



CenturyLink™

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December 20, 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 November 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

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RECORDS MANAGEMENT
2013 DEC 24 AM 11:50
STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

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Washington Service Quality Summary Report - NOVEMBER 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%

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Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - NOVEMBER 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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Washington Service Quality Summary Report - NOVEMBER 2013

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	56	1	56
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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Washington Service Quality Summary Report - NOVEMBER 2013

METRIC DESCRIPTION	OCTOBER 2013			NOVEMBER 2013		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	1,700	1,987	85.56%	1,562	1,657	94.27%
OOS Tickets Not Cleared Within 48 Hrs	287	1	287	95	1	95
Number of OOS Exemptions	120	1	120	60	1	60
All Other Repairs Cleared LT < 72 Hrs	4,983	5,275	94.46%	4,212	4,317	97.57%
All Other Troubles Cleared GTR > 72 Hrs	292	1	292	105	1	105
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	14	1	14	17	1	17
Physically Obstructed All Other Troubles Cleared > 72 Hrs	145	1	145	71	1	71
Repair Force Majeure Exclusions	35	1	35	21	1	21
Repair Physically Obstructed Exclusions	51	1	51	32	1	32
Installation Appointments Met	1,825	1,965	92.88%	1,615	1,697	95.17%
Repair Appointments Met	2,636	3,045	86.57%	2,143	2,491	86.03%
Provisioning Missed for Company Reasons	193	1	193	119	1	119
Provisioning Missed for Customer Reasons	635	1	635	509	1	509
% of Switches Delivering Dial Tone Within 3 seconds	6,034	6,036	99.97%	6,254	6,254	100.00%

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Washington Orders Summary - NOVEMBER 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		49	4	15.75	0	100.00%		100.00%	100.00%	
AUBURN		96	7	35.00	1	98.96%	1	100.00%	100.00%	
BAINBRIDGE ISLAND		32	1	1.00	2	93.75%		100.00%	100.00%	
BATTLEGROUND		49	3	83.67	0	100.00%	1	100.00%	97.96%	
BELFAIR		23	2	35.00	0	100.00%		100.00%	100.00%	
BELLEVUE		174	9	151.11	5	97.13%	3	100.00%	98.85%	
	BELLEVUE GLENACOURT	82	2	139.50	1	98.78%	1	100.00%	98.78%	
	BELLEVUE-SHERWOOD	92	7	154.43	4	95.65%	2	100.00%	98.91%	
BELLINGHAM		121	4	71.00	3	97.52%		100.00%	99.17%	
	BELLINGHAM LUMMI	7	0		0	100.00%		100.00%	100.00%	
	BELLINGHAM REGENT	114	4	71.00	3	97.37%		100.00%	99.12%	
BLACK DIAMOND		2	1	359.00	0	100.00%		100.00%	50.00%	
BREMERTON		125	1	26.00	1	99.20%		100.00%	100.00%	
	BREMERTON CROSBY	11	0		1	90.91%		100.00%	100.00%	
	BREMERTON ESSEX	110	1	26.00	0	100.00%		100.00%	100.00%	
	BREMERTON SUNNYSLOPE	4	0		0	100.00%		100.00%	100.00%	
BUCKLEY		5	0		0	100.00%		100.00%	100.00%	
CASTLE ROCK		18	1	147.00	0	100.00%	1	100.00%	100.00%	
CENTRALIA		47	0		2	95.74%		100.00%	100.00%	
CHEHALIS		34	2	17.50	1	97.06%		100.00%	100.00%	
	CHEHALIS	26	1	27.00	1	96.15%		100.00%	100.00%	
	CHEHALIS NAPA VINE	8	1	8.00	0	100.00%		100.00%	100.00%	
CLE-ELUM		10	4	63.25	0	100.00%	1	100.00%	90.00%	
COLFAX		11	0		0	100.00%		100.00%	100.00%	
COLVILLE		53	0		0	100.00%		100.00%	100.00%	
COPALIS(OCEAN SHORES)		13	1	92.00	0	100.00%	1	100.00%	100.00%	
COULEE DAM		12	0		0	100.00%		100.00%	100.00%	
CRYSTAL MTN.		5	0		0	100.00%		100.00%	100.00%	
DAYTON		13	3	5.00	2	84.62%		100.00%	100.00%	
DEER PARK		32	0		0	100.00%		100.00%	100.00%	
DES MOINES		121	6	86.83	0	100.00%		100.00%	99.17%	
	DES MOINES	34	2	42.00	0	100.00%		100.00%	100.00%	
	DES MOINES FEDERAL WAY	87	4	109.25	0	100.00%		100.00%	98.85%	

