



CenturyLink™

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

September 25, 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 August 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

RECEIVED
 SEP 26 2013
 12:28 PM
 2013 SEP 26 PM 12:28
 WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

Washington Service Quality Summary Report - AUGUST 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%	4,016	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 - AUGUST 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 Service Quality Summary Report - AUGUST 2013

METRIC DESCRIPTION	JULY 2013			AUGUST 2013		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	1,650	1,829	90.21%	1,673	1,899	88.10%
OOS Tickets Not Cleared Within 48 Hrs	179	1	179	226	1	226
Number of OOS Exemptions	78	1	78	88	1	88
All Other Repairs Cleared LT < 72 Hrs	4,405	4,514	97.59%	4,381	4,490	97.57%
All Other Troubles Cleared GTR > 72 Hrs	109	1	109	109	1	109
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	5	1	5	4	1	4
Physically Obstructed All Other Troubles Cleared > 72 Hrs	104	1	104	118	1	118
Repair Force Majeure Exclusions	16	1	16	38	1	38
Repair Physically Obstructed Exclusions	27	1	27	32	1	32
Installation Appointments Met	1,796	1,921	93.49%	1,857	2,001	92.80%
Repair Appointments Met	2,177	2,517	86.49%	2,044	2,411	84.78%
Provisioning Missed for Company Reasons	156	1	156	171	1	171
Provisioning Missed for Customer Reasons	560	1	560	545	1	545
% of Switches Delivering Dial Tone Within 3 seconds	6,448	6,448	100.00%	6,421	6,421	100.00%

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - AUGUST 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%		
ABERDEEN-HOOQUIAM		61	3	2.67	2	96.72%		100.00%		100.00%
AUBURN		123	6	55.33	1	99.19%	1	100.00%		100.00%
BAINBRIDGE ISLAND		57	0		0	100.00%		100.00%		100.00%
BATTLEGROUND		54	2	49.00	0	100.00%	1	100.00%		100.00%
BELFAIR		40	0		1	97.50%		100.00%		100.00%
BELLEVUE		185	8	123.88	6	96.76%	1	100.00%	1	99.46%
BELLEVUE GLENCOURT		79	2	84.50	6	92.41%	1	100.00%		100.00%
BELLEVUE-SHERWOOD		106	6	143.67	0	100.00%		100.00%	1	99.06%
BELLINGHAM		188	5	39.40	4	97.87%	1	100.00%		100.00%
BELLINGHAM LUMMI		12	0		0	100.00%		100.00%		100.00%
BELLINGHAM REGENT		176	5	39.40	4	97.73%	1	100.00%		100.00%
BLACK DIAMOND		15	2	143.50	1	93.33%		100.00%	1	93.33%
BREMERTON		127	2	30.00	3	97.64%		100.00%		100.00%
BREMERTON CROSBY		9	0		0	100.00%		100.00%		100.00%
BREMERTON ESSEX		117	2	30.00	3	97.44%		100.00%		100.00%
BREMERTON SUNNYSLOPE		1	0		0	100.00%		100.00%		100.00%
BUCKLEY		9	1	22.00	0	100.00%		100.00%		100.00%
CASTLE ROCK		17	1	72.00	0	100.00%		100.00%		100.00%
CENTRALIA		55	0		1	98.18%		100.00%		100.00%
CHEHALIS		53	1	2.00	0	100.00%		100.00%		100.00%
CHEHALIS		41	1	2.00	0	100.00%		100.00%		100.00%
CHEHALIS NAPAVINE		12	0		0	100.00%		100.00%		100.00%
CLE-ELUM		14	2	50.00	0	100.00%	1	100.00%		100.00%
COLFAX		13	0		0	100.00%		100.00%		100.00%
COLVILLE		58	0		0	100.00%		100.00%		100.00%
COPALIS(OCEAN SHORES)		19	1	17.00	0	100.00%		100.00%		100.00%
COULLEE DAM		14	0		0	100.00%		100.00%		100.00%
CRYSTAL MTN.		7	0		1	85.71%		100.00%		100.00%
DAYTON		9	0		1	88.89%		100.00%		100.00%
DEER PARK		45	2	25.50	0	100.00%		100.00%		100.00%
DES MOINES		134	3	100.00	2	98.51%		100.00%	1	99.25%
DES MOINES		41	0		0	100.00%		100.00%		100.00%
DES MOINES FEDERAL WAY		93	3	100.00	2	97.85%		100.00%	1	98.92%

