



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

December 18, 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 November 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 DEC 18 PM 12:05
STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION
COMMISSION

REDACTED

Washington Service Quality Summary Report - NOVEMBER 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%

RECEIVED
 PROGRAM MANAGEMENT
 2014 DEC 18 PM 12:05
 STATE OF WASH.
 UTIL AND TRANS.
 DIVISION

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - NOVEMBER 2014

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

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - NOVEMBER 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	87.28%
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%

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - NOVEMBER 2014

METRIC DESCRIPTION	OCTOBER 2014			NOVEMBER 2014		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	1,243	1,574	78.97%	1,037	1,484	69.88%
OOS Tickets Not Cleared Within 48 Hrs	331	1	331	447	1	447
Number of OOS Exemptions	92	1	92	128	1	128
All Other Repairs Cleared LT < 72 Hrs	4,609	4,871	94.62%	3,898	4,424	88.11%
All Other Troubles Cleared GTR > 72 Hrs	262	1	262	526	1	526
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	12	1	12	44	1	44
Physically Obstructed All Other Troubles Cleared > 72 Hrs	158	1	158	173	1	173
Repair Force Majeure Exclusions	32	1	32	49	1	49
Repair Physically Obstructed Exclusions	42	1	42	29	1	29
Installation Appointments Met	1,429	1,532	93.28%	1,178	1,262	93.34%
Repair Appointments Met	2,438	2,847	85.63%	2,206	2,603	84.75%
Provisioning Missed for Company Reasons	141	1	141	140	1	140
Provisioning Missed for Customer Reasons	564	1	564	436	1	436
% of Switches Delivering Dial Tone Within 3 seconds	6,541	6,542	99.98%	6,405	6,406	99.98%

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - NOVEMBER 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		43	4	78.75	2	95.35%		100.00%	1	97.67%
AUBURN		71	15	48.60	3	95.77%		100.00%	2	97.18%
BAINBRIDGE ISLAND		46	2	60.00	1	97.83%	1	97.83%		100.00%
BATTLEGROUND		35	1	43.00	2	94.29%		100.00%		100.00%
BELFAIR		30	1	185.00	1	96.67%		100.00%	1	96.67%
BELLEVUE		130	8	40.00	1	99.23%		100.00%	1	99.23%
	BELLEVUE GLENCOURT	47	5	23.60	1	97.87%		100.00%		100.00%
	BELLEVUE-SHERWOOD	83	3	67.33	0	100.00%		100.00%	1	98.80%
BELLINGHAM		108	11	85.27	2	98.15%	1	99.07%	3	97.22%
	BELLINGHAM LUMMI	6	2	60.50	1	83.33%	1	83.33%		100.00%
	BELLINGHAM REGENT	102	9	90.78	1	99.02%		100.00%	3	97.06%
BLACK DIAMOND		8	3	121.33	0	100.00%	1	87.50%	1	87.50%
BREMERTON		111	8	78.63	3	97.30%	5	95.50%		100.00%
	BREMERTON CROSBY	14	2	77.50	0	100.00%	1	92.86%		100.00%
	BREMERTON ESSEX	97	5	78.40	3	96.91%	3	96.91%		100.00%
	BREMERTON SUNNYSLOPE		1	82.00			1	100.00%		100.00%
BUCKLEY		9	1	38.00	0	100.00%		100.00%		100.00%
CASTLE ROCK		9	2	139.50	0	100.00%	1	88.89%	1	88.89%
CENTRALIA		36	1	159.00	1	97.22%		100.00%	1	97.22%
CHEHALIS		28	3	112.67	1	96.43%	1	96.43%	1	96.43%
	CHEHALIS	18	1	142.00	0	100.00%	1	94.44%		100.00%
	CHEHALIS NAPAVINE	10	2	98.00	1	90.00%		100.00%	1	90.00%
CLE-ELUM		20	1	25.00	0	100.00%		100.00%		100.00%
COLFAX		13	3	71.33	0	100.00%	1	92.31%		100.00%
COLVILLE		50	2	108.00	1	98.00%		100.00%	1	98.00%
COPALIS(OCEAN SHORES)		8	2	106.50	0	100.00%		100.00%	1	87.50%
COULEE DAM		10	0		0	100.00%		100.00%		100.00%
CRYSTAL MTN.		6	0		1	83.33%		100.00%		100.00%
DAYTON		7	0		1	85.71%		100.00%		100.00%
DEER PARK		16	1	51.00	0	100.00%		100.00%		100.00%
DES MOINES		88	6	32.67	1	98.86%	1	98.86%		100.00%
	DES MOINES	29	3	14.33	0	100.00%		100.00%		100.00%