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 - NOVEMBER 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		10	0		0	100.00%		100.00%		100.00%
ELK		13	0		0	100.00%		100.00%		100.00%
ENUMCLAW		20	2	103.00	0	100.00%	1	100.00%		100.00%
EPHRATA		11	0		0	100.00%		100.00%		100.00%
GRAHAM		67	2	74.00	0	100.00%	1	100.00%		100.00%
GREEN BLUFF		15	0		1	93.33%		100.00%		100.00%
HOODSPORT		7	1	29.00	0	100.00%		100.00%		100.00%
ISSAQUAH		64	2	100.50	1	98.44%	2	100.00%		100.00%
KENT		194	13	83.15	7	96.39%	3	100.00%	3	98.45%
	KENT MERIDIAN	60	4	128.75	2	96.67%		100.00%	2	96.67%
	KENT O BRIEN	27	0		0	100.00%		100.00%		100.00%
	KENT ULRICH	107	9	62.89	5	95.33%	3	100.00%	1	99.07%
LIBERTY LAKE		2	0		0	100.00%		100.00%		100.00%
LONGVIEW-KELSO		142	2	80.00	1	99.30%	1	100.00%		100.00%
LOON LAKE		8	0		0	100.00%		100.00%		100.00%
MAPLE VALLEY		26	0		0	100.00%		100.00%		100.00%
MOSES LAKE		55	4	46.00	1	98.18%	1	100.00%		100.00%
	MOSES LAKE AFB	16	1	55.00	1	93.75%		100.00%		100.00%
	MOSES LAKE ALDER	39	3	43.00	0	100.00%	1	100.00%		100.00%
NEWMAN LAKE		8	0		0	100.00%		100.00%		100.00%
NORTHPORT		7	0		0	100.00%		100.00%		100.00%
OLYMPIA		253	12	63.08	9	96.44%	2	100.00%	2	99.21%
	OLYMPIA EVERGREEN	9	0		0	100.00%		100.00%		100.00%
	OLYMPIA LACEY	135	8	62.13	2	98.52%	2	100.00%	1	99.26%
	OLYMPIA WHITEHALL	109	4	65.00	7	93.58%		100.00%	1	99.08%
OMAK-OKANQGAN		47	5	65.80	1	97.87%		100.00%	1	97.87%
OROVILLE		19	1	33.00	0	100.00%		100.00%		100.00%
OTHELLO		14	4	67.25	0	100.00%	2	100.00%		100.00%
PASCO		55	1	112.00	1	98.18%	1	100.00%		100.00%
PATEROS		8	1	8.00	0	100.00%		100.00%		100.00%
POMEROY		10	0		0	100.00%		100.00%		100.00%
PT. ANGELES		50	2	224.50	0	100.00%		100.00%	1	98.00%
	PT ANGELES JOYCE	8	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