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 - AUGUST 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		6	1	17.00	0	100.00%		100.00%		100.00%
ELK		12	0		0	100.00%		100.00%		100.00%
ENUMCLAW		27	1	52.00	0	100.00%		100.00%		100.00%
EPHRATA		7	0		0	100.00%		100.00%		100.00%
GRAHAM		107	4	24.00	6	94.39%		100.00%		100.00%
GREEN BLUFF		7	0		0	100.00%		100.00%		100.00%
HOODSPORT		13	0		0	100.00%		100.00%		100.00%
ISSAQUAH		88	5	24.80	1	98.86%		100.00%		100.00%
KENT		222	13	50.31	7	96.85%	2	100.00%	1	99.55%
	KENT MERIDIAN	56	4	79.50	2	96.43%	1	100.00%	1	98.21%
	KENT O BRIEN	23	1	26.00	3	86.96%		100.00%		100.00%
	KENT ULRICH	143	8	38.75	2	98.60%	1	100.00%		100.00%
LIBERTY LAKE		3	0		0	100.00%		100.00%		100.00%
LONGVIEW-KELSO		176	1	28.00	4	97.73%		100.00%		100.00%
LOON LAKE		3	1	2.00	0	100.00%		100.00%		100.00%
MAPLE VALLEY		47	1	13.00	0	100.00%		100.00%		100.00%
MOSES LAKE		75	2	18.50	1	98.67%		100.00%		100.00%
	MOSES LAKE AFB	13	0		0	100.00%		100.00%		100.00%
	MOSES LAKE ALDER	62	2	18.50	1	98.39%		100.00%		100.00%
NEWMAN LAKE		6	1	2.00	1	83.33%		100.00%		100.00%
NORTHPORT		11	0		1	90.91%		100.00%		100.00%
OLYMPIA		317	13	59.54	7	97.79%	5	100.00%		100.00%
	OLYMPIA EVERGREEN	20	1	151.00	1	95.00%	1	100.00%		100.00%
	OLYMPIA LACEY	144	8	44.88	3	97.92%	1	100.00%		100.00%
	OLYMPIA WHITEHALL	153	4	66.00	3	98.04%	3	100.00%		100.00%
OMAK-OKANOGAN		57	2	41.00	0	100.00%	1	100.00%		100.00%
OROVILLE		14	0		0	100.00%		100.00%		100.00%
OTHELLO		25	2	53.00	1	96.00%		100.00%		100.00%
PASCO		89	5	51.20	0	100.00%	1	100.00%		100.00%
PATEROS		3	0		0	100.00%		100.00%		100.00%
POMEROY		6	0		0	100.00%		100.00%		100.00%
PT. ANGELES		69	2	181.00	7	89.86%	1	100.00%	1	98.55%
	PT ANGELES JOYCE	7	1	35.00	2	71.43%		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 - AUGUST 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%		
PT. LUDLOW	PT. ANGELES	62	1	327.00	5	91.94%	1	100.00%	1	98.39%
PT. ORCHARD		6	0		0	100.00%		100.00%		100.00%
	PORT ORCHARD COLBY	96	2	95.00	0	100.00%		100.00%	1	98.96%
	PT. ORCHARD	28	1	185.00	0	100.00%		100.00%	1	96.43%
PT. TOWNSEND		68	1	5.00	0	100.00%		100.00%		100.00%
PUYALLAP		54	0		1	98.15%		100.00%		100.00%
RENTON		154	4	21.00	2	98.70%		100.00%		100.00%
RIDGEFIELD		215	8	39.38	2	99.07%	2	100.00%		100.00%
ROCHESTER		14	0		0	100.00%		100.00%		100.00%
ROY		41	0		0	100.00%		100.00%		100.00%
SEATTLE		18	0		0	100.00%		100.00%		100.00%
	SEATTLE ATWATER	1,172	44	42.84	27	97.70%	8	100.00%	2	99.83%
	SEATTLE CAMPUS	61	1	66.00	0	100.00%		100.00%		100.00%
	SEATTLE CHERRY	69	2	11.00	5	92.75%		100.00%		100.00%
	SEATTLE DUWAMISH	176	14	45.43	3	98.30%	3	100.00%	1	99.43%
