



CenturyLink™

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August 21, 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 July 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

STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

2014 AUG 22 PM 12:11

RECEIVED
RECORDS MANAGEMENT

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Washington Service Quality Summary Report - JULY 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 | 2,688 | 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% |

RECEIVED
 RECORDS MANAGEMENT
 2014 AUG 22 PM 12:11
 STATE OF WASH.
 UTIL. AND TRANS.
 COMMISSION

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - JULY 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% | 1,487 | 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 Service Quality Summary Report - JULY 2014

| METRIC DESCRIPTION | JULY 2014 | | |
|---|-----------|-------|---------|
| | NUM | DENOM | RESULT |
| OOS Tickets Cleared Within 48 Hrs | 1,199 | 1,399 | 85.70% |
| OOS Tickets Not Cleared Within 48 Hrs | 200 | 1 | 200 |
| Number of OOS Exemptions | 100 | 1 | 100 |
| All Other Repairs Cleared LT < 72 Hrs | 4,001 | 4,252 | 94.10% |
| All Other Troubles Cleared GTR > 72 Hrs | 251 | 1 | 251 |
| All Other Troubles Cleared GTR > 72 Hrs - Force Majeure | 46 | 1 | 46 |
| Physically Obstructed All Other Troubles Cleared > 72 Hrs | 126 | 1 | 126 |
| Repair Force Majeure Exclusions | 91 | 1 | 91 |
| Repair Physically Obstructed Exclusions | 34 | 1 | 34 |
| Installation Appointments Met | 1,487 | 1,642 | 90.56% |
| Repair Appointments Met | 1,978 | 2,363 | 83.71% |
| Provisioning Missed for Company Reasons | 152 | 1 | 152 |
| Provisioning Missed for Customer Reasons | 532 | 1 | 532 |
| % of Switches Delivering Dial Tone Within 3 seconds | 5,769 | 5,769 | 100.00% |

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - JULY 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 | | 41 | 7 | 76.86 | 2 | 95.12% | 2 | 95.12% | 1 | 97.56% |
| AUBURN | | 92 | 6 | 135.17 | 3 | 96.74% | 2 | 97.83% | 2 | 97.83% |
| BAINBRIDGE ISLAND | | 48 | 0 | | 0 | 100.00% | | 100.00% | | 100.00% |
| BATTLEGROUND | | 48 | 4 | 173.50 | 0 | 100.00% | | 100.00% | 2 | 95.83% |
| BELFAIR | | 30 | 2 | 171.50 | 1 | 96.67% | 1 | 96.67% | 1 | 96.67% |
| BELLEVUE | | 151 | 7 | 320.29 | 8 | 94.70% | | 100.00% | 5 | 96.69% |
| | BELLEVUE GLENCOURT | 55 | 1 | 369.00 | 2 | 95.36% | | 100.00% | 1 | 98.18% |
| | BELLEVUE-SHERWOOD | 96 | 6 | 312.17 | 6 | 93.75% | | 100.00% | 4 | 95.83% |
| BELLINGHAM | | 135 | 5 | 77.20 | 1 | 99.26% | 3 | 97.78% | | 100.00% |
| | BELLINGHAM LUMMI | 9 | 1 | 2.00 | 0 | 100.00% | | 100.00% | | 100.00% |
| | BELLINGHAM REGENT | 126 | 4 | 96.00 | 1 | 99.21% | 3 | 97.62% | | 100.00% |
| BLACK DIAMOND | | 9 | 3 | 225.00 | 0 | 100.00% | 1 | 88.89% | 1 | 88.89% |
| BREMERTON | | 178 | 7 | 61.29 | 1 | 99.44% | | 100.00% | 1 | 99.44% |
| | BREMERTON CROSSBY | 21 | 1 | 61.00 | 0 | 100.00% | | 100.00% | | 100.00% |
| | BREMERTON ESSEX | 153 | 6 | 61.33 | 0 | 100.00% | | 100.00% | 1 | 99.35% |
| | BREMERTON SUNNYSLOPE | 4 | 0 | | 1 | 75.00% | | 100.00% | | 100.00% |
| BUCKLEY | | 13 | 0 | | 0 | 100.00% | | 100.00% | | 100.00% |
| CASTLE ROCK | | 23 | 1 | 99.00 | 0 | 100.00% | 1 | 95.65% | | 100.00% |
| CENTRALIA | | 55 | 3 | 31.33 | 0 | 100.00% | | 100.00% | | 100.00% |
| CHEHALIS | | 45 | 2 | 64.00 | 1 | 97.78% | 1 | 97.78% | | 100.00% |
| | CHEHALIS | 32 | 1 | 41.00 | 1 | 96.88% | | 100.00% | | 100.00% |
| | CHEHALIS NAPA VINE | 13 | 1 | 87.00 | 0 | 100.00% | 1 | 92.31% | | 100.00% |
| CLE-ELUM | | 16 | 2 | 11.50 | 0 | 100.00% | | 100.00% | | 100.00% |
| COLFAX | | 9 | 0 | | 0 | 100.00% | | 100.00% | | 100.00% |
| COLVILLE | | 42 | 2 | 45.50 | 0 | 100.00% | 1 | 97.62% | | 100.00% |
| COPALIS(OCEAN SHORES) | | 20 | 3 | 133.33 | 1 | 95.00% | 1 | 95.00% | 1 | 95.00% |
| COULEE DAM | | 8 | 1 | 7.00 | 0 | 100.00% | | 100.00% | | 100.00% |
| CRYSTAL MTN. | | 6 | 0 | | 0 | 100.00% | | 100.00% | | 100.00% |
| DAYTON | | 10 | 0 | | 0 | 100.00% | | 100.00% | | 100.00% |
| DEER PARK | | 34 | 1 | 0.00 | 0 | 100.00% | | 100.00% | | 100.00% |
| DES MOINES | | 109 | 3 | 340.00 | 4 | 96.33% | | 100.00% | 3 | 97.25% |
| | DES MOINES | 44 | 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
Blanks in the report indicate no activity for the measure.

