



CenturyLink™

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October 27, 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 September 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

RECEIVED  
RECORDS MANAGEMENT  
2014 OCT 28 AM 11:08  
STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

**REDACTED**

Washington Service Quality Summary Report - SEPTEMBER 2014

METRIC DESCRIPTION	JANUARY 2014			FEBRUARY 2014			MARCH 2014		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	1,645	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 - SEPTEMBER 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 - SEPTEMBER 2014

METRIC DESCRIPTION	JULY 2014			AUGUST 2014			SEPTEMBER 2014		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	1,199	1,399	85.70%	1,100	1,389	79.19%	917	1,117	82.09%
OOS Tickets Not Cleared Within 48 Hrs	200	1	200	289	1	289	200	1	200
Number of OOS Exemptions	100	1	100	107	1	107	74	1	74
All Other Repairs Cleared LT < 72 Hrs	4,001	4,252	94.10%	4,173	4,403	94.78%	3,601	3,851	93.51%
All Other Troubles Cleared GTR > 72 Hrs	251	1	251	230	1	230	250	1	250
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	46	1	46	53	1	53	15	1	15
Physically Obstructed All Other Troubles Cleared > 72 Hrs	126	1	126	125	1	125	131	1	131
Repair Force Majeure Exclusions	91	1	91	93	1	93	21	1	21
Repair Physically Obstructed Exclusions	34	1	34	38	1	38	29	1	29
Installation Appointments Met	1,487	1,642	90.56%	1,349	1,480	91.15%	1,458	1,569	92.93%
Repair Appointments Met	1,978	2,363	83.71%	1,796	2,105	85.32%	1,747	2,002	87.26%
Provisioning Missed for Company Reasons	152	1	152	146	1	146	138	1	138
Provisioning Missed for Customer Reasons	532	1	532	496	1	496	580	1	580
% of Switches Delivering Dial Tone Within 3 seconds	5,769	5,769	100.00%	6,661	6,669	99.88%	6,229	6,229	100.00%

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Washington Orders Summary - SEPTEMBER 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		48	4	95.75	0	100.00%		100.00%	2	95.83%
AUBURN		103	5	85.20	2	98.06%	2	98.06%	1	99.03%
BAINBRIDGE ISLAND		40	1	46.00	0	100.00%		100.00%		100.00%
BATTLEGROUND		52	1	7.00	1	98.08%		100.00%		100.00%
BELFAIR		42	1	135.00	3	92.86%	1	97.62%		100.00%
BELLEVUE		136	5	30.00	2	98.53%	1	99.26%		100.00%
	BELLEVUE GLENCOURT	55	3	6.33	1	98.18%		100.00%		100.00%
	BELLEVUE-SHERWOOD	81	2	65.50	1	98.77%	1	98.77%		100.00%
BELLINGHAM		143	7	87.00	3	97.90%	1	99.30%	2	98.60%
	BELLINGHAM LUMMI	9	1	53.00	0	100.00%		100.00%		100.00%
	BELLINGHAM REGENT	134	6	92.67	3	97.76%	1	99.25%	2	98.51%
BLACK DIAMOND		15	2	107.50	0	100.00%	1	93.33%		100.00%
BREMERTON		162	9	34.89	1	99.38%	1	99.38%		100.00%
	BREMERTON CROSBY	13	2	27.50	0	100.00%		100.00%		100.00%
	BREMERTON ESSEX	146	6	37.83	1	99.32%	1	99.32%		100.00%
	BREMERTON SUNNYSLOPE	3	1	32.00	0	100.00%		100.00%		100.00%
BUCKLEY		11	0		0	100.00%		100.00%		100.00%
CASTLE ROCK		24	2	89.50	1	95.83%		100.00%	1	95.83%
CENTRALIA		55	1	109.00	0	100.00%	1	98.18%		100.00%
CHEHALIS		55	2	115.00	0	100.00%	2	96.36%		100.00%
	CHEHALIS	36	1	92.00	0	100.00%	1	97.22%		100.00%
	CHEHALIS NAPAVINE	19	1	138.00	0	100.00%	1	94.74%		100.00%
CLE-ELUM		11	1	8.00	0	100.00%		100.00%		100.00%
COLFAX		8	3	21.33	0	100.00%		100.00%		100.00%
COLVILLE		44	1	127.00	0	100.00%	1	97.73%		100.00%
COPALIS(OCEAN SHORES)		18	2	83.50	0	100.00%	1	94.44%		100.00%
COULEE DAM		18	0		0	100.00%		100.00%		100.00%
CRYSTAL MTN.		3	0		0	100.00%		100.00%		100.00%
DAYTON		11	0		1	90.91%		100.00%		100.00%
DEER PARK		36	3	17.67	1	97.22%		100.00%		100.00%
DES MOINES		122	1	29.00	0	100.00%		100.00%		100.00%
	DES MOINES	43	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.