	SEATTLE EAST	54	2	2.50	1	98.15%		100.00%		100.00%
	SEATTLE ELLIOT	144	4	110.75	1	99.31%	1	100.00%	1	99.31%
	SEATTLE EMERSON	38	1	1.00	2	94.74%		100.00%		100.00%
	SEATTLE LAKEVIEW	112	1	1.00	4	96.43%		100.00%		100.00%
	SEATTLE MAIN	99	2	12.50	1	98.99%		100.00%		100.00%
	SEATTLE MERCER ISLAND (ADAMS)	135	9	49.22	4	97.04%	3	100.00%		100.00%
	SEATTLE PARKWAY	41	1	1.00	0	100.00%		100.00%		100.00%
	SEATTLE SUNSET	90	3	32.67	2	97.78%		100.00%		100.00%
	SEATTLE WEST	78	2	21.00	1	98.72%		100.00%		100.00%
SEQUIM		75	2	51.00	3	96.00%	1	100.00%		100.00%
SHELTON		85	2	22.50	2	97.65%		100.00%		100.00%
SILVERDALE		85	0		1	98.82%		100.00%		100.00%
SPOKANE		64	0		2	96.88%		100.00%		100.00%
	SPOKANE CHESTNUT	752	17	57.24	8	96.94%	3	100.00%	3	99.60%
	SPOKANE FAIRFAX	21	1	67.00	0	100.00%		100.00%		100.00%
	SPOKANE HUDSON	113	2	34.50	2	98.23%		100.00%		100.00%
	SPOKANE KEYSTONE	104	2	9.00	0	100.00%		100.00%		100.00%
		57	0		2	96.49%		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 - AUGUST 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 MORAN	38	4	103.50	0	100.00%	2	100.00%	2	94.74%
	SPOKANE RIVERSIDE	120	0		1	98.17%		100.00%		100.00%
	SPOKANE WALNUT	186	4	25.00	2	98.92%		100.00%		100.00%
	SPOKANE WHITWORTH	113	4	76.25	1	99.12%		100.00%	1	99.12%
SPRINGDALE		11	1	76.00	0	100.00%		100.00%		100.00%
SUMNER (BONNEYLAKE)		73	1	89.00	3	95.89%	1	100.00%		100.00%
TACOMA		813	12	54.67	15	98.15%	2	100.00%		100.00%
	TACOMA FORT LEWIS	39	0		6	84.62%		100.00%		100.00%
	TACOMA GREENFIELD	122	3	76.00	2	98.36%	1	100.00%		100.00%
	TACOMA JUNIPER	130	1	57.00	1	99.23%		100.00%		100.00%
	TACOMA LENNOX	135	0		1	99.26%		100.00%		100.00%
	TACOMA LOGAN	69	0		2	97.10%		100.00%		100.00%
	TACOMA MARKET (FAWCETT)	76	2	73.50	0	100.00%		100.00%		100.00%
	TACOMA SKYLINE	64	0		0	100.00%		100.00%		100.00%
	TACOMA WAVERLY-2	36	1	13.00	3	91.67%		100.00%		100.00%
	TACOMA WAVERLY-7	142	5	42.20	0	100.00%	1	100.00%		100.00%
VANCOUVER		538	8	23.88	7	98.70%	1	100.00%		100.00%
	VANCOUVER ORCHARDS	281	5	19.00	3	98.93%		100.00%		100.00%
	VANCOUVER OXFORD	163	1	11.00	3	98.16%		100.00%		100.00%
	VANCOUVER SALMON CRK(NORTH)	94	2	42.50	1	98.94%	1	100.00%		100.00%
WAITSBURG		2	0		0	100.00%		100.00%		100.00%
WALLA WALLA (INCL TOUCHET)		74	4	25.00	3	95.95%		100.00%		100.00%
WARDEN		15	2	299.50	0	100.00%		100.00%	1	93.33%
WINLOCK		19	0		0	100.00%		100.00%		100.00%
YAKIMA		209	10	48.40	4	98.09%	2	100.00%		100.00%
	YAKIMA CHESTNUT	152	8	40.38	4	97.37%	1	100.00%		100.00%
	YAKIMA WEST	57	2	80.50	0	100.00%	1	100.00%		100.00%
Exchanges in Neighboring States										
CLARKSTON		23	0		0	100.00%		100.00%		100.00%
TOTALS		7,220	208	52.06	136	98.12%	30	100.00%	12	98.83%

