



CenturyLink™

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May 29, 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

Dear Mr. King:

Enclosed are the April 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

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STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION
COMMISSION

REDACTED

Washington Service Quality Summary Report - APRIL 2014

METRIC DESCRIPTION	JANUARY 2014			FEBRUARY 2014			MARCH 2014			APRIL 2014		
	NUM	DENOM	RESULT	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%	1,363	1,430	95.31%
OOS Tickets Not Cleared Within 48 Hrs	278	1	278	131	1	131	154	1	154	67	1	67
Number of OOS Exemptions	86	1	86	121	1	121	66	1	66	88	1	88
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%	3,565	3,651	97.64%
All Other Troubles Cleared GTR > 72 Hrs	188	1	188	76	1	76	183	1	183	86	1	86
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	7	1	7	10	1	10	13	1	13	2	1	2
Physically Obstructed All Other Troubles Cleared > 72 Hrs	110	1	110	92	1	92	124	1	124	58	1	58
Repair Force Majeure Exclusions	13	1	13	100	1	100	27	1	27	16	1	16
Repair Physically Obstructed Exclusions	52	1	52	37	1	37	32	1	32	35	1	35
Installation Appointments Met	1,515	1,606	94.33%	1,387	1,472	94.23%	1,590	1,717	92.60%	1,580	1,679	94.10%
Repair Appointments Met	2,691	3,137	85.78%	2,321	2,668	86.99%	2,645	3,016	87.70%	2,238	2,554	87.63%
Provisioning Missed for Company Reasons	144	1	144	148	1	148	140	1	140	132	1	132
Provisioning Missed for Customer Reasons	467	1	467	467	1	467	565	1	565	524	1	524
% 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%	5,585	5,586	99.98%

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Blanks in the report indicate no activity for the measure.

Washington Orders Summary - APRIL 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		47	3	77.33	1	97.87%	1	97.87%		100.00%
AUBURN		109	5	85.00	5	95.41%	1	99.08%	1	99.08%
BAINBRIDGE ISLAND		49	3	55.00	0	100.00%		100.00%		100.00%
BATTLEGROUND		45	3	167.33	1	97.78%		100.00%	2	95.56%
BELFAIR		38	3	72.67	0	100.00%		100.00%	1	97.37%
BELLEVUE		126	7	295.14	3	97.62%	1	99.21%	5	96.03%
	BELLEVUE GLENCOURT	58	2	179.00	2	96.55%		100.00%	1	98.28%
	BELLEVUE-SHERWOOD	88	5	341.60	1	98.53%	1	98.53%	4	94.12%
BELLINGHAM		141	5	90.20	3	97.87%		100.00%	1	99.29%
	BELLINGHAM LUMMI	13	0		1	92.31%		100.00%		100.00%
	BELLINGHAM REGENT	128	5	90.20	2	98.44%		100.00%	1	99.22%
BLACK DIAMOND		9	4	132.75	0	100.00%		100.00%	1	88.89%
BREMERTON		146	4	40.25	3	97.95%	1	99.32%		100.00%
	BREMERTON CROSBY	8	1	12.00	1	87.50%		100.00%		100.00%
	BREMERTON ESSEX	137	3	49.67	2	98.54%	1	99.27%		100.00%
	BREMERTON SUNNYSLOPE	1	0		0	100.00%		100.00%		100.00%
BUCKLEY		8	0		0	100.00%		100.00%		100.00%
CASTLE ROCK		16	3	101.33	0	100.00%		100.00%	1	93.75%
CENTRALIA		56	0		1	98.21%		100.00%		100.00%
CHEHALIS		45	1	10.00	1	97.78%		100.00%		100.00%
	CHEHALIS	29	0		1	96.55%		100.00%		100.00%
	CHEHALIS NAPAVINE	16	1	10.00	0	100.00%		100.00%		100.00%
CLE-ELUM		19	0		0	100.00%		100.00%		100.00%
COLFAX		10	1	11.00	0	100.00%		100.00%		100.00%
COLVILLE		43	1	0.00	0	100.00%		100.00%		100.00%
COPALIS(OCEAN SHORES)		12	2	119.50	0	100.00%		100.00%	1	91.67%
COULLEE DAM		5	0		1	80.00%		100.00%		100.00%
CRYSTAL MTN.		2	0		0	100.00%		100.00%		100.00%
DAYTON		7	0		0	100.00%		100.00%		100.00%
DEER PARK		24	0		0	100.00%		100.00%		100.00%
DES MOINES		126	6	160.17	1	99.21%	1	99.21%	3	97.62%
	DES MOINES	35	1	153.00	0	100.00%		100.00%	1	97.14%

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.

