



CenturyLink™

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January 26, 2015

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
RECORDS MANAGEMENT
2015 JAN 27 AM 11:24
STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

Dear Mr. King:

Enclosed are the December 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 - DECEMBER 2014

METRIC DESCRIPTION	JANUARY 2014			FEBRUARY 2014			MARCH 2014		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	1,648	1,926	85.57%	1,457	1,588	91.75%	1,409	1,563	90.15%
OOS Tickets Not Cleared Within 48 Hrs	278	1	278	131	1	131	154	1	154
Number of OOS Exemptions	86	1	86	121	1	121	66	1	66
All Other Repairs Cleared LT < 72 Hrs	4,787	4,975	96.22%	3,786	3,862	98.03%	4,128	4,311	95.76%
All Other Troubles Cleared GTR > 72 Hrs	188	1	188	76	1	76	183	1	183
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	7	1	7	10	1	10	13	1	13
Physically Obstructed All Other Troubles Cleared > 72 Hrs	110	1	110	92	1	92	124	1	124
Repair Force Majeure Exclusions	13	1	13	100	1	100	27	1	27
Repair Physically Obstructed Exclusions	52	1	52	37	1	37	32	1	32
Installation Appointments Met	1,515	1,606	94.33%	1,387	1,472	94.23%	1,590	1,717	92.60%
Repair Appointments Met	2,691	3,137	85.78%	2,321	2,668	86.99%	2,645	3,016	87.70%
Provisioning Missed for Company Reasons	144	1	144	148	1	148	140	1	140
Provisioning Missed for Customer Reasons	467	1	467	467	1	467	565	1	565
% of Switches Delivering Dial Tone Within 3 seconds	5,822	5,822	100.00%	5,166	5,166	100.00%	5,609	5,609	100.00%

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Washington Service Quality Summary Report - DECEMBER 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%	1,467	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 - DECEMBER 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 - DECEMBER 2014

METRIC DESCRIPTION	OCTOBER 2014			NOVEMBER 2014			DECEMBER 2014		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	1,243	1,574	78.97%	1,037	1,484	69.88%	1,183	1,824	64.86%
OOS Tickets Not Cleared Within 48 Hrs	331	1	331	447	1	447	641	1	641
Number of OOS Exemptions	92	1	92	128	1	128	151	1	151
All Other Repairs Cleared LT < 72 Hrs	4,609	4,871	94.62%	3,898	4,424	88.11%	4,444	5,273	84.28%
All Other Troubles Cleared GTR > 72 Hrs	262	1	262	526	1	526	829	1	829
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	12	1	12	44	1	44	45	1	45
Physically Obstructed All Other Troubles Cleared > 72 Hrs	158	1	158	173	1	173	260	1	260
Repair Force Majeure Exclusions	32	1	32	49	1	49	81	1	81
Repair Physically Obstructed Exclusions	42	1	42	29	1	29	74	1	74
Installation Appointments Met	1,429	1,532	93.28%	1,178	1,262	93.34%	1,274	1,377	92.52%
Repair Appointments Met	2,438	2,847	85.63%	2,206	2,603	84.75%	2,768	3,280	84.39%
Provisioning Missed for Company Reasons	141	1	141	140	1	140	158	1	158
Provisioning Missed for Customer Reasons	564	1	564	436	1	436	500	1	500
% of Switches Delivering Dial Tone Within 3 seconds	6,541	6,542	99.98%	6,405	6,406	99.98%	6,665	6,666	99.98%