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 - AUGUST 2013

WIRECENTER	STD EXD CNT	RPTS	AUG-13	JUL-13	JUN-13	MAY-13	APR-13	MAR-13	FEB-13	JAN-13	DEC-12	NOV-12	OCT-12	SEP-12
			RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
STANDARD			4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
ABERDEEN-HOQUIAM	0	6,602	71	1.08	0.94	0.78	1.09	1.11	1.26	0.96	1.13	1.20	1.52	1.65
AUBURN	0	11,629	120	1.03	0.91	0.92	0.82	0.84	1.06	0.78	1.34	1.38	1.27	0.97
BAINBRIDGE ISLAND	0	6,447	46	0.71	1.13	0.85	0.81	0.78	0.69	0.78	1.28	1.27	1.70	0.97
BATTLEGROUND	0	6,434	46	0.71	1.06	1.21	1.08	2.35	0.91	1.38	1.65	1.95	1.42	1.36
BEFAIR	0	4,389	40	0.91	1.22	1.03	0.75	0.59	1.13	2.64	1.59	1.47	1.97	0.98
BELLEVUE	0	24,887	141	0.57	0.77	0.69	0.57	0.57	0.53	0.67	0.89	0.83	0.94	0.71
	0	10,494	43	0.41	0.70	0.40	0.56	0.44	0.35	0.57	0.53	0.60	0.79	0.49
BELLEVUE GLENACOURT	0	14,393	98	0.68	0.81	0.90	0.58	0.66	0.67	0.74	1.14	1.00	1.04	0.88
BELLEVUE-SHERWOOD	0	16,252	78	0.48	0.46	0.31	0.43	0.41	0.48	0.46	0.53	0.51	0.62	0.64
BELLINGHAM	0	986	9	0.91	0.80	0.40	0.49	0.59	0.39	0.58	0.58	1.25	0.95	2.84
BELLINGHAM LUMMI	0	15,266	69	0.45	0.44	0.30	0.43	0.39	0.48	0.45	0.63	0.46	0.60	0.51
BELLINGHAM REGENT	0	1,577	36	2.28	2.19	2.06	1.44	0.85	2.90	0.96	0.83	0.82	1.68	1.83
BLACK DIAMOND	0	22,142	154	0.70	0.52	0.39	0.43	0.29	0.38	0.42	0.66	0.75	0.82	0.51
BREMERTON	0	2,152	52	2.42	1.69	1.45	0.63	0.80	0.83	1.77	1.32	2.44	3.19	2.09
BREMERTON CROSBY	0	19,520	101	0.52	0.40	0.27	0.41	0.22	0.32	0.26	0.56	0.54	0.54	0.32
BREMERTON ESSEX	0	470	1	0.21	0.41	0.41	0.40	0.80	0.80	0.80	1.59	1.59	0.99	0.79
BREMERTON SUNNYSLOPE	0	1,302	10	0.77	2.65	1.58	0.89	1.03	2.34	0.50	1.13	0.85	1.54	1.53
BUCKLEY	0	2,524	36	1.43	2.03	1.51	1.38	2.09	1.74	1.80	2.23	2.65	3.45	2.54
CASTLE ROCK	0	4,363	50	1.15	0.79	0.78	1.20	1.77	0.82	0.75	1.41	0.96	1.28	1.15
CENTRALIA	0	6,476	59	0.91	0.95	1.06	1.11	1.03	1.25	0.68	1.19	0.74	1.18	0.96
CHEHALIS	0	4,606	38	0.83	0.92	0.89	1.03	1.03	1.07	0.83	1.22	0.69	0.99	0.86
CHEHALIS	0	1,870	21	1.12	1.01	1.46	1.30	1.03	1.70	0.31	1.12	0.86	1.66	1.20
CHEHALIS NAPAVINE	0	2,053	19	0.93	0.87	0.38	0.62	0.52	0.42	0.60	0.79	1.10	1.00	1.13
CHEHALIS	0	1,718	15	0.87	1.04	0.92	0.86	0.62	0.95	1.00	1.50	1.77	1.10	1.26
CHEHALIS	0	5,359	47	0.88	1.02	1.23	1.10	0.57	0.65	0.58	0.78	0.95	1.46	0.71
COLVILLE	0	2,332	26	1.11	1.62	1.39	1.93	0.80	1.17	1.12	1.89	1.91	2.35	1.24
COPALIS(OCEAN SHORES)	0	1,568	58	3.70	2.91	0.50	0.93	0.74	0.92	0.80	1.52	2.06	1.88	1.67
COULEE DAM	0	528	6	1.14	0.94	0.93	0.73	2.03	0.18	0.92	2.22	3.36	1.13	0.19
CRYSTAL MTN.	0	1,379	9	0.65	1.01	1.00	0.85	0.49	0.21	0.28	0.69	0.28	1.43	0.88
DAYTON	0	4,282	96	2.24	1.55	0.80	1.76	1.07	0.54	0.78	0.75	1.12	1.81	2.49
DEER PARK	0	11,431	114	1.00	1.24	0.78	0.60	0.88	0.84	0.68	1.29	1.14	1.27	0.85
DES MOINES	0	4,499	53	1.18	1.78	1.26	0.58	0.78	0.90	0.56	1.31	1.05	1.36	0.67
DES MOINES	0	6,932	61	0.88	0.90	0.46	0.61	0.94	0.79	0.76	1.27	1.21	1.21	0.96
DES MOINES FEDERAL WAY	0	459	5	1.09	0.65	1.29	0.65	0.87	0.21	0.00	1.49	0.00	0.63	1.05
EASTON	0	3,873	48	1.24	1.50	1.34	0.95	1.12	1.57	1.38	1.40	1.43	1.64	1.04
ENUMCLAW	0													

