

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

January 23, 2014

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 December 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:

- Summary Report, 1)
- 2) Orders Summary,
- Trouble Report, 3)
- Trunk Blocking Report 4)
- **CSGP** Report 5)

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

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Enclosures cc: Lisa Anderl

are many to provide the production of the contract of the cont		JANUARY 201	3	F	EBRUARY 20	13		MARCH 2013	3
METRIC DESCRIPTION	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%
DOS 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
nstallation 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 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.

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2014 JAN 24 AM II: 58
STATE OF WASH

ELDO NOS MANAGEMENT

		APRIL 2013	Market and Control of the Control of		MAY 2013			JUNE 2013	Cyclestracount & Control & Control
METRIC DESCRIPTION	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%

an processor and the processor of the second		JULY 2013			AUGUST 201	3	SI	EPTEMBER 2	013
METRIC DESCRIPTION	NUM	DENOM	RESULT	NUM	DENOM	RESULT	MUM	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
nstallation 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%

s in the control of the second		OCTOBER 20	13	N	OVEMBER 20)13		ECEMBER 20	013
METRIC DESCRIPTION	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	1,700	1,987	85.56%	1,562	1,657	94.27%	1,435	1,548	92.70%
OOS Tickets Not Cleared Within 48 Hrs	287	1	287	95	1	95	113	1	113
Number of OOS Exemptions	120	1	120	60	1	60	46	1	46
All Other Repairs Cleared LT < 72 Hrs	4,983	5,275	94.46%	4,212	4,317	97.57%	3,734	3,793	98.44%
All Other Troubles Cleared GTR > 72 Hrs	292	1	292	105	1	105	59	1	59
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	14	1	14	17	1	17	3	1	3
Physically Obstructed All Other Troubles Cleared > 72 Hrs	145	1	145	71	1	71	82	1	82
Repair Force Majeure Exclusions	35	1	35	21	1	21	33	1	33
Repair Physically Obstructed Exclusions	51	1	51	32	1	32	28	1	28
Installation Appointments Met	1,825	1,965	92.88%	1,615	1,697	95.17%	1,403	1,469	95.51%
Repair Appointments Met	2,636	3,045	86.57%	2,143	2,491	86.03%	2,135	2,443	87.39%
Provisioning Missed for Company Reasons	193	1	193	119	1	119	125	1	125
Provisioning Missed for Customer Reasons	635	1	635	509	1	509	509	1	509
% of Switches Delivering Dial Tone Within 3 seconds	6,034	6,036	99.97%	6,254	6,254	100.00%	6,457	6,457	100.00%

Washington Orders Summary - DECEMBER 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 COMPLTD <= 90 DAYS FROM ORD DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLTD <= 180 DAYS FROM ORD DATE	PCT INWARD ORDS COMPLETED WITHIN 180 DAYS
STANDARD						90.00%		99.00%	***************************************	
ABERDEEN-HOQUIAM		51	3	21.67	1	98.04%		100.00%		100.00%
AUBURN		121	11	38.82	0	100.00%		100.00%	1	99.17%
BAINBRIDGE ISLAND	and the second s	44	0		0	100.00%		100.00%		100.00%
BATTLEGROUND		35	3	108.67	2	94.29%	1	97.14%	1	97.14%
BELFAIR		27	3	29.00	1	96.30%	1	96.30%		100 00%
BELLEVUE		103	9	160.67	2	98.06%	1	99.03%	3	97.09%
gang a sama sama dan dan dan dan dan dan dan dan dan da	BELLEVUE GLENCOURT	41	2	98.00	2	95.12%		100.00%	1	97.56%
garanta an	BELLEVUE-SHERWOOD	62	7	178.57	0	100.00%	1	98.39%	2	96.77%
BELLINGHAM	Security of the second section of the	93	5	72.60	4	95.70%	1	98.92%	1	98.92%
	BELLINGHAM LUMM!	7	0	1	0	100.00%		100.00%	:	100.00%
programme and administrative and assume the form the design property to the	BELLINGHAM REGENT	86	5	72.60	4	95.35%	1	98.84%	1	98.84%
BLACK DIAMOND	and the second contract of the second contrac	12	2	200.50	0	100.00%		100.00%	1	91.67%
BREMERTON	are the second of the second s	96	2	37.50	2	97.92%		100.00%		100.00%
DICEMENT OF THE PROPERTY OF	BREMERTON CROSBY	7	0		0	100.00%		100.00%	f	100.00%
y angles a survival and a survival agree of the graph of the special photographs and the second of the first	BREMERTON ESSEX	85	2	37.50	2	97.65%		100.00%		100.00%
and the second of the second o	BREMERTON SUNNYSLOPE	4	0	process of express of the con-	0	100.00%		100.00%	İ	100.00%
BUCKLEY		4	1	27.00	0	100.00%		100.00%	to the second contract of	100.00%
CASTLE ROCK		13	2	92.00	0	100.00%		100.00%	. 1	92.31%
CENTRALIA		41	0		0	100.00%		100.00%		100.00%
CHEHALIS	and the second s	37	3	29.67	2	94.59%		100.00%	Anna ann an	100.00%
VALUE TO A CONTRACTOR OF THE STATE OF THE ST	CHEHALIS	25	2	28.00	1	96,00%		100.00%	la maria de la como de La como de la como de	100.00%
	CHEHALIS NAPAVINE	12	1	33.00	1	91.67%		100.00%	Section of the sectio	100.00%
OLE ELLIPA	CHERALIS NAFAVINE	16	3	50.00		100.00%	1	93.75%	}	100.00%
CLE-ELUM		6	0	50.00	0	100.00%	r	100.00%	h	100.00%
COLFAX		31	0			100.00%		100.00%	1	100.00%
COLVILLE	Control of the Contro	9	2	59.00	0	100.00%	1	88.89%		100.00%
COPALIS(OCEAN SHORES)		6	0	35.00	0	100.00%		100.00%		100.00%
COULEE DAM		2	0	i		100.00%		100.00%		100.00%
CRYSTAL MTN.		11	0	.		90.91%		100.00%		100.00%
DAYTON		and the second second	1	8.00	0	100.00%	: :	100.00%	h	100.00%
DEER PARK		20		April 1997	0	100.00%		100.00%	1	98.91%
DES MOINES		92	6	98.33		100.00%		100.00%	ļ	100.00%
and the second s	DES MOINES	37 55	1 5	52.00 107.60	0	100.00%		100.00%	1	98.18%