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from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLTD <= 90 DAYS FROM ORD DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLTD <= 180 DAYS FROM ORD DATE	PCT INWARD ORDS COMPLETED WITHIN 180 DAYS
STANDARD						90.00%		99.00%		
	DES MOINES FEDERAL WAY	79	1	29.00	0	100.00%		100.00%		100.00%
EASTON		4	2	88.00	0	100.00%		100.00%	1	75.00%
ELK		11	2	23.00	0	100.00%		100.00%		100.00%
ENUMCLAW		19	2	64.00	0	100.00%	1	94.74%		100.00%
EPHRATA		12	1	42.00	0	100.00%		100.00%		100.00%
GRAHAM		70	9	16.44	5	92.86%		100.00%		100.00%
GREEN BLUFF		15	1	0.00	1	93.33%		100.00%		100.00%
HOODSPORT		21	0		0	100.00%		100.00%		100.00%
ISSAQUAH		52	1	32.00	0	100.00%		100.00%		100.00%
KENT		188	15	74.00	4	97.87%	4	97.87%	2	98.94%
	KENT MERIDIAN	55	4	60.75	0	100.00%	1	98.18%		100.00%
	KENT O BRIEN	18	2	82.50	1	94.44%	2	88.89%		100.00%
	KENT ULRICH	115	9	78.00	3	97.39%	1	99.13%	2	98.26%
LIBERTY LAKE		3	0		0	100.00%		100.00%		100.00%
LONGVIEW-KELSO		126	5	29.40	3	97.62%		100.00%		100.00%
LOON LAKE		9	0		0	100.00%		100.00%		100.00%
MAPLE VALLEY		39	3	26.33	3	92.31%		100.00%		100.00%
MOSES LAKE		43	2	103.50	0	100.00%		100.00%	1	97.67%
	MOSES LAKE AFB	10	0		0	100.00%		100.00%		100.00%
	MOSES LAKE ALDER	33	2	103.50	0	100.00%		100.00%	1	96.97%
NEWMAN LAKE		6	0		0	100.00%		100.00%		100.00%
NORTHPORT		7	2	72.00	0	100.00%	1	85.71%		100.00%
OLYMPIA		241	10	87.90	9	96.27%	4	98.34%	2	99.17%
	OLYMPIA EVERGREEN	26	0		3	88.46%		100.00%		100.00%
	OLYMPIA LACEY	117	5	93.80	2	98.29%	1	99.15%	2	98.29%
	OLYMPIA WHITEHALL	98	5	82.00	4	95.92%	3	96.94%		100.00%
OMAK-OKANOGAN		37	3	18.00	0	100.00%		100.00%		100.00%
OROVILLE		11	1	60.00	0	100.00%		100.00%		100.00%
OTHELLO		17	5	91.40	1	94.12%		100.00%	2	88.24%
PASCO		73	2	72.50	0	100.00%	1	98.63%		100.00%
PATEROS		4	0		0	100.00%		100.00%		100.00%
POMEROY		10	0		0	100.00%		100.00%		100.00%

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STANDARD						90.00%		99.00%		
PT. ANGELES		66	3	18.00	1	98.48%		100.00%		100.00%
	PT ANGELES JOYCE	5	0		0	100.00%		100.00%		100.00%
	PT. ANGELES	61	3	18.00	1	98.36%		100.00%		100.00%
PT. LUDLOW		7	0		0	100.00%		100.00%		100.00%
PT. ORCHARD		76	1	97.00	0	100.00%	1	98.68%		100.00%
	PORT ORCHARD COLBY	22	1	97.00	0	100.00%	1	95.45%		100.00%
	PT. ORCHARD	54	0		0	100.00%		100.00%		100.00%
PT. TOWNSEND		52	3	94.67	2	96.15%	1	98.08%	1	98.08%
PUYALLAP		145	4	67.75	3	97.93%		100.00%	1	99.31%
RENTON		218	22	31.68	5	97.71%	3	98.62%		100.00%
RIDGEFIELD		16	1	158.00	0	100.00%		100.00%	1	93.75%
ROCHESTER		32	1	26.00	1	96.88%		100.00%		100.00%
ROY		22	2	82.50	2	90.91%		100.00%	1	95.45%
SEATTLE		973	57	72.47	18	98.15%	16	98.36%	7	99.28%
	SEATTLE ATWATER	69	3	74.33	0	100.00%	1	98.55%		100.00%
	SEATTLE CAMPUS	47	1	62.00	0	100.00%		100.00%		100.00%
	SEATTLE CHERRY	124	13	106.23	3	97.58%	4	96.77%	4	96.77%
	SEATTLE DUWAMISH	54	4	53.75	2	96.30%	1	98.15%		100.00%
	SEATTLE EAST	125	8	45.63	3	97.60%	2	98.40%		100.00%
	SEATTLE ELLIOT	22	3	39.33	0	100.00%	1	95.45%		100.00%
	SEATTLE EMERSON	104	1	182.00	1	99.04%		100.00%	1	99.04%
	SEATTLE LAKEVIEW	60	1	42.00	1	98.33%		100.00%		100.00%
	SEATTLE MAIN	101	7	54.86	3	97.03%	3	97.03%		100.00%
	SEATTLE MERCER ISLAND (ADAMS)	37	2	118.00	1	97.30%	1	97.30%	1	97.30%
	SEATTLE PARKWAY	86	7	41.00	1	98.84%	1	98.84%		100.00%
	SEATTLE SUNSET	73	2	120.50	3	95.89%		100.00%	1	98.63%
	SEATTLE WEST	71	5	79.00	0	100.00%	2	97.18%		100.00%
SEQUIM		58	2	15.00	0	100.00%		100.00%		100.00%
SHELTON		74	4	70.50	0	100.00%	3	95.95%		100.00%
SILVERDALE		41	1	75.00	0	100.00%		100.00%		100.00%
SPOKANE		688	27	58.85	11	98.35%	6	99.10%	3	99.55%
	SPOKANE CHESTNUT	10	0		1	90.00%		100.00%		100.00%

