



CenturyLink™

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September 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 August 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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UTIL. AND TRANSP.
COMMISSION

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Washington Service Quality Summary Report - AUGUST 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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Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - AUGUST 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%

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Washington Service Quality Summary Report - AUGUST 2014

METRIC DESCRIPTION	JULY 2014			AUGUST 2014		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	1,199	1,399	85.70%	1,100	1,389	79.19%
OOS Tickets Not Cleared Within 48 Hrs	200	1	200	289	1	289
Number of OOS Exemptions	100	1	100	107	1	107
All Other Repairs Cleared LT < 72 Hrs	4,001	4,252	94.10%	4,173	4,403	94.78%
All Other Troubles Cleared GTR > 72 Hrs	251	1	251	230	1	230
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	46	1	46	53	1	53
Physically Obstructed All Other Troubles Cleared > 72 Hrs	126	1	126	125	1	125
Repair Force Majeure Exclusions	91	1	91	93	1	93
Repair Physically Obstructed Exclusions	34	1	34	38	1	38
Installation Appointments Met	1,487	1,642	90.56%	1,349	1,480	91.15%
Repair Appointments Met	1,978	2,363	83.71%	1,796	2,105	85.32%
Provisioning Missed for Company Reasons	152	1	152	146	1	146
Provisioning Missed for Customer Reasons	532	1	532	496	1	496
% of Switches Delivering Dial Tone Within 3 seconds	5,769	5,769	100.00%	6,661	6,669	99.88%

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - AUGUST 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		33	4	136.25	1	96.97%	1	96.97%	2	93.94%
AUBURN		78	7	130.71	4	94.87%	2	97.44%	2	97.44%
BAINBRIDGE ISLAND		41	1	21.00	1	97.56%		100.00%		100.00%
BATTLEGROUND		45	4	199.50	1	97.78%		100.00%	2	95.56%
BELFAIR		31	3	132.00	0	100.00%	1	96.77%	1	96.77%
BELLEVUE		142	7	343.57	4	97.18%	1	99.30%	5	96.48%
	BELLEVUE GLENCOURT	77	2	201.00	2	97.40%		100.00%	1	98.70%
	BELLEVUE-SHERWOOD	65	5	400.60	2	96.92%	1	98.46%	4	93.85%
BELLINGHAM		109	6	84.50	6	94.50%	1	99.08%	2	98.17%
	BELLINGHAM LUMMI	10	1	28.00	0	100.00%		100.00%		100.00%
	BELLINGHAM REGENT	99	5	95.80	6	93.94%	1	98.99%	2	97.98%
BLACK DIAMOND		11	4	192.50	1	90.91%	1	90.91%	1	90.91%
BREMERTON		117	7	52.14	6	94.87%		100.00%	1	99.15%
	BREMERTON CROSBY	19	1	14.00	3	84.21%		100.00%		100.00%