Washington Orders Summary - JULY 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% | | |
| | DES MOINES FEDERAL WAY | 65 | 3 | 340.00 | 4 | 93.85% | | 100.00% | 3 | 95.38% |
| EASTON | | 3 | 1 | 125.00 | 0 | 100.00% | † | 66.67% | | 100.00% |
| ELK | | 14 | 2 | 13.00 | 0 | 100.00% | | 100.00% | | 100.00% |
| ENUMCLAW | | 24 | 3 | 187.33 | 0 | 100.00% | | 100.00% | 2 | 91.67% |
| EPHRATA | | 19 | 0 | | 6 | 68.42% | | 100.00% | | 100.00% |
| GRAHAM | | 65 | 3 | 3.33 | 3 | 95.38% | | 100.00% | | 100.00% |
| GREEN BLUFF | | 13 | 0 | | 0 | 100.00% | | 100.00% | | 100.00% |
| HOODSPORT | | 10 | 1 | 11.00 | 0 | 100.00% | | 100.00% | | 100.00% |
| ISSAQUAH | | 56 | 2 | 303.50 | 1 | 98.21% | | 100.00% | 2 | 96.43% |
| KENT | | 177 | 20 | 108.45 | 2 | 98.87% | 6 | 96.61% | 5 | 97.18% |
| | KENT MERIDIAN | 51 | 8 | 143.25 | 0 | 100.00% | 3 | 94.12% | 3 | 94.12% |
| | KENT O'BRIEN | 23 | 3 | 29.00 | 1 | 95.65% | | 100.00% | | 100.00% |
| | KENT ULRICH | 103 | 9 | 104.00 | 1 | 99.03% | ‡ | 97.09% | 2 | 98.06% |
| LIBERTY LAKE | | 3 | 0 | | 0 | 100.00% | | 100.00% | | 100.00% |
| LONGVIEW-KELSO | | 131 | 5 | 98.40 | 4 | 96.95% | † | 99.24% | 1 | 99.24% |
| LOON LAKE | | 7 | 0 | | 0 | 100.00% | | 100.00% | | 100.00% |
| MAPLE VALLEY | | 23 | 1 | 1.00 | 2 | 91.30% | | 100.00% | | 100.00% |
| MOSES LAKE | | 44 | 2 | 56.00 | 0 | 100.00% | † | 97.73% | | 100.00% |
| | MOSES LAKE AFB | 9 | 0 | | 0 | 100.00% | | 100.00% | | 100.00% |
| | MOSES LAKE ALDER | 35 | 2 | 56.00 | 0 | 100.00% | † | 97.14% | | 100.00% |
| NEWMAN LAKE | | 4 | 1 | 1.00 | 0 | 100.00% | | 100.00% | | 100.00% |
| NORTHPORT | | 9 | 1 | 86.00 | 0 | 100.00% | † | 88.89% | | 100.00% |
| OLYMPIA | | 256 | 15 | 100.53 | 5 | 98.05% | 3 | 98.83% | 3 | 98.83% |
| | OLYMPIA EVERGREEN | 19 | 1 | 51.00 | 1 | 94.74% | | 100.00% | | 100.00% |
| | OLYMPIA LACEY | 115 | 4 | 70.00 | 3 | 97.39% | 2 | 98.26% | | 100.00% |
| | OLYMPIA WHITEHALL | 122 | 10 | 117.70 | 1 | 99.18% | 1 | 99.18% | 3 | 97.54% |
| OMAK-OKANOGAN | | 29 | 6 | 85.83 | 2 | 93.10% | † | 96.55% | 1 | 96.55% |
| OROVILLE | | 5 | 2 | 13.00 | 0 | 100.00% | | 100.00% | | 100.00% |
| OTHELLO | | 24 | 5 | 90.20 | 0 | 100.00% | 2 | 91.67% | † | 95.83% |
| PASCO | | 83 | 5 | 39.40 | 7 | 91.57% | † | 98.80% | | 100.00% |
| PATEROS | | 5 | 0 | | 0 | 100.00% | | 100.00% | | 100.00% |
| POMEROY | | 7 | 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
Blanks in the report indicate no activity for the measure.

