



CenturyLink™

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April 25, 2014

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

Attention: Kristen Russell  
Re: Docket No. UT-921192

RECEIVED  
RECORDS MANAGEMENT  
2014 APR 28 PM 1:53  
STATE OF WASHINGTON  
UTIL. AND TRANSPORTATION  
COMMISSION

Dear Mr. King:

Enclosed are the March 2014 service quality performance reports required of Qwest d/b/a CenturyLink QC in accordance with Docket Nos. UT-921192 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

**REDACTED**

Washington Service Quality Summary Report - MARCH 2014

METRIC DESCRIPTION	JANUARY 2014			FEBRUARY 2014			MARCH 2014		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	1,648	1,926	85.57%	1,457	1,588	91.75%	1,409	1,563	90.15%
OOS Tickets Not Cleared Within 48 Hrs	278	1	278	131	1	131	154	1	154
Number of OOS Exemptions	86	1	86	121	1	121	66	1	66
All Other Repairs Cleared LT < 72 Hrs	4,787	4,975	96.22%	3,786	3,862	98.03%	4,128	4,311	95.76%
All Other Troubles Cleared GTR > 72 Hrs	188	1	188	76	1	76	183	1	183
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	7	1	7	10	1	10	13	1	13
Physically Obstructed All Other Troubles Cleared > 72 Hrs	110	1	110	92	1	92	124	1	124
Repair Force Majeure Exclusions	13	1	13	100	1	100	27	1	27
Repair Physically Obstructed Exclusions	52	1	52	37	1	37	32	1	32
Installation Appointments Met	1,515	1,606	94.33%	1,387	1,472	94.23%	1,590	1,717	92.60%
Repair Appointments Met	2,691	3,137	85.78%	2,321	2,668	86.99%	2,645	3,016	87.70%
Provisioning Missed for Company Reasons	144	1	144	148	1	148	140	1	140
Provisioning Missed for Customer Reasons	467	1	467	467	1	467	565	1	565
% of Switches Delivering Dial Tone Within 3 seconds	5,822	5,822	100.00%	5,166	5,166	100.00%	5,609	5,609	100.00%

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 COMMERCIAL

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - MARCH 2014  
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		54	4	39.75	0	100.00%	1	98.15%		100.00%
AUBURN		104	7	49.71	2	98.08%	1	99.04%	1	99.04%
BAINBRIDGE ISLAND		52	3	30.00	1	98.08%		100.00%		100.00%
BATTLEGROUND		42	2	225.00	2	95.24%		100.00%	2	95.24%
BELFAIR		25	2	80.50	0	100.00%		100.00%	1	96.00%
BELLEVUE		140	9	212.33	3	97.86%	2	98.57%	4	97.14%
	BELLEVUE GLENCOURT	58	2	154.00	1	98.28%		100.00%	1	98.28%
	BELLEVUE-SHERWOOD	82	7	229.00	2	97.56%	2	97.56%	3	96.34%
BELLINGHAM		109	5	89.00	6	94.50%		100.00%	1	99.08%
	BELLINGHAM LUMMI	11	0		1	90.91%		100.00%		100.00%
	BELLINGHAM REGENT	98	5	89.00	5	94.90%		100.00%	1	98.98%
BLACK DIAMOND		17	1	460.00	0	100.00%		100.00%	1	94.12%
BREMERTON		125	2	82.50	3	97.60%	1	99.20%		100.00%
	BREMERTON CROSSBY	10	0		1	90.00%		100.00%		100.00%
	BREMERTON ESSEX	110	2	82.50	2	98.18%	1	99.09%		100.00%
	BREMERTON SUNNYSLOPE	5	0		0	100.00%		100.00%		100.00%
BUCKLEY		11	0		0	100.00%		100.00%		100.00%
CASTLE ROCK		16	1	248.00	0	100.00%		100.00%	1	93.75%
CENTRALIA		52	0		1	98.08%		100.00%		100.00%
CHEHALIS		69	1	5.00	0	100.00%		100.00%		100.00%
	CHEHALIS	54	0		0	100.00%		100.00%		100.00%
	CHEHALIS NAPAIVINE	15	1	5.00	0	100.00%		100.00%		100.00%
CLE-ELUM		9	0		0	100.00%		100.00%		100.00%
COLFAX		8	0		0	100.00%		100.00%		100.00%
COLVILLE		41	1	18.00	2	95.12%		100.00%		100.00%
COPALIS(OCEAN SHORES)		11	1	193.00	0	100.00%		100.00%	1	90.91%
COULEE DAM		13	1	1.00	0	100.00%		100.00%		100.00%
CRYSTAL MTN.		1	0		0	100.00%		100.00%		100.00%
DAYTON		9	0		0	100.00%		100.00%		100.00%
DEER PARK		22	0		1	95.45%		100.00%		100.00%
DES MOINES		124	6	156.50	3	97.58%	3	97.58%	1	99.18%
	DES MOINES	51	1	128.00	0	100.00%	1	98.04%		100.00%
	DES MOINES FEDERAL WAY	73	5	162.20	3	95.89%	2	97.26%	1	98.63%