	BREMERTON ESSEX	98	5	68.80	3	96.94%		100.00%	1	98.98%
	BREMERTON SUNNYSLOPE		1	7.00				100.00%		100.00%
BUCKLEY		6	0		0	100.00%		100.00%		100.00%
CASTLE ROCK		13	2	64.50	0	100.00%	1	92.31%		100.00%
CENTRALIA		48	2	52.50	1	97.92%	1	97.92%		100.00%
CHEHALIS		48	2	90.00	1	97.92%	1	97.92%		100.00%
	CHEHALIS	37	1	67.00	1	97.30%		100.00%		100.00%
	CHEHALIS NAPAVINE	11	1	113.00	0	100.00%	1	90.91%		100.00%
CLE-ELUM		20	0		1	95.00%		100.00%		100.00%
COLFAX		10	1	16.00	0	100.00%		100.00%		100.00%
COLVILLE		34	1	102.00	0	100.00%	1	97.06%		100.00%
COPALIS(OCEAN SHORES)		17	2	222.50	0	100.00%	1	94.12%	1	94.12%
COULEE DAM		13	1	33.00	1	92.31%		100.00%		100.00%
CRYSTAL MTN		3	1	10.00	0	100.00%		100.00%		100.00%
DAYTON		10	0		0	100.00%		100.00%		100.00%
DEER PARK		36	3	17.00	0	100.00%		100.00%		100.00%
DES MOINES		102	4	275.50	2	98.04%		100.00%	3	97.06%
	DES MOINES	39	0		1	97.44%		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 - AUGUST 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	63	4	275.50	1	98.41%		100.00%	3	95.24%
EASTON		8	1	151.00	0	100.00%	1	87.50%		100.00%
ELK		12	2	39.00	1	91.67%		100.00%		100.00%
ENUMCLAW		27	5	130.20	2	92.59%		100.00%	2	92.59%
EPHRATA		6	1	17.00	0	100.00%		100.00%		100.00%
GRAHAM		98	4	12.75	2	97.96%		100.00%		100.00%
GREEN BLUFF		6	1	3.00	0	100.00%		100.00%		100.00%
HOODSPORT		12	1	19.00	1	91.67%		100.00%		100.00%
ISSAQUAH		52	3	222.00	0	100.00%		100.00%	2	96.15%
KENT		174	21	114.10	2	98.85%	4	97.70%	6	96.55%
	KENT MERIDIAN	42	8	147.38	0	100.00%	2	95.24%	3	92.86%
	KENT O BRIEN	23	4	41.50	0	100.00%		100.00%		100.00%
	KENT ULRICH	109	9	116.78	2	98.17%	2	98.17%	3	97.25%
LIBERTY LAKE		1	0		0	100.00%		100.00%		100.00%
LONGVIEW-KELSO		147	5	97.50	1	99.32%		100.00%	2	98.64%
LOON LAKE		2	0		0	100.00%		100.00%		100.00%
MAPLE VALLEY		24	1	27.00	0	100.00%		100.00%		100.00%
MOSES LAKE		51	2	78.50	0	100.00%	1	98.04%		100.00%
	MOSES LAKE AFB	19	0		0	100.00%		100.00%		100.00%
	MOSES LAKE ALDER	32	2	78.50	0	100.00%	1	96.88%		100.00%
NEWMAN LAKE		8	1	0.00	0	100.00%		100.00%		100.00%
NORTHPORT		8	1	112.00	0	100.00%	1	87.50%		100.00%
OLYMPIA		258	16	117.81	11	95.74%	3	98.84%	3	96.84%
	OLYMPIA EVERGREEN	18	1	53.00	1	94.44%		100.00%		100.00%
	OLYMPIA LACEY	104	5	79.00	1	99.04%	2	98.08%		100.00%
	OLYMPIA WHITEHALL	136	10	143.70	9	93.38%	1	99.26%	3	97.79%
OMAK-OKANOGAN		37	4	116.25	3	91.89%		100.00%	1	97.30%
OROVILLE		12	1	35.00	2	83.33%		100.00%		100.00%
OTHELLO		19	6	98.67	0	100.00%	2	89.47%	1	94.74%
PASCO		43	4	45.00	2	95.35%		100.00%		100.00%
PATEROS		12	0		1	91.67%		100.00%		100.00%
POMEROY		11	0		1	90.91%		100.00%		100.00%

