



CenturyLink™

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June 26, 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 May 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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CENTURYLINK
COMMUNICATIONS

REDACTED

Washington Service Quality Summary Report - MAY 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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 STATE OF WASHINGTON
 UTILITIES DIVISION
 RESOURCE MANAGEMENT

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - MAY 2014

METRIC DESCRIPTION	APRIL 2014			MAY 2014		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	1,363	1,430	95.31%	1,467	1,534	95.63%
OOS Tickets Not Cleared Within 48 Hrs	67	1	67	67	1	67
Number of OOS Exemptions	68	1	68	52	1	52
All Other Repairs Cleared LT < 72 Hrs	3,565	3,651	97.64%	3,684	3,774	97.62%
All Other Troubles Cleared GTR > 72 Hrs	86	1	86	90	1	90
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	2	1	2	3	1	3
Physically Obstructed All Other Troubles Cleared > 72 Hrs	58	1	58	74	1	74
Repair Force Majeure Exclusions	16	1	16	34	1	34
Repair Physically Obstructed Exclusions	35	1	35	40	1	40
Installation Appointments Met	1,580	1,679	94.10%	1,438	1,520	94.61%
Repair Appointments Met	2,238	2,554	87.63%	2,142	2,503	85.58%
Provisioning Missed for Company Reasons	132	1	132	139	1	139
Provisioning Missed for Customer Reasons	524	1	524	458	1	458
% of Switches Delivering Dial Tone Within 3 seconds	5,585	5,586	99.98%	2,370	2,370	100.00%

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Washington Orders Summary - MAY 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		45	5	66.20	0	100.00%	†	97.78%	†	97.78%
AUBURN		107	8	70.38	2	98.13%	†	99.07%	†	99.07%
BAINBRIDGE ISLAND		38	3	54.67	0	100.00%	†	97.37%		100.00%
BATTLEGROUND		49	2	276.00	†	97.96%		100.00%	2	95.92%
BELFAIR		27	2	120.50	†	96.30%		100.00%	1	96.30%
BELLEVUE		140	8	273.75	4	97.14%		100.00%	6	95.71%
	BELLEVUE GLENACOURT	65	1	318.00	3	95.38%		100.00%	1	98.46%
	BELLEVUE-SHERWOOD	75	7	267.43	†	98.67%		100.00%	5	93.33%
BELLINGHAM		116	6	39.33	†	99.14%	2	98.28%		100.00%
	BELLINGHAM LUMMI	10	0		0	100.00%		100.00%		100.00%
	BELLINGHAM REGENT	106	6	39.33	†	99.06%	2	98.11%		100.00%
BLACK DIAMOND		12	4	158.75	†	91.67%		100.00%	†	91.67%
BREMERTON		113	6	45.33	2	98.23%	†	99.12%		100.00%
	BREMERTON CROSBY	16	2	24.00	0	100.00%		100.00%		100.00%
	BREMERTON ESSEX	95	4	56.00	2	97.89%	†	98.95%		100.00%
	BREMERTON SUNNYSLOPE	2	0		0	100.00%		100.00%		100.00%
BUCKLEY		5	1	3.00	0	100.00%		100.00%		100.00%
CASTLE ROCK		13	3	127.33	0	100.00%		100.00%	†	92.31%
CENTRALIA		30	1	7.00	0	100.00%		100.00%		100.00%
CHEHALIS		47	1	36.00	2	95.74%		100.00%		100.00%
	CHEHALIS	37	0		2	94.59%		100.00%		100.00%
	CHEHALIS NAPAVINE	10	1	36.00	0	100.00%		100.00%		100.00%
CLE-ELUM		23	0		0	100.00%		100.00%		100.00%
COLFAX		8	0		1	87.50%		100.00%		100.00%
COLVILLE		43	1	25.00	0	100.00%		100.00%		100.00%
COPALIS(OCEAN SHORES)		7	2	145.50	0	100.00%		100.00%	†	85.71%
COULEE DAM		9	0		0	100.00%		100.00%		100.00%
CRYSTAL MTN.		4	0		0	100.00%		100.00%		100.00%
DAYTON		4	0		0	100.00%		100.00%		100.00%
DEER PARK		25	1	7.00	†	96.00%		100.00%		100.00%
DES MOINES		108	5	218.00	†	99.07%		100.00%	4	96.30%
	DES MOINES	37	1	179.00	0	100.00%		100.00%	†	97.30%