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 - MARCH 2014  
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%		
EASTON		4	1	23.00	0	100.00%		100.00%		100.00%
ELK		8	0		0	100.00%		100.00%		100.00%
ENUMCLAW		26	2	157.50	2	92.31%	1	96.15%	1	96.15%
EPHRATA		8	0		0	100.00%		100.00%		100.00%
GRAHAM		79	5	34.60	2	97.47%	1	98.73%		100.00%
GREEN BLUFF		12	0		0	100.00%		100.00%		100.00%
HOODSPORT		14	0		0	100.00%		100.00%		100.00%
ISSAQUAH		45	4	113.00	0	100.00%		100.00%	2	95.56%
KENT		244	12	84.75	0	100.00%	3	98.77%	2	99.18%
	KENT MERIDIAN	75	5	124.40	0	100.00%	2	97.33%	1	98.67%
	KENT O BRIEN	26	0		0	100.00%		100.00%		100.00%
	KENT ULRICH	143	7	56.43	0	100.00%	1	99.30%	1	99.30%
LIBERTY LAKE		1	0		0	100.00%		100.00%		100.00%
LONGVIEW-KELSO		146	5	86.80	3	97.95%		100.00%	1	99.32%
LOON LAKE		5	0		0	100.00%		100.00%		100.00%
MAPLE VALLEY		34	1	5.00	0	100.00%		100.00%		100.00%
MOSES LAKE		64	5	47.00	0	100.00%		100.00%	1	98.44%
	MOSES LAKE AFB	14	2	6.00	0	100.00%		100.00%		100.00%
	MOSES LAKE ALDER	50	3	74.33	0	100.00%		100.00%	1	98.00%
NEWMAN LAKE		2	0		0	100.00%		100.00%		100.00%
NORTHPORT		2	0		0	100.00%		100.00%		100.00%
OLYMPIA		216	11	74.73	4	98.15%	2	99.07%	2	99.07%
	OLYMPIA EVERGREEN	20	0		0	100.00%		100.00%		100.00%
	OLYMPIA LACEY	102	4	47.75	1	99.02%	1	99.02%		100.00%
	OLYMPIA WHITEHALL	94	7	90.14	3	96.81%	1	98.94%	2	97.87%
OMAK-OKANOGAN		36	2	131.00	1	97.22%		100.00%	1	97.22%
OROVILLE		6	0		0	100.00%		100.00%		100.00%
OTHELLO		26	3	48.00	0	100.00%	1	96.15%		100.00%
PASCO		77	1	15.00	0	100.00%		100.00%		100.00%
PATEROS		2	0		0	100.00%		100.00%		100.00%
POMEROY		5	1	42.00	0	100.00%		100.00%		100.00%
PT. ANGELES		58	2	285.50	0	100.00%		100.00%	1	98.28%
	PT ANGELES JOYCE	3	0		0	100.00%		100.00%		100.00%

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STANDARD						90.00%		99.00%		
	PT. ANGELES	55	2	285.50	0	100.00%		100.00%	1	98.18%
PT. LUDLOW		9	0		0	100.00%		100.00%		100.00%
PT. ORCHARD		74	2	259.00	2	97.30%		100.00%	2	97.30%
	PORT ORCHARD COLBY	27	1	361.00	2	92.59%		100.00%	1	96.30%
	PT. ORCHARD	47	1	157.00	0	100.00%		100.00%	1	97.87%
PT. TOWNSEND		51	4	55.00	0	100.00%		100.00%	1	98.04%
PUYALLAP		154	9	56.44	4	97.40%	1	99.35%	1	99.35%
RENTON		150	11	126.00	4	97.33%	2	98.67%	4	97.33%
RIDGEFIELD		15	2	11.50	0	100.00%		100.00%		100.00%
ROCHESTER		30	0		0	100.00%		100.00%		100.00%
ROY		9	1	0.00	0	100.00%		100.00%		100.00%
SEATTLE		899	50	98.28	12	98.67%	8	99.11%	14	98.44%
	SEATTLE ATWATER	48	0		2	95.83%		100.00%		100.00%
	SEATTLE CAMPUS	32	1	41.00	0	100.00%		100.00%		100.00%
	SEATTLE CHERRY	129	18	112.00	3	97.67%	5	96.12%	5	96.12%
	SEATTLE DUWAMISH	61	8	78.50	1	98.36%	1	98.36%	3	95.08%
	SEATTLE EAST	110	3	196.00	1	99.09%	1	99.09%	1	99.09%
	SEATTLE ELLIOT	33	0		0	100.00%		100.00%		100.00%
	SEATTLE EMERSON	111	2	44.50	0	100.00%		100.00%		100.00%
	SEATTLE LAKEVIEW	64	1	45.00	1	98.44%		100.00%		100.00%
	SEATTLE MAIN	92	7	100.29	2	97.83%		100.00%	3	96.74%
	SEATTLE MERCER ISLAND (ADAMS)	24	2	72.00	1	95.83%	1	95.83%		100.00%
	SEATTLE PARKWAY	82	1	199.00	0	100.00%		100.00%	1	98.78%
	SEATTLE SUNSET	52	2	51.50	1	98.08%		100.00%		100.00%
	SEATTLE WEST	61	5	71.80	0	100.00%		100.00%	1	98.36%
SEQUIM		59	3	90.67	3	94.92%		100.00%	1	98.31%
SHELTON		69	0		0	100.00%		100.00%		100.00%
SILVERDALE		53	0		0	100.00%		100.00%		100.00%
SPOKANE		563	17	111.47	8	98.58%	3	99.47%	5	99.11%
	SPOKANE CHESTNUT	8	2	179.50	0	100.00%	1	87.50%	1	87.50%
	SPOKANE FAIRFAX	81	0		0	100.00%		100.00%		100.00%
	SPOKANE HUDSON	89	2	11.50	1	98.88%		100.00%		100.00%
	SPOKANE KEYSTONE	64	2	73.00	1	98.44%	1	98.44%		100.00%

