

Washington Service Quality Summary Report - OCTOBER 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 - OCTOBER 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%

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METRIC DESCRIPTION	JULY 2013			AUGUST 2013			SEPTEMBER 2013		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	1,650	1,829	90.21%	1,673	1,899	88.10%	1,670	2,034	82.10%
OOS Tickets Not Cleared Within 48 Hrs	179	1	179	226	1	226	364	1	364
Number of OOS Exemptions	78	1	78	88	1	88	138	1	138
All Other Repairs Cleared LT < 72 Hrs	4,405	4,514	97.59%	4,381	4,490	97.57%	4,802	5,090	94.34%
All Other Troubles Cleared GTR > 72 Hrs	109	1	109	109	1	109	288	1	288
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	5	1	5	4	1	4	37	1	37
Physically Obstructed All Other Troubles Cleared > 72 Hrs	104	1	104	118	1	118	148	1	148
Repair Force Majeure Exclusions	16	1	16	38	1	38	55	1	55
Repair Physically Obstructed Exclusions	27	1	27	32	1	32	30	1	30
Installation Appointments Met	1,796	1,921	93.49%	1,857	2,001	92.80%	1,742	1,926	90.45%
Repair Appointments Met	2,177	2,517	86.49%	2,044	2,411	84.78%	2,165	2,567	84.34%
Provisioning Missed for Company Reasons	156	1	156	171	1	171	178	1	178
Provisioning Missed for Customer Reasons	560	1	560	545	1	545	540	1	540
% of Switches Delivering Dial Tone Within 3 seconds	6,448	6,448	100.00%	6,421	6,421	100.00%	6,249	6,249	100.00%

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METRIC DESCRIPTION	OCTOBER 2013		
	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	1,700	1,987	85.56%
OOS Tickets Not Cleared Within 48 Hrs	287	1	287
Number of OOS Exemptions	120	1	120
All Other Repairs Cleared LT < 72 Hrs	4,983	5,275	94.46%
All Other Troubles Cleared GTR > 72 Hrs	292	1	292
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	14	1	14
Physically Obstructed All Other Troubles Cleared > 72 Hrs	145	1	145
Repair Force Majeure Exclusions	35	1	35
Repair Physically Obstructed Exclusions	51	1	51
Installation Appointments Met	1,825	1,965	92.88%
Repair Appointments Met	2,636	3,045	86.57%
Provisioning Missed for Company Reasons	193	1	193
Provisioning Missed for Customer Reasons	635	1	635
% of Switches Delivering Dial Tone Within 3 seconds	6,034	6,036	99.97%

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Washington Orders Summary - OCTOBER 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-HOQUIAM		59	2	28.00	0	100.00%		100.00%		100.00%
AUBURN		119	3	41.33	3	97.48%	1	100.00%		100.00%
BAINBRIDGE ISLAND		52	1	5.00	0	100.00%		100.00%		100.00%
BATTLEGROUND		44	2	100.00	1	97.73%	1	100.00%		100.00%
BELFAIR		41	1	32.00	1	97.56%		100.00%		100.00%
BELLEVUE		183	7	173.29	4	97.81%	3	100.00%	1	99.45%
	BELLEVUE GLENCOURT	89	2	115.50	1	98.88%	2	100.00%		100.00%
	BELLEVUE-SHERWOOD	94	5	196.40	3	96.81%	1	100.00%	1	98.94%
BELLINGHAM		158	0	46.63	2	98.73%	1	100.00%	1	99.37%
	BELLINGHAM LUMMI	18	0		0	100.00%		100.00%		100.00%
	BELLINGHAM REGENT	140	0	46.63	2	98.57%	1	100.00%	1	99.29%
BLACK DIAMOND		12	1	335.00	0	100.00%		100.00%	1	91.67%
BREMERTON		140	3	25.67	2	98.57%		100.00%		100.00%
	BREMERTON CROSBY	14	0		0	100.00%		100.00%		100.00%
	BREMERTON ESSEX	122	3	25.67	2	98.36%		100.00%		100.00%
	BREMERTON SUNNYSLOPE	4	0		0	100.00%		100.00%		100.00%
BUCKLEY		13	0		0	100.00%		100.00%		100.00%
CASTLE ROCK		18	1	123.00	0	100.00%	1	100.00%		100.00%
CENTRALIA		53	0		0	100.00%		100.00%		100.00%
CHEHALIS		47	2	5.00	1	97.87%		100.00%		100.00%
	CHEHALIS	35	1	3.00	1	97.14%		100.00%		100.00%
	CHEHALIS NAPAIVINE	12	1	7.00	0	100.00%		100.00%		100.00%
CLE-ELUM		17	2	101.00	1	94.12%	1	100.00%		100.00%
COLFAX		16	0		1	93.75%		100.00%		100.00%
COLVILLE		43	0		1	97.67%		100.00%		100.00%
COPALIS(OCEAN SHORES)		23	1	68.00	0	100.00%		100.00%		100.00%
COULEE DAM		13	0		0	100.00%		100.00%		100.00%
CRYSTAL MTN.		2	0		0	100.00%		100.00%		100.00%
DAYTON		7	0	33.67	0	100.00%		100.00%		100.00%
DEER PARK		49	2	32.00	0	100.00%		100.00%		100.00%
DES MOINES		136	6	63.50	3	97.79%		100.00%	1	99.26%
	DES MOINES	55	3	13.00	1	98.18%		100.00%		100.00%
	DES MOINES FEDERAL WAY	81	3	114.00	2	97.53%		100.00%	1	98.77%