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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 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%		
	DES MOINES FEDERAL WAY	91	5	161.60	1	98.90%	1	98.90%	2	97.80%
EASTON		2	1	48.00	0	100.00%		100.00%		100.00%
ELK		14	1	4.00	0	100.00%		100.00%		100.00%
ENUMCLAW		14	2	182.50	0	100.00%	1	92.86%	1	92.86%
EPHRATA		10	0		0	100.00%		100.00%		100.00%
GRAHAM		62	0		4	93.55%		100.00%		100.00%
GREEN BLUFF		16	0		0	100.00%		100.00%		100.00%
HOODSPORT		12	0		0	100.00%		100.00%		100.00%
ISSAQUAH		48	3	171.33	0	100.00%		100.00%	2	95.83%
KENT		217	14	79.29	5	97.70%	2	99.08%	2	99.08%
	KENT MERIDIAN	56	6	104.50	1	98.21%	1	98.21%	1	98.21%
	KENT O BRIEN	26	1	2.00	1	96.15%		100.00%		100.00%
	KENT ULRICH	135	7	68.71	3	97.78%	1	99.26%	1	99.26%
LIBERTY LAKE		5	0		0	100.00%		100.00%		100.00%
LONGVIEW-KELSO		151	5	91.80	1	99.34%	1	99.34%	1	99.34%
LOON LAKE		11	1	0.00	0	100.00%		100.00%		100.00%
MAPLE VALLEY		30	2	15.00	3	90.00%		100.00%		100.00%
MOSES LAKE		50	3	93.33	2	96.00%		100.00%	1	98.00%
	MOSES LAKE AFB	19	0		1	94.74%		100.00%		100.00%
	MOSES LAKE ALDER	31	3	93.33	1	96.77%		100.00%	1	96.77%
NEWMAN LAKE		2	0		0	100.00%		100.00%		100.00%
NORTHPORT		7	1	9.00	0	100.00%		100.00%		100.00%
OLYMPIA		281	14	74.21	6	97.86%		100.00%	4	98.58%
	OLYMPIA EVERGREEN	17	0		0	100.00%		100.00%		100.00%
	OLYMPIA LACEY	139	9	37.44	3	97.84%		100.00%	1	99.28%
	OLYMPIA WHITEHALL	125	5	140.40	3	97.60%		100.00%	3	97.60%
OMAK-OKANOGAN		33	2	156.00	0	100.00%		100.00%	1	96.97%
OROVILLE		11	0		0	100.00%		100.00%		100.00%
OTHELLO		23	5	53.00	0	100.00%	1	95.65%		100.00%
PASCO		78	1	40.00	1	98.72%		100.00%		100.00%
PATEROS		2	0		0	100.00%		100.00%		100.00%
POMEROY		5	1	67.00	0	100.00%		100.00%		100.00%

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STANDARD						90.00%		99.00%		
PT. ANGELES		50	2	275.50	0	100.00%		100.00%	1	98.00%
	PT ANGELES JOYCE	5	0		0	100.00%		100.00%		100.00%
	PT. ANGELES	45	2	275.50	0	100.00%		100.00%	1	97.78%
PT. LUDLOW		16	0		0	100.00%		100.00%		100.00%
PT ORCHARD		64	2	284.00	1	98.44%		100.00%	2	96.88%
	PORT ORCHARD COLBY	22	1	386.00	0	100.00%		100.00%	1	95.45%
	PT. ORCHARD	42	1	182.00	1	97.62%		100.00%	1	97.62%
PT. TOWNSEND		52	5	64.00	0	100.00%		100.00%	1	98.08%
PUYALLAP		120	6	84.83	6	95.00%	2	98.33%	1	99.17%
RENTON		152	13	124.46	2	98.68%	2	98.68%	6	96.05%
RIDGEFIELD		10	2	36.50	0	100.00%		100.00%		100.00%
ROCHESTER		20	1	17.00	0	100.00%		100.00%		100.00%
ROY		15	1	25.00	0	100.00%		100.00%		100.00%
SEATTLE		940	53	99.40	17	98.19%	7	99.26%	17	98.19%
	SEATTLE ATWATER	50	1	0.00	0	100.00%		100.00%		100.00%
	SEATTLE CAMPUS	33	0		3	90.91%		100.00%		100.00%
	SEATTLE CHERRY	144	18	129.61	1	99.31%	3	97.92%	8	94.44%
	SEATTLE DUWAMISH	53	5	105.00	2	96.23%		100.00%	3	94.34%
	SEATTLE EAST	102	3	209.00	2	98.04%	1	99.02%	1	99.02%
	SEATTLE ELLIOT	34	0		3	91.18%		100.00%		100.00%
	SEATTLE EMERSON	107	2	69.50	1	99.07%	1	99.07%		100.00%
	SEATTLE LAKEVIEW	92	2	5.00	0	100.00%		100.00%		100.00%
	SEATTLE MAIN	103	6	134.83	2	98.06%	1	99.03%	3	97.09%
	SEATTLE MERCER ISLAND (ADAMS)	19	1	31.00	1	94.74%		100.00%		100.00%
	SEATTLE PARKWAY	82	8	34.25	0	100.00%		100.00%	1	98.78%
	SEATTLE SUNSET	51	2	76.50	1	98.04%	1	98.04%		100.00%
	SEATTLE WEST	70	5	73.40	1	98.57%		100.00%	1	98.57%
SEQUIM		70	3	115.67	1	98.57%		100.00%	1	98.57%
SHELTON		64	0		0	100.00%		100.00%		100.00%
SILVERDALE		39	0		2	94.87%		100.00%		100.00%
SPOKANE		609	18	106.33	5	99.18%	1	99.84%	5	99.18%
	SPOKANE CHESTNUT	11	1	268.00	1	90.91%		100.00%	1	90.91%