Source: 5 and 90 day data from RSOR completed orders  
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STANDARD						90.00%		99.00%		
	SPOKANE FAIRFAX	88	3	18.67	0	100.00%		100.00%		100.00%
	SPOKANE HUDSON	91	3	60.33	4	95.60%	1	98.90%		100.00%
	SPOKANE KEYSTONE	65	3	96.67	0	100.00%	2	96.92%		100.00%
	SPOKANE MORAN	56	3	91.00	3	94.64%	1	98.21%	1	98.21%
	SPOKANE RIVERSIDE	88	2	93.50	2	97.73%		100.00%	1	98.86%
	SPOKANE WALNUT	173	8	36.25	1	99.42%	1	99.42%		100.00%
	SPOKANE WHITWORTH	97	5	62.40	0	100.00%	1	98.97%	1	98.97%
SPRINGDALE		12	4	52.00	0	100.00%		100.00%	1	91.67%
SUMNER (BONNEYLAKE)		58	3	24.00	2	96.55%		100.00%		100.00%
TACOMA		612	33	51.48	13	97.88%	5	99.18%	3	99.51%
	TACOMA FORT LEWIS	30	1	41.00	0	100.00%		100.00%		100.00%
	TACOMA GREENFIELD	101	10	24.30	5	95.05%		100.00%		100.00%
	TACOMA JUNIPER	86	2	28.50	2	97.67%		100.00%		100.00%
	TACOMA LENNOX	123	6	43.17	1	99.19%	2	98.37%		100.00%
	TACOMA LOGAN	47	2	7.00	0	100.00%		100.00%		100.00%
	TACOMA MARKET (FAWCETT)	73	5	124.60	1	98.63%	2	97.26%	2	97.26%
	TACOMA SKYLINE	46	0		0	100.00%		100.00%		100.00%
	TACOMA WAVERLY-2	19	2	59.00	0	100.00%	1	94.74%		100.00%
	TACOMA WAVERLY-7	87	5	68.80	4	95.40%		100.00%	1	98.85%
VANCOUVER		409	24	51.25	7	98.29%	5	98.78%	3	99.27%
	VANCOUVER ORCHARDS	197	15	47.73	4	97.97%	4	97.97%	1	99.48%
	VANCOUVER OXFORD	119	6	75.33	2	98.32%	1	99.16%	2	98.32%
	VANCOUVER SALMON CRK(NORTH)	93	3	20.67	1	98.92%		100.00%		100.00%
WAITSBURG		1	0		1	0.00%		100.00%		100.00%
WALLA WALLA (INCL TOUCHET)		59	3	40.33	0	100.00%		100.00%		100.00%
WARDEN		4	0		0	100.00%		100.00%		100.00%
WINLOCK		14	1	92.00	0	100.00%	1	92.86%		100.00%
YAKIMA		168	7	63.57	1	99.40%	1	99.40%	1	99.40%
	YAKIMA CHESTNUT	124	5	51.60	1	99.19%	1	99.19%		100.00%
	YAKIMA WEST	44	2	93.50	0	100.00%		100.00%	1	97.73%
Exchanges in Neighboring States										

