



CenturyLink™

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July 30, 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 June 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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2014 JUL 31 AM 11:17
PROPERTY MANAGEMENT

Washington Service Quality Summary Report - JUNE 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%

2014 JUL 31 AM 11:48
 WASHINGTON SERVICE QUALITY REPORT
 CONFIDENTIAL

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - JUNE 2014

METRIC DESCRIPTION	APRIL 2014			MAY 2014			JUNE 2014		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	1,363	1,430	95.31%	1,467	1,534	95.63%	1,305	1,399	93.28%
OOS Tickets Not Cleared Within 48 Hrs	67	1	67	67	1	67	94	1	94
Number of OOS Exemptions	68	1	68	52	1	52	63	1	63
All Other Repairs Cleared LT < 72 Hrs	3,565	3,651	97.64%	3,684	3,774	97.62%	3,628	3,733	97.19%
All Other Troubles Cleared GTR > 72 Hrs	86	1	86	90	1	90	105	1	105
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	2	1	2	3	1	3	8	1	8
Physically Obstructed All Other Troubles Cleared > 72 Hrs	58	1	58	74	1	74	85	1	85
Repair Force Majeure Exclusions	16	1	16	34	1	34	20	1	20
Repair Physically Obstructed Exclusions	35	1	35	40	1	40	38	1	38
Installation Appointments Met	1,580	1,679	94.10%	1,438	1,520	94.61%	1,487	1,607	92.53%
Repair Appointments Met	2,238	2,554	87.63%	2,142	2,503	85.58%	1,995	2,338	85.33%
Provisioning Missed for Company Reasons	132	1	132	139	1	139	138	1	138
Provisioning Missed for Customer Reasons	524	1	524	458	1	458	486	1	486
% of Switches Delivering Dial Tone Within 3 seconds	5,585	5,586	99.98%	2,370	2,370	100.00%	5,597	5,597	100.00%

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - JUNE 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%		100.00%		
ABERDEEN-HOQUIAM		54	7	59.14	2	96.30%	2	96.30%	1	98.15%
AUBURN		106	6	109.17	10	90.57%	1	99.06%	2	98.11%
BAINBRIDGE ISLAND		43	1	105.00	0	100.00%	1	97.67%		100.00%
BATTLEGROUND		58	3	203.33	1	98.28%		100.00%	2	96.55%
BELFAIR		30	2	145.50	1	96.67%		100.00%	1	96.67%
BELLEVUE		171	8	298.75	8	95.32%		100.00%	6	96.49%
	BELLEVUE GLENCOURT	94	1	343.00	5	94.68%		100.00%	1	98.94%
	BELLEVUE-SHERWOOD	77	7	292.43	3	96.10%		100.00%	5	93.51%
BELLINGHAM		126	4	74.50	1	99.21%	2	98.41%		100.00%
	BELLINGHAM LUMMI	14	0		0	100.00%		100.00%		100.00%
	BELLINGHAM REGENT	112	4	74.50	1	99.11%	2	98.21%		100.00%
BLACK DIAMOND		7	4	183.75	0	100.00%		100.00%	1	85.71%
BREMERTON		135	7	49.71	2	98.52%		100.00%	1	99.26%
	BREMERTON CROSBY	17	3	32.67	0	100.00%		100.00%		100.00%
	BREMERTON ESSEX	115	4	62.50	2	98.26%		100.00%	1	99.13%
	BREMERTON SUNNYSLOPE	3	0		0	100.00%		100.00%		100.00%
BUCKLEY		9	1	3.00	1	88.89%		100.00%		100.00%
CASTLE ROCK		17	2	194.50	1	94.12%		100.00%	1	94.12%
CENTRALIA		60	2	20.00	1	98.33%		100.00%		100.00%
CHEHALIS		55	2	38.00	2	96.36%		100.00%		100.00%
	CHEHALIS	40	1	15.00	1	97.50%		100.00%		100.00%
	CHEHALIS NAPAIVINE	15	1	61.00	1	93.33%		100.00%		100.00%
CLE-ELUM		14	0		0	100.00%		100.00%		100.00%
COLFAX		11	0		0	100.00%		100.00%		100.00%
COLVILLE		47	1	50.00	1	97.87%		100.00%		100.00%
COPALIS(OCEAN SHORES)		17	2	170.50	1	94.12%		100.00%	1	94.12%
COULLEE DAM		8	0		1	87.50%		100.00%		100.00%
CRYSTAL MTN		1	0		0	100.00%		100.00%		100.00%
DAYTON		5	0		0	100.00%		100.00%		100.00%
DEER PARK		43	1	11.00	0	100.00%		100.00%		100.00%
DES MOINES		120	5	243.00	2	98.33%		100.00%	4	96.67%
	DES MOINES	50	1	204.00	1	98.00%		100.00%	1	98.00%