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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. ANGELES	42	2	224.50	0	100.00%		100.00%	1	97.62%
PT. LUDLOW		12	0		0	100.00%		100.00%		100.00%
PT. ORCHARD		63	3	105.33	2	98.83%		100.00%	1	98.41%
	PORT ORCHARD COLBY	19	1	260.00	0	100.00%		100.00%	1	94.74%
	PT. ORCHARD	44	2	28.00	2	95.45%		100.00%		100.00%
PT. TOWNSEND		55	2	70.50	0	100.00%		100.00%		100.00%
PUYALLAP		141	8	18.88	4	97.16%	1	100.00%		100.00%
RENTON		164	9	78.22	7	95.73%	2	100.00%	2	98.78%
RIDGEFIELD		9	1	25.00	0	100.00%		100.00%		100.00%
ROCHESTER		30	0		1	96.67%		100.00%		100.00%
ROY		17	0		0	100.00%		100.00%		100.00%
SEATTLE		887	54	69.78	13	98.53%	9	100.00%	8	99.10%
	SEATTLE ATWATER	68	1	2.00	0	100.00%		100.00%		100.00%
	SEATTLE CAMPUS	40	2	16.50	1	97.50%		100.00%		100.00%
	SEATTLE CHERRY	120	20	73.15	1	99.17%	2	100.00%	4	96.67%
	SEATTLE DUWAMISH	50	5	53.40	1	98.00%	1	100.00%		100.00%
	SEATTLE EAST	95	6	112.00	1	98.95%		100.00%	2	97.89%
	SEATTLE ELLIOT	22	2	73.50	0	100.00%	1	100.00%		100.00%
	SEATTLE EMERSON	99	0		3	96.97%		100.00%		100.00%
	SEATTLE LAKEVIEW	76	2	43.00	2	97.37%	1	100.00%		100.00%
	SEATTLE MAIN	100	6	85.67	1	99.00%	2	100.00%	1	99.00%
	SEATTLE MERCER ISLAND (ADAMS)	23	2	29.50	0	100.00%		100.00%		100.00%
	SEATTLE PARKWAY	80	1	98.00	1	98.75%	1	100.00%		100.00%
	SEATTLE SUNSET	56	4	51.25	0	100.00%	1	100.00%		100.00%
	SEATTLE WEST	58	3	74.00	2	96.55%		100.00%	1	98.28%
SEQUIM		71	3	54.33	0	100.00%	1	100.00%		100.00%
SHELTON		58	4	16.50	1	98.28%		100.00%		100.00%
SILVERDALE		30	0		0	100.00%		100.00%		100.00%
SPOKANE		619	17	72.47	8	98.71%	3	100.00%	2	99.68%
	SPOKANE CHESTNUT	13	2	78.50	1	92.31%	1	100.00%		100.00%
	SPOKANE FAIRFAX	98	0		2	97.96%		100.00%		100.00%
	SPOKANE HUDSON	88	2	3.00	1	98.86%		100.00%		100.00%
	SPOKANE KEYSTONE	55	1	41.00	0	100.00%		100.00%		100.00%