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180 day data from OP15A pending orders
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STANDARD						90.00%		99.00%		
PT. ANGELES		66	2	317.50	1	98.48%		100.00%	1	98.48%
	PT. ANGELES JOYCE	4	0		1	75.00%		100.00%		100.00%
	PT. ANGELES	62	2	317.50	0	100.00%		100.00%	1	98.39%
PT. LUDLOW		8	0		0	100.00%		100.00%		100.00%
PT. ORCHARD		53	3	282.00	5	90.57%		100.00%	2	96.23%
	PORT ORCHARD COLBY	14	2	280.50	1	92.86%		100.00%	1	92.86%
	PT. ORCHARD	39	1	285.00	4	89.74%		100.00%	1	97.44%
PT. TOWNSEND		49	6	96.83	4	91.84%		100.00%	2	95.92%
PUYALLAP		137	8	85.88	1	99.27%	1	99.27%	2	98.54%
RENTON		165	17	120.24	3	98.18%	2	98.79%	5	96.97%
RIDGEFIELD		13	1	133.00	1	92.31%	1	92.31%		100.00%
ROCHESTER		27	1	1.00	0	100.00%		100.00%		100.00%
ROY		20	3	48.67	3	85.00%	1	95.00%		100.00%
SEATTLE		911	78	121.27	10	98.90%	16	98.24%	23	97.48%
	SEATTLE ATWATER	61	3	49.33	0	100.00%	1	98.36%		100.00%
	SEATTLE CAMPUS	38	2	55.00	0	100.00%	1	97.37%		100.00%
	SEATTLE CHERRY	123	22	185.82	1	99.19%	6	95.12%	12	90.24%
	SEATTLE DUWAMISH	69	7	147.00	1	98.55%	1	98.55%	3	95.85%
	SEATTLE EAST	141	10	91.30	1	99.29%	1	99.29%	1	99.29%
	SEATTLE ELLIOT	23	2	34.00	1	95.65%		100.00%		100.00%
	SEATTLE EMERSON	87	1	157.00	1	98.85%		100.00%	1	98.85%
	SEATTLE LAKEVIEW	64	2	40.00	0	100.00%		100.00%		100.00%
	SEATTLE MAIN	82	10	95.90	2	97.56%	1	98.78%	2	97.56%
	SEATTLE MERCER ISLAND (ADAMS)	24	3	67.33	1	95.83%	1	95.83%		100.00%
	SEATTLE PARKWAY	78	6	99.33	1	98.72%	2	97.44%	1	98.72%
	SEATTLE SUNSET	61	5	85.00	1	98.36%		100.00%	2	96.72%
	SEATTLE WEST	60	5	136.80	0	100.00%	2	96.67%	1	98.33%
SEQUIM		59	2	252.00	0	100.00%		100.00%	2	96.61%
SHELTON		64	3	69.00	1	98.44%	1	98.44%		100.00%
SILVERDALE		46	1	50.00	4	91.30%		100.00%		100.00%
SPOKANE		627	30	122.73	15	97.61%	5	99.20%	8	98.72%
	SPOKANE CHESTNUT	11	2	186.00	2	81.82%		100.00%	1	90.91%