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STANDARD			A			90.00%		99.00%	Andreas and the second	
EASTON		2	0		0	100.00%		100.00%	2	100.00%
ELK		10	0	1	0	100.00%		100.00%		100.00%
ENUMCLAW	The second section of the second section of the second section of the second section s	24	3	84.00	1	95.83%	1	95.83%	1	95.83%
EPHRATA		7	0	1	0	100.00%		100.00%	l	100.00%
GRAHAM	The second secon	58	3	19.33	0	100.00%		100.00%		100.00%
GREEN BLUFF		17	1	0.00	0	100.00%		100.00%		100.00%
HOODSPORT	American and the second	5	0		0	100.00%		100.00%		100.00%
ISSAQUAH	enterente de la completa de la constitución de la c	51	3	86.00	0	100.00%	2	96.08%		100.00%
KENT	and the second section of the second	181	12	48.08	6	96.69%	1	99.45%	1	99.45%
The second secon	KENT MERIDIAN	49	6	60.33	4	91.84%		100.00%	1	97.96%
and a superior of the superior	KENT O BRIEN	21	2	4.50	0	100.00%	- 19 19 10 10 10 10 10 10 10 10 10 10 10 10 10	100.00%	Ì	100.00%
ar a com a construidad de la como de la completa agricalista de partir en el como de la como dela como de la como dela como de la como dela como de la com	KENT ULRICH	111	4	51.50	2	98.20%	1	99.10%	1	100.00%
LIBERTY LAKE	a para mana alipana sa a camananana pala ca asa mana a a mana a a mana mana a	4	0		0	100.00%		100.00%	1	100.00%
LONGVIEW-KELSO	A THE ORDER OF SHEET AS A SHEET A	120	8	33.75	! 1	99.17%	2	98.33%		100.00%
LOON LAKE	and the second s	5	0	and the second s	0	100.00%		100.00%		100.00%
MAPLE VALLEY	The second secon	25	0		. 0	100.00%	the state of the s	100.00%		100.00%
MOSES LAKE	The second secon	54	4	47.50	1	98.15%	1	98.15%		100.00%
	MOSES LAKE AFB	9	0		1	88.89%	, , , , , , , , , , , , , , , , , , ,	100.00%		100.00%
and an extension of the contraction of the second of the s	MOSES LAKE ALDER	45	4	47.50	0	100.00%	1	97.78%		100.00%
NEWMAN LAKE	Calabata and a Calaba and a construction of the Calaba and Calaba	3	0	- j	0	100.00%		100.00%	personnesses reserve	100.00%
NORTHPORT	and the second s	5	0	odeniament i se se i e. e. T	0	100.00%		100.00%		100.00%
OLYMPIA		201	10	45.20	9	95.52%	1	99.50%	1	99.50%
OCT MILIT	OLYMPIA EVERGREEN	1 13	0	+	0	100.00%		100.00%	1	100.00%
	OLYMPIA LACEY	102	3	26.67	5	95.10%		100.00%	1	100.00%
And the second reserve to the second second second second	OLYMPIA WHITEHALL	86	7	53.14	4	95.35%	1	98.84%	1	98.84%
OMAK-OKANOGAN		32	1	178.00	1	96.88%		100.00%	1	96.88%
OROVILLE		7	0		0	100.00%		100.00%		100.00%
OTHELLO	and the second s	24	4	89.00	3	87.50%	1	95.83%	1	95.83%
PASCO	Section 1	65	1	23.00	. 1	98.46%		100.00%		100.00%
PATEROS	and the second s	1	1	33.00	0	100.00%		100.00%		100.00%
		4	o		0	100.00%		100.00%		100.00%
POMEROY DT. ANGELES		46	3	168.33	0	100.00%	1	97.83%	1	97.83%
PT. ANGELES	PT ANGELES JOYCE	2	0		0	100.00%	h - 1	100.00%	1	100.00%

