



CenturyLink™

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March 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

Dear Mr. King:

Enclosed are the February 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

RECEIVED
RECORDS MANAGEMENT
2015 MAR 27 AM 11:30
STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

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Washington Service Quality Summary Report - FEBRUARY 2015

METRIC DESCRIPTION	JANUARY 2015			FEBRUARY 2015		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	1,160	1,597	72.64%	1,062	1,456	72.94%
OOS Tickets Not Cleared Within 48 Hrs	437	1	437	394	1	394
Number of OOS Exemptions	124	1	124	129	1	129
All Other Repairs Cleared LT < 72 Hrs	4,462	4,999	89.26%	4,100	4,560	89.91%
All Other Troubles Cleared GTR > 72 Hrs	537	1	537	460	1	460
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	17	1	17	12	1	12
Physically Obstructed All Other Troubles Cleared > 72 Hrs	208	1	208	186	1	186
Repair Force Majeure Exclusions	32	1	32	31	1	31
Repair Physically Obstructed Exclusions	76	1	76	58	1	58
Installation Appointments Met	1,265	1,389	91.07%	1,152	1,257	91.65%
Repair Appointments Met	2,472	2,997	82.48%	2,256	2,739	82.37%
Provisioning Missed for Company Reasons	186	1	186	178	1	178
Provisioning Missed for Customer Reasons	444	1	444	419	1	419
% of Switches Delivering Dial Tone Within 3 seconds	6,027	6,028	99.98%	5,996	6,000	99.93%

Blanks in the report indicate no activity for the measure.

1 of 18
 RECEIVED
 RECORDS MANAGEMENT
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 STATE OF WASH.
 UTIL. AND TRANSP.
 COMMISSION

Washington Orders Summary - FEBRUARY 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%		
ABERDEEN-HOQUIAM		38	9	69.33	1	97.37%	1	97.37%	1	97.37%
AUBURN		92	15	66.20	4	95.65%	4	95.65%	1	98.91%
BAINBRIDGE ISLAND		23	0		1	95.65%		100.00%		100.00%
BATTLEGROUND		32	1	118.00	3	90.63%	1	96.88%		100.00%
BELFAIR		25	2	143.00	0	100.00%		100.00%	1	96.00%
BELLEVUE		126	15	56.67	4	96.83%	2	98.41%	1	99.21%
	BELLEVUE GLENCOURT	60	8	51.00	1	98.33%	1	98.33%		100.00%
	BELLEVUE-SHERWOOD	66	7	63.14	3	95.45%	1	98.48%	1	98.48%
BELLINGHAM		109	10	97.70	2	98.17%		100.00%	1	97.25%
	BELLINGHAM LUMMI	5	1	4.00	0	100.00%		100.00%		100.00%
	BELLINGHAM REGENT	104	9	108.11	2	98.08%		100.00%	3	97.12%
BLACK DIAMOND		6	2	232.50	3	50.00%		100.00%	2	66.67%
BREMERTON		128	11	104.09	4	96.88%	3	97.66%	4	96.88%
	BREMERTON CROSBY	8	3	111.00	0	100.00%	1	87.50%	1	87.50%
	BREMERTON ESSEX	117	7	93.57	4	96.58%	2	98.29%	2	98.29%
	BREMERTON SUNNYSLOPE	3	1	157.00	0	100.00%		100.00%	1	66.67%
BUCKLEY		8	1	4.00	1	87.50%		100.00%		100.00%
CASTLE ROCK		12	2	156.50	2	83.33%		100.00%	1	91.67%
CENTRALIA		47	4	30.75	1	97.87%		100.00%		100.00%
CHEHALIS		47	6	75.67	3	93.62%	1	97.87%	1	97.87%
	CHEHALIS	39	3	26.33	3	92.31%		100.00%		100.00%
	CHEHALIS NAPAVIDE	8	3	125.00	0	100.00%	1	87.50%	1	87.50%
CLE-ELUM		10	0		0	100.00%		100.00%		100.00%
COLFAX		9	1	166.00	2	77.78%		100.00%	1	88.89%
COLVILLE		30	1	114.00	0	100.00%	1	96.67%		100.00%
COPALIS(OCEAN SHORES)		10	1	274.00	2	80.00%		100.00%	1	90.00%
COULEE DAM		7	0		0	100.00%		100.00%		100.00%
CRYSTAL MTN.		2	0		0	100.00%		100.00%		100.00%
DAYTON		12	3	23.33	0	100.00%		100.00%		100.00%
DEER PARK		16	4	37.00	0	100.00%	1	93.75%		100.00%
DES MOINES		92	11	34.91	4	95.65%	1	98.91%	1	98.91%
	DES MOINES	37	3	20.33	2	94.59%		100.00%		100.00%
	DES MOINES FEDERAL WAY	55	8	40.38	2	96.36%	1	98.18%	1	98.18%

