



CenturyLink™

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March 2, 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 MAR -3 AM 11:33
STATE OF WASH.
UTIL. AND TRANS.
COMMISSION

Dear Mr. King:

Enclosed are the January 2015 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 - JANUARY 2015

	JANUARY 2015		
METRIC DESCRIPTION	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	1,160	1,597	72.64%
OOS Tickets Not Cleared Within 48 Hrs	437	1	437
Number of OOS Exemptions	124	1	124
All Other Repairs Cleared LT < 72 Hrs	4,462	4,999	89.26%
All Other Troubles Cleared GTR > 72 Hrs	537	1	537
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	17	1	17
Physically Obstructed All Other Troubles Cleared > 72 Hrs	208	1	208
Repair Force Majeure Exclusions	32	1	32
Repair Physically Obstructed Exclusions	76	1	76
Installation Appointments Met	1,265	1,389	91.07%
Repair Appointments Met	2,472	2,997	82.48%
Provisioning Missed for Company Reasons	186	1	186
Provisioning Missed for Customer Reasons	444	1	444
% of Switches Delivering Dial Tone Within 3 seconds	6,027	6,028	99.98%

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - JANUARY 2015
from RSOR and OP15A

EXCHANGE	WRECENTER	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		54	8	63.50	1	98.15%	1	98.15%	1	98.15%
AUBURN		73	16	58.75	5	93.15%	2	97.26%	2	97.26%
BAINBRIDGE ISLAND		24	5	37.00	0	100.00%	1	95.83%		100.00%
BATTLEGROUND		39	2	52.50	0	100.00%	1	97.44%		100.00%
BELFAIR		28	2	119.00	1	96.43%		100.00%	1	96.43%
BELLEVUE		112	13	55.92	1	99.11%	1	99.11%	1	99.11%
	BELLEVUE GLENCOURT	43	9	43.33	0	100.00%	1	97.67%		100.00%
	BELLEVUE-SHERWOOD	69	4	84.25	1	98.55%		100.00%	1	98.55%
BELLINGHAM		93	5	179.00	3	96.77%		100.00%	3	96.77%
	BELLINGHAM LUMMI	4	0		0	100.00%		100.00%		100.00%
	BELLINGHAM REGENT	89	5	179.00	3	96.63%		100.00%	3	96.63%
BLACK DIAMOND		8	3	139.33	0	100.00%		100.00%	2	75.00%
BREMERTON		98	13	84.23	7	92.86%	6	93.88%	2	97.96%
	BREMERTON CROSBY	10	3	87.00	1	90.00%	2	80.00%		100.00%
	BREMERTON ESSEX	87	8	85.50	6	93.10%	3	96.55%	2	97.70%
	BREMERTON SUNNYSLOPE	1	2	75.00	0	100.00%	1	0.00%		100.00%
BUCKLEY		7	1	5.00	1	85.71%		100.00%		100.00%
CASTLE ROCK		11	3	131.67	0	100.00%	1	90.91%	1	90.91%
CENTRALIA		32	2	28.50	0	100.00%		100.00%		100.00%
CHEHALIS		49	5	106.60	2	95.92%		100.00%	2	95.92%
	CHEHALIS	37	2	115.00	2	94.59%		100.00%	1	97.30%
	CHEHALIS NAPAVINE	12	3	101.00	0	100.00%		100.00%	1	91.67%
CLE-ELUM		10	0		0	100.00%		100.00%		100.00%
COLFAX		12	3	80.33	0	100.00%	1	91.67%		100.00%
COLVILLE		18	2	58.50	0	100.00%	1	94.44%		100.00%
COPALIS(OCEAN SHORES)		16	2	136.00	2	87.50%		100.00%	1	93.75%
COULEE DAM		5	0		0	100.00%		100.00%		100.00%
CRYSTAL MTN.		3	0		0	100.00%		100.00%		100.00%
DAYTON		14	1	30.00	0	100.00%		100.00%		100.00%
DEER PARK		20	2	67.00	0	100.00%	1	95.00%		100.00%
DES MOINES		88	9	35.22	2	97.73%	2	97.73%		100.00%
	DES MOINES	30	5	17.00	2	93.33%		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 - JANUARY 2015
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	58	4	58.00	0	100.00%	2	96.55%		100.00%
EASTON		5	2	151.50	1	80.00%		100.00%	1	80.00%