Source: 5 and 90 day data from RSOR completed orders  
180 day data from OP15A pending orders  
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Washington Orders Summary - OCTOBER 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	0		0	100.00%		100.00%		100.00%
ELK		11	0		0	100.00%		100.00%		100.00%
ENUMCLAW		28	2	79.00	2	92.86%	1	100.00%		100.00%
EPHRATA		19	0		1	94.74%		100.00%		100.00%
GRAHAM		91	2	50.00	11	87.91%	1	100.00%		100.00%
GREEN BLUFF		12	0		0	100.00%		100.00%		100.00%
HOODSPORT		14	1	5.00	0	100.00%		100.00%		100.00%
ISSAQUAH		54	5	57.00	2	96.30%	2	100.00%		100.00%
KENT		228	13	67.23	3	98.68%	3	100.00%	2	99.12%
	KENT MERIDIAN	50	5	85.80	0	100.00%		100.00%	2	96.00%
	KENT O BRIEN	36	0		2	94.44%		100.00%		100.00%
	KENT ULRICH	142	8	55.63	1	99.30%	3	100.00%		100.00%
LIBERTY LAKE		7	0		0	100.00%		100.00%		100.00%
LONGVIEW-KELSO		154	2	56.00	0	100.00%	1	100.00%		100.00%
LOON LAKE		9	0		0	100.00%		100.00%		100.00%
MAPLE VALLEY		36	0		3	91.67%		100.00%		100.00%
MOSES LAKE		67	2	58.50	1	98.51%	1	100.00%		100.00%
	MOSES LAKE AFB	17	1	31.00	0	100.00%		100.00%		100.00%
	MOSES LAKE ALDER	50	1	86.00	1	98.00%	1	100.00%		100.00%
NEWMAN LAKE		1	0		0	100.00%		100.00%		100.00%
NORTHPORT		6	1	2.00	0	100.00%		100.00%		100.00%
OLYMPIA		298	16	81.81	13	95.64%	5	100.00%	3	98.99%
	OLYMPIA EVERGREEN	22	1	202.00	1	95.45%		100.00%	1	95.45%
	OLYMPIA LACEY	126	9	69.22	7	94.44%	3	100.00%	1	99.21%
	OLYMPIA WHITEHALL	150	6	80.67	5	96.67%	2	100.00%	1	99.33%
OMAK-OKANOGAN		48	5	41.80	1	97.92%	1	100.00%		100.00%
OROVILLE		9	1	9.00	0	100.00%		100.00%		100.00%
OTHELLO		29	2	104.00	0	100.00%	2	100.00%		100.00%
PASCO		86	1	88.00	2	97.67%	1	100.00%		100.00%
PATEROS		5	0		0	100.00%		100.00%		100.00%
POMEROY		12	0		0	100.00%		100.00%		100.00%
PT. ANGELES		71	2	200.50	2	97.18%		100.00%	1	98.59%
	PT ANGELES JOYCE	8	0		0	100.00%		100.00%		100.00%