Source: 5 and 90 day data from RSOR completed orders  
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STANDARD						90.00%		99.00%		
	SPOKANE MORAN	28	3	189.67	0	100.00%		100.00%	2	92.86%
	SPOKANE RIVERSIDE	86	4	47.75	1	98.84%	1	98.84%		100.00%
	SPOKANE WALNUT	141	1	0.00	5	96.45%		100.00%		100.00%
	SPOKANE WHITWORTH	66	3	202.33	0	100.00%		100.00%	2	96.97%
SPRINGDALE		10	1	41.00	0	100.00%		100.00%		100.00%
SUMNER (BONNEYLAKE)		54	1	16.00	2	96.30%		100.00%		100.00%
TACOMA		640	19	92.58	17	97.34%	5	99.22%	4	99.38%
	TACOMA FORT LEWIS	18	1	110.00	0	100.00%	1	94.44%		100.00%
	TACOMA GREENFIELD	85	3	220.00	1	98.82%	1	98.82%	2	97.65%
	TACOMA JUNIPER	121	7	77.43	2	98.35%	2	98.35%	1	99.17%
	TACOMA LENNOX	99	3	46.00	4	95.96%	1	98.99%		100.00%
	TACOMA LOGAN	59	0		0	100.00%		100.00%		100.00%
	TACOMA MARKET (FAWCETT)	86	2	144.50	4	95.35%		100.00%	1	98.84%
	TACOMA SKYLINE	42	0		2	95.24%		100.00%		100.00%
	TACOMA WAVERLY-2	20	0		0	100.00%		100.00%		100.00%
	TACOMA WAVERLY-7	110	3	6.67	4	96.36%		100.00%		100.00%
VANCOUVER		412	21	45.48	6	98.54%	1	99.76%	2	99.51%
	VANCOUVER ORCHARDS	205	6	49.50	4	98.05%		100.00%	1	99.51%
	VANCOUVER OXFORD	157	11	35.64	1	99.36%	1	99.36%		100.00%
	VANCOUVER SALMON CRK(NORTH)	50	4	66.50	1	98.00%		100.00%	1	98.00%
WAITSBURG		2	0		0	100.00%		100.00%		100.00%
WALLA WALLA (INCL TOUCHET)		55	5	140.40	3	94.55%	1	98.18%	3	94.55%
WARDEN		9	2	50.00	0	100.00%	1	88.89%		100.00%
WINLOCK		19	1	20.00	0	100.00%		100.00%		100.00%
YAKIMA		178	5	170.60	0	100.00%		100.00%	3	98.31%
	YAKIMA CHESTNUT	125	3	183.67	0	100.00%		100.00%	2	98.40%
	YAKIMA WEST	53	2	151.00	0	100.00%		100.00%	1	98.11%
Exchanges in Neighboring States										
CLARKSTON		27	0		0	100.00%		100.00%		100.00%
TOTALS		5,715	255	94.84	97	98.30%	38	99.34%	64	98.88%

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WASHINGTON TROUBLE REPORT RATE - MARCH 2014