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STANDARD						90.00%		99.00%		
CLARKSTON		17	2	1.00	0	100.00%		100.00%		100.00%
TOTALS		5,977	322	58.49	108	98.19%	65	98.91%	36	99.40%

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

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE SEP-14	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
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	5,777	53	0.92	0.70	0.87	0.72	0.61	0.99	0.95	0.88	2.11	1.12	0.56	1.10
AUBURN		0	10,179	106	1.04	0.66	0.84	0.70	1.69	0.94	1.01	0.87	1.21	0.90	0.89	1.14
BAINBRIDGE ISLAND		0	5,739	51	0.89	1.15	0.95	0.99	0.82	0.70	1.01	0.56	1.04	0.92	1.14	1.14
BATTLEGROUND		0	5,790	51	0.88	1.10	1.29	1.18	0.80	0.89	1.19	1.07	2.28	1.28	1.52	1.36
BELFAIR		0	3,841	42	1.09	0.95	1.35	1.09	0.78	1.02	1.08	1.71	1.09	1.60	1.03	1.33
BELLEVUE		0	21,991	144	0.65	0.57	0.58	0.62	0.56	0.52	0.59	0.54	0.88	0.72	0.81	0.66
	BELLEVUE GLENCOURT	0	9,591	47	0.49	0.49	0.56	0.50	0.42	0.28	0.49	0.41	0.54	0.48	0.59	0.60
	BELLEVUE-SHERWOOD	0	12,400	97	0.78	0.64	0.60	0.71	0.66	0.70	0.66	0.64	1.13	0.90	0.97	0.70
BELLINGHAM		0	14,165	71	0.50	0.55	0.55	0.39	0.50	0.41	0.58	0.47	0.63	0.44	0.66	0.62
	BELLINGHAM LUMMI	0	943	12	1.27	1.36	2.09	0.10	1.14	0.62	0.72	0.62	1.02	1.01	0.50	0.41
	BELLINGHAM REGENT	0	13,222	59	0.45	0.49	0.45	0.41	0.46	0.40	0.57	0.46	0.60	0.40	0.67	0.64
BLACK DIAMOND		0	1,450	32	2.21	1.51	1.84	1.29	0.94	1.46	3.17	2.95	2.29	1.23	0.90	1.67
BREMERTON		0	20,415	94	0.46	0.42	0.46	0.42	0.47	0.41	0.75	0.52	0.49	0.38	0.42	0.48
	BREMERTON CROSBY	0	1,840	29	1.58	1.62	1.91	1.42	1.70	0.87	0.96	1.60	1.14	1.03	1.45	0.91
	BREMERTON ESSEX	0	18,159	65	0.36	0.29	0.32	0.31	0.32	0.36	0.75	0.41	0.41	0.30	0.32	0.42
	BREMERTON SUNNYSLOPE	0	416	0	0.00	0.72	0.00	0.70	0.93	0.92	0.00	0.46	0.69	0.91	0.23	0.88
BUCKLEY		0	1,101	18	1.63	1.27	1.41	1.21	1.61	0.67	1.58	1.07	1.55	1.13	1.19	1.97
CASTLE ROCK		0	2,230	37	1.66	1.73	1.23	1.39	0.99	1.20	1.44	0.97	2.29	1.36	1.06	1.71
CENTRALIA		0	3,862	38	0.98	1.18	1.12	0.94	0.97	1.24	1.20	0.92	1.49	1.07	0.97	2.00
CHEHALIS		0	5,950	62	1.04	0.65	0.83	0.92	1.39	0.79	0.74	1.46	1.21	0.79	0.96	1.82
	CHEHALIS	0	4,278	40	0.94	0.65	0.60	0.89	1.16	0.72	0.61	1.48	1.05	0.77	1.05	1.77
	CHEHALIS NAPAVINE	0	1,672	22	1.32	0.65	1.42	1.00	1.97	0.98	1.09	1.42	1.64	0.84	0.73	1.95
GLE-ELUM		0	1,917	12	0.63	1.09	1.19	0.46	0.61	0.56	0.25	0.66	0.45	0.25	0.74	0.69
COLFAX		0	1,607	14	0.87	0.99	1.00	0.99	0.61	0.61	0.67	0.54	1.20	0.72	1.07	1.42
COLVILLE		0	5,003	31	0.62	1.18	0.92	0.96	1.14	1.07	0.65	0.76	0.59	1.32	0.51	0.98
COPALIS(OCEAN SHORES)		0	2,059	16	0.78	1.25	1.14	1.04	0.84	1.06	1.82	1.31	1.66	0.80	1.06	1.10
COULEE DAM		0	1,416	13	0.92	2.16	0.69	2.32	1.83	0.94	0.60	0.80	0.86	1.57	0.91	0.71
CRYSTAL MTN.		0	516	12	2.33	3.48	0.58	2.32	0.76	0.76	1.14	1.71	2.08	0.94	1.89	2.29
DAYTON		0	1,286	7	0.54	0.85	1.38	0.83	1.57	1.19	0.74	0.66	1.18	0.95	0.51	0.67
DEER PARK		0	3,879	34	0.88	1.57	2.36	0.78	0.89	0.74	1.13	0.73	1.57	0.57	0.78	0.71
DES MOINES		0	9,890	71	0.72	0.98	0.98	0.74	0.87	0.87	0.84	1.08	1.04	0.80	0.87	1.19
	DES MOINES	0	3,849	29	0.75	1.10	1.17	0.85	0.86	0.85	0.84	1.17	0.92	0.91	0.89	1.40
	DES MOINES FEDERAL WAY	0	6,041	42	0.70	0.90	0.86	0.67	0.87	0.88	0.84	1.02	1.12	0.74	0.85	1.06
EASTON		0	439	4	0.91	3.19	1.13	1.12	1.11	0.44	0.22	0.44	0.00	3.70	3.03	1.54