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STANDARD						90.00%		99.00%		
	PT. ANGELES	63	2	200.50	2	96.83%		100.00%	1	98.41%
PT. LUDLOW		13	0		0	100.00%		100.00%		100.00%
PT. ORCHARD		70	2	134.00	2	97.14%		100.00%	1	98.57%
	PORT ORCHARD COLBY	24	1	236.00	0	100.00%		100.00%	1	95.83%
	PT. ORCHARD	46	1	32.00	2	95.65%		100.00%		100.00%
PT. TOWNSEND		66	2	46.50	0	100.00%		100.00%		100.00%
PUYALLAP		184	4	30.25	3	98.37%		100.00%		100.00%
RENTON		181	11	51.00	4	97.79%	1	100.00%	1	99.45%
RIDGEFIELD		10	1	1.00	1	90.00%		100.00%		100.00%
ROCHESTER		25	0		0	100.00%		100.00%		100.00%
ROY		13	1	25.00	1	92.31%		100.00%		100.00%
SEATTLE		1,135	52	56.10	22	98.06%	7	100.00%	4	99.65%
	SEATTLE ATWATER	68	0		1	98.53%		100.00%		100.00%
	SEATTLE CAMPUS	37	1	2.00	0	100.00%		100.00%		100.00%
	SEATTLE CHERRY	139	16	68.25	5	96.40%	3	100.00%	2	98.56%
	SEATTLE DUWAMISH	64	6	25.00	1	98.44%		100.00%		100.00%
	SEATTLE EAST	139	6	101.00	1	99.28%		100.00%	2	98.56%
	SEATTLE ELLIOT	30	2	49.50	0	100.00%		100.00%		100.00%
	SEATTLE EMERSON	139	0		1	99.28%		100.00%		100.00%
	SEATTLE LAKEVIEW	100	1	62.00	1	99.00%		100.00%		100.00%
	SEATTLE MAIN	134	9	46.44	2	98.51%	2	100.00%		100.00%
	SEATTLE MERCER ISLAND (ADAMS)	36	2	23.50	1	97.22%		100.00%		100.00%
	SEATTLE PARKWAY	112	2	41.50	6	94.64%		100.00%		100.00%
	SEATTLE SUNSET	76	3	42.67	0	100.00%	1	100.00%		100.00%
	SEATTLE WEST	61	4	57.50	3	95.08%	1	100.00%		100.00%
SEQUIM		93	3	46.00	1	98.92%		100.00%		100.00%
SHELTON		99	2	6.00	1	98.99%		100.00%		100.00%
SILVERDALE		54	0		0	100.00%		100.00%		100.00%
SPOKANE		754	16	71.56	8	98.94%	3	100.00%	2	99.73%
	SPOKANE CHESTNUT	18	1	118.00	1	94.44%	1	100.00%		100.00%
	SPOKANE FAIRFAX	115	1	32.00	1	99.13%		100.00%		100.00%
	SPOKANE HUDSON	122	1	15.00	0	100.00%		100.00%		100.00%
	SPOKANE KEYSTONE	57	2	14.50	2	96.49%		100.00%		100.00%

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STANDARD						90.00%		99.00%		
	SPOKANE MORAN	41	2	149.50	1	97.56%		100.00%	1	97.56%
	SPOKANE RIVERSIDE	111	3	7.67	1	99.10%		100.00%		100.00%
	SPOKANE WALNUT	189	4	68.00	2	98.94%	2	100.00%		100.00%
	SPOKANE WHITWORTH	101	2	178.50	0	100.00%		100.00%	1	99.01%
SPRINGDALE		12	0		0	100.00%		100.00%		100.00%
SUMNER (BONNEYLAKE)		58	3	58.67	2	96.55%	1	100.00%		100.00%
TACOMA		740	18	42.61	10	98.65%	3	100.00%	1	99.86%
	TACOMA FORT LEWIS	45	0		0	100.00%		100.00%		100.00%
	TACOMA GREENFIELD	97	5	65.40	0	100.00%	1	100.00%	1	98.97%
	TACOMA JUNIPER	132	3	43.00	0	100.00%	1	100.00%		100.00%
	TACOMA LENNOX	111	3	25.33	5	95.50%		100.00%		100.00%
	TACOMA LOGAN	81	0		0	100.00%		100.00%		100.00%
	TACOMA MARKET (FAWCETT)	76	2	69.00	3	96.05%	1	100.00%		100.00%
	TACOMA SKYLINE	51	0		0	100.00%		100.00%		100.00%
	TACOMA WAVERLY-2	25	0		0	100.00%		100.00%		100.00%
	TACOMA WAVERLY-7	122	5	19.40	2	98.36%		100.00%		100.00%
VANCOUVER		461	12	29.33	6	98.70%	1	100.00%		100.00%
	VANCOUVER ORCHARDS	224	8	19.25	4	98.21%		100.00%		100.00%
	VANCOUVER OXFORD	154	2	31.00	1	99.35%		100.00%		100.00%
	VANCOUVER SALMON CRK(NORTH)	83	2	68.00	1	98.80%	1	100.00%		100.00%
WAITSBURG		2	0		0	100.00%		100.00%		100.00%
WALLA WALLA (INCL TOUCHET)		63	3	72.33	3	95.24%	2	100.00%		100.00%
WARDEN		4	0		0	100.00%		100.00%		100.00%
WINLOCK		18	0		3	83.33%		100.00%		100.00%
YAKIMA		206	6	95.67	2	99.03%	2	100.00%	1	99.51%
	YAKIMA CHESTNUT	140	3	96.67	1	99.29%		100.00%	1	99.29%
	YAKIMA WEST	66	3	94.67	1	98.48%	2	100.00%		100.00%
Exchanges in Neighboring States										
CLARKSTON		17	1	38.00	3	82.35%		100.00%		100.00%
TOTALS		6,824	237	61.80	133	98.05%	46	100.00%	20	99.71%

