



Mark S. Reynolds  
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February 27, 2013

David Danner, Secretary & Executive Director  
Washington Utilities and Transportation Commission  
1300 S. Evergreen Park Dr. SW  
Olympia, Washington 98504-7250

Attention: Kristen Russell  
Re: Docket Nos. UT-921192, UT-950200, UT-991358, UT-030704, UT-061625

Dear Mr. Danner:

Enclosed are the January 2013 service quality performance reports required of Qwest d/b/a CenturyLink QC in accordance with Docket Nos. UT-921192, UT-950200, UT-991358, UT-030704, UT-061625 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 on (206) 345-1568 if you have questions or need additional information.

Very truly yours,

*Scott Collins for*  
Mark Reynolds

Enclosures  
cc: Lisa Anderl

2013 MAR - 1 AM 10:59  
CENTURYLINK  
COMMUNICATIONS  
CORPORATION

Washington Service Quality Summary Report - JANUARY 2013

METRIC DESCRIPTION	JANUARY 2013		
	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	2,289	2,544	89.98%
OOS Tickets Not Cleared Within 48 Hrs	255	1	255
Number of OOS Exemptions	115	1	115
All Other Repairs Cleared LT < 72 Hrs	5,599	5,691	98.38%
All Other Troubles Cleared GTR > 72 Hrs	92	1	92
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	7	1	7
Physically Obstructed All Other Troubles Cleared > 72 Hrs	59	1	59
Repair Force Majeure Exclusions	41	1	41
Repair Physically Obstructed Exclusions	90	1	90
Installation Appointments Met	2,007	2,150	93.35%
Repair Appointments Met	2,747	3,218	85.36%
Provisioning Missed for Company Reasons	189	1	189
Provisioning Missed for Customer Reasons	529	1	529
% of Switches Delivering Dial Tone Within 3 seconds	6,673	6,673	100.00%