Washington Orders Summary - JULY 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% | | |
| PT. ANGELES | | 52 | 1 | 605.00 | 2 | 96.15% | | 100.00% | 1 | 98.08% |
| | PT ANGELES JOYCE | 2 | 0 | | 0 | 100.00% | | 100.00% | | 100.00% |
| | PT. ANGELES | 50 | 1 | 605.00 | 2 | 96.00% | | 100.00% | 1 | 98.00% |
| PT. LUDLOW | | 7 | 0 | | 0 | 100.00% | | 100.00% | | 100.00% |
| PT. ORCHARD | | 79 | 4 | 199.00 | 4 | 94.94% | | 100.00% | 2 | 97.47% |
| | PORT ORCHARD COLBY | 23 | 2 | 254.50 | 2 | 91.30% | | 100.00% | 1 | 95.65% |
| | PT. ORCHARD | 56 | 2 | 143.50 | 2 | 96.43% | | 100.00% | 1 | 98.21% |
| PT. TOWNSEND | | 63 | 4 | 113.50 | 2 | 96.83% | 1 | 98.41% | 1 | 98.41% |
| PUYALLAP | | 113 | 6 | 102.50 | 2 | 98.23% | 2 | 98.23% | 2 | 98.23% |
| RENTON | | 181 | 17 | 115.47 | 6 | 96.69% | 2 | 98.90% | 5 | 97.24% |
| RIDGEFIELD | | 8 | 1 | 107.00 | 0 | 100.00% | 1 | 87.50% | | 100.00% |
| ROCHESTER | | 19 | 0 | | 0 | 100.00% | | 100.00% | | 100.00% |
| ROY | | 15 | 3 | 42.67 | 1 | 93.33% | 1 | 93.33% | | 100.00% |
| SEATTLE | | 882 | 65 | 125.92 | 16 | 98.19% | 12 | 98.64% | 21 | 97.62% |
| | SEATTLE ATWATER | 65 | 3 | 34.00 | 1 | 98.46% | 1 | 98.46% | | 100.00% |
| | SEATTLE CAMPUS | 40 | 2 | 29.00 | 1 | 97.50% | | 100.00% | | 100.00% |
| | SEATTLE CHERRY | 121 | 21 | 172.43 | 2 | 98.35% | 3 | 97.52% | 11 | 90.91% |
| | SEATTLE DUWAMISH | 57 | 6 | 141.67 | 1 | 98.25% | | 100.00% | 3 | 94.74% |
| | SEATTLE EAST | 95 | 6 | 152.50 | 3 | 96.84% | | 100.00% | 2 | 97.89% |
| | SEATTLE ELLIOT | 20 | 2 | 41.50 | 0 | 100.00% | | 100.00% | | 100.00% |
| | SEATTLE EMERSON | 104 | 2 | 69.50 | 2 | 98.08% | 1 | 99.04% | | 100.00% |
| | SEATTLE LAKEVIEW | 79 | 1 | 37.00 | 0 | 100.00% | | 100.00% | | 100.00% |
| | SEATTLE MAIN | 90 | 7 | 111.86 | 3 | 96.67% | | 100.00% | 2 | 97.78% |
| | SEATTLE MERCER ISLAND (ADAMS) | 26 | 3 | 47.00 | 0 | 100.00% | 1 | 96.15% | | 100.00% |
| | SEATTLE PARKWAY | 73 | 4 | 137.25 | 2 | 97.26% | 3 | 95.89% | 1 | 98.63% |
| | SEATTLE SUNSET | 54 | 4 | 84.50 | 1 | 98.15% | 1 | 98.15% | 1 | 98.15% |
| | SEATTLE WEST | 58 | 4 | 142.25 | 0 | 100.00% | 2 | 96.55% | 1 | 98.28% |
| SEQUIM | | 68 | 2 | 226.00 | 2 | 97.06% | 1 | 98.53% | 1 | 98.53% |
| SHELTON | | 78 | 4 | 32.25 | 0 | 100.00% | | 100.00% | | 100.00% |
| SILVERDALE | | 50 | 1 | 24.00 | 1 | 98.00% | | 100.00% | | 100.00% |
| SPOKANE | | 654 | 28 | 113.79 | 17 | 97.40% | 6 | 99.08% | 7 | 98.93% |
| | SPOKANE CHESTNUT | 10 | 3 | 146.67 | 1 | 90.00% | | 100.00% | 1 | 90.00% |