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

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - NOVEMBER 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	59	3	51.00	1	98.31%	1	98.31%		100.00%
EASTON		4	1	225.00	0	100.00%		100.00%	1	75.00%
ELK		16	0		0	100.00%		100.00%		100.00%
ENUMCLAW		18	2	16.50	0	100.00%		100.00%		100.00%
EPHRATA		13	1	3.00	0	100.00%		100.00%		100.00%
GRAHAM		55	3	65.67	3	94.55%	1	98.18%		100.00%
GREEN BLUFF		11	0		0	100.00%		100.00%		100.00%
HOODSPORT		7	0		0	100.00%		100.00%		100.00%
ISSAQUAH		57	3	40.67	2	96.49%	1	98.25%		100.00%
KENT		126	26	68.81	3	97.62%	7	94.44%	3	97.62%
	KENT MERIDIAN	37	10	35.80	2	94.59%	2	94.59%		100.00%
	KENT O BRIEN	14	4	77.00	0	100.00%	2	85.71%		100.00%
	KENT ULRICH	75	12	93.58	1	98.67%	3	96.00%	3	96.00%
LIBERTY LAKE			0					100.00%		100.00%
LONGVIEW-KELSO		124	8	50.38	2	98.39%	3	97.58%		100.00%
LOON LAKE		12	0		0	100.00%		100.00%		100.00%
MAPLE VALLEY		24	2	87.50	1	95.83%	1	95.83%		100.00%
MOSES LAKE		48	2	153.50	0	100.00%	1	97.92%	1	97.92%
	MOSES LAKE AFB	13	0		0	100.00%		100.00%		100.00%
	MOSES LAKE ALDER	35	2	153.50	0	100.00%	1	97.14%	1	97.14%
NEWMAN LAKE		6	0		0	100.00%		100.00%		100.00%
NORTHPORT		7	0		0	100.00%		100.00%		100.00%
OLYMPIA		222	18	71.06	14	93.69%	5	97.75%	2	99.10%
	OLYMPIA EVERGREEN	19	0		2	89.47%		100.00%		100.00%
	OLYMPIA LACEY	108	8	76.25	4	96.30%	2	98.15%	1	99.07%
	OLYMPIA WHITEHALL	95	10	66.90	8	91.58%	3	96.84%	1	98.95%
OMAK-OKANOGAN		29	2	11.50	3	89.66%		100.00%		100.00%
OROVILLE		4	0		1	75.00%		100.00%		100.00%
OTHELLO		24	6	64.33	0	100.00%	1	95.83%	1	95.83%
PASCO		52	7	39.86	2	96.15%	1	98.08%		100.00%
PATEROS		4	0		0	100.00%		100.00%		100.00%
POMEROY		3	0		0	100.00%		100.00%		100.00%

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
Blanks in the report indicate no activity for the measure.