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
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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						90.00%		99.00%		
	DES MOINES FEDERAL WAY	71	4	227.75	1	98.59%		100.00%	3	95.77%
EASTON		6	1	74.00	0	100.00%		100.00%		100.00%
ELK		15	2	5.50	0	100.00%		100.00%		100.00%
ENUMCLAW		22	2	208.50	1	95.45%	1	95.45%	1	95.45%
EPHRATA		14	0		0	100.00%		100.00%		100.00%
GRAHAM		54	4	8.50	3	94.44%		100.00%		100.00%
GREEN BLUFF		10	0		0	100.00%		100.00%		100.00%
HOODSPORT		15	0		1	93.33%		100.00%		100.00%
ISSAQUAH		54	2	252.50	2	96.30%		100.00%	2	96.30%
KENT		217	17	85.88	3	98.62%	3	98.62%	3	98.62%
	KENT MERIDIAN	49	8	97.13	0	100.00%	2	95.92%	1	97.96%
	KENT O BRIEN	18	0		0	100.00%		100.00%		100.00%
	KENT ULRICH	150	9	75.89	3	98.00%	1	99.33%	2	98.67%
LIBERTY LAKE		5	0		0	100.00%		100.00%		100.00%
LONGVIEW-KELSO		139	4	130.25	2	98.56%	2	98.56%	1	99.28%
LOON LAKE		12	0		1	91.67%		100.00%		100.00%
MAPLE VALLEY		37	0		1	97.30%		100.00%		100.00%
MOSES LAKE		48	2	161.50	0	100.00%		100.00%	1	97.92%
	MOSES LAKE AFB	9	0		0	100.00%		100.00%		100.00%
	MOSES LAKE ALDER	39	2	161.50	0	100.00%		100.00%	1	97.44%
NEWMAN LAKE		9	0		0	100.00%		100.00%		100.00%
NORTHPORT		13	1	35.00	0	100.00%		100.00%		100.00%
OLYMPIA		274	15	79.60	10	96.35%		100.00%	4	98.54%
	OLYMPIA EVERGREEN	25	1	18.00	1	96.00%		100.00%		100.00%
	OLYMPIA LACEY	134	4	85.00	6	95.52%		100.00%	1	99.25%
	OLYMPIA WHITEHALL	115	10	83.60	3	97.39%		100.00%	3	97.39%
OMAK-OKANOGAN		27	3	115.33	1	96.30%		100.00%	1	96.30%
OROVILLE		17	0		3	82.35%		100.00%		100.00%
OTHELLO		14	5	62.40	1	92.86%	1	92.86%		100.00%
PASCO		71	1	66.00	0	100.00%		100.00%		100.00%
PATEROS		7	0		0	100.00%		100.00%		100.00%
POMEROY		12	0		0	100.00%		100.00%		100.00%

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STANDARD						90.00%		99.00%		
PT. ANGELES		59	3	203.00	1	98.31%		100.00%	1	98.31%
	PT ANGELES JOYCE	7	0		0	100.00%		100.00%		100.00%
	PT. ANGELES	52	3	203.00	1	98.08%		100.00%	1	98.08%
PT. LUDLOW		14	0		0	100.00%		100.00%		100.00%
PT. ORCHARD		69	3	208.67	0	100.00%		100.00%	2	97.10%
	PORT ORCHARD COLBY	26	2	209.00	0	100.00%		100.00%	1	96.15%
	PT. ORCHARD	43	1	208.00	0	100.00%		100.00%	1	97.67%
PT. TOWNSEND		51	3	120.33	1	98.04%		100.00%	1	98.04%
PUYALLAP		93	7	96.14	1	98.92%	1	98.92%	2	97.85%
RENTON		143	15	129.07	4	97.20%	2	98.60%	6	95.80%
RIDGEFIELD		16	2	62.50	1	93.75%		100.00%		100.00%
ROCHESTER		30	1	43.00	3	90.00%		100.00%		100.00%
ROY		15	1	51.00	0	100.00%		100.00%		100.00%
SEATTLE		973	57	111.19	23	97.64%	9	99.08%	19	98.05%
	SEATTLE ATWATER	56	2	17.00	0	100.00%		100.00%		100.00%
	SEATTLE CAMPUS	33	1	9.00	0	100.00%		100.00%		100.00%
	SEATTLE CHERRY	132	22	123.14	1	99.24%	3	97.73%	9	93.18%
	SEATTLE DUWAMISH	71	3	198.33	1	98.59%		100.00%	3	95.77%
	SEATTLE EAST	130	6	124.00	4	96.92%		100.00%	2	98.46%
	SEATTLE ELLIOT	41	0		0	100.00%		100.00%		100.00%
	SEATTLE EMERSON	100	2	95.50	2	98.00%	2	98.00%		100.00%
	SEATTLE LAKEVIEW	56	0		2	96.43%		100.00%		100.00%
	SEATTLE MAIN	115	6	157.50	5	95.65%	2	98.26%	3	97.39%
	SEATTLE MERCER ISLAND (ADAMS)	20	2	36.00	0	100.00%		100.00%		100.00%
	SEATTLE PARKWAY	70	6	64.00	6	91.43%		100.00%	1	98.57%
	SEATTLE SUNSET	78	2	102.50	1	98.72%	2	97.44%		100.00%
	SEATTLE WEST	71	5	90.00	1	98.59%		100.00%	1	98.59%
SEQUIM		69	2	175.00	1	98.55%	1	98.55%	1	98.55%
SHELTON		72	1	6.00	1	98.61%		100.00%		100.00%
SILVERDALE		35	0		0	100.00%		100.00%		100.00%
SPOKANE		588	16	140.88	7	98.81%	2	99.66%	6	98.98%
	SPOKANE CHESTNUT	12	2	149.00	0	100.00%		100.00%	1	91.67%