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - DECEMBER 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		45	8	51.13	0	100.00%	1	97.78%	1	97.78%
AUBURN		114	16	52.75	5	95.61%		100.00%	2	98.25%
BAINBRIDGE ISLAND		26	3	43.67	1	96.15%	1	96.15%		100.00%
BATTLEGROUND		41	1	68.00	1	97.56%		100.00%		100.00%
BELFAIR		32	2	115.50	0	100.00%		100.00%	1	96.88%
BELLEVUE		121	11	39.00	3	97.52%	1	99.17%	1	99.17%
	BELLEVUE GLENOCOURT	56	7	26.86	2	96.43%	1	98.21%		100.00%
	BELLEVUE-SHERWOOD	65	4	60.25	1	98.46%		100.00%	1	98.46%
BELLINGHAM		108	7	115.43	4	96.30%		100.00%	3	97.22%
	BELLINGHAM LUMMI	3	0		1	66.67%		100.00%		100.00%
	BELLINGHAM REGENT	105	7	115.43	3	97.14%		100.00%	3	97.14%
BLACK DIAMOND		12	2	182.50	0	100.00%	1	91.67%	1	91.67%
BREMERTON		109	8	103.63	2	98.17%	5	95.41%	1	99.08%
	BREMERTON CROSBY	12	2	102.50	0	100.00%	2	83.33%		100.00%
	BREMERTON ESSEX	95	5	103.40	2	97.89%	2	97.89%	1	98.95%
	BREMERTON SUNNYSLOPE	2	1	107.00	0	100.00%	1	50.00%		100.00%
BUCKLEY		8	0		1	87.50%		100.00%		100.00%
CASTLE ROCK		9	2	164.50	0	100.00%	1	88.89%	1	88.89%
CENTRALIA		29	1	21.00	0	100.00%		100.00%		100.00%
CHEHALIS		34	4	106.00	1	97.06%		100.00%	2	94.12%
	CHEHALIS	21	2	89.00	0	100.00%		100.00%	1	95.24%
	CHEHALIS NAPAVINE	13	2	123.00	1	92.31%		100.00%	1	92.31%
CLE-ELUM		12	1	0.00	1	91.67%		100.00%		100.00%
COLFAX		10	3	69.67	0	100.00%	2	80.00%		100.00%
COLVILLE		26	3	89.00	1	96.15%		100.00%	1	96.15%
COPALIS(OCEAN SHORES)		9	2	120.50	0	100.00%		100.00%	1	88.89%
COULEE DAM		7	0		0	100.00%		100.00%		100.00%
CRYSTAL MTN.		1	0		0	100.00%		100.00%		100.00%
DAYTON		3	1	4.00	0	100.00%		100.00%		100.00%
DEER PARK		30	2	41.00	0	100.00%	1	96.67%		100.00%
DES MOINES		88	5	37.20	1	98.86%	1	98.86%		100.00%
	DES MOINES	37	3	7.00	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 - DECEMBER 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	51	2	82.50	1	98.04%	1	98.04%		100.00%
EASTON		2	2	125.50	0	100.00%		100.00%	1	50.00%
ELK		7	0		0	100.00%		100.00%		100.00%
ENUMCLAW		22	0		2	90.91%		100.00%		100.00%
EPHRATA		8	1	12.00	1	87.50%		100.00%		100.00%
GRAHAM		52	0		4	92.31%		100.00%		100.00%
GREEN BLUFF		8	0		0	100.00%		100.00%		100.00%
HOODSPORT		12	0		0	100.00%		100.00%		100.00%
ISSAQUAH		45	3	38.67	2	95.56%	1	97.78%		100.00%
KENT		167	26	83.12	7	95.81%	5	97.01%	5	97.01%
	KENT MERIDIAN	45	8	58.38	3	93.33%	2	95.56%		100.00%
	KENT O BRIEN	22	6	68.00	2	90.91%		100.00%	2	90.91%
	KENT ULRICH	100	12	107.17	2	98.00%	3	97.00%	3	97.00%
LIBERTY LAKE		1	0		0	100.00%		100.00%		100.00%
LONGVIEW-KELSO		123	7	56.00	2	98.37%	2	98.37%		100.00%