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 - FEBRUARY 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%		
EASTON		4	2	175.50	0	100.00%		100.00%	1	75.00%
ELK		9	0		0	100.00%		100.00%		100.00%
ENUMCLAW		20	0		2	90.00%		100.00%		100.00%
EPHRATA		4	1	62.00	0	100.00%		100.00%		100.00%
GRAHAM		48	1	9.00	2	95.83%		100.00%		100.00%
GREEN BLUFF		6	1	2.00	0	100.00%		100.00%		100.00%
HOODSPORT		6	0		0	100.00%		100.00%		100.00%
ISSAQUAH		67	4	53.25	2	97.01%		100.00%	1	98.51%
KENT		147	30	106.20	6	95.92%	8	94.56%	9	93.88%
	KENT MERIDIAN	29	11	84.00	1	96.55%	4	86.21%	2	93.10%
	KENT O BRIEN	18	6	100.33	2	88.89%	1	94.44%	2	88.89%
	KENT ULRICH	100	13	127.69	3	97.00%	3	97.00%	5	95.00%
LIBERTY LAKE		6	1	31.00	0	100.00%		100.00%		100.00%
LONGVIEW-KELSO		116	5	111.00	4	96.55%	2	98.28%	2	98.28%
LOON LAKE		3	1	7.00	0	100.00%		100.00%		100.00%
MAPLE VALLEY		24	2	81.50	0	100.00%	1	95.83%		100.00%
MOSES LAKE		50	2	25.00	1	98.00%		100.00%		100.00%
	MOSES LAKE AFB	7	0		0	100.00%		100.00%		100.00%
	MOSES LAKE ALDER	43	2	25.00	1	97.67%		100.00%		100.00%
NEWMAN LAKE		4	0		0	100.00%		100.00%		100.00%
NORTHPORT		4	1	26.00	0	100.00%		100.00%		100.00%
OLYMPIA		208	18	86.78	14	93.27%	3	98.56%	4	98.08%
	OLYMPIA EVERGREEN	10	0		2	80.00%		100.00%		100.00%
	OLYMPIA LACEY	114	7	115.14	7	93.86%	2	98.25%	2	98.25%
	OLYMPIA WHITEHALL	84	11	68.73	5	94.05%	1	98.81%	2	97.62%
OMAK-OKANOGAN		26	1	44.00	1	96.15%		100.00%		100.00%
OROVILLE		8	1	27.00	0	100.00%		100.00%		100.00%
OTHELLO		20	6	51.67	0	100.00%	2	90.00%		100.00%
PASCO		54	5	78.40	2	96.30%	1	98.15%	1	98.15%
PATEROS		6	1	22.00	1	83.33%		100.00%		100.00%
POMEROY		5	1	7.00	1	80.00%		100.00%		100.00%
PT. ANGELES		51	5	96.80	2	96.08%	3	94.12%		100.00%
	PT ANGELES JOYCE	3	0		0	100.00%		100.00%		100.00%

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STANDARD						90.00%		99.00%		
	PT. ANGELES	48	5	96.80	2	95.83%	3	93.75%		100.00%
PT. LUDLOW		8	1	89.00	0	100.00%	1	87.50%		100.00%
PT. ORCHARD		58	1	11.00	2	96.55%		100.00%		100.00%
	PORT ORCHARD COLBY	20	0		0	100.00%		100.00%		100.00%
	PT. ORCHARD	38	1	11.00	2	94.74%		100.00%		100.00%
PT. TOWNSEND		25	5	127.40	1	96.00%	1	96.00%	2	92.00%
PUYALLAP		96	8	71.75	3	96.88%	1	98.96%	1	98.96%
RENTON		131	19	56.58	7	94.66%	1	99.24%	3	97.71%
RIDGEFIELD		9	1	283.00	0	100.00%		100.00%	1	88.89%
ROCHESTER		26	1	151.00	0	100.00%		100.00%	1	96.15%
ROY		10	1	2.00	0	100.00%		100.00%		100.00%
SEATTLE		778	106	72.03	20	97.43%	15	98.07%	21	97.30%
	SEATTLE ATWATER	49	2	171.00	1	97.96%	1	97.96%	1	97.96%
	SEATTLE CAMPUS	24	1	16.00	0	100.00%		100.00%		100.00%
	SEATTLE CHERRY	119	33	70.88	6	94.96%	7	94.12%	5	95.80%
	SEATTLE DUWAMISH	38	5	117.80	1	97.37%	1	97.37%	2	94.74%
	SEATTLE EAST	88	19	61.11	0	100.00%	1	98.86%	4	95.45%
	SEATTLE ELLIOT	14	4	32.50	1	92.86%		100.00%		100.00%
	SEATTLE EMERSON	85	6	57.17	1	98.82%	2	97.65%		100.00%
	SEATTLE LAKEVIEW	71	3	33.33	4	94.37%		100.00%		100.00%
	SEATTLE MAIN	79	11	34.73	3	96.20%		100.00%	1	98.73%
	SEATTLE MERCER ISLAND (ADAMS)	29	2	102.50	1	96.55%		100.00%	1	96.55%
	SEATTLE PARKWAY	70	8	67.50	2	97.14%		100.00%	2	97.14%
	SEATTLE SUNSET	56	4	138.75	0	100.00%		100.00%	2	96.43%
	SEATTLE WEST	56	8	116.63	0	100.00%	1	94.64%	3	94.64%
SEQUIM		39	4	84.25	3	92.31%	2	94.87%		100.00%
SHELTON		55	8	103.25	2	96.36%	3	94.55%	2	96.36%
SILVERDALE		31	2	36.50	0	100.00%		100.00%		100.00%
SPOKANE		483	42	85.36	7	98.55%	10	97.93%	8	98.34%
	SPOKANE CHESTNUT	13	0		0	100.00%		100.00%		100.00%
	SPOKANE FAIRFAX	81	5	66.00	0	100.00%	2	97.53%		100.00%
	SPOKANE HUDSON	78	8	84.88	2	97.44%	1	98.72%	2	97.44%
	SPOKANE KEYSTONE	58	5	86.40	1	98.28%	1	98.28%	1	98.28%