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 - JUNE 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%		100.00%		
	DES MOINES FEDERAL WAY	70	4	252.75	1	98.57%		100.00%	3	95.71%
EASTON		8	1	99.00	0	100.00%	1	87.50%		100.00%
ELK		13	0		1	92.31%		100.00%		100.00%
ENUMCLAW		19	3	161.33	0	100.00%		100.00%	2	89.47%
EPHRATA		14	0		0	100.00%		100.00%		100.00%
GRAHAM		72	2	11.50	3	95.83%		100.00%		100.00%
GREEN BLUFF		16	0		0	100.00%		100.00%		100.00%
HOODSPORT		9	0		0	100.00%		100.00%		100.00%
ISSAQUAH		52	3	166.33	2	96.15%		100.00%	2	96.15%
KENT		167	16	108.25	8	95.21%	4	97.60%	4	97.60%
	KENT MERIDIAN	37	8	120.13	3	91.89%	2	94.59%	2	94.59%
	KENT O BRIEN	19	1	12.00	0	100.00%		100.00%		100.00%
	KENT ULRICH	111	7	108.43	5	95.50%	2	98.20%	2	98.20%
LIBERTY LAKE		2	0		0	100.00%		100.00%		100.00%
LONGVIEW-KELSO		131	6	88.00	2	98.47%	2	98.47%	1	99.24%
LOON LAKE		8	0		0	100.00%		100.00%		100.00%
MAPLE VALLEY		30	0		0	100.00%		100.00%		100.00%
MOSES LAKE		53	3	124.33	1	98.11%	1	98.11%	1	98.11%
	MOSES LAKE AFB	16	0		0	100.00%		100.00%		100.00%
	MOSES LAKE ALDER	37	3	124.33	1	97.30%	1	97.30%	1	97.30%
NEWMAN LAKE		10	0		0	100.00%		100.00%		100.00%
NORTHPORT		11	1	60.00	0	100.00%		100.00%		100.00%
OLYMPIA		275	15	80.93	14	94.91%	2	99.27%	3	98.91%
	OLYMPIA EVERGREEN	18	1	43.00	0	100.00%		100.00%		100.00%
	OLYMPIA LACEY	130	3	65.67	4	96.92%	2	98.46%		100.00%
	OLYMPIA WHITEHALL	127	11	88.55	10	92.13%		100.00%	3	97.64%
OMAK-OKANOGAN		22	3	140.33	0	100.00%		100.00%	1	95.45%
OROVILLE		18	0		0	100.00%		100.00%		100.00%
OTHELLO		25	4	102.50	1	96.00%	2	92.00%	1	96.00%
PASCO		71	4	32.25	1	98.59%	1	98.59%		100.00%
PATEROS		3	0		0	100.00%		100.00%		100.00%
POMEROY		9	0		0	100.00%		100.00%		100.00%