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - JANUARY 2013  
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 COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLETED > 180 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 180 DAYS
STANDARD		57	0		6	99.00%	0	99.00%		99.00%
ABERDEEN-HOQUIAM		128	4	31.50	4	89.47%	0	100.00%		100.00%
AUBURN		32	1	6.00	0	100.00%	0	100.00%		100.00%
BAINBRIDGE ISLAND		46	3	20.00	3	93.48%	0	100.00%		100.00%
BATTLEGROUND		25	2	25.00	0	100.00%	0	100.00%		100.00%
BELFAIR		160	8	79.38	4	97.50%	0	100.00%	1	99.38%
BELLEVUE		78	1	0.00	2	97.44%	0	100.00%		100.00%
BELLEVUE GLENCOURT		82	7	90.71	2	97.56%	0	100.00%	1	98.78%
BELLEVUE-SHERWOOD		130	2	38.50	3	97.69%	0	100.00%		100.00%
BELLINGHAM		12	0		1	91.67%	0	100.00%		100.00%
BELLINGHAM LUMMI		118	2	38.50	2	98.31%	0	100.00%		100.00%
BELLINGHAM REGENT		9	3	91.67	0	100.00%	0	100.00%	1	88.89%
BLACK DIAMOND		131	2	22.00	4	96.95%	0	100.00%		100.00%
BREMERTON		9	1	43.00	0	100.00%	0	100.00%		100.00%
BREMERTON CROSBY		118	1	1.00	4	96.61%	0	100.00%		100.00%
BREMERTON ESSEX		4	0		0	100.00%	0	100.00%		100.00%
BREMERTON SUNNYSLOPE		21	0		1	95.24%	0	100.00%		100.00%
BUCKLEY		26	0		0	100.00%	0	100.00%		100.00%
CASTLE ROCK		64	0		0	100.00%	0	100.00%		100.00%
CENTRALIA		55	1	325.00	1	98.18%	0	100.00%	1	98.18%
CHEHALIS		41	1	325.00	1	97.56%	0	100.00%	1	97.56%
CHEHALIS NAPAVALINE		14	0		0	100.00%	0	100.00%		100.00%
GLE-ELUM		11	0		0	100.00%	0	100.00%		100.00%
COLFAX		12	0		0	100.00%	0	100.00%		100.00%
COLVILLE		35	3	56.67	1	97.14%	0	100.00%		100.00%
COPALIS(OCEAN SHORES)		19	0		1	94.74%	0	100.00%		100.00%
COULEE DAM		12	1	74.00	0	100.00%	0	100.00%		100.00%
CRYSTAL MTN.		6	0		1	83.33%	0	100.00%		100.00%
DAYTON		10	2	25.00	0	100.00%	0	100.00%		100.00%
DEER PARK		32	1	1.00	1	96.88%	0	100.00%		100.00%
DES MOINES		136	6	76.00	2	98.53%	0	100.00%	1	99.26%
DES MOINES FEDERAL WAY		46	0		0	100.00%	0	100.00%		100.00%
EASTON		90	6	76.00	2	97.78%	0	100.00%	1	98.89%
ELK		2	0		0	100.00%	0	100.00%		100.00%
ENUNICLAW		15	1	78.00	1	93.33%	0	100.00%		100.00%
		30	1	15.00	0	100.00%	0	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 2013  
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDRS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDRS COMPLETED WITHIN 5 DAYS	INWARD ORDRS NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDRS COMPLETED WITHIN 90 DAYS	INWARD ORDRS NOT COMPLETED > 180 DAYS FROM DUE DATE	PCT INWARD ORDRS COMPLETED WITHIN 180 DAYS
STANDARD		15	1	10.00	0	90.00%	0	99.00%	0	99.00%
EPHRATA		91	3	51.00	6	100.00%	0	100.00%	0	100.00%
GRAHAM		10	2	65.50	0	93.41%	0	100.00%	0	100.00%
GREEN BLUFF		6	0	16.00	1	100.00%	0	100.00%	0	100.00%
HOODSPORT		56	1	74.00	2	100.00%	0	100.00%	1	100.00%
ISSAQUAH		231	6	125.00	1	98.21%	0	100.00%	0	99.57%
KENT		67	2	23.00	0	99.13%	0	100.00%	1	98.51%
KENT MERIDIAN		24	3	125.00	1	100.00%	0	100.00%	0	100.00%
KENT O BRIEN		140	1	125.00	1	99.29%	0	100.00%	0	100.00%
KENT ULRICH		4	0	10.67	2	75.00%	0	100.00%	0	100.00%
LIBERTY LAKE		151	3	51.00	0	98.68%	0	100.00%	0	100.00%
LONGVIEW-KELSO		3	1	37.50	1	100.00%	0	100.00%	0	100.00%
LOON LAKE		31	2	5.00	1	96.77%	0	100.00%	0	100.00%
MAPLE VALLEY		79	2	5.00	1	98.73%	0	100.00%	0	100.00%
MOSES LAKE		14	0	5.00	0	100.00%	0	100.00%	0	100.00%
MOSES LAKE AFB		65	2	5.00	1	98.46%	0	100.00%	0	100.00%
MOSES LAKE ALDER		6	0	23.40	0	83.33%	0	100.00%	0	100.00%
NEWMAN LAKE		8	0	5.50	1	100.00%	0	100.00%	0	100.00%
NORTHPORT		301	5	35.33	7	97.67%	0	100.00%	0	100.00%
OLYMPIA		14	0	61.50	1	92.86%	0	100.00%	0	100.00%
OLYMPIA EVERGREEN		142	2	48.25	1	99.30%	0	100.00%	0	100.00%
OLYMPIA LACEY		145	3	21.00	5	96.55%	0	100.00%	0	100.00%
OLYMPIA WHITEHALL		46	2	21.00	0	100.00%	0	100.00%	0	100.00%
OMAK-OKANOGAN		19	1	51.50	0	100.00%	0	100.00%	0	100.00%
OROVILLE		36	2	48.25	1	97.22%	0	100.00%	0	100.00%
OTHELLO		117	4	41.83	0	100.00%	0	100.00%	0	100.00%
PASCO		7	0	46.00	0	100.00%	0	100.00%	0	100.00%
PATEROS		8	0	20.33	0	100.00%	0	100.00%	0	100.00%
POMEROY		58	6	3.50	1	98.28%	0	100.00%	0	100.00%
PT. ANGELES		4	1	54.00	0	100.00%	0	100.00%	0	100.00%
PT. ANGELES JOYCE		54	5	3.00	1	98.15%	0	100.00%	0	100.00%
PT. ANGELES		10	0	20.33	0	100.00%	0	100.00%	0	100.00%
PT. LUDLOW		73	3	54.00	7	90.41%	0	100.00%	0	100.00%
PT. ORCHARD		25	2	54.00	1	96.00%	0	100.00%	0	100.00%
PT. ORCHARD COLBY		48	1	3.00	6	87.50%	0	100.00%	0	100.00%
PT. ORCHARD		53	1	3.00	1	98.11%	0	100.00%	0	100.00%
PT. TOWNSEND										