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
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STANDARD						90.00%		99.00%		
	SPOKANE FAIRFAX	112	0		0	100.00%		100.00%		100.00%
	SPOKANE HUDSON	89	2	19.50	3	96.63%		100.00%		100.00%
	SPOKANE KEYSTONE	40	1	32.00	0	100.00%		100.00%		100.00%
	SPOKANE MORAN	40	3	240.67	0	100.00%	1	97.50%	2	95.00%
	SPOKANE RIVERSIDE	78	4	90.00	3	96.15%	1	98.72%	1	98.72%
	SPOKANE WALNUT	137	0		0	100.00%		100.00%		100.00%
	SPOKANE WHITWORTH	80	4	200.75	1	98.75%		100.00%	2	97.50%
SPRINGDALE		12	1	92.00	0	100.00%	1	91.67%		100.00%
SUMNER (BONNEYLAKE)		61	0		1	98.36%		100.00%		100.00%
TACOMA		611	18	125.56	14	97.71%	1	99.84%	8	98.69%
	TACOMA FORT LEWIS	23	1	161.00	0	100.00%		100.00%	1	95.65%
	TACOMA GREENFIELD	89	4	210.75	1	98.88%		100.00%	3	96.63%
	TACOMA JUNIPER	108	3	219.00	2	98.15%		100.00%	3	97.22%
	TACOMA LENNOX	104	2	20.00	2	98.08%		100.00%		100.00%
	TACOMA LOGAN	54	0		0	100.00%		100.00%		100.00%
	TACOMA MARKET (FAWCETT)	71	5	95.60	5	92.96%	1	98.59%	1	98.59%
	TACOMA SKYLINE	52	0		0	100.00%		100.00%		100.00%
	TACOMA WAVERLY-2	18	1	1.00	3	83.33%		100.00%		100.00%
	TACOMA WAVERLY-7	92	2	40.00	1	98.91%		100.00%		100.00%
VANCOUVER		359	15	97.27	4	98.89%	4	98.89%	3	99.16%
	VANCOUVER ORCHARDS	176	4	113.75	0	100.00%	2	98.86%	1	99.43%
	VANCOUVER OXFORD	117	9	71.00	2	98.29%	2	98.29%	1	99.15%
	VANCOUVER SALMON CRK(NORTH)	66	2	182.50	2	96.97%		100.00%	1	98.48%
WAITSBURG		1	0		0	100.00%		100.00%		100.00%
WALLA WALLA (INCL TOUCHET)		51	5	184.20	2	96.08%		100.00%	4	92.16%
WARDEN		5	0		0	100.00%		100.00%		100.00%
WINLOCK		17	0		1	94.12%		100.00%		100.00%
YAKIMA		174	7	163.43	0	100.00%	2	98.85%	3	98.28%
	YAKIMA CHESTNUT	118	5	148.00	0	100.00%	1	99.15%	2	98.31%
	YAKIMA WEST	56	2	202.00	0	100.00%	1	98.21%	1	98.21%
Exchanges in Neighboring States										

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STANDARD						90.00%		99.00%		
CLARKSTON		9	0		0	100.00%		100.00%		100.00%
TOTALS		5,582	275	114.80	111	98.02%	36	99.36%	87	98.44%

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 180 day data from OP15A pending orders
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WASHINGTON TROUBLE REPORT RATE - MAY 2014