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STANDARD						90.00%		99.00%		
	SPOKANE MORAN	24	2	261.00	†	95.83%		100.00%	2	91.67%
	SPOKANE RIVERSIDE	62	6	103.00	†	98.39%	2	96.77%	1	98.39%
	SPOKANE WALNUT	103	12	48.42	2	98.06%	3	97.09%	†	99.03%
	SPOKANE WHITWORTH	64	4	105.75	0	100.00%	†	98.44%	†	98.44%
SPRINGDALE		7	3	151.67	0	100.00%	†	85.71%	†	85.71%
SUMNER (BONNEYLAKE)		41	3	37.33	2	95.12%		100.00%		100.00%
TACOMA		515	41	89.63	8	98.45%	9	98.25%	11	97.86%
	TACOMA FORT LEWIS	21	1	166.00	0	100.00%		100.00%	†	95.24%
	TACOMA GREENFIELD	68	11	79.64	2	97.06%	4	94.12%	2	97.06%
	TACOMA JUNIPER	87	8	46.25	†	98.85%	2	97.70%		100.00%
	TACOMA LENNOX	81	6	98.00	2	97.53%	2	97.53%	2	97.53%
	TACOMA LOGAN	58	3	61.33	†	98.28%	1	98.28%		100.00%
	TACOMA MARKET (FAWCETT)	48	4	189.00	0	100.00%		100.00%	3	93.75%
	TACOMA SKYLINE	41	1	1.00	0	100.00%		100.00%		100.00%
	TACOMA WAVERLY-2	15	0		0	100.00%		100.00%		100.00%
	TACOMA WAVERLY-7	96	7	104.86	2	97.92%		100.00%	3	96.88%
VANCOUVER		362	20	83.05	†	99.72%	1	99.72%	5	98.62%
	VANCOUVER ORCHARDS	163	12	92.00	0	100.00%	†	99.39%	4	97.55%
	VANCOUVER OXFORD	121	7	73.43	†	99.17%		100.00%	†	99.17%
	VANCOUVER SALMON CRK(NORTH)	78	1	43.00	0	100.00%		100.00%		100.00%
WAITSBURG		5	1	1.00	0	100.00%		100.00%		100.00%
WALLA WALLA (INCL TOUCHET)		49	5	107.40	0	100.00%	3	93.88%	1	97.96%
WARDEN		7	0		0	100.00%		100.00%		100.00%
WINLOCK		16	1	217.00	0	100.00%		100.00%	1	93.75%
YAKIMA		139	14	55.71	4	97.12%	2	98.56%	2	98.56%
	YAKIMA CHESTNUT	92	11	67.64	4	95.65%	2	97.83%	2	97.83%
	YAKIMA WEST	47	3	12.00	0	100.00%		100.00%		100.00%
Exchanges in Neighboring States										
CLARKSTON		15	2	18.50	†	93.33%		100.00%		100.00%
TOTALS		4,682	477	79.17	136	97.10%	85	98.18%	96	97.95%

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WASHINGTON TROUBLE REPORT RATE - FEBRUARY 2015