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE MAR-14	RATE FEB-14	RATE JAN-14	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		
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	6,192	59	0.95	0.88	2.11	1.12	0.56	1.10	1.51	1.08	0.94	0.78	1.09	1.11		
AUBURN	0	10,987	111	1.01	0.87	1.21	0.90	0.89	1.14	1.07	1.03	0.91	0.92	0.82	0.84		
BAINBRIDGE ISLAND	0	6,045	61	1.01	0.56	1.04	0.92	1.14	1.14	1.13	0.71	1.13	0.85	0.81	0.78		
BATTLEGROUND	0	6,111	73	1.19	1.07	2.28	1.28	1.52	1.36	1.02	0.71	1.06	1.21	1.08	2.35		
BELFAIR	0	4,087	44	1.08	1.71	1.09	1.60	1.03	1.33	1.38	0.91	1.22	1.03	0.75	0.59		
BELLEVUE	0	23,531	138	0.59	0.54	0.88	0.72	0.81	0.66	0.68	0.57	0.77	0.69	0.57	0.57		
		BELLEVUE GLENCOURT	0	10,036	49	0.49	0.41	0.54	0.48	0.59	0.60	0.57	0.41	0.70	0.40	0.56	0.44
		BELLEVUE-SHERWOOD	0	13,495	89	0.66	0.64	1.13	0.90	0.97	0.70	0.76	0.68	0.81	0.90	0.58	0.66
BELLINGHAM	0	15,125	88	0.58	0.47	0.63	0.44	0.66	0.62	0.74	0.48	0.46	0.31	0.43	0.41		
		BELLINGHAM LUMMI	0	973	7	0.72	0.62	1.02	1.01	0.50	0.41	0.82	0.91	0.80	0.40	0.49	0.59
		BELLINGHAM REGENT	0	14,152	81	0.57	0.46	0.60	0.40	0.67	0.64	0.74	0.45	0.44	0.30	0.43	0.39
BLACK DIAMOND	0	1,513	48	3.17	2.95	2.29	1.23	0.90	1.67	2.17	2.28	2.19	2.06	1.44	0.85		
BREMERTON	0	21,015	158	0.75	0.52	0.49	0.38	0.42	0.48	0.44	0.70	0.52	0.39	0.43	0.29		
		BREMERTON CROSSBY	0	1,977	19	0.96	1.60	1.14	1.03	1.45	0.91	1.32	2.42	1.69	1.45	0.63	0.80
		BREMERTON ESSEX	0	18,604	139	0.75	0.41	0.41	0.30	0.32	0.42	0.35	0.52	0.40	0.27	0.41	0.22
		BREMERTON SUNNYSLOPE	0	434	0	0.00	0.46	0.69	0.91	0.23	0.88	0.22	0.21	0.41	0.41	0.40	0.80
BUCKLEY	0	1,200	19	1.58	1.07	1.55	1.13	1.19	1.97	2.58	0.77	2.65	1.58	0.89	1.03		
CASTLE ROCK	0	2,362	34	1.44	0.97	2.29	1.36	1.06	1.71	1.44	1.43	2.03	1.51	1.38	2.09		
CENTRALIA	0	4,072	49	1.20	0.92	1.49	1.07	0.97	2.00	1.58	1.15	0.79	0.78	1.20	1.77		
CHEHALIS	0	6,200	46	0.74	1.46	1.21	0.79	0.96	1.82	1.68	0.91	0.95	1.06	1.11	1.03		
		CHEHALIS	0	4,456	27	0.61	1.48	1.05	0.77	1.05	1.77	1.96	0.83	0.92	0.89	1.03	1.03
		CHEHALIS NAPAVINE	0	1,744	19	1.09	1.42	1.64	0.84	0.73	1.95	0.97	1.12	1.01	1.46	1.30	1.03
CLE-ELUM	0	1,971	5	0.25	0.66	0.45	0.25	0.74	0.69	1.42	0.93	0.87	0.38	0.62	0.52		
COLFAX	0	1,650	11	0.67	0.54	1.20	0.72	1.07	1.42	0.76	0.87	1.04	0.92	0.86	0.62		
COLVILLE	0	5,223	34	0.65	0.76	0.59	1.32	0.51	0.98	1.24	0.88	1.02	1.23	1.10	0.57		
COPALIS(OCEAN SHORES)	0	2,199	40	1.82	1.31	1.66	0.80	1.06	1.10	2.14	1.11	1.62	1.39	1.93	0.80		
COULEE DAM	0	1,497	9	0.60	0.80	0.86	1.57	0.91	0.71	1.22	3.70	2.91	0.50	0.93	0.74		
CRYSTAL MTN.	0	525	6	1.14	1.71	2.08	0.94	1.89	2.29	0.19	1.14	0.94	0.93	0.73	2.03		
DAYTON	0	1,349	10	0.74	0.66	1.18	0.95	0.51	0.67	1.54	0.65	1.01	1.00	0.85	0.49		
DEER PARK	0	4,085	46	1.13	0.73	1.57	0.57	0.78	0.71	1.95	2.24	1.55	0.80	1.76	1.07		
DES MOINES	0	10,669	90	0.84	1.08	1.04	0.80	0.87	1.19	0.85	1.00	1.24	0.78	0.60	0.88		
		DES MOINES	0	4,147	35	0.84	1.17	0.92	0.91	0.89	1.40	0.92	1.18	1.78	1.26	0.58	0.78
		DES MOINES FEDERAL WAY	0	6,522	55	0.84	1.02	1.12	0.74	0.85	1.06	0.81	0.88	0.90	0.46	0.61	0.94
EASTON	0	451	1	0.22	0.44	0.00	3.70	3.03	1.54	0.22	1.09	0.65	1.29	0.65	0.87		
ELK	0	1,636	14	0.86	1.20	0.83	1.05	1.50									