WASHINGTON TROUBLE REPORT RATE - AUGUST 2013

WIRECENTER	STD EXD CNT	LINES	RPTS	AUG-13 RATE	JUL-13 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
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
EHRATA	0	1,956	14	0.72	1.12	1.06	1.29	1.62	0.73	0.77	0.57	1.07	0.65	0.09	0.27
GRAHAM	0	7,239	111	1.53	1.35	0.92	0.93	0.94	1.22	1.12	1.21	1.26	1.42	1.46	1.13
GREEN BLUFF	0	1,787	32	1.79	1.27	1.47	1.30	0.81	0.96	0.84	1.51	1.09	1.75	0.97	0.51
HOODSPORT	0	1,363	8	0.59	1.39	1.17	1.16	0.65	1.29	0.64	1.34	2.45	1.60	1.03	0.67
ISSAQUAH	0	10,088	76	0.75	0.62	0.48	0.65	0.52	0.86	0.52	1.21	0.82	0.92	0.56	0.51
KENT	0	22,815	133	0.58	0.64	0.66	0.72	0.80	0.79	0.96	0.94	1.14	1.18	0.74	0.53
	0	7,606	59	0.78	0.96	1.00	0.87	1.03	1.15	1.85	1.16	1.40	1.54	0.93	0.49
	0	5,120	9	0.18	0.27	0.27	0.40	0.26	0.20	0.22	0.44	0.56	0.34	0.25	0.12
	0	10,089	65	0.64	0.59	0.60	0.77	0.90	0.83	0.87	1.03	1.24	1.34	0.85	0.77
	0	561	2	0.36	0.87	1.03	0.34	0.68	0.00	0.17	0.50	0.50	1.14	1.93	0.95
LIBERTY LAKE	0	13,806	156	1.13	0.96	0.93	1.47	1.08	0.93	1.05	1.52	1.76	1.98	1.41	1.08
LONGVIEW-KELSO	0	840	4	0.48	1.06	1.18	1.54	0.36	1.30	0.82	0.70	1.49	0.80	1.02	2.43
LOON LAKE	0	4,813	48	1.00	1.22	0.86	1.04	0.87	0.87	0.97	1.39	1.74	1.34	1.06	0.62
MAPLE VALLEY	0	7,982	74	0.93	1.09	1.19	0.76	0.86	1.07	0.76	0.83	1.04	1.01	1.10	0.71
MOSES LAKE	0	1,332	10	0.75	0.74	1.16	0.79	1.07	0.50	0.92	0.70	0.83	0.75	0.82	0.20
	0	6,650	64	0.96	1.16	1.20	0.76	0.82	1.18	0.73	0.86	1.08	1.06	1.15	0.81
	0	1,016	16	1.57	0.68	2.42	0.67	1.24	1.05	0.66	0.47	1.29	1.28	1.46	0.53
NEWMAN LAKE	0	887	7	0.79	0.78	0.66	0.99	0.88	0.44	0.66	1.09	1.97	1.30	1.82	0.75
NORTHPORT	0	34,304	191	0.56	0.61	0.63	0.85	0.53	0.61	0.72	0.90	0.86	0.98	0.96	0.58
OLYMPIA	0	2,514	13	0.52	1.33	1.17	1.05	0.50	0.88	0.76	1.32	1.87	1.81	1.14	0.99
	0	15,426	92	0.60	0.53	0.58	0.54	0.43	0.59	0.66	0.76	0.69	0.84	1.01	0.47
	0	16,364	86	0.53	0.57	0.60	0.69	0.64	0.58	0.78	0.96	0.87	0.98	0.88	0.63
	0	5,213	102	1.96	2.85	1.39	1.18	1.10	1.60	0.98	1.62	1.94	1.75	1.45	1.36
OMAK-OKANOGAN	0	1,462	21	1.44	1.96	2.02	1.26	1.26	1.18	0.79	1.90	2.04	3.73	1.76	0.91
OROVILLE	0	2,957	43	1.45	1.49	1.40	1.81	0.83	1.28	1.14	1.35	1.66	2.30	1.69	0.73
OTHELLO	0	9,421	108	1.15	0.88	1.06	0.59	0.88	0.52	0.59	1.13	1.03	1.13	0.78	0.60
PASCO	0	580	10	1.72	1.37	1.53	0.85	1.01	0.67	0.33	1.15	1.32	0.49	1.78	1.12
PATEROS	0	1,061	10	0.94	3.36	1.85	1.48	1.39	1.30	0.84	0.92	1.84	2.58	2.38	1.74
POMEROY	0	9,908	59	0.60	0.72	0.84	0.62	0.76	0.75	0.84	0.82	0.98	1.04	0.75	0.74
PT. ANGELES	0	864	10	1.16	1.14	0.92	0.68	0.80	1.70	1.13	2.50	2.59	2.02	0.78	3.77
	0	9,044	49	0.54	0.68	0.84	0.61	0.76	0.66	0.82	0.67	0.83	0.95	0.75	0.47
PT. ANGELES JOYCE	0	1,699	24	1.41	0.75	0.69	0.90	0.61	0.60	0.76	0.97	0.96	0.63	0.63	0.57
PT. ANGELES	0	10,060	99	0.98	1.08	0.78	1.07	0.87	1.03	1.14	1.79	1.60	1.77	1.18	0.69
PT. LUDLOW	0	3,703	38	1.03	1.36	0.90	0.91	0.95	1.04	1.26	2.44	2.13	2.40	1.36	0.92
PT. ORCHARD	0	6,357	61	0.96	0.92	0.71	1.17	0.83	1.02	1.07	1.41	1.28	1.39	1.07	0.56
	0														
PT. ORCHARD COLBY	0														
PT. ORCHARD	0														