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 - JULY 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% | | |
| | SPOKANE FAIRFAX | 96 | 0 | | 3 | 96.88% | | 100.00% | | 100.00% |
| | SPOKANE HUDSON | 113 | 2 | 44.50 | 3 | 97.35% | 1 | 99.12% | | 100.00% |
| | SPOKANE KEYSTONE | 58 | 3 | 45.67 | 1 | 98.28% | 1 | 98.28% | | 100.00% |
| | SPOKANE MORAN | 41 | 5 | 184.80 | 0 | 100.00% | 1 | 97.56% | 2 | 95.12% |
| | SPOKANE RIVERSIDE | 90 | 6 | 87.50 | 5 | 94.44% | 1 | 98.89% | 2 | 97.78% |
| | SPOKANE WALNUT | 170 | 4 | 11.50 | 3 | 98.24% | | 100.00% | | 100.00% |
| | SPOKANE WHITWORTH | 76 | 5 | 205.00 | 1 | 98.68% | 2 | 97.37% | 2 | 97.37% |
| SPRINGDALE | | 17 | 1 | 143.00 | 0 | 100.00% | 1 | 94.12% | | 100.00% |
| SUMNER (BONNEYLAKE) | | 56 | 1 | 5.00 | 0 | 100.00% | | 100.00% | | 100.00% |
| TACOMA | | 663 | 32 | 100.19 | 12 | 98.19% | 3 | 99.55% | 8 | 98.79% |
| | TACOMA FORT LEWIS | 23 | 1 | 212.00 | 0 | 100.00% | | 100.00% | 1 | 95.65% |
| | TACOMA GREENFIELD | 117 | 8 | 125.13 | 6 | 94.87% | | 100.00% | 3 | 97.44% |
| | TACOMA JUNIPER | 100 | 3 | 270.00 | 1 | 99.00% | | 100.00% | 3 | 97.00% |
| | TACOMA LENNOX | 120 | 6 | 27.17 | 1 | 99.17% | | 100.00% | | 100.00% |
| | TACOMA LOGAN | 67 | 0 | | 0 | 100.00% | | 100.00% | | 100.00% |
| | TACOMA MARKET (FAWCETT) | 68 | 6 | 119.67 | 1 | 98.53% | 2 | 97.06% | 1 | 98.53% |
| | TACOMA SKYLINE | 52 | 0 | | 1 | 98.08% | | 100.00% | | 100.00% |
| | TACOMA WAVERLY-2 | 15 | 1 | 52.00 | 0 | 100.00% | | 100.00% | | 100.00% |
| | TACOMA WAVERLY-7 | 101 | 7 | 35.71 | 2 | 98.02% | 1 | 99.01% | | 100.00% |
| VANCOUVER | | 389 | 19 | 114.79 | 7 | 98.20% | 6 | 98.46% | 5 | 98.71% |
| | VANCOUVER ORCHARDS | 180 | 9 | 92.67 | 2 | 98.89% | 1 | 99.44% | 2 | 98.89% |
| | VANCOUVER OXFORD | 134 | 9 | 109.44 | 1 | 99.25% | 5 | 96.27% | 2 | 98.51% |
| | VANCOUVER SALMON CRK(NORTH) | 75 | 1 | 362.00 | 4 | 94.67% | | 100.00% | 1 | 98.67% |
| WAITSBURG | | 3 | 0 | | 0 | 100.00% | | | | 100.00% |
| WALLA WALLA (INCL TOUCHET) | | 55 | 7 | 161.29 | 0 | 100.00% | | 100.00% | 4 | 92.73% |
| WARDEN | | 3 | 0 | | 0 | 100.00% | | 100.00% | | 100.00% |
| WINLOCK | | 12 | 1 | 41.00 | 0 | 100.00% | | 100.00% | | 100.00% |
| YAKIMA | | 187 | 6 | 222.50 | 1 | 99.47% | 1 | 99.47% | 3 | 98.40% |
| | YAKIMA CHESTNUT | 135 | 4 | 207.25 | 1 | 99.26% | | 100.00% | 2 | 98.52% |
| | YAKIMA WEST | 52 | 2 | 253.00 | 0 | 100.00% | 1 | 98.08% | 1 | 98.08% |
| Exchanges in Neighboring States | | | | | | | | | | |