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE MAY-14	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
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	6,067	37	0.61	0.99	0.95	0.88	2.11	1.12	0.56	1.10	1.51	1.08	0.94	0.78
AUBURN		0	10,701	181	1.69	0.94	1.01	0.87	1.21	0.90	0.89	1.14	1.07	1.03	0.91	0.92
BAINBRIDGE ISLAND		0	5,962	49	0.82	0.70	1.01	0.56	1.04	0.92	1.14	1.14	1.13	0.71	1.13	0.85
BATTLEGROUND		0	6,021	48	0.80	0.89	1.19	1.07	2.28	1.28	1.52	1.36	1.02	0.71	1.06	1.21
BELFAIR		0	3,995	31	0.78	1.02	1.08	1.71	1.09	1.60	1.03	1.33	1.38	0.91	1.22	1.03
BELLEVUE		0	23,073	129	0.56	0.52	0.59	0.54	0.88	0.72	0.81	0.66	0.68	0.57	0.77	0.69
	BELLEVUE GLENCOURT	0	9,836	41	0.42	0.28	0.49	0.41	0.54	0.48	0.59	0.60	0.57	0.41	0.70	0.40
	BELLEVUE-SHERWOOD	0	13,237	88	0.66	0.70	0.66	0.64	1.13	0.90	0.97	0.70	0.76	0.68	0.81	0.90
BELLINGHAM		0	14,776	74	0.50	0.41	0.58	0.47	0.63	0.44	0.66	0.62	0.74	0.48	0.46	0.31
	BELLINGHAM LUMMI	0	967	11	1.14	0.62	0.72	0.62	1.02	1.01	0.50	0.41	0.82	0.91	0.80	0.40
	BELLINGHAM REGENT	0	13,809	63	0.46	0.40	0.57	0.46	0.60	0.40	0.67	0.64	0.74	0.45	0.44	0.30
BLACK DIAMOND		0	1,492	14	0.94	1.46	3.17	2.95	2.29	1.23	0.90	1.67	2.17	2.28	2.19	2.06
BREMERTON		0	20,849	97	0.47	0.41	0.75	0.52	0.49	0.38	0.42	0.48	0.44	0.70	0.52	0.39
	BREMERTON CROSBY	0	1,936	33	1.70	0.87	0.96	1.60	1.14	1.03	1.45	0.91	1.32	2.42	1.69	1.45
	BREMERTON ESSEX	0	18,485	60	0.32	0.36	0.75	0.41	0.41	0.30	0.32	0.42	0.35	0.52	0.40	0.27
	BREMERTON SUNNYSLOPE	0	428	4	0.93	0.92	0.00	0.46	0.69	0.91	0.23	0.88	0.22	0.21	0.41	0.41
BUCKLEY		0	1,180	19	1.61	0.67	1.58	1.07	1.55	1.13	1.19	1.97	2.58	0.77	2.65	1.58
CASTLE ROCK		0	2,317	23	0.99	1.20	1.44	0.97	2.29	1.36	1.06	1.71	1.44	1.43	2.03	1.51
CENTRALIA		0	4,012	39	0.97	1.24	1.20	0.92	1.49	1.07	0.97	2.00	1.58	1.15	0.79	0.78
CHEHALIS		0	6,138	85	1.39	0.79	0.74	1.46	1.21	0.79	0.96	1.82	1.68	0.91	0.95	1.06
	CHEHALIS	0	4,413	51	1.16	0.72	0.61	1.48	1.05	0.77	1.05	1.77	1.96	0.83	0.92	0.89
	CHEHALIS NAPA VINE	0	1,723	34	1.97	0.98	1.09	1.42	1.64	0.84	0.73	1.95	0.97	1.12	1.01	1.46
CLE-ELUM		0	1,974	12	0.61	0.56	0.25	0.66	0.45	0.25	0.74	0.69	1.42	0.93	0.87	0.38
COLFAX		0	1,635	10	0.61	0.61	0.67	0.54	1.20	0.72	1.07	1.42	0.76	0.87	1.04	0.92
COLVILLE		0	5,165	59	1.14	1.07	0.65	0.76	0.59	1.32	0.51	0.98	1.24	0.88	1.02	1.23
COPALIS(OCEAN SHORES)		0	2,136	18	0.84	1.06	1.82	1.31	1.66	0.80	1.06	1.10	2.14	1.11	1.62	1.39
COULEE DAM		0	1,474	27	1.83	0.94	0.60	0.80	0.86	1.57	0.91	0.71	1.22	3.70	2.91	0.50
CRYSTAL MTN.		0	524	4	0.76	0.76	1.14	1.71	2.08	0.94	1.89	2.29	0.19	1.14	0.94	0.93
DAYTON		0	1,336	21	1.57	1.19	0.74	0.66	1.18	0.95	0.51	0.67	1.54	0.65	1.01	1.00
DEER PARK		0	4,023	36	0.89	0.74	1.13	0.73	1.57	0.57	0.78	0.71	1.95	2.24	1.55	0.80
DES MOINES		0	10,404	90	0.87	0.87	0.84	1.08	1.04	0.80	0.87	1.19	0.85	1.00	1.24	0.78
	DES MOINES	0	4,063	35	0.86	0.85	0.84	1.17	0.92	0.91	0.89	1.40	0.92	1.18	1.78	1.26
	DES MOINES FEDERAL WAY	0	6,341	55	0.87	0.88	0.84	1.02	1.12	0.74	0.85	1.06	0.81	0.88	0.90	0.46
EASTON		0	451	5	1.11	0.44	0.22	0.44	0.00	3.70	3.03	1.54	0.22	1.09	0.65	1.29