Source: 5 and 90 day data from RSOR completed orders
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STANDARD						90.00%		99.00%		
	SPOKANE FAIRFAX	102	2	15.00	1	99.02%		100.00%		100.00%
	SPOKANE HUDSON	74	2	61.00	3	95.95%	1	98.65%		100.00%
	SPOKANE KEYSTONE	63	3	71.67	3	95.24%	1	98.41%		100.00%
	SPOKANE MORAN	30	5	206.40	1	96.67%		100.00%	3	90.00%
	SPOKANE RIVERSIDE	76	5	127.60	3	96.05%	1	98.68%	2	97.37%
	SPOKANE WALNUT	173	6	26.17	1	99.42%		100.00%		100.00%
	SPOKANE WHITWORTH	98	5	223.20	1	98.98%	2	97.96%	2	97.96%
SPRINGDALE		14	1	169.00	1	92.86%		100.00%	1	92.86%
SUMNER (BONNEYLAKE)		42	3	4.67	1	97.62%		100.00%		100.00%
TACOMA		567	35	107.74	4	99.29%	4	99.29%	9	98.41%
	TACOMA FORT LEWIS	14	2	127.00	0	100.00%		100.00%	1	92.86%
	TACOMA GREENFIELD	85	9	128.00	2	97.65%		100.00%	3	96.47%
	TACOMA JUNIPER	80	5	183.60	0	100.00%		100.00%	3	96.25%
	TACOMA LENNOX	113	4	44.00	2	98.23%		100.00%		100.00%
	TACOMA LOGAN	53	1	8.00	0	100.00%		100.00%		100.00%
	TACOMA MARKET (FAWCETT)	80	8	115.50	0	100.00%	2	97.50%	2	97.50%
	TACOMA SKYLINE	42	0		0	100.00%		100.00%		100.00%
	TACOMA WAVERLY-2	20	1	78.00	0	100.00%	1	95.00%		100.00%
	TACOMA WAVERLY-7	80	5	52.20	0	100.00%	1	98.75%		100.00%
VANCOUVER		372	23	100.57	4	98.92%	3	99.19%	6	98.39%
	VANCOUVER ORCHARDS	203	12	84.17	2	99.01%		100.00%	3	98.52%
	VANCOUVER OXFORD	99	8	110.63	1	98.99%	3	96.97%	2	97.98%
	VANCOUVER SALMON CRK(NORTH)	70	3	139.33	1	98.57%		100.00%	1	98.57%
WAITSBURG		3	1	19.00	0	100.00%		100.00%		100.00%
WALLA WALLA (INCL TOUCHET)		50	7	183.14	0	100.00%		100.00%	4	92.00%
WARDEN		3	0		0	100.00%		100.00%		100.00%
WINLOCK		13	1	67.00	0	100.00%		100.00%		100.00%
YAKIMA		169	9	163.56	1	99.41%	1	99.41%	4	97.63%
	YAKIMA CHESTNUT	117	7	130.57	0	100.00%	1	99.15%	2	98.29%
	YAKIMA WEST	52	2	279.00	1	98.08%		100.00%	2	96.15%
Exchanges in Neighboring States										

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STANDARD						90.00%		99.00%		
CLARKSTON		14	0		0	100.00%		100.00%		100.00%
TOTALS		5,487	378	119.17	118	97.85%	59	98.92%	106	98.07%