LOON LAKE		8	0		0	100.00%		100.00%		100.00%
MAPLE VALLEY		21	1	98.00	1	95.24%	1	95.24%		100.00%
MOSES LAKE		52	1	119.00	0	100.00%	1	98.08%		100.00%
	MOSES LAKE AFB	10	0		0	100.00%		100.00%		100.00%
	MOSES LAKE ALDER	42	1	119.00	0	100.00%	1	97.62%		100.00%
NEWMAN LAKE		6	0		0	100.00%		100.00%		100.00%
NORTHPORT		6	0		0	100.00%		100.00%		100.00%
OLYMPIA		227	22	58.18	11	95.15%	3	98.68%	4	98.24%
	OLYMPIA EVERGREEN	18	0		2	88.89%		100.00%		100.00%
	OLYMPIA LACEY	100	9	68.11	4	96.00%	3	97.00%	1	99.00%
	OLYMPIA WHITEHALL	109	13	51.31	5	95.41%		100.00%	3	97.25%
OMAK-OKANOGAN		27	1	1.00	2	92.59%		100.00%		100.00%
OROVILLE		5	0		0	100.00%		100.00%		100.00%
OTHELLO		25	6	45.50	1	96.00%	2	92.00%		100.00%
PASCO		49	8	46.13	1	97.96%		100.00%	1	97.96%
PATEROS		1	0		0	100.00%		100.00%		100.00%
POMEROY		4	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%		
PT. ANGELES		49	9	45.22	1	97.96%	2	95.92%		100.00%
	PT ANGELES JOYCE	11	0		0	100.00%		100.00%		100.00%
	PT. ANGELES	38	9	45.22	1	97.37%	2	94.74%		100.00%
PT. LUDLOW		8	1	39.00	0	100.00%		100.00%		100.00%
PT. ORCHARD		62	1	4.00	2	96.77%		100.00%		100.00%
	PORT ORCHARD COLBY	20	1	4.00	0	100.00%		100.00%		100.00%
	PT. ORCHARD	42	0		2	95.24%		100.00%		100.00%
PT. TOWNSEND		38	3	155.67	0	100.00%		100.00%	2	94.74%
PUYALLAP		94	5	75.00	3	96.81%	1	98.94%	1	98.94%
RENTON		152	17	55.59	4	97.37%	4	97.37%	2	98.68%
RIDGEFIELD		14	1	233.00	0	100.00%		100.00%	1	92.86%
ROCHESTER		17	2	50.50	0	100.00%	1	94.12%		100.00%
ROY		11	0		0	100.00%		100.00%		100.00%
SEATTLE		850	83	69.29	27	96.82%	15	98.24%	15	98.24%
	SEATTLE ATWATER	61	4	94.50	0	100.00%	1	98.36%	1	98.36%
	SEATTLE CAMPUS	21	1	25.00	0	100.00%		100.00%		100.00%
	SEATTLE CHERRY	115	19	102.58	4	96.52%	3	97.39%	6	94.78%
	SEATTLE DUWAMISH	54	6	69.83	4	92.59%	2	96.30%	1	98.15%
	SEATTLE EAST	112	17	48.24	4	96.43%	3	97.32%	2	98.21%
	SEATTLE ELLIOT	38	2	3.00	0	100.00%		100.00%		100.00%
	SEATTLE EMERSON	101	4	42.50	5	95.05%		100.00%		100.00%
	SEATTLE LAKEVIEW	67	3	15.00	3	95.52%		100.00%		100.00%
	SEATTLE MAIN	86	4	43.75	2	97.67%		100.00%	1	98.84%
	SEATTLE MERCER ISLAND (ADAMS)	15	2	88.00	0	100.00%		100.00%	1	93.33%
	SEATTLE PARKWAY	85	9	58.33	4	95.29%	2	97.65%	1	98.82%
	SEATTLE SUNSET	56	6	72.17	1	98.21%	1	98.21%	1	98.21%
	SEATTLE WEST	39	6	105.00	0	100.00%	3	92.31%	1	97.44%
SEQUIM		43	6	52.33	3	93.02%	2	95.35%		100.00%
SHELTON		55	9	65.00	2	96.36%		100.00%	2	96.36%
SILVERDALE		35	2	78.00	2	94.29%		100.00%	1	97.14%
SPOKANE		495	36	79.22	9	98.18%	8	98.38%	7	98.59%
	SPOKANE CHESTNUT	15	0		1	93.33%		100.00%		100.00%