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WIRECENTER		STD EXD CNT	LINES	RPTS	RATE SEP-14	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
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	1,534	11	0.72	2.64	1.78	1.20	1.24	0.98	0.86	1.20	0.83	1.05	1.50	
ENUMCLAW		0	3,446	46	1.33	1.40	1.38	1.20	1.39	0.80	1.19	1.45	1.80	1.38	2.01	1.84
EPHRATA		0	1,701	10	0.59	0.46	0.29	0.62	0.50	0.77	0.76	1.55	0.21	0.94	0.57	0.36
GRAHAM		0	6,177	56	0.91	0.83	1.35	0.85	0.96	1.65	1.72	1.52	1.57	1.09	1.02	1.75
GREEN BLUFF		0	1,633	13	0.80	2.43	1.26	1.07	0.65	1.47	1.40	1.33	0.75	1.38	1.89	1.65
HOODSPORT		0	1,229	14	1.14	2.01	1.29	1.04	0.88	1.11	0.79	0.86	0.54	0.54	0.99	0.98
ISSAQUAH		0	8,750	48	0.55	0.96	0.65	0.54	0.63	0.71	0.87	0.75	0.87	0.61	0.85	1.19
KENT		0	19,739	150	0.76	0.82	0.73	0.84	0.64	0.67	0.93	0.66	0.96	0.73	0.77	1.01
	KENT MERIDIAN	0	6,275	54	0.86	1.08	1.01	1.13	0.75	0.85	1.03	0.83	1.23	1.01	1.24	1.52
	KENT O BRIEN	0	4,679	14	0.30	0.49	0.27	0.23	0.16	0.22	0.50	0.18	0.22	0.28	0.18	0.33
	KENT ULRICH	0	8,785	82	0.93	0.80	0.77	0.97	0.82	0.79	1.08	0.79	1.16	0.75	0.75	0.99
LIBERTY LAKE		0	475	6	1.26	0.42	0.20	0.60	0.20	0.59	0.78	0.39	0.19	0.75	0.00	0.00
LONGVIEW-KELSO		0	12,161	106	0.87	0.75	1.07	0.93	1.46	1.18	1.36	0.92	1.15	0.94	1.14	1.95
LOON LAKE		0	746	7	0.94	1.06	0.79	1.57	2.20	0.52	0.90	0.38	0.76	0.38	0.99	0.99
MAPLE VALLEY		0	4,168	22	0.53	1.09	0.96	1.46	0.78	0.73	1.01	0.71	1.67	1.63	1.34	1.53
MOSES LAKE		0	6,966	47	0.67	0.86	0.85	0.48	0.85	0.76	0.62	0.76	0.48	0.71	0.73	0.58
	MOSES LAKE AFB	0	1,192	5	0.42	0.58	0.33	0.40	0.48	0.71	0.31	0.70	0.16	0.69	0.23	0.31
	MOSES LAKE ALDER	0	5,774	42	0.73	0.92	0.96	0.50	0.93	0.77	0.68	0.77	0.54	0.71	0.83	0.63
NEWMAN LAKE		0	884	1	0.11	1.56	1.56	0.77	0.99	0.86	0.74	0.42	0.73	0.62	1.02	0.61
NORTHPORT		0	823	10	1.22	2.66	1.33	1.57	1.93	0.60	0.36	1.08	2.97	0.12	0.93	0.46
OLYMPIA		0	29,839	191	0.64	0.70	0.90	0.64	0.83	0.73	0.58	0.57	0.87	0.57	0.67	0.85
	OLYMPIA EVERGREEN	0	2,259	38	1.68	1.45	1.52	1.37	0.72	1.27	0.88	1.21	1.04	0.82	0.82	1.09
	OLYMPIA LACEY	0	12,647	80	0.63	0.77	0.84	0.64	1.12	0.57	0.66	0.51	0.84	0.55	0.66	0.75
	OLYMPIA WHITEHALL	0	14,933	73	0.49	0.53	0.85	0.53	0.60	0.77	0.46	0.52	0.87	0.54	0.66	0.92
OMAK-OKANOGAN		0	4,462	66	1.48	1.49	1.17	1.60	0.86	0.99	1.02	1.07	0.86	0.88	0.97	0.75
OROVILLE		0	1,309	11	0.84	0.99	1.05	0.89	0.95	0.73	1.23	0.92	0.71	0.84	1.11	1.80
OTHELLO		0	2,646	21	0.79	1.05	1.07	0.98	0.97	1.24	1.34	1.45	1.96	0.80	1.69	2.53
PASCO		0	7,884	40	0.51	0.87	0.67	0.52	0.73	0.78	0.64	0.76	0.99	0.59	0.55	0.76
PATEROS		1	478	17	3.56	9.98	1.48	0.36	1.08	1.63	0.54	0.71	0.89	0.53	0.35	0.70
POMEROY		0	1,011	8	0.79	1.68	1.88	1.07	1.27	1.37	1.36	1.45	1.44	1.72	1.53	2.51
PT. ANGELES		0	8,856	74	0.84	0.81	0.65	0.84	0.71	0.42	0.62	0.57	0.66	0.91	0.60	0.73
	PT ANGELES JOYCE	0	771	13	1.69	1.67	1.15	1.39	1.63	0.63	2.61	0.98	2.20	3.04	1.93	0.83
	PT. ANGELES	0	8,085	61	0.75	0.72	0.61	0.79	0.63	0.40	0.43	0.53	0.51	0.72	0.47	0.72
PT. LUDLOW		0	1,412	12	0.85	0.35	0.41	0.74	0.67	0.86	0.46	0.70	1.14	0.56	0.62	0.55

