



CenturyLink™

Mark S. Reynolds
Vice-President of Public Policy, NW Region
1600 7th Avenue, Room 3206
Seattle, Washington 98191
(206) 345-1568 - voice
(206) 343-4040 - facsimile

November 20, 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

RECEIVED
REGULATORY MANAGEMENT
2014 NOV 21 AM 11:30
STATE OF WASHINGTON
UTIL. AND TRANS.
COMMISSION

Dear Mr. King:

Enclosed are the October 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

REDACTED

Washington Service Quality Summary Report - OCTOBER 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	2,091	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%

Blanks in the report indicate no activity for the measure.

RECEIVED
 NETWORKS MANAGEMENT
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 STATE OF WASH.
 UTIL. AND TRAFFIC
 COMMISSION

Washington Service Quality Summary Report - OCTOBER 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 - OCTOBER 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 Service Quality Summary Report - OCTOBER 2014

METRIC DESCRIPTION	OCTOBER 2014		
	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	1,243	1,574	78.97%
OOS Tickets Not Cleared Within 48 Hrs	331	1	331
Number of OOS Exemptions	92	1	92
All Other Repairs Cleared LT < 72 Hrs	4,609	4,871	94.62%
All Other Troubles Cleared GTR > 72 Hrs	262	1	262
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	12	1	12
Physically Obstructed All Other Troubles Cleared > 72 Hrs	158	1	158
Repair Force Majeure Exclusions	32	1	32
Repair Physically Obstructed Exclusions	42	1	42
Installation Appointments Met	1,429	1,532	93.28%
Repair Appointments Met	2,438	2,847	85.63%
Provisioning Missed for Company Reasons	141	1	141
Provisioning Missed for Customer Reasons	564	1	564
% of Switches Delivering Dial Tone Within 3 seconds	6,541	6,542	99.98%

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Washington Orders Summary - OCTOBER 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		34	9	55.22	1	97.06%		100.00%	2	94.12%
AUBURN		105	14	43.93	3	97.14%	1	99.05%	2	98.10%
BAINBRIDGE ISLAND		47	2	37.00	0	100.00%		100.00%		100.00%
BATTLEGROUND		64	2	10.00	0	100.00%		100.00%		100.00%
BELFAIR		27	3	54.00	0	100.00%		100.00%	1	96.30%
BELLEVUE		190	5	39.60	4	97.89%	1	99.47%		100.00%
	BELLEVUE GLENCOURT	84	4	12.25	4	95.24%		100.00%		100.00%
	BELLEVUE-SHERWOOD	106	1	149.00	0	100.00%	1	99.06%		100.00%
BELLINGHAM		144	6	119.17	2	98.61%	1	99.31%	3	97.92%
	BELLINGHAM LUMMI	9	1	80.00	0	100.00%	1	88.89%		100.00%
	BELLINGHAM REGENT	135	5	127.00	2	98.52%		100.00%	3	97.78%
BLACK DIAMOND		7	3	98.33	0	100.00%	1	85.71%	1	85.71%
BREMERTON		138	9	56.78	5	96.38%	2	98.55%		100.00%
	BREMERTON CROSBY	18	2	54.50	1	94.44%		100.00%		100.00%
	BREMERTON ESSEX	117	6	57.17	4	96.58%	2	98.29%		100.00%
	BREMERTON SUNNYSLOPE	3	1	59.00	0	100.00%		100.00%		100.00%
BUCKLEY		18	1	15.00	0	100.00%		100.00%		100.00%
CASTLE ROCK		19	2	116.50	0	100.00%		100.00%	1	94.74%
CENTRALIA		55	1	136.00	0	100.00%	1	98.18%		100.00%
CHEHALIS		58	3	95.33	0	100.00%	1	98.28%	1	98.28%
	CHEHALIS	40	1	119.00	0	100.00%	1	97.50%		100.00%
	CHEHALIS NAPAVINE	18	2	83.50	0	100.00%		100.00%	1	94.44%
CLE-ELUM		12	1	2.00	0	100.00%		100.00%		100.00%
COLFAX		12	3	48.33	0	100.00%		100.00%		100.00%
COLVILLE		47	2	95.00	0	100.00%		100.00%	1	97.87%
COPALIS(OCEAN SHORES)		14	1	176.00	1	92.86%		100.00%	1	92.86%
COULEE DAM		13	0		0	100.00%		100.00%		100.00%
CRYSTAL MTN.		5	1	1.00	0	100.00%		100.00%		100.00%
DAYTON		7	0		0	100.00%		100.00%		100.00%
DEER PARK		39	3	44.67	2	94.87%	1	97.44%		100.00%
DES MOINES		124	4	22.75	2	98.39%		100.00%		100.00%
	DES MOINES	44	1	7.00	1	97.73%		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 - OCTOBER 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	80	3	28.00	1	98.75%		100.00%		100.00%
EASTON		7	1	203.00	1	85.71%		100.00%	1	85.71%
ELK		10	1	4.00	0	100.00%		100.00%		100.00%
ENUMCLAW		30	1	1.00	0	100.00%		100.00%		100.00%
EPHRATA		12	0		0	100.00%		100.00%		100.00%
GRAHAM		84	6	33.50	2	97.62%		100.00%		100.00%
GREEN BLUFF		13	0		0	100.00%		100.00%		100.00%
HOODSPORT		13	0		0	100.00%		100.00%		100.00%
ISSAQUAH		45	3	26.33	0	100.00%		100.00%		100.00%
KENT		173	23	65.52	7	95.95%	7	95.95%	3	98.27%
	KENT MERIDIAN	40	9	44.44	0	100.00%	1	97.50%	1	97.50%
	KENT O BRIEN	28	3	73.33	2	92.86%	2	92.86%		100.00%
	KENT ULRICH	105	11	80.64	5	95.24%	4	96.19%	2	98.10%
LIBERTY LAKE		3	0		0	100.00%		100.00%		100.00%
LONGVIEW-KELSO		146	8	33.63	3	97.95%		100.00%		100.00%
LOON LAKE		11	0		0	100.00%		100.00%		100.00%
MAPLE VALLEY		26	2	64.50	0	100.00%	1	96.15%		100.00%
MOSES LAKE		50	4	68.25	0	100.00%		100.00%	1	98.00%
	MOSES LAKE AFB	8	0		0	100.00%		100.00%		100.00%
	MOSES LAKE ALDER	42	4	68.25	0	100.00%		100.00%	1	97.62%
NEWMAN LAKE		9	0		0	100.00%		100.00%		100.00%
NORTHPORT		10	1	164.00	0	100.00%		100.00%	1	90.00%
OLYMPIA		253	15	64.87	9	96.44%	4	98.42%	2	99.21%
	OLYMPIA EVERGREEN	18	0		3	83.33%		100.00%		100.00%
	OLYMPIA LACEY	124	7	62.86	3	97.58%	1	99.19%	1	99.19%
	OLYMPIA WHITEHALL	111	8	66.63	3	97.30%	3	97.30%	1	99.10%
OMAK-OKANOGAN		28	2	16.00	1	96.43%		100.00%		100.00%
OROVILLE		14	1	0.00	0	100.00%		100.00%		100.00%
OTHELLO		23	3	97.67	1	95.65%		100.00%	1	95.65%
PASCO		58	6	40.50	0	100.00%	2	96.55%		100.00%
PATEROS		3	0		0	100.00%		100.00%		100.00%
POMEROY		7	0		0	100.00%		100.00%		100.00%