Source: 5 and 90 day data from RSOR completed orders  
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					INWARD ORDERS	NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDERS	NOT COMPLETED > 90 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDERS	NOT COMPLETED > 180 DAYS FROM DUE DATE	PCT INWARD ORDS COMPLETED WITHIN 180 DAYS			
STANDARD		148	6	60.00	0	0	90.00%	0	0	99.00%	0	0	0	0	99.00%	0
PUYALLAP		244	8	39.13	8	0	100.00%	0	0	100.00%	0	0	0	0	100.00%	0
RENTON		14	0		0	0	100.00%	0	0	100.00%	0	0	0	0	100.00%	0
RIDGEFIELD		28	0		1	0	96.43%	0	0	100.00%	0	0	0	0	100.00%	0
ROCHESTER		14	1	11.00	0	0	100.00%	0	0	100.00%	0	0	0	0	100.00%	0
ROY		1,142	25	34.28	19	0	98.34%	0	0	100.00%	0	0	0	0	100.00%	0
SEATTLE		71	1	34.00	2	0	97.18%	0	0	100.00%	0	0	0	0	100.00%	0
	SEATTLE ATWATER	40	0		0	0	100.00%	0	0	100.00%	0	0	0	0	100.00%	0
	SEATTLE CAMPUS	191	7	28.86	4	0	97.91%	0	0	100.00%	0	0	0	0	100.00%	0
	SEATTLE CHERRY	59	2	49.00	1	0	98.31%	0	0	100.00%	0	0	0	0	100.00%	0
	SEATTLE DUWAMISH	152	4	42.50	3	0	98.03%	0	0	100.00%	0	0	0	0	100.00%	0
	SEATTLE EAST	25	1	4.00	0	0	100.00%	0	0	100.00%	0	0	0	0	100.00%	0
	SEATTLE ELLIOT	118	1	7.00	1	0	99.15%	0	0	100.00%	0	0	0	0	100.00%	0
	SEATTLE EMERSON	85	1	52.00	1	0	98.82%	0	0	100.00%	0	0	0	0	100.00%	0
	SEATTLE LAKEVIEW	115	1	23.00	5	0	95.65%	0	0	100.00%	0	0	0	0	100.00%	0
	SEATTLE MAIN	26	0		0	0	100.00%	0	0	100.00%	0	0	0	0	100.00%	0
	SEATTLE MERCER ISLAND (ADAMS)	107	2	7.00	1	0	99.07%	0	0	100.00%	0	0	0	0	100.00%	0
	SEATTLE PARKWAY	69	2	11.00	1	0	98.55%	0	0	100.00%	0	0	0	0	100.00%	0
	SEATTLE SUNSET	84	3	77.00	0	0	100.00%	0	0	100.00%	0	0	0	0	100.00%	0
	SEATTLE WEST	60	3	72.67	0	0	100.00%	0	0	100.00%	0	0	0	0	100.00%	0
SEQUIM		67	5	26.00	0	0	100.00%	0	0	100.00%	0	0	0	0	100.00%	0
SHELTON		55	0		1	0	98.18%	0	0	100.00%	0	0	0	0	100.00%	0
SILVERDALE		681	19	52.84	10	0	98.53%	0	0	100.00%	0	0	2	0	99.71%	0
SPOKANE		12	0		0	0	100.00%	0	0	100.00%	0	0	0	0	100.00%	0
	SPOKANE CHESTNUT	94	1	33.00	3	0	96.81%	0	0	100.00%	0	0	0	0	100.00%	0
	SPOKANE FAIRFAX	120	3	20.00	0	0	100.00%	0	0	100.00%	0	0	0	0	100.00%	0
	SPOKANE HUDSON	64	1	48.00	0	0	100.00%	0	0	100.00%	0	0	0	0	100.00%	0
	SPOKANE KEYSTONE	24	3	4.00	0	0	100.00%	0	0	100.00%	0	0	0	0	100.00%	0
