



CenturyLink™

Mark S. Reynolds
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April 30, 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 March 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
REGULATORY MANAGEMENT
2015 MAY -1 PM 12:01
STATE OF WASHINGTON
UTIL. AND TRANSP.
COMMISSION

REDACTED

Washington Service Quality Summary Report - MARCH 2015

METRIC DESCRIPTION	JANUARY 2015			FEBRUARY 2015			MARCH 2015		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	1,160	1,597	72.64%	1,062	1,456	72.94%	1,073	1,260	85.16%
OOS Tickets Not Cleared Within 48 Hrs	437	1	437	394	1	394	187	1	187
Number of OOS Exemptions	124	1	124	129	1	129	64	1	64
All Other Repairs Cleared LT < 72 Hrs	4,462	4,999	89.26%	4,100	4,560	89.91%	3,613	3,774	95.73%
All Other Troubles Cleared GTR > 72 Hrs	537	1	537	460	1	460	161	1	161
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	17	1	17	12	1	12	4	1	4
Physically Obstructed All Other Troubles Cleared > 72 Hrs	208	1	208	186	1	186	105	1	105
Repair Force Majeure Exclusions	32	1	32	31	1	31	18	1	18
Repair Physically Obstructed Exclusions	76	1	76	58	1	58	50	1	50
Installation Appointments Met	1,265	1,389	91.07%	1,152	1,257	91.65%	1,305	1,452	89.88%
Repair Appointments Met	2,472	2,997	82.46%	2,256	2,739	82.37%	1,872	2,297	81.50%
Provisioning Missed for Company Reasons	186	1	186	178	1	178	153	1	153
Provisioning Missed for Customer Reasons	444	1	444	419	1	419	374	1	374
% of Switches Delivering Dial Tone Within 3 seconds	6,027	6,028	99.98%	5,996	6,000	99.93%	6,663	6,663	100.00%

RECEIVED
 PROCEEDS MANAGEMENT
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 COMMISSION

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - MARCH 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		54	4	145.00	2	96.30%	1	98.15%	2	96.30%
AUBURN		102	19	67.68	6	94.12%	7	93.14%	1	99.02%
BAINBRIDGE ISLAND		41	0		1	97.56%		100.00%		100.00%
BATTLEGROUND		47	1	144.00	0	100.00%	1	97.87%		100.00%
BELFAIR		18	2	169.00	1	94.44%		100.00%	1	94.44%
BELLEVUE		145	25	44.24	7	95.17%	4	97.24%	2	98.62%
	BELLEVUE GLENCOURT	55	10	51.50	2	96.36%	3	94.55%	1	98.18%
	BELLEVUE-SHERWOOD	90	15	39.40	5	94.44%	1	98.89%	1	98.89%
BELLINGHAM		129	5	204.20	1	99.22%		100.00%	3	97.67%
	BELLINGHAM LUMMI	15	0		0	100.00%		100.00%		100.00%
	BELLINGHAM REGENT	114	5	204.20	1	99.12%		100.00%	3	97.37%
BLACK DIAMOND		10	2	258.50	0	100.00%		100.00%	2	80.00%
BREMERTON		145	11	124.82	3	97.93%	2	98.62%	5	96.55%
	BREMERTON CROSBY	13	3	137.00	0	100.00%		100.00%	2	84.62%
	BREMERTON ESSEX	131	7	111.29	3	97.71%	2	98.47%	2	98.47%
	BREMERTON SUNNYSLOPE	1	1	183.00	0	100.00%		100.00%	1	0.00%
BUCKLEY		17	0		1	94.12%		100.00%		100.00%
CASTLE ROCK		16	0		1	93.75%		100.00%		100.00%
CENTRALIA		42	4	42.75	0	100.00%	1	97.62%		100.00%
CHEHALIS		42	4	135.00	1	97.62%	2	95.24%	1	97.62%
	CHEHALIS	34	1	87.00	1	97.06%	1	97.06%		100.00%
	CHEHALIS NAPAVINE	8	3	151.00	0	100.00%	1	87.50%	1	87.50%
CLE-ELUM		12	1	7.00	0	100.00%		100.00%		100.00%
COLFAX		15	1	192.00	0	100.00%		100.00%	1	93.33%
COLVILLE		43	2	76.50	0	100.00%	1	97.67%		100.00%
COPALIS(OCEAN SHORES)		22	1	300.00	2	90.91%		100.00%	1	95.45%
COULEE DAM		9	1	11.00	0	100.00%		100.00%		100.00%
CRYSTAL MTN.		2	0		0	100.00%		100.00%		100.00%
DAYTON		11	2	56.50	1	90.91%	1	90.91%		100.00%
DEER PARK		25	2	15.00	0	100.00%		100.00%		100.00%
DES MOINES		109	7	66.00	3	97.25%	2	98.17%	1	99.08%

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.