ELK		5	0		1	80.00%		100.00%		100.00%
ENUMCLAW		22	0		0	100.00%		100.00%		100.00%
EPHRATA		10	1	38.00	0	100.00%		100.00%		100.00%
GRAHAM		61	1	21.00	1	98.36%		100.00%		100.00%
GREEN BLUFF		11	0		0	100.00%		100.00%		100.00%
HOODSPORT		4	0		0	100.00%		100.00%		100.00%
ISSAQUAH		63	4	41.25	1	98.41%	1	98.41%		100.00%
KENT		208	30	90.90	6	97.12%	7	96.63%	8	96.15%
	KENT MERIDIAN	66	9	77.44	2	96.97%	4	93.94%	1	98.48%
	KENT O BRIEN	16	6	89.50	2	87.50%		100.00%	2	87.50%
	KENT ULRICH	126	15	99.53	2	98.41%	3	97.62%	5	96.03%
LIBERTY LAKE		1	1	7.00	0	100.00%		100.00%		100.00%
LONGVIEW-KELSO		115	7	66.29	3	97.39%	3	97.39%		100.00%
LOON LAKE		5	0		0	100.00%		100.00%		100.00%
MAPLE VALLEY		24	1	124.00	3	87.50%	1	95.83%		100.00%
MOSES LAKE		33	2	80.50	1	96.97%	1	96.97%		100.00%
	MOSES LAKE AFB	1	0		0	100.00%		100.00%		100.00%
	MOSES LAKE ALDER	32	2	80.50	1	96.88%	1	96.88%		100.00%
NEWMAN LAKE		4	0		0	100.00%		100.00%		100.00%
NORTHPORT		4	1	2.00	0	100.00%		100.00%		100.00%
OLYMPIA		214	21	69.52	17	92.06%	2	99.07%	4	98.13%
	OLYMPIA EVERGREEN	22	0		1	95.45%		100.00%		100.00%
	OLYMPIA LACEY	115	10	68.60	5	95.65%	2	98.26%	1	99.13%
	OLYMPIA WHITEHALL	77	11	70.36	11	85.71%		100.00%	3	96.10%
OMAK-OKANOGAN		27	2	21.50	0	100.00%		100.00%		100.00%
OROVILLE		6	2	2.00	0	100.00%		100.00%		100.00%
OTHELLO		30	4	58.00	1	96.67%	1	96.67%		100.00%
PASCO		52	8	65.38	0	100.00%	2	96.15%	1	98.08%
PATEROS		2	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		57	8	73.50	3	94.74%	4	92.98%		100.00%
	PT ANGELES JOYCE	2	0		0	100.00%		100.00%		100.00%
	PT. ANGELES	55	8	73.50	3	94.55%	4	92.73%		100.00%
PT. LUDLOW		4	1	65.00	0	100.00%		100.00%		100.00%
PT. ORCHARD		67	2	6.00	2	97.01%		100.00%		100.00%
	PORT ORCHARD COLBY	19	0		1	94.74%		100.00%		100.00%
	PT. ORCHARD	48	2	6.00	1	97.92%		100.00%		100.00%
PT. TOWNSEND		36	3	181.67	3	91.67%	1	97.22%	2	94.44%
PUYALLAP		92	7	66.57	6	93.48%	1	98.91%	1	98.91%
RENTON		126	20	58.70	5	96.03%	3	97.62%	3	97.62%
RIDGEFIELD		11	1	259.00	0	100.00%		100.00%	1	90.91%
ROCHESTER		16	1	127.00	1	93.75%	1	93.75%		100.00%
ROY		14	0		0	100.00%		100.00%		100.00%
SEATTLE		824	95	68.65	27	96.72%	15	98.18%	16	98.06%
	SEATTLE ATWATER	56	4	110.00	1	98.21%	1	98.21%	1	98.21%
	SEATTLE CAMPUS	26	0		2	92.31%		100.00%		100.00%
	SEATTLE CHERRY	133	26	66.85	4	96.99%	4	96.99%	4	96.99%
	SEATTLE DUWAMISH	66	8	74.75	4	93.94%	1	98.48%	2	96.97%
	SEATTLE EAST	92	14	73.29	7	92.39%	3	96.74%	2	97.83%
	SEATTLE ELLIOT	18	5	14.80	0	100.00%		100.00%		100.00%
	SEATTLE EMERSON	75	6	38.33	1	98.67%	1	98.67%		100.00%
	SEATTLE LAKEVIEW	51	6	23.83	1	98.04%		100.00%		100.00%
	SEATTLE MAIN	76	6	40.67	0	100.00%		100.00%	1	98.68%
	SEATTLE MERCER ISLAND (ADAMS)	20	1	178.00	0	100.00%		100.00%	1	95.00%
	SEATTLE PARKWAY	85	7	81.57	5	94.12%	2	97.65%	1	98.82%
	SEATTLE SUNSET	60	5	96.60	1	98.33%		100.00%	2	96.67%
	SEATTLE WEST	66	7	113.86	1	98.48%	3	95.45%	2	96.97%
SEQUIM		45	4	63.25	2	95.56%	2	95.56%		100.00%
SHELTON		63	9	73.56	3	95.24%	2	96.83%	2	96.83%
SILVERDALE		45	3	69.33	1	97.78%		100.00%	1	97.78%
SPOKANE		487	33	100.91	6	98.77%	11	97.74%	8	98.36%
	SPOKANE CHESTNUT	14	0		0	100.00%		100.00%		100.00%