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WIRECENTER		STD EXD CNT	LINES	RPTS	RATE SEP-14	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
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	8,626	68	0.79	0.73	1.15	1.00	0.82	0.73	0.92	0.91	1.48	1.00	1.14	1.19
	PORT ORCHARD COLBY	0	3,165	32	1.01	0.87	0.92	0.91	0.96	0.74	0.91	1.11	1.87	1.30	1.09	1.33
	PT. ORCHARD	0	5,461	36	0.66	0.65	1.28	1.05	0.75	0.72	0.93	0.80	1.26	0.82	1.17	1.10
PT. TOWNSEND		0	6,723	61	0.91	0.90	0.94	0.98	0.93	1.03	1.33	1.06	0.89	0.57	0.68	1.06
PUYALLAP		0	11,404	101	0.89	1.05	0.71	0.69	0.76	0.89	1.03	0.80	1.11	0.93	0.88	1.05
RENTON		0	17,665	131	0.74	0.74	0.78	0.74	0.83	0.69	0.84	0.72	1.26	0.94	0.85	1.05
RIDGEFIELD		0	1,860	14	0.75	1.60	1.74	1.63	1.31	0.99	1.50	0.77	1.37	1.66	0.95	0.74
ROCHESTER		0	2,676	59	2.20	1.57	1.00	1.64	1.01	0.96	1.35	0.81	1.40	1.38	1.36	0.79
ROY		0	1,463	24	1.64	0.88	2.57	1.08	1.08	1.06	2.38	1.89	1.62	1.23	1.60	
SEATTLE		0	136,628	798	0.58	0.56	0.47	0.53	0.52	0.54	0.63	0.57	0.71	0.50	0.54	0.69
	SEATTLE ATWATER	0	9,789	44	0.45	0.46	0.24	0.46	0.40	0.31	0.52	0.45	0.46	0.29	0.22	0.42
	SEATTLE CAMPUS	0	5,217	29	0.56	0.44	0.36	0.51	0.39	0.55	0.53	0.45	0.56	0.28	0.26	0.45
	SEATTLE CHERRY	0	14,852	123	0.83	1.02	0.67	0.57	0.79	0.90	1.01	0.83	1.09	0.72	0.84	1.13
	SEATTLE DUWAMISH	0	6,639	40	0.60	0.61	0.55	0.67	0.52	0.60	0.72	0.49	0.80	0.45	0.60	0.74
	SEATTLE EAST	0	15,548	81	0.52	0.65	0.48	0.54	0.45	0.48	0.63	0.61	0.67	0.60	0.68	0.70
	SEATTLE ELLIOT	0	4,624	9	0.19	0.11	0.23	0.15	0.23	0.35	0.23	0.08	0.12	0.06	0.14	0.23
	SEATTLE EMERSON	0	12,974	103	0.79	0.77	0.58	0.69	0.61	0.71	0.69	0.64	0.88	0.68	0.74	0.87
	SEATTLE LAKEVIEW	0	12,733	95	0.75	0.58	0.61	0.59	0.56	0.58	0.72	0.66	0.88	0.63	0.55	0.54
	SEATTLE MAIN	0	20,900	31	0.15	0.18	0.16	0.18	0.18	0.16	0.15	0.13	0.13	0.08	0.14	0.17
	SEATTLE MERCER ISLAND (ADAMS)	0	4,311	39	0.90	0.74	0.71	0.90	1.08	0.63	0.84	0.83	0.99	1.01	0.79	0.96
	SEATTLE PARKWAY	0	9,092	76	0.84	0.62	0.64	0.91	0.75	0.86	0.97	0.82	1.14	0.76	0.76	1.36
	SEATTLE SUNSET	0	10,390	69	0.66	0.48	0.47	0.46	0.46	0.51	0.60	0.62	0.68	0.60	0.49	0.72
	SEATTLE WEST	0	9,559	59	0.62	0.53	0.60	0.56	0.75	0.67	0.69	0.84	1.04	0.45	0.82	0.75
SEQUIM		0	7,804	47	0.60	0.70	0.58	0.91	0.69	0.58	0.61	0.55	0.75	0.45	0.60	1.06
SHELTON		0	7,407	108	1.46	1.23	1.39	0.81	1.19	0.69	0.89	0.71	1.10	0.65	0.80	1.13
SILVERDALE		0	6,130	49	0.80	0.66	0.90	0.73	0.51	0.55	0.61	0.54	0.75	0.41	0.69	0.59
SPOKANE		0	56,016	441	0.79	1.03	1.15	0.94	0.79	0.75	0.90	0.68	0.75	0.73	0.91	0.84
	SPOKANE CHESTNUT	0	1,279	10	0.78	0.85	2.96	1.20	0.89	1.77	1.54	1.60	1.51	0.71	1.27	1.09
	SPOKANE FAIRFAX	0	7,665	87	1.14	1.22	1.31	0.91	0.99	0.62	0.85	0.65	0.69	1.12	1.03	0.82
	SPOKANE HUDSON	0	6,035	42	0.70	1.44	1.41	1.09	1.01	0.81	0.77	0.85	0.77	0.79	0.90	0.99
	SPOKANE KEYSTONE	0	5,424	48	0.88	0.93	0.77	0.85	0.40	0.69	0.74	0.53	0.51	0.67	0.93	1.09
	SPOKANE MORAN	0	3,681	20	0.54	0.48	0.82	0.58	0.75	0.95	1.04	0.46	0.96	0.92	0.94	0.83
	SPOKANE RIVERSIDE	0	8,656	38	0.44	0.69	1.01	0.80	0.69	0.70	0.81	0.53	0.64	0.49	0.68	0.69
	SPOKANE WALNUT	0	14,990	110	0.73	0.85	0.81	0.85	0.80	0.74	0.91	0.62	0.66	0.59	0.87	0.78