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STANDARD						90.00%		99.00%		
	SPOKANE FAIRFAX	60	3	62.33	0	100.00%	2	96.67%		100.00%
	SPOKANE HUDSON	87	7	68.43	1	98.85%	1	98.85%	1	98.85%
	SPOKANE KEYSTONE	45	5	121.20	1	97.78%	1	97.78%	2	95.56%
	SPOKANE MORAN	31	3	150.67	0	100.00%		100.00%	2	93.55%
	SPOKANE RIVERSIDE	62	5	83.80	1	98.39%	1	98.39%	1	98.39%
	SPOKANE WALNUT	123	8	40.00	2	98.37%	2	98.37%		100.00%
	SPOKANE WHITWORTH	72	5	77.80	3	95.83%	1	98.61%	1	98.61%
SPRINGDALE		16	2	174.00	1	93.75%	1	93.75%	1	93.75%
SUMNER (BONNEYLAKE)		38	6	44.00	0	100.00%	2	94.74%		100.00%
TACOMA		500	50	72.04	12	97.60%	12	97.60%	8	98.40%
	TACOMA FORT LEWIS	19	2	71.00	0	100.00%	1	94.74%		100.00%
	TACOMA GREENFIELD	69	9	68.67	2	97.10%	4	94.20%		100.00%
	TACOMA JUNIPER	89	6	24.67	4	95.51%		100.00%		100.00%
	TACOMA LENNOX	79	14	51.43	2	97.47%	2	97.47%	2	97.47%
	TACOMA LOGAN	40	4	29.00	0	100.00%	1	97.50%		100.00%
	TACOMA MARKET (FAWCETT)	68	7	147.14	2	97.06%	1	98.53%	4	94.12%
	TACOMA SKYLINE	40	2	26.00	0	100.00%		100.00%		100.00%
	TACOMA WAVERLY-2	13	2	89.50	0	100.00%		100.00%	1	92.31%
	TACOMA WAVERLY-7	83	4	149.25	2	97.59%	3	96.39%	1	98.80%
VANCOUVER		316	25	62.28	7	97.78%	3	99.05%	5	98.42%
	VANCOUVER ORCHARDS	155	11	81.09	4	97.42%	1	99.35%	4	97.42%
	VANCOUVER OXFORD	105	9	47.33	2	98.10%		100.00%	1	99.05%
	VANCOUVER SALMON CRK(NORTH)	56	5	47.80	1	98.21%	2	96.43%		100.00%
WAITSBURG		2	0		0	100.00%		100.00%		100.00%
WALLA WALLA (INCL TOUCHET)		43	5	69.00	0	100.00%	2	95.35%		100.00%
WARDEN		5	0		0	100.00%		100.00%		100.00%
WINLOCK		11	2	118.00	1	90.91%		100.00%	1	90.91%
YAKIMA		174	9	69.56	2	98.85%	2	98.85%	1	98.43%
	YAKIMA CHESTNUT	124	7	72.86	1	99.19%	2	98.39%	1	99.19%
	YAKIMA WEST	50	2	58.00	1	98.00%		100.00%		100.00%
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 - DECEMBER 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		13	0		1	92.31%		100.00%		100.00%
TOTALS		4,793	434	69.48	132	97.25%	84	98.25%	73	98.48%