WASHINGTON TROUBLE REPORT RATE - AUGUST 2013

WIRECENTER	STD EXD CNT	LINES	RPTS	AUG-13		JUL-13		JUN-13		MAY-13		APR-13		MAR-13		FEB-13		JAN-13		DEC-12		NOV-12		OCT-12		SEP-12			
				RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
STANDARD				4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	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. TOWNSEND	0	7,887	47	0.60	0.66	0.77	0.64	0.54	0.81	0.71	0.93	0.93	0.93	2.96	1.03	0.67	0.71												
PUYALLAP	0	13,118	122	0.93	0.91	0.77	0.81	0.94	0.76	0.82	1.12	1.12	1.12	0.78	1.11	0.83	0.86												
RENTON	0	20,623	165	0.75	0.73	0.70	0.79	0.75	0.75	1.18	1.20	1.20	1.23	1.44	1.09	0.81													
RIDGEFIELD	0	2,063	21	1.02	1.00	0.90	1.12	0.74	0.96	1.62	1.02	1.23	1.97	1.47	1.12														
ROCHESTER	0	2,957	26	0.88	1.94	1.63	0.73	0.92	1.27	1.23	1.86	1.49	2.54	2.00	0.86														
SEATTLE	0	155,239	763	0.49	0.50	0.48	0.52	0.57	0.50	0.54	0.72	0.64	0.86	0.61	0.43														
SEATTLE ATWATER	0	10,802	32	0.30	0.30	0.31	0.41	0.41	0.27	0.25	0.36	0.38	0.45	0.42	0.33														
SEATTLE CAMPUS	0	5,479	25	0.46	0.42	0.34	0.29	0.53	0.44	0.54	0.62	0.24	0.46	0.37	0.35														
SEATTLE CHERRY	0	17,380	118	0.68	0.65	0.81	0.69	0.66	0.75	0.87	1.13	0.96	1.55	1.08	0.51														
SEATTLE DUWAMISH	0	7,682	65	0.85	0.63	0.37	0.55	0.54	0.43	0.64	0.87	1.00	0.69	0.50															
SEATTLE EAST	0	16,848	94	0.56	0.49	0.46	0.51	0.51	0.46	0.52	0.70	0.59	0.70	0.46	0.37														
SEATTLE ELLIOT	0	4,552	3	0.07	0.13	0.17	0.17	0.17	0.24	0.11	0.15	0.23	0.29	0.31	0.40														
SEATTLE EMERSON	0	15,903	80	0.50	0.63	0.55	0.74	0.87	0.72	0.69	0.95	0.73	1.03	0.67	0.56														
SEATTLE LAKEVIEW	0	14,333	73	0.51	0.57	0.55	0.55	0.62	0.40	0.59	0.89	0.77	0.93	0.63	0.47														
SEATTLE MAIN	0	23,226	39	0.17	0.17	0.13	0.18	0.16	0.20	0.19	0.19	0.14	0.19	0.21	0.21														
SEATTLE MERCER ISLAND (ADAMS)	0	5,002	48	0.96	0.57	0.61	0.56	0.51	0.62	0.58	0.52	0.81	1.22	1.04	0.55														
