



CenturyLink™

December 18, 2013

Steven V. King, Executive Director & Secretary  
Washington Utilities & Transportation Commission  
1300 S Evergreen Park Drive, SW  
Olympia, Washington 98504-7250

Re: Washington Quality of Service Report

Dear Mr. King:

Attached is the United Telephone Company of the Northwest d/b/a CenturyLink Service Quality Report for the month of November 2013.

The trouble reports per 100 access lines objective was met for the month of November.

Should you have any questions, please contact Mark Reynolds at (206) 345-1568 or by e-mail at Mark.Reynolds3@Centurylink.com.

Sincerely,

Mark Reynolds

Enclosures: Installation/Repair Appointments  
Service Activation in 5 Days  
Trouble Per 100/Access Lines  
Switching – Dial Tone Speed in 3 Seconds  
Final Trunk Blockage (EAS and Toll)  
Out of Service Trouble Cleared in 48 Hours  
Not Out of Service Trouble Cleared in 72 Hours  
Service Activation Delay 90-180 Days

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RECORDS MANAGEMENT  
2013 DEC 18 PM 12:13  
STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

**WASHINGTON QUALITY OF SERVICE REPORT SUMMARY  
UNITED TELEPHONE COMPANY OF THE NORTHWEST D/B/A CENTURYLINK  
2013**

<b>MEASUREMENTS</b>	<b>Nov-13</b>
<b>Install Commitments</b>	
Commitments Made	446
Commitments Missed	22
Excludes	0
<b>Repair Commitments</b>	
Commitments Made	296
Commitments Missed	34
Excludes	3
<b>Service Activation</b>	
Total Orders Completed	446
Missed Installs	24
% Orders Completed	94.6%
<b>Service Activation - &gt;90 Days</b>	
Total Orders Completed	1,364
Installs Held Over 90 Days	4
% of Orders Completed within 90 Days	99.7%
<b>Service Activation - &gt;180 Days</b>	
Total Orders Completed	2,530
Installs Held Over 180 Days	1
% of Orders Completed within 180 Days	100.0%
<b>Trbls per 100 Access Lines</b>	
Access Lines	50,827
Trouble Tickets	284
Trbls per 100 Access Lines	0.6
<b>OOS Cleared within 48 Hours</b>	
OOS Tickets	209
OOS Cleared within 48 Hrs	200
OOS Cleared > 48 Hrs	9
OOS in 48 Hrs Excludes	13
<b>NOOS Cleared within 72 Hours</b>	
NOOS Tickets	71
NOOS Cleared within 72 Hrs	68
NOOS Cleared > 72 Hrs	3
NOOS in 72 Hrs Excludes	2
<b>Switching</b>	obj met
<b>Blockage</b>	obj met

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION - HELD ORDERS 5 DAYS  
 United Telephone Company of the Northwest d.b.a. EMBARQ  
 2013

Exchange	CLLI	Dec-12		Jan-13		Feb-13		Mar-13		Apr-13		May-13		Jun-13		Jul-13		Aug-13		Sep-13		Oct-13		Nov-13	
		Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs
Chinaman	CHMC																								
Columbia	CLMA																								
Dalesport	DLPT																								
Grandview	GDVW																								
Goldendale	GLDL																								
Glenwood	GLWD																								
Granger	GRGR																								
Hood Canal	HDCL																								
Harsh	HRH																								
Klickitat	KLCT																								
Lyle	LYLE																								
Mabton	MBTN																								
Mattawa	MTWA																								
Patterson	PASN																								
Poulsbo	PLSB																								
Prosser	PRSR																								
Port Angeles	PTAG																								
Roosevelt	RSVT																								
Sunaside	SNSD																								
Stevenson	STSN																								
Tappanish	TPNS																								
Troostlake	TRLK																								
White Salmon	WHSL																								
WhiteSwan	WHSW																								
Whitman	WHTS																								
Willard	WLRD																								
Wapato	WPAT																								

**WASHINGTON QUALITY OF SERVICE REPORT**  
**SERVICE ACTIVATION - HELD ORDERS - 90 DAYS**  
**United Telephone Company of the Northwest d.b.a. EMBARQ**  
**2013**

Exchange	CLLI	Dec-12		Jan-13		Feb-13		Mar-13		Apr-13		May-13		Jun-13		Jul-13		Aug-13		Sep-13		Oct-13		Nov-13	
		Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days
Chimacum	CHMC																								
Columbia	CLMA																								
Dalesport	DLPT																								
Grandview	GDVW																								
Goldendale	GLDL																								
Glenwood	GLWD																								
Granger	GRGR																								
Hood Canal	HDCL																								
Harrah	HRRH																								
Klickitat	KLCT																								
Lyle	LYLE																								
Mabton	MBTN																								
Mattawa	MTWA																								
Patterson	PASN																								
Poulsbo	PLSB																								
Prosser	PRSR																								
Port Angeles	PTAG																								
Roosevelt	RSVT																								
Sunnyside	SNSD																								
Stevenson	STSN																								
Toppenish	TPNS																								
Troutlake	TRLK																								
White Salmon	WHSL																								
WhiteSwan	WHSW																								
Whitstran	WHTS																								
Willard	WLRD																								
Wapato	WPAT																								

REDACTED  
 CONFIDENTIAL PER WAC 480-07-160

**WASHINGTON QUALITY OF SERVICE REPORT**  
**SERVICE ACTIVATION - HELD ORDERS - 180 DAYS**  
**United Telephone Company of the Northwest d.b.a. EMBARO**  
**2013**

Exchange	CLL	Dec-12		Jan-13		Feb-13		Mar-13		Apr-13		May-13		Jun-13		Jul-13		Aug-13		Sep-13		Oct-13		Nov-13	
		Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days
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WASHINGTON QUALITY OF SERVICE REPORT  
 Trouble Reports Per 100 Access Lines  
 United Telephone Company of the Northwest d.b.a. EMBARG  
 2013

Exchange	CELL	Dec-12			Jan-13			Feb-13			Mar-13			Apr-13			May-13			Jun-13			Jul-13			Aug-13			Sep-13			Oct-13			Nov-13		
		Total Rpts	Total Lines	Trial /100	Total Rpts	Total Lines	Trial /100	Total Rpts	Total Lines	Trial /100	Total Rpts	Total Lines	Trial /100	Total Rpts	Total Lines	Trial /100	Total Rpts	Total Lines	Trial /100	Total Rpts	Total Lines	Trial /100	Total Rpts	Total Lines	Trial /100	Total Rpts	Total Lines	Trial /100	Total Rpts	Total Lines	Trial /100	Total Rpts	Total Lines	Trial /100			
Chimacum	CHMOWA																																				
Columbia	CLMAWA																																				
Dalesport	DLPTWA																																				
Grandview	GDVWVA																																				
Goldensdale	GLDLWA																																				
Glenwood	GLMOWA																																				
Granger	GRGRWA																																				
Hood Canal	HDCLWA																																				
Huam	HRHMWA																																				
Klondal	KLCTWA																																				
Lyle	LYLEWA																																				
Milton	MLTMWA																																				
Mattawa	MTWAWA																																				
Patterson	PASHWA																																				
Poulsbo	PLSBWA																																				
Prusear	PRSRWA																																				
Port Angeles	PTAGWA																																				
Roosevelt	RSVFWA																																				
Sunnyside	SNSOWA																																				
Steverson	STSNWA																																				
Toppenish	TPTSNWA																																				
Trousdale	TRLRWA																																				
White Salmon	WHSLWA																																				
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Whitman	WHTSWA																																				
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