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
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STANDARD						90.00%		99.00%		
	SPOKANE MORAN	39	2	173.50	1	97.44%	1	100.00%	1	97.44%
	SPOKANE RIVERSIDE	75	4	21.50	0	100.00%		100.00%		100.00%
	SPOKANE WALNUT	176	4	47.50	2	98.86%	1	100.00%		100.00%
	SPOKANE WHITWORTH	75	2	202.50	1	98.67%		100.00%	1	98.67%
SPRINGDALE		15	0		0	100.00%		100.00%		100.00%
SUMNER (BONNEYLAKE)		71	3	81.00	0	100.00%		100.00%	1	98.59%
TACOMA		653	22	41.45	11	98.32%	3	100.00%	1	99.85%
	TACOMA FORT LEWIS	23	1	9.00	0	100.00%		100.00%		100.00%
	TACOMA GREENFIELD	97	4	92.50	3	96.91%	1	100.00%	1	98.97%
	TACOMA JUNIPER	103	3	67.00	1	99.03%	1	100.00%		100.00%
	TACOMA LENNOX	107	5	11.00	3	97.20%		100.00%		100.00%
	TACOMA LOGAN	53	2	7.00	0	100.00%		100.00%		100.00%
	TACOMA MARKET (FAWCETT)	89	2	93.00	1	98.88%	1	100.00%		100.00%
	TACOMA SKYLINE	62	0		1	98.39%		100.00%		100.00%
	TACOMA WAVERLY-2	33	0		1	96.97%		100.00%		100.00%
	TACOMA WAVERLY-7	86	5	15.40	1	98.84%		100.00%		100.00%
VANCOUVER		406	6	58.83	6	98.52%	1	100.00%	1	99.75%
	VANCOUVER ORCHARDS	202	3	50.67	4	98.02%	1	100.00%		100.00%
	VANCOUVER OXFORD	141	2	21.00	2	98.58%		100.00%		100.00%
	VANCOUVER SALMON CRK(NORTH)	63	1	159.00	0	100.00%		100.00%	1	98.41%
WAITSBURG		1	1	23.00	0	100.00%		100.00%		100.00%
WALLA WALLA (INCL TOUCHET)		61	4	73.75	0	100.00%	2	100.00%		100.00%
WARDEN		7	0		0	100.00%		100.00%		100.00%
WINLOCK		14	1	21.00	1	92.86%		100.00%		100.00%
YAKIMA		190	7	89.71	0	100.00%	2	100.00%	2	98.95%
	YAKIMA CHESTNUT	142	5	63.40	0	100.00%	1	100.00%	1	99.30%
	YAKIMA WEST	48	2	155.50	0	100.00%	1	100.00%	1	97.92%
Exchanges in Neighboring States										
CLARKSTON		21	1	12.00	1	95.24%		100.00%		100.00%
TOTALS		5,745	247	67.78	94	98.36%	46	100.00%	32	99.44%

