.38
BUCKLEY	0	4,478	35	0.78	1.20	1.77	0.82	0.75	1.41	0.96	1.28	1.15	0.85	1.21	0.96
CASCADE ROCK	0	6,629	70	1.06	1.11	1.03	1.25	0.68	1.19	0.74	1.18	0.96	1.44	0.92	0.81
CENTRALIA	0	4,716	42	0.89	1.03	1.03	1.07	0.83	1.22	0.69	0.99	0.86	1.30	0.79	0.80
CHEHALIS	0	1,913	28	1.46	1.30	1.03	1.70	0.31	1.12	0.86	1.66	1.20	1.79	1.24	0.84
	0	2,087	8	0.38	0.62	0.52	0.42	0.60	0.79	1.10	1.00	1.13	0.98	0.85	0.85
CHEHALIS NAPAVINE	0	1,739	16	0.92	0.86	0.62	0.95	1.00	1.50	1.77	1.10	1.26	0.55	0.71	1.47
CLE-ELUM	0	5,430	67	1.23	1.10	0.57	0.65	0.58	0.78	0.95	1.46	0.71	0.65	0.72	1.86
COLFAX	0	2,366	33	1.39	1.93	0.80	1.17	1.12	1.89	1.91	2.35	1.24	0.91	0.86	1.29
COLVILLE	0	1,596	8	0.50	0.93	0.74	0.92	0.80	1.52	2.06	1.88	1.67	2.65	2.00	3.18
COPALIS(OCEAN SHORES)	0	536	5	0.93	0.73	2.03	0.18	0.92	2.22	3.36	1.13	0.19	0.74	1.46	0.55
COULLEE DAM	0	1,400	14	1.00	0.85	0.49	0.21	0.28	0.69	0.28	1.43	0.88	0.54	1.41	0.87
CRYSTAL MTN.	0	4,351	35	0.80	1.76	1.07	0.54	0.78	0.75	1.12	1.81	2.49	0.92	3.17	1.63
DAYTON	0	11,702	91	0.78	0.60	0.88	0.84	0.68	1.29	1.14	1.27	0.85	0.70	0.71	0.69
DEER PARK	0	4,596	58	1.26	0.58	0.78	0.90	0.56	1.31	1.05	1.36	0.67	0.63	0.70	0.52
DES MOINES	0	7,106	33	0.46	0.61	0.94	0.79	0.76	1.27	1.21	1.21	0.96	0.74	0.72	0.81
DES MOINES FEDERAL WAY	0	464	6	1.29	0.65	0.87	0.21	0.00	1.49	0.00	0.63	1.05	0.83	1.66	1.44
EASTON	0														