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
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STANDARD						90.00%		100.00%		
PT. ANGELES		58	3	221.33	2	96.55%		100.00%	1	98.28%
	PT ANGELES JOYCE	6	0		1	83.33%		100.00%		100.00%
	PT ANGELES	52	3	221.33	1	98.08%		100.00%	1	98.08%
PT. LUDLOW		14	0		1	92.86%		100.00%		100.00%
PT ORCHARD		53	4	173.00	0	100.00%		100.00%	2	96.23%
	PORT ORCHARD COLBY	18	2	228.50	0	100.00%		100.00%	1	94.44%
	PT. ORCHARD	35	2	117.50	0	100.00%		100.00%	1	97.14%
PT. TOWNSEND		52	5	73.80	0	100.00%	1	98.08%	1	98.08%
PUYALLAP		110	8	73.00	1	99.09%	3	97.27%	1	99.09%
RENTON		154	15	128.47	4	97.40%	2	98.70%	5	96.75%
RIDGEFIELD		11	1	81.00	1	90.91%	1	90.91%		100.00%
ROCHESTER		27	0		1	96.30%		100.00%		100.00%
ROY		11	2	42.00	0	100.00%	1	90.91%		100.00%
SEATTLE		959	61	119.38	20	97.91%	10	98.96%	19	98.02%
	SEATTLE ATWATER	56	2	42.00	0	100.00%		100.00%		100.00%
	SEATTLE CAMPUS	32	1	21.00	0	100.00%		100.00%		100.00%
	SEATTLE CHERRY	122	21	153.90	2	98.36%	4	96.72%	10	91.80%
	SEATTLE DUWAMISH	51	5	141.80	2	96.08%		100.00%	3	94.12%
	SEATTLE EAST	104	7	122.00	1	99.04%		100.00%	2	98.08%
	SEATTLE ELLIOT	38	2	15.50	4	89.47%		100.00%		100.00%
	SEATTLE EMERSON	117	2	120.50	0	100.00%	2	98.29%		100.00%
	SEATTLE LAKEVIEW	86	1	11.00	2	97.67%		100.00%		100.00%
	SEATTLE MAIN	112	6	124.67	2	98.21%	1	99.11%	2	98.21%
	SEATTLE MERCER ISLAND (ADAMS)	25	2	41.00	2	92.00%	1	96.00%		100.00%
	SEATTLE PARKWAY	74	4	111.25	3	95.95%		100.00%	1	98.65%
	SEATTLE SUNSET	61	3	89.67	0	100.00%	2	96.72%		100.00%
	SEATTLE WEST	81	5	111.00	2	97.53%		100.00%	1	98.77%
SEQUIM		72	3	133.33	0	100.00%	1	98.61%	1	98.61%
SHELTON		76	3	17.00	4	94.74%		100.00%		100.00%
SILVERDALE		40	1	12.00	1	97.50%		100.00%		100.00%
SPOKANE		628	25	107.24	9	98.57%	4	99.36%	6	99.04%
	SPOKANE CHESTNUT	16	3	120.67	0	100.00%		100.00%	1	93.75%