SEATTLE PARKWAY	0	10,847	67	0.62	0.77	0.72	0.77	0.74	0.77	0.92	0.88	1.16	1.25	0.82	0.56														
SEATTLE SUNSET	0	12,084	66	0.55	0.63	0.62	0.58	0.79	0.47	0.35	1.06	0.72	0.93	0.60	0.48														
SEATTLE WEST	0	11,101	53	0.48	0.50	0.55	0.60	0.82	0.71	0.74	0.77	0.86	1.15	0.75	0.47														
SEQUIM	0	8,790	73	0.83	0.77	0.65	0.61	0.71	0.64	0.73	0.87	0.84	1.00	0.66	0.45														
SHELTON	0	8,438	125	1.48	1.13	1.13	0.48	0.92	0.97	0.79	1.36	1.12	1.32	0.89	0.65														
SILVERDALE	0	7,132	39	0.55	0.72	0.56	0.63	0.45	0.53	0.62	1.41	1.06	0.88	0.74	0.47														
SPOKANE	0	64,638	754	1.17	0.96	1.00	0.87	0.72	0.78	0.77	1.05	1.11	1.34	1.01	0.65														
SPOKANE CHESTNUT	0	1,506	19	1.26	1.72	0.73	0.65	0.64	0.82	0.62	0.91	1.92	3.08	0.98	0.97														
SPOKANE FAIRFAX	0	8,892	97	1.09	0.97	1.21	1.01	0.72	0.67	0.67	1.03	1.09	1.66	1.15	0.71														
SPOKANE HUDSON	0	6,984	88	1.26	1.31	1.17	0.94	0.86	0.77	0.77	1.48	1.70	1.51	1.23	0.91														
SPOKANE KEYSTONE	0	6,058	59	0.97	0.80	1.00	0.87	0.57	0.59	0.69	0.83	1.06	1.25	0.66	0.54														
SPOKANE MORAN	0	4,419	86	1.95	0.81	0.89	0.67	0.72	0.65	0.56	0.81	0.89	0.94	0.66	0.46														
SPOKANE RIVERSIDE	0	9,188	88	0.96	0.61	1.01	0.86	0.61	0.71	1.04	1.12	0.97	1.30	0.88	0.46														
SPOKANE WALNUT	0	17,663	211	1.19	0.84	0.98	0.87	0.74	0.97	0.67	0.83	0.84	1.25	1.10	0.59														
SPOKANE WHITWORTH	0	9,928	106	1.07	1.31	0.81	0.86	0.81	0.79	0.90	1.36	1.31	1.10	1.03	0.79														
SPRINGDALE	0	1,326	52	3.92	1.80	2.74	1.18	3.64	1.16	0.65	2.93	2.05	3.30	1.16															
SUMNER (BONNEYLAKE)	0	7,496	73	0.97	0.83	1.00	0.93	1.18	1.19	0.85	0.92	1.09	1.21	0.97	0.50														
TACOMA	0	71,855	528	0.73	0.79	0.68	0.80	0.70	0.80	0.72	1.04	1.07	1.20	0.86	0.72														
TACOMA FORT LEWIS	0	1,440	5	0.35	0.76	0.21	0.67	0.39	0.59	0.19	0.38	0.57	0.51	0.36	0.24														