WASHINGTON TROUBLE REPORT RATE - MAY 2014

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE MAY-14	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
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	1,611	20	1.24	0.98	0.86	1.20	0.83	1.05	1.50					
ENUMCLAW		0	3,608	50	1.39	0.80	1.19	1.45	1.80	1.38	2.01	1.84	1.35	1.24	1.50	1.34
EPHRATA		0	1,797	9	0.50	0.77	0.76	1.55	0.21	0.94	0.57	0.36	1.03	0.72	1.12	1.06
GRAHAM		0	6,464	62	0.96	1.65	1.72	1.52	1.57	1.09	1.02	1.75	1.69	1.53	1.35	0.92
GREEN BLUFF		0	1,692	11	0.65	1.47	1.40	1.33	0.75	1.38	1.89	1.65	0.90	1.79	1.27	1.47
HOODSPORT		0	1,257	11	0.88	1.11	0.79	0.86	0.54	0.54	0.99	0.98	0.67	0.59	1.39	1.17
ISSAQUAH		0	9,174	58	0.63	0.71	0.87	0.75	0.87	0.61	0.85	1.19	0.70	0.75	0.62	0.48
KENT		0	20,820	134	0.64	0.67	0.93	0.66	0.96	0.73	0.77	1.01	0.92	0.58	0.64	0.66
	KENT MERIDIAN	0	6,637	50	0.75	0.85	1.03	0.83	1.23	1.01	1.24	1.52	1.29	0.78	0.96	1.00
	KENT O BRIEN	0	4,904	8	0.16	0.22	0.50	0.18	0.22	0.28	0.18	0.33	0.41	0.18	0.27	0.27
	KENT ULRICH	0	9,279	76	0.82	0.79	1.08	0.79	1.16	0.75	0.75	0.99	0.91	0.64	0.59	0.60
LIBERTY LAKE		0	501	1	0.20	0.59	0.78	0.39	0.19	0.75	0.00	0.00	0.54	0.36	0.87	1.03
LONGVIEW-KELSO		0	12,815	187	1.46	1.18	1.36	0.92	1.15	0.94	1.14	1.95	1.45	1.13	0.96	0.93
LOON LAKE		0	774	17	2.20	0.52	0.90	0.38	0.76	0.38	0.99	0.99	0.96	0.48	1.06	1.18
MAPLE VALLEY		0	4,357	34	0.78	0.73	1.01	0.71	1.67	1.63	1.34	1.53	1.60	1.00	1.22	0.86
MOSES LAKE		0	7,379	63	0.85	0.76	0.62	0.76	0.48	0.71	0.73	0.58	1.28	0.93	1.09	1.19
	MOSES LAKE AFB	0	1,254	6	0.48	0.71	0.31	0.70	0.16	0.69	0.23	0.31	1.30	0.75	0.74	1.16
	MOSES LAKE ALDER	0	6,125	57	0.93	0.77	0.68	0.77	0.54	0.71	0.83	0.63	1.28	0.96	1.16	1.20
NEWMAN LAKE		0	912	9	0.99	0.86	0.74	0.42	0.73	0.62	1.02	0.61	0.40	1.57	0.68	2.42
NORTHPORT		0	831	16	1.93	0.60	0.36	1.08	2.97	0.12	0.93	0.46	0.11	0.79	0.78	0.66
OLYMPIA		0	31,041	258	0.83	0.73	0.58	0.57	0.87	0.57	0.67	0.85	0.77	0.56	0.61	0.63
	OLYMPIA EVERGREEN	0	2,354	17	0.72	1.27	0.88	1.21	1.04	0.82	0.82	1.09	1.20	0.52	1.33	1.17
	OLYMPIA LACEY	0	13,175	148	1.12	0.57	0.66	0.51	0.84	0.55	0.66	0.75	0.62	0.60	0.53	0.58
	OLYMPIA WHITEHALL	0	15,512	93	0.60	0.77	0.46	0.52	0.87	0.54	0.66	0.92	0.85	0.53	0.57	0.60
OMAK-OKANOGAN		0	4,675	40	0.86	0.99	1.02	1.07	0.86	0.88	0.97	0.75	1.58	1.96	2.85	1.39
OROVILLE		0	1,364	13	0.95	0.73	1.23	0.82	0.71	0.84	1.11	1.80	2.73	1.44	1.96	2.02
OTHELLO		0	2,782	27	0.97	1.24	1.34	1.45	1.96	0.80	1.89	2.53	2.17	1.45	1.49	1.40
PASCO		0	8,382	61	0.73	0.78	0.64	0.76	0.99	0.59	0.55	0.76	0.73	1.15	0.88	1.06
PATEROS		0	553	6	1.08	1.63	0.54	0.71	0.89	0.53	0.35	0.70	0.34	1.72	1.37	1.53
POMEROY		0	1,024	13	1.27	1.37	1.36	1.45	1.44	1.72	1.53	2.51	1.24	0.94	3.36	1.85
PT. ANGELES		0	9,233	66	0.71	0.42	0.62	0.57	0.66	0.91	0.60	0.73	0.90	0.60	0.72	0.84
	PT ANGELES JOYCE	0	798	13	1.63	0.63	2.61	0.98	2.20	3.04	1.93	0.83	1.63	1.16	1.14	0.92
	PT. ANGELES	0	8,435	53	0.63	0.40	0.43	0.53	0.51	0.72	0.47	0.72	0.83	0.54	0.68	0.84
PT. LUDLOW		0	1,498	10	0.67	0.86	0.46	0.70	1.14	0.56	0.62	0.55	1.14	1.41	0.75	0.69