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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 COMPLTD <= 90 DAYS FROM ORD DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLTD <= 180 DAYS FROM ORD DATE	PCT INWARD ORDS COMPLETED WITHIN 180 DAYS
STANDARD	2 - 1920 March 1921 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -	1				90.00%		99.00%		
The second of the second secon	PT. ANGELES	44	3	168.33	0	100.00%	1	97.73%	1	97.73%
PT. LUDLOW		12	0		0	100.00%		100.00%		100.00%
PT. ORCHARD		67	2	183.00	4	94.03%	1	98.51%	1	98.51%
Committee of the second committee of the second sec	PORT ORCHARD COLBY	21	1	285.00	2	90.48%		100.00%	1	95.24%
Company of the Compan	PT. ORCHARD	46	1	81.00	2	95.65%	1	97.83%		100.00%
PT. TOWNSEND		47	3	39.67	1	97.87%	1	97.87%		100.00%
PUYALLAP	The second secon	98	2	76.00	4	95.92%	1	98.98%		100.00%
RENTON	A THE PERSON NAMED IN THE	145	10	79.30	2	98.62%	2	98.62%	2	98.62%
RIDGEFIELD	A CONTRACTOR OF THE PROPERTY O	9	2	25.00	0	100.00%		100.00%		100.00%
ROCHESTER	The second secon	14	0		1	92.86%		100.00%		100.00%
ROY	AND THE RESERVE OF THE PROPERTY OF THE PROPERT	7	0		1	85.71%		100.00%		100.00%
SEATTLE	Company of the contract of the	956	45	67.27	14	98.54%	9	99.06%	6	99.37%
an in the second of the second	SEATTLE ATWATER	58	3	5.67	1	98.28%		100.00%		100.00%
	SEATTLE CAMPUS	30	1	51,00	1	96.67%		100.00%		100.00%
and the state of t	SEATTLE CHERRY	129	16	71.81	1	99.22%	2	98.45%	. 3	97.67%
CONTRACTOR OF THE PROPERTY OF	SEATTLE DUWAMISH	60	5	62.40	2	96.67%	3	95.00%	5 14-16-16-16-16-16-16-16-16-16-16-16-16-16-	100.00%
and the company appears to the above seasons for the contribution	SEATTLE EAST	117	6	93.33	1	99.15%	i	100.00%	1	99.15%
	SEATTLE ELLIOT	21	3	37.00	0	100.00%	1	95.24%	**************************************	100.00%
The state of the s	SEATTLE EMERSON	114	2	14.50	. 0	100.00%		100.00%		100.00%
. Sa gurando estre en este de partir de la composition della compo	SEATTLE LAKEVIEW	72	1	0.00	2	97.22%		100.00%	1	100.00%
pay, trapping (payor a constraint of the constra	SEATTLE MAIN	97	4	95.00	1	98.97%	2	97.94%	1	98.97%
The state of the s	SEATTLE MERCER ISLAND (ADAMS)	33	1 1	73.00	1	96.97%	ter manara and manager	100.00%		100.00%
Commence of the Control of the Contr	SEATTLE PARKWAY	107	1	123.00	1	99.07%	1	99.07%		100.00%
and the second of the second of the second	SEATTLE SUNSET	58	0		3	94.83%		100.00%		100.00%
process against a security of the second sec	SEATTLE WEST	60	2	111.00	0	100.00%		100.00%	1	98.33%
SEQUIM	and the state of t	59	4	55.50	1	98.31%	1	98.31%		100.00%
SHELTON		52	2	24.50	1	98.08%		100.00%		100.00%
SILVERDALE		52	0	·	0	100.00%		100.00%) - (***))	100.00%
SPOKANE		557	17	86.88	8	98.56%	3	99.46%	3	99.46%
OI OIVANE.	SPOKANE CHESTNUT	8	2	103.50	0	100.00%		100.00%	1	87.50%
	SPOKANE FAIRFAX	72	3	14.67	2	97.22%		100.00%	to be a second	100.00%
and the second s	SPOKANE HUDSON	80	1	30,00	0	100.00%		100.00%	1	100.00%
The state of the s	SPOKANE KEYSTONE	62	2	35.00	1	98,39%		100.00%	1	100.00%

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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 COMPLTD = 90 DAYS FROM ORD DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLTD <= 180 DAYS FROM ORD DATE	PCT INWARD ORDS COMPLETED WITHIN 180 DAYS
STANDARD		#	T		1	90.00%		99.00%		! !
	SPOKANE MORAN	38	2	198.50	1	97.37%	1	97.37%	. 1	97.37%
	SPOKANE RIVERSIDE	88	3	37.67	2	97.73%		100.00%		100.00%
graphic and the second section of the	SPOKANE WALNUT	153	2	80.50	2	98.69%	1	99.35%		100.00%
A SERVICE OF THE SERV	SPOKANE WHITWORTH	56	2	227.50	0	100.00%	1	98.21%	1	98.21%
SPRINGDALE		18	0	igan na makana	0	100.00%	and the second second	100.00%		100.00%
SUMNER (BONNEYLAKE)		39	5	28.80	0	100.00%	2 (4)4(-3)4(1	100.00%		100.00%
TACOMA	man and the second of the seco	587	18	56.72	15	97.44%	1	99.83%	3	99.49%
. The state of the	TACOMA FORT LEWIS	19	1	34.00	0	100.00%		100.00%		100.00%
the action of the temperature in the restaurance of the state of the s	TACOMA GREENFIELD	84	4	110.50	1	98.81%	1	98.81%	1	98.81%
	TACOMA JUNIPER	102	3	92.00	0	100.00%		100.00%	1	99.02%
CONTRACTOR OF CONTRACTOR CONTRACT	TACOMA LENNOX	87	2	18,50	4	95.40%		100.00%		100.00%
and the second section of the sectio	TACOMA LOGAN	48	1	0.00	4	91.67%	and the state of t	100.00%	gr - companies and a companies	100.00%
makes to send the control of the con	TACOMA MARKET (FAWCETT)	85	3	64.67	3	96.47%		100.00%	1	98.82%
	TACOMA SKYLINE	51	0		1	98.04%	*** -****	100.00%	parameter of the control of the cont	100.00%
registering of the control of the first terms of the control of th	TACOMA WAVERLY-2	22	0		0	100.00%		100.00%		100.00%
and as the contract of the second sec	TACOMA WAVERLY-7	89	4	9.50	2	97.75%		100.00%		100.00%
VANCOUVER		352	10	45,10	5	98.58%	1	99.72%	1	99.72%
VANCOUVER	VANCOUVER ORCHARDS	191	4	46.50	1	99.48%	1	99.48%		100.00%
and the second s	VANCOUVER OXFORD	101	3	18.00	. 1	99.01%		100.00%		100.00%
and the state of t	VANCOUVER SALMON CRK(NORTH)	60	3	70.33	3	95.00%		100.00%	1	98.33%
WAITSBURG	THE COURT OF LINE AND ADDRESS OF THE COURT O	2	0		0	100.00%		100.00%		100.00%
WALLA WALLA (INCL TOUCHET)	A STATE OF THE PARTY OF THE PAR	43	5	81.20	0	100.00%	. 3	93.02%		100.00%
WARDEN	Assessment of the second secon	7	1	22.00	1	85.71%	* *** ***	100.00%		100.00%
WINLOCK		6	0		0	100.00%		100.00%		100.00%
YAKIMA		133	6	95.33	1	99.25%	1	99.25%	2	98.50%
CANINA	YAKIMA CHESTNUT	91	5	74.60	1	98.90%	· · · · · · · · · · · · · · · · · · ·	98.90%	1	98.90%
was an analysis to a rest of the second seco	YAKIMA CHESTNOT	42	1	199.00	0	100.00%		100.00%	1	97.62%
to analyze the same that the same is the same transfer of the same	I CHARLE TACK	1		100.00		1				
Exchanges in Neighboring States				.L					Language of the control of the contr	400,000
CLARKSTON		25	0	-	3	88.00%		100.00%		100.00%
TOTALS		5,108	242	67.68	100	98.04%	40	99.22%	33	99.35%