	SPOKANE MORAN	100	2	30.00	2	0	98.00%	0	0	100.00%	0	0	0	0	100.00%	0
	SPOKANE RIVERSIDE	165	5	80.00	2	0	98.79%	0	0	100.00%	0	0	1	0	99.39%	0
	SPOKANE WALNUT	102	4	97.75	3	0	97.06%	0	0	100.00%	0	0	1	0	99.02%	0
	SPOKANE WHITWORTH	13	2	88.50	0	0	100.00%	0	0	100.00%	0	0	0	0	100.00%	0
SPRINGDALE		74	2	17.50	0	0	100.00%	0	0	100.00%	0	0	0	0	100.00%	0
SUMNER (BONNEYLAKE)		775	23	33.39	13	0	98.32%	0	0	100.00%	0	0	0	0	100.00%	0
TACOMA		28	0		1	0	96.43%	0	0	100.00%	0	0	0	0	100.00%	0
	TACOMA FORT LEWIS	149	5	16.00	2	0	98.66%	0	0	100.00%	0	0	0	0	100.00%	0
	TACOMA GREENFIELD															

Source: 5 and 90 day data from RSOR completed orders  
180 day data from OP15A pending orders  
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					PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	PCT INWARD ORDS COMPLETED WITHIN 180 DAYS	
STANDARD										
	TACOMA JUNIPER	103	2	7.50	4	0	0	0	0	99.00%
	TACOMA LENNOX	136	3	44.00	1	0	0	0	0	100.00%
	TACOMA LOGAN	72	0		1	0	0	0	0	100.00%
	TACOMA MARKET (FAWCETT)	101	7	57.00	1	0	0	0	0	100.00%
	TACOMA SKYLINE	51	1	30.00	1	0	0	0	0	100.00%
	TACOMA WAVERLY-2	17	1	2.00	0	0	0	0	0	100.00%
	TACOMA WAVERLY-7	118	4	27.50	2	0	0	0	0	100.00%
		507	13	31.31	6	0	0	0	0	100.00%
		260	7	32.29	3	0	0	0	0	100.00%
		180	2	35.00	3	0	0	0	0	100.00%
		67	4	27.75	0	0	0	0	0	100.00%
VANCOUVER										
	VANCOUVER ORCHARDS	2	0		0	0	0	0	0	100.00%
	VANCOUVER OXFORD	77	1	47.00	0	0	0	0	0	100.00%
	VANCOUVER SALMON CRK(NORTH)	9	2	229.00	0	0	0	0	0	100.00%
		19	1	22.00	1	0	0	0	0	94.74%
		266	6	40.17	1	0	0	0	0	99.62%
		207	4	47.50	1	0	0	0	0	99.52%
		59	2	25.50	0	0	0	0	0	100.00%
WAITSBURG										
	WALLA WALLA (INCL TOUCHET)	2	0		0	0	0	0	0	100.00%
	WARDEN	77	1	47.00	0	0	0	0	0	100.00%
	WINLOCK	9	2	229.00	0	0	0	0	0	100.00%
	YAKIMA	19	1	22.00	1	0	0	0	0	94.74%
		266	6	40.17	1	0	0	0	0	99.62%
		207	4	47.50	1	0	0	0	0	99.52%
		59	2	25.50	0	0	0	0	0	100.00%
YAKIMA										
	YAKIMA CHESTNUT	266	6	40.17	1	0	0	0	0	99.62%
	YAKIMA WEST	207	4	47.50	1	0	0	0	0	99.52%
		59	2	25.50	0	0	0	0	0	100.00%
Exchanges in Neighboring States										
	CLARKSTON	14	1	24.00	0	0	0	0	0	100.00%
TOTALS		6,832	204	45.63	125	0	0	0	8	99.88%