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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	8,286	86	1.04	1.58	1.70	1.32	0.80	0.70	1.07	0.91	0.99	0.74	1.03	0.81
SPRINGDALE		0	1,265	11	0.87	3.30	2.51	1.26	3.06	2.19	1.71	0.70	0.62	0.54	1.15	1.53
SUMNER (BONNEYLAKE)		0	6,415	59	0.92	0.65	0.85	0.96	0.87	1.10	0.97	1.17	1.56	1.36	1.00	1.39
TACOMA		0	62,057	457	0.74	0.73	0.68	0.74	0.78	0.72	0.97	0.91	1.19	0.67	0.92	1.27
	TACOMA FORT LEWIS	0	1,227	4	0.33	0.81	0.48	0.47	0.39	0.46	0.45	0.67	0.51	0.36	0.22	0.71
	TACOMA GREENFIELD	0	8,066	55	0.68	0.81	0.62	0.88	0.88	0.96	1.22	1.12	1.41	1.02	1.31	1.48
	TACOMA JUNIPER	0	8,655	58	0.67	0.74	0.70	0.68	0.92	0.63	0.85	0.59	0.88	0.53	0.83	1.39
	TACOMA LENNOX	0	9,682	140	1.45	0.89	0.77	0.92	1.06	1.01	1.08	1.11	1.86	0.79	1.02	1.34
	TACOMA LOGAN	0	6,133	49	0.80	0.84	0.82	0.86	0.94	0.78	1.15	1.33	1.02	0.76	1.03	1.14
	TACOMA MARKET (FAWCETT)	0	8,273	32	0.39	0.29	0.36	0.40	0.42	0.31	0.61	0.61	0.92	0.35	0.43	0.74
	TACOMA SKYLINE	0	6,398	34	0.53	0.71	1.07	0.87	0.82	0.85	1.23	1.18	1.41	0.91	1.15	2.04
	TACOMA WAVERLY-2	0	2,825	16	0.57	1.52	0.45	0.65	0.51	0.74	0.90	0.94	1.18	0.62	1.10	1.56
	TACOMA WAVERLY-7	0	10,798	69	0.64	0.58	0.67	0.69	0.61	0.58	0.85	0.68	0.92	0.51	0.79	0.94
VANCOUVER		0	36,149	295	0.82	0.81	0.76	0.74	0.71	0.83	0.75	0.67	1.03	0.89	0.85	1.12
	VANCOUVER ORCHARDS	0	18,224	144	0.79	0.81	0.72	0.63	0.72	0.83	0.73	0.58	1.00	0.82	0.85	0.75
	VANCOUVER OXFORD	0	10,726	63	0.59	0.68	0.70	0.60	0.61	0.73	0.71	0.64	0.91	0.82	0.76	1.26
	VANCOUVER SALMON CRK(NORTH)	0	7,199	88	1.22	1.02	0.94	1.22	0.87	0.99	0.85	0.96	1.30	1.19	0.99	1.84
WAITSBURG		0	332	0	0.00	1.51	1.52	2.11	1.47	1.17	2.62	1.16	2.29	0.84	2.23	1.39
WALLA WALLA (INCL TOUCHET)		0	7,513	62	0.83	0.62	0.55	0.55	0.46	0.60	0.74	0.67	1.28	0.85	0.68	0.86
WARDEN		0	649	8	1.23	1.22	0.75	1.90	1.87	0.86	1.28	0.84	1.26	0.28	2.05	0.68
WINLOCK		0	1,485	21	1.41	0.40	0.93	1.18	0.78	0.39	0.51	0.51	1.08	1.57	0.56	1.12
YAKIMA		0	20,568	154	0.75	0.72	0.69	0.58	0.53	0.42	0.52	0.56	0.58	0.42	0.60	1.02
	YAKIMA CHESTNUT	0	13,703	106	0.77	0.74	0.74	0.59	0.54	0.37	0.44	0.55	0.52	0.45	0.52	0.57
	YAKIMA WEST	0	6,865	48	0.70	0.67	0.58	0.56	0.49	0.51	0.68	0.58	0.71	0.37	0.76	1.86
Exchanges in Neighboring States																
CLARKSTON		0	3,050	41	1.34	2.64	1.50	1.42	1.15	1.77	1.09	0.87	1.58	1.46	1.61	1.27
TOTALS		0	662,716	5,009	0.76	0.82	0.80	0.74	0.75	0.72	0.82	0.74	0.96	0.72	0.79	0.99