Source: 5 and 90 day data from RSOR completed orders
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STANDARD						90.00%		99.00%		
	SPOKANE FAIRFAX	75	3	88.33	2	97.33%	2	97.33%		100.00%
	SPOKANE HUDSON	66	7	90.43	1	98.48%	3	95.45%	1	98.48%
	SPOKANE KEYSTONE	57	4	126.25	0	100.00%	1	98.25%	2	96.49%
	SPOKANE MORAN	25	5	112.40	0	100.00%		100.00%	2	92.00%
	SPOKANE RIVERSIDE	64	4	124.75	2	96.88%	2	96.88%	1	98.44%
	SPOKANE WALNUT	134	6	70.17	0	100.00%	1	99.25%	1	99.25%
	SPOKANE WHITWORTH	52	4	111.25	1	98.08%	2	96.15%	1	98.08%
SPRINGDALE		10	2	200.00	0	100.00%	1	90.00%	1	90.00%
SUMNER (BONNEYLAKE)		43	4	23.50	4	90.70%		100.00%		100.00%
TACOMA		503	45	88.53	12	97.61%	13	97.42%	10	98.01%
	TACOMA FORT LEWIS	14	2	73.50	1	92.86%	1	92.86%		100.00%
	TACOMA GREENFIELD	84	9	88.89	4	95.24%	5	94.05%	1	98.81%
	TACOMA JUNIPER	89	9	32.00	0	100.00%	2	97.75%		100.00%
	TACOMA LENNOX	101	8	77.13	2	98.02%	2	98.02%	1	99.01%
	TACOMA LOGAN	30	3	43.67	1	96.67%	1	96.67%		100.00%
	TACOMA MARKET (FAWCETT)	73	6	197.00	0	100.00%		100.00%	5	93.15%
	TACOMA SKYLINE	27	2	39.50	0	100.00%	1	96.30%		100.00%
	TACOMA WAVERLY-2	16	0		1	93.75%		100.00%		100.00%
	TACOMA WAVERLY-7	69	6	123.33	3	95.65%	1	98.55%	3	95.65%
VANCOUVER		345	21	73.90	2	99.42%	1	99.71%	5	98.55%
	VANCOUVER ORCHARDS	175	11	97.18	0	100.00%	1	99.43%	4	97.71%
	VANCOUVER OXFORD	107	9	51.56	1	99.07%		100.00%	1	99.07%
	VANCOUVER SALMON CRK(NORTH)	63	1	19.00	1	98.41%		100.00%		100.00%
WAITSBURG			0					100.00%		100.00%
WALLA WALLA (INCL TOUCHET)		45	7	70.43	0	100.00%	1	97.78%	1	97.78%
WARDEN		5	0		1	80.00%		100.00%		100.00%
WINLOCK		8	2	144.00	0	100.00%	1	87.50%	1	87.50%
YAKIMA		153	11	60.55	0	100.00%	4	97.39%	1	99.35%
	YAKIMA CHESTNUT	102	7	83.00	0	100.00%	3	97.06%	1	99.02%
	YAKIMA WEST	51	4	21.25	0	100.00%	1	98.04%		100.00%
Exchanges in Neighboring States										

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STANDARD						90.00%		99.00%		
CLARKSTON		12	2	5.50	1	91.67%		100.00%		100.00%
TOTALS		4,738	465	75.67	139	97.07%	97	97.95%	83	98.25%

Source: 5 and 90 day data from RSOR completed orders
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WASHINGTON TROUBLE REPORT RATE - JANUARY 2015