WASHINGTON TROUBLE REPORT RATE - JUNE 2013

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JUN-13	RATE MAY-13	RATE APR-13	RATE MAR-13	RATE FEB-13	RATE JAN-13	RATE DEC-12	RATE NOV-12	RATE OCT-12	RATE SEP-12	RATE AUG-12	RATE JUL-12
STANDARD				4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
ENUMCLAW	0	3,966	53	1.34	0.95	1.12	1.57	1.38	1.40	1.43	1.64	1.04	0.97	1.90	1.53
EPHRATA	0	1,989	21	1.06	1.29	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27	0.49	1.95
GRAHAM	0	7,356	68	0.92	0.93	0.94	1.22	1.12	1.21	1.26	1.42	1.46	1.13	1.17	0.94
GREEN BLUFF	0	1,836	27	1.47	1.30	0.81	0.96	0.84	1.51	1.09	1.75	0.97	0.51	0.96	1.05
HOODSPORT	0	1,370	16	1.17	1.16	0.65	1.29	0.64	1.34	2.45	1.60	1.03	0.67	0.60	0.92
ISSAQUAH	0	10,297	49	0.48	0.65	0.52	0.86	0.52	1.21	0.82	0.92	0.56	0.51	0.75	0.69
KENT	0	23,216	153	0.66	0.72	0.80	0.79	0.96	0.94	1.14	1.18	0.74	0.53	0.72	0.70
KENT MERIDIAN	0	7,698	77	1.00	0.87	1.03	1.15	1.85	1.16	1.40	1.54	0.93	0.49	0.83	0.86
KENT O BRIEN	0	5,257	14	0.27	0.40	0.26	0.20	0.22	0.44	0.56	0.34	0.25	0.12	0.34	0.21
KENT ULRICH	0	10,261	62	0.60	0.77	0.90	0.83	0.67	1.03	1.24	1.34	0.85	0.77	0.82	0.82
LIBERTY LAKE	0	584	6	1.03	0.34	0.68	0.00	0.17	0.50	0.50	1.14	1.93	0.95	0.63	1.39
LONGVIEW-KELSO	0	14,052	130	0.93	1.47	1.08	0.93	1.05	1.52	1.76	1.98	1.41	1.08	0.99	1.00
LOON LAKE	0	849	10	1.18	1.54	0.36	1.30	0.82	0.70	1.49	0.80	1.02	2.43	2.06	0.86
MAPLE VALLEY	0	4,882	42	0.86	1.04	0.87	0.87	0.97	1.39	1.74	1.34	1.06	0.62	0.89	0.99
MOSES LAKE	0	8,154	97	1.19	0.76	0.86	1.07	0.76	0.83	1.04	1.01	1.10	0.71	1.14	1.27
MOSES LAKE AFB	0	1,384	16	1.16	0.79	1.07	0.50	0.92	0.70	0.83	0.75	0.82	0.20	0.87	1.13
MOSES LAKE ALDER	0	6,770	81	1.20	0.76	0.82	1.18	0.73	0.86	1.08	1.06	1.15	0.81	1.19	1.30
NEWMAN LAKE	0	1,032	25	2.42	0.67	1.24	1.05	0.66	0.47	1.29	1.28	1.46	0.53	0.79	1.21
NORTHPORT	1	906	6	0.66	0.99	0.88	0.44	0.66	1.09	1.97	1.30	1.82	0.75	1.18	4.62
OLYMPIA	0	35,077	221	0.63	0.65	0.53	0.61	0.72	0.90	0.86	0.98	0.96	0.58	0.64	0.77
OLYMPIA EVERGREEN	0	2,555	30	1.17	1.05	0.50	0.88	0.76	1.32	1.87	1.81	1.14	0.99	1.71	1.27
OLYMPIA LACEY	0	15,797	91	0.58	0.54	0.43	0.59	0.66	0.76	0.69	0.84	1.01	0.47	0.59	0.81
OLYMPIA WHITEHALL	0	16,725	100	0.60	0.69	0.64	0.58	0.76	0.96	0.87	0.98	0.88	0.63	0.53	0.66
OMAK-OKANOGAN	0	5,323	74	1.39	1.18	1.10	1.60	0.98	1.62	1.94	1.75	1.45	1.36	1.78	2.33
OROVILLE	0	1,484	30	2.02	1.26	1.26	1.18	0.79	1.90	2.04	3.73	1.76	0.91	1.74	2.30
OTHELLO	0	3,066	43	1.40	1.81	0.83	1.28	1.14	1.35	1.66	2.30	1.69	0.73	1.03	1.46
PASCO	0	9,631	102	1.06	0.59	0.88	0.52	0.59	1.13	1.03	1.13	0.78	0.60	0.50	0.82
PATEROS	0	590	9	1.53	0.85	1.01	0.67	0.33	1.15	1.32	0.49	1.78	1.12	0.63	2.04
POMEROY	0	1,082	20	1.85	1.48	1.39	1.30	0.64	0.92	1.84	2.58	2.38	1.74	0.90	3.20
PT. ANGELES	0	10,083	85	0.84	0.62	0.76	0.75	0.84	0.82	0.98	1.04	0.75	0.74	0.68	0.82
PT. ANGELES JOYCE	0	874	8	0.92	0.68	0.80	1.70	1.13	2.50	2.59	2.02	0.78	3.77	1.43	1.77
PT. ANGELES	0	9,209	77	0.84	0.61	0.76	0.66	0.82	0.67	0.83	0.95	0.75	0.47	0.62	0.73
PT. LUDLOW	0	1,750	12	0.69	0.90	0.61	0.60	0.76	0.97	0.96	0.63	0.63	0.57	1.02	0.96
PT. ORCHARD	0	10,261	80	0.78	1.07	0.87	1.03	1.14	1.79	1.60	1.77	1.18	0.69	1.06	1.03