Washington Orders Summary - NOVEMBER 2014
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLTD <= 90 DAYS FROM ORD DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLTD <= 180 DAYS FROM ORD DATE	PCT INWARD ORDS COMPLETED WITHIN 180 DAYS
STANDARD						90.00%		99.00%		
PT. ANGELES		41	7	33.00	0	100.00%	1	97.56%		100.00%
	PT ANGELES JOYCE	3	0		0	100.00%		100.00%		100.00%
	PT. ANGELES	38	7	33.00	0	100.00%	1	97.37%		100.00%
PT. LUDLOW		8	1	14.00	0	100.00%		100.00%		100.00%
PT. ORCHARD		58	2	15.50	7	87.93%		100.00%		100.00%
	PORT ORCHARD COLBY	19	1	26.00	2	89.47%		100.00%		100.00%
	PT. ORCHARD	39	1	5.00	5	87.18%		100.00%		100.00%
PT. TOWNSEND		38	4	98.25	0	100.00%	1	97.37%	1	97.37%
PUYALLAP		70	5	72.80	0	100.00%		100.00%	1	98.57%
RENTON		118	20	52.95	6	94.92%	3	97.46%	3	97.46%
RIDGEFIELD		9	1	208.00	1	88.89%		100.00%	1	88.89%
ROCHESTER		17	1	76.00	0	100.00%	1	94.12%		100.00%
ROY		7	2	132.50	1	85.71%		100.00%	1	85.71%
SEATTLE		791	80	63.53	24	96.97%	18	97.72%	11	98.61%
	SEATTLE ATWATER	50	4	73.25	1	98.00%	1	98.00%	1	98.00%
	SEATTLE CAMPUS	32	3	47.67	3	90.63%	1	96.88%		100.00%
	SEATTLE CHERRY	89	17	93.94	1	98.88%	2	97.75%	6	93.26%
	SEATTLE DUWAMISH	30	10	38.60	0	100.00%	2	93.33%		100.00%
	SEATTLE EAST	110	13	53.54	6	94.55%	5	95.45%		100.00%
	SEATTLE ELLIOT	25	1	0.00	0	100.00%		100.00%		100.00%
	SEATTLE EMERSON	79	6	19.67	0	100.00%		100.00%		100.00%
	SEATTLE LAKEVIEW	81	1	13.00	2	97.53%		100.00%		100.00%
	SEATTLE MAIN	84	4	53.75	5	94.05%	1	98.81%		100.00%
	SEATTLE MERCER ISLAND (ADAMS)	24	2	168.00	0	100.00%	1	95.83%	1	95.83%
	SEATTLE PARKWAY	71	7	60.00	3	95.77%	2	97.18%	1	98.59%
	SEATTLE SUNSET	67	5	71.20	2	97.01%	1	98.51%	1	98.51%
	SEATTLE WEST	49	7	72.71	1	97.96%	2	95.92%	1	97.96%
SEQUIM		52	5	42.20	1	98.08%		100.00%		100.00%
SHELTON		54	9	47.33	1	98.15%	1	98.15%	1	98.15%
SILVERDALE		34	2	70.00	0	100.00%	1	97.06%		100.00%
SPOKANE		469	39	67.33	9	98.08%	5	98.93%	6	98.72%
	SPOKANE CHESTNUT	3	0		0	100.00%		100.00%		100.00%

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
Blanks in the report indicate no activity for the measure.