WRECENTER		STD EXD CNT	LINES	RPTS	RATE JAN-15	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
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	5,491	93	1.69	1.56	0.75	1.54	0.92	0.70	0.87	0.72	0.61	0.99	0.95	0.88
AUBURN		0	9,759	146	1.50	1.12	1.01	1.24	1.04	0.66	0.84	0.70	1.69	0.94	1.01	0.87
BAINBRIDGE ISLAND		0	5,568	89	1.60	1.91	1.06	1.23	0.89	1.15	0.95	0.99	0.82	0.70	1.01	0.56
BATTLEGROUND		0	5,628	63	1.12	1.95	1.56	1.55	0.88	1.10	1.29	1.18	0.80	0.89	1.19	1.07
BELFAIR		0	3,727	81	2.17	3.92	3.79	1.42	1.09	0.95	1.35	1.09	0.78	1.02	1.08	1.71
BELLEVUE		0	21,416	180	0.84	0.84	0.88	1.08	0.65	0.57	0.58	0.62	0.56	0.52	0.59	0.54
	BELLEVUE GLENCOURT	0	9,389	52	0.55	0.58	0.69	1.02	0.49	0.49	0.56	0.50	0.42	0.28	0.49	0.41
	BELLEVUE-SHERWOOD	0	12,027	128	1.06	1.04	1.02	1.13	0.78	0.64	0.60	0.71	0.66	0.70	0.66	0.64
BELLINGHAM		0	13,665	85	0.62	0.53	0.50	0.43	0.50	0.55	0.55	0.39	0.50	0.41	0.58	0.47
	BELLINGHAM LUMMI	0	907	9	0.99	0.43	0.43	0.32	1.27	1.36	2.09	0.10	1.14	0.62	0.72	0.62
	BELLINGHAM REGENT	0	12,758	76	0.60	0.54	0.51	0.43	0.45	0.49	0.45	0.41	0.46	0.40	0.57	0.46
BLACK DIAMOND		0	1,421	33	2.32	1.89	2.73	1.88	2.21	1.51	1.64	1.29	0.94	1.46	3.17	2.95
BREMERTON		0	20,109	91	0.45	0.54	0.51	0.49	0.46	0.42	0.46	0.42	0.47	0.41	0.75	0.52
	BREMERTON CROSBY	0	1,780	34	1.91	1.84	1.44	1.42	1.58	1.62	1.91	1.42	1.70	0.87	0.96	1.60
	BREMERTON ESSEX	0	17,920	57	0.32	0.41	0.43	0.40	0.36	0.29	0.32	0.31	0.32	0.36	0.75	0.41
	BREMERTON SUNNYSLOPE	0	409	0	0.00	0.49	0.24	0.00	0.00	0.72	0.00	0.70	0.93	0.92	0.00	0.46
BUCKLEY		0	1,060	21	1.98	1.49	2.11	1.47	1.63	1.27	1.41	1.21	1.61	0.67	1.58	1.07
CASTLE ROCK		0	2,175	40	1.84	1.73	1.27	1.80	1.66	1.73	1.23	1.39	0.99	1.20	1.44	0.97
CENTRALIA		0	3,717	77	2.07	1.25	1.18	1.14	0.98	1.18	1.12	0.94	0.97	1.24	1.20	0.92
CHEHALIS		0	5,787	72	1.24	1.07	1.02	1.08	1.04	0.65	0.83	0.92	1.39	0.79	0.74	1.46
	CHEHALIS	0	4,139	53	1.28	1.22	1.05	0.99	0.94	0.65	0.60	0.89	1.16	0.72	0.61	1.48
	CHEHALIS NAPAVINE	0	1,648	19	1.15	0.67	0.96	1.32	1.32	0.65	1.42	1.00	1.97	0.98	1.09	1.42
CLE-ELUM		0	1,867	11	0.59	1.33	0.90	0.84	0.63	1.09	1.19	0.46	0.61	0.56	0.25	0.66
COLFAX		0	1,577	15	0.95	1.33	0.94	0.94	0.87	0.99	1.00	0.89	0.61	0.61	0.67	0.54
COLVILLE		0	4,914	43	0.88	1.30	0.61	0.80	0.62	1.18	0.92	0.96	1.14	1.07	0.65	0.76
COPALIS(OCEAN SHORES)		0	1,983	34	1.71	1.24	1.23	1.31	0.78	1.25	1.14	1.04	0.84	1.06	1.82	1.31
COULEE DAM		0	1,386	24	1.73	2.57	2.34	1.62	0.92	2.16	0.69	2.32	1.83	0.94	0.60	0.80
CRYSTAL MTN.		0	521	8	1.54	1.72	2.11	0.95	2.33	3.48	0.58	2.32	0.76	0.76	1.14	1.71
DAYTON		0	1,259	18	1.43	1.73	0.39	0.93	0.54	0.85	1.38	0.83	1.57	1.19	0.74	0.66
DEER PARK		0	3,778	37	0.98	1.00	0.84	1.09	0.88	1.57	2.35	0.78	0.89	0.74	1.13	0.73
DES MOINES		0	9,414	138	1.47	1.13	1.30	1.35	0.72	0.98	0.98	0.74	0.87	0.87	0.84	1.08
	DES MOINES	0	3,692	49	1.33	1.32	1.43	1.30	0.75	1.10	1.17	0.85	0.86	0.85	0.84	1.17
	DES MOINES FEDERAL WAY	0	5,722	89	1.56	1.01	1.22	1.39	0.70	0.90	0.86	0.67	0.87	0.88	0.84	1.02
EASTON		0	433	5	1.15	1.39	1.36	0.91	0.91	3.19	1.13	1.12	1.11	0.44	0.22	0.44