Source: 5 and 90 day data from RSOR completed orders

180 day data from OP15A pending orders

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WASHINGTON TROUBLE REPORT RATE - JANUARY 2013

WIRECENTER	STD EXD CNT	LINES	RPTS	JAN-13 RATE	DEC-12 RATE	NOV-12 RATE	OCT-12 RATE	SEP-12 RATE	AUG-12 RATE	JUL-12 RATE	JUN-12 RATE	MAY-12 RATE	APR-12 RATE	MAR-12 RATE	FEB-12 RATE
STANDARD	0	7,147	81	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	12,382	166	1.34	1.38	1.27	0.97	0.78	0.95	0.81	0.94	0.93	0.76	1.05	1.30
AUBURN	0	6,943	89	1.28	1.27	1.70	0.97	1.12	1.13	0.94	1.04	1.03	0.71	0.93	0.90
BAINBRIDGE ISLAND	0	6,791	112	1.65	1.95	1.42	1.36	1.21	1.09	0.63	0.99	0.85	0.73	1.10	0.94
BATTLEGROUND	0	4,718	75	1.59	1.47	1.97	0.98	1.04	1.31	2.05	1.34	1.39	0.70	0.85	0.86
BELFAIR	0	26,519	235	0.89	0.83	0.94	0.71	0.43	0.58	0.59	0.62	0.57	0.63	0.57	0.71
BELLEVUE	0	11,137	59	0.53	0.60	0.79	0.49	0.36	0.49	0.47	0.48	0.54	0.69	0.51	0.54
BELLEVUE GLENCOURT	0	15,382	176	1.14	1.00	1.04	0.88	0.48	0.65	0.68	0.73	0.58	0.59	0.62	0.84
BELLEVUE-SHERWOOD	0	17,587	111	0.63	0.51	0.62	0.64	0.40	0.52	0.72	0.29	0.38	0.38	0.56	0.41
BELLINGHAM	0	1,031	6	0.58	1.25	0.95	2.84	0.38	0.37	0.46	0.27	0.64	0.09	0.72	0.81
BELLINGHAM LUMMI	0	16,556	105	0.63	0.46	0.60	0.51	0.40	0.53	0.74	0.30	0.37	0.40	0.55	0.39
BELLINGHAM REGENT	0	1,683	14	0.83	0.82	1.68	1.83	1.48	1.47	1.58	1.39	1.15	1.09	1.67	2.56
BLACK DIAMOND	0	23,074	153	0.66	0.75	0.82	0.51	0.37	0.60	0.39	0.39	0.41	0.40	0.45	0.38
BREMERTON	0	2,342	31	1.32	2.44	3.19	2.09	1.16	1.73	1.14	1.22	1.08	1.20	1.07	0.59
BREMERTON CROSBY	0	20,230	114	0.56	0.54	0.54	0.32	0.29	0.45	0.30	0.27	0.32	0.32	0.39	0.35
BREMERTON ESSEX	0	502	8	1.59	1.59	0.99	0.79	0.00	1.16	0.77	1.34	0.96	0.19	0.19	0.74
BREMERTON SUNNYSLOPE	0	1,410	16	1.13	0.85	1.54	1.53	1.72	1.55	1.46	1.97	1.62	0.77	3.44	1.83
BUCKLEY	0	2,696	60	2.23	2.65	3.45	2.54	1.51	1.83	2.38	2.01	2.05	1.72	1.33	1.38
CASTLE ROCK	0	4,744	67	1.41	0.96	1.28	1.15	0.85	1.21	0.96	0.93	1.55	0.94	1.36	0.83
CENTRALIA	0	6,810	81	1.19	0.74	1.18	0.96	1.44	0.92	0.81	1.09	1.39	1.15	1.21	1.00
CHEHALIS	0	4,845	59	1.22	0.69	0.99	0.86	1.30	0.79	0.80	1.15	1.36	1.27	1.30	1.05
CHEHALIS	0	1,965	22	1.12	0.86	1.66	1.20	1.79	1.24	0.84	0.94	1.47	0.83	0.98	0.88
CHEHALIS NAPAVINE	0	2,162	17	0.79	1.10	1.00	1.13	0.98	0.85	0.85	0.49	0.48	0.83	0.69	1.03
CLE-ELUM	0	1,803	27	1.50	1.77	1.10	1.26	0.55	0.71	1.47	1.09	0.75	0.48	1.22	1.16
COLFAX	0	5,540	43	0.78	0.95	1.46	0.71	0.65	0.72	1.86	1.13	0.69	0.99	0.53	0.94
COLVILLE	0	2,432	46	1.89	1.91	2.35	1.24	0.91	0.86	1.29	1.28	0.92	1.57	1.31	1.52
COPALIS(OCEAN SHORES)	0	1,648	25	1.52	2.06	1.88	1.67	2.65	2.00	3.18	1.54	0.86	0.86	1.88	1.52
COULEE DAM	0	541	12	2.22	3.36	1.13	0.19	0.74	1.46	0.55	0.55	1.10	0.92	0.73	1.28
CRYSTAL MTN.	0	1,442	10	0.69	0.28	1.43	0.88	0.54	1.41	0.87	0.53	0.79	1.89	1.62	1.87
DAYTON	0	4,520	34	0.75	1.12	1.81	2.49	0.92	3.17	1.63	2.25	2.51	1.86	1.16	0.69
DEER PARK	0	12,332	159	1.29	1.14	1.27	0.85	0.70	0.71	0.69	0.74	0.62	0.77	0.66	1.04
DES MOINES	0	4,880	64	1.31	1.05	1.36	0.67	0.63	0.70	0.52	0.87	0.70	0.80	0.75	1.11
DES MOINES FEDERAL WAY	0	7,452	95	1.27	1.21	1.21	0.96	0.74	0.72	0.81	0.66	0.57	0.76	0.60	1.00