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STANDARD						90.00%		99.00%		
PT. ANGELES		65	4	30.75	1	98.46%		100.00%		100.00%
	PT. ANGELES JOYCE	8	0		0	100.00%		100.00%		100.00%
	PT. ANGELES	57	4	30.75	1	98.25%		100.00%		100.00%
PT. LUDLOW		15	0		0	100.00%		100.00%		100.00%
PT. ORCHARD		72	3	12.67	0	100.00%		100.00%		100.00%
	PORT ORCHARD COLBY	19	3	12.67	0	100.00%		100.00%		100.00%
	PT. ORCHARD	53	0		0	100.00%		100.00%		100.00%
PT. TOWNSEND		53	3	107.67	1	98.11%	1	98.11%	1	98.11%
PUYALLAP		129	5	69.80	0	100.00%	1	99.22%	1	99.22%
RENTON		144	16	58.94	1	99.31%	5	96.53%		100.00%
RIDGEFIELD		9	2	92.50	0	100.00%		100.00%	1	88.89%
ROCHESTER		30	1	53.00	2	93.33%		100.00%		100.00%
ROY		17	3	77.33	1	94.12%		100.00%	1	94.12%
SEATTLE		993	66	78.00	15	98.49%	15	98.49%	12	98.79%
	SEATTLE ATWATER	57	3	101.33	0	100.00%	1	98.25%	1	98.25%
	SEATTLE CAMPUS	32	2	48.50	1	96.88%	1	96.88%		100.00%
	SEATTLE CHERRY	126	14	121.50	2	98.41%	4	96.83%	5	96.03%
	SEATTLE DUWAMISH	50	5	66.00	1	98.00%	2	96.00%		100.00%
	SEATTLE EAST	134	10	48.50	2	98.51%	2	98.51%		100.00%
	SEATTLE ELLIOT	30	0		3	90.00%		100.00%		100.00%
	SEATTLE EMERSON	101	5	47.20	2	98.02%		100.00%	1	99.01%
	SEATTLE LAKEVIEW	97	2	34.50	0	100.00%		100.00%		100.00%
	SEATTLE MAIN	112	5	81.60	1	99.11%	2	98.21%		100.00%
	SEATTLE MERCER ISLAND (ADAMS)	31	4	74.75	0	100.00%	1	96.77%	1	96.77%
	SEATTLE PARKWAY	68	6	63.00	0	100.00%		100.00%	1	98.53%
	SEATTLE SUNSET	83	2	147.50	2	97.59%	1	98.80%	1	98.80%
	SEATTLE WEST	72	8	68.25	1	98.61%	1	98.61%	2	97.22%
SEQUIM		53	4	26.50	1	98.11%		100.00%		100.00%
SHELTON		80	6	48.00	1	98.75%	2	97.50%		100.00%
SILVERDALE		48	1	102.00	2	95.83%	1	97.92%		100.00%
SPOKANE		721	31	64.03	11	98.47%	4	99.45%	6	99.17%
	SPOKANE CHESTNUT	20	0		0	100.00%		100.00%		100.00%