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 - DECEMBER 2014

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE DEC-14	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
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	5,563	87	1.56	0.75	1.54	0.92	0.70	0.87	0.72	0.61	0.99	0.95	0.88	2.11
AUBURN		0	9,888	111	1.12	1.01	1.24	1.04	0.66	0.84	0.70	1.69	0.94	1.01	0.87	1.21
BAINBRIDGE ISLAND		0	5,613	107	1.91	1.06	1.23	0.89	1.15	0.95	0.99	0.82	0.70	1.01	0.56	1.04
BATTLEGROUND		0	5,697	111	1.95	1.56	1.55	0.88	1.10	1.29	1.18	0.80	0.89	1.19	1.07	2.28
BELFAIR		0	3,748	147	3.92	3.79	1.42	1.09	0.95	1.35	1.09	0.78	1.02	1.08	1.71	1.09
BELLEVUE		0	21,590	181	0.84	0.88	1.08	0.65	0.57	0.58	0.62	0.56	0.52	0.59	0.54	0.88
	BELLEVUE GLENCOURT	0	9,450	55	0.58	0.69	1.02	0.49	0.49	0.56	0.50	0.42	0.28	0.49	0.41	0.54
	BELLEVUE-SHERWOOD	0	12,140	126	1.04	1.02	1.13	0.78	0.64	0.60	0.71	0.66	0.70	0.66	0.64	1.13
BELLINGHAM		0	13,801	73	0.53	0.50	0.43	0.50	0.55	0.55	0.39	0.50	0.41	0.58	0.47	0.63
	BELLINGHAM LUMMI	0	920	4	0.43	0.43	0.32	1.27	1.36	2.09	0.10	1.14	0.62	0.72	0.62	1.02
	BELLINGHAM REGENT	0	12,881	69	0.54	0.51	0.43	0.45	0.49	0.45	0.41	0.46	0.40	0.57	0.46	0.60
BLACK DIAMOND		0	1,425	27	1.89	2.73	1.88	2.21	1.51	1.64	1.29	0.94	1.46	3.17	2.95	2.29
BREMERTON		0	20,180	109	0.54	0.51	0.49	0.46	0.42	0.46	0.42	0.47	0.41	0.75	0.52	0.49
	BREMERTON CROSBY	0	1,797	33	1.84	1.44	1.42	1.58	1.62	1.91	1.42	1.70	0.87	0.96	1.60	1.14
	BREMERTON ESSEX	0	17,973	74	0.41	0.43	0.40	0.36	0.29	0.32	0.31	0.32	0.36	0.75	0.41	0.41
	BREMERTON SUNNYSLOPE	0	410	2	0.49	0.24	0.00	0.00	0.72	0.00	0.70	0.93	0.92	0.00	0.46	0.69
BUCKLEY		0	1,072	16	1.49	2.11	1.47	1.63	1.27	1.41	1.21	1.61	0.67	1.58	1.07	1.55
CASTLE ROCK		0	2,192	38	1.73	1.27	1.80	1.66	1.73	1.23	1.39	0.99	1.20	1.44	0.97	2.29
CENTRALIA		0	3,766	47	1.25	1.18	1.14	0.98	1.18	1.12	0.94	0.97	1.24	1.20	0.92	1.49
CHEHALIS		0	5,818	62	1.07	1.02	1.08	1.04	0.65	0.83	0.92	1.39	0.79	0.74	1.46	1.21
	CHEHALIS	0	4,166	51	1.22	1.05	0.99	0.94	0.65	0.60	0.89	1.16	0.72	0.61	1.48	1.05
	CHEHALIS NAPAVINE	0	1,652	11	0.67	0.96	1.32	1.32	0.65	1.42	1.00	1.97	0.98	1.09	1.42	1.64
CLE-ELUM		0	1,877	25	1.33	0.90	0.84	0.63	1.09	1.19	0.46	0.61	0.56	0.25	0.66	0.45
COLFAX		0	1,584	21	1.33	0.94	0.94	0.87	0.99	1.00	0.99	0.61	0.61	0.67	0.54	1.20
COLVILLE		0	4,929	64	1.30	0.61	0.80	0.62	1.18	0.92	0.96	1.14	1.07	0.65	0.76	0.59
COPALIS(OCEAN SHORES)		0	2,012	25	1.24	1.23	1.31	0.78	1.25	1.14	1.04	0.84	1.06	1.82	1.31	1.66
COULEE DAM		0	1,401	36	2.57	2.34	1.62	0.92	2.16	0.69	2.32	1.83	0.94	0.60	0.80	0.86
CRYSTAL MTN.		0	522	9	1.72	2.11	0.95	2.33	3.48	0.58	2.32	0.76	0.76	1.14	1.71	2.08
DAYTON		0	1,271	22	1.73	0.39	0.93	0.54	0.85	1.38	0.83	1.57	1.19	0.74	0.66	1.18
DEER PARK		0	3,800	38	1.00	0.84	1.09	0.88	1.57	2.36	0.78	0.89	0.74	1.13	0.73	1.57
DES MOINES		0	9,545	108	1.13	1.30	1.35	0.72	0.98	0.98	0.74	0.87	0.87	0.84	1.08	1.04
	DES MOINES	0	3,722	49	1.32	1.43	1.30	0.75	1.10	1.17	0.85	0.86	0.85	0.84	1.17	0.92
	DES MOINES FEDERAL WAY	0	5,823	59	1.01	1.22	1.39	0.70	0.90	0.86	0.67	0.87	0.88	0.84	1.02	1.12
EASTON		0	432	6	1.39	1.36	0.91	0.91	3.19	1.13	1.12	1.11	0.44	0.22	0.44	0.00