WASHINGTON TROUBLE REPORT RATE - JUNE 2013

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JUN-13	RATE MAY-13	RATE APR-13	RATE MAR-13	RATE FEB-13	RATE JAN-13	RATE DEC-12	RATE NOV-12	RATE OCT-12	RATE SEP-12	RATE AUG-12	RATE JUL-12
STANDARD				4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
PORT ORCHARD COLBY	0	3,789	34	0.90	0.91	0.95	1.04	1.26	2.44	2.13	2.40	1.36	0.92	1.28	0.96
PT. ORCHARD	0	6,472	46	0.71	1.17	0.83	1.02	1.07	1.41	1.28	1.39	1.07	0.56	0.94	1.07
PT. TOWNSEND	0	8,098	62	0.77	0.64	0.54	0.81	0.71	0.93	2.96	1.03	0.67	0.71	1.25	0.80
PUYALLAP	0	13,302	102	0.77	0.81	0.94	0.76	0.82	1.12	0.78	1.11	0.83	0.86	0.77	0.84
RENTON	0	21,075	147	0.70	0.79	0.75	0.75	1.18	1.20	1.23	1.44	1.09	0.81	0.94	0.75
RIDGEFIELD	0	2,112	19	0.90	1.12	0.74	0.96	1.62	1.02	1.23	1.97	1.47	1.12	1.29	2.25
ROCHESTER	0	2,998	49	1.63	0.73	0.92	1.27	1.23	1.86	1.49	2.54	2.00	0.86	2.25	1.92
SEATTLE	0	158,493	765	0.48	0.52	0.57	0.50	0.54	0.72	0.64	0.86	0.61	0.43	0.48	0.53
SEATTLE ATWATER	0	11,021	34	0.31	0.41	0.41	0.27	0.25	0.36	0.38	0.45	0.42	0.33	0.35	0.44
SEATTLE CAMPUS	0	5,551	19	0.34	0.29	0.53	0.44	0.54	0.62	0.24	0.46	0.37	0.35	0.28	0.30
SEATTLE CHERRY	0	17,815	144	0.81	0.69	0.66	0.75	0.87	1.13	0.96	1.55	1.08	0.51	0.78	0.91
SEATTLE DUWAMISH	0	7,774	29	0.37	0.55	0.54	0.43	0.64	0.87	0.66	1.00	0.69	0.50	0.47	0.40
SEATTLE EAST	0	17,152	79	0.46	0.51	0.51	0.46	0.52	0.70	0.59	0.70	0.46	0.37	0.50	0.55
SEATTLE ELLIOT	0	4,598	8	0.17	0.17	0.17	0.24	0.11	0.15	0.23	0.29	0.31	0.40	0.20	0.20
SEATTLE EMERSON	0	16,340	90	0.55	0.74	0.87	0.72	0.69	0.95	0.73	1.03	0.67	0.56	0.64	0.56
SEATTLE LAKEVIEW	0	14,650	80	0.55	0.55	0.62	0.40	0.59	0.89	0.77	0.93	0.63	0.47	0.55	0.53
SEATTLE MAIN	0	23,741	32	0.13	0.18	0.16	0.20	0.19	0.19	0.14	0.19	0.21	0.21	0.08	0.16
SEATTLE MERCER ISLAND (ADAMS)	0	5,114	31	0.61	0.56	0.51	0.62	0.58	0.52	0.81	1.22	1.04	0.55	0.65	0.84
SEATTLE PARKWAY	0	11,067	80	0.72	0.77	0.74	0.77	0.92	0.88	1.16	1.25	0.82	0.56	0.60	0.71
SEATTLE SUNSET	0	12,327	77	0.62	0.58	0.79	0.47	0.35	1.06	0.72	0.93	0.60	0.48	0.50	0.67
SEATTLE WEST	0	11,343	62	0.55	0.60	0.82	0.71	0.74	0.77	0.86	1.15	0.75	0.47	0.62	0.54
SEQUIM	0	8,876	58	0.65	0.61	0.71	0.64	0.73	0.87	0.84	1.00	0.66	0.45	1.00	0.79
SHELTON	0	8,619	97	1.13	0.48	0.92	0.97	0.79	1.36	1.12	1.32	0.89	0.65	1.14	0.85
SILVERDALE	0	7,271	41	0.56	0.63	0.45	0.53	0.62	1.41	1.06	0.88	0.74	0.47	0.64	0.52
SPOKANE	0	66,097	661	1.00	0.87	0.72	0.78	0.77	1.05	1.11	1.34	1.01	0.65	0.97	1.01
SPOKANE CHESTNUT	0	1,516	11	0.73	0.65	0.64	0.82	0.62	0.91	1.92	3.08	0.98	0.97	1.14	1.13
SPOKANE FAIRFAX	0	9,093	110	1.21	1.01	0.72	0.67	0.67	1.03	1.09	1.66	1.15	0.71	1.09	1.13
SPOKANE HUDSON	0	7,160	84	1.17	0.94	0.86	0.77	0.77	1.48	1.70	1.51	1.23	0.91	1.23	0.91
SPOKANE KEYSTONE	0	6,200	62	1.00	0.87	0.57	0.59	0.69	0.83	1.06	1.25	0.66	0.54	0.74	0.85
SPOKANE MORAN	0	4,491	40	0.89	0.67	0.72	0.65	0.56	0.81	0.89	0.94	0.66	0.46	0.86	1.00
SPOKANE RIVERSIDE	0	9,434	95	1.01	0.86	0.61	0.71	1.04	1.12	0.97	1.30	0.88	0.46	0.73	0.86
SPOKANE WALNUT	0	18,108	177	0.98	0.87	0.74	0.97	0.67	0.83	0.84	1.25	1.10	0.59	0.81	1.00
SPOKANE WHITWORTH	0	10,095	82	0.81	0.86	0.81	0.79	0.90	1.36	1.31	1.10	1.03	0.79	1.34	1.20
SPRINGDALE	1	1,348	37	2.74	1.18	3.64	1.16	0.65	2.93	2.05	1.39	3.30	1.16	4.80	2.49