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
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Washington Orders Summary - JUNE 2014
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STANDARD						90.00%		100.00%		
	SPOKANE FAIRFAX	86	0		0	100.00%		100.00%		100.00%
	SPOKANE HUDSON	93	3	27.00	3	96.77%		100.00%		100.00%
	SPOKANE KEYSTONE	57	3	26.67	1	98.25%		100.00%		100.00%
	SPOKANE MORAN	38	5	164.20	0	100.00%	1	97.37%	2	94.74%
	SPOKANE RIVERSIDE	87	5	86.80	2	97.70%	2	97.70%	1	98.85%
	SPOKANE WALNUT	170	1	0.00	3	98.24%		100.00%		100.00%
	SPOKANE WHITWORTH	81	5	180.60	0	100.00%	1	98.77%	2	97.53%
SPRINGDALE		7	1	117.00	0	100.00%	1	85.71%		100.00%
SUMNER (BONNEYLAKE)		47	0		2	95.74%		100.00%		100.00%
TACOMA		641	28	96.32	10	98.44%	2	99.69%	8	98.75%
	TACOMA FORT LEWIS	21	1	186.00	0	100.00%		100.00%	1	95.24%
	TACOMA GREENFIELD	103	4	224.00	0	100.00%		100.00%	3	97.09%
	TACOMA JUNIPER	108	3	244.00	0	100.00%		100.00%	3	97.22%
	TACOMA LENNOX	92	5	13.20	2	97.83%		100.00%		100.00%
	TACOMA LOGAN	69	0		3	95.65%		100.00%		100.00%
	TACOMA MARKET (FAWCETT)	66	8	79.25	1	98.48%	1	98.48%	1	98.48%
	TACOMA SKYLINE	55	0		0	100.00%		100.00%		100.00%
	TACOMA WAVERLY-2	18	1	26.00	0	94.44%		100.00%		100.00%
	TACOMA WAVERLY-7	109	6	26.17	3	97.25%	1	99.08%		100.00%
VANCOUVER		375	19	98.00	9	97.60%	7	98.13%	3	99.20%
	VANCOUVER ORCHARDS	195	8	76.38	1	99.49%	2	98.97%	1	99.49%
	VANCOUVER OXFORD	120	9	92.89	4	96.67%	4	96.67%	1	99.17%
	VANCOUVER SALMON CRK(NORTH)	60	2	207.50	4	93.33%	1	98.33%	0	98.33%
WAITSBURG			0							
WALLA WALLA (INCL TOUCHET)		58	5	201.00	0	100.00%		100.00%	4	93.10%
WARDEN		8	0		0	100.00%		100.00%		100.00%
WINLOCK		8	1	15.00	0	100.00%		100.00%		100.00%
YAKIMA		168	9	148.22	2	98.81%	2	98.81%	3	98.21%
	YAKIMA CHESTNUT	119	7	125.71	1	99.16%	1	99.16%	2	98.32%
	YAKIMA WEST	49	2	227.00	1	97.96%	0	97.96%	1	97.96%
Exchanges in Neighboring States										

Source: 5 and 90 day data from RSOR completed orders
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STANDARD						90.00%		100.00%		
CLARKSTON		14	0		0	100.00%		100.00%		100.00%
TOTALS		5,766	313	114.57	135	97.66%	54	99.06%	89	98.46%

Source: 5 and 90 day data from RSOR completed orders
 180 day data from OP15A pending orders
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WASHINGTON TROUBLE REPORT RATE - JUNE 2014