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
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from RSOR and OP15A

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STANDARD						90.00%		99.00%		
	SPOKANE FAIRFAX	119	3	45.67	1	99.16%		100.00%		100.00%
	SPOKANE HUDSON	116	5	53.00	0	100.00%		100.00%	1	99.14%
	SPOKANE KEYSTONE	83	7	57.29	0	100.00%	2	97.59%	1	98.80%
	SPOKANE MORAN	40	2	163.00	3	92.50%	1	97.50%	1	97.50%
	SPOKANE RIVERSIDE	81	4	63.00	2	97.53%		100.00%	1	98.77%
	SPOKANE WALNUT	170	6	34.17	4	97.65%	1	99.41%		100.00%
	SPOKANE WHITWORTH	92	4	99.75	1	98.91%		100.00%	2	97.83%
SPRINGDALE		20	3	95.00	0	100.00%		100.00%	1	95.00%
SUMNER (BONNEYLAKE)		51	3	30.67	0	100.00%		100.00%		100.00%
TACOMA		640	35	67.40	8	98.75%	9	98.59%	3	99.53%
	TACOMA FORT LEWIS	20	1	68.00	0	100.00%		100.00%		100.00%
	TACOMA GREENFIELD	104	6	47.67	3	97.12%	1	99.04%		100.00%
	TACOMA JUNIPER	105	4	24.25	1	99.05%		100.00%		100.00%
	TACOMA LENNOX	112	7	59.00	0	100.00%	2	98.21%		100.00%
	TACOMA LOGAN	54	2	31.00	2	96.30%		100.00%		100.00%
	TACOMA MARKET (FAWCETT)	78	5	151.60	0	100.00%	3	96.15%	2	97.44%
	TACOMA SKYLINE	57	2	11.00	0	100.00%		100.00%		100.00%
	TACOMA WAVERLY-2	24	3	58.00	1	95.83%	1	95.83%		100.00%
	TACOMA WAVERLY-7	86	5	95.80	1	98.84%	2	97.67%	1	98.84%
VANCOUVER		419	22	66.23	14	96.66%	4	99.05%	3	99.28%
	VANCOUVER ORCHARDS	212	10	83.60	10	95.28%	4	98.11%	1	99.53%
	VANCOUVER OXFORD	133	7	67.14	3	97.74%		100.00%	2	98.50%
	VANCOUVER SALMON CRK(NORTH)	74	5	30.20	1	98.65%		100.00%		100.00%
WAITSBURG		8	0		0	100.00%		100.00%		100.00%
WALLA WALLA (INCL TOUCHET)		77	3	67.33	1	98.70%	1	98.70%		100.00%
WARDEN		6	1	6.00	0	100.00%		100.00%		100.00%
WINLOCK		19	2	70.00	0	100.00%	1	94.74%		100.00%
YAKIMA		193	11	60.18	2	98.96%	2	98.96%	1	99.48%
	YAKIMA CHESTNUT	136	8	54.38	0	100.00%	2	98.53%		100.00%
	YAKIMA WEST	57	3	75.67	2	96.49%		100.00%	1	98.25%
Exchanges in Neighboring States										

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
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Washington Orders Summary - OCTOBER 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%		
CLARKSTON		17	0		2	88.24%		100.00%		100.00%
TOTALS		6,086	377	63.46	107	98.24%	69	98.87%	52	99.15%