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

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|-----------|------------|---------------------------|--------------------------------------|---|--|---|--|--|---|---|
| STANDARD | | | | | | 90.00% | | 99.00% | | |
| CLARKSTON | | 23 | 0 | | 1 | 95.65% | | 100.00% | | 100.00% |
| TOTALS | | 5,810 | 337 | 117.40 | 128 | 97.80% | 67 | 98.85% | 92 | 98.42% |

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 TROUBLE REPORT RATE - JULY 2014

| WIRECENTER | | STD EXD CNT | LINES | RPTS | RATE JUL-14 | 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 |
|---------------------------------|-----------------------------|-------------------|---------|------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| 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 | 8,452 | 144 | 1.70 | 1.32 | 0.80 | 0.70 | 1.07 | 0.91 | 0.99 | 0.74 | 1.03 | 0.81 | 1.40 | 1.07 |
| SPRINGDALE | | 1 | 1,275 | 32 | 2.51 | 1.26 | 3.06 | 2.19 | 1.71 | 0.70 | 0.62 | 0.54 | 1.15 | 1.53 | 4.23 | 3.92 |
| SUMNER (BONNEYLAKE) | | 0 | 6,587 | 56 | 0.85 | 0.96 | 0.87 | 1.10 | 0.97 | 1.17 | 1.56 | 1.36 | 1.00 | 1.39 | 1.38 | 0.97 |
| TACOMA | | 0 | 63,486 | 434 | 0.68 | 0.74 | 0.78 | 0.72 | 0.97 | 0.91 | 1.19 | 0.67 | 0.92 | 1.27 | 0.80 | 0.73 |
| | TACOMA FORT LEWIS | 0 | 1,260 | 6 | 0.48 | 0.47 | 0.39 | 0.46 | 0.45 | 0.67 | 0.51 | 0.36 | 0.22 | 0.71 | 0.21 | 0.35 |
| | TACOMA GREENFIELD | 0 | 8,283 | 51 | 0.62 | 0.88 | 0.88 | 0.96 | 1.22 | 1.12 | 1.41 | 1.02 | 1.31 | 1.48 | 1.05 | 0.67 |
| | TACOMA JUNIPER | 0 | 8,865 | 62 | 0.70 | 0.68 | 0.92 | 0.63 | 0.85 | 0.59 | 0.88 | 0.53 | 0.83 | 1.39 | 0.87 | 0.74 |
| | TACOMA LENNOX | 0 | 9,879 | 76 | 0.77 | 0.92 | 1.06 | 1.01 | 1.08 | 1.11 | 1.86 | 0.79 | 1.02 | 1.34 | 1.00 | 1.04 |
| | TACOMA LOGAN | 0 | 6,306 | 52 | 0.82 | 0.86 | 0.94 | 0.78 | 1.15 | 1.33 | 1.02 | 0.76 | 1.03 | 1.14 | 0.88 | 0.49 |
| | TACOMA MARKET (FAWCETT) | 0 | 8,388 | 30 | 0.36 | 0.40 | 0.42 | 0.31 | 0.61 | 0.61 | 0.92 | 0.35 | 0.43 | 0.74 | 0.47 | 0.56 |