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STANDARD						90.00%		99.00%		
	SPOKANE FAIRFAX	84	1	0.00	0	100.00%		100.00%		100.00%
	SPOKANE HUDSON	74	2	6.00	0	100.00%		100.00%		100.00%
	SPOKANE KEYSTONE	64	1	6.00	0	100.00%		100.00%		100.00%
	SPOKANE MORAN	40	3	214.67	2	95.00%		100.00%	2	95.00%
	SPOKANE RIVERSIDE	91	4	65.50	0	100.00%	1	98.90%		100.00%
	SPOKANE WALNUT	152	2	11.50	2	98.68%		100.00%		100.00%
	SPOKANE WHITWORTH	93	4	174.75	0	100.00%		100.00%	2	97.85%
SPRINGDALE		8	1	66.00	0	100.00%		100.00%		100.00%
SUMNER (BONNEYLAKE)		66	0		2	96.97%		100.00%		100.00%
TACOMA		664	18	105.00	9	98.64%	1	99.85%	7	98.95%
	TACOMA FORT LEWIS	24	1	135.00	1	95.83%	1	95.83%		100.00%
	TACOMA GREENFIELD	112	5	147.20	1	99.11%		100.00%	3	97.32%
	TACOMA JUNIPER	103	3	193.00	2	98.06%		100.00%	3	97.09%
	TACOMA LENNOX	103	1	0.00	2	98.06%		100.00%		100.00%
	TACOMA LOGAN	58	0		1	98.28%		100.00%		100.00%
	TACOMA MARKET (FAWCETT)	85	5	72.40	0	100.00%		100.00%	1	98.82%
	TACOMA SKYLINE	46	0		2	95.65%		100.00%		100.00%
	TACOMA WAVERLY-2	23	0		0	100.00%		100.00%		100.00%
	TACOMA WAVERLY-7	110	3	26.00	0	100.00%		100.00%		100.00%
VANCOUVER		377	18	67.72	9	97.61%	3	99.20%	2	99.47%
	VANCOUVER ORCHARDS	189	4	88.75	2	98.94%	1	99.47%	1	99.47%
	VANCOUVER OXFORD	129	11	49.73	5	96.12%	2	98.45%		100.00%
	VANCOUVER SALMON CRK(NORTH)	59	3	105.67	2	96.61%		100.00%	1	98.31%
WAITSBURG		2	0		1	50.00%		100.00%		100.00%
WALLA WALLA (INCL TOUCHET)		59	4	199.75	0	100.00%	1	98.31%	3	94.92%
WARDEN		9	0		2	77.78%		100.00%		100.00%
WINLOCK		14	1	45.00	0	100.00%		100.00%		100.00%
YAKIMA		161	5	195.60	3	98.14%	1	99.38%	3	98.14%
	YAKIMA CHESTNUT	125	3	208.67	3	97.60%	1	99.20%	2	96.40%
	YAKIMA WEST	36	2	176.00	0	100.00%		100.00%	1	97.22%
Exchanges in Neighboring States										

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STANDARD						90.00%		99.00%		
CLARKSTON		22	0		0	100.00%		100.00%		100.00%
TOTALS		5,770	260	103.94	102	98.23%	28	99.51%	77	98.67%

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WASHINGTON TROUBLE REPORT RATE - APRIL 2014