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 - OCTOBER 2014

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE OCT-14	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
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	5,723	88	1.54	0.92	0.70	0.87	0.72	0.61	0.99	0.95	0.88	2.11	1.12	0.56
AUBURN		0	10,082	125	1.24	1.04	0.66	0.84	0.70	1.69	0.94	1.01	0.87	1.21	0.90	0.89
BAINBRIDGE ISLAND		0	5,687	70	1.23	0.89	1.15	0.95	0.99	0.82	0.70	1.01	0.56	1.04	0.92	1.14
BATTLEGROUND		0	5,746	89	1.55	0.88	1.10	1.29	1.18	0.80	0.89	1.19	1.07	2.28	1.28	1.52
BELFAIR		0	3,814	54	1.42	1.09	0.95	1.35	1.09	0.78	1.02	1.08	1.71	1.09	1.60	1.03
BELLEVUE		0	21,883	236	1.08	0.65	0.57	0.58	0.62	0.56	0.52	0.59	0.54	0.88	0.72	0.81
	BELLEVUE GLENGOURT	0	9,556	97	1.02	0.49	0.49	0.56	0.50	0.42	0.28	0.49	0.41	0.54	0.48	0.59
	BELLEVUE-SHERWOOD	0	12,327	139	1.13	0.78	0.64	0.60	0.71	0.66	0.70	0.66	0.64	1.13	0.90	0.97
BELLINGHAM		0	14,098	60	0.43	0.50	0.55	0.55	0.39	0.50	0.41	0.58	0.47	0.63	0.44	0.66
	BELLINGHAM LUMMI	0	942	3	0.32	1.27	1.36	2.09	0.10	1.14	0.62	0.72	0.62	1.02	1.01	0.50
	BELLINGHAM REGENT	0	13,156	57	0.43	0.45	0.49	0.45	0.41	0.46	0.40	0.57	0.46	0.60	0.40	0.67
BLACK DIAMOND		0	1,437	27	1.88	2.21	1.51	1.64	1.29	0.94	1.46	3.17	2.95	2.29	1.23	0.90
BREMERTON		0	20,355	99	0.49	0.46	0.42	0.46	0.42	0.47	0.41	0.75	0.52	0.49	0.38	0.42
	BREMERTON CROSBY	0	1,831	26	1.42	1.58	1.62	1.91	1.42	1.70	0.87	0.96	1.60	1.14	1.03	1.45
	BREMERTON ESSEX	0	18,108	73	0.40	0.36	0.29	0.32	0.31	0.32	0.36	0.75	0.41	0.41	0.30	0.32
	BREMERTON SUNNYSLOPE	0	416	0	0.00	0.00	0.72	0.00	0.70	0.93	0.92	0.00	0.46	0.69	0.91	0.23
BUCKLEY		0	1,090	16	1.47	1.63	1.27	1.41	1.21	1.61	0.67	1.58	1.07	1.55	1.13	1.19
CASTLE ROCK		0	2,218	40	1.80	1.66	1.73	1.23	1.39	0.99	1.20	1.44	0.97	2.29	1.36	1.06
CENTRALIA		0	3,848	44	1.14	0.98	1.18	1.12	0.94	0.97	1.24	1.20	0.92	1.49	1.07	0.97
CHEHALIS		0	5,909	64	1.08	1.04	0.65	0.83	0.92	1.39	0.79	0.74	1.46	1.21	0.79	0.96
	CHEHALIS	0	4,238	42	0.99	0.94	0.65	0.60	0.89	1.16	0.72	0.61	1.48	1.05	0.77	1.05
	CHEHALIS NAPAVINE	0	1,671	22	1.32	1.32	0.65	1.42	1.00	1.97	0.98	1.09	1.42	1.64	0.84	0.73
CLE-ELUM		0	1,908	16	0.84	0.63	1.09	1.19	0.46	0.61	0.56	0.25	0.66	0.45	0.25	0.74
COLFAX		0	1,602	15	0.94	0.87	0.99	1.00	0.99	0.61	0.61	0.67	0.54	1.20	0.72	1.07
COLVILLE		0	4,977	40	0.80	0.62	1.18	0.92	0.96	1.14	1.07	0.65	0.76	0.59	1.32	0.51
COPALIS(OCEAN SHORES)		0	2,059	27	1.31	0.78	1.25	1.14	1.04	0.84	1.06	1.82	1.31	1.66	0.80	1.06
COULEE DAM		0	1,423	23	1.62	0.92	2.16	0.69	2.32	1.83	0.94	0.60	0.80	0.86	1.57	0.91
CRYSTAL MTN.		0	524	5	0.95	2.33	3.48	0.58	2.32	0.76	0.76	1.14	1.71	2.08	0.94	1.89
DAYTON		0	1,288	12	0.93	0.54	0.85	1.38	0.83	1.57	1.19	0.74	0.66	1.18	0.95	0.51
DEER PARK		0	3,857	42	1.09	0.88	1.57	2.36	0.78	0.89	0.74	1.13	0.73	1.57	0.57	0.78
DES MOINES		0	9,825	133	1.35	0.72	0.98	0.98	0.74	0.87	0.87	0.84	1.08	1.04	0.80	0.87
	DES MOINES	0	3,841	50	1.30	0.75	1.10	1.17	0.85	0.86	0.85	0.84	1.17	0.92	0.91	0.89
	DES MOINES FEDERAL WAY	0	5,984	83	1.39	0.70	0.90	0.86	0.67	0.87	0.88	0.84	1.02	1.12	0.74	0.85
EASTON		0	438	4	0.91	0.91	3.19	1.13	1.12	1.11	0.44	0.22	0.44	0.00	3.70	3.03