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE FEB-15	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
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	5,437	57	1.05	1.69	1.56	0.75	1.54	0.92	0.70	0.87	0.72	0.61	0.99	0.95
AUBURN		0	9,626	127	1.32	1.50	1.12	1.01	1.24	1.04	0.66	0.84	0.70	1.69	0.94	1.01
BAINBRIDGE ISLAND		0	5,529	50	0.90	1.60	1.91	1.06	1.23	0.89	1.15	0.95	0.99	0.82	0.70	1.01
BATTLEGROUND		0	5,585	55	0.98	1.12	1.95	1.56	1.55	0.88	1.10	1.29	1.18	0.80	0.89	1.19
BELFAIR		0	3,699	80	2.16	2.17	3.92	3.79	1.42	1.09	0.95	1.35	1.09	0.78	1.02	1.08
BELLEVUE		0	21,267	168	0.79	0.84	0.84	0.88	1.08	0.65	0.57	0.58	0.62	0.56	0.52	0.59
	BELLEVUE GLENCOURT	0	9,334	53	0.57	0.55	0.58	0.69	1.02	0.49	0.49	0.56	0.50	0.42	0.28	0.49
	BELLEVUE-SHERWOOD	0	11,933	115	0.96	1.06	1.04	1.02	1.13	0.78	0.64	0.60	0.71	0.66	0.70	0.66
BELLINGHAM		0	13,565	67	0.49	0.62	0.53	0.50	0.43	0.50	0.55	0.55	0.39	0.50	0.41	0.58
	BELLINGHAM LUMMI	0	899	4	0.44	0.99	0.43	0.43	0.32	1.27	1.36	2.09	0.10	1.14	0.62	0.72
	BELLINGHAM REGENT	0	12,666	63	0.50	0.60	0.54	0.51	0.43	0.45	0.49	0.45	0.41	0.46	0.40	0.57
BLACK DIAMOND		0	1,410	27	1.91	2.32	1.89	2.73	1.88	2.21	1.51	1.64	1.29	0.94	1.46	3.17
BREMERTON		0	19,999	106	0.53	0.45	0.54	0.51	0.49	0.46	0.42	0.46	0.42	0.47	0.41	0.75
	BREMERTON CROSBY	0	1,764	30	1.70	1.91	1.84	1.44	1.42	1.58	1.62	1.91	1.42	1.70	0.87	0.96
	BREMERTON ESSEX	0	17,830	74	0.42	0.32	0.41	0.43	0.40	0.36	0.29	0.32	0.31	0.32	0.36	0.75
	BREMERTON SUNNYSLOPE	0	405	2	0.49	0.00	0.49	0.24	0.00	0.00	0.72	0.00	0.70	0.93	0.92	0.00
BUCKLEY		0	1,048	19	1.81	1.98	1.49	2.11	1.47	1.63	1.27	1.41	1.21	1.61	0.67	1.58
CASTLE ROCK		0	2,156	39	1.81	1.84	1.73	1.27	1.80	1.66	1.73	1.23	1.39	0.99	1.20	1.44
CENTRALIA		0	3,699	42	1.14	2.07	1.25	1.18	1.14	0.98	1.18	1.12	0.94	0.97	1.24	1.20
CHEHALIS		0	5,778	63	1.09	1.24	1.07	1.02	1.08	1.04	0.65	0.83	0.92	1.39	0.79	0.74
	CHEHALIS	0	4,134	43	1.04	1.28	1.22	1.05	0.99	0.94	0.65	0.60	0.89	1.16	0.72	0.61
	CHEHALIS NAPAVINE	0	1,644	20	1.22	1.15	0.67	0.96	1.32	1.32	0.65	1.42	1.00	1.97	0.98	1.09
CLE-ELUM		0	1,859	15	0.81	0.59	1.33	0.90	0.84	0.63	1.09	1.19	0.46	0.61	0.56	0.25
COLFAX		0	1,575	14	0.89	0.95	1.33	0.94	0.94	0.87	0.99	1.00	0.99	0.61	0.61	0.67
COLVILLE		0	4,876	42	0.86	0.88	1.30	0.61	0.80	0.62	1.18	0.92	0.96	1.14	1.07	0.65
COPALIS(OCEAN SHORES)		0	1,968	28	1.42	1.71	1.24	1.23	1.31	0.78	1.25	1.14	1.04	0.84	1.06	1.82
COULEE DAM		0	1,376	19	1.38	1.73	2.57	2.34	1.62	0.92	2.16	0.69	2.32	1.83	0.94	0.60
CRYSTAL MTN.		0	521	3	0.58	1.54	1.72	2.11	0.95	2.33	3.48	0.58	2.32	0.76	0.76	1.14
DAYTON		0	1,259	15	1.19	1.43	1.73	0.39	0.93	0.54	0.85	1.38	0.83	1.57	1.19	0.74
DEER PARK		0	3,744	70	1.87	0.98	1.00	0.84	1.09	0.88	1.57	2.36	0.78	0.89	0.74	1.13
DES MOINES		0	9,276	149	1.61	1.47	1.13	1.30	1.35	0.72	0.98	0.98	0.74	0.87	0.87	0.84
	DES MOINES	0	3,653	54	1.48	1.33	1.32	1.43	1.30	0.75	1.10	1.17	0.85	0.86	0.85	0.84
	DES MOINES FEDERAL WAY	0	5,623	95	1.69	1.56	1.01	1.22	1.39	0.70	0.90	0.86	0.67	0.87	0.88	0.84
EASTON		0	433	1	0.23	1.15	1.39	1.36	0.91	0.91	3.19	1.13	1.12	1.11	0.44	0.22