Washington Orders Summary - NOVEMBER 2014
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLTD <= 90 DAYS FROM ORD DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLTD <= 180 DAYS FROM ORD DATE	PCT INWARD ORDS COMPLETED WITHIN 180 DAYS
STANDARD						90.00%		99.00%		
	SPOKANE FAIRFAX	63	4	51.75	1	98.41%		100.00%		100.00%
	SPOKANE HUDSON	68	6	60.50	1	98.53%	1	98.53%	1	98.53%
	SPOKANE KEYSTONE	44	4	120.50	2	95.45%	2	95.45%	1	97.73%
	SPOKANE MORAN	31	3	125.67	0	100.00%	1	96.77%	1	96.77%
	SPOKANE RIVERSIDE	67	4	84.00	1	98.51%		100.00%	1	98.51%
	SPOKANE WALNUT	132	14	26.43	2	98.48%	1	99.24%		100.00%
	SPOKANE WHITWORTH	61	4	122.75	2	96.72%		100.00%	2	96.72%
SPRINGDALE		12	4	90.25	0	100.00%		100.00%	1	91.67%
SUMNER (BONNEYLAKE)		31	4	45.00	1	96.77%		100.00%		100.00%
TACOMA		476	45	70.69	6	98.74%	13	97.27%	5	98.95%
	TACOMA FORT LEWIS	15	3	33.00	0	100.00%	1	93.33%		100.00%
	TACOMA GREENFIELD	82	9	50.00	1	98.78%	3	96.34%		100.00%
	TACOMA JUNIPER	83	4	44.25	1	98.80%	1	98.80%		100.00%
	TACOMA LENNOX	83	10	58.90	0	100.00%	3	96.39%		100.00%
	TACOMA LOGAN	31	3	36.33	0	100.00%		100.00%		100.00%
	TACOMA MARKET (FAWCETT)	45	6	146.00	2	95.56%	2	95.56%	3	93.33%
	TACOMA SKYLINE	39	2	34.00	0	100.00%		100.00%		100.00%
	TACOMA WAVERLY-2	17	2	109.00	1	94.12%		100.00%	1	94.12%
	TACOMA WAVERLY-7	81	6	99.17	1	98.77%	3	96.30%	1	98.77%
VANCOUVER		310	22	80.05	11	96.45%	7	97.74%	3	99.03%
	VANCOUVER ORCHARDS	154	10	99.10	5	96.75%	6	96.10%	1	99.35%
	VANCOUVER OXFORD	99	7	72.43	3	96.97%		100.00%	2	97.98%
	VANCOUVER SALMON CRK(NORTH)	57	5	52.60	3	94.74%	1	98.25%		100.00%
WAITSBURG		2	0		0	100.00%		100.00%		100.00%
WALLA WALLA (INCL TOUCHET)		35	5	44.00	2	94.29%	1	97.14%		100.00%
WARDEN		4	0		1	75.00%		100.00%		100.00%
WINLOCK		7	2	93.00	0	100.00%	1	85.71%		100.00%
YAKIMA		150	12	68.56	1	99.33%	2	98.67%	2	98.67%
	YAKIMA CHESTNUT	103	8	65.13	1	99.03%	2	98.06%	1	98.03%
	YAKIMA WEST	47	4	75.50	0	100.00%		100.00%	1	97.87%

Exchanges in Neighboring States

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

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - NOVEMBER 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		20	0		0	100.00%		100.00%		100.00%
TOTALS		4,561	428	66.43	124	97.28%	88	98.07%	58	98.73%