WASHINGTON TROUBLE REPORT RATE - MAY 2014

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE MAY-14	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
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	9,106	75	0.82	0.73	0.92	0.91	1.48	1.00	1.14	1.19	1.33	0.98	1.08	0.78
	PORT ORCHARD COLBY	0	3,349	32	0.96	0.74	0.91	1.11	1.87	1.30	1.09	1.33	1.93	1.03	1.36	0.90
	PT. ORCHARD	0	5,757	43	0.75	0.72	0.93	0.80	1.26	0.82	1.17	1.10	0.97	0.96	0.92	0.71
PT. TOWNSEND		0	7,065	66	0.93	1.03	1.33	1.06	0.89	0.57	0.68	1.06	0.95	0.60	0.66	0.77
PUYALLAP		0	11,944	91	0.76	0.89	1.03	0.80	1.11	0.93	0.88	1.05	1.04	0.93	0.91	0.77
RENTON		0	18,576	154	0.83	0.69	0.84	0.72	1.26	0.94	0.85	1.05	0.80	0.75	0.73	0.70
RIDGEFIELD		0	1,915	25	1.31	0.99	1.50	0.77	1.37	1.66	0.95	0.74	1.91	1.02	1.00	0.90
ROCHESTER		0	2,772	28	1.01	0.96	1.35	0.81	1.40	1.38	1.36	0.79	1.52	0.88	1.94	1.63
ROY		0	1,485	16	1.08	1.06	2.38	1.89	1.62	1.23	1.60					
SEATTLE		0	142,864	748	0.52	0.54	0.63	0.57	0.71	0.50	0.54	0.69	0.57	0.49	0.50	0.48
	SEATTLE ATWATER	0	10,292	41	0.40	0.31	0.52	0.45	0.46	0.29	0.22	0.42	0.45	0.30	0.30	0.31
	SEATTLE CAMPUS	0	5,397	21	0.39	0.55	0.53	0.45	0.56	0.28	0.26	0.45	0.39	0.46	0.42	0.34
	SEATTLE CHERRY	0	15,524	123	0.79	0.90	1.01	0.83	1.09	0.72	0.84	1.13	0.75	0.68	0.65	0.81
	SEATTLE DUWAMISH	0	6,957	36	0.52	0.60	0.72	0.49	0.80	0.45	0.60	0.74	0.58	0.85	0.63	0.37
	SEATTLE EAST	0	16,259	73	0.45	0.48	0.63	0.61	0.67	0.60	0.68	0.70	0.58	0.56	0.49	0.48
	SEATTLE ELLIOT	0	4,819	11	0.23	0.35	0.23	0.08	0.12	0.06	0.14	0.23	0.31	0.07	0.13	0.17
	SEATTLE EMERSON	0	13,620	83	0.61	0.71	0.69	0.64	0.88	0.68	0.74	0.87	0.76	0.50	0.63	0.55
	SEATTLE LAKEVIEW	0	13,334	75	0.56	0.58	0.72	0.66	0.88	0.83	0.55	0.54	0.71	0.51	0.57	0.55
	SEATTLE MAIN	0	21,683	39	0.18	0.16	0.15	0.13	0.13	0.08	0.14	0.17	0.15	0.17	0.17	0.13
	SEATTLE MERCER ISLAND (ADAMS)	0	4,526	49	1.08	0.63	0.84	0.83	0.99	1.01	0.79	0.96	0.71	0.96	0.57	0.61
	SEATTLE PARKWAY	0	9,602	72	0.75	0.86	0.97	0.82	1.14	0.76	0.76	1.36	0.76	0.62	0.77	0.72
	SEATTLE SUNSET	0	10,881	50	0.46	0.51	0.60	0.62	0.68	0.60	0.49	0.72	0.64	0.55	0.63	0.62
	SEATTLE WEST	0	9,970	75	0.75	0.67	0.69	0.84	1.04	0.45	0.82	0.75	0.69	0.48	0.50	0.56
SEQUIM		0	8,095	56	0.69	0.58	0.61	0.55	0.75	0.45	0.60	1.06	0.79	0.83	0.77	0.65
SHELTON		0	7,729	92	1.19	0.69	0.89	0.71	1.10	0.65	0.80	1.13	2.14	1.48	1.13	1.13
SILVERDALE		0	6,493	33	0.51	0.55	0.61	0.54	0.75	0.41	0.69	0.59	0.68	0.55	0.72	0.56
SPOKANE		0	59,094	468	0.79	0.75	0.90	0.68	0.75	0.73	0.91	0.84	1.08	1.17	0.96	1.00
	SPOKANE CHESTNUT	0	1,352	12	0.89	1.77	1.54	1.60	1.51	0.71	1.27	1.09	0.94	1.26	1.72	0.73
	SPOKANE FAIRFAX	0	8,317	82	0.99	0.62	0.85	0.65	0.69	1.12	1.03	0.82	0.96	1.09	0.97	1.21
	SPOKANE HUDSON	0	6,365	64	1.01	0.81	0.77	0.85	0.77	0.79	0.90	0.99	1.07	1.26	1.31	1.17
	SPOKANE KEYSTONE	0	5,718	23	0.40	0.69	0.74	0.53	0.51	0.67	0.93	1.09	1.04	0.97	0.80	1.00
	SPOKANE MORAN	0	3,868	29	0.75	0.95	1.04	0.46	0.96	0.92	0.94	0.83	2.34	1.95	0.81	0.89
	SPOKANE RIVERSIDE	0	9,077	63	0.69	0.70	0.81	0.53	0.64	0.49	0.68	0.69	0.85	0.96	0.61	1.01
	SPOKANE WALNUT	0	15,720	126	0.80	0.74	0.91	0.62	0.66	0.59	0.87	0.78	0.80	1.19	0.84	0.98