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE DEC-13	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
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	and the second s	0	6,418	72	1.12	0.56	1.10	1.51	1.08	0.94	0.78	1.09	1.11	1.26	0.96	1.13
AUBURN		0	11,167	100	0.90	0.89	1.14	1.07	1.03	0.91	0.92	0.82	0.84	1.06	0.78	1.34
BAINBRIDGE ISLAND	4	0	6,195	57	0.92	1.14	1.14	1.13	0.71	1.13	0.85	0.81	0.78	0.69	0.78	1.28
BATTLEGROUND		0	6,231	80	1.28	1.52	1.36	1.02	0.71	1.06	1.21	1.08	2.35	0.91	1.38	1.65
BELFAIR	The state of the s	0	4,243	68	1.60	1.03	1.33	1.38	0.91	1.22	1.03	0.75	0.59	1.13	2.64	1.59
BELLEVUE		0	24,179	175	0.72	0.81	0.66	0.68	0.57	0.77	0.69	0.57	0.57	0.53	0.67	0.89
and the state of t	BELLEVUE GLENCOURT	0	10,334	50	0.48	0.59	0.60	0.57	0.41	0.70	0.40	0.56	0.44	0.35	0.57	0.53
Control of the second section section of the second section se	BELLEVUE-SHERWOOD	0	13,845	125	0.90	0.97	0.70	0.76	0.68	0.81	0.90	0.58	0.66	0.67	0.74	1.14
BELLINGHAM	And the second s	0	15,601	68	0.44	0.66	0.62	0.74	0.48	0.46	0.31	0.43	0.41	0.48	0.46	0.63
	BELLINGHAM LUMMI	0	987	10	1.01	0.50	0.41	0.82	0.91	0.80	0.40	0.49	0.59	0.39	0.58	0.58
ed benefit and the contract of	BELLINGHAM REGENT	0	14,614	58	0.40	0.67	0.64	0.74	0.45	0.44	0.30	0.43	0.39	0.48	0.45	0.63
BLACK DIAMOND	to a large section of the section of	0	1,547	19	1.23	0.90	1.67	2.17	2.28	2.19	2.06	1.44	0.85	2.90	0.96	0.83
BREMERTON	and a substantial programme and the	0	21,376	81	0.38	0.42	0.48	0.44	0.70	0.52	0.39	0.43	0.29	0.38	0.42	0.66
and a second of the second of	BREMERTON CROSBY	0	2,040	21	1.03	1.45	0.91	1.32	2.42	1.69	1.45	0.63	0.80	0.83	1.77	1.32
and the state of t	BREMERTON ESSEX	0	18,895	56	0.30	0.32	0.42	0.35	0.52	0.40	0.27	0.41	0.22	0.32	0.26	0.56
and the second of the second o	BREMERTON SUNNYSLOPE	0	441	4	0.91	0.23	0.88	0.22	0.21	0.41	0.41	0.40	0.80	0.80	0.80	1.59
BUCKLEY		0	1,244	14	1.13	1.19	1.97	2.58	0.77	2.65	1.58	0.89	1.03	2.34	0.50	1.13
CASTLE ROCK		0	2,425	33	1.36	1.06	1.71	1.44	1.43	2.03	1.51	1.38	2.09	1.74	1.80	2.23
CENTRALIA	A CONTRACTOR OF THE PROPERTY O	0	4,194	45	1.07	0.97	2.00	1.58	1.15	0.79	0.78	1.20	1.77	0.82	0.75	1.41
CHEHALIS		0	6,309	50	0.79	0.96	1.82	1.68	0.91	0.95	1.06	1.11	1.03	1.25	0.68	1.19
Compression of the same state of the contract	CHEHALIS	0	4,525	35	0.77	1.05	1.77	1.96	0.83	0.92	0.89	1.03	1.03	1.07	0.83	1.22
The state of the second	CHEHALIS NAPAVINE	. 0	1,784	15	0.84	0.73	1.95	0.97	1.12	1.01	1.46	1.30	1.03	1.70	0.31	1.12
CLE-ELUM	and the second s	: 0	2,016	5	0.25	0.74	0.69	1.42	0.93	0.87	0.38	0.62	0.52	0.42	0.60	0.79
COLFAX		0	1,675	12	0.72	1.07	1.42	0.76	0.87	1.04	0.92	0.86	0.62	0.95	1.00	1.50
COLVILLE	and the second s	0	5,315	70	1.32	0.51	0.98	1.24	0.88	1.02	1.23	1.10	0.57	0.65	0.58	0.78
COPALIS(OCEAN SHORES)		0	2,255	18	0.80	1.06	1.10	2.14	1.11	1.62	1.39	1.93	0.80	1.17	1.12	1.89
COULEE DAM		0	1,524	24	1.57	0.91	0.71	1.22	3.70	2.91	0.50	0.93	0.74	0.92	0.80	1.52
CRYSTAL MTN.	and the second	0	531	5	0.94	1.89	2.29	0.19	1.14	0.94	0.93	0.73	2.03	0.18	0.92	2.22
DAYTON	processing and the professional state of the contract of the c	0	1,366	13	0.95	0.51	0.67	1.54	0.65	1.01	1.00	0.85	0.49	0.21	0.28	0.69
DEER PARK		0	4,187	24	0.57	0.78	0,71	1.95	2.24	1.55	0.80	1.76	1.07	0.54	0.78	0.75
DES MOINES	and the second of the second o	0	11,060	89	0.80	0.87	1,19	0.85	1.00	1.24	0.78	0.60	0.88	0.84	0.68	1.29
	DES MOINES	0	4,304	39	0.91	0.89	1.40	0.92	1.18	1.78	1.26	0.58	0.78	0,90	0.56	1.31
- proper sympetric properties of properties and properties of the contract of	DES MOINES FEDERAL WAY	0	6,756	50	0.74	0.85	1.06	0.81	0.88	0.90	0.46	0.61	0.94	0.79	0.76	1.27
EASTON		0	460	17	3.70	3.03	1.54	0.22	1.09	0.65	1.29	0.65	0.87	0.21	0.00	1.49
ELK	and the second s	0	1.708	18	1.05	1.50	1			harana a		÷	t		ļ	Transportation to