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 - NOVEMBER 2014

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE NOV-14	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		
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	1,517	17	1.12	1.31	0.72	2.64	1.78	1.20	1.24	0.98	0.86	1.20	0.83	1.05		
ENUMCLAW	0	3,411	91	2.67	2.57	1.33	1.40	1.38	1.20	1.39	0.80	1.19	1.45	1.80	1.38		
EPHRATA	0	1,654	17	1.03	0.71	0.59	0.46	0.29	0.62	0.50	0.77	0.76	1.55	0.21	0.94		
GRAHAM	0	6,073	70	1.15	1.06	0.91	0.83	1.35	0.85	0.96	1.65	1.72	1.52	1.57	1.09		
GREEN BLUFF	0	1,620	20	1.23	0.99	0.80	2.43	1.26	1.07	0.65	1.47	1.40	1.33	0.75	1.38		
HOODSPORT	0	1,186	14	1.18	1.16	1.14	2.01	1.29	1.04	0.88	1.11	0.79	0.86	0.54	0.54		
ISSAQUAH	0	8,539	72	0.84	0.98	0.55	0.65	0.65	0.54	0.63	0.71	0.87	0.75	0.87	0.61		
KENT	0	19,302	160	0.83	0.81	0.76	0.82	0.73	0.84	0.64	0.67	0.93	0.66	0.96	0.73		
		KENT MERIDIAN	0	6,098	78	1.28	1.02	0.86	1.08	1.01	1.13	0.75	0.85	1.03	0.83	1.23	1.01
		KENT O BRIEN	0	4,661	8	0.17	0.17	0.30	0.49	0.27	0.23	0.16	0.22	0.50	0.18	0.22	0.28
		KENT ULRICH	0	8,543	74	0.87	1.00	0.93	0.80	0.77	0.97	0.82	0.79	1.08	0.79	1.16	0.75
LIBERTY LAKE	0	460	4	0.87	0.64	1.26	0.42	0.20	0.60	0.20	0.59	0.78	0.39	0.19	0.75		
LONGVIEW-KELSO	0	11,889	168	1.41	1.65	0.87	0.75	1.07	0.93	1.46	1.18	1.36	0.92	1.15	0.94		
LOON LAKE	0	726	3	0.41	0.96	0.94	1.06	0.79	1.57	2.20	0.52	0.90	0.38	0.76	0.38		
MAPLE VALLEY	0	4,113	55	1.34	1.54	0.53	1.09	0.96	1.46	0.78	0.73	1.01	0.71	1.67	1.63		
MOSES LAKE	0	6,798	46	0.68	0.89	0.67	0.86	0.85	0.48	0.85	0.76	0.62	0.76	0.48	0.71		
		MOSES LAKE AFB	0	1,143	5	0.44	1.04	0.42	0.58	0.33	0.40	0.48	0.71	0.31	0.70	0.16	0.69
		MOSES LAKE ALDER	0	5,655	41	0.73	0.86	0.73	0.92	0.96	0.50	0.93	0.77	0.68	0.77	0.54	0.71
NEWMAN LAKE	0	872	3	0.34	1.14	0.11	1.56	1.56	0.77	0.99	0.86	0.74	0.42	0.73	0.62		
NORTHPORT	0	806	14	1.74	1.22	1.22	2.66	1.33	1.57	1.93	0.60	0.36	1.08	2.97	0.12		
OLYMPIA	0	29,341	263	0.90	0.87	0.64	0.70	0.90	0.64	0.83	0.73	0.58	0.57	0.87	0.57		
		OLYMPIA EVERGREEN	0	2,231	38	1.70	2.14	1.68	1.45	1.52	1.37	0.72	1.27	0.88	1.21	1.04	0.82
		OLYMPIA LACEY	0	12,425	106	0.85	0.91	0.63	0.77	0.84	0.64	1.12	0.57	0.66	0.51	0.84	0.55
		OLYMPIA WHITEHALL	0	14,685	119	0.81	0.65	0.49	0.53	0.85	0.53	0.60	0.77	0.46	0.52	0.87	0.54
OMAK-OKANOGAN	0	4,375	80	1.83	0.97	1.48	1.49	1.17	1.60	0.86	0.99	1.02	1.07	0.86	0.88		
OROVILLE	0	1,269	22	1.73	2.09	0.84	0.99	1.05	0.89	0.95	0.73	1.23	0.92	0.71	0.84		
OTHELLO	0	2,595	42	1.62	0.99	0.79	1.05	1.07	0.98	0.97	1.24	1.34	1.45	1.96	0.80		
PASCO	0	7,644	46	0.60	0.89	0.51	0.87	0.67	0.52	0.73	0.78	0.64	0.76	0.99	0.59		
PATEROS	2	472	4	0.85	4.18	3.56	9.98	1.48	0.36	1.08	1.63	0.54	0.71	0.89	0.53		
POMEROY	0	1,006	7	0.70	1.58	0.79	1.68	1.88	1.07	1.27	1.37	1.36	1.45	1.44	1.72		
PT. ANGELES	0	8,688	59	0.68	0.83	0.84	0.81	0.65	0.84	0.71	0.42	0.62	0.57	0.66	0.91		
		PT ANGELES JOYCE	0	762	11	1.44	1.69	1.67	1.15	1.39	1.63	0.63	2.61	0.98	2.20	3.04	
		PT. ANGELES	0	7,926	48	0.61	0.75	0.75	0.72	0.61	0.79	0.63	0.40	0.43	0.53	0.51	0.72
PT. LUDLOW	0	1,376	7	0.51	1.72	0.85	0.35	0.41	0.74	0.67	0.86	0.46	0.70	1.14	0.56		