WASHINGTON TROUBLE REPORT RATE - FEBRUARY 2015

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE FEB-15	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
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	1,484	8	0.54	1.47	2.51	1.12	1.31	0.72	2.64	1.78	1.20	1.24	0.98	0.86
ENUMCLAW		0	3,307	59	1.78	2.27	1.96	2.67	2.57	1.33	1.40	1.38	1.20	1.39	0.80	1.19
EPHRATA		0	1,594	8	0.50	0.37	1.10	1.03	0.71	0.59	0.46	0.29	0.62	0.50	0.77	0.76
GRAHAM		0	5,920	90	1.52	1.69	1.47	1.15	1.06	0.91	0.83	1.35	0.85	0.96	1.65	1.72
GREEN BLUFF		0	1,596	16	1.00	1.25	1.92	1.23	0.99	0.80	2.43	1.26	1.07	0.65	1.47	1.40
HOODSPORT		0	1,144	11	0.96	2.42	1.45	1.18	1.16	1.14	2.01	1.29	1.04	0.88	1.11	0.79
ISSAQUAH		0	8,322	79	0.95	0.74	0.66	0.84	0.98	0.55	0.96	0.65	0.54	0.63	0.71	0.87
KENT		0	18,688	167	0.89	1.04	0.96	0.83	0.81	0.76	0.82	0.73	0.84	0.64	0.67	0.93
	KENT MERIDIAN	0	5,944	90	1.51	1.55	1.44	1.28	1.02	0.86	1.08	1.01	1.13	0.75	0.85	1.03
	KENT O BRIEN	0	4,514	11	0.24	0.26	0.26	0.17	0.17	0.30	0.49	0.27	0.23	0.16	0.22	0.50
	KENT ULRICH	0	8,230	66	0.80	1.11	1.00	0.87	1.00	0.93	0.80	0.77	0.97	0.82	0.79	1.08
LIBERTY LAKE		0	441	1	0.23	0.44	0.87	0.87	0.64	1.26	0.42	0.20	0.60	0.20	0.59	0.78
LONGVIEW-KELSO		0	11,467	117	1.02	1.26	1.55	1.41	1.65	0.87	0.75	1.07	0.93	1.46	1.18	1.36
LOON LAKE		0	722	7	0.97	0.41	0.97	0.41	0.96	0.94	1.06	0.79	1.57	2.20	0.52	0.90
MAPLE VALLEY		0	4,015	39	0.97	1.14	0.78	1.34	1.54	0.53	1.09	0.96	1.46	0.78	0.73	1.01
MOSES LAKE		0	6,612	67	1.01	0.81	1.14	0.68	0.89	0.67	0.86	0.85	0.48	0.85	0.76	0.62
	MOSES LAKE AFB	0	1,102	4	0.36	0.45	0.88	0.44	1.04	0.42	0.58	0.33	0.40	0.48	0.71	0.31
	MOSES LAKE ALDER	0	5,510	63	1.14	0.88	1.19	0.73	0.86	0.73	0.92	0.96	0.50	0.93	0.77	0.68
NEWMAN LAKE		0	854	6	0.70	0.93	1.97	0.34	1.14	0.11	1.56	1.56	0.77	0.99	0.86	0.74
NORTHPORT		0	797	6	0.75	0.75	1.12	1.74	1.22	1.22	2.66	1.33	1.57	1.93	0.60	0.36
OLYMPIA		0	28,720	268	0.93	0.89	1.04	0.90	0.87	0.64	0.70	0.90	0.64	0.83	0.73	0.58
	OLYMPIA EVERGREEN	0	2,193	25	1.14	1.45	1.26	1.70	2.14	1.68	1.45	1.52	1.37	0.72	1.27	0.88
	OLYMPIA LACEY	0	12,124	112	0.92	1.01	1.09	0.85	0.91	0.63	0.77	0.84	0.64	1.12	0.57	0.66
	OLYMPIA WHITEHALL	0	14,403	131	0.91	0.71	0.97	0.81	0.65	0.49	0.53	0.85	0.53	0.60	0.77	0.46
OMAK-OKANOGAN		0	4,234	84	1.98	2.91	2.94	1.83	0.97	1.48	1.49	1.17	1.60	0.86	0.99	1.02
OROVILLE		0	1,233	18	1.46	1.21	2.46	1.73	2.09	0.84	0.99	1.05	0.89	0.95	0.73	1.23
OTHELLO		0	2,522	52	2.06	1.88	2.49	1.62	0.99	0.79	1.05	1.07	0.98	0.97	1.24	1.34
PASCO		0	7,365	64	0.87	1.00	1.05	0.60	0.89	0.51	0.87	0.67	0.52	0.73	0.78	0.64
PATEROS		2	453	2	0.44	0.87	2.82	0.85	4.18	3.56	9.98	1.48	0.36	1.08	1.63	0.54
POMEROY		1	980	11	1.12	2.45	4.13	0.70	1.58	0.79	1.68	1.88	1.07	1.27	1.37	1.36
PT. ANGELES		0	8,512	74	0.87	1.06	1.26	0.68	0.83	0.84	0.81	0.65	0.84	0.71	0.42	0.62
	PT ANGELES JOYCE	0	751	12	1.60	1.59	1.33	1.44	1.69	1.69	1.67	1.15	1.39	1.63	0.63	2.61
	PT. ANGELES	0	7,761	62	0.80	1.01	1.26	0.61	0.75	0.75	0.72	0.61	0.79	0.63	0.40	0.43
PT. LUDLOW		0	1,331	7	0.53	0.37	3.38	0.51	1.72	0.85	0.35	0.41	0.74	0.67	0.86	0.46