WASHINGTON TROUBLE REPORT RATE - MAY 2014

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE MAY-14	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
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	8,677	69	0.80	0.70	1.07	0.91	0.99	0.74	1.03	0.81	1.40	1.07	1.31	0.81
SPRINGDALE		1	1,276	39	3.06	2.19	1.71	0.70	0.62	0.54	1.15	1.53	4.23	3.92	1.80	2.74
SUMNER (BONNEYLAKE)		0	6,772	59	0.87	1.10	0.97	1.17	1.56	1.36	1.00	1.39	1.38	0.97	0.83	1.00
TACOMA		0	65,285	508	0.78	0.72	0.97	0.91	1.19	0.67	0.92	1.27	0.80	0.73	0.79	0.68
	TACOMA FORT LEWIS	0	1,296	5	0.39	0.46	0.45	0.67	0.51	0.36	0.22	0.71	0.21	0.35	0.76	0.21
	TACOMA GREENFIELD	0	8,550	75	0.88	0.96	1.22	1.12	1.41	1.02	1.31	1.48	1.05	0.67	0.97	0.95
	TACOMA JUNIPER	0	9,096	84	0.92	0.63	0.85	0.59	0.88	0.53	0.83	1.39	0.87	0.74	0.74	0.68
	TACOMA LENNOX	0	10,211	108	1.06	1.01	1.08	1.11	1.86	0.79	1.02	1.34	1.00	1.04	1.14	0.91
	TACOMA LOGAN	0	6,473	61	0.94	0.78	1.15	1.33	1.02	0.76	1.03	1.14	0.88	0.49	0.57	0.68
	TACOMA MARKET (FAWCETT)	0	8,574	36	0.42	0.31	0.61	0.61	0.92	0.35	0.43	0.74	0.47	0.56	0.56	0.44
	TACOMA SKYLINE	0	6,747	55	0.82	0.85	1.23	1.18	1.41	0.91	1.15	2.04	0.70	0.95	0.56	0.66
	TACOMA WAVERLY-2	0	2,934	15	0.51	0.74	0.90	0.94	1.18	0.62	1.10	1.56	0.81	0.77	0.54	0.79
	TACOMA WAVERLY-7	0	11,404	69	0.61	0.58	0.85	0.68	0.92	0.51	0.79	0.94	0.70	0.67	0.87	0.48
VANCOUVER		0	38,207	273	0.71	0.83	0.75	0.67	1.03	0.89	0.85	1.12	0.85	0.83	0.75	0.75
	VANCOUVER ORCHARDS	0	19,266	138	0.72	0.83	0.73	0.58	1.00	0.82	0.85	0.75	0.80	0.75	0.68	0.67
	VANCOUVER OXFORD	0	11,387	69	0.61	0.73	0.71	0.64	0.91	0.82	0.76	1.26	0.89	0.61	0.58	0.53
	VANCOUVER SALMON CRK(NORTH)	0	7,554	66	0.87	0.99	0.85	0.96	1.30	1.19	0.99	1.84	0.92	1.34	1.14	1.25
WAITSBURG		1	341	5	1.47	1.17	2.62	1.16	2.29	0.84	2.23	1.39	6.56	2.17	0.54	1.62
WALLA WALLA (INCL TOUCHET)		0	7,891	36	0.46	0.60	0.74	0.67	1.28	0.85	0.68	0.86	1.57	1.49	1.15	0.88
WARDEN		0	697	13	1.87	0.86	1.28	0.84	1.26	0.28	2.05	0.68	2.70	1.20	1.98	1.17
WINLOCK		0	1,541	12	0.78	0.39	0.51	0.51	1.08	1.57	0.56	1.12	1.61	0.98	0.73	0.60