WASHINGTON TRUNK BLOCKING SUMMARY - SEPTEMBER 2014

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	235	0	0.00%
LOCAL	353	1	0.28%
TOLL	372	6	1.61%

WASHINGTON TRUNK BLOCKING - SEPTEMBER 2014

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP071656	24			LOCAL	TWO_WAY	1.63%	study week 9-22-14 blkd at 1900hr on 9-24 & 9-26. for study wk 9-29-14 blkd at 1900hr on 9-29 & 9-30. sa tgsr issued.
AP072405	96			TOLL	TWO_WAY	2.97%	study week 09/15/14 trunks made busy 0400,0800-2300 hr - trunks no longer made busy. carryover blk from sw 091514, sent sa tgsr
AP072414	96			TOLL	TWO_WAY	1.32%	SA TGSR WAS ISSUED 09/04/14. Study week 09/15/14 trunks made busy 0400,0800-2300 hr - trunks no longer made busy.
AP072426	240			TOLL	TWO_WAY	0.93%	for study week 9-22-14 blkd at 1800hr on 9-23-14. sa tgsr issued.
AP073995	120			TOLL	TWO_WAY	2.64%	for study week 9-8-14 blkd at 1200hr on 9-11-14. sa tgsr issued.
AP081340	264			TOLL	TWO_WAY	7.31%	for study wk 9-29-14 blkd at 1200hr on 9-29-14. sa tgsr issued.
AP081345	120			TOLL	TWO_WAY	4.62%	for study week 9-22-14 blkd at 1800hr on 9-23-14. sa tgsr issued.

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 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - SEPTEMBER 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 - SEPTEMBER 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 - SEPTEMBER 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 - SEPTEMBER 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 - SEPTEMBER 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 - SEPTEMBER 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 - SEPTEMBER 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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