WASHINGTON TROUBLE REPORT RATE - FEBRUARY 2015

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE FEB-15	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
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	8,200	115	1.40	1.64	1.93	0.99	1.21	0.79	0.73	1.15	1.00	0.82	0.73	0.92
	PORT ORCHARD COLBY	0	2,993	37	1.24	1.82	1.73	0.84	1.31	1.01	0.87	0.92	0.91	0.96	0.74	0.91
	PT. ORCHARD	0	5,207	78	1.50	1.54	2.05	1.08	1.15	0.66	0.65	1.28	1.05	0.75	0.72	0.93
PT. TOWNSEND		0	6,417	54	0.84	1.31	1.24	0.74	1.29	0.91	0.90	0.94	0.98	0.93	1.03	1.33
PUYALLAP		0	10,786	101	0.94	0.97	1.04	0.85	1.10	0.89	1.05	0.71	0.69	0.76	0.89	1.03
RENTON		0	16,826	226	1.34	1.12	1.17	0.91	1.27	0.74	0.74	0.78	0.74	0.83	0.69	0.84
RIDGEFIELD		0	1,782	47	2.64	0.84	2.25	2.24	2.55	0.75	1.60	1.74	1.63	1.31	0.99	1.50
ROCHESTER		0	2,604	34	1.31	1.22	2.65	1.77	1.61	2.20	1.57	1.00	1.64	1.01	0.96	1.35
ROY		0	1,431	21	1.47	2.57	1.18	1.58	1.50	1.64	0.88	2.57	1.08	1.08	1.06	2.38
SEATTLE		0	130,362	943	0.72	0.75	0.83	0.66	0.79	0.58	0.56	0.47	0.53	0.52	0.54	0.63
	SEATTLE ATWATER	0	9,362	45	0.48	0.60	0.65	0.35	0.39	0.45	0.46	0.24	0.46	0.40	0.31	0.52
	SEATTLE CAMPUS	0	4,978	21	0.42	0.38	0.49	0.29	0.44	0.56	0.44	0.36	0.51	0.39	0.55	0.53
	SEATTLE CHERRY	0	14,163	166	1.17	1.19	1.03	0.89	1.19	0.83	1.02	0.67	0.57	0.79	0.90	1.01
	SEATTLE DUWAMISH	0	6,377	45	0.71	0.79	0.73	0.51	0.77	0.60	0.61	0.55	0.67	0.52	0.60	0.72
	SEATTLE EAST	0	14,840	88	0.59	0.73	0.73	0.56	0.76	0.52	0.65	0.48	0.54	0.45	0.48	0.63
	SEATTLE ELLIOT	0	4,513	5	0.11	0.22	0.18	0.22	0.22	0.19	0.11	0.23	0.15	0.23	0.35	0.23
	SEATTLE EMERSON	0	12,304	119	0.97	0.92	1.48	0.83	0.81	0.79	0.77	0.58	0.69	0.61	0.71	0.69
	SEATTLE LAKEVIEW	0	12,140	79	0.65	0.55	0.87	0.73	0.96	0.75	0.58	0.61	0.59	0.56	0.58	0.72
	SEATTLE MAIN	0	20,015	68	0.34	0.20	0.20	0.13	0.20	0.15	0.18	0.16	0.18	0.18	0.16	0.15
	SEATTLE MERCER ISLAND (ADAMS)	0	4,113	59	1.43	1.23	1.15	1.61	2.07	0.90	0.74	0.71	0.90	1.08	0.63	0.84
	SEATTLE PARKWAY	0	8,554	88	1.03	1.81	1.18	1.41	1.17	0.84	0.62	0.64	0.91	0.75	0.85	0.97
	SEATTLE SUNSET	0	9,961	71	0.71	0.64	1.02	0.82	0.69	0.66	0.48	0.47	0.46	0.46	0.51	0.60
	SEATTLE WEST	0	9,042	89	0.98	0.88	1.20	0.84	1.26	0.62	0.53	0.60	0.56	0.75	0.67	0.69
SEQUIM		0	7,423	51	0.69	1.08	1.00	0.67	0.97	0.60	0.70	0.58	0.91	0.69	0.58	0.61
SHELTON		0	7,073	64	0.90	1.09	1.28	1.02	1.24	1.46	1.23	1.39	0.81	1.19	0.69	0.89
SILVERDALE		0	5,786	76	1.31	1.02	1.11	1.08	0.64	0.80	0.66	0.90	0.73	0.51	0.55	0.61
SPOKANE		0	53,330	616	1.16	1.22	1.25	0.84	0.83	0.79	1.03	1.15	0.94	0.79	0.75	0.90
	SPOKANE CHESTNUT	0	1,242	19	1.53	1.43	1.19	0.71	0.47	0.78	0.85	2.96	1.20	0.89	1.77	1.54
	SPOKANE FAIRFAX	0	7,297	153	2.10	1.75	1.42	1.02	1.01	1.14	1.22	1.31	0.91	0.99	0.62	0.85
	SPOKANE HUDSON	0	5,776	78	1.35	1.41	1.42	1.10	0.99	0.70	1.44	1.41	1.09	1.01	0.81	0.77
	SPOKANE KEYSTONE	0	5,155	44	0.85	1.08	1.17	0.74	0.58	0.88	0.93	0.77	0.85	0.40	0.69	0.74
	SPOKANE MORAN	0	3,502	40	1.14	1.19	2.07	0.69	0.63	0.54	0.48	0.82	0.58	0.75	0.95	1.04
	SPOKANE RIVERSIDE	0	8,261	88	1.07	0.97	0.73	0.55	0.62	0.44	0.69	1.01	0.80	0.69	0.70	0.81
	SPOKANE WALNUT	0	14,210	121	0.85	1.15	1.06	0.80	0.67	0.73	0.85	0.81	0.85	0.80	0.74	0.91