WASHINGTON TROUBLE REPORT RATE - JANUARY 2013

WIRECENTER		STD EXT CNT	LINES	RPTS	JAN-13	DEC-12	NOV-12	OCT-12	SEP-12	AUG-12	JUL-12	JUN-12	MAY-12	APR-12	MAR-12	FEB-12
					RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
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
EASTON		0	471	7	1.49	0.00	0.63	1.05	0.83	1.66	1.44	1.22	2.06	0.21	0.41	1.41
ENUMCLAW		0	4,156	58	1.40	1.43	1.64	1.04	0.97	1.90	1.53	1.27	1.27	1.28	1.69	3.08
EPHRATA		0	2,123	12	0.57	1.07	0.65	0.09	0.27	0.49	1.95	0.66	0.70	0.82	0.47	0.30
GRAHAM		0	7,683	93	1.21	1.26	1.42	1.46	1.13	1.17	0.94	0.87	1.16	0.80	1.71	1.84
GREEN BLUFF		0	1,920	29	1.51	1.09	1.75	0.97	0.51	0.96	1.05	1.19	1.33	1.27	0.63	1.11
HOODSPORT		0	1,415	19	1.34	2.45	1.60	1.03	0.67	0.60	0.92	0.65	0.71	0.63	1.01	0.56
ISSAQUAH		0	10,829	131	1.21	0.82	0.92	0.56	0.51	0.75	0.69	0.53	0.71	0.57	0.83	0.92
KENT		0	24,352	229	0.94	1.14	1.18	0.74	0.53	0.72	0.70	0.79	0.80	0.76	0.75	1.16
KENT MERIDIAN		0	8,081	94	1.16	1.40	1.54	0.93	0.49	0.83	0.86	0.86	0.95	0.76	0.91	1.49
KENT O BRIEN		0	5,503	24	0.44	0.56	0.34	0.25	0.12	0.34	0.21	0.23	0.19	0.24	0.34	0.33
KENT ULRICH		0	10,768	111	1.03	1.24	1.34	0.85	0.77	0.82	0.82	1.01	0.99	1.02	0.83	1.32
LIBERTY LAKE		0	605	3	0.50	0.50	1.14	1.93	0.95	0.63	1.39	0.46	0.76	0.31	0.15	0.45
LONGVIEW-KELSO		0	14,625	222	1.52	1.76	1.98	1.41	1.08	0.99	1.00	1.04	1.11	1.17	1.40	1.29
LOON LAKE		0	858	6	0.70	1.49	0.80	1.02	2.43	2.06	0.86	2.67	1.39	1.07	0.53	0.74
MAPLE VALLEY		0	5,125	71	1.39	1.74	1.34	1.06	0.62	0.89	0.99	0.92	1.17	0.90	1.18	1.29
MOSES LAKE		0	8,636	72	0.83	1.04	1.01	1.10	0.71	1.14	1.27	1.12	0.83	0.83	0.78	1.07
MOSES LAKE AFB		0	1,422	10	0.70	0.83	0.75	0.82	0.20	0.87	1.13	1.56	0.51	0.89	0.76	0.45
MOSES LAKE ALDER		0	7,214	62	0.86	1.08	1.06	1.15	0.81	1.19	1.30	1.04	0.89	0.81	0.78	1.20
NEWMAN LAKE		0	1,075	5	0.47	1.29	1.28	1.46	0.53	0.79	1.21	1.21	0.60	0.93	1.34	0.41
NORTHPORT		1	916	10	1.09	1.97	1.30	1.82	0.75	1.18	4.62	1.40	1.40	0.54	0.32	0.32
OLYMPIA		0	36,491	327	0.90	0.86	0.98	0.96	0.58	0.64	0.77	0.68	0.90	0.66	0.70	1.03
OLYMPIA EVERGREEN		0	2,661	35	1.32	1.87	1.81	1.14	0.99	1.71	1.27	1.13	1.62	0.86	0.93	1.40
OLYMPIA LACEY		0	16,386	124	0.76	0.69	0.84	1.01	0.47	0.59	0.81	0.69	0.90	0.66	0.67	1.11
OLYMPIA WHITEHALL		0	17,444	168	0.96	0.87	0.98	0.88	0.63	0.53	0.66	0.61	0.78	0.62	0.69	0.89
OMAK-OKANOGAN		0	5,571	90	1.62	1.94	1.75	1.45	1.36	1.78	2.33	1.14	0.95	1.60	0.92	1.02
OROVILLE		0	1,526	29	1.90	2.04	3.73	1.76	0.91	1.74	2.30	1.84	1.39	1.13	1.07	0.81
OTHELLO		0	3,179	43	1.35	1.66	2.30	1.69	0.73	1.03	1.46	2.01	1.26	1.36	1.07	1.35
PASCO		0	10,226	116	1.13	1.03	1.13	0.78	0.60	0.50	0.82	0.80	0.83	1.00	0.90	0.95
PATEROS		0	607	7	1.15	1.32	0.49	1.78	1.12	0.63	2.04	0.78	0.78	1.24	1.39	1.22
POMEROY		0	1,091	10	0.92	1.84	2.58	2.38	1.74	0.90	3.20	3.35	1.85	2.11	3.15	2.27
PT. ANGELES		0	10,472	86	0.82	0.98	1.04	0.75	0.74	0.68	0.82	0.54	0.62	0.55	0.70	0.91
PT ANGELES JOYCE		0	880	22	2.50	2.59	2.02	0.78	3.77	1.43	1.77	0.44	0.88	0.66	1.76	1.97
PT. ANGELES		0	9,592	64	0.67	0.83	0.95	0.75	0.47	0.62	0.73	0.55	0.59	0.54	0.61	0.82