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 - AUGUST 2014

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE AUG-14	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
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	5,835	41	0.70	0.87	0.72	0.61	0.99	0.95	0.88	2.11	1.12	0.56	1.10	1.51
AUBURN		0	10,312	68	0.66	0.84	0.70	1.69	0.94	1.01	0.87	1.21	0.90	0.89	1.14	1.07
BAINBRIDGE ISLAND		0	5,802	67	1.15	0.95	0.99	0.82	0.70	1.01	0.56	1.04	0.92	1.14	1.14	1.13
BATTLEGROUND		0	5,833	64	1.10	1.29	1.18	0.80	0.89	1.19	1.07	2.28	1.28	1.52	1.36	1.02
BELFAIR		0	3,890	37	0.95	1.35	1.09	0.78	1.02	1.08	1.71	1.09	1.60	1.03	1.33	1.38
BELLEVUE		0	22,248	127	0.57	0.58	0.62	0.56	0.52	0.59	0.54	0.88	0.72	0.81	0.66	0.68
	BELLEVUE GLENCOURT	0	9,676	47	0.49	0.56	0.50	0.42	0.28	0.49	0.41	0.54	0.48	0.59	0.60	0.57
	BELLEVUE-SHERWOOD	0	12,572	80	0.64	0.60	0.71	0.66	0.70	0.66	0.64	1.13	0.90	0.97	0.70	0.76
BELLINGHAM		0	14,316	79	0.55	0.55	0.39	0.50	0.41	0.58	0.47	0.63	0.44	0.66	0.62	0.74
	BELLINGHAM LUMMI	0	956	13	1.36	2.09	0.10	1.14	0.62	0.72	0.62	1.02	1.01	0.50	0.41	0.82
	BELLINGHAM REGENT	0	13,360	66	0.49	0.45	0.41	0.46	0.40	0.57	0.46	0.60	0.40	0.67	0.64	0.74
BLACK DIAMOND		0	1,453	22	1.51	1.64	1.29	0.94	1.46	3.17	2.95	2.29	1.23	0.90	1.67	2.17
BREMERTON		0	20,504	86	0.42	0.46	0.42	0.47	0.41	0.75	0.52	0.49	0.38	0.42	0.48	0.44
	BREMERTON CROSBY	0	1,855	30	1.62	1.91	1.42	1.70	0.87	0.96	1.60	1.14	1.03	1.45	0.91	1.32
	BREMERTON ESSEX	0	18,230	53	0.29	0.32	0.31	0.32	0.36	0.75	0.41	0.41	0.30	0.32	0.42	0.35
	BREMERTON SUNNYSLOPE	0	419	3	0.72	0.00	0.70	0.93	0.92	0.00	0.46	0.69	0.91	0.23	0.88	0.22
BUCKLEY		0	1,105	14	1.27	1.41	1.21	1.61	0.67	1.58	1.07	1.55	1.13	1.19	1.97	2.58
CASTLE ROCK		0	2,251	39	1.73	1.23	1.39	0.99	1.20	1.44	0.97	2.29	1.36	1.06	1.71	1.44
CENTRALIA		0	3,901	46	1.18	1.12	0.94	0.97	1.24	1.20	0.92	1.49	1.07	0.97	2.00	1.58
CHEHALIS		0	6,000	39	0.65	0.83	0.92	1.39	0.79	0.74	1.46	1.21	0.79	0.96	1.82	1.68
	CHEHALIS	0	4,312	28	0.65	0.60	0.89	1.16	0.72	0.61	1.48	1.05	0.77	1.05	1.77	1.96
	CHEHALIS NAPAVALINE	0	1,688	11	0.65	1.42	1.00	1.97	0.98	1.09	1.42	1.64	0.84	0.73	1.95	0.97
CLE-ELUM		0	1,927	21	1.09	1.19	0.46	0.61	0.56	0.25	0.66	0.45	0.25	0.74	0.69	1.42
COLFAX		0	1,611	16	0.99	1.00	0.99	0.61	0.61	0.67	0.54	1.20	0.72	1.07	1.42	0.76
COLVILLE		0	5,067	60	1.18	0.92	0.96	1.14	1.07	0.65	0.76	0.59	1.32	0.51	0.98	1.24
COPALIS(OCEAN SHORES)		0	2,079	26	1.25	1.14	1.04	0.84	1.06	1.82	1.31	1.66	0.80	1.06	1.10	2.14
COULEE DAM		0	1,432	31	2.16	0.69	2.32	1.83	0.94	0.60	0.80	0.86	1.57	0.91	0.71	1.22
CRYSTAL MTN.		0	517	18	3.48	0.58	2.32	0.76	0.76	1.14	1.71	2.08	0.94	1.89	2.29	0.19
DAYTON		0	1,293	11	0.85	1.38	0.83	1.57	1.19	0.74	0.66	1.18	0.95	0.51	0.67	1.54
DEER PARK		0	3,895	61	1.57	2.36	0.78	0.89	0.74	1.13	0.73	1.57	0.57	0.78	0.71	1.95
DES MOINES		0	10,011	98	0.98	0.98	0.74	0.87	0.87	0.84	1.08	1.04	0.80	0.87	1.19	0.85
	DES MOINES	0	3,914	43	1.10	1.17	0.85	0.86	0.85	0.84	1.17	0.92	0.91	0.89	1.40	0.92
	DES MOINES FEDERAL WAY	0	6,097	55	0.90	0.86	0.67	0.87	0.88	0.84	1.02	1.12	0.74	0.85	1.06	0.81
EASTON		0	439	14	3.19	1.13	1.12	1.11	0.44	0.22	0.44	0.00	3.70	3.03	1.54	0.22