WASHINGTON TROUBLE REPORT RATE - OCTOBER 2014

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE OCT-14	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
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	1,526	20	1.31	0.72	2.64	1.78	1.20	1.24	0.98	0.86	1.20	0.83	1.05	1.50
ENUMCLAW		0	3,429	88	2.57	1.33	1.40	1.38	1.20	1.39	0.80	1.19	1.45	1.80	1.38	2.01
EPHRATA		0	1,681	12	0.71	0.59	0.46	0.29	0.62	0.50	0.77	0.76	1.55	0.21	0.94	0.57
GRAHAM		0	6,130	65	1.06	0.91	0.83	1.35	0.85	0.96	1.65	1.72	1.52	1.57	1.09	1.02
GREEN BLUFF		0	1,624	16	0.99	0.80	2.43	1.26	1.07	0.65	1.47	1.40	1.33	0.75	1.38	1.89
HOODSPORT		0	1,207	14	1.16	1.14	2.01	1.29	1.04	0.88	1.11	0.79	0.86	0.54	0.54	0.99
ISSAQUAH		0	8,664	85	0.98	0.55	0.96	0.65	0.54	0.63	0.71	0.87	0.75	0.87	0.61	0.85
KENT		0	19,560	158	0.81	0.76	0.82	0.73	0.84	0.64	0.67	0.93	0.66	0.96	0.73	0.77
	KENT MERIDIAN	0	6,187	63	1.02	0.86	1.08	1.01	1.13	0.75	0.85	1.03	0.83	1.23	1.01	1.24
	KENT O BRIEN	0	4,700	8	0.17	0.30	0.49	0.27	0.23	0.16	0.22	0.50	0.18	0.22	0.28	0.18
	KENT ULRICH	0	8,673	87	1.00	0.93	0.80	0.77	0.97	0.82	0.79	1.08	0.79	1.16	0.75	0.75
LIBERTY LAKE		0	472	3	0.64	1.26	0.42	0.20	0.60	0.20	0.59	0.78	0.39	0.19	0.75	0.00
LONGVIEW-KELSO		0	12,020	198	1.65	0.87	0.75	1.07	0.93	1.46	1.18	1.36	0.92	1.15	0.94	1.14
LOON LAKE		0	728	7	0.96	0.94	1.06	0.79	1.57	2.20	0.52	0.90	0.38	0.76	0.38	0.99
MAPLE VALLEY		0	4,162	64	1.54	0.53	1.09	0.96	1.46	0.78	0.73	1.01	0.71	1.67	1.63	1.34
MOSES LAKE		0	6,867	61	0.89	0.67	0.86	0.85	0.48	0.85	0.76	0.62	0.76	0.48	0.71	0.73
	MOSES LAKE AFB	0	1,155	12	1.04	0.42	0.58	0.33	0.40	0.48	0.71	0.31	0.70	0.16	0.69	0.23
	MOSES LAKE ALDER	0	5,712	49	0.86	0.73	0.92	0.96	0.50	0.93	0.77	0.68	0.77	0.54	0.71	0.83
NEWMAN LAKE		0	878	10	1.14	0.11	1.56	1.56	0.77	0.99	0.86	0.74	0.42	0.73	0.62	1.02
NORTHPORT		0	817	10	1.22	1.22	2.66	1.33	1.57	1.93	0.60	0.36	1.08	2.97	0.12	0.93
OLYMPIA		0	29,622	258	0.87	0.64	0.70	0.90	0.64	0.83	0.73	0.58	0.57	0.87	0.57	0.67
	OLYMPIA EVERGREEN	0	2,241	48	2.14	1.68	1.45	1.52	1.37	0.72	1.27	0.88	1.21	1.04	0.82	0.82
	OLYMPIA LACEY	0	12,555	114	0.91	0.63	0.77	0.84	0.64	1.12	0.57	0.66	0.51	0.84	0.55	0.66
	OLYMPIA WHITEHALL	0	14,826	96	0.65	0.49	0.53	0.85	0.53	0.60	0.77	0.46	0.52	0.87	0.54	0.66
OMAK-OKANOGAN		0	4,427	43	0.97	1.48	1.49	1.17	1.60	0.86	0.99	1.02	1.07	0.86	0.88	0.97
OROVILLE		0	1,290	27	2.09	0.84	0.99	1.05	0.89	0.95	0.73	1.23	0.92	0.71	0.84	1.11
OTHELLO		0	2,619	26	0.99	0.79	1.05	1.07	0.98	0.97	1.24	1.34	1.45	1.96	0.80	1.69
PASCO		0	7,778	69	0.89	0.51	0.87	0.67	0.52	0.73	0.78	0.64	0.76	0.99	0.59	0.55
PATEROS		2	479	20	4.18	3.56	9.98	1.48	0.36	1.08	1.63	0.54	0.71	0.89	0.53	0.35
POMEROY		0	1,012	16	1.58	0.79	1.68	1.88	1.07	1.27	1.37	1.36	1.45	1.44	1.72	1.53
PT. ANGELES		0	8,787	73	0.83	0.84	0.81	0.65	0.84	0.71	0.42	0.62	0.57	0.66	0.91	0.60
	PT ANGELES JOYCE	0	767	13	1.69	1.69	1.67	1.15	1.39	1.63	0.63	2.61	0.98	2.20	3.04	1.93
	PT. ANGELES	0	8,020	60	0.75	0.75	0.72	0.61	0.79	0.63	0.40	0.43	0.53	0.51	0.72	0.47
PT. LUDLOW		0	1,394	24	1.72	0.85	0.35	0.41	0.74	0.67	0.86	0.46	0.70	1.14	0.56	0.62