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 - NOVEMBER 2013

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE NOV-13	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		
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	6,479	36	0.56	1.10	1.51	1.08	0.94	0.78	1.09	1.11	1.26	0.96	1.13	1.20		
AUBURN	0	11,264	100	0.89	1.14	1.07	1.03	0.91	0.92	0.82	0.84	1.06	0.78	1.34	1.38		
BAINBRIDGE ISLAND	0	6,252	71	1.14	1.14	1.13	0.71	1.13	0.85	0.81	0.78	0.69	0.78	1.28	1.27		
BATTLEGROUND	0	6,270	95	1.52	1.36	1.02	0.71	1.06	1.21	1.08	2.35	0.91	1.38	1.65	1.95		
BELFAIR	0	4,273	44	1.03	1.33	1.38	0.91	1.22	1.03	0.75	0.59	1.13	2.64	1.59	1.47		
BELLEVUE	0	24,441	197	0.81	0.66	0.68	0.57	0.77	0.69	0.57	0.57	0.53	0.67	0.89	0.83		
		BELLEVUE GLENCOURT	0	10,491	62	0.59	0.60	0.57	0.41	0.70	0.40	0.56	0.44	0.35	0.57	0.53	0.60
		BELLEVUE-SHERWOOD	0	13,950	135	0.97	0.70	0.76	0.68	0.81	0.90	0.58	0.66	0.67	0.74	1.14	1.00
BELLINGHAM	0	15,713	104	0.66	0.62	0.74	0.48	0.46	0.31	0.43	0.41	0.48	0.46	0.63	0.51		
		BELLINGHAM LUMMI	0	991	5	0.50	0.41	0.82	0.91	0.80	0.40	0.49	0.59	0.39	0.58	0.58	1.25
		BELLINGHAM REGENT	0	14,722	99	0.67	0.64	0.74	0.45	0.44	0.30	0.43	0.39	0.48	0.45	0.63	0.46
BLACK DIAMOND	0	1,559	14	0.90	1.67	2.17	2.28	2.19	2.06	1.44	0.85	2.90	0.96	0.83	0.82		
BREMERTON	0	21,513	91	0.42	0.48	0.44	0.70	0.52	0.39	0.43	0.29	0.38	0.42	0.66	0.75		
		BREMERTON CROSBY	0	2,063	30	1.45	0.91	1.32	2.42	1.69	1.45	0.63	0.80	0.83	1.77	1.32	2.44
		BREMERTON ESSEX	0	19,008	60	0.32	0.42	0.35	0.52	0.40	0.27	0.41	0.22	0.32	0.26	0.56	0.54
		BREMERTON SUNNYSLOPE	0	442	1	0.23	0.88	0.22	0.21	0.41	0.40	0.80	0.80	0.80	1.59	1.59	
BUCKLEY	0	1,260	15	1.19	1.97	2.58	0.77	2.65	1.58	0.89	1.03	2.34	0.50	1.13	0.85		
CASTLE ROCK	0	2,443	26	1.06	1.71	1.44	1.43	2.03	1.51	1.38	2.09	1.74	1.80	2.23	2.65		
CENTRALIA	0	4,234	41	0.97	2.00	1.58	1.15	0.79	0.78	1.20	1.77	0.82	0.75	1.41	0.96		
CHEHALIS	0	6,346	61	0.96	1.82	1.68	0.91	0.95	1.06	1.11	1.03	1.25	0.68	1.19	0.74		
		CHEHALIS	0	4,561	48	1.05	1.77	1.96	0.83	0.92	0.89	1.03	1.07	0.83	1.22	0.69	
		CHEHALIS NAPAVINE	0	1,785	13	0.73	1.95	0.97	1.12	1.01	1.46	1.30	1.03	1.70	0.31	1.12	0.86
CLE-ELUM	0	2,027	15	0.74	0.69	1.42	0.93	0.87	0.38	0.62	0.52	0.42	0.60	0.79	1.10		
COLFAX	0	1,686	18	1.07	1.42	0.76	0.87	1.04	0.92	0.86	0.62	0.95	1.00	1.50	1.77		
COLVILLE	0	5,338	27	0.51	0.98	1.24	0.88	1.02	1.23	1.10	0.57	0.65	0.58	0.78	0.95		
COPALIS(OCEAN SHORES)	0	2,274	24	1.06	1.10	2.14	1.11	1.62	1.39	1.93	0.80	1.17	1.12	1.89	1.91		
COULEE DAM	0	1,536	14	0.91	0.71	1.22	3.70	2.91	0.50	0.93	0.74	0.92	0.80	1.52	2.06		
CRYSTAL MTN.	0	530	10	1.89	2.29	0.19	1.14	0.94	0.93	0.73	2.03	0.18	0.92	2.22	3.36		
DAYTON	0	1,367	7	0.51	0.67	1.54	0.65	1.01	1.00	0.85	0.49	0.21	0.28	0.69	0.28		
DEER PARK	0	4,204	33	0.78	0.71	1.95	2.24	1.55	0.80	1.76	1.07	0.54	0.78	0.75	1.12		
DES MOINES	0	11,212	97	0.87	1.19	0.85	1.00	1.24	0.78	0.60	0.88	0.84	0.68	1.29	1.14		
		DES MOINES	0	4,373	39	0.89	1.40	0.92	1.18	1.78	1.26	0.58	0.78	0.90	0.56	1.31	1.05
		DES MOINES FEDERAL WAY	0	6,839	58	0.85	1.06	0.81	0.88	0.90	0.46	0.61	0.94	0.79	0.76	1.27	1.21
EASTON	0	462	14	3.03	1.54	0.22	1.09	0.65	1.29	0.65	0.87	0.21	0.00	1.49	0.00		
ELK	0	1,728	26	1.50													