WASHINGTON TROUBLE REPORT RATE - NOVEMBER 2014

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE NOV-14	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
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	8,117	85	1.05	1.37	1.04	1.58	1.70	1.32	0.80	0.70	1.07	0.91	0.99	0.74
SPRINGDALE	0	1,254	23	1.83	2.53	0.87	3.30	2.51	1.26	3.06	2.19	1.71	0.70	0.62	0.54
SUMNER (BONNEYLAKE)	0	6,278	99	1.58	2.25	0.92	0.65	0.85	0.96	0.87	1.10	0.97	1.17	1.56	1.36
TACOMA	0	60,643	600	0.99	0.94	0.74	0.73	0.68	0.74	0.78	0.72	0.97	0.91	1.19	0.67
TACOMA FORT LEWIS	0	1,226	3	0.24	0.32	0.33	0.81	0.48	0.47	0.39	0.46	0.45	0.67	0.51	0.36
TACOMA GREENFIELD	0	7,899	85	1.08	0.72	0.68	0.81	0.62	0.88	0.88	0.96	1.22	1.12	1.41	1.02
TACOMA JUNIPER	0	8,447	94	1.11	0.71	0.67	0.74	0.70	0.68	0.92	0.63	0.85	0.59	0.88	0.53
TACOMA LENNOX	0	9,428	88	0.93	1.47	1.45	0.89	0.77	0.92	1.06	1.01	1.08	1.11	1.86	0.79
TACOMA LOGAN	0	5,985	61	1.02	0.94	0.80	0.84	0.82	0.86	0.94	0.78	1.15	1.33	1.02	0.76
TACOMA MARKET (FAWCETT)	0	8,078	40	0.50	0.67	0.39	0.29	0.36	0.40	0.42	0.31	0.61	0.61	0.92	0.35
TACOMA SKYLINE	0	6,279	71	1.13	1.25	0.53	0.71	1.07	0.87	0.82	0.85	1.23	1.18	1.41	0.91
TACOMA WAVERLY-2	0	2,756	41	1.49	1.04	0.57	1.52	0.45	0.65	0.51	0.74	0.90	0.94	1.18	0.62
TACOMA WAVERLY-7	0	10,545	117	1.11	0.88	0.64	0.58	0.67	0.69	0.61	0.58	0.85	0.68	0.92	0.51
VANCOUVER	0	35,414	331	0.93	1.03	0.82	0.81	0.76	0.74	0.71	0.83	0.75	0.67	1.03	0.89
VANCOUVER ORCHARDS	0	17,866	126	0.71	0.98	0.79	0.81	0.72	0.63	0.72	0.83	0.73	0.58	1.00	0.82
VANCOUVER OXFORD	0	10,491	116	1.11	0.88	0.59	0.68	0.70	0.60	0.61	0.73	0.71	0.64	0.91	0.82
VANCOUVER SALMON CRK(NORTH)	0	7,057	89	1.26	1.40	1.22	1.02	0.94	1.22	0.87	0.99	0.85	0.96	1.30	1.19
WAITSBURG	0	331	4	1.21	1.52	0.00	1.51	1.52	2.11	1.47	1.17	2.62	1.16	2.29	0.84
WALLA WALLA (INCL TOUCHET)	0	7,366	38	0.52	0.46	0.83	0.62	0.55	0.55	0.46	0.60	0.74	0.67	1.28	0.85
WARDEN	0	638	12	1.88	1.55	1.23	1.22	0.75	1.90	1.87	0.86	1.28	0.84	1.26	0.28
WINLOCK	0	1,480	14	0.95	0.94	1.41	0.40	0.93	1.18	0.78	0.39	0.51	0.51	1.08	1.57
YAKIMA	0	19,862	130	0.65	0.64	0.75	0.72	0.69	0.58	0.53	0.42	0.52	0.56	0.58	0.42
YAKIMA CHESTNUT	0	13,177	90	0.68	0.75	0.77	0.74	0.74	0.59	0.54	0.37	0.44	0.55	0.52	0.45
YAKIMA WEST	0	6,685	40	0.60	0.43	0.70	0.67	0.58	0.56	0.49	0.51	0.68	0.58	0.71	0.37
Exchanges in Neighboring States															
CLARKSTON	0	2,959	43	1.45	1.26	1.34	2.64	1.50	1.42	1.15	1.77	1.09	0.87	1.58	1.46
TOTALS	0	649,744	5,905	0.91	0.98	0.76	0.82	0.80	0.74	0.75	0.72	0.82	0.74	0.96	0.72