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WIRECENTER		STD EXD CNT	LINES	RPTS	RATE AUG-14	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
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	1,552	41	2.64	1.78	1.20	1.24	0.98	0.86	1.20	0.83	1.05	1.50		
ENUMCLAW		0	3,489	49	1.40	1.38	1.20	1.39	0.80	1.19	1.45	1.80	1.38	2.01	1.84	1.35
EPHRATA		0	1,747	8	0.46	0.29	0.62	0.50	0.77	0.76	1.55	0.21	0.94	0.57	0.36	1.03
GRAHAM		0	6,231	52	0.83	1.35	0.85	0.96	1.65	1.72	1.52	1.57	1.09	1.02	1.75	1.69
GREEN BLUFF		0	1,646	40	2.43	1.26	1.07	0.65	1.47	1.40	1.33	0.75	1.38	1.89	1.65	0.90
HOODSPORT		0	1,244	25	2.01	1.29	1.04	0.88	1.11	0.79	0.86	0.54	0.54	0.99	0.98	0.67
ISSAQUAH		0	8,866	85	0.96	0.65	0.54	0.63	0.71	0.87	0.75	0.87	0.61	0.85	1.19	0.70
KENT		0	19,939	163	0.82	0.73	0.84	0.64	0.67	0.93	0.66	0.96	0.73	0.77	1.01	0.92
	KENT MERIDIAN	0	6,360	69	1.08	1.01	1.13	0.75	0.85	1.03	0.83	1.23	1.01	1.24	1.52	1.29
	KENT O BRIEN	0	4,704	23	0.49	0.27	0.23	0.16	0.22	0.50	0.18	0.22	0.28	0.18	0.33	0.41
	KENT ULRICH	0	8,875	71	0.80	0.77	0.97	0.82	0.79	1.08	0.79	1.16	0.75	0.75	0.99	0.91
LIBERTY LAKE		0	480	2	0.42	0.20	0.60	0.20	0.59	0.78	0.39	0.19	0.75	0.00	0.00	0.54
LONGVIEW-KELSO		0	12,325	92	0.75	1.07	0.93	1.46	1.18	1.36	0.92	1.15	0.94	1.14	1.95	1.45
LOON LAKE		0	756	8	1.06	0.79	1.57	2.20	0.52	0.90	0.38	0.76	0.38	0.99	0.99	0.96
MAPLE VALLEY		0	4,208	46	1.09	0.96	1.46	0.78	0.73	1.01	0.71	1.67	1.63	1.34	1.53	1.60
MOSES LAKE		0	7,063	61	0.86	0.85	0.48	0.85	0.76	0.62	0.76	0.48	0.71	0.73	0.58	1.28
	MOSES LAKE AFB	0	1,209	7	0.58	0.33	0.40	0.48	0.71	0.31	0.70	0.16	0.69	0.23	0.31	1.30
	MOSES LAKE ALDER	0	5,854	54	0.92	0.96	0.50	0.93	0.77	0.68	0.77	0.54	0.71	0.83	0.63	1.28
NEWMAN LAKE		0	896	14	1.56	1.56	0.77	0.99	0.86	0.74	0.42	0.73	0.62	1.02	0.61	0.40
NORTHPORT		0	827	22	2.66	1.33	1.57	1.93	0.60	0.36	1.08	2.97	0.12	0.93	0.46	0.11
OLYMPIA		0	30,084	211	0.70	0.90	0.64	0.83	0.73	0.58	0.57	0.87	0.57	0.67	0.85	0.77
	OLYMPIA EVERGREEN	0	2,282	33	1.45	1.52	1.37	0.72	1.27	0.88	1.21	1.04	0.82	0.82	1.09	1.20
	OLYMPIA LACEY	0	12,781	98	0.77	0.84	0.64	1.12	0.57	0.66	0.51	0.84	0.55	0.66	0.75	0.62
	OLYMPIA WHITEHALL	0	15,021	80	0.53	0.85	0.53	0.60	0.77	0.46	0.52	0.87	0.54	0.66	0.92	0.85
OMAK-OKANOGAN		0	4,507	67	1.49	1.17	1.60	0.86	0.99	1.02	1.07	0.86	0.88	0.97	0.75	1.58
OROVILLE		0	1,319	13	0.99	1.05	0.89	0.95	0.73	1.23	0.92	0.71	0.84	1.11	1.80	2.73
OTHELLO		0	2,669	28	1.05	1.07	0.98	0.97	1.24	1.34	1.45	1.96	0.80	1.69	2.53	2.17
PASCO		0	8,015	70	0.87	0.67	0.52	0.73	0.78	0.64	0.76	0.99	0.59	0.55	0.76	0.73
PATEROS		1	491	49	9.98	1.48	0.36	1.08	1.63	0.54	0.71	0.89	0.53	0.35	0.70	0.34
POMEROY		0	1,012	17	1.68	1.88	1.07	1.27	1.37	1.36	1.45	1.44	1.72	1.53	2.51	1.24
PT. ANGELES		0	8,923	72	0.81	0.65	0.84	0.71	0.42	0.62	0.57	0.66	0.91	0.60	0.73	0.90
	PT ANGELES JOYCE	0	777	13	1.67	1.15	1.39	1.63	0.63	2.61	0.98	2.20	3.04	1.93	0.83	1.63
	PT. ANGELES	0	8,146	59	0.72	0.61	0.79	0.63	0.40	0.43	0.53	0.51	0.72	0.47	0.72	0.83
PT. LUDLOW		0	1,435	5	0.35	0.41	0.74	0.67	0.86	0.46	0.70	1.14	0.56	0.62	0.55	1.14