WASHINGTON TROUBLE REPORT RATE - NOVEMBER 2013

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE NOV-13	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
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															
PT. ORCHARD	0	6,160	72	1.17	1.10	0.97	0.96	0.92	0.71	1.17	0.83	1.02	1.07	1.41	1.28
PUYALLAP	0	12,757	112	0.88	1.05	1.04	0.93	0.91	0.77	0.81	0.94	0.76	0.82	1.12	0.78
RENTON	0	19,881	169	0.85	1.05	0.80	0.75	0.73	0.70	0.79	0.75	0.75	1.18	1.20	1.23
RIDGEFIELD	0	2,003	19	0.95	0.74	1.91	1.02	1.00	0.90	1.12	0.74	0.96	1.62	1.02	1.23
ROCHESTER	0	2,932	40	1.36	0.79	1.52	0.88	1.94	1.63	0.73	0.92	1.27	1.23	1.86	1.49
ROY	0	1,561	25	1.60											
SEATTLE	0	150,476	817	0.54	0.69	0.57	0.49	0.50	0.48	0.52	0.57	0.50	0.54	0.72	0.64
SEATTLE ATWATER	0	10,845	24	0.22	0.42	0.45	0.30	0.30	0.31	0.41	0.41	0.27	0.25	0.36	0.38
SEATTLE CAMPUS	0	5,682	15	0.26	0.45	0.39	0.46	0.42	0.34	0.29	0.53	0.44	0.54	0.62	0.24
SEATTLE CHERRY	0	16,413	138	0.84	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	7,345	44	0.60	0.74	0.58	0.85	0.63	0.37	0.55	0.54	0.43	0.64	0.87	0.66
SEATTLE EAST	0	17,123	117	0.68	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	5,049	7	0.14	0.23	0.31	0.07	0.13	0.17	0.17	0.17	0.24	0.11	0.15	0.23
SEATTLE EMERSON	0	14,379	106	0.74	0.87	0.76	0.50	0.63	0.55	0.74	0.87	0.72	0.69	0.95	0.73
SEATTLE LAKEVIEW	0	13,988	77	0.55	0.54	0.71	0.51	0.57	0.55	0.55	0.62	0.40	0.59	0.89	0.77
SEATTLE MAIN	0	22,699	31	0.14	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	4,788	38	0.79	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	10,147	77	0.76	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	11,430	56	0.49	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	10,588	87	0.82	0.75	0.69	0.48	0.50	0.55	0.60	0.82	0.71	0.74	0.77	0.86
SEQUIM	0	8,549	51	0.60	1.06	0.79	0.83	0.77	0.65	0.61	0.71	0.64	0.73	0.87	0.84
SHELTON	0	8,170	65	0.80	1.13	2.14	1.48	1.13	1.13	0.48	0.92	0.97	0.79	1.36	1.12
SILVERDALE	0	6,925	48	0.69	0.59	0.68	0.55	0.72	0.56	0.63	0.45	0.53	0.62	1.41	1.06
SPOKANE	0	62,640	569	0.91	0.84	1.08	1.17	0.96	1.00	0.87	0.72	0.78	0.77	1.05	1.11
SPOKANE CHESTNUT	0	1,418	18	1.27	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	8,857	91	1.03	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	6,774	61	0.90	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	6,009	56	0.93	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	4,034	38	0.94	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	9,625	65	0.68	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	16,725	145	0.87	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	9,198	95	1.03	0.81	1.40	1.07	1.31	0.81	0.86	0.81	0.79	0.90	1.36	1.31
SPRINGDALE	1	1,300	15	1.15	1.53	4.23	3.92	1.80	2.74	1.18	3.64	1.16	0.85	2.93	2.05
SUMNER (BONNEYLAKE)	0	7,125	71	1.00	1.39	1.38	0.97	0.83	1.00	0.93	1.18	1.19	0.85	0.92	1.09