WASHINGTON TRUNK BLOCKING SUMMARY - NOVEMBER 2014

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	218	0	0.00%
LOCAL	353	0	0.00%
TOLL	372	8	2.15%

WASHINGTON TRUNK BLOCKING - NOVEMBER 2014

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072407	120			TOLL	TWO_WAY	1.56%	1xblkng 112614@1700-1800hrs issue sa tgsr to cust
AP072408	168			TOLL	TWO_WAY	0.56%	1xblkng 112614@1700hrs issue sa tgsr to cust
AP072412	192			TOLL	TWO_WAY	0.88%	1xblkng 110314@1800hrs issue sa tgsr to cust
AP072418	192			TOLL	TWO_WAY	0.79%	1xblkng 112614@1700hrs issue sa tgsr to cust
AP072430	144			TOLL	TWO_WAY	1.01%	1xblkng 110614@1600hrs issue sa tgsr to cust
AP077382	120			TOLL	TWO_WAY	0.70%	1xblkng 110314@1300hrs issue sa tgsr to cust
AP081340	264			TOLL	TWO_WAY	4.16%	1xblkng 110314@1600hrs issue sa tgsr to cust
AP081906	216			TOLL	TWO_WAY	1.11%	1xblkng 112814@1200-1500hrs issue sa tgsr to cust

Redacted Copy

Qwest Corporation d/b/a CenturyLink QC - Confidential per WAC 480-07-160
Blanks in the report indicate no activity for the measure.

Qwest Corporation d/b/a CenturyLink QC
 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - NOVEMBER 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			

Redacted Copy
 Confidential per WAC 480-07-160
 Blanks in the report indicate no activity for the measure.

Qwest Corporation d/b/a CenturyLink QC
 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - NOVEMBER 2014

MEASURE	MARKET UNIT	OCT-14	NOV-14	DEC-14
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			
Number of customers receiving credits for company missed appointments/commitments-Install	BUS			

Redacted Copy
 Confidential per WAC 480-07-160
 Blanks in the report indicate no activity for the measure.

Qwest Corporation d/b/a CenturyLink QC
 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - NOVEMBER 2014

MEASURE	MARKET UNIT	OCT-14	NOV-14	DEC-14
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			
Count of All Orders	BUS			

Redacted Copy
 Confidential per WAC 480-07-160
 Blanks in the report indicate no activity for the measure.

Qwest Corporation d/b/a CenturyLink QC
 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - NOVEMBER 2014

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

Redacted Copy
 Confidential per WAC 480-07-160
 Blanks in the report indicate no activity for the measure.

Qwest Corporation d/b/a CenturyLink QC
 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - NOVEMBER 2014

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

Redacted Copy
 Confidential per WAC 480-07-160
 Blanks in the report indicate no activity for the measure.

Qwest Corporation d/b/a CenturyLink QC
 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - NOVEMBER 2014

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

Redacted Copy
 Confidential per WAC 480-07-160
 Blanks in the report indicate no activity for the measure.