Source: 5 and 90 day data from RSOR completed orders  
180 day data from OP15A pending orders  
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WASHINGTON TROUBLE REPORT RATE - OCTOBER 2013

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE OCT-13	RATE SEP-13	RATE 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
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	6,475	71	1.10	1.51	1.08	0.94	0.78	1.09	1.11	1.26	0.96	1.13	1.20	1.52
AUBURN		0	11,356	129	1.14	1.07	1.03	0.91	0.92	0.82	0.84	1.06	0.78	1.34	1.38	1.27
BAINBRIDGE ISLAND		0	6,297	72	1.14	1.13	0.71	1.13	0.85	0.81	0.78	0.69	0.78	1.28	1.27	1.70
BATTLEGROUND		0	6,304	86	1.36	1.02	0.71	1.06	1.21	1.08	2.35	0.91	1.38	1.65	1.95	1.42
BELFAIR		0	4,288	57	1.33	1.38	0.91	1.22	1.03	0.75	0.59	1.13	2.64	1.59	1.47	1.97
BELLEVUE		0	24,312	160	0.66	0.68	0.57	0.77	0.69	0.57	0.57	0.53	0.67	0.89	0.83	0.94
	BELLEVUE GLENCOURT	0	10,276	62	0.60	0.57	0.41	0.70	0.40	0.56	0.44	0.35	0.57	0.53	0.60	0.79
	BELLEVUE-SHERWOOD	0	14,036	98	0.70	0.76	0.68	0.81	0.90	0.58	0.66	0.67	0.74	1.14	1.00	1.04
BELLINGHAM		0	15,900	99	0.62	0.74	0.48	0.46	0.31	0.43	0.41	0.48	0.46	0.63	0.51	0.62
	BELLINGHAM LUMMI	0	981	4	0.41	0.82	0.91	0.80	0.40	0.49	0.59	0.39	0.58	1.25	0.95	
	BELLINGHAM REGENT	0	14,919	95	0.64	0.74	0.45	0.44	0.30	0.43	0.39	0.48	0.45	0.63	0.60	
BLACK DIAMOND		0	1,560	26	1.67	2.17	2.28	2.19	2.06	1.44	0.85	2.90	0.96	0.83	0.82	1.68
BREMERTON		0	21,834	104	0.48	0.44	0.70	0.52	0.39	0.43	0.29	0.38	0.42	0.66	0.75	0.82
	BREMERTON CROSBY	0	2,090	19	0.91	1.32	2.42	1.69	1.45	0.63	0.80	0.83	1.77	1.32	2.44	3.19
	BREMERTON ESSEX	0	19,289	81	0.42	0.35	0.52	0.40	0.27	0.41	0.22	0.32	0.26	0.56	0.54	0.54
	BREMERTON SUNNYSLOPE	0	455	4	0.88	0.22	0.21	0.41	0.41	0.40	0.80	0.80	0.80	1.59	1.59	0.99
BUCKLEY		0	1,268	25	1.97	2.58	0.77	2.65	1.58	0.89	1.03	2.34	0.50	1.13	0.85	1.54
CASTLE ROCK		0	2,456	42	1.71	1.44	1.43	2.03	1.51	1.38	2.09	1.74	1.80	2.23	2.65	3.45
CENTRALIA		0	4,256	85	2.00	1.58	1.15	0.79	0.78	1.20	1.77	0.82	0.75	1.41	0.96	1.28
CHEHALIS		0	6,369	116	1.82	1.68	0.91	0.95	1.06	1.11	1.03	1.25	0.68	1.19	0.74	1.18
	CHEHALIS	0	4,524	80	1.77	1.96	0.83	0.92	0.89	1.03	1.03	1.07	0.83	1.22	0.69	0.99
	CHEHALIS NAPAVINE	0	1,845	36	1.95	0.97	1.12	1.01	1.46	1.30	1.03	1.70	0.31	1.12	0.86	1.66
CLE-ELUM		0	2,018	14	0.69	1.42	0.93	0.87	0.38	0.62	0.52	0.42	0.60	0.79	1.10	1.00
COLFAX		0	1,687	24	1.42	0.76	0.87	1.04	0.92	0.86	0.62	0.95	1.00	1.50	1.77	1.10
COLVILLE		0	5,293	52	0.98	1.24	0.88	1.02	1.23	1.10	0.57	0.65	0.58	0.78	0.95	1.46
COPALIS(OCEAN SHORES)		0	2,264	25	1.10	2.14	1.11	1.62	1.39	1.93	0.80	1.17	1.12	1.89	1.91	2.35
COULEE DAM		0	1,541	11	0.71	1.22	3.70	2.91	0.50	0.93	0.74	0.92	0.80	1.52	2.06	1.88
CRYSTAL MTN.		0	524	12	2.29	0.19	1.14	0.94	0.93	0.73	2.03	0.18	0.92	2.22	3.36	1.13
DAYTON		0	1,343	9	0.67	1.54	0.65	1.01	1.00	0.85	0.49	0.21	0.28	0.69	0.28	1.43
DEER PARK		0	4,214	30	0.71	1.95	2.24	1.55	0.80	1.76	1.07	0.54	0.78	0.75	1.12	1.81
DES MOINES		0	11,140	133	1.19	0.85	1.00	1.24	0.78	0.60	0.88	0.84	0.68	1.29	1.14	1.27
	DES MOINES	0	4,415	62	1.40	0.92	1.18	1.78	1.26	0.58	0.78	0.90	0.56	1.31	1.05	1.36
	DES MOINES FEDERAL WAY	0	6,725	71	1.06	0.81	0.88	0.90	0.46	0.61	0.94	0.79	0.76	1.27	1.21	1.21
EASTON		0	456	7	1.54	0.22	1.09	0.65	1.29	0.65	0.87	0.21	0.00	1.49	0.00	0.63
ENUMCLAW		0	3,805	70	1.84	1.35	1.24	1.50	1.34	0.95	1.12	1.57	1.38	1.40	1.43	1.64