WASHINGTON TROUBLE REPORT RATE - MARCH 2014

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE MAR-14	RATE FEB-14	RATE JAN-14	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
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
ENUNCLAW		0	3,685	44	1.19	1.45	1.80	1.38	2.01	1.84	1.35	1.24	1.50	1.34	0.95	1.12
EPHRATA		0	1,852	14	0.76	1.55	0.21	0.94	0.57	0.36	1.03	0.72	1.12	1.06	1.29	1.62
GRAHAM		0	6,615	114	1.72	1.52	1.57	1.09	1.02	1.75	1.69	1.53	1.35	0.92	0.93	0.94
GREEN BLUFF		0	1,715	24	1.40	1.33	0.75	1.38	1.89	1.65	0.90	1.79	1.27	1.47	1.30	0.81
HOODSPORT		0	1,267	10	0.79	0.86	0.54	0.54	0.99	0.98	0.67	0.59	1.39	1.17	1.16	0.65
ISSAQUAH		0	9,376	82	0.87	0.75	0.87	0.61	0.85	1.19	0.70	0.75	0.62	0.48	0.65	0.52
KENT		0	21,270	198	0.93	0.66	0.96	0.73	0.77	1.01	0.92	0.58	0.64	0.66	0.72	0.80
	KENT MERIDIAN	0	6,775	70	1.03	0.83	1.23	1.01	1.24	1.52	1.29	0.78	0.96	1.00	0.87	1.03
	KENT O BRIEN	0	4,994	25	0.50	0.18	0.22	0.28	0.18	0.33	0.41	0.18	0.27	0.27	0.40	0.26
	KENT ULRICH	0	9,501	103	1.08	0.79	1.16	0.75	0.99	0.91	0.64	0.59	0.60	0.77	0.90	
LIBERTY LAKE		0	511	4	0.78	0.39	0.19	0.75	0.00	0.00	0.54	0.36	0.87	1.03	0.34	0.68
LONGVIEW-KELSO		0	13,088	178	1.36	0.92	1.15	0.94	1.14	1.95	1.45	1.13	0.96	0.93	1.47	1.08
LOON LAKE		0	782	7	0.90	0.38	0.76	0.38	0.99	0.99	0.96	0.48	1.06	1.18	1.54	0.36
MAPLE VALLEY		0	4,437	45	1.01	0.71	1.67	1.63	1.34	1.53	1.60	1.00	1.22	0.86	1.04	0.87
MOSES LAKE		0	7,566	47	0.62	0.76	0.48	0.71	0.73	0.58	1.28	0.93	1.09	1.19	0.76	0.86
	MOSES LAKE AFB	0	1,273	4	0.31	0.70	0.16	0.69	0.23	0.31	1.30	0.75	0.74	1.16	0.79	1.07
	MOSES LAKE ALDER	0	6,293	43	0.68	0.77	0.54	0.71	0.83	0.63	1.28	0.96	1.16	1.20	0.76	0.82
NEWMAN LAKE		0	942	7	0.74	0.42	0.73	0.62	1.02	0.61	0.40	1.57	0.68	2.42	0.67	1.24
NORTHPORT		0	836	3	0.36	1.08	2.97	0.12	0.93	0.46	0.11	0.79	0.78	0.66	0.99	0.88
OLYMPIA		0	31,610	182	0.58	0.57	0.87	0.57	0.67	0.85	0.77	0.56	0.61	0.63	0.65	0.53
	OLYMPIA EVERGREEN	0	2,384	21	0.88	1.21	1.04	0.82	0.82	1.09	1.20	0.52	1.33	1.17	1.05	0.50
	OLYMPIA LACEY	0	13,427	88	0.66	0.51	0.84	0.55	0.66	0.75	0.62	0.60	0.53	0.58	0.54	0.43
	OLYMPIA WHITEHALL	0	15,799	73	0.46	0.52	0.87	0.54	0.66	0.92	0.85	0.53	0.57	0.60	0.69	0.64
OMAK-OKANOGAN		0	4,787	49	1.02	1.07	0.86	0.88	0.97	0.75	1.58	1.96	2.85	1.39	1.18	1.10
OROVILLE		0	1,387	17	1.23	0.92	0.71	0.84	1.11	1.80	2.73	1.44	1.96	2.02	1.26	1.26
OTHELLO		0	2,830	38	1.34	1.45	1.96	0.80	1.69	2.53	2.17	1.45	1.49	1.40	1.81	0.83
PASCO		0	8,652	55	0.64	0.76	0.99	0.59	0.55	0.76	0.73	1.15	0.88	1.06	0.59	0.88
PATEROS		0	556	3	0.54	0.71	0.89	0.53	0.35	0.70	0.34	1.72	1.37	1.53	0.85	1.01
POMEROY		0	1,029	14	1.36	1.45	1.44	1.72	1.53	2.51	1.24	0.94	3.36	1.85	1.48	1.39
PT. ANGELES		0	9,404	58	0.62	0.57	0.66	0.91	0.60	0.73	0.90	0.60	0.72	0.84	0.62	0.76
	PT ANGELES JOYCE	0	806	21	2.61	0.98	2.20	3.04	1.93	0.83	1.63	1.16	1.14	0.92	0.68	0.80
	PT. ANGELES	0	8,598	37	0.43	0.53	0.51	0.72	0.47	0.72	0.83	0.54	0.68	0.84	0.61	0.76
PT. LUDLOW		0	1,535	7	0.46	0.70	1.14	0.56	0.62	0.55	1.14	1.41	0.75	0.69	0.90	0.61
PT. ORCHARD		0	9,326	86	0.92	0.91	1.48	1.00	1.14	1.19	1.33	0.98	1.08	0.78	1.07	0.87
	PORT ORCHARD COLBY	0	3,402	31	0.91	1.11	1.87	1.30	1.09	1.33	1.93	1.03	1.36	0.90	0.91	0.95