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE JUN-14	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
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	5,989	43	0.72	0.61	0.99	0.95	0.88	2.11	1.12	0.56	1.10	1.51	1.08	0.94
AUBURN		0	10,552	74	0.70	1.69	0.94	1.01	0.87	1.21	0.90	0.89	1.14	1.07	1.03	0.91
BAINBRIDGE ISLAND		0	5,931	59	0.99	0.82	0.70	1.01	0.56	1.04	0.92	1.14	1.14	1.13	0.71	1.13
BATTLEGROUND		0	5,951	70	1.18	0.80	0.89	1.19	1.07	2.28	1.28	1.52	1.36	1.02	0.71	1.06
BELFAIR		0	3,957	43	1.09	0.78	1.02	1.08	1.71	1.09	1.60	1.03	1.33	1.38	0.91	1.22
BELLEVUE		0	22,845	142	0.62	0.56	0.52	0.59	0.54	0.88	0.72	0.81	0.66	0.68	0.57	0.77
	BELLEVUE GLENCOURT	0	9,762	49	0.50	0.42	0.28	0.49	0.41	0.54	0.48	0.59	0.60	0.57	0.41	0.70
	BELLEVUE-SHERWOOD	0	13,083	93	0.71	0.66	0.70	0.66	0.64	1.13	0.90	0.97	0.70	0.76	0.68	0.81
BELLINGHAM		0	14,589	57	0.39	0.50	0.41	0.58	0.47	0.63	0.44	0.66	0.62	0.74	0.48	0.46
	BELLINGHAM LUMMI	0	962	1	0.10	1.14	0.62	0.72	0.62	1.02	1.01	0.50	0.41	0.82	0.91	0.80
	BELLINGHAM REGENT	0	13,627	56	0.41	0.46	0.40	0.57	0.46	0.60	0.40	0.67	0.64	0.74	0.45	0.44
BLACK DIAMOND		0	1,478	19	1.29	0.94	1.46	3.17	2.95	2.29	1.23	0.90	1.67	2.17	2.28	2.19
BREMERTON		0	20,755	87	0.42	0.47	0.41	0.75	0.52	0.49	0.38	0.42	0.48	0.44	0.70	0.52
	BREMERTON CROSBY	0	1,907	27	1.42	1.70	0.87	0.96	1.60	1.14	1.03	1.45	0.91	1.32	2.42	1.69
	BREMERTON ESSEX	0	18,422	57	0.31	0.32	0.36	0.75	0.41	0.41	0.30	0.32	0.42	0.35	0.52	0.40
	BREMERTON SUNNYSLOPE	0	426	3	0.70	0.93	0.92	0.00	0.46	0.69	0.91	0.23	0.88	0.22	0.21	0.41
BUCKLEY		0	1,160	14	1.21	1.61	0.67	1.58	1.07	1.55	1.13	1.19	1.97	2.58	0.77	2.65
CASTLE ROCK		0	2,296	32	1.39	0.99	1.20	1.44	0.97	2.29	1.36	1.06	1.71	1.44	1.43	2.03
CENTRALIA		0	3,955	37	0.94	0.97	1.24	1.20	0.92	1.49	1.07	0.97	2.00	1.58	1.15	0.79
CHEHALIS		0	6,075	56	0.92	1.39	0.79	0.74	1.46	1.21	0.79	0.96	1.82	1.68	0.91	0.95
	CHEHALIS	0	4,367	39	0.89	1.16	0.72	0.61	1.48	1.05	0.77	1.05	1.77	1.96	0.83	0.92
	CHEHALIS NAPAVINE	0	1,708	17	1.00	1.97	0.98	1.09	1.42	1.64	0.84	0.73	1.95	0.97	1.12	1.01
GLE-ELUM		0	1,951	9	0.46	0.61	0.56	0.25	0.66	0.45	0.25	0.74	0.69	1.42	0.93	0.87
COLFAX		0	1,621	16	0.99	0.61	0.61	0.67	0.54	1.20	0.72	1.07	1.42	0.76	0.87	1.04
COLVILLE		0	5,121	49	0.96	1.14	1.07	0.65	0.76	0.59	1.32	0.51	0.98	1.24	0.88	1.02
COPALIS(OCEAN SHORES)		0	2,111	22	1.04	0.84	1.06	1.82	1.31	1.66	0.80	1.06	1.10	2.14	1.11	1.62
COULEE DAM		0	1,467	34	2.32	1.83	0.94	0.60	0.80	0.86	1.57	0.91	0.71	1.22	3.70	2.91
CRYSTAL MTN.		0	518	12	2.32	0.76	0.76	1.14	1.71	2.08	0.94	1.89	2.29	0.19	1.14	0.94
DAYTON		0	1,322	11	0.83	1.57	1.19	0.74	0.66	1.18	0.95	0.51	0.67	1.54	0.65	1.01
DEER PARK		0	3,974	31	0.78	0.89	0.74	1.13	0.73	1.57	0.57	0.78	0.71	1.95	2.24	1.55
DES MOINES		0	10,272	76	0.74	0.87	0.87	0.84	1.08	1.04	0.80	0.87	1.19	0.85	1.00	1.24
	DES MOINES	0	4,006	34	0.85	0.86	0.85	0.84	1.17	0.92	0.91	0.89	1.40	0.92	1.18	1.78
	DES MOINES FEDERAL WAY	0	6,266	42	0.67	0.87	0.88	0.84	1.02	1.12	0.74	0.85	1.06	0.81	0.88	0.90
EASTON		0	447	5	1.12	1.11	0.44	0.22	0.44	0.00	3.70	3.03	1.54	0.22	1.09	0.85