WASHINGTON TROUBLE REPORT RATE - NOVEMBER 2013

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE NOV-13	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
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	0	69,499	637	0.92	1.27	0.80	0.73	0.79	0.68	0.80	0.70	0.80	0.72	1.04	1.07
TACOMA FORT LEWIS	0	1,370	3	0.22	0.71	0.21	0.35	0.76	0.21	0.67	0.39	0.59	0.19	0.38	0.57
TACOMA GREENFIELD	0	9,171	120	1.31	1.48	1.05	0.67	0.97	0.95	1.02	0.80	1.03	0.78	1.22	1.31
TACOMA JUNIPER	0	9,671	80	0.83	1.39	0.87	0.74	0.74	0.68	0.78	0.80	0.73	0.64	1.01	0.99
TACOMA LENNOX	0	10,974	112	1.02	1.34	1.00	1.04	1.14	0.91	1.29	0.86	1.05	0.99	1.22	1.48
TACOMA LOGAN	0	6,898	71	1.03	1.14	0.88	0.49	0.57	0.68	0.82	0.58	0.78	0.57	0.94	1.08
TACOMA MARKET (FAWCETT)	0	9,076	39	0.43	0.74	0.47	0.56	0.56	0.44	0.35	0.41	0.42	0.51	0.52	0.60
TACOMA SKYLINE	0	7,148	82	1.15	2.04	0.70	0.95	0.56	0.66	0.76	0.63	0.79	0.58	1.48	1.29
TACOMA WAVERLY-2	0	3,080	34	1.10	1.56	0.81	0.77	0.54	0.79	0.69	0.66	0.47	1.18	1.56	0.96
TACOMA WAVERLY-7	0	12,111	96	0.79	0.94	0.70	0.67	0.87	0.48	0.58	0.77	0.80	0.75	0.88	0.85
VANCOUVER	0	40,563	345	0.85	1.12	0.85	0.83	0.75	0.75	0.87	0.75	0.80	0.92	1.03	0.99
VANCOUVER ORCHARDS	0	20,434	174	0.85	0.75	0.80	0.75	0.68	0.67	0.82	0.68	0.70	0.85	0.92	0.90
VANCOUVER OXFORD	0	12,138	92	0.76	1.26	0.89	0.61	0.58	0.53	0.82	0.50	0.80	0.93	0.95	1.08
VANCOUVER SALMON CRK(NORTH)	0	7,991	79	0.99	1.84	0.92	1.34	1.14	1.25	1.07	1.27	1.05	1.06	1.41	1.07
WAITSBURG	1	359	8	2.23	1.39	6.56	2.17	0.54	1.62	1.60	1.05	1.03	0.00	0.75	2.00
WALLA WALLA (INCL TOUCHET)	0	8,589	58	0.68	0.86	1.57	1.49	1.15	0.88	1.03	0.73	0.49	0.43	0.73	0.78
WARDEN	0	733	15	2.05	0.68	2.70	1.20	1.98	1.17	0.65	1.81	1.52	1.39	1.99	2.21
WINLOCK	0	1,605	9	0.56	1.12	1.61	0.98	0.73	0.60	1.32	0.24	1.50	0.96	1.55	1.95
YAKIMA	0	23,621	141	0.60	1.02	0.73	0.84	0.84	0.93	1.57	0.62	1.12	0.50	0.64	0.77
YAKIMA CHESTNUT	0	15,715	81	0.52	0.57	0.63	0.63	0.75	1.08	1.89	0.59	1.18	0.53	0.69	0.70
YAKIMA WEST	0	7,906	60	0.76	1.86	0.90	1.24	1.01	0.66	0.94	0.67	1.00	0.44	0.56	0.91
Exchanges in Neighboring States															
CLARKSTON	0	3,469	56	1.61	1.27	1.43	1.38	1.36	1.95	1.45	1.05	0.72	1.35	1.21	1.57
TOTALS	0	736,052	5,844	0.79	0.99	0.94	0.83	0.83	0.77	0.79	0.73	0.76	0.75	1.01	1.03

WASHINGTON TRUNK BLOCKING SUMMARY - NOVEMBER 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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Blanks in the report indicate no activity for the measure.

WASHINGTON TRUNK BLOCKING - NOVEMBER 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	1.11%	1x blkng 11/19/13@1000hr issued sa tgsr to customer
AP072410	216			TOLL	TWO_WAY	1.42%	2x blkng 11/11/13@1500hr 11/12/13@1900hr issued sa tgsr to the customer
AP072411	144			TOLL	TWO_WAY	2.51%	blkng 11/25/13@0900-1100,1300-1400hr 11/26/13@0900-1000hr issued sa tgsr to the customer
AP072421	168			TOLL	TWO_WAY	2.67%	1xblkng 11/21/13@1200-1300hr issued sa tgsr to the customer
AP073995	120			TOLL	TWO_WAY	0.80%	blkng 11/04/13@0900hr 11/05/13@1100hr 11/06/13@1000hr issued sa tgsr to the customer

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - NOVEMBER 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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Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - NOVEMBER 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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Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - NOVEMBER 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 Fwrding-Non-Recurring	RES			
Amount of Remote Call Fwrding-Non-Recurring	RES			

Redacted Copy
Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - NOVEMBER 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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Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - NOVEMBER 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 - NOVEMBER 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, 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			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - NOVEMBER 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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