WASHINGTON TROUBLE REPORT RATE - OCTOBER 2014

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE OCT-14	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
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	8,536	103	1.21	0.79	0.73	1.15	1.00	0.82	0.73	0.92	0.91	1.48	1.00	1.14
	PORT ORCHARD COLBY	0	3,130	41	1.31	1.01	0.87	0.92	0.91	0.96	0.74	0.91	1.11	1.87	1.30	1.09
	PT. ORCHARD	0	5,406	62	1.15	0.66	0.65	1.28	1.05	0.75	0.72	0.93	0.80	1.26	0.82	1.17
PT. TOWNSEND		0	6,684	86	1.29	0.91	0.90	0.94	0.98	0.93	1.03	1.33	1.06	0.89	0.57	0.68
PUYALLAP		0	11,313	124	1.10	0.89	1.05	0.71	0.69	0.76	0.89	1.03	0.80	1.11	0.93	0.88
RENTON		0	17,504	222	1.27	0.74	0.74	0.78	0.74	0.83	0.69	0.84	0.72	1.26	0.94	0.85
RIDGEFIELD		0	1,841	47	2.55	0.75	1.60	1.74	1.63	1.31	0.99	1.50	0.77	1.37	1.66	0.95
ROCHESTER		0	2,672	43	1.61	2.20	1.57	1.00	1.64	1.01	0.96	1.35	0.81	1.40	1.38	1.36
ROY		0	1,471	22	1.50	1.64	0.88	2.57	1.08	1.08	1.06	2.38	1.89	1.62	1.23	1.60
SEATTLE		0	135,452	1,064	0.79	0.58	0.56	0.47	0.53	0.52	0.54	0.63	0.57	0.71	0.50	0.54
	SEATTLE ATWATER	0	9,691	38	0.39	0.45	0.46	0.24	0.46	0.40	0.31	0.52	0.45	0.46	0.29	0.22
	SEATTLE CAMPUS	0	5,182	23	0.44	0.56	0.44	0.36	0.51	0.39	0.55	0.53	0.45	0.56	0.28	0.26
	SEATTLE CHERRY	0	14,750	175	1.19	0.83	1.02	0.67	0.57	0.79	0.90	1.01	0.83	1.09	0.72	0.84
	SEATTLE DUWAMISH	0	6,592	51	0.77	0.60	0.61	0.55	0.67	0.52	0.60	0.72	0.49	0.80	0.45	0.60
	SEATTLE EAST	0	15,398	117	0.76	0.52	0.65	0.48	0.54	0.45	0.48	0.63	0.61	0.67	0.60	0.68
	SEATTLE ELLIOT	0	4,614	10	0.22	0.19	0.11	0.23	0.15	0.23	0.35	0.23	0.08	0.12	0.06	0.14
	SEATTLE EMERSON	0	12,861	104	0.81	0.79	0.77	0.58	0.69	0.61	0.71	0.69	0.64	0.88	0.68	0.74
	SEATTLE LAKEVIEW	0	12,633	121	0.96	0.75	0.58	0.61	0.59	0.56	0.58	0.72	0.66	0.88	0.63	0.55
	SEATTLE MAIN	0	20,734	42	0.20	0.15	0.18	0.16	0.18	0.18	0.16	0.15	0.13	0.13	0.08	0.14
	SEATTLE MERCER ISLAND (ADAMS)	0	4,254	88	2.07	0.90	0.74	0.71	0.90	1.08	0.63	0.84	0.83	0.99	1.01	0.79
	SEATTLE PARKWAY	0	8,978	105	1.17	0.84	0.62	0.64	0.91	0.75	0.86	0.97	0.82	1.14	0.76	0.76
	SEATTLE SUNSET	0	10,318	71	0.69	0.66	0.48	0.47	0.46	0.46	0.51	0.60	0.62	0.68	0.60	0.49
	SEATTLE WEST	0	9,447	119	1.26	0.62	0.53	0.60	0.56	0.75	0.67	0.69	0.84	1.04	0.45	0.82
SEQUIM		0	7,754	75	0.97	0.60	0.70	0.58	0.91	0.69	0.58	0.61	0.55	0.75	0.45	0.60
SHELTON		0	7,362	91	1.24	1.46	1.23	1.39	0.81	1.19	0.69	0.89	0.71	1.10	0.65	0.80
SILVERDALE		0	6,074	39	0.64	0.80	0.66	0.90	0.73	0.51	0.55	0.61	0.54	0.75	0.41	0.69
SPOKANE		0	55,547	461	0.83	0.79	1.03	1.15	0.94	0.79	0.75	0.90	0.68	0.75	0.73	0.91
	SPOKANE CHESTNUT	0	1,290	6	0.47	0.78	0.85	2.96	1.20	0.89	1.77	1.54	1.60	1.51	0.71	1.27
	SPOKANE FAIRFAX	0	7,592	77	1.01	1.14	1.22	1.31	0.91	0.99	0.62	0.85	0.65	0.69	1.12	1.03
	SPOKANE HUDSON	0	5,983	59	0.99	0.70	1.44	1.41	1.09	1.01	0.81	0.77	0.85	0.77	0.79	0.90
	SPOKANE KEYSTONE	0	5,369	31	0.58	0.88	0.93	0.77	0.85	0.40	0.69	0.74	0.53	0.51	0.67	0.93
	SPOKANE MORAN	0	3,665	23	0.63	0.54	0.48	0.82	0.58	0.75	0.95	1.04	0.46	0.96	0.92	0.94
	SPOKANE RIVERSIDE	0	8,578	53	0.62	0.44	0.69	1.01	0.80	0.69	0.70	0.81	0.53	0.64	0.49	0.68
	SPOKANE WALNUT	0	14,872	100	0.67	0.73	0.85	0.81	0.85	0.80	0.74	0.91	0.62	0.66	0.59	0.87