WASHINGTON TROUBLE REPORT RATE - JUNE 2014

WIRECENTER		STD EXD CNT	LINE	RPTS	RATE JUN-14	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
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	8,987	90	1.00	0.82	0.73	0.92	0.91	1.48	1.00	1.14	1.19	1.33	0.98	1.08
	PORT ORCHARD COLBY	0	3,297	30	0.91	0.96	0.74	0.91	1.11	1.87	1.30	1.09	1.33	1.93	1.03	1.36
	PT. ORCHARD	0	5,690	60	1.05	0.75	0.72	0.93	0.80	1.26	0.82	1.17	1.10	0.97	0.96	0.92
PT. TOWNSEND		0	6,967	68	0.98	0.93	1.03	1.33	1.06	0.89	0.57	0.68	1.06	0.95	0.60	0.66
PUYALLAP		0	11,776	81	0.69	0.76	0.89	1.03	0.80	1.11	0.93	0.88	1.05	1.04	0.93	0.91
RENTON		0	18,328	135	0.74	0.83	0.69	0.84	0.72	1.26	0.94	0.85	1.05	0.80	0.75	0.73
RIDGEFIELD		0	1,901	31	1.63	1.31	0.99	1.50	0.77	1.37	1.66	0.95	0.74	1.91	1.02	1.00
ROCHESTER		0	2,740	45	1.64	1.01	0.96	1.35	0.81	1.40	1.38	1.36	0.79	1.52	0.88	1.94
ROY		0	1,478	16	1.08	1.08	1.06	2.38	1.89	1.62	1.23	1.60				
SEATTLE		0	141,196	742	0.53	0.52	0.54	0.63	0.57	0.71	0.50	0.54	0.69	0.57	0.49	0.50
	SEATTLE ATWATER	0	10,167	47	0.46	0.40	0.31	0.52	0.45	0.46	0.29	0.22	0.42	0.45	0.30	0.30
	SEATTLE CAMPUS	0	5,317	27	0.51	0.39	0.55	0.53	0.45	0.56	0.28	0.26	0.45	0.39	0.46	0.42
	SEATTLE CHERRY	0	15,325	88	0.57	0.79	0.90	1.01	0.83	1.09	0.72	0.84	1.13	0.75	0.68	0.65
	SEATTLE DUWAMISH	0	6,861	46	0.67	0.52	0.60	0.72	0.49	0.80	0.45	0.60	0.74	0.58	0.85	0.63
	SEATTLE EAST	0	16,067	87	0.54	0.45	0.48	0.63	0.61	0.67	0.60	0.68	0.70	0.58	0.56	0.49
	SEATTLE ELLIOT	0	4,771	7	0.15	0.23	0.35	0.23	0.08	0.12	0.06	0.14	0.23	0.31	0.07	0.13