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE DEC-13	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-1
STANDARD	The state of the s			i	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
ENUMCLAW	and the second s	0	3,760	52	1.38	2.01	1.84	1.35	1.24	1.50	1.34	0.95	1.12	1.57	1.38	1.40
EPHRATA		0	1,909	18	0.94	0.57	0.36	1.03	0.72	1.12	1.06	1.29	1.62	0.73	0.77	0.57
GRAHAM	and the confession of the contract of the cont	0	6,788	74	1.09	1.02	1.75	1.69	1.53	1.35	0.92	0.93	0.94	1.22	1.12	1.21
GREEN BLUFF	and the state of t	0	1,738	24	1.38	1.89	1.65	0.90	1.79	1.27	1.47	1.30	0.81	0.96	0.84	1.51
HOODSPORT	e annual de familie de la company de la comp	0	1,298	7	0.54	0.99	89.0	0.67	0.59	1.39	1.17	1.16	0.65	1.29	0.64	1.34
ISSAQUAH		0	9,623	59	0.61	0.85	1.19	0.70	0.75	0.62	0.48	0.65	0.52	0.86	0.52	1.21
KENT	The second secon	0	21,912	159	0.73	0.77	1.01	0.92	0.58	0.64	0.66	0.72	0 80	0.79	0.96	0.94
p	KENT MERIDIAN	0	7,009	71	1.01	1.24	1.52	1.29	0.78	0.96	1.00	0.87	1.03	1.15	1.85	1.16
and the page of the contract and the standard page and the contract of the con	KENT O BRIEN	0	5,089	14	0.28	0.18	0.33	0.41	0.18	0.27	0.27	0.40	0.26	0.20	0.22	0.44
	KENT ULRICH	0	9,814	74	0.75	0.75	0.99	0.91	0.64	0.59	0.60	0.77	0.90	0.83	0.67	1.03
LIBERTY LAKE	The second secon	0	531	4	0.75	0.00	0.00	0.54	0.36	0.87	1.03	0.34	0.68	0.00	0.17	0.50
LONGVIEW-KELSO		0	13,476	127	0.94	1.14	1.95	1.45	1.13	0.96	0.93	1.47	1.08	0.93	1.05	1.52
LOON LAKE	The state of the s	0	798	3	0.38	0.99	0.99	0.96	0.48	1.06	1.18	1.54	0.36	1.30	0.82	0.70
MAPLE VALLEY		0	4,588	75	1.63	1.34	1.53	1.60	1.00	1.22	0.86	1.04	0.87	0.87	0.97	1.39
MOSES LAKE		0	7,773	55	0.71	0.73	0.58	1.28	0.93	1.09	1 19	0.76	0.86	1.07	0.76	0.83
	MOSES LAKE AFB	0	1.296	9	0.69	0.23	0.31	1.30	0.75	0.74	1.16	0.79	1.07	0.50	0.92	0.70
	MOSES LAKE ALDER	0	6,477	46	0.71	0.83	0.63	1.28	0.96	1.16	1,20	0.76	0.82	1.18	0.73	0.86
NEWMAN LAKE			971	6	0.62	1.02	0.61	0.40	1.57	0.68	2.42	0.67	1.24	1.05	0.66	0.47
NORTHPORT		0	855	1	0.12	0.93	0.46	0.11	0.79	0.78	0.66	0.99	0.88	0.44	0.66	1.09
OLYMPIA		0	32.411	184	0.57	0.67	0.85	0.77	0.56	0.61	0.63	0.65	0.53	0.61	0.72	0.90
OF HIS IN	OLYMPIA EVERGREEN	0	2,426	20	0.82	0.82	1.09	1.20	0.52	1.33	1.17	1,05	0.50	0.88	0.76	1.32
	OLYMPIA LACEY	. 0	13.882	77	0.55	0.66	0.75	0.62	0.60	0.53	0.58	0.54	0.43	0.59	0.66	0.76
	OLYMPIA WHITEHALL		16,103	87	0.54	0.66	0.92	0.85	0.53	0.57	0.60	0.69	0.64	0.58	0.76	0.96
OMAK-OKANOGAN			4,977	44	0.88	0.97	0.75	1.58	1.96	2.85	1.39	1.18	1.10	1.60	0.98	1.62
OROVILLE	The state of the s	0	1,429	12	0.84	1.11	1.80	2.73	1.44	1.96	2.02	1.26	1.26	1.18	0.79	1.90
OTHELLO		0	2,870	23	0.80	1.69	2.53	2.17	1,45	1,49	1.40	1.81	0.83	1.28	1,14	1.35
PASCO			9,031	53	0.59	0.55	0.76	0.73	1.15	0.88	1.06	0.59	0.88	0.52	0.59	1.13
PATEROS		0	570	3	0.53	0.35	0.70	0.34	1.72	1.37	1.53	0.85	1.01	0.67	0.33	1.15
POMEROY		0	1.046	18	1.72	1,53	2.51	1.24	0.94	3 36	1.85	1.48	1.39	1.30	0.64	0.92
PT. ANGELES		0	9.630	88	0.91	0.60	0.73	0.90	0.60	0.72	0.84	0.62	0.76	0.75	0.84	0.82
FI. ANGELES	PT ANGELES JOYCE	0	823	25	3.04	1.93	0.83	1.63	1.16	1.14	0.92	0.68	0.80	1.70	1.13	2.50
	PT, ANGELES		8,807	63	0.72	0.47	0.72	0.83	0.54	0.68	0.84	0.61	0.76	0.66	0.82	0.67
DT LUDI OW	FI. ANGELES		1,594	9	0.72	0.62	0.72	1.14	1.41	0.75	0.69	0.90	0.61	0.60	0.76	0.97
PT. LUDLOW		0			1.00		1.19	1.33	0.98	1.08	0.78	1.07	0.87	1.03	1.14	1.79
PT. ORCHARD	PORT ORCHARD COLBY	0	9,636 3,525	96 46	1.30	1.14	1.19	1.93	1.03	1.36	0.78	0.91	0.95	1.03	1.26	2.44