WASHINGTON TROUBLE REPORT RATE - DECEMBER 2014

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE DEC-14	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
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	1,511	38	2.51	1.12	1.31	0.72	2.64	1.78	1.20	1.24	0.98	0.86	1.20	0.83
ENUMCLAW		0	3,375	66	1.96	2.67	2.57	1.33	1.40	1.38	1.20	1.39	0.80	1.19	1.45	1.80
EPHRATA		0	1,634	18	1.10	1.03	0.71	0.59	0.46	0.29	0.62	0.50	0.77	0.76	1.55	0.21
GRAHAM		0	6,003	88	1.47	1.15	1.06	0.91	0.83	1.35	0.85	0.96	1.65	1.72	1.52	1.57
GREEN BLUFF		0	1,612	31	1.92	1.23	0.99	0.80	2.43	1.26	1.07	0.65	1.47	1.40	1.33	0.75
HOODSPORT		0	1,169	17	1.45	1.18	1.16	1.14	2.01	1.29	1.04	0.88	1.11	0.79	0.86	0.54
ISSAQUAH		0	8,475	56	0.66	0.84	0.98	0.55	0.96	0.65	0.54	0.63	0.71	0.87	0.75	0.87
KENT		0	19,139	183	0.96	0.83	0.81	0.76	0.82	0.73	0.84	0.64	0.67	0.93	0.66	0.96
	KENT MERIDIAN	0	6,058	87	1.44	1.28	1.02	0.86	1.08	1.01	1.13	0.75	0.85	1.03	0.83	1.23
	KENT O BRIEN	0	4,645	12	0.26	0.17	0.17	0.30	0.49	0.27	0.23	0.16	0.22	0.50	0.18	0.22
	KENT ULRICH	0	8,436	84	1.00	0.87	1.00	0.93	0.80	0.77	0.97	0.82	0.79	1.08	0.79	1.16
LIBERTY LAKE		0	458	4	0.87	0.87	0.64	1.26	0.42	0.20	0.60	0.20	0.59	0.78	0.39	0.19
LONGVIEW-KELSO		0	11,772	183	1.55	1.41	1.65	0.87	0.75	1.07	0.93	1.46	1.18	1.36	0.92	1.15
LOON LAKE		0	723	7	0.97	0.41	0.96	0.94	1.06	0.79	1.57	2.20	0.52	0.90	0.38	0.76
MAPLE VALLEY		0	4,083	32	0.78	1.34	1.54	0.53	1.09	0.96	1.46	0.78	0.73	1.01	0.71	1.67
MOSES LAKE		0	6,751	77	1.14	0.68	0.89	0.67	0.86	0.85	0.48	0.85	0.76	0.62	0.76	0.48
	MOSES LAKE AFB	0	1,136	10	0.88	0.44	1.04	0.42	0.58	0.33	0.40	0.48	0.71	0.31	0.70	0.16
	MOSES LAKE ALDER	0	5,615	67	1.19	0.73	0.86	0.73	0.92	0.96	0.50	0.93	0.77	0.68	0.77	0.54
NEWMAN LAKE		0	865	17	1.97	0.34	1.14	0.11	1.56	1.56	0.77	0.99	0.86	0.74	0.42	0.73
NORTHPORT		0	805	9	1.12	1.74	1.22	1.22	2.66	1.33	1.57	1.93	0.60	0.36	1.08	2.97
OLYMPIA		0	29,141	304	1.04	0.90	0.87	0.64	0.70	0.90	0.64	0.83	0.73	0.58	0.57	0.87
	OLYMPIA EVERGREEN	0	2,216	28	1.26	1.70	2.14	1.68	1.45	1.52	1.37	0.72	1.27	0.88	1.21	1.04
	OLYMPIA LACEY	0	12,337	135	1.09	0.85	0.91	0.63	0.77	0.84	0.64	1.12	0.57	0.66	0.51	0.84
	OLYMPIA WHITEHALL	0	14,588	141	0.97	0.81	0.65	0.49	0.53	0.85	0.53	0.60	0.77	0.46	0.52	0.87
OMAK-OKANOGAN		0	4,326	127	2.94	1.83	0.97	1.48	1.49	1.17	1.60	0.86	0.99	1.02	1.07	0.86
OROVILLE		0	1,259	31	2.46	1.73	2.09	0.84	0.99	1.05	0.89	0.95	0.73	1.23	0.92	0.71
OTHELLO		0	2,570	64	2.49	1.62	0.99	0.79	1.05	1.07	0.98	0.97	1.24	1.34	1.45	1.96
PASCO		0	7,555	79	1.05	0.60	0.89	0.51	0.87	0.67	0.52	0.73	0.78	0.64	0.76	0.99
PATEROS		2	461	13	2.82	0.85	4.18	3.56	9.98	1.48	0.36	1.08	1.63	0.54	0.71	0.89
POMEROY		1	992	41	4.13	0.70	1.58	0.79	1.68	1.88	1.07	1.27	1.37	1.36	1.45	1.44
PT. ANGELES		0	8,625	109	1.26	0.68	0.83	0.84	0.81	0.65	0.84	0.71	0.42	0.62	0.57	0.66
	PT ANGELES JOYCE	0	754	10	1.33	1.44	1.69	1.69	1.67	1.15	1.39	1.63	0.63	2.61	0.98	2.20
	PT. ANGELES	0	7,871	99	1.26	0.61	0.75	0.75	0.72	0.61	0.79	0.63	0.40	0.43	0.53	0.51
PT. LUDLOW		0	1,359	46	3.38	0.51	1.72	0.85	0.35	0.41	0.74	0.67	0.86	0.46	0.70	1.14