	SEATTLE EMERSON	0	13,476	93	0.69	0.61	0.71	0.69	0.64	0.88	0.68	0.74	0.87	0.76	0.50	0.63
	SEATTLE LAKEVIEW	0	13,183	78	0.59	0.56	0.58	0.72	0.66	0.88	0.63	0.55	0.54	0.71	0.51	0.57
	SEATTLE MAIN	0	21,546	39	0.18	0.18	0.16	0.15	0.13	0.13	0.08	0.14	0.17	0.15	0.17	0.17
	SEATTLE MERCER ISLAND (ADAMS)	0	4,443	40	0.90	1.08	0.83	0.84	0.83	0.99	1.01	0.79	0.96	0.71	0.96	0.57
	SEATTLE PARKWAY	0	9,436	86	0.91	0.75	0.86	0.97	0.82	1.14	0.76	0.76	1.36	0.76	0.62	0.77
	SEATTLE SUNSET	0	10,759	49	0.46	0.46	0.51	0.60	0.62	0.68	0.60	0.49	0.72	0.64	0.55	0.63
	SEATTLE WEST	0	9,845	55	0.56	0.75	0.67	0.69	0.84	1.04	0.45	0.82	0.75	0.69	0.48	0.50
SEQUIM		0	8,014	73	0.91	0.69	0.58	0.61	0.55	0.75	0.45	0.60	1.06	0.79	0.83	0.77
SHELTON		0	7,647	62	0.81	1.19	0.69	0.89	0.71	1.10	0.65	0.80	1.13	2.14	1.48	1.13
SILVERDALE		0	6,410	47	0.73	0.51	0.55	0.61	0.54	0.75	0.41	0.69	0.59	0.88	0.55	0.72
SPOKANE		0	58,374	546	0.94	0.79	0.75	0.90	0.68	0.75	0.73	0.91	0.84	1.08	1.17	0.96
	SPOKANE CHESTNUT	0	1,335	16	1.20	0.89	1.77	1.54	1.60	1.51	0.71	1.27	1.09	0.94	1.26	1.72
	SPOKANE FAIRFAX	0	8,232	75	0.91	0.99	0.62	0.85	0.65	0.69	1.12	1.03	0.82	0.96	1.09	0.97
	SPOKANE HUDSON	0	6,256	68	1.09	1.01	0.81	0.77	0.85	0.77	0.79	0.90	0.99	1.07	1.26	1.31
	SPOKANE KEYSTONE	0	5,637	48	0.85	0.40	0.69	0.74	0.53	0.51	0.67	0.93	1.09	1.04	0.97	0.80
	SPOKANE MORAN	0	3,818	22	0.58	0.75	0.95	1.04	0.46	0.96	0.92	0.94	0.83	2.34	1.95	0.81
	SPOKANE RIVERSIDE	0	8,998	72	0.80	0.69	0.70	0.81	0.53	0.64	0.49	0.68	0.69	0.85	0.96	0.61
	SPOKANE WALNUT	0	15,521	132	0.85	0.80	0.74	0.91	0.62	0.66	0.59	0.87	0.78	0.80	1.19	0.84