WASHINGTON TROUBLE REPORT RATE - FEBRUARY 2015

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE FEB-15	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
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	7,887	73	0.93	1.02	1.56	1.05	1.37	1.04	1.58	1.70	1.32	0.80	0.70	1.07
SPRINGDALE		0	1,231	13	1.06	1.30	0.81	1.83	2.53	0.87	3.30	2.51	1.26	3.06	2.19	1.71
SUMNER (BONNEYLAKE)		0	6,115	90	1.47	1.14	1.24	1.58	2.25	0.92	0.65	0.85	0.96	0.87	1.10	0.97
TACOMA		0	58,818	594	1.01	1.06	0.92	0.99	0.94	0.74	0.73	0.68	0.74	0.78	0.72	0.97
	TACOMA FORT LEWIS	0	1,199	5	0.42	0.08	0.33	0.24	0.32	0.33	0.81	0.48	0.47	0.39	0.46	0.45
	TACOMA GREENFIELD	0	7,624	80	1.05	1.07	0.91	1.08	0.72	0.68	0.81	0.62	0.88	0.88	0.96	1.22
	TACOMA JUNIPER	0	8,210	72	0.88	0.83	0.86	1.11	0.71	0.67	0.74	0.70	0.68	0.92	0.63	0.85
	TACOMA LENNOX	0	9,132	124	1.36	1.38	1.39	0.93	1.47	1.45	0.89	0.77	0.92	1.06	1.01	1.08
	TACOMA LOGAN	0	5,786	97	1.68	1.68	1.06	1.02	0.94	0.80	0.84	0.82	0.86	0.94	0.78	1.15
	TACOMA MARKET (FAWCETT)	0	7,878	36	0.46	0.56	0.61	0.50	0.67	0.39	0.29	0.36	0.40	0.42	0.31	0.61
	TACOMA SKYLINE	0	6,125	61	1.00	1.29	0.96	1.13	1.25	0.53	0.71	1.07	0.87	0.82	0.85	1.23
	TACOMA WAVERLY-2	0	2,653	34	1.28	0.97	1.21	1.49	1.04	0.57	1.52	0.45	0.65	0.51	0.74	0.90
	TACOMA WAVERLY-7	0	10,211	85	0.83	1.01	0.71	1.11	0.88	0.64	0.58	0.67	0.69	0.61	0.58	0.85
VANCOUVER		0	34,217	300	0.88	0.86	1.00	0.93	1.03	0.82	0.81	0.76	0.74	0.71	0.83	0.75
	VANCOUVER ORCHARDS	0	17,248	132	0.77	0.76	0.94	0.71	0.98	0.79	0.81	0.72	0.63	0.72	0.83	0.73
	VANCOUVER OXFORD	0	10,162	85	0.84	0.75	1.00	1.11	0.88	0.59	0.68	0.70	0.60	0.61	0.73	0.71
	VANCOUVER SALMON CRK(NORTH)	0	6,807	83	1.22	1.26	1.13	1.26	1.40	1.22	1.02	0.94	1.22	0.87	0.99	0.85
WAITSBURG		0	315	7	2.22	0.31	1.22	1.21	1.52	0.00	1.51	1.52	2.11	1.47	1.17	2.62
WALLA WALLA (INCL TOUCHET)		0	7,118	53	0.74	1.39	1.64	0.52	0.46	0.83	0.62	0.55	0.55	0.46	0.60	0.74
WARDEN		0	611	16	2.62	1.94	1.90	1.88	1.55	1.23	1.22	0.75	1.90	1.87	0.86	1.28
WINLOCK		0	1,453	7	0.48	0.96	0.82	0.95	0.94	1.41	0.40	0.93	1.18	0.78	0.39	0.51
YAKIMA		0	19,130	154	0.81	0.90	0.81	0.65	0.64	0.75	0.72	0.69	0.58	0.53	0.42	0.52
	YAKIMA CHESTNUT	0	12,625	94	0.74	0.90	0.84	0.68	0.75	0.77	0.74	0.74	0.59	0.54	0.37	0.44
	YAKIMA WEST	0	6,505	60	0.92	0.89	0.76	0.60	0.43	0.70	0.67	0.58	0.56	0.49	0.51	0.68
Exchanges in Neighboring States																
CLARKSTON		0	2,843	46	1.62	1.84	2.38	1.45	1.26	1.34	2.64	1.50	1.42	1.15	1.77	1.09
TOTALS		0	631,869	6,145	0.97	1.04	1.11	0.91	0.98	0.76	0.82	0.80	0.74	0.75	0.72	0.82