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE DEC-13	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
STANDARD	THE RESERVE OF THE PROPERTY OF				4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
The state of the s	PT. ORCHARD	0	6,111	50	0.82	1.17	1.10	0.97	0.96	0.92	0.71	1.17	0.83	1.02	1.07	1.41
PT. TOWNSEND	The second section of the second section secti	0	7,546	43	0.57	0.68	1.06	0.95	0.60	0.66	0.77	0.64	0.54	0.81	0.71	0.93
PUYALLAP	and an analysis of the communication of the contract of the co	0	12,642	118	0.93	0.88	1.05	1.04	0.93	0.91	0.77	0.81	0.94	0.76	0.82	1.12
RENTON	The second secon	0	19,678	184	0.94	0.85	1.05	0.80	0.75	0.73	0.70	0.79	0.75	0.75	1.18	1.20
RIDGEFIELD	regions making an including the case expansions. The Copyright of the best of the first of the copyright of the	0	1,984	33	1.66	0.95	0.74	1.91	1.02	1.00	0.90	1.12	0.74	0.96	1.62	1.02
ROCHESTER		0	2,897	40	1.38	1.36	0.79	1.52	0.88	1.94	1.63	0.73	0.92	1.27	1.23	1.86
ROY	resident and resident and a control of the control	0	1,548	19	1.23	1.60								ļ		
SEATTLE	MANAGER AND	0	149,295	742	0.50	0.54	0.69	0.57	0.49	0.50	0.48	0.52	0.57	0.50	0.54	0.72
provide a semilentary control of the provided payments to	SEATTLE ATWATER	0	10,781	31	0.29	0.22	0.42	0.45	0.30	0.30	0.31	0.41	0.41	0.27	0.25	0.36
and the second s	SEATTLE CAMPUS	0	5,615	16	0.28	0.26	0.45	0.39	0.46	0.42	0.34	0.29	0.53	0.44	0.54	0.62
and the second s	SEATTLE CHERRY	0	16,274	117	0.72	0.84	1.13	0.75	0.68	0.65	0.81	0.69	0.66	0.75	0.87	1.13
The state of the s	SEATTLE DUWAMISH	0	7,301	33	0.45	0.60	0.74	0.58	0.85	0.63	0.37	0.55	0.54	0.43	0.64	0.87
and the second of the second control of the second of the	SEATTLE EAST	0	16,956	101	0.60	0.68	0.70	0.58	0.56	0.49	0.46	0.51	0.51	0.46	0.52	0.70
	SEATTLE ELLIOT	0	4,996	3	0.06	0.14	0.23	0.31	0.07	0.13	0.17	0.17	0.17	0.24	0.11	0.15
, in prosper a second constraint of Williams	SEATTLE EMERSON	0	14,261	97	0.68	0.74	0.87	0.76	0.50	0.63	0.55	0.74	0.87	0.72	0.69	0.95
ng magangan an ar in a consequence and a consequence of the state of t	SEATTLE LAKEVIEW	0	13,908	88	0.63	0.55	0.54	0.71	0.51	0.57	0.55	0.55	0.62	0.40	0.59	0.89
and the state of the second se	SEATTLE MAIN	0	22,537	17	0.08	0.14	0.17	0.15	0.17	0.17	0.13	0.18	0.16	0.20	0.19	0.19
	SEATTLE MERCER ISLAND (ADAMS)	0	4,774	48	1.01	0.79	0.96	0.71	0.96	0.57	0.61	0.56	0.51	0.62	0.58	0.52
and the second s	SEATTLE PARKWAY	0	10,051	76	0.76	0.76	1.36	0.76	0.62	0.77	0.72	0.77	0.74	0.77	0.92	0.88
And with the second of the second	SEATTLE SUNSET	0	11,348	68	0.60	0.49	0.72	0.64	0.55	0.63	0.62	0.58	0.79	0.47	0.35	1.06
an angan talah sa magan pantahan any na tangan pantahan	SEATTLE WEST	. 0	10,493	47	0.45	0.82	0.75	0.69	0.48	0.50	0.55	0.60	0.82	0.71	0.74	0.77
SEQUIM		0	8,446	38	0.45	0.60	1.06	0.79	0.83	0.77	0.65	0.61	0.71	0.64	0.73	0.87
SHELTON	2 - 10 - 10 - 10 - 10 - 10 - 10 - 10 - 1	0	8,100	53	0.65	0.80	1.13	2.14	1.48	1.13	1.13	0.48	0.92	0.97	0.79	1.36
SILVERDALE	The state of the s	0	6,849	28	0.41	0.69	0.59	0.68	0.55	0.72	0.56	0.63	0.45	0.53	0.62	1.41
SPOKANE	and the same of the separate control of the separate sepa	0	62,041	450	0.73	0.91	0.84	1.08	1.17	0.96	1.00	0.87	0.72	0.78	0.77	1.05
The state of the s	SPOKANE CHESTNUT	0	1,402	10	0.71	1.27	1.09	0.94	1,26	1.72	0.73	0.65	0.64	0.82	0.62	0.91
The state of the s	SPOKANE FAIRFAX	0	8,765	98	1.12	1.03	0.82	0.96	1.09	0.97	1.21	1.01	0.72	0.67	0.67	1.03
Control of the Contro	SPOKANE HUDSON	0	6,704	53	0.79	0.90	0.99	1.07	1.26	1.31	1.17	0.94	0.86	0.77	0.77	1.48
	SPOKANE KEYSTONE	0	5,953	40	0.67	0.93	1.09	1.04	0.97	0.80	1.00	0.87	0.57	0.59	0.69	0.83
The state of the s	SPOKANE MORAN	0	4,006	37	0.92	0.94	0.83	2.34	1.95	0.81	0.89	0.67	0.72	0.65	0.56	0.81
and the second s	SPOKANE RIVERSIDE	0	9,547	47	0.49	0.68	0.69	0.85	0.96	0.61	1.01	0.86	0.61	0.71	1.04	1.12
The second secon	SPOKANE WALNUT	0	16,561	98	0.59	0.87	0.78	0.80	1.19	0.84	0.98	0.87	0.74	0.97	0.67	0.83
A STATE OF THE STA	SPOKANE WHITWORTH	0	9,103	67	0.74	1.03	0.81	1.40	1.07	1.31	0.81	0.86	0.81	0.79	0.90	1.36
SPRINGDALE		. 1	1,305	7	0.54	1.15	1.53	4.23	3.92	1.80	2.74	1.18	3.64	1.16	0.65	2.93
SUMNER (BONNEYLAKE)	A CONTRACTOR OF THE PROPERTY O	0	7.079	96	1.36	1.00	1.39	1.38	0.97	0.83	1.00	0.93	1.18	1.19	0.85	0.92