WASHINGTON TROUBLE REPORT RATE - JUNE 2014

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE JUN-14	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
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	8,577	113	1.32	0.80	0.70	1.07	0.91	0.99	0.74	1.03	0.81	1.40	1.07	1.31
SPRINGDALE		1	1,272	16	1.26	3.06	2.19	1.71	0.70	0.62	0.54	1.15	1.53	4.23	3.92	1.80
SUMNER (BONNEYLAKE)		0	6,678	64	0.96	0.87	1.10	0.97	1.17	1.56	1.36	1.00	1.39	1.38	0.97	0.83
TACOMA		0	64,432	477	0.74	0.78	0.72	0.97	0.91	1.19	0.67	0.92	1.27	0.80	0.73	0.79
	TACOMA FORT LEWIS	0	1,273	6	0.47	0.39	0.46	0.45	0.67	0.51	0.36	0.22	0.71	0.21	0.35	0.76
	TACOMA GREENFIELD	0	8,427	74	0.88	0.88	0.96	1.22	1.12	1.41	1.02	1.31	1.48	1.05	0.67	0.97
	TACOMA JUNIPER	0	8,978	61	0.68	0.92	0.63	0.85	0.59	0.88	0.53	0.83	1.39	0.87	0.74	0.74
	TACOMA LENNOX	0	10,048	92	0.92	1.06	1.01	1.08	1.11	1.86	0.79	1.02	1.34	1.00	1.04	1.14
	TACOMA LOGAN	0	6,393	55	0.86	0.94	0.78	1.15	1.33	1.02	0.76	1.03	1.14	0.88	0.49	0.57
	TACOMA MARKET (FAWCETT)	0	8,500	34	0.40	0.42	0.31	0.61	0.61	0.92	0.35	0.43	0.74	0.47	0.56	0.56
	TACOMA SKYLINE	0	6,639	58	0.87	0.82	0.85	1.23	1.18	1.41	0.91	1.15	2.04	0.70	0.95	0.56
	TACOMA WAVERLY-2	0	2,920	19	0.65	0.51	0.74	0.90	0.94	1.18	0.62	1.10	1.56	0.81	0.77	0.54
	TACOMA WAVERLY-7	0	11,254	78	0.69	0.61	0.58	0.85	0.68	0.92	0.51	0.79	0.94	0.70	0.67	0.87
VANCOUVER		0	37,621	278	0.74	0.71	0.83	0.75	0.67	1.03	0.89	0.85	1.12	0.85	0.83	0.75
	VANCOUVER ORCHARDS	0	18,979	120	0.63	0.72	0.83	0.73	0.58	1.00	0.82	0.85	0.75	0.80	0.75	0.68
	VANCOUVER OXFORD	0	11,191	67	0.60	0.61	0.73	0.71	0.64	0.91	0.82	0.76	1.26	0.89	0.61	0.58
	VANCOUVER SALMON CRK(NORTH)	0	7,451	91	1.22	0.87	0.99	0.85	0.96	1.30	1.19	0.99	1.84	0.92	1.34	1.14
WAITSBURG		1	332	7	2.11	1.47	1.17	2.62	1.16	2.29	0.84	2.23	1.39	6.56	2.17	0.54
WALLA WALLA (INCL TOUCHET)		0	7,791	43	0.55	0.46	0.60	0.74	0.67	1.28	0.85	0.68	0.86	1.57	1.49	1.15
WARDEN		0	686	13	1.90	1.87	0.86	1.28	0.84	1.26	0.28	2.05	0.68	2.70	1.20	1.98
WINLOCK		0	1,528	18	1.18	0.78	0.39	0.51	0.51	1.08	1.57	0.56	1.12	1.61	0.98	0.73
YAKIMA		0	21,514	124	0.58	0.53	0.42	0.52	0.56	0.58	0.42	0.60	1.02	0.73	0.84	0.84
	YAKIMA CHESTNUT	0	14,330	84	0.59	0.54	0.37	0.44	0.55	0.52	0.45	0.52	0.57	0.63	0.63	0.75
	YAKIMA WEST	0	7,184	40	0.56	0.49	0.51	0.68	0.58	0.71	0.37	0.76	1.86	0.90	1.24	1.01
Exchanges in Neighboring States																
CLARKSTON		0	3,173	45	1.42	1.15	1.77	1.09	0.87	1.58	1.46	1.61	1.27	1.43	1.38	1.36
TOTALS		0	686,059	5103	0.74	0.75	0.72	0.82	0.74	0.96	0.72	0.79	0.99	0.94	0.83	0.83

WASHINGTON TRUNK BLOCKING SUMMARY - JUNE 2014

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	199	0	0.00%
LOCAL	353	0	0.00%
TOLL	372	5	1.34%

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Blanks in the report indicate no activity for the measure.

WASHINGTON TRUNK BLOCKING - JUNE 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	1.79%	1x blkng 06/09/14-2000 & 1x blkng 06/03/14-1800, issued sa tgsr
AP072430	144			TOLL	TWO_WAY	1.06%	1x blkng 06/23/14-1600, issued sa tgsr
AP072432	96			TOLL	TWO_WAY	0.60%	2x blkng 06/19/14-1100,1200, issued sa tgsr
AP074414	216			TOLL	TWO_WAY	3.04%	2x blkng 06/11/14-1100, 06/12/14-1100, issued sa tgsr
AP081340	264			TOLL	TWO_WAY	14.10%	4x blkng 06/16/14-1800,06/25/14-1800,1900,2000, issued sa tgsr issued 06/27/14

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

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JUNE 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 - JUNE 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 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 - JUNE 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 - JUNE 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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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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