WASHINGTON TROUBLE REPORT RATE - DECEMBER 2014

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE DEC-14	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
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	8,033	125	1.56	1.05	1.37	1.04	1.58	1.70	1.32	0.80	0.70	1.07	0.91	0.99
SPRINGDALE		0	1,235	10	0.81	1.83	2.53	0.87	3.30	2.51	1.26	3.06	2.19	1.71	0.70	0.62
SUMNER (BONNEYLAKE)		0	6,215	77	1.24	1.58	2.25	0.92	0.65	0.85	0.96	0.87	1.10	0.97	1.17	1.56
TACOMA		0	80,121	556	0.92	0.99	0.94	0.74	0.73	0.68	0.74	0.78	0.72	0.97	0.91	1.19
	TACOMA FORT LEWIS	0	1,227	4	0.33	0.24	0.32	0.33	0.81	0.48	0.47	0.39	0.46	0.45	0.67	0.51
	TACOMA GREENFIELD	0	7,806	71	0.91	1.08	0.72	0.68	0.81	0.62	0.88	0.88	0.96	1.22	1.12	1.41
	TACOMA JUNIPER	0	8,369	72	0.86	1.11	0.71	0.67	0.74	0.70	0.68	0.92	0.63	0.85	0.59	0.88
	TACOMA LENNOX	0	9,355	130	1.39	0.93	1.47	1.45	0.89	0.77	0.92	1.06	1.01	1.08	1.11	1.86
	TACOMA LOGAN	0	5,939	63	1.06	1.02	0.94	0.80	0.84	0.82	0.86	0.94	0.78	1.15	1.33	1.02
	TACOMA MARKET (FAWCETT)	0	8,004	49	0.61	0.50	0.67	0.39	0.29	0.36	0.40	0.42	0.31	0.61	0.61	0.92
	TACOMA SKYLINE	0	6,240	60	0.96	1.13	1.25	0.53	0.71	1.07	0.87	0.82	0.85	1.23	1.18	1.41
	TACOMA WAVERLY-2	0	2,729	33	1.21	1.49	1.04	0.57	1.52	0.45	0.65	0.51	0.74	0.90	0.94	1.18
	TACOMA WAVERLY-7	0	10,452	74	0.71	1.11	0.88	0.64	0.58	0.67	0.69	0.61	0.58	0.85	0.68	0.92
VANCOUVER		0	34,959	348	1.00	0.93	1.03	0.82	0.81	0.76	0.74	0.71	0.83	0.75	0.67	1.03
	VANCOUVER ORCHARDS	0	17,643	166	0.94	0.71	0.98	0.79	0.81	0.72	0.63	0.72	0.83	0.73	0.58	1.00
	VANCOUVER OXFORD	0	10,342	103	1.00	1.11	0.88	0.59	0.68	0.70	0.60	0.61	0.73	0.71	0.64	0.91
	VANCOUVER SALMON CRK(NORTH)	0	6,974	79	1.13	1.26	1.40	1.22	1.02	0.94	1.22	0.87	0.99	0.85	0.96	1.30
WAITSBURG		0	329	4	1.22	1.21	1.52	0.00	1.51	1.52	2.11	1.47	1.17	2.62	1.16	2.29
WALLA WALLA (INCL TOUCHET)		0	7,295	120	1.64	0.52	0.46	0.83	0.62	0.55	0.55	0.46	0.60	0.74	0.67	1.28
WARDEN		0	631	12	1.90	1.88	1.55	1.23	1.22	0.75	1.90	1.87	0.86	1.28	0.84	1.26
WINLOCK		0	1,472	12	0.82	0.95	0.94	1.41	0.40	0.93	1.18	0.78	0.39	0.51	0.51	1.08
YAKIMA		0	19,655	160	0.81	0.65	0.64	0.75	0.72	0.69	0.58	0.53	0.42	0.52	0.56	0.58
	YAKIMA CHESTNUT	0	13,049	110	0.84	0.68	0.75	0.77	0.74	0.74	0.59	0.54	0.37	0.44	0.55	0.52
	YAKIMA WEST	0	6,606	50	0.76	0.80	0.43	0.70	0.67	0.58	0.56	0.49	0.51	0.68	0.58	0.71
Exchanges in Neighboring States																