| | TACOMA SKYLINE | 0 | 6,536 | 70 | 1.07 | 0.87 | 0.82 | 0.85 | 1.23 | 1.18 | 1.41 | 0.91 | 1.15 | 2.04 | 0.70 | 0.95 |
| | TACOMA WAVERLY-2 | 0 | 2,874 | 13 | 0.45 | 0.65 | 0.51 | 0.74 | 0.90 | 0.94 | 1.18 | 0.62 | 1.10 | 1.56 | 0.81 | 0.77 |
| | TACOMA WAVERLY-7 | 0 | 11,095 | 74 | 0.67 | 0.69 | 0.61 | 0.58 | 0.85 | 0.68 | 0.92 | 0.51 | 0.79 | 0.94 | 0.70 | 0.67 |
| VANCOUVER | | 0 | 37,053 | 280 | 0.76 | 0.74 | 0.71 | 0.83 | 0.75 | 0.67 | 1.03 | 0.89 | 0.85 | 1.12 | 0.85 | 0.83 |
| | VANCOUVER ORCHARDS | 0 | 18,701 | 134 | 0.72 | 0.63 | 0.72 | 0.83 | 0.73 | 0.58 | 1.00 | 0.82 | 0.85 | 0.75 | 0.80 | 0.75 |
| | VANCOUVER OXFORD | 0 | 11,017 | 77 | 0.70 | 0.60 | 0.61 | 0.73 | 0.71 | 0.64 | 0.91 | 0.82 | 0.76 | 1.26 | 0.89 | 0.61 |
| | VANCOUVER SALMON CRK(NORTH) | 0 | 7,335 | 69 | 0.94 | 1.22 | 0.87 | 0.99 | 0.85 | 0.96 | 1.30 | 1.19 | 0.99 | 1.84 | 0.92 | 1.34 |
| WAITSBURG | | 1 | 328 | 5 | 1.52 | 2.11 | 1.47 | 1.17 | 2.62 | 1.16 | 2.29 | 0.84 | 2.23 | 1.39 | 6.56 | 2.17 |
| WALLA WALLA (INCL TOUCHET) | | 0 | 7,663 | 42 | 0.55 | 0.55 | 0.46 | 0.60 | 0.74 | 0.67 | 1.28 | 0.85 | 0.68 | 0.86 | 1.57 | 1.49 |
| WARDEN | | 0 | 669 | 5 | 0.75 | 1.90 | 1.87 | 0.86 | 1.28 | 0.84 | 1.26 | 0.28 | 2.05 | 0.68 | 2.70 | 1.20 |
| WINLOCK | | 0 | 1,500 | 14 | 0.93 | 1.18 | 0.78 | 0.39 | 0.51 | 0.51 | 1.08 | 1.57 | 0.56 | 1.12 | 1.61 | 0.98 |
| YAKIMA | | 0 | 21,192 | 146 | 0.69 | 0.58 | 0.53 | 0.42 | 0.52 | 0.56 | 0.58 | 0.42 | 0.60 | 1.02 | 0.73 | 0.84 |
| | YAKIMA CHESTNUT | 0 | 14,121 | 105 | 0.74 | 0.59 | 0.54 | 0.37 | 0.44 | 0.55 | 0.52 | 0.45 | 0.52 | 0.57 | 0.63 | 0.63 |
| | YAKIMA WEST | 0 | 7,071 | 41 | 0.58 | 0.56 | 0.49 | 0.51 | 0.68 | 0.58 | 0.71 | 0.37 | 0.76 | 1.86 | 0.90 | 1.24 |
| Exchanges in Neighboring States | | | | | | | | | | | | | | | | |
| CLARKSTON | | 0 | 3,131 | 47 | 1.50 | 1.42 | 1.15 | 1.77 | 1.09 | 0.87 | 1.58 | 1.46 | 1.61 | 1.27 | 1.43 | 1.38 |
| TOTALS | | 0 | 677,305 | 5401 | 0.80 | 0.74 | 0.75 | 0.72 | 0.82 | 0.74 | 0.96 | 0.72 | 0.79 | 0.99 | 0.94 | 0.83 |