WASHINGTON TROUBLE REPORT RATE - OCTOBER 2014

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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	8,198	112	1.37	1.04	1.58	1.70	1.32	0.80	0.70	1.07	0.91	0.99	0.74	1.03
SPRINGDALE		0	1,263	32	2.53	0.87	3.30	2.51	1.26	3.06	2.19	1.71	0.70	0.62	0.54	1.15
SUMNER (BONNEYLAKE)		0	6,350	143	2.25	0.92	0.65	0.85	0.96	0.87	1.10	0.97	1.17	1.56	1.36	1.00
TACOMA		0	61,436	578	0.94	0.74	0.73	0.68	0.74	0.78	0.72	0.97	0.91	1.19	0.67	0.92
	TACOMA FORT LEWIS	0	1,235	4	0.32	0.33	0.81	0.48	0.47	0.39	0.46	0.45	0.67	0.51	0.36	0.22
	TACOMA GREENFIELD	0	8,011	58	0.72	0.68	0.81	0.62	0.88	0.88	0.96	1.22	1.12	1.41	1.02	1.31
	TACOMA JUNIPER	0	8,554	61	0.71	0.67	0.74	0.70	0.68	0.92	0.63	0.85	0.59	0.88	0.53	0.83
	TACOMA LENNOX	0	9,592	141	1.47	1.45	0.89	0.77	0.92	1.06	1.01	1.08	1.11	1.86	0.79	1.02
	TACOMA LOGAN	0	6,071	57	0.94	0.80	0.84	0.82	0.86	0.94	0.78	1.15	1.33	1.02	0.76	1.03
	TACOMA MARKET (FAWCETT)	0	8,156	55	0.67	0.39	0.29	0.36	0.40	0.42	0.31	0.61	0.61	0.92	0.35	0.43
	TACOMA SKYLINE	0	6,342	79	1.25	0.53	0.71	1.07	0.87	0.82	0.85	1.23	1.18	1.41	0.91	1.15
	TACOMA WAVERLY-2	0	2,794	29	1.04	0.57	1.52	0.45	0.65	0.51	0.74	0.90	0.94	1.18	0.62	1.10
	TACOMA WAVERLY-7	0	10,681	94	0.88	0.64	0.58	0.67	0.69	0.61	0.58	0.85	0.68	0.92	0.51	0.79
VANCOUVER		0	35,801	369	1.03	0.82	0.81	0.76	0.74	0.71	0.83	0.75	0.67	1.03	0.89	0.85
	VANCOUVER ORCHARDS	0	18,039	176	0.98	0.79	0.81	0.72	0.63	0.72	0.83	0.73	0.58	1.00	0.82	0.85
	VANCOUVER OXFORD	0	10,625	93	0.88	0.59	0.68	0.70	0.60	0.61	0.73	0.71	0.64	0.91	0.82	0.76
	VANCOUVER SALMON CRK(NORTH)	0	7,137	100	1.40	1.22	1.02	0.94	1.22	0.87	0.99	0.85	0.96	1.30	1.19	0.99
WAITSBURG		0	330	5	1.52	0.00	1.51	1.52	2.11	1.47	1.17	2.62	1.16	2.29	0.84	2.23
WALLA WALLA (INCL TOUCHET)		0	7,450	34	0.46	0.83	0.62	0.55	0.55	0.46	0.60	0.74	0.67	1.28	0.85	0.68
WARDEN		0	644	10	1.55	1.23	1.22	0.75	1.90	1.87	0.86	1.28	0.84	1.26	0.28	2.05
WINLOCK		0	1,482	14	0.94	1.41	0.40	0.93	1.18	0.78	0.39	0.51	0.51	1.08	1.57	0.56
YAKIMA		0	20,192	130	0.64	0.75	0.72	0.69	0.58	0.53	0.42	0.52	0.56	0.58	0.42	0.60
	YAKIMA CHESTNUT	0	13,415	101	0.75	0.77	0.74	0.74	0.59	0.54	0.37	0.44	0.55	0.52	0.45	0.52
	YAKIMA WEST	0	6,777	29	0.43	0.70	0.67	0.58	0.56	0.49	0.51	0.68	0.58	0.71	0.37	0.76
Exchanges in Neighboring States																
CLARKSTON		0	3,004	38	1.26	1.34	2.64	1.50	1.42	1.15	1.77	1.09	0.87	1.58	1.46	1.61
TOTALS		0	657,126	6,426	0.98	0.76	0.82	0.80	0.74	0.75	0.72	0.82	0.74	0.96	0.72	0.79