WASHINGTON TROUBLE REPORT RATE - JUNE 2013

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE JUN-13	RATE MAY-13	RATE APR-13	RATE MAR-13	RATE FEB-13	RATE JAN-13	RATE DEC-12	RATE NOV-12	RATE OCT-12	RATE SEP-12	RATE AUG-12	RATE JUL-12
STANDARD				4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
SUMNER (BONNEYLAKE)	0	7,615	76	1.00	0.93	1.18	1.19	0.85	0.92	1.09	1.21	0.97	0.50	1.15	1.39
TACOMA	0	73,521	502	0.88	0.80	0.70	0.80	0.72	1.04	1.07	1.20	0.86	0.72	0.65	0.73
TACOMA FORT LEWIS	0	1,459	3	0.21	0.67	0.39	0.59	0.19	0.38	0.57	0.51	0.36	0.24	0.35	0.35
TACOMA GREENFIELD	0	9,785	93	0.95	1.02	0.80	1.03	0.78	1.22	1.31	1.38	1.14	0.77	0.77	0.85
TACOMA JUNIPER	0	10,098	69	0.68	0.78	0.80	0.73	0.64	1.01	0.99	1.28	0.88	0.82	0.68	1.13
TACOMA LENNOX	0	12,030	109	0.91	1.29	0.86	1.05	0.99	1.22	1.48	1.20	1.05	0.83	0.83	0.78
TACOMA LOGAN	0	7,490	51	0.68	0.82	0.58	0.78	0.57	0.94	1.08	1.27	0.64	0.44	0.75	0.58
TACOMA MARKET (FAWCETT)	0	9,005	40	0.44	0.35	0.41	0.42	0.51	0.52	0.60	1.11	0.51	0.54	0.50	0.50
TACOMA SKYLINE	0	7,599	50	0.66	0.76	0.63	0.79	0.58	1.48	1.29	1.39	1.07	0.46	0.47	0.71
TACOMA WAVERLY-2	0	3,149	25	0.79	0.69	0.66	0.47	1.18	1.56	0.96	1.16	0.74	1.11	0.52	0.71
TACOMA WAVERLY-7	0	12,906	62	0.48	0.58	0.77	0.80	0.75	0.88	0.85	1.02	0.81	0.93	0.57	0.61
VANCOUVER	0	43,149	323	0.75	0.87	0.75	0.80	0.92	1.03	0.99	1.13	0.91	0.65	0.77	0.63
VANCOUVER ORCHARDS	0	21,927	147	0.67	0.82	0.68	0.70	0.85	0.92	0.90	1.08	0.91	0.59	0.74	0.57
VANCOUVER OXFORD	0	12,400	66	0.53	0.82	0.50	0.80	0.93	0.95	1.08	1.18	0.91	0.65	0.85	0.65
VANCOUVER SALMON CRK(NORTH)	0	8,822	110	1.25	1.07	1.27	1.05	1.06	1.41	1.07	1.18	0.91	0.81	0.71	0.74
WAITSBURG	1	371	6	1.62	1.60	1.05	1.03	0.00	0.75	2.00	4.25	1.00	1.00	0.49	0.98
WALLA WALLA (INCL TOUCHET)	0	9,120	80	0.88	1.03	0.73	0.49	0.43	0.73	0.78	1.44	1.02	0.59	0.68	0.68
WARDEN	0	770	9	1.17	0.65	1.81	1.52	1.39	1.99	2.21	2.30	1.68	0.47	0.94	1.05
WINLOCK	0	1,657	10	0.60	1.32	0.24	1.50	0.96	1.55	1.95	1.35	1.59	0.77	1.11	0.58
YAKIMA	0	25,067	234	0.93	1.57	0.62	1.12	0.50	0.64	0.77	0.72	0.85	0.73	0.90	1.19
YAKIMA CHESTNUT	0	16,458	177	1.08	1.89	0.59	1.18	0.53	0.69	0.70	0.69	0.81	0.69	0.82	1.03
YAKIMA WEST	0	8,609	57	0.66	0.94	0.67	1.00	0.44	0.56	0.91	0.77	0.92	0.80	1.06	1.51
Exchanges in Neighboring States															
CLARKSTON	0	3,633	71	1.95	1.45	1.05	0.72	1.35	1.21	1.57	1.43	1.90	1.00	1.08	1.09
TOTALS	0	771,020	5913	0.77	0.79	0.73	0.76	0.75	1.01	1.03	1.17	0.90	0.66	0.82	0.84