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE APR-14	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
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	6,136	61	0.99	0.95	0.88	2.11	1.12	0.56	1.10	1.51	1.08	0.94	0.78	1.09
AUBURN		0	10,826	102	0.94	1.01	0.87	1.21	0.90	0.89	1.14	1.07	1.03	0.91	0.92	0.82
BAINBRIDGE ISLAND		0	6,009	42	0.70	1.01	0.56	1.04	0.92	1.14	1.14	1.13	0.71	1.13	0.85	0.81
BATTLEGROUND		0	6,076	54	0.89	1.19	1.07	2.28	1.28	1.52	1.36	1.02	0.71	1.06	1.21	1.08
BELFAIR		0	4,026	41	1.02	1.08	1.71	1.09	1.60	1.03	1.33	1.38	0.91	1.22	1.03	0.75
BELLEVUE		0	23,277	122	0.52	0.59	0.54	0.88	0.72	0.81	0.66	0.68	0.57	0.77	0.69	0.57
	BELLEVUE GLENCOURT	0	9,903	28	0.28	0.49	0.41	0.54	0.48	0.59	0.60	0.57	0.41	0.70	0.40	0.56
	BELLEVUE-SHERWOOD	0	13,374	94	0.70	0.66	0.64	1.13	0.90	0.97	0.70	0.76	0.68	0.81	0.90	0.58
BELLINGHAM		0	14,951	62	0.41	0.58	0.47	0.63	0.44	0.66	0.62	0.74	0.48	0.46	0.31	0.43
	BELLINGHAM LUMMI	0	969	6	0.62	0.72	0.62	1.02	1.01	0.50	0.41	0.82	0.91	0.80	0.40	0.49
	BELLINGHAM REGENT	0	13,982	56	0.40	0.57	0.46	0.60	0.40	0.67	0.64	0.74	0.45	0.44	0.30	0.43
BLACK DIAMOND		0	1,503	22	1.46	3.17	2.95	2.29	1.23	0.90	1.67	2.17	2.28	2.19	2.06	1.44
BREMERTON		0	20,979	87	0.41	0.75	0.52	0.49	0.38	0.42	0.48	0.44	0.70	0.52	0.39	0.43
	BREMERTON CROSBY	0	1,958	17	0.87	0.96	1.60	1.14	1.03	1.45	0.91	1.32	2.42	1.69	1.45	0.63
	BREMERTON ESSEX	0	18,588	66	0.36	0.75	0.41	0.41	0.30	0.32	0.42	0.35	0.52	0.40	0.27	0.41
	BREMERTON SUNNYSLOPE	0	433	4	0.92	0.00	0.46	0.69	0.91	0.23	0.88	0.22	0.21	0.41	0.41	0.40
BUCKLEY		0	1,193	8	0.67	1.58	1.07	1.55	1.13	1.19	1.97	2.58	0.77	2.65	1.58	0.89
CASTLE ROCK		0	2,332	28	1.20	1.44	0.97	2.29	1.36	1.06	1.71	1.44	1.43	2.03	1.51	1.38
CENTRALIA		0	4,040	50	1.24	1.20	0.92	1.49	1.07	0.97	2.00	1.58	1.15	0.79	0.78	1.20
CHEHALIS		0	6,177	49	0.79	0.74	1.46	1.21	0.79	0.96	1.82	1.68	0.91	0.95	1.06	1.11
	CHEHALIS	0	4,443	32	0.72	0.61	1.48	1.05	0.77	1.05	1.77	1.96	0.83	0.92	0.89	1.03
	CHEHALIS NAPA VINE	0	1,734	17	0.98	1.09	1.42	1.64	0.84	0.73	1.95	0.97	1.12	1.01	1.46	1.30
CLE-ELUM		0	1,972	11	0.56	0.25	0.66	0.45	0.25	0.74	0.69	1.42	0.93	0.87	0.38	0.62
COLFAX		0	1,644	10	0.61	0.67	0.54	1.20	0.72	1.07	1.42	0.76	0.87	1.04	0.92	0.86
COLVILLE		0	5,216	56	1.07	0.65	0.76	0.59	1.32	0.51	0.98	1.24	0.88	1.02	1.23	1.10
COPALIS(OCEAN SHORES)		0	2,171	23	1.06	1.82	1.31	1.66	0.80	1.06	1.10	2.14	1.11	1.62	1.39	1.93
COULEE DAM		0	1,487	14	0.94	0.60	0.80	0.86	1.57	0.91	0.71	1.22	3.70	2.91	0.50	0.93
CRYSTAL MTN.		0	524	4	0.76	1.14	1.71	2.08	0.94	1.89	2.29	0.19	1.14	0.94	0.93	0.73
DAYTON		0	1,344	16	1.19	0.74	0.66	1.18	0.95	0.51	0.67	1.54	0.65	1.01	1.00	0.85
DEER PARK		0	4,066	30	0.74	1.13	0.73	1.57	0.57	0.78	0.71	1.95	2.24	1.55	0.80	1.76
DES MOINES		0	10,547	92	0.87	0.84	1.08	1.04	0.80	0.87	1.19	0.85	1.00	1.24	0.78	0.60
	DES MOINES	0	4,105	35	0.85	0.84	1.17	0.92	0.91	0.89	1.40	0.92	1.18	1.78	1.26	0.58
	DES MOINES FEDERAL WAY	0	6,442	57	0.88	0.84	1.02	1.12	0.74	0.85	1.06	0.81	0.88	0.90	0.46	0.61
EASTON		0	451	2	0.44	0.22	0.44	0.00	3.70	3.03	1.54	0.22	1.09	0.65	1.29	0.65