WASHINGTON TROUBLE REPORT RATE - MARCH 2014

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE MAR-14	RATE FEB-14	RATE JAN-14	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
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. ORCHARD	0	5,924	55	0.93	0.80	1.26	0.82	1.17	1.10	0.97	0.96	0.92	0.71	1.17	0.83
PT. TOWNSEND		0	7,297	97	1.33	1.06	0.89	0.57	0.68	1.06	0.95	0.60	0.66	0.77	0.64	0.54
PUYALLAP		0	12,224	126	1.03	0.80	1.11	0.93	0.88	1.05	1.04	0.93	0.91	0.77	0.81	0.94
RENTON		0	19,043	160	0.84	0.72	1.26	0.94	0.85	1.05	0.80	0.75	0.73	0.70	0.79	0.75
RIDGEFIELD		0	1,935	29	1.50	0.77	1.37	1.66	0.95	0.74	1.91	1.02	1.00	0.90	1.12	0.74
ROCHESTER		0	2,822	38	1.35	0.81	1.40	1.38	1.36	0.79	1.52	0.88	1.94	1.63	0.73	0.92
ROY		0	1,512	36	2.38	1.89	1.62	1.23	1.60							
SEATTLE		0	145,574	910	0.63	0.57	0.71	0.50	0.54	0.69	0.57	0.49	0.50	0.48	0.52	0.57
	SEATTLE ATWATER	0	10,492	55	0.52	0.45	0.46	0.29	0.22	0.42	0.45	0.30	0.30	0.31	0.41	0.41
	SEATTLE CAMPUS	0	5,488	29	0.53	0.45	0.56	0.28	0.26	0.45	0.39	0.46	0.42	0.34	0.29	0.53
	SEATTLE CHERRY	0	15,868	161	1.01	0.83	1.09	0.72	0.84	1.13	0.75	0.68	0.65	0.81	0.69	0.66
	SEATTLE DUWAMISH	0	7,084	51	0.72	0.49	0.80	0.45	0.60	0.74	0.58	0.85	0.63	0.37	0.55	0.54
	SEATTLE EAST	0	16,574	104	0.63	0.61	0.67	0.60	0.68	0.70	0.58	0.56	0.49	0.46	0.51	0.51
	SEATTLE ELLIOT	0	4,847	11	0.23	0.08	0.12	0.06	0.14	0.23	0.31	0.07	0.13	0.17	0.17	0.17
	SEATTLE EMERSON	0	13,856	96	0.69	0.64	0.88	0.68	0.74	0.87	0.76	0.50	0.63	0.55	0.74	0.87
	SEATTLE LAKEVIEW	0	13,613	98	0.72	0.66	0.88	0.63	0.55	0.54	0.71	0.51	0.57	0.55	0.55	0.62
	SEATTLE MAIN	0	22,012	34	0.15	0.13	0.13	0.08	0.14	0.17	0.15	0.17	0.17	0.13	0.18	0.16
	SEATTLE MERCER ISLAND (ADAMS)	0	4,630	39	0.84	0.83	0.99	1.01	0.79	0.96	0.71	0.96	0.57	0.61	0.56	0.51
	SEATTLE PARKWAY	0	9,801	95	0.97	0.82	1.14	0.76	0.76	1.36	0.76	0.62	0.77	0.72	0.77	0.74
	SEATTLE SUNSET	0	11,101	67	0.60	0.62	0.68	0.60	0.49	0.72	0.64	0.55	0.63	0.62	0.58	0.79
	SEATTLE WEST	0	10,208	70	0.69	0.84	1.04	0.45	0.82	0.75	0.69	0.48	0.50	0.55	0.60	0.82
SEQUIM		0	8,245	50	0.61	0.55	0.75	0.45	0.60	1.06	0.79	0.83	0.77	0.65	0.61	0.71
SHELTON		0	7,885	70	0.89	0.71	1.10	0.65	0.80	1.13	2.14	1.48	1.13	1.13	0.48	0.92
SILVERDALE		0	6,669	41	0.61	0.54	0.75	0.41	0.69	0.59	0.68	0.55	0.72	0.56	0.63	0.45
SPOKANE		0	60,344	543	0.90	0.68	0.75	0.73	0.91	0.84	1.08	1.17	0.96	1.00	0.87	0.72
	SPOKANE CHESTNUT	0	1,368	21	1.54	1.80	1.51	0.71	1.27	1.09	0.94	1.26	1.72	0.73	0.65	0.64
	SPOKANE FAIRFAX	0	8,495	72	0.85	0.65	0.69	1.12	1.03	0.82	0.96	1.09	0.97	1.21	1.01	0.72
	SPOKANE HUDSON	0	6,526	50	0.77	0.85	0.77	0.79	0.90	0.99	1.07	1.26	1.31	1.17	0.94	0.86
	SPOKANE KEYSTONE	0	5,804	43	0.74	0.53	0.51	0.67	0.93	1.09	1.04	0.97	0.80	1.00	0.87	0.57
	SPOKANE MORAN	0	3,926	41	1.04	0.46	0.96	0.92	0.94	0.83	2.34	1.95	0.81	0.89	0.67	0.72
	SPOKANE RIVERSIDE	0	9,289	75	0.81	0.53	0.64	0.49	0.68	0.69	0.85	0.96	0.61	1.01	0.86	0.61
	SPOKANE WALNUT	0	16,088	146	0.91	0.62	0.66	0.59	0.87	0.78	0.80	1.19	0.84	0.98	0.87	0.74
	SPOKANE WHITWORTH	0	8,848	95	1.07	0.91	0.99	0.74	1.03	0.81	1.40	1.07	1.31	0.81	0.86	0.81
SPRINGDALE		1	1,286	22	1.71	0.70	0.62	0.54	1.15	1.53	4.23	3.92	1.80	2.74	1.18	3.64
SUMNER (BONNEYLAKE)		0	6,890	67	0.97	1.17	1.56	1.36	1.00	1.39	1.38	0.97	0.83	1.00	0.93	1.18