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE DEC-13	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 JAN-13
STANDARD	Samuel and a second a second and a second and a second and a second and a second an	1			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	A District of the Control of the Con	0	68,928	462	0.67	0 92	1.27	0.80	0.73	0.79	0.68	0.80	0.70	0.80	0.72	1.04
and the state of t	TACOMA FORT LEWIS	0	1,384	5	0.36	0.22	0.71	0.21	0.35	0.76	0.21	0.67	0.39	0.59	0.19	0.38
and the control of th	TACOMA GREENFIELD	0	9,048	92	1.02	1.31	1.48	1.05	0.67	0.97	0.95	1.02	0.80	1.03	0.78	1.22
a company and and interpretable company of a generative of a conservation of the Contract of Assert Assertation and the Contract of Contra	TACOMA JUNIPER	0	9,599	51	0.53	0.83	1.39	0.87	0.74	0.74	0.68	0.78	0.80	0.73	0.64	1.01
angliging programmer, and assume the contraction of the second section of the second section of the second section is the second section of the second section in the second section is the second section of the second section in the second section is the second section in the second section in the second section is the second section in the second section in the second section is the second section in the second section in the second section is the second section in the second section in the second section is the second section in the second section in the second section is the second section in the second section in the second section is the second section in the second section in the second section is the second section in the second section in the second section is the second section in the second section in the section is the section in the section in the section is the section in the section in the section is the section in the section is the section in the	TACOMA LENNOX	0	10,827	85	0.79	1.02	1.34	1.00	1.04	1.14	0.91	1.29	0.86	1.05	0.99	1.22
A CONTRACTOR OF THE PROPERTY O	TACOMA LOGAN	0	6,850	52	0.76	1.03	1.14	0.88	0.49	0.57	0.68	0.82	0.58	0.78	0.57	0.94
ga gaya in gaya, mayada naga disandari sara kara kara kara sara sara in a kara kara kara kara dan dan dan dan d	TACOMA MARKET (FAWCETT)	0	9,044	32	0.35	0.43	0.74	0.47	0.56	0.56	0.44	0.35	0.41	0.42	0.51	0.52
and the second s	TACOMA SKYLINE	0	7,121	65	0.91	1.15	2.04	0.70	0.95	0.56	0.66	0.76	0.63	0.79	0.58	1.48
graphings, process open a graph process are not as a communication of the first order of the contract of the c	TACOMA WAVERLY-2	0	3,067	19	0.62	1.10	1.56	0.81	0.77	0.54	0.79	0.69	0.66	0.47	1.18	1.56
	TACOMA WAVERLY-7	0	11,988	61	0.51	0.79	0.94	0.70	0.67	0.87	0.48	0.58	0.77	0.80	0.75	0.88
VANCOUVER	The second secon	0	40,186	358	0.89	0.85	1.12	0.85	0.83	0.75	0.75	0.87	0.75	0.80	0.92	1.03
All and the second seco	VANCOUVER ORCHARDS	0	20,269	166	0.82	0.85	0.75	0.80	0.75	0.68	0.67	0.82	0.68	0.70	0.85	0.92
and the second s	VANCOUVER OXFORD	0	11,988	98	0.82	0.76	1.26	0.89	0.61	0.58	0.53	0.82	0.50	0.80	0.93	0.95
	VANCOUVER SALMON CRK(NORTH)	0	7,929	94	1.19	0.99	1.84	0.92	1.34	1.14	1.25	1.07	1.27	1.05	1.06	1.41
WAITSBURG	A CONTRACTOR OF THE PARTY OF TH	1	357	3	0.84	2.23	1.39	6.56	2.17	0.54	1.62	1.60	1.05	1.03	0.00	0.75
WALLA WALLA (INCL TOUCHET)	A STATE OF THE STA	0	8,459	72	0.85	0.68	0.86	1.57	1.49	1.15	0.88	1.03	0.73	0.49	0.43	0.73
WARDEN	1. January 1. Company of the company	0	723	2	0.28	2.05	0.68	2.70	1.20	1.98	1.17	0.65	1.81	1.52	1.39	1.99
WINLOCK		0	1,593	25	1.57	0.56	1.12	1.61	0.98	0.73	0.60	1.32	0.24	1.50	0.96	1.55
YAKIMA		0	23,368	99	0.42	0.60	1.02	0.73	0.84	0.84	0.93	1.57	0.62	1.12	0.50	0.64
Annual Color Color of the Color	YAKIMA CHESTNUT	0	15,555	70	0.45	0.52	0.57	0.63	0.63	0.75	1.08	1.89	0.59	1.18	0.53	0.69
parameter (1.00) is a company and the company of th	YAKIMA WEST	0	7,813	29	0.37	0.76	1.86	0.90	1.24	1.01	0.66	0.94	0.67	1.00	0.44	0.56
Exchanges in Neighboring States	The second control of		den com	ļ	ļ.,		4.27	4.42	1,38	1.36	1.95	1.45	1.05	0.72	1.35	1.21
CLARKSTON	A CONTRACTOR OF THE PROPERTY O	. 0	3,420	50	1.46	1.61	1.27	1.43	1.36	1,30	1.33	1.43	1.03			<u> </u>
TOTALS	and the second s	0	728,884	5,273	0.72	0.79	0.99	0.94	0.83	0.83	0.77	0.79	0.73	0.76	0.75	1.01