WASHINGTON TRUNK BLOCKING SUMMARY - OCTOBER 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	8	2.15%

WASHINGTON TRUNK BLOCKING - OCTOBER 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	0.76%	1xbkng 101414@1900hrs issue sa tgsr to cust
AP072412	192			TOLL	TWO_WAY	3.56%	1xbkng 101614@1100hrs issue sa tgsr to cust
AP072418	192			TOLL	TWO_WAY	0.90%	1xbkng 102314@2000hrs issue sa tgsr to cust
AP073918	142			TOLL	TWO_WAY	2.85%	1xbkng 102814@1600hrs issue sa tgsr to cust
AP077389	288			TOLL	TWO_WAY	2.74%	1xbkng 100914@2300hr issue sa tgsr to cust
AP081340	264			TOLL	TWO_WAY	7.23%	1xbkng 102914@1200hr issue sa tgsr to cust
AP081345	120			TOLL	TWO_WAY	2.41%	1xbkng 103014@2300hrs issue sa tgsr to cust
AP081906	216			TOLL	TWO_WAY	6.42%	blkng 103014@1500-1600hrs and 103114@1400hrs issue sa tgsr to cust

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 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - OCTOBER 2014

MEASURE	MARKET UNIT	OCT-14	NOV-14	DEC-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 - OCTOBER 2014

MEASURE	MARKET UNIT	OCT-14	NOV-14	DEC-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 - OCTOBER 2014

MEASURE	MARKET UNIT	OCT-14	NOV-14	DEC-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 - OCTOBER 2014

MEASURE	MARKET UNIT	OCT-14	NOV-14	DEC-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 - OCTOBER 2014

MEASURE	MARKET UNIT	OCT-14	NOV-14	DEC-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 - OCTOBER 2014

MEASURE	MARKET UNIT	OCT-14	NOV-14	DEC-14
Number of Scheduled Appointments (dispatched orders)	RES			
Number of out of service repair reports cleared within seven calendar days	RES			
Percentage of out of service repair reports cleared within seven calendar days	RES			
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	RES			
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	RES			
Total amount of seven day out of service condition credits	RES			
Total amount of seven day out of service condition credit exceptions	RES			
No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES			
Number of seven day out of service condition credit exceptions for Weather Related Events	RES			
Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	RES			
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	RES			
Number of out of service repair reports cleared within seven calendar days	BUS			
Percentage of out of service repair reports cleared within seven calendar days	BUS			
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS			
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS			
Total amount of seven day out of service condition credits	BUS			
Total amount of seven day out of service condition credit exceptions	BUS			

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 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - OCTOBER 2014

MEASURE	MARKET UNIT	OCT-14	NOV-14	DEC-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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