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WIRECENTER		STD EXD CNT	LINES	RPTS	RATE OCT-13	RATE SEP-13	RATE 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
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
EPHRATA		0	1,918	7	0.36	1.03	0.72	1.12	1.06	1.29	1.62	0.73	0.77	0.57	1.07	0.65
GRAHAM		0	7,074	124	1.75	1.69	1.53	1.35	0.92	0.93	0.94	1.22	1.12	1.21	1.26	1.42
GREEN BLUFF		0	1,756	29	1.65	0.90	1.79	1.27	1.47	1.30	0.81	0.96	0.84	1.51	1.09	1.75
HOODSPORT		0	1,324	13	0.98	0.67	0.59	1.39	1.17	1.16	0.65	1.29	0.64	1.34	2.45	1.60
ISSAQUAH		0	9,821	117	1.19	0.70	0.75	0.62	0.48	0.65	0.52	0.86	0.52	1.21	0.82	0.92
KENT		0	22,387	227	1.01	0.92	0.58	0.64	0.66	0.72	0.80	0.79	0.96	0.94	1.14	1.18
	KENT MERIDIAN	0	7,413	113	1.52	1.29	0.78	0.96	1.00	0.87	1.03	1.15	1.85	1.16	1.40	1.54
	KENT O BRIEN	0	5,133	17	0.33	0.41	0.18	0.27	0.27	0.40	0.26	0.20	0.22	0.44	0.56	0.34
	KENT ULRICH	0	9,841	97	0.99	0.91	0.64	0.59	0.60	0.77	0.90	0.83	0.67	1.03	1.24	1.34
LIBERTY LAKE		0	539	0	0.00	0.54	0.36	0.87	1.03	0.34	0.68	0.00	0.17	0.50	0.50	1.14
LONGVIEW-KELSO		0	13,512	264	1.95	1.45	1.13	0.96	0.93	1.47	1.08	0.93	1.05	1.52	1.76	1.98
LOON LAKE		0	810	8	0.99	0.96	0.48	1.06	1.18	1.54	0.36	1.30	0.82	0.70	1.49	0.80
MAPLE VALLEY		0	4,692	72	1.53	1.60	1.00	1.22	0.86	1.04	0.87	0.87	0.97	1.39	1.74	1.34
MOSES LAKE		0	7,796	45	0.58	1.28	0.93	1.09	1.19	0.76	0.86	1.07	0.76	0.83	1.04	1.01
	MOSES LAKE AFB	0	1,292	4	0.31	1.30	0.75	0.74	1.16	0.79	1.07	0.50	0.92	0.70	0.83	0.75
	MOSES LAKE ALDER	0	6,504	41	0.83	1.28	0.96	1.16	1.20	0.76	0.82	1.18	0.73	0.86	1.08	1.06
NEWMAN LAKE		0	979	6	0.61	0.40	1.57	0.68	2.42	0.67	1.24	1.05	0.66	0.47	1.29	1.28
NORTHPORT		0	864	4	0.46	0.11	0.79	0.78	0.66	0.99	0.88	0.44	0.66	1.09	1.97	1.30
OLYMPIA		0	33,572	287	0.85	0.77	0.56	0.61	0.63	0.65	0.53	0.61	0.72	0.90	0.86	0.98
	OLYMPIA EVERGREEN	0	2,483	27	1.09	1.20	0.52	1.33	1.17	1.05	0.50	0.88	0.76	1.32	1.87	1.81
	OLYMPIA LACEY	0	15,032	113	0.75	0.62	0.60	0.53	0.58	0.54	0.43	0.59	0.66	0.76	0.69	0.84
	OLYMPIA WHITEHALL	0	16,057	147	0.92	0.85	0.53	0.57	0.60	0.69	0.64	0.58	0.76	0.96	0.87	0.98
OMAK-OKANOGAN		0	5,044	38	0.75	1.58	1.96	2.85	1.39	1.18	1.10	1.60	0.98	1.62	1.94	1.75
OROVILLE		0	1,444	26	1.80	2.73	1.44	1.96	2.02	1.26	1.26	1.18	0.79	1.90	2.04	3.73
OTHELLO		0	2,885	73	2.53	2.17	1.45	1.49	1.40	1.81	0.83	1.28	1.14	1.35	1.66	2.30
PASCO		0	9,132	69	0.76	0.73	1.15	0.88	1.06	0.59	0.88	0.52	0.59	1.13	1.03	1.13
PATEROS		0	573	4	0.70	0.34	1.72	1.37	1.53	0.85	1.01	0.67	0.33	1.15	1.32	0.49
POMEROY		0	1,034	26	2.51	1.24	0.94	3.36	1.85	1.48	1.39	1.30	0.64	0.92	1.84	2.58
PT. ANGELES		0	9,724	71	0.73	0.90	0.60	0.72	0.84	0.62	0.76	0.75	0.84	0.82	0.98	1.04
	PT ANGELES JOYCE	0	845	7	0.83	1.63	1.16	1.14	0.92	0.68	0.80	1.70	1.13	2.50	2.59	2.02
	PT. ANGELES	0	8,879	64	0.72	0.83	0.54	0.68	0.84	0.61	0.76	0.66	0.82	0.67	0.83	0.95
PT. LUDLOW		0	1,634	9	0.55	1.14	1.41	0.75	0.69	0.90	0.61	0.60	0.76	0.97	0.96	0.63
PT. ORCHARD		0	9,789	116	1.19	1.33	0.98	1.08	0.78	1.07	0.87	1.03	1.14	1.79	1.60	1.77
	PORT ORCHARD COLBY	0	3,621	48	1.33	1.93	1.03	1.36	0.90	0.91	0.95	1.04	1.26	2.44	2.13	2.40
	PT. ORCHARD	0	6,168	68	1.10	0.97	0.96	0.92	0.71	1.17	0.83	1.02	1.07	1.41	1.28	1.39