WASHINGTON TRUNK BLOCKING SUMMARY - JULY 2014

| TRUNK | # OF TRK GRPS | # OF TRK GRPS EXCEEDING STANDARD | % OF TRK GRPS BLOCKED |
|-------|---------------|----------------------------------|-----------------------|
| E911 | 220 | 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 - JULY 2014

| TRUNK GROUP ID | CIS | A LOCATION | Z LOCATION | TYPE OF CALLS CARRIED | DIRECTION | % BLOCK | DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE |
|----------------|-----|------------|------------|-----------------------|-----------|---------|--|
| AP072414 | 96 | | | TOLL | TWO_WAY | 0.55% | Study week 07/21/14 1x blkng 07/22/14-1600 issued sa tgsr 07/30/14. |
| AP072421 | 168 | | | TOLL | TWO_WAY | 1.76% | Study week 07/07/14 1x blkng 07/09/14-1400 , issued sa tgsr 07/15/14 |
| AP072432 | 96 | | | TOLL | TWO_WAY | 1.02% | Study week 07/14/14 2x blkng 07/16/14-1800, 07/18/14-1600 issued sa tgsr 07/02/14 |
| AP073995 | 120 | | | TOLL | TWO_WAY | 0.72% | Study week 07/21/14 2x blkng 07/22/14-1000, 07/24/14-1000, issued sa tgsr 07/31/14 |
| AP081340 | 264 | | | TOLL | TWO_WAY | 4.12% | STUDY WEEK 07/21/14 BLOCKED @ 1800 HR ON 07/24/14, 07/31/14 ISSUING SA TGSR |

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JULY 2014

| MEASURE | MARKET UNIT | JUL-14 | AUG-14 | SEP-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 - JULY 2014

| MEASURE | MARKET UNIT | JUL-14 | AUG-14 | SEP-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 - JULY 2014

| MEASURE | MARKET UNIT | JUL-14 | AUG-14 | SEP-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 - JULY 2014

| MEASURE | MARKET UNIT | JUL-14 | AUG-14 | SEP-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 Fwrding-Non-Recurring | BUS | | | |
| Amount of Remote Call Fwrding-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 - JULY 2014

| MEASURE | MARKET UNIT | JUL-14 | AUG-14 | SEP-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, Foliage, 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, Foliage, 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 - JULY 2014

| MEASURE | MARKET UNIT | JUL-14 | AUG-14 | SEP-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 - JULY 2014

| MEASURE | MARKET UNIT | JUL-14 | AUG-14 | SEP-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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