WASHINGTON TROUBLE REPORT RATE - APRIL 2014

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE APR-14	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
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
ELK		0	1,629	16	0.98	0.86	1.20	0.83	1.05	1.50						
ENUMCLAW		0	3,636	29	0.80	1.19	1.45	1.80	1.38	2.01	1.84	1.35	1.24	1.50	1.34	0.95
EPHRATA		0	1,828	14	0.77	0.76	1.55	0.21	0.94	0.57	0.36	1.03	0.72	1.12	1.06	1.29
GRAHAM		0	6,534	108	1.85	1.72	1.52	1.57	1.09	1.02	1.75	1.69	1.53	1.35	0.92	0.93
GREEN BLUFF		0	1,702	25	1.47	1.40	1.33	0.75	1.38	1.89	1.65	0.90	1.79	1.27	1.47	1.30
HOODSPORT		0	1,260	14	1.11	0.79	0.86	0.54	0.54	0.99	0.98	0.67	0.59	1.39	1.17	1.16
ISSAQUAH		0	9,278	66	0.71	0.87	0.75	0.87	0.61	0.85	1.19	0.70	0.75	0.62	0.48	0.65
KENT		0	21,084	142	0.67	0.93	0.66	0.96	0.73	0.77	1.01	0.92	0.58	0.64	0.66	0.72
	KENT MERIDIAN	0	6,719	57	0.85	1.03	0.83	1.23	1.01	1.24	1.52	1.29	0.78	0.96	1.00	0.87
	KENT O BRIEN	0	4,954	11	0.22	0.50	0.18	0.22	0.28	0.18	0.33	0.41	0.18	0.27	0.27	0.40
	KENT ULRICH	0	9,411	74	0.79	1.08	0.79	1.16	0.75	0.75	0.99	0.91	0.64	0.59	0.60	0.77
LIBERTY LAKE		0	505	3	0.59	0.78	0.39	0.19	0.75	0.00	0.00	0.54	0.36	0.87	1.03	0.34
LONGVIEW-KELSO		0	12,942	153	1.18	1.36	0.92	1.15	0.94	1.14	1.95	1.45	1.13	0.96	0.93	1.47
LOON LAKE		0	774	4	0.52	0.90	0.38	0.76	0.38	0.99	0.99	0.96	0.48	1.06	1.18	1.54
MAPLE VALLEY		0	4,390	32	0.73	1.01	0.71	1.67	1.63	1.34	1.53	1.60	1.00	1.22	0.86	1.04
MOSES LAKE		0	7,474	57	0.76	0.62	0.76	0.48	0.71	0.73	0.58	1.28	0.93	1.09	1.19	0.76
	MOSES LAKE AFB	0	1,267	9	0.71	0.31	0.70	0.16	0.69	0.23	0.31	1.30	0.75	0.74	1.16	0.79
	MOSES LAKE ALDER	0	6,207	48	0.77	0.68	0.77	0.54	0.71	0.83	0.63	1.28	0.96	1.16	1.20	0.76
NEWMAN LAKE		0	928	8	0.86	0.74	0.42	0.73	0.62	1.02	0.61	0.40	1.57	0.68	2.42	0.67
NORTHPORT		0	834	5	0.60	0.36	1.08	2.97	0.12	0.93	0.46	0.11	0.79	0.78	0.66	0.99
OLYMPIA		0	31,308	227	0.73	0.58	0.57	0.87	0.57	0.67	0.85	0.77	0.56	0.61	0.63	0.65
	OLYMPIA EVERGREEN	0	2,369	30	1.27	0.88	1.21	1.04	0.82	0.82	1.09	1.20	0.52	1.33	1.17	1.05
	OLYMPIA LACEY	0	13,302	76	0.57	0.66	0.51	0.84	0.55	0.66	0.75	0.62	0.60	0.53	0.58	0.54
	OLYMPIA WHITEHALL	0	15,637	121	0.77	0.46	0.52	0.87	0.54	0.66	0.92	0.85	0.53	0.57	0.60	0.69
OMAK-OKANOGAN		0	4,729	47	0.99	1.02	1.07	0.86	0.88	0.97	0.75	1.58	1.96	2.85	1.39	1.18
OROVILLE		0	1,368	10	0.73	1.23	0.92	0.71	0.84	1.11	1.80	2.73	1.44	1.96	2.02	1.26
OTHELLO		0	2,812	35	1.24	1.34	1.45	1.96	0.80	1.69	2.53	2.17	1.45	1.49	1.40	1.81
PASCO		0	8,513	66	0.78	0.64	0.76	0.99	0.59	0.55	0.76	0.73	1.15	0.88	1.06	0.59
PATEROS		0	553	9	1.63	0.54	0.71	0.89	0.53	0.35	0.70	0.34	1.72	1.37	1.53	0.85
POMEROY		0	1,022	14	1.37	1.36	1.45	1.44	1.72	1.53	2.51	1.24	0.94	3.36	1.85	1.48
PT. ANGELES		0	9,307	39	0.42	0.62	0.57	0.66	0.91	0.60	0.73	0.90	0.60	0.72	0.84	0.62
	PT ANGELES JOYCE	0	799	5	0.63	2.61	0.98	2.20	3.04	1.93	0.83	1.63	1.16	1.14	0.92	0.68
	PT. ANGELES	0	8,508	34	0.40	0.43	0.53	0.51	0.72	0.47	0.72	0.83	0.54	0.68	0.84	0.61
PT. LUDLOW		0	1,513	13	0.86	0.46	0.70	1.14	0.56	0.62	0.55	1.14	1.41	0.75	0.69	0.90