WASHINGTON TRUNK BLOCKING SUMMARY - FEBRUARY 2015

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	126	0	0.00%
LOCAL	353	0	0.00%
TOLL	411	2	0.49%

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Blanks in the report indicate no activity for the measure.

WASHINGTON TRUNK BLOCKING - FEBRUARY 2015

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072405	96			TOLL	TWO_WAY	2.33%	1xblkng 020915@1100hrs issued sa tgsr to cust
AP072426	240			TOLL	TWO_WAY	1.03%	blkng 02/06/15@1300hrs ,blkng 021815@1300hrs 021915@1400,1700hrs 022315@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 - FEBRUARY 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			

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Qwest Corporation d/b/a CenturyLink QC
 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - FEBRUARY 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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Qwest Corporation d/b/a CenturyLink QC
 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - FEBRUARY 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 Voice Mail Nonrecurring Credits	RES			
Amount of Voice Mail Nonrecurring Credits	RES			
Number of Remote Call Frwding-Non-Recurring	RES			
Amount of Remote Call Frwding-Non-Recurring	RES			

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Qwest Corporation d/b/a CenturyLink QC
WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - FEBRUARY 2015

MEASURE	MARKET UNIT	JAN-15	FEB-15	MAR-15
Number of Scheduled Appointments (dispatched orders)	RES			
Count of All Orders	BUS			
WA Completed Orders for Primary Service installed within 5 business days	BUS			
Number of credits-First Month's Charge(HO Recurring)	BUS			
Amount of credit-First Month's Charge(HO Recur)	BUS			
Number of credits-Installation (HO NonRecur)	BUS			
Amount of credits-Installation (Ho NonRecur)	BUS			
Number of Voice Mail Nonrecurring Credits	BUS			
Amount of Voice Mail Nonrecurring Credits	BUS			
Number of Remote Call Frwding-Non-Recurring	BUS			
Amount of Remote Call Frwding-Non-Recurring	BUS			
Number of out of service repair reports cleared within two working days	RES			
Percentage of out of service repair reports cleared within two working days	RES			
Number of out of service repair reports not cleared within two working days minus exceptions.	RES			
Percentage of out of service repair reports not cleared within two working days minus exceptions.	RES			
Total amount of two day out of service condition credits	RES			

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Qwest Corporation d/b/a CenturyLink QC
 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - FEBRUARY 2015

MEASURE	MARKET UNIT	JAN-15	FEB-15	MAR-15
Number of Scheduled Appointments (dispatched orders)	RES			
Total amount of two day out of service condition credit exceptions	RES			
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES			
Number of two day out of service condition credit exceptions for Weather Related Events	RES			
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foilage, etc.)	RES			
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	RES			
Number of out of service repair reports cleared within two working days	BUS			
Percentage of out of service repair reports cleared within two working days	BUS			
Number of out of service repair reports not cleared within two working days minus exceptions.	BUS			
Percentage of out of service repair reports not cleared within two working days minus exceptions.	BUS			
Total amount of two day out of service condition credits	BUS			
Total amount of two day out of service condition credit exceptions	BUS			
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	BUS			
Number of two day out of service condition credit exceptions for Weather Related Events	BUS			
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foilage, etc.)	BUS			
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	BUS			

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 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - FEBRUARY 2015

MEASURE	MARKET UNIT	JAN-15	FEB-15	MAR-15
Number of Scheduled Appointments (dispatched orders)	RES			
Number of out of service repair reports cleared within seven calendar days	RES			
Percentage of out of service repair reports cleared within seven calendar days	RES			
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	RES			
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	RES			
Total amount of seven day out of service condition credits	RES			
Total amount of seven day out of service condition credit exceptions	RES			
No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES			
Number of seven day out of service condition credit exceptions for Weather Related Events	RES			
Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	RES			
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	RES			
Number of out of service repair reports cleared within seven calendar days	BUS			
Percentage of out of service repair reports cleared within seven calendar days	BUS			
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS			
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS			
Total amount of seven day out of service condition credit exceptions	BUS			
No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	BUS			

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 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - FEBRUARY 2015

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