WASHINGTON TROUBLE REPORT RATE - JANUARY 2015

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE JAN-15	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
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	1,497	22	1.47	2.51	1.12	1.31	0.72	2.64	1.78	1.20	1.24	0.98	0.86	1.20
ENUMCLAW		0	3,341	76	2.27	1.96	2.67	2.57	1.33	1.40	1.38	1.20	1.39	0.80	1.19	1.45
EPHRATA		0	1,612	6	0.37	1.10	1.03	0.71	0.59	0.46	0.29	0.62	0.50	0.77	0.76	1.55
GRAHAM		0	5,961	101	1.69	1.47	1.15	1.06	0.91	0.83	1.35	0.85	0.96	1.65	1.72	1.52
GREEN BLUFF		0	1,604	20	1.25	1.92	1.23	0.99	0.80	2.43	1.26	1.07	0.65	1.47	1.40	1.33
HOODSPORT		0	1,157	28	2.42	1.45	1.18	1.16	1.14	2.01	1.29	1.04	0.88	1.11	0.79	0.86
ISSAQUAH		0	8,389	62	0.74	0.66	0.84	0.98	0.55	0.96	0.65	0.54	0.63	0.71	0.87	0.75
KENT		0	18,908	197	1.04	0.96	0.83	0.81	0.76	0.82	0.73	0.84	0.64	0.67	0.93	0.66
	KENT MERIDIAN	0	6,016	93	1.55	1.44	1.28	1.02	0.86	1.08	1.01	1.13	0.75	0.85	1.03	0.83
	KENT O BRIEN	0	4,568	12	0.26	0.26	0.17	0.17	0.30	0.49	0.27	0.23	0.16	0.22	0.50	0.18
	KENT ULRICH	0	8,324	92	1.11	1.00	0.87	1.00	0.93	0.80	0.77	0.97	0.82	0.79	1.08	0.79
LIBERTY LAKE		0	451	2	0.44	0.87	0.87	0.64	1.26	0.42	0.20	0.60	0.20	0.59	0.78	0.39
LONGVIEW-KELSO		0	11,595	146	1.26	1.55	1.41	1.65	0.87	0.75	1.07	0.93	1.46	1.18	1.36	0.92
LOON LAKE		0	723	3	0.41	0.97	0.41	0.96	0.94	1.06	0.79	1.57	2.20	0.52	0.90	0.38
MAPLE VALLEY		0	4,052	46	1.14	0.78	1.34	1.54	0.53	1.09	0.96	1.46	0.78	0.73	1.01	0.71
MOSES LAKE		0	6,688	54	0.81	1.14	0.68	0.89	0.67	0.86	0.85	0.48	0.85	0.76	0.62	0.76
	MOSES LAKE AFB	0	1,116	5	0.45	0.88	0.44	1.04	0.42	0.58	0.33	0.40	0.48	0.71	0.31	0.70
	MOSES LAKE ALDER	0	5,572	49	0.88	1.19	0.73	0.86	0.73	0.92	0.96	0.50	0.93	0.77	0.68	0.77
NEWMAN LAKE		0	863	8	0.93	1.97	0.34	1.14	0.11	1.56	1.56	0.77	0.99	0.86	0.74	0.42
NORTHPORT		0	800	6	0.75	1.12	1.74	1.22	1.22	2.66	1.33	1.57	1.93	0.60	0.36	1.08
OLYMPIA		0	28,942	258	0.89	1.04	0.90	0.87	0.64	0.70	0.90	0.64	0.83	0.73	0.58	0.57
	OLYMPIA EVERGREEN	0	2,204	32	1.45	1.26	1.70	2.14	1.68	1.45	1.52	1.37	0.72	1.27	0.88	1.21
	OLYMPIA LACEY	0	12,224	123	1.01	1.09	0.85	0.91	0.63	0.77	0.84	0.64	1.12	0.57	0.66	0.51
	OLYMPIA WHITEHALL	0	14,514	103	0.71	0.97	0.81	0.65	0.49	0.53	0.85	0.53	0.60	0.77	0.46	0.52
OMAK-OKANOGAN		0	4,265	124	2.91	2.94	1.83	0.97	1.48	1.49	1.17	1.60	0.86	0.99	1.02	1.07
OROVILLE		0	1,240	15	1.21	2.46	1.73	2.09	0.84	0.99	1.05	0.89	0.95	0.73	1.23	0.92
OTHELLO		0	2,547	48	1.88	2.49	1.62	0.99	0.79	1.05	1.07	0.98	0.97	1.24	1.34	1.45
PASCO		0	7,465	75	1.00	1.05	0.60	0.89	0.51	0.87	0.67	0.52	0.73	0.78	0.64	0.76
PATEROS		2	460	4	0.87	2.82	0.85	4.18	3.56	9.98	1.48	0.36	1.08	1.63	0.54	0.71
POMEROY		1	981	24	2.45	4.13	0.70	1.58	0.79	1.68	1.88	1.07	1.27	1.37	1.36	1.45
PT. ANGELES		0	8,554	91	1.06	1.26	0.68	0.83	0.84	0.81	0.65	0.84	0.71	0.42	0.62	0.57
	PT ANGELES JOYCE	0	757	12	1.59	1.33	1.44	1.69	1.69	1.67	1.15	1.39	1.63	0.63	2.61	0.98
	PT. ANGELES	0	7,797	79	1.01	1.26	0.61	0.75	0.75	0.72	0.61	0.79	0.63	0.40	0.43	0.53
PT. LUDLOW		0	1,338	5	0.37	3.38	0.51	1.72	0.85	0.35	0.41	0.74	0.67	0.86	0.46	0.70