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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	52	3	27.67	2	96.15%	1	98.08%		100.00%
	DES MOINES FEDERAL WAY	57	4	94.75	1	98.25%	1	98.25%	1	98.25%
EASTON		2	2	201.50	0	100.00%	1	50.00%	1	50.00%
ELK		9	1	11.00	0	100.00%		100.00%		100.00%
ENUMCLAW		22	0		0	100.00%		100.00%		100.00%
EPHRATA		11	0		1	90.91%		100.00%		100.00%
GRAHAM		56	2	20.00	2	96.43%		100.00%		100.00%
GREEN BLUFF		6	1	28.00	0	100.00%		100.00%		100.00%
HOODSPORT		10	0		1	90.00%		100.00%		100.00%
ISSAQUAH		62	3	29.67	2	96.77%		100.00%		100.00%
KENT		153	30	126.13	7	95.42%	10	93.46%	10	93.46%
	KENT MERIDIAN	41	12	94.67	3	92.68%	6	85.37%	2	95.12%
	KENT O BRIEN	25	5	143.40	3	88.00%	2	92.00%	2	92.00%
	KENT ULRICH	87	13	148.54	1	98.85%	2	97.70%	6	93.10%
LIBERTY LAKE		4	1	57.00	0	100.00%		100.00%		100.00%
LONGVIEW-KELSO		122	7	102.43	1	99.18%	2	98.36%	2	98.36%
LOON LAKE		6	0		0	100.00%		100.00%		100.00%
MAPLE VALLEY		24	2	87.00	0	100.00%		100.00%	1	95.83%
MOSES LAKE		44	4	27.25	1	97.73%		100.00%		100.00%
	MOSES LAKE AFB	13	0		0	100.00%		100.00%		100.00%
	MOSES LAKE ALDER	31	4	27.25	1	96.77%		100.00%		100.00%
NEWMAN LAKE		6	0		0	100.00%		100.00%		100.00%
NORTHPORT		2	0		0	100.00%		100.00%		100.00%
OLYMPIA		230	17	91.76	5	97.83%	4	98.26%	4	98.26%
	OLYMPIA EVERGREEN	15	1	0.00	1	93.33%		100.00%		100.00%
	OLYMPIA LACEY	125	8	113.75	1	99.20%	2	98.40%	3	97.60%
	OLYMPIA WHITEHALL	90	8	81.25	3	96.67%	2	97.78%	1	98.89%
OMAK-OKANOGAN		29	1	70.00	0	100.00%		100.00%		100.00%
OROVILLE		4	0		0	100.00%		100.00%		100.00%
OTHELLO		30	2	106.00	2	93.33%		100.00%	1	96.67%
PASCO		60	5	95.00	0	100.00%	2	96.67%	1	98.33%

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STANDARD						90.00%		99.00%		
PATEROS		4	0		0	100.00%		100.00%		100.00%
POMEROY		10	1	33.00	1	90.00%		100.00%		100.00%
PT. ANGELES		45	6	58.83	1	97.78%	3	93.33%		100.00%
	PT ANGELES JOYCE	1	1	43.00	0	100.00%		100.00%		100.00%
	PT. ANGELES	44	5	62.00	1	97.73%	3	93.18%		100.00%
PT. LUDLOW		9	1	115.00	0	100.00%	1	88.89%		100.00%
PT. ORCHARD		62	2	9.00	2	96.77%		100.00%		100.00%
	PORT ORCHARD COLBY	21	0		2	90.48%		100.00%		100.00%
	PT. ORCHARD	41	2	9.00	0	100.00%		100.00%		100.00%
PT. TOWNSEND		44	6	127.17	1	97.73%	1	97.73%	2	95.45%
PUYALLAP		111	9	77.89	3	97.30%	1	99.10%	2	98.20%
RENTON		223	18	77.83	11	95.07%	2	99.10%	4	98.21%
RIDGEFIELD		15	1	309.00	0	100.00%		100.00%	1	93.33%
ROCHESTER		29	2	88.50	2	93.10%		100.00%	1	96.55%
ROY		11	3	15.33	0	100.00%		100.00%		100.00%
SEATTLE		847	89	98.37	26	96.93%	24	97.17%	22	97.40%
	SEATTLE ATWATER	54	4	101.00	1	98.15%	1	98.15%	1	98.15%
	SEATTLE CAMPUS	39	0		2	94.87%		100.00%		100.00%
	SEATTLE CHERRY	110	24	113.58	3	97.27%	9	91.82%	6	94.55%
	SEATTLE DUWAMISH	62	5	110.80	3	95.16%	1	98.39%	2	96.77%
	SEATTLE EAST	99	16	84.56	2	97.98%	3	96.97%	4	95.96%
	SEATTLE ELLIOT	22	4	47.25	0	100.00%		100.00%		100.00%
	SEATTLE EMERSON	93	5	87.80	0	100.00%	4	95.70%		100.00%
	SEATTLE LAKEVIEW	57	2	39.00	1	98.25%	1	98.25%		100.00%
	SEATTLE MAIN	95	7	60.43	7	92.63%	1	98.95%	1	98.95%
	SEATTLE MERCER ISLAND (ADAMS)	22	2	120.50	0	100.00%		100.00%	1	95.45%
	SEATTLE PARKWAY	74	7	99.43	5	93.24%	1	98.65%	2	97.30%
	SEATTLE SUNSET	58	5	136.80	0	100.00%	1	98.28%	2	96.55%
	SEATTLE WEST	62	8	121.00	2	96.77%	2	96.77%	3	95.16%
SEQUIM		49	4	69.50	0	100.00%	1	97.96%	1	97.96%
SHELTON		50	8	117.50	2	96.00%	2	96.00%	2	96.00%