WASHINGTON TROUBLE REPORT RATE - JANUARY 2013

WIRECENTER		STD	JAN-13	FEB-13	MAR-13	APR-13	MAY-13	JUN-13	JUL-13	AUG-13	SEP-13	OCT-13	NOV-13	DEC-13	JAN-14	FEB-14	MAR-14	APR-14	MAY-14	JUN-14	JUL-14	AUG-14	SEP-14	OCT-14	NOV-14	DEC-14	JAN-15	FEB-15	
EXT	LINES	RPTS	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
CNT																													
	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	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
0	PT. LUDLOW	18	0.97	0.96	0.63	0.63	0.63	0.57	1.02	0.96	0.81	1.31	0.40	0.80	0.54														
0	PT. ORCHARD	195	1.79	1.60	1.77	1.18	0.69	1.03	1.06	1.03	1.32	1.03	1.23	1.08	1.03														
0	PORT ORCHARD COLBY	98	2.44	2.13	2.40	1.36	0.92	1.19	1.28	0.96	1.74	1.19	0.84	1.20	1.34														
0	PT. ORCHARD	97	1.41	1.28	1.39	1.07	0.56	0.94	0.94	1.07	1.07	0.94	1.46	1.01	0.84														
0	PT. TOWNSEND	78	0.93	2.96	1.03	0.67	0.71	1.25	0.80	0.78	0.78	0.90	0.57	0.85	0.74														
0	PUYALLAP	155	1.12	0.78	1.11	0.83	0.86	0.77	0.84	0.91	1.07	0.69	0.82	1.25															
0	RENTON	264	1.20	1.23	1.44	1.09	0.81	0.94	0.75	0.77	0.75	1.04	1.18																
0	RIDGEFIELD	23	1.02	1.23	1.97	1.47	1.12	1.29	2.25	2.25	0.88	2.09	0.67	1.28	1.44														
0	ROCHESTER	58	1.86	1.49	2.54	2.00	0.86	0.86	2.25	1.92	0.59	0.70	1.13	1.90	1.60														
0	SEATTLE	1198	0.72	0.64	0.86	0.61	0.43	0.48	0.53	0.52	0.52	0.52	0.66	0.61	0.61														
0	SEATTLE ATWATER	42	0.36	0.38	0.45	0.42	0.33	0.35	0.44	0.29	0.37	0.37	0.38	0.36	0.39														
0	SEATTLE CAMPUS	36	0.62	0.24	0.46	0.37	0.35	0.28	0.30	0.37	0.47	0.47	0.30	0.42	0.34														
0	SEATTLE CHERRY	211	1.13	0.96	1.55	1.08	0.51	0.78	0.91	0.91	0.86	0.77	1.21	1.35															
0	SEATTLE DUWAMISH	71	0.87	0.66	1.00	0.69	0.50	0.47	0.40	0.49	0.46	0.68	0.78	0.78															
0	SEATTLE EAST	125	0.70	0.59	0.70	0.46	0.37	0.50	0.55	0.47	0.46	0.49	0.67	0.43															
0	SEATTLE ELLIOT	7	0.15	0.23	0.29	0.31	0.40	0.20	0.20	0.26	0.26	0.12	0.14	0.23	0.21														
0	SEATTLE EMERSON	163	0.95	0.73	1.03	0.67	0.56	0.64	0.56	0.47	0.55	0.54	0.57	0.48															
0	SEATTLE LAKEVIEW	137	0.89	0.77	0.93	0.63	0.47	0.55	0.53	0.57	0.60	0.60	0.85	0.79															
0	SEATTLE MAIN	48	0.19	0.14	0.19	0.21	0.21	0.08	0.16	0.13	0.19	0.17	0.16	0.14															
0	SEATTLE MERCER ISLAND (ADAMS)	28	0.52	0.81	1.22	1.04	0.55	0.65	0.84	0.84	0.59	0.33	0.79	0.70															
0	SEATTLE PARKWAY	102	0.88	1.16	1.25	0.82	0.56	0.60	0.71	0.84	0.77	0.96	1.13	1.09															
0	SEATTLE SUNSET	136	1.06	0.72	0.93	0.60	0.48	0.50	0.67	0.61	0.45	0.69	0.54	0.43															
0	SEATTLE WEST	92	0.77	0.86	1.15	0.75	0.47	0.62	0.54	0.66	0.75	0.67	0.87	0.67															
0	SEQUIM	80	0.87	0.84	1.00	0.66	0.45	1.00	0.79	0.77	0.68	0.43	0.56	0.64															
0	SHELTON	123	1.36	1.12	1.32	0.89	0.65	1.14	0.85	0.87	0.93	1.00	1.08	1.27															
0	SILVERDALE	109	1.41	1.06	0.88	0.74	0.47	0.64	0.52	0.44	0.59	0.70	0.70	0.71															
0	SPOKANE	733	1.05	1.11	1.34	1.01	0.65	0.97	1.01	0.97	0.74	0.82	1.01	0.82															
0	SPOKANE CHESTNUT	15	0.91	1.92	3.08	0.98	0.97	1.14	1.13	2.18	0.61	1.16	0.77	1.08															
0	SPOKANE FAIRFAX	99	1.03	1.09	1.66	1.15	0.71	1.09	1.13	1.18	0.82	0.95	1.18	1.02															
0	SPOKANE HUDSON	113	1.48	1.70	1.51	1.23	0.91	1.23	0.91	1.21	0.97	1.11	1.44	0.96															
0	SPOKANE KEYSTONE	54	0.83	1.06	1.25	0.66	0.54	0.74	0.85	0.83	0.55	0.63	1.23	0.78															
0	SPOKANE MORAN	38	0.81	0.89	0.94	0.66	0.46	0.86	1.00	0.99	0.54	0.87	0.71	0.70															
0	SPOKANE RIVERSIDE	113	1.12	0.97	1.30	0.88	0.46	0.73	0.86	0.84	0.54	0.71	1.02	0.79															