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WIRECENTER	STD EXD CNT	LINES	RPTS	RATE OCT-13	RATE SEP-13	RATE 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	
STANDARD				4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	
PT. TOWNSEND	0	7,650	81	1.06	0.95	0.80	0.66	0.77	0.64	0.54	0.81	0.71	0.93	2.96	1.03	
PUYALLAP	0	12,852	135	1.05	1.04	0.93	0.91	0.77	0.81	0.94	0.76	0.82	1.12	0.78	1.11	
RENTON	0	20,073	211	1.05	0.80	0.75	0.73	0.70	0.79	0.75	0.75	1.18	1.20	1.23	1.44	
RIDGEFIELD	0	2,017	15	0.74	1.91	1.02	1.00	0.90	1.12	0.74	0.96	1.62	1.02	1.23	1.97	
ROCHESTER	0	2,928	23	0.79	1.52	0.88	1.94	1.63	0.73	0.92	1.27	1.23	1.86	1.49	2.54	
SEATTLE	0	152,095	1048	0.89	0.57	0.49	0.50	0.48	0.52	0.57	0.50	0.54	0.72	0.64	0.86	
		SEATTLE ATWATER	0	10,595	44	0.42	0.45	0.30	0.30	0.31	0.41	0.41	0.27	0.25	0.36	0.45
		SEATTLE CAMPUS	0	5,372	24	0.45	0.39	0.46	0.42	0.34	0.29	0.53	0.44	0.54	0.62	0.46
		SEATTLE CHERRY	0	16,993	192	1.13	0.75	0.68	0.65	0.81	0.69	0.66	0.75	0.87	1.13	0.96
		SEATTLE DUWAMISH	0	7,531	56	0.74	0.58	0.85	0.63	0.37	0.55	0.54	0.43	0.64	0.87	1.00
		SEATTLE EAST	0	16,478	116	0.70	0.58	0.56	0.49	0.46	0.51	0.51	0.46	0.52	0.70	0.59
		SEATTLE ELLIOT	0	4,434	10	0.23	0.31	0.07	0.13	0.17	0.17	0.24	0.11	0.15	0.23	0.29
		SEATTLE EMERSON	0	15,552	135	0.87	0.76	0.50	0.63	0.55	0.74	0.87	0.72	0.69	0.95	1.03
		SEATTLE LAKEVIEW	0	14,118	76	0.54	0.71	0.51	0.57	0.55	0.62	0.40	0.59	0.89	0.77	0.93
		SEATTLE MAIN	0	22,837	39	0.17	0.15	0.17	0.17	0.13	0.18	0.16	0.20	0.19	0.19	0.14
		SEATTLE MERCER ISLAND (ADAMS)	0	4,905	47	0.96	0.71	0.96	0.57	0.61	0.56	0.51	0.62	0.58	0.52	0.81
		SEATTLE PARKWAY	0	10,539	143	1.36	0.76	0.62	0.77	0.72	0.77	0.74	0.77	0.92	0.88	1.16
		SEATTLE SUNSET	0	11,881	85	0.72	0.64	0.55	0.63	0.62	0.58	0.79	0.47	0.35	1.06	0.72
		SEATTLE WEST	0	10,860	81	0.75	0.69	0.48	0.50	0.55	0.60	0.82	0.71	0.74	0.77	0.86
SEQUIM	0	8,591	91	1.06	0.79	0.83	0.77	0.65	0.61	0.71	0.64	0.73	0.87	0.84	1.00	
SHELTON	0	8,234	93	1.13	2.14	1.48	1.13	1.13	0.48	0.92	0.97	0.79	1.36	1.12	1.32	
SILVERDALE	0	6,980	41	0.59	0.68	0.55	0.72	0.56	0.63	0.45	0.53	0.62	1.41	1.06	0.88	
SPOKANE	0	63,113	530	0.84	1.08	1.17	0.96	1.00	0.87	0.72	0.78	0.77	1.05	1.11	1.34	
		SPOKANE CHESTNUT	0	1,466	16	1.09	0.94	1.26	1.72	0.73	0.65	0.64	0.82	0.62	0.91	1.92
		SPOKANE FAIRFAX	0	8,651	71	0.82	0.96	1.09	0.97	1.21	1.01	0.72	0.67	0.67	1.03	1.09
		SPOKANE HUDSON	0	6,844	68	0.99	1.07	1.26	1.31	1.17	0.94	0.86	0.77	0.77	1.48	1.70
		SPOKANE KEYSTONE	0	5,891	64	1.09	1.04	0.97	0.80	1.00	0.87	0.57	0.59	0.69	0.83	1.06
		SPOKANE MORAN	0	4,313	36	0.83	2.34	1.95	0.81	0.89	0.67	0.72	0.65	0.56	0.81	0.89
		SPOKANE RIVERSIDE	0	8,958	62	0.69	0.85	0.96	0.61	1.01	0.86	0.61	0.71	1.04	1.12	0.97
		SPOKANE WALNUT	0	17,261	134	0.78	0.80	1.19	0.84	0.98	0.87	0.74	0.97	0.67	0.83	0.84
		SPOKANE WHITWORTH	0	9,729	79	0.81	1.40	1.07	1.31	0.81	0.86	0.81	0.79	0.90	1.36	1.31
SPRINGDALE	1	1,307	20	1.53	4.23	3.92	1.80	2.74	1.18	3.64	1.16	0.65	2.93	2.05	1.39	
SUMNER (BONNEYLAKE)	0	7,328	102	1.39	1.38	0.97	0.83	1.00	0.93	1.18	1.19	0.85	0.92	1.09	1.21	
TACOMA	0	70,127	891	1.27	0.80	0.73	0.79	0.68	0.80	0.70	0.80	0.72	1.04	1.07	1.20	
		TACOMA FORT LEWIS	0	1,400	10	0.71	0.21	0.35	0.76	0.21	0.67	0.39	0.59	0.19	0.38	0.57