WASHINGTON TROUBLE REPORT RATE - APRIL 2014

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE APR-14	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
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	9,209	67	0.73	0.92	0.91	1.48	1.00	1.14	1.19	1.33	0.98	1.08	0.78	1.07
	PORT ORCHARD COLBY	0	3,376	25	0.74	0.91	1.11	1.87	1.30	1.09	1.33	1.93	1.03	1.36	0.90	0.91
	PT. ORCHARD	0	5,833	42	0.72	0.93	0.80	1.26	0.82	1.17	1.10	0.97	0.96	0.92	0.71	1.17
PT. TOWNSEND		0	7,186	74	1.03	1.33	1.06	0.89	0.57	0.68	1.06	0.95	0.60	0.66	0.77	0.64
PUYALLAP		0	12,068	108	0.89	1.03	0.80	1.11	0.93	0.88	1.05	1.04	0.93	0.91	0.77	0.81
RENTON		0	18,826	130	0.69	0.84	0.72	1.26	0.94	0.85	1.05	0.80	0.75	0.73	0.70	0.79
RIDGEFIELD		0	1,926	19	0.99	1.50	0.77	1.37	1.66	0.95	0.74	1.91	1.02	1.00	0.90	1.12
ROCHESTER		0	2,805	27	0.96	1.35	0.81	1.40	1.38	1.36	0.79	1.52	0.88	1.94	1.63	0.73
ROY		0	1,510	16	1.06	2.38	1.89	1.62	1.23	1.60						
SEATTLE		0	144,317	786	0.54	0.63	0.57	0.71	0.50	0.54	0.69	0.57	0.49	0.50	0.48	0.52
	SEATTLE ATWATER	0	10,416	32	0.31	0.52	0.45	0.46	0.29	0.22	0.42	0.45	0.30	0.30	0.31	0.41
	SEATTLE CAMPUS	0	5,434	30	0.55	0.53	0.45	0.56	0.28	0.26	0.45	0.39	0.46	0.42	0.34	0.29
	SEATTLE CHERRY	0	15,699	141	0.90	1.01	0.83	1.09	0.72	0.84	1.13	0.75	0.68	0.65	0.81	0.69
	SEATTLE DUWAMISH	0	7,019	42	0.60	0.72	0.49	0.80	0.45	0.60	0.74	0.58	0.85	0.63	0.37	0.55
	SEATTLE EAST	0	16,421	78	0.48	0.63	0.61	0.67	0.60	0.68	0.70	0.58	0.56	0.49	0.46	0.51
	SEATTLE ELLIOT	0	4,827	17	0.35	0.23	0.08	0.12	0.06	0.14	0.23	0.31	0.07	0.13	0.17	0.17
	SEATTLE EMERSON	0	13,743	97	0.71	0.69	0.64	0.88	0.68	0.74	0.87	0.76	0.50	0.63	0.55	0.74
	SEATTLE LAKEVIEW	0	13,475	78	0.58	0.72	0.66	0.88	0.63	0.55	0.54	0.71	0.51	0.57	0.55	0.55
	SEATTLE MAIN	0	21,902	35	0.16	0.15	0.13	0.13	0.08	0.14	0.17	0.15	0.17	0.17	0.13	0.18
	SEATTLE MERCER ISLAND (ADAMS)	0	4,583	29	0.63	0.84	0.83	0.99	1.01	0.79	0.96	0.71	0.96	0.57	0.61	0.56
	SEATTLE PARKWAY	0	9,693	83	0.86	0.97	0.82	1.14	0.76	0.76	1.36	0.76	0.62	0.77	0.72	0.77
	SEATTLE SUNSET	0	10,998	56	0.51	0.60	0.62	0.68	0.60	0.49	0.72	0.64	0.55	0.63	0.62	0.58
	SEATTLE WEST	0	10,107	68	0.67	0.69	0.84	1.04	0.45	0.82	0.75	0.69	0.48	0.50	0.55	0.60
SEQUIM		0	8,160	47	0.58	0.61	0.55	0.75	0.45	0.60	1.06	0.79	0.83	0.77	0.65	0.61
SHELTON		0	7,815	54	0.69	0.89	0.71	1.10	0.65	0.80	1.13	2.14	1.48	1.13	1.13	0.48
SILVERDALE		0	6,583	36	0.55	0.61	0.54	0.75	0.41	0.69	0.59	0.68	0.55	0.72	0.56	0.63
SPOKANE		0	59,752	447	0.75	0.90	0.68	0.75	0.73	0.91	0.84	1.08	1.17	0.96	1.00	0.87
	SPOKANE CHESTNUT	0	1,359	24	1.77	1.54	1.60	1.51	0.71	1.27	1.09	0.94	1.26	1.72	0.73	0.65
	SPOKANE FAIRFAX	0	8,405	52	0.62	0.85	0.65	0.69	1.12	1.03	0.82	0.96	1.09	0.97	1.21	1.01
	SPOKANE HUDSON	0	6,450	52	0.81	0.77	0.85	0.77	0.79	0.90	0.99	1.07	1.26	1.31	1.17	0.94
	SPOKANE KEYSTONE	0	5,762	40	0.69	0.74	0.53	0.51	0.67	0.93	1.09	1.04	0.97	0.80	1.00	0.87
	SPOKANE MORAN	0	3,899	37	0.95	1.04	0.46	0.96	0.92	0.94	0.83	2.34	1.95	0.81	0.89	0.67
	SPOKANE RIVERSIDE	0	9,193	64	0.70	0.81	0.53	0.64	0.49	0.68	0.69	0.85	0.96	0.61	1.01	0.86
	SPOKANE WALNUT	0	15,909	117	0.74	0.91	0.62	0.66	0.59	0.87	0.78	0.80	1.19	0.84	0.98	0.87