YAKIMA		0	21,886	115	0.53	0.42	0.52	0.56	0.58	0.42	0.60	1.02	0.73	0.84	0.84	0.93
	YAKIMA CHESTNUT	0	14,561	79	0.54	0.37	0.44	0.55	0.52	0.45	0.52	0.57	0.63	0.63	0.75	1.08
	YAKIMA WEST	0	7,325	36	0.49	0.51	0.68	0.58	0.71	0.37	0.76	1.86	0.90	1.24	1.01	0.66
Exchanges in Neighboring States																
CLARKSTON		0	3,217	37	1.15	1.77	1.09	0.87	1.58	1.46	1.61	1.27	1.43	1.38	1.36	1.95
TOTALS		0	694,498	5233	0.75	0.72	0.82	0.74	0.96	0.72	0.79	0.99	0.94	0.83	0.83	0.77

WASHINGTON TRUNK BLOCKING SUMMARY - MAY 2014

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	157	0	0.00%
LOCAL	353	0	0.00%
TOLL	372	7	1.88%

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Blanks in the report indicate no activity for the measure.

WASHINGTON TRUNK BLOCKING - MAY 2014

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072415	168			TOLL	TWO_WAY	0.97%	1x blkng 05/12/14-2000, issued sa tgsr 05/12/14.
AP072421	168			TOLL	TWO_WAY	2.92%	2x blkng 05/06/14-1900,2000, issued sa tgsr
AP072428	264			TOLL	TWO_WAY	3.03%	1x blkng 05/06/14-1900,ISSUED SA TGSR(TANDEM BLKD @ 1900 HR.)
AP072430	144			TOLL	TWO_WAY	3.46%	1x blkng 05/06/14-1900,ISSUED SA TGSR(TANDEM BLKD @ 1900 HR.)
AP073982	168			TOLL	TWO_WAY	0.86%	1x blkng 05/06/14-1900,ISSUED SA TGSR(TANDEM BLKD @ 1900 HR.)
AP079934	264			TOLL	TWO_WAY	0.96%	1x blkng 05/12/14-2000, issued sa tgsr
AP081340	264			TOLL	TWO_WAY	6.47%	1X BLOCKING @ 1900-2100 HR ON 5/16/14,ISSUED SA TGSR

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - MAY 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 - MAY 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 - MAY 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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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 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 - MAY 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 - MAY 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, 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 - MAY 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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