WASHINGTON TROUBLE REPORT RATE - AUGUST 2013

WIRECENTER	STD EXD CNT	LINES	RPTS	AUG-13 RATE	JUL-13 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
STANDARD				4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
TACOMA GREENFIELD	0	9,522	64	0.67	0.97	0.95	1.02	0.80	1.03	0.78	1.22	1.31	1.38	1.14	0.77
TACOMA JUNIPER	0	9,967	73	0.74	0.74	0.68	0.78	0.80	0.73	0.64	1.01	0.99	1.28	0.88	0.82
TACOMA LENNOX	0	11,717	122	1.04	1.14	0.91	1.29	0.86	1.05	0.99	1.22	1.48	1.20	1.05	0.83
TACOMA LOGAN	0	7,331	36	0.49	0.57	0.68	0.82	0.58	0.78	0.57	0.94	1.08	1.27	0.94	0.44
TACOMA MARKET (FAWCETT)	0	8,806	49	0.56	0.56	0.44	0.35	0.41	0.42	0.51	0.52	0.60	1.11	0.51	0.54
TACOMA SKYLINE	0	7,390	70	0.95	0.56	0.66	0.76	0.63	0.79	0.58	1.48	1.29	1.39	1.07	0.46
TACOMA WAVERLY-2	0	3,135	24	0.77	0.54	0.79	0.69	0.66	0.47	1.18	1.56	0.96	1.16	0.74	1.11
TACOMA WAVERLY-7	0	12,647	85	0.67	0.87	0.48	0.58	0.77	0.80	0.75	0.88	0.85	1.02	0.81	0.93
VANCOUVER	0	42,345	352	0.83	0.75	0.75	0.87	0.75	0.80	0.92	1.03	0.99	1.13	0.91	0.85
VANCOUVER ORCHARDS	0	21,545	162	0.75	0.68	0.67	0.82	0.68	0.70	0.85	0.92	0.90	1.08	0.91	0.59
VANCOUVER OXFORD	0	12,134	74	0.61	0.58	0.53	0.82	0.50	0.80	0.93	0.95	1.08	1.18	0.91	0.65
VANCOUVER SALMON CRK(NORTH)	0	8,666	116	1.34	1.14	1.25	1.07	1.27	1.05	1.06	1.41	1.07	1.18	0.91	0.81
WAITSBURG	1	368	8	2.17	0.54	1.62	1.60	1.05	1.03	0.00	0.75	2.00	4.25	1.00	1.00
WALLA WALLA (INCL TOUCHET)	0	8,870	132	1.49	1.15	0.88	1.03	0.73	0.49	0.43	0.73	0.78	1.44	1.02	0.59
WARDEN	0	747	9	1.20	1.98	1.17	0.65	1.81	1.52	1.39	1.99	2.21	2.30	1.68	0.47
WINLOCK	0	1,625	16	0.98	0.73	0.60	1.32	0.24	1.50	0.96	1.55	1.95	1.35	1.59	0.77
YAKIMA	0	24,427	205	0.84	0.84	0.93	1.57	0.62	1.12	0.50	0.64	0.77	0.72	0.85	0.73
YAKIMA CHESTNUT	0	16,023	101	0.63	0.75	1.08	1.89	0.59	1.18	0.53	0.69	0.70	0.69	0.81	0.69
YAKIMA WEST	0	8,404	104	1.24	1.01	0.66	0.94	0.67	1.00	0.44	0.56	0.91	0.77	0.92	0.80
Exchanges in Neighboring States															
CLARKSTON	0	3,539	49	1.38	1.36	1.95	1.45	1.05	0.72	1.35	1.21	1.57	1.43	1.90	1.00
TOTALS	0	755,307	6,286	0.83	0.83	0.77	0.79	0.73	0.76	0.75	1.01	1.03	1.17	0.90	0.66

WASHINGTON TRUNK BLOCKING SUMMARY - AUGUST 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	5	1.34%

Redacted Copy

Blanks in the report indicate no activity for the measure.

WASHINGTON TRUNK BLOCKING - AUGUST 2013

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072405	96			TOLL	TWO_WAY	1.61%	1x blkng 08/09/13@1200hr issued sa tgsr to the customer
AP072411	144			TOLL	TWO_WAY	0.72%	1x blkng 08/05/13@1000hr issued sa tgsr to the customer
AP072412	192			TOLL	TWO_WAY	1.47%	1x blkng 08/03/13@1100hr issued sa tgsr to the customer
AP072415	168			TOLL	TWO_WAY	2.17%	1x blkng 08/16/13@0800hr issued sa tgsr to the customer
AP073995	120			TOLL	TWO_WAY	3.59%	1x blkng 08/15/13@1400hrs issued sa tgsr to the customer

Redacted Copy

Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - AUGUST 2013

MEASURE	MARKET UNIT	JUL-13	AUG-13	SEP-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			
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	RES			

Redacted Copy

Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - AUGUST 2013

MEASURE	MARKET UNIT	JUL-13	AUG-13	SEP-13
Number of Scheduled Appointments (dispatched orders)	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 - AUGUST 2013

MEASURE	MARKET UNIT	JUL-13	AUG-13	SEP-13
Number of Scheduled Appointments (dispatched orders)	RES			
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			
Count of All Orders	BUS			
WA Completed Orders for Primary Service installed within 5 business days	BUS			

Redacted Copy

Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - AUGUST 2013

MEASURE	MARKET UNIT	JUL-13	AUG-13	SEP-13
Number of Scheduled Appointments (dispatched orders)	RES			
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 Fwding-Non-Recuring	BUS			
Amount of Remote Call Fwding-Non-Recuring	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			
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	RES			

Redacted Copy

Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - AUGUST 2013

MEASURE	MARKET UNIT	JUL-13	AUG-13	SEP-13
Number of Scheduled Appointments (dispatched orders)	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			
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			

Redacted Copy

Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - AUGUST 2013

MEASURE	MARKET UNIT	JUL-13	AUG-13	SEP-13
Number of Scheduled Appointments (dispatched orders)	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			
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.