WASHINGTON TROUBLE REPORT RATE - JANUARY 2015

WRECENTER		STD EXD CNT	LINES	RPTS	RATE JAN-15	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
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	8,270	136	1.64	1.93	0.99	1.21	0.79	0.73	1.15	1.00	0.82	0.73	0.92	0.91
	PORT ORCHARD COLBY	0	3,016	55	1.82	1.73	0.84	1.31	1.01	0.87	0.92	0.91	0.96	0.74	0.91	1.11
	PT. ORCHARD	0	5,254	81	1.54	2.05	1.08	1.15	0.66	0.65	1.28	1.05	0.75	0.72	0.93	0.80
PT. TOWNSEND		0	6,499	85	1.31	1.24	0.74	1.29	0.91	0.90	0.94	0.98	0.93	1.03	1.33	1.06
PUYALLAP		0	10,902	106	0.97	1.04	0.85	1.10	0.89	1.05	0.71	0.69	0.76	0.89	1.03	0.80
RENTON		0	17,006	191	1.12	1.17	0.91	1.27	0.74	0.74	0.78	0.74	0.83	0.69	0.84	0.72
RIDGEFIELD		0	1,793	15	0.84	2.25	2.24	2.55	0.75	1.60	1.74	1.63	1.31	0.99	1.50	0.77
ROCHESTER		0	2,624	32	1.22	2.65	1.77	1.61	2.20	1.57	1.00	1.64	1.01	0.96	1.35	0.81
ROY		0	1,437	37	2.57	1.18	1.58	1.50	1.64	0.88	2.57	1.08	1.08	1.06	2.38	1.89
SEATTLE		0	131,489	991	0.75	0.83	0.66	0.79	0.58	0.56	0.47	0.53	0.52	0.54	0.63	0.57
	SEATTLE ATWATER	0	9,434	57	0.60	0.65	0.35	0.39	0.45	0.46	0.24	0.46	0.40	0.31	0.52	0.45
	SEATTLE CAMPUS	0	5,017	19	0.38	0.49	0.29	0.44	0.56	0.44	0.36	0.51	0.39	0.55	0.53	0.45
	SEATTLE CHERRY	0	14,262	170	1.19	1.03	0.89	1.19	0.83	1.02	0.67	0.57	0.79	0.90	1.01	0.83
	SEATTLE DUWAMISH	0	6,448	51	0.79	0.73	0.51	0.77	0.60	0.61	0.55	0.67	0.52	0.60	0.72	0.49
	SEATTLE EAST	0	14,975	109	0.73	0.73	0.56	0.76	0.52	0.65	0.48	0.54	0.45	0.48	0.63	0.61
	SEATTLE ELLIOT	0	4,545	10	0.22	0.18	0.22	0.22	0.19	0.11	0.23	0.15	0.23	0.35	0.23	0.08
	SEATTLE EMERSON	0	12,450	115	0.92	1.48	0.83	0.81	0.79	0.77	0.58	0.69	0.61	0.71	0.69	0.64
	SEATTLE LAKEVIEW	0	12,272	68	0.55	0.87	0.73	0.96	0.75	0.58	0.61	0.59	0.56	0.58	0.72	0.66
	SEATTLE MAIN	0	20,205	41	0.20	0.20	0.13	0.20	0.15	0.18	0.16	0.18	0.18	0.16	0.15	0.13
	SEATTLE MERCER ISLAND (ADAMS)	0	4,131	51	1.23	1.15	1.61	2.07	0.90	0.74	0.71	0.90	1.08	0.63	0.84	0.83
	SEATTLE PARKWAY	0	8,638	156	1.81	1.18	1.41	1.17	0.84	0.62	0.64	0.91	0.75	0.86	0.97	0.82
	SEATTLE SUNSET	0	9,988	64	0.64	1.02	0.82	0.69	0.66	0.48	0.47	0.46	0.46	0.51	0.60	0.62
	SEATTLE WEST	0	9,124	80	0.88	1.20	0.84	1.26	0.62	0.53	0.60	0.56	0.75	0.67	0.69	0.84
SEQUIM		0	7,477	81	1.08	1.00	0.67	0.97	0.60	0.70	0.58	0.91	0.69	0.58	0.61	0.55
SHELTON		0	7,146	78	1.09	1.28	1.02	1.24	1.46	1.23	1.39	0.81	1.19	0.69	0.89	0.71
SILVERDALE		0	5,887	60	1.02	1.11	1.08	0.64	0.80	0.66	0.90	0.73	0.51	0.55	0.61	0.54
SPOKANE		0	53,821	654	1.22	1.25	0.84	0.83	0.79	1.03	1.15	0.94	0.79	0.75	0.90	0.68
	SPOKANE CHESTNUT	0	1,260	18	1.43	1.19	0.71	0.47	0.78	0.85	2.96	1.20	0.89	1.77	1.54	1.60
	SPOKANE FAIRFAX	0	7,353	129	1.75	1.42	1.02	1.01	1.14	1.22	1.31	0.91	0.99	0.62	0.85	0.65
	SPOKANE HUDSON	0	5,833	82	1.41	1.42	1.10	0.99	0.70	1.44	1.41	1.09	1.01	0.81	0.77	0.85
	SPOKANE KEYSTONE	0	5,180	56	1.08	1.17	0.74	0.58	0.88	0.93	0.77	0.85	0.40	0.69	0.74	0.53
	SPOKANE MORAN	0	3,532	42	1.19	2.07	0.69	0.63	0.54	0.48	0.82	0.58	0.75	0.95	1.04	0.46
	SPOKANE RIVERSIDE	0	8,322	81	0.97	0.73	0.55	0.62	0.44	0.69	1.01	0.80	0.69	0.70	0.81	0.53
	SPOKANE WALNUT	0	14,375	165	1.15	1.06	0.80	0.67	0.73	0.85	0.81	0.85	0.80	0.74	0.91	0.62