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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	8,743	64	0.73	1.15	1.00	0.82	0.73	0.92	0.91	1.48	1.00	1.14	1.19	1.33
	PORT ORCHARD COLBY	0	3,212	28	0.87	0.92	0.91	0.96	0.74	0.91	1.11	1.87	1.30	1.09	1.33	1.93
	PT. ORCHARD	0	5,531	36	0.65	1.28	1.05	0.75	0.72	0.93	0.80	1.26	0.82	1.17	1.10	0.97
PT. TOWNSEND		0	6,807	61	0.90	0.94	0.98	0.93	1.03	1.33	1.06	0.89	0.57	0.68	1.06	0.95
PUYALLAP		0	11,498	121	1.05	0.71	0.69	0.76	0.89	1.03	0.80	1.11	0.93	0.88	1.05	1.04
RENTON		0	17,872	133	0.74	0.78	0.74	0.83	0.69	0.84	0.72	1.26	0.94	0.85	1.05	0.80
RIDGEFIELD		0	1,871	30	1.60	1.74	1.63	1.31	0.99	1.50	0.77	1.37	1.66	0.95	0.74	1.91
ROCHESTER		0	2,675	42	1.57	1.00	1.64	1.01	0.96	1.35	0.81	1.40	1.38	1.36	0.79	1.52
ROY		0	1,469	13	0.88	2.57	1.08	1.08	1.06	2.38	1.89	1.62	1.23	1.60		
SEATTLE		0	138,087	774	0.56	0.47	0.53	0.52	0.54	0.63	0.57	0.71	0.50	0.54	0.69	0.57
	SEATTLE ATWATER	0	9,942	46	0.46	0.24	0.46	0.40	0.31	0.52	0.45	0.46	0.29	0.22	0.42	0.45
	SEATTLE CAMPUS	0	5,215	23	0.44	0.36	0.51	0.39	0.55	0.53	0.45	0.56	0.28	0.26	0.45	0.39
	SEATTLE CHERRY	0	15,012	153	1.02	0.67	0.57	0.79	0.90	1.01	0.83	1.09	0.72	0.84	1.13	0.75
	SEATTLE DUWAMISH	0	6,734	41	0.61	0.55	0.67	0.52	0.60	0.72	0.49	0.80	0.45	0.60	0.74	0.58
	SEATTLE EAST	0	15,703	102	0.65	0.48	0.54	0.45	0.48	0.63	0.61	0.67	0.60	0.68	0.70	0.58
	SEATTLE ELLIOT	0	4,672	5	0.11	0.23	0.15	0.23	0.35	0.23	0.08	0.12	0.06	0.14	0.23	0.31
	SEATTLE EMERSON	0	13,128	101	0.77	0.58	0.69	0.61	0.71	0.69	0.64	0.88	0.68	0.74	0.87	0.76
	SEATTLE LAKEVIEW	0	12,873	75	0.58	0.61	0.59	0.56	0.58	0.72	0.66	0.88	0.63	0.55	0.54	0.71
	SEATTLE MAIN	0	21,113	38	0.18	0.16	0.18	0.18	0.16	0.15	0.13	0.13	0.08	0.14	0.17	0.15
	SEATTLE MERCER ISLAND (ADAMS)	0	4,336	32	0.74	0.71	0.90	1.08	0.63	0.84	0.83	0.99	1.01	0.79	0.96	0.71
	SEATTLE PARKWAY	0	9,206	57	0.62	0.64	0.91	0.75	0.86	0.97	0.82	1.14	0.76	0.76	1.36	0.76
	SEATTLE SUNSET	0	10,510	50	0.48	0.47	0.46	0.46	0.51	0.60	0.62	0.68	0.60	0.49	0.72	0.64
	SEATTLE WEST	0	9,643	51	0.53	0.60	0.56	0.75	0.67	0.69	0.84	1.04	0.45	0.82	0.75	0.69
SEQUIM		0	7,884	55	0.70	0.58	0.91	0.69	0.58	0.61	0.55	0.75	0.45	0.60	1.06	0.79
SHELTON		0	7,470	92	1.23	1.39	0.81	1.19	0.69	0.89	0.71	1.10	0.65	0.80	1.13	2.14
SILVERDALE		0	6,226	41	0.66	0.90	0.73	0.51	0.55	0.61	0.54	0.75	0.41	0.69	0.59	0.68
SPOKANE		0	56,927	587	1.03	1.15	0.94	0.79	0.75	0.90	0.68	0.75	0.73	0.91	0.84	1.08
	SPOKANE CHESTNUT	0	1,298	11	0.85	2.96	1.20	0.89	1.77	1.54	1.60	1.51	0.71	1.27	1.09	0.94
	SPOKANE FAIRFAX	0	7,977	97	1.22	1.31	0.91	0.99	0.62	0.85	0.65	0.69	1.12	1.03	0.82	0.96
	SPOKANE HUDSON	0	6,131	88	1.44	1.41	1.09	1.01	0.81	0.77	0.85	0.77	0.79	0.90	0.99	1.07
	SPOKANE KEYSTONE	0	5,504	51	0.93	0.77	0.85	0.40	0.69	0.74	0.53	0.51	0.67	0.93	1.09	1.04
	SPOKANE MORAN	0	3,724	18	0.48	0.82	0.58	0.75	0.95	1.04	0.46	0.96	0.92	0.94	0.83	2.34
	SPOKANE RIVERSIDE	0	8,780	61	0.69	1.01	0.80	0.69	0.70	0.81	0.53	0.64	0.49	0.68	0.69	0.85
	SPOKANE WALNUT	0	15,153	129	0.85	0.81	0.85	0.80	0.74	0.91	0.62	0.66	0.59	0.87	0.78	0.80

