

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

STATE OF WASH, UTIL. AND TRANSH

RECORDS MANAGEMENT

WASHINGTON QUALITY OF SERVICE R UNITED TELEPHONE COMPANY OF THE NORTH 2013	
MEASUREMENTS	Nov-13
Install Commitments	
Commitments Made	446
Commitments Missed	22
Excludes	0
Repair Commitments	
Commitments Made	296
Commitments Missed	34
Excludes	3
Service Activation	
Total Orders Completed	446
Missed Installs	24
% Orders Completed	94.6%
Service Activation - >90 Days	
Total Orders Completed	1,364
Installs Held Over 90 Days	4
% of Orders Completed within 90 Days	99.7%
Service Activation - >180 Days	\
Total Orders Completed	2,530
Installs Held Over 180 Days	1
% of Orders Completed within 180 Days	100.0%
Trbls per 100 Access Lines	
Access Lines	50,827
Trouble Tickets	284
Trbls per 100 Access Lines	0.6
OOS Cleared within 48 Hours	
OOS Tickets	209
OOS Cleared within 48 Hrs	200
OOS Cleared > 48 Hrs	9
OOS in 48 Hrs Excludes	13
NOOS Cleared within 72 Hours	
NOOS Tickets	71
NOOS Cleared within 72 Hrs	68
NOOS Cleared > 72 Hrs	3
NOOS in 72 Hrs Excludes	2
Switching	obj met
Blockage	obj met

	WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS 5 DAYS United Telephone Company of the Northwest d.b.a. EMBARO 2013 Dec. 12 Jan-13 Feb-13 Mar-13 Apr-13 May-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-																								
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Roosevelt	RSVT																								
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Stevenson	STSN																								
Toppenish	TPNS																								
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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. EMBARQ 2013 j-13 Held > 180 Days Apr-13 Total Orders Cmpltd Total Orders Cmpltd Total Orders Cmpltd Total Held > Orders 180 Cmpltd Days Held > 180 Days Total Orders Cmpltd Total Orders Cmpltd Total Orders Cmpltd Held > 180 Days Held > 180 Days Total Orders Cmpltd Held > 180 Days Held > 180 Days Held > 180 Days Held > 180 Days Total Orders Cmpltd Held > 180 Days Total Orders Cmpltd Exchange CHMC CLMA DLPT GDWW GLDL GLWD GLWL GLWL GRGR HDCL HRRH HDCL LYLE MBTN FLSB PRSR RSVT SNSD TPINS TRIK WHSU WHSU WHSU WLRD WPAT Columbia Dalesport Grandview Goldendale Glermood Granger Hood Canal Harrah Klicktat Lyle Mabton Mattawa Patterson Poulsbo Prosser Port Angeles Rosesvett Sunnyside Stevenson Troppenish Troutlake White Salmon Whitstran Whitstran Willard Wapatd

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