WASHINGTON TRUNK BLOCKING SUMMARY - JUNE 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 - JUNE 2013

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072404	168			TOLL	TWO_WAY	1.63%	blkng 06/19/13@1800hr, 06/20/13@1500hr issued sa tgsr to the customer
AP072405	96			TOLL	TWO_WAY	4.07%	blkng 06/18/13@1000hr, 06/19/13@0900hr, 06/20/13@0800hr issued sa tgsr to the customer
AP072407	120			TOLL	TWO_WAY	3.03%	1xblkng 06/18/13@0900-1000hr issue sa tgsr to the customer
AP072408	168			TOLL	TWO_WAY	1.85%	1xblkng 06/27/13@0900-1000hr issue sa tgsr to the customer
AP072411	144			TOLL	TWO_WAY	0.83%	blkng 06/18/13@1000hr, 06/20/13@1000-1100hr issued sa tgsr to the customer
AP072412	192			TOLL	TWO_WAY	3.08%	1xblkng 06/21/13@1100hrs issue sa tgsr to the customer
AP072414	96			TOLL	TWO_WAY	4.18%	1xblkng 06/21/13@1100hrs issue sa tgsr to the customer
AP072416	240			TOLL	TWO_WAY	0.89%	1xblkng 06/25/13@1000hrs issue sa tgsr to the customer
AP072421	168			TOLL	TWO_WAY	1.11%	blkng 06/19/13@1800hr 06/20/13@1500hr issued sa tgsr to the customer
AP073995	120			TOLL	TWO_WAY	4.38%	blkng 06/18/13@1000hr, 06/19/13@0900hr issue sa tgsr to the customer

Redacted Copy

Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JUNE 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 - JUNE 2013

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

Redacted Copy

Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JUNE 2013

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

Redacted Copy

Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JUNE 2013

MEASURE	MARKET UNIT	APR-13	MAY-13	JUN-13
Number of Scheduled Appointments (dispatched orders)	RES			
Count of All Orders	BUS			
WA Completed Orders for Primary Service installed within 5 business days	BUS			
Number of credits-First Month's Charge(HO Recurring)	BUS			
Amount of credit-First Month's Charge(HO Recur)	BUS			
Number of credits-Installation (HO NonRecur)	BUS			
Amount of credits-Installation (Ho NonRecur)	BUS			
Number of Voice Mail Nonrecurring Credits	BUS			
Amount of Voice Mail Nonrecurring Credits	BUS			
Number of Remote Call 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			

Redacted Copy

Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JUNE 2013

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

Redacted Copy

Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JUNE 2013

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

Redacted Copy

Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JUNE 2013

MEASURE	MARKET UNIT	APR-13	MAY-13	JUN-13
Number of Scheduled Appointments (dispatched orders)	RES			
No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	BUS			
Number of seven day out of service condition credit exceptions for Weather Related Events	BUS			
Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	BUS			
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	BUS			

Redacted Copy

Blanks in the report indicate no activity for the measure.