WASHINGTON TROUBLE REPORT RATE - MARCH 2014

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE MAR-14	RATE FEB-14	RATE JAN-14	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
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	66,757	645	0.97	0.91	1.19	0.67	0.92	1.27	0.80	0.73	0.79	0.68	0.80	0.70
	TACOMA FORT LEWIS	0	1,347	6	0.45	0.67	0.51	0.36	0.22	0.71	0.21	0.35	0.76	0.21	0.67	0.39
	TACOMA GREENFIELD	0	8,738	107	1.22	1.12	1.41	1.02	1.31	1.48	1.05	0.67	0.97	0.95	1.02	0.80
	TACOMA JUNIPER	0	9,300	79	0.85	0.59	0.88	0.53	0.83	1.39	0.87	0.74	0.74	0.68	0.78	0.80
	TACOMA LENNOX	0	10,464	113	1.08	1.11	1.86	0.79	1.02	1.34	1.00	1.04	1.14	0.91	1.29	0.86
	TACOMA LOGAN	0	6,630	76	1.15	1.33	1.02	0.76	1.03	1.14	0.88	0.49	0.57	0.68	0.82	0.58
	TACOMA MARKET (FAWCETT)	0	8,743	53	0.61	0.61	0.92	0.35	0.43	0.74	0.47	0.56	0.56	0.44	0.35	0.41
	TACOMA SKYLINE	0	6,887	85	1.23	1.18	1.41	0.91	1.15	2.04	0.70	0.95	0.56	0.66	0.76	0.63
	TACOMA WAVERLY-2	0	2,987	27	0.90	0.94	1.18	0.62	1.10	1.56	0.81	0.77	0.54	0.79	0.69	0.66
	TACOMA WAVERLY-7	0	11,861	99	0.85	0.68	0.92	0.51	0.79	0.94	0.70	0.67	0.87	0.48	0.58	0.77
VANCOUVER		0	39,131	293	0.75	0.67	1.03	0.89	0.85	1.12	0.85	0.83	0.75	0.75	0.87	0.75
	VANCOUVER ORCHARDS	0	19,726	144	0.73	0.58	1.00	0.82	0.85	0.75	0.80	0.75	0.68	0.67	0.82	0.68
	VANCOUVER OXFORD	0	11,679	83	0.71	0.64	0.91	0.82	0.76	1.26	0.89	0.61	0.58	0.53	0.82	0.50
	VANCOUVER SALMON CRK(NORTH)	0	7,726	66	0.85	0.96	1.30	1.19	0.99	1.84	0.92	1.34	1.14	1.25	1.07	1.27
WAITSBURG		1	343	9	2.62	1.16	2.29	0.84	2.23	1.39	6.56	2.17	0.54	1.62	1.60	1.05
WALLA WALLA (INCL TOUCHET)		0	8,138	60	0.74	0.67	1.28	0.85	0.68	0.86	1.57	1.49	1.15	0.88	1.03	0.73
WARDEN		0	703	9	1.28	0.84	1.26	0.28	2.05	0.68	2.70	1.20	1.98	1.17	0.65	1.81
WINLOCK		0	1,568	8	0.51	0.51	1.08	1.57	0.56	1.12	1.61	0.98	0.73	0.60	1.32	0.24
YAKIMA		0	22,908	117	0.52	0.56	0.58	0.42	0.80	1.02	0.73	0.84	0.84	0.93	1.57	0.62
	YAKIMA CHESTNUT	0	14,987	66	0.44	0.55	0.52	0.45	0.52	0.57	0.63	0.63	0.75	1.08	1.89	0.59
	YAKIMA WEST	0	7,521	51	0.68	0.58	0.71	0.37	0.76	1.86	0.90	1.24	1.01	0.66	0.94	0.67
Exchanges in Neighboring States																
CLARKSTON		0	3,306	36	1.09	0.87	1.58	1.46	1.61	1.27	1.43	1.38	1.36	1.95	1.45	1.05