WASHINGTON TROUBLE REPORT RATE - APRIL 2014

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE APR-14	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
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
	SPOKANE WHITWORTH	0	8,775	61	0.70	1.07	0.91	0.99	0.74	1.03	0.81	1.40	1.07	1.31	0.81	0.86
SPRINGDALE		1	1,280	28	2.19	1.71	0.70	0.62	0.54	1.15	1.53	4.23	3.92	1.80	2.74	1.18
SUMNER (BONNEYLAKE)		0	6,831	75	1.10	0.97	1.17	1.56	1.36	1.00	1.39	1.38	0.97	0.83	1.00	0.93
TACOMA		0	66,020	476	0.72	0.97	0.91	1.19	0.67	0.92	1.27	0.80	0.73	0.79	0.68	0.80
	TACOMA FORT LEWIS	0	1,317	6	0.46	0.45	0.67	0.51	0.36	0.22	0.71	0.21	0.35	0.76	0.21	0.67
	TACOMA GREENFIELD	0	8,633	83	0.96	1.22	1.12	1.41	1.02	1.31	1.48	1.05	0.67	0.97	0.95	1.02
	TACOMA JUNIPER	0	9,191	58	0.63	0.85	0.59	0.88	0.53	0.83	1.39	0.87	0.74	0.74	0.68	0.78
	TACOMA LENNOX	0	10,338	104	1.01	1.08	1.11	1.86	0.79	1.02	1.34	1.00	1.04	1.14	0.91	1.29
	TACOMA LOGAN	0	6,545	51	0.78	1.15	1.33	1.02	0.76	1.03	1.14	0.88	0.49	0.57	0.68	0.82
	TACOMA MARKET (FAWCETT)	0	8,667	27	0.31	0.61	0.61	0.92	0.35	0.43	0.74	0.47	0.56	0.56	0.44	0.35
	TACOMA SKYLINE	0	6,834	58	0.85	1.23	1.18	1.41	0.91	1.15	2.04	0.70	0.95	0.56	0.66	0.76
	TACOMA WAVERLY-2	0	2,974	22	0.74	0.90	0.94	1.18	0.62	1.10	1.56	0.81	0.77	0.54	0.79	0.69
	TACOMA WAVERLY-7	0	11,523	67	0.58	0.85	0.68	0.92	0.51	0.79	0.94	0.70	0.67	0.87	0.48	0.58
VANCOUVER		0	38,678	322	0.83	0.75	0.67	1.03	0.89	0.85	1.12	0.85	0.83	0.75	0.75	0.87
	VANCOUVER ORCHARDS	0	19,500	162	0.83	0.73	0.58	1.00	0.82	0.85	0.75	0.80	0.75	0.68	0.67	0.82
	VANCOUVER OXFORD	0	11,533	84	0.73	0.71	0.64	0.91	0.82	0.76	1.26	0.89	0.61	0.58	0.53	0.82
	VANCOUVER SALMON CRK(NORTH)	0	7,645	76	0.99	0.85	0.96	1.30	1.19	0.99	1.84	0.92	1.34	1.14	1.25	1.07
WAITSBURG		1	341	4	1.17	2.62	1.16	2.29	0.84	2.23	1.39	6.56	2.17	0.54	1.62	1.60
WALLA WALLA (INCL TOUCHET)		0	8,004	48	0.60	0.74	0.67	1.28	0.85	0.68	0.86	1.57	1.49	1.15	0.88	1.03
WARDEN		0	698	6	0.86	1.28	0.84	1.26	0.28	2.05	0.68	2.70	1.20	1.98	1.17	0.65
WINLOCK		0	1,547	6	0.39	0.51	0.51	1.08	1.57	0.56	1.12	1.61	0.98	0.73	0.60	1.32
YAKIMA		0	22,226	93	0.42	0.52	0.56	0.58	0.42	0.60	1.02	0.73	0.84	0.84	0.93	1.57
	YAKIMA CHESTNUT	0	14,792	55	0.37	0.44	0.55	0.52	0.45	0.52	0.57	0.63	0.63	0.75	1.08	1.89
	YAKIMA WEST	0	7,434	38	0.51	0.68	0.58	0.71	0.37	0.76	1.86	0.90	1.24	1.01	0.66	0.94