WASHINGTON TROUBLE REPORT RATE - JANUARY 2015

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE JAN-15	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
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	7,966	81	1.02	1.56	1.05	1.37	1.04	1.58	1.70	1.32	0.80	0.70	1.07	0.91
SPRINGDALE		0	1,233	16	1.30	0.81	1.83	2.53	0.87	3.30	2.51	1.26	3.06	2.19	1.71	0.70
SUMNER (BONNEYLAKE)		0	6,149	70	1.14	1.24	1.58	2.25	0.92	0.65	0.85	0.96	0.87	1.10	0.97	1.17
TACOMA		0	59,407	632	1.06	0.92	0.99	0.94	0.74	0.73	0.68	0.74	0.78	0.72	0.97	0.91
	TACOMA FORT LEWIS	0	1,206	1	0.08	0.33	0.24	0.32	0.33	0.81	0.48	0.47	0.39	0.46	0.45	0.67
	TACOMA GREENFIELD	0	7,699	82	1.07	0.91	1.08	0.72	0.68	0.81	0.62	0.88	0.88	0.96	1.22	1.12
	TACOMA JUNIPER	0	8,285	69	0.83	0.86	1.11	0.71	0.67	0.74	0.70	0.68	0.92	0.63	0.85	0.59
	TACOMA LENNOX	0	9,230	127	1.38	1.39	0.93	1.47	1.45	0.89	0.77	0.92	1.06	1.01	1.08	1.11
	TACOMA LOGAN	0	5,880	99	1.68	1.06	1.02	0.94	0.80	0.84	0.82	0.86	0.94	0.78	1.15	1.33
	TACOMA MARKET (FAWCETT)	0	7,924	44	0.56	0.61	0.50	0.67	0.39	0.29	0.36	0.40	0.42	0.31	0.61	0.61
	TACOMA SKYLINE	0	6,190	80	1.29	0.96	1.13	1.25	0.53	0.71	1.07	0.87	0.82	0.85	1.23	1.18
	TACOMA WAVERLY-2	0	2,673	26	0.97	1.21	1.49	1.04	0.57	1.52	0.45	0.65	0.51	0.74	0.90	0.94
	TACOMA WAVERLY-7	0	10,320	104	1.01	0.71	1.11	0.88	0.64	0.58	0.67	0.69	0.61	0.58	0.85	0.68
VANCOUVER		0	34,547	296	0.86	1.00	0.93	1.03	0.82	0.81	0.76	0.74	0.71	0.83	0.75	0.67
	VANCOUVER ORCHARDS	0	17,427	132	0.76	0.94	0.71	0.98	0.79	0.81	0.72	0.63	0.72	0.83	0.73	0.58
	VANCOUVER OXFORD	0	10,235	77	0.75	1.00	1.11	0.88	0.59	0.68	0.70	0.60	0.61	0.73	0.71	0.64
	VANCOUVER SALMON CRK(NORTH)	0	6,885	87	1.26	1.13	1.26	1.40	1.22	1.02	0.94	1.22	0.87	0.99	0.85	0.96
WAITSBURG		0	321	1	0.31	1.22	1.21	1.52	0.00	1.51	1.52	2.11	1.47	1.17	2.62	1.16
WALLA WALLA (INCL TOUCHET)		0	7,188	100	1.39	1.64	0.52	0.46	0.83	0.62	0.55	0.55	0.46	0.60	0.74	0.67
WARDEN		0	619	12	1.94	1.90	1.88	1.55	1.23	1.22	0.75	1.90	1.87	0.86	1.28	0.84
WINLOCK		0	1,460	14	0.96	0.82	0.95	0.94	1.41	0.40	0.93	1.18	0.78	0.39	0.51	0.51
YAKIMA		0	19,325	173	0.90	0.81	0.65	0.64	0.75	0.72	0.69	0.58	0.53	0.42	0.52	0.56
	YAKIMA CHESTNUT	0	12,785	115	0.90	0.84	0.68	0.75	0.77	0.74	0.74	0.59	0.54	0.37	0.44	0.55
	YAKIMA WEST	0	6,540	58	0.89	0.76	0.60	0.43	0.70	0.67	0.58	0.56	0.49	0.51	0.68	0.58