WASHINGTON TRUNK BLOCKING SUMMARY - DECEMBER 2013

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	126	O	0.00%
LOCAL	353	0	0.00%
TOLL	372	6	1.61%

WASHINGTON TRUNK BLOCKING - DECEMBER 2013

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072411	144			TOLL	TWO_WAY	4.85%	blkng 12/16/13@0900-1100, 12/17/13@0900-1100, 12/18/13@1000, 12/19/13@1000-1100hr issued sa tgsr to the customer
AP072421	168			TOLL	TWO_WAY	2.99%	1x blkng 12/19/13@1500hr issue sa tgsr to cust
AP073982	168			TOLL	TWO_WAY	5.89%	blkng 12/09/13@1200, 12/10/13@1800-1900, 12/11/13@1800hr issued sa tgsr to the customer
AP074414	216			TOLL	TWO_WAY	3.25%	blkng 12/10/13@1900,12/11/13@1800hr issued sa tgsr to the customer
AP077380	144			TOLL	TWO_WAY	0.69%	1x blkng 12/11/13@1800hr issued sa tgsr to the customer
AP081340	264			TOLL	TWO_WAY	4.41%	blkng 12/16/13 @ 1200 hr issued sa tgsr to the customer

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

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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			
	and the second second			
Number of Scheduled Appointments (dispatched tickets)	RES			
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	RES			

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	B∪S			

MEASURE	MARKET UNIT	OCT-13	NOV-13	DEC-13
Number of Scheduled Appointments (dispatched orders)	RES		, V	
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			

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			

MEASURE	MARKET UNIT	OCT-13	NOV-13	DEC-13
Number of Scheduled Appointments (dispatched orders)	RES			i
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			
	1			
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			

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			
and the second s				
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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