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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	8,360	132	1.58	1.70	1.32	0.80	0.70	1.07	0.91	0.99	0.74	1.03	0.81	1.40
SPRINGDALE		1	1,272	42	3.30	2.51	1.26	3.06	2.19	1.71	0.70	0.62	0.54	1.15	1.53	4.23
SUMNER (BONNEYLAKE)		0	6,497	42	0.65	0.85	0.96	0.87	1.10	0.97	1.17	1.56	1.36	1.00	1.39	1.38
TACOMA		0	62,737	456	0.73	0.68	0.74	0.78	0.72	0.97	0.91	1.19	0.67	0.92	1.27	0.80
	TACOMA FORT LEWIS	0	1,236	10	0.81	0.48	0.47	0.39	0.46	0.45	0.67	0.51	0.36	0.22	0.71	0.21
	TACOMA GREENFIELD	0	8,168	66	0.81	0.62	0.88	0.88	0.96	1.22	1.12	1.41	1.02	1.31	1.48	1.05
	TACOMA JUNIPER	0	8,766	65	0.74	0.70	0.68	0.92	0.63	0.85	0.59	0.88	0.53	0.83	1.39	0.87
	TACOMA LENNOX	0	9,800	87	0.89	0.77	0.92	1.06	1.01	1.08	1.11	1.86	0.79	1.02	1.34	1.00
	TACOMA LOGAN	0	6,225	52	0.84	0.82	0.86	0.94	0.78	1.15	1.33	1.02	0.76	1.03	1.14	0.88
	TACOMA MARKET (FAWCETT)	0	8,325	24	0.29	0.36	0.40	0.42	0.31	0.61	0.61	0.92	0.35	0.43	0.74	0.47
	TACOMA SKYLINE	0	6,449	46	0.71	1.07	0.87	0.82	0.85	1.23	1.18	1.41	0.91	1.15	2.04	0.70
	TACOMA WAVERLY-2	0	2,837	43	1.52	0.45	0.65	0.51	0.74	0.90	0.94	1.18	0.62	1.10	1.56	0.81
	TACOMA WAVERLY-7	0	10,931	63	0.58	0.67	0.69	0.61	0.58	0.85	0.68	0.92	0.51	0.79	0.94	0.70
VANCOUVER		0	36,569	298	0.81	0.76	0.74	0.71	0.83	0.75	0.67	1.03	0.89	0.85	1.12	0.85
	VANCOUVER ORCHARDS	0	18,438	150	0.81	0.72	0.63	0.72	0.83	0.73	0.58	1.00	0.82	0.85	0.75	0.80
	VANCOUVER OXFORD	0	10,877	74	0.68	0.70	0.60	0.61	0.73	0.71	0.64	0.91	0.82	0.76	1.26	0.89
	VANCOUVER SALMON CRK(NORTH)	0	7,254	74	1.02	0.94	1.22	0.87	0.99	0.85	0.96	1.30	1.19	0.99	1.84	0.92
WAITSBURG		1	332	5	1.51	1.52	2.11	1.47	1.17	2.62	1.16	2.29	0.84	2.23	1.39	6.56
WALLA WALLA (INCL TOUCHET)		0	7,584	47	0.62	0.55	0.55	0.46	0.60	0.74	0.67	1.28	0.85	0.68	0.86	1.57
WARDEN		0	658	8	1.22	0.75	1.90	1.87	0.86	1.28	0.84	1.26	0.28	2.05	0.68	2.70
WINLOCK		0	1,492	6	0.40	0.93	1.18	0.78	0.39	0.51	0.51	1.08	1.57	0.56	1.12	1.61
YAKIMA		0	20,869	150	0.72	0.69	0.58	0.53	0.42	0.52	0.56	0.58	0.42	0.60	1.02	0.73
	YAKIMA CHESTNUT	0	13,902	103	0.74	0.74	0.59	0.54	0.37	0.44	0.55	0.52	0.45	0.52	0.57	0.63
	YAKIMA WEST	0	6,967	47	0.67	0.58	0.56	0.49	0.51	0.68	0.58	0.71	0.37	0.76	1.86	0.90
Exchanges in Neighboring States																
CLARKSTON		0	3,105	82	2.64	1.50	1.42	1.15	1.77	1.09	0.87	1.58	1.46	1.61	1.27	1.43
TOTALS		0	670,089	5474	0.82	0.80	0.74	0.75	0.72	0.82	0.74	0.96	0.72	0.79	0.99	0.94

WASHINGTON TRUNK BLOCKING SUMMARY - AUGUST 2014

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	235	0	0.00%
LOCAL	353	0	0.00%
TOLL	372	4	1.08%

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WASHINGTON TRUNK BLOCKING - AUGUST 2014

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072405	96			TOLL	TWO_WAY	1.41%	BLOCKED @ 1000 HR ON 08/15/14. SA TGSR WAS ISSUED 09/04/14
AP072414	96			TOLL	TWO_WAY	3.64%	Study week 07/21/14 1x blkng 07/22/14-1600 issued sa tgsr 07/30/14.
AP073995	120			TOLL	TWO_WAY	2.57%	Study week 07/21/14 2x blkng 07/22/14-1000, 07/24/14-1000, issued sa tgsr
AP081340	264			TOLL	TWO_WAY	3.61%	STUDY WEEK 09/08/14 CARRYOVER BLOCKING FOR THREE STUDY WEEKS @ 3.61%. 09/19/14 SA TGSR WAS ISSUED 09/04/14.

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