Exchanges in Neighboring States																
CLARKSTON		0	3,268	58	1.77	1.09	0.87	1.58	1.46	1.61	1.27	1.43	1.38	1.36	1.95	1.45
TOTALS		0	701,920	5049	0.72	0.82	0.74	0.96	0.72	0.79	0.99	0.94	0.83	0.83	0.77	0.79

WASHINGTON TRUNK BLOCKING SUMMARY - APRIL 2014

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	133	0	0.00%
LOCAL	353	0	0.00%
TOLL	372	8	2.15%

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Blanks in the report indicate no activity for the measure.

WASHINGTON TRUNK BLOCKING - APRIL 2014

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072421	168			TOLL	TWO_WAY	3.40%	1x blkng 04/23/14-1900hr issued sa tgsr
AP072428	264			TOLL	TWO_WAY	3.42%	3xbkng 04/01/14 1200,1300,1700hr issued sa tgsr
AP072430	144			TOLL	TWO_WAY	3.13%	2x blkng 04/16/14-2000hr & 04/17/14-1900hr issued sa tgsr
AP073982	168			TOLL	TWO_WAY	3.57%	3x bkng 04/10/14 1200,1400,1500hr issued sa tgsr
AP077426	264			TOLL	TWO_WAY	0.60%	1x blkng 04/21/14-1800hr issued sa tgsr
AP079934	264			TOLL	TWO_WAY	1.16%	1x blkng 04/22/14-1500hr issued sa tgsr
AP081340	264			TOLL	TWO_WAY	7.58%	2x blkng 04/07/14-1800hr & 04/11/14-1700hr issued sa tgsr
AP081958	216			TOLL	TWO_WAY	0.87%	2x blkng 04/22/14-1500hr & 04/29/14-1100hr issued sa tgsr

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - APRIL 2014

MEASURE	MARKET UNIT	APR-14	MAY-14	JUN-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 - APRIL 2014

MEASURE	MARKET UNIT	APR-14	MAY-14	JUN-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 - APRIL 2014

MEASURE	MARKET UNIT	APR-14	MAY-14	JUN-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 - APRIL 2014

MEASURE	MARKET UNIT	APR-14	MAY-14	JUN-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 Fwding-Non-Recurring	BUS			
Amount of Remote Call Fwding-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 - APRIL 2014

MEASURE	MARKET UNIT	APR-14	MAY-14	JUN-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 - APRIL 2014

MEASURE	MARKET UNIT	APR-14	MAY-14	JUN-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, 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 - APRIL 2014

MEASURE	MARKET UNIT	APR-14	MAY-14	JUN-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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