WASHINGTON TROUBLE REPORT RATE - JANUARY 2013

WIRECENTER		STD EXD CNT	LINES	RPTS	JAN-13 RATE	DEC-12 RATE	NOV-12 RATE	OCT-12 RATE	SEP-12 RATE	AUG-12 RATE	JUL-12 RATE	JUN-12 RATE	MAY-12 RATE	APR-12 RATE	MAR-12 RATE	FEB-12 RATE
STANDARD		0	19,051	158	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 WALNUT	0	10,486	143	1.36	1.31	1.10	1.03	0.79	1.34	1.20	0.82	0.93	0.64	0.85	0.70
	SPOKANE WHITWORTH	1	1,400	41	2.93	2.05	1.39	3.30	1.16	4.80	2.49	3.05	2.11	3.81	0.85	1.11
	SPRINGDALE	0	7,955	73	0.92	1.09	1.21	0.97	0.50	1.15	1.39	0.98	1.09	0.79	1.05	1.81
	SUMNER (BONNEYLAKE)	0	77,447	808	1.04	1.07	1.20	0.86	0.72	0.65	0.73	0.66	0.79	0.69	0.82	0.99
	TACOMA	0	1,575	6	0.38	0.57	0.51	0.36	0.24	0.35	0.35	0.88	0.64	0.41	0.40	0.34
	TACOMA FORT LEWIS	0	10,374	127	1.22	1.31	1.38	1.14	0.77	0.77	0.85	0.64	1.16	0.93	1.01	0.99
	TACOMA GREENFIELD	0	10,684	108	1.01	0.99	1.28	0.88	0.82	0.68	1.13	0.69	0.78	0.70	0.89	1.09
	TACOMA JUNIPER	0	12,594	154	1.22	1.48	1.20	1.05	0.83	0.83	0.78	0.70	1.03	0.99	1.05	1.50
	TACOMA LENNOX	0	7,851	74	0.94	1.08	1.27	0.64	0.44	0.75	0.58	0.59	0.43	0.57	0.63	0.79
	TACOMA LOGAN	0	9,401	49	0.52	0.60	1.11	0.51	0.54	0.50	0.50	0.51	0.47	0.41	0.44	0.72
	TACOMA MARKET (FAWCETT)	0	7,974	118	1.48	1.29	1.39	1.07	0.46	0.47	0.71	0.75	0.85	0.69	0.91	0.97
	TACOMA SKYLINE	0	3,260	51	1.56	0.96	1.16	0.74	1.11	0.52	0.71	0.56	0.97	0.41	0.87	1.02
	TACOMA WAVERLY-2	0	13,734	121	0.88	0.85	1.02	0.81	0.93	0.57	0.61	0.72	0.68	0.60	0.75	0.85
	TACOMA WAVERLY-7	0	45,096	465	1.03	0.99	1.13	0.91	0.65	0.77	0.63	0.73	0.90	0.75	0.91	0.78
	VANCOUVER	0	22,934	212	0.92	0.90	1.08	0.91	0.59	0.74	0.57	0.73	0.80	0.66	0.76	0.61
	VANCOUVER ORCHARDS	0	12,941	123	0.95	1.08	1.18	0.91	0.65	0.85	0.65	0.83	1.07	0.95	1.03	0.81
	VANCOUVER OXFORD	0	9,221	130	1.41	1.07	1.18	0.91	0.81	0.71	0.74	0.58	0.94	0.69	1.10	1.15
	VANCOUVER SALMON CRK(NORTH)	1	398	3	0.75	2.00	4.25	1.00	1.00	0.49	0.98	2.91	1.21	2.64	1.91	2.35
	WATTSBURG	0	9,666	71	0.73	0.78	1.44	1.02	0.59	0.68	0.68	1.04	0.94	1.01	0.92	0.67
	WALLA WALLA (INCL TOUCHET)	0	804	16	1.99	2.21	2.30	1.68	0.47	0.94	1.05	0.80	1.60	1.35	1.12	0.99
	WARDEN	0	1,680	26	1.55	1.95	1.35	1.59	0.77	1.11	0.58	0.98	1.37	0.91	1.71	0.86
	WINLOCK	0	26,528	171	0.64	0.77	0.72	0.85	0.73	0.90	1.19	0.69	1.10	0.88	0.65	0.63
	YAKIMA	0	17,412	120	0.69	0.70	0.69	0.81	0.69	0.82	1.03	0.65	1.14	0.98	0.63	0.67
	YAKIMA CHESTNUT	0	9,116	51	0.56	0.91	0.77	0.92	0.80	1.06	1.51	0.77	1.01	0.70	0.68	0.56
	YAKIMA WEST															
	Exchanges in Neighboring States															
	CLARKSTON	0	3,814	46	1.21	1.57	1.43	1.90	1.00	1.08	1.09	1.21	1.24	0.96	1.20	0.86
	TOTALS	0	808,095	8135	1.01	1.03	1.17	0.90	0.66	0.82	0.84	0.79	0.80	0.75	0.85	0.90

WASHINGTON TRUNK BLOCKING SUMMARY - JANUARY 2013

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	127	0	0.00%
LOCAL	351	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 2013

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072420	168			TOLL	TWO_WAY	1.24%	1x blkng 01/24/13-1200 issued sa tgsr to customer
AP072421	168			TOLL	TWO_WAY	1.81%	2x blkng 01/14/13-1800, 01/15/13-1600 issued sa tgsr to customer

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Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JANUARY 2013

MEASURE	MARKET UNIT	JAN-13	FEB-13	MAR-13
Number of Scheduled Appointments (dispatched orders)	RES			
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	RES			
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	RES			
Number of Scheduled Commitments (non-dispatched orders)	RES			
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	RES			
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	RES			
Number Exclusions	RES			
Number of Scheduled Appointments (dispatched orders)	BUS			
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	BUS			
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	BUS			
Number of Scheduled Commitments (non-dispatched orders)	BUS			
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	BUS			
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	BUS			
Number Exclusions	BUS			
Number of Scheduled Appointments (dispatched tickets)	RES			
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	RES			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JANUARY 2013

MEASURE	JAN-13	FEB-13	MAR-13	MARKET UNIT
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 2013

MEASURE	MARKET UNIT	JAN-13	FEB-13	MAR-13
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 Fwrding-Non-Recurring	RES			
Amount of Remote Call Fwrding-Non-Recurring	RES			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JANUARY 2013

MEASURE	MARKET UNIT	JAN-13	FEB-13	MAR-13
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 Fwrding-Non-Recurring	BUS			
Amount of Remote Call Fwrding-Non-Recurring	BUS			
Number of out of service repair reports cleared within two working days	RES			
Percentage of out of service repair reports cleared within two working days	RES			
Number of out of service repair reports not cleared within two working days minus exceptions.	RES			
Percentage of out of service repair reports not cleared within two working days minus exceptions.	RES			
Total amount of two day out of service condition credits	RES			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JANUARY 2013

MEASURE	MARKET UNIT	JAN-13	FEB-13	MAR-13
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 - JANUARY 2013

MEASURE	MARKET UNIT	JAN-13	FEB-13	MAR-13
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, 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			

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WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JANUARY 2013

MEASURE	MARKET UNIT	JAN-13	FEB-13	MAR-13
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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