TOTALS		0	708,933	5846	0.82	0.74	0.96	0.72	0.79	0.99	0.94	0.83	0.83	0.77	0.79	0.73

WASHINGTON TRUNK BLOCKING SUMMARY - MARCH 2014

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	9	2.42%

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Blanks in the report indicate no activity for the measure.

WASHINGTON TRUNK BLOCKING - MARCH 2014

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	3.12%	1x blkng 03/27/14@1500hrs issued sa tgsr to the customer
AP072421	168			TOLL	TWO_WAY	1.03%	1x blkng 03/18/14@1800-1900hrs issued sa tgsr to the customer
AP073918	142			TOLL	TWO_WAY	1.01%	1x blkng 03/26/14@1800hr issued sa tgsr to the customer
AP073982	168			TOLL	TWO_WAY	2.52%	1x blkng 03/18/14@1800hr issued sa tgsr to the customer
AP077380	144			TOLL	TWO_WAY	0.77%	1x blkng 02/20/14@1800-1900hr issued sa tgsr to the customer
AP081340	264			TOLL	TWO_WAY	8.20%	STUDY WEEK 03/31/14 BLOCKED @ 2200 HR issued sa tgsr to the customer
AP081906	216			TOLL	TWO_WAY	3.86%	1x blkng 03/25/14@1900hr issued sa tgsr to the customer
AP081932	240			TOLL	TWO_WAY	2.45%	1x blkng 03/27/14@1200hr issued sa tgsr to the customer
AP081958	216			TOLL	TWO_WAY	0.84%	1x blkng 03/27/14@1200hr issued sa tgsr to the customer

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Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - MARCH 2014

MEASURE	MARKET UNIT	JAN-14	FEB-14	MAR-14
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 - MARCH 2014

MEASURE	MARKET UNIT	JAN-14	FEB-14	MAR-14
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 - MARCH 2014

MEASURE	MARKET UNIT	JAN-14	FEB-14	MAR-14
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 - MARCH 2014

MEASURE	MARKET UNIT	JAN-14	FEB-14	MAR-14
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 - MARCH 2014

MEASURE	MARKET UNIT	JAN-14	FEB-14	MAR-14
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 - MARCH 2014

MEASURE	MARKET UNIT	JAN-14	FEB-14	MAR-14
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 - MARCH 2014

MEASURE	MARKET UNIT	JAN-14	FEB-14	MAR-14
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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