Exchanges in Neighboring States																
CLARKSTON		0	2,887	53	1.84	2.38	1.45	1.26	1.34	2.64	1.50	1.42	1.15	1.77	1.09	0.87
TOTALS		0	637,575	6658	1.04	1.11	0.91	0.98	0.76	0.82	0.80	0.74	0.75	0.72	0.82	0.74

WASHINGTON TRUNK BLOCKING SUMMARY - JANUARY 2015

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	128	0	0.00%
LOCAL	353	0	0.00%
TOLL	372	2	0.54%

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Blanks in the report indicate no activity for the measure.

WASHINGTON TRUNK BLOCKING - JANUARY 2015

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072426	240			TOLL	TWO_WAY	0.89%	blking 012615@1800hrs, 012915@1600-1700hrs issue sa tgsr to cust
AP081906	216			TOLL	TWO_WAY	1.20%	blking 012615@1800hrs, 012915@1600-1700hrs, blkng 012115@1300hrs issue sa tgsr to cust / order NOM076131 +96 trunks comp 02/17/15

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JANUARY 2015

MEASURE	MARKET UNIT	JAN-15	FEB-15	MAR-15
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
Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JANUARY 2015

MEASURE	MARKET UNIT	JAN-15	FEB-15	MAR-15
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 - JANUARY 2015

MEASURE	MARKET UNIT	JAN-15	FEB-15	MAR-15
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 Remote Call Frwding-Non-Recurring	RES			
Amount of Remote Call Frwding-Non-Recurring	RES			
Count of All Orders	BUS			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JANUARY 2015

MEASURE	MARKET UNIT	JAN-15	FEB-15	MAR-15
Number of Scheduled Appointments (dispatched orders)	RES			
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			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JANUARY 2015

MEASURE	MARKET UNIT	JAN-15	FEB-15	MAR-15
Number of Scheduled Appointments (dispatched orders)	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 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			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JANUARY 2015

MEASURE	MARKET UNIT	JAN-15	FEB-15	MAR-15
Number of Scheduled Appointments (dispatched orders)	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 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 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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