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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	9,258	137	1.48	1.05	0.67	0.97	0.95	1.02	0.80	1.03	0.78	1.22	1.31	1.38
	TACOMA JUNIPER	0	9,644	134	1.39	0.87	0.74	0.74	0.68	0.78	0.80	0.73	0.64	1.01	0.99	1.28
	TACOMA LENNOX	0	11,378	153	1.34	1.00	1.04	1.14	0.91	1.29	0.86	1.05	0.99	1.22	1.48	1.20
	TACOMA LOGAN	0	7,201	82	1.14	0.88	0.49	0.57	0.68	0.82	0.58	0.78	0.57	0.94	1.08	1.27
	TACOMA MARKET (FAWCETT)	0	8,607	64	0.74	0.47	0.56	0.56	0.44	0.35	0.41	0.42	0.51	0.52	0.60	1.11
	TACOMA SKYLINE	0	7,218	147	2.04	0.70	0.95	0.56	0.66	0.76	0.63	0.79	0.58	1.48	1.29	1.39
	TACOMA WAVERLY-2	0	3,074	48	1.56	0.81	0.77	0.54	0.79	0.69	0.66	0.47	1.18	1.56	0.96	1.16
	TACOMA WAVERLY-7	0	12,347	116	0.94	0.70	0.67	0.87	0.48	0.58	0.77	0.80	0.75	0.88	0.85	1.02
VANCOUVER		0	41,450	464	1.12	0.85	0.83	0.75	0.75	0.87	0.75	0.80	0.92	1.03	0.99	1.13
	VANCOUVER ORCHARDS	0	21,074	158	0.75	0.80	0.75	0.68	0.67	0.82	0.68	0.70	0.85	0.92	0.90	1.08
	VANCOUVER OXFORD	0	11,849	149	1.26	0.89	0.61	0.58	0.53	0.82	0.50	0.80	0.93	0.95	1.08	1.18
	VANCOUVER SALMON CRK(NORTH)	0	8,527	157	1.84	0.92	1.34	1.14	1.25	1.07	1.27	1.05	1.06	1.41	1.07	1.18
WAITSBURG		2	359	5	1.39	6.56	2.17	0.54	1.62	1.60	1.05	1.03	0.00	0.75	2.00	4.25
WALLA WALLA (INCL TOUCHET)		0	8,598	74	0.86	1.57	1.49	1.15	0.88	1.03	0.73	0.49	0.43	0.73	0.78	1.44
WARDEN		0	734	5	0.68	2.70	1.20	1.98	1.17	0.65	1.81	1.52	1.39	1.99	2.21	2.30
WINLOCK		0	1,604	18	1.12	1.61	0.98	0.73	0.60	1.32	0.24	1.50	0.96	1.55	1.95	1.35
YAKIMA		0	23,681	241	1.02	0.73	0.84	0.84	0.93	1.57	0.62	1.12	0.50	0.64	0.77	0.72
	YAKIMA CHESTNUT	0	15,467	89	0.57	0.63	0.63	0.75	1.08	1.89	0.59	1.18	0.53	0.69	0.70	0.69
	YAKIMA WEST	0	8,194	152	1.86	0.90	1.24	1.01	0.66	0.94	0.67	1.00	0.44	0.56	0.91	0.77
Exchanges in Neighboring States																
CLARKSTON		0	3,468	44	1.27	1.43	1.38	1.36	1.95	1.45	1.05	0.72	1.35	1.21	1.57	1.43
TOTALS		0	738,452	7,279	0.99	0.94	0.83	0.83	0.77	0.79	0.73	0.76	0.75	1.01	1.03	1.17