CLARKSTON		0	2,896	69	2.38	1.45	1.26	1.34	2.64	1.50	1.42	1.15	1.77	1.09	0.87	1.58
TOTALS		0	644,075	7,181	1.11	0.91	0.98	0.76	0.82	0.80	0.74	0.75	0.72	0.82	0.74	0.96

WASHINGTON TRUNK BLOCKING SUMMARY - DECEMBER 2014

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	188	0	0.00%
LOCAL	353	0	0.00%
TOLL	372	2	0.54%

WASHINGTON TRUNK BLOCKING - DECEMBER 2014

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP081340	264			TOLL	TWO_WAY	3.40%	bikng 121114@1600hrs issue sa tgsr to cust
AP081906	216			TOLL	TWO_WAY	4.67%	bikng 120814@1400,1800hrs issue sa tgsr to cust

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Blanks in the report indicate no activity for the measure.

Qwest Corporation d/b/a CenturyLink QC
 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 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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Qwest Corporation d/b/a CenturyLink QC
 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 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			
Number of customers receiving credits for company missed appointments/commitments-install	BUS			

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

MEASURE	MARKET UNIT	OCT-14	NOV-14	DEC-14
Number of Scheduled Appointments (dispatched orders)	RES			
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			
WA Completed Orders for Primary Service installed within 5 business days	BUS			

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

MEASURE	MARKET UNIT	OCT-14	NOV-14	DEC-14
Number of Scheduled Appointments (dispatched orders)	RES			
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			
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			

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 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 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 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			
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			

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 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - DECEMBER 2014

MEASURE	MARKET UNIT	OCT-14	NOV-14	DEC-14
Number of Scheduled Appointments (dispatched orders)	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			

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