WASHINGTON TRUNK BLOCKING SUMMARY - OCTOBER 2013

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	126	0	0.00%
LOCAL	353	0	0.00%
TOLL	372	5	1.34%

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WASHINGTON TRUNK BLOCKING - OCTOBER 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	4.00%	blkng 10/30/13@2000-2100hrs, 11/01/13@1100hr issue sa tgsr to the customer
AP072411	144			TOLL	TWO_WAY	1.74%	blkng 10/29/13@1100-1200hr, 10/31/13@1200hr issued sa tgsr to the customer
AP072415	168			TOLL	TWO_WAY	2.55%	blkng 10/15/13@1900-2000hr, issued sa tgsr to the customer
AP073995	120			TOLL	TWO_WAY	1.49%	1x blkng 10/18/13@0900hr issued sa tgsr to the customer
AP079934	264			TOLL	TWO_WAY	1.66%	1xblkng 1015/13@1900-2000hr issued sa tgsr to the customer

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - OCTOBER 2013

MEASURE	MARKET UNIT	OCT-13	NOV-13	DEC-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			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - OCTOBER 2013

MEASURE	MARKET UNIT	OCT-13	NOV-13	DEC-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			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - OCTOBER 2013

MEASURE	MARKET UNIT	OCT-13	NOV-13	DEC-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 Frwding-Non-Recurring	RES			
Amount of Remote Call Frwding-Non-Recurring	RES			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - OCTOBER 2013

MEASURE	MARKET UNIT	OCT-13	NOV-13	DEC-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			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - OCTOBER 2013

MEASURE	MARKET UNIT	OCT-13	NOV-13	DEC-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, 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			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - OCTOBER 2013

MEASURE	MARKET UNIT	OCT-13	NOV-13	DEC-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, 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			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - OCTOBER 2013

MEASURE	MARKET UNIT	OCT-13	NOV-13	DEC-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, Foilage, etc.)	BUS			
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	BUS			

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