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STANDARD						90.00%		99.00%		
SILVERDALE		48	3	33.00	0	100.00%	1	97.92%		100.00%
SPOKANE		546	40	106.98	9	98.35%	9	98.35%	12	97.80%
	SPOKANE CHESTNUT	21	0		1	95.24%		100.00%		100.00%
	SPOKANE FAIRFAX	86	5	78.40	2	97.67%		100.00%	2	97.67%
	SPOKANE HUDSON	81	9	98.89	1	98.77%	2	97.53%	2	97.53%
	SPOKANE KEYSTONE	62	3	153.67	2	96.77%	1	98.39%	1	98.39%
	SPOKANE MORAN	33	4	152.75	0	100.00%		100.00%	2	93.94%
	SPOKANE RIVERSIDE	66	5	145.40	2	96.97%	2	96.97%	2	96.97%
	SPOKANE WALNUT	150	11	67.55	1	99.33%	3	98.00%	2	98.67%
	SPOKANE WHITWORTH	47	3	151.67	0	100.00%	1	97.87%	1	97.87%
SPRINGDALE		10	2	172.50	1	90.00%		100.00%	1	90.00%
SUMNER (BONNEYLAKE)		58	3	63.33	0	100.00%	1	98.28%		100.00%
TACOMA		624	48	89.90	9	98.56%	8	98.72%	12	98.08%
	TACOMA FORT LEWIS	17	1	192.00	1	94.12%		100.00%	1	94.12%
	TACOMA GREENFIELD	102	14	82.00	0	100.00%	3	97.06%	3	97.06%
	TACOMA JUNIPER	126	11	50.91	0	100.00%	3	97.62%		100.00%
	TACOMA LENNOX	97	8	88.13	3	96.91%	2	97.94%	2	97.94%
	TACOMA LOGAN	61	0		1	98.36%		100.00%		100.00%
	TACOMA MARKET (FAWCETT)	56	6	147.83	0	100.00%		100.00%	3	94.64%
	TACOMA SKYLINE	58	0		1	98.28%		100.00%		100.00%
	TACOMA WAVERLY-2	19	1	15.00	1	94.74%		100.00%		100.00%
	TACOMA WAVERLY-7	88	7	115.43	2	97.73%		100.00%	3	96.59%
VANCOUVER		400	17	103.76	13	96.75%	3	99.25%	5	98.75%
	VANCOUVER ORCHARDS	187	12	102.67	8	95.72%	2	98.93%	4	97.86%
	VANCOUVER OXFORD	136	5	106.40	4	97.06%	1	99.26%	1	99.26%
	VANCOUVER SALMON CRK(NORTH)	77	0		1	98.70%		100.00%		100.00%
WAITSBURG		6	0		0	100.00%		100.00%		100.00%
WALLA WALLA (INCL TOUCHET)		58	4	128.25	1	98.28%	2	96.55%	1	98.28%
WARDEN		8	1	5.00	0	100.00%		100.00%		100.00%
WINLOCK		10	1	243.00	0	100.00%		100.00%	1	90.00%
YAKIMA		193	8	101.63	3	98.45%	1	99.48%	3	98.45%

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STANDARD						90.00%		99.00%		
	YAKIMA CHESTNUT	126	7	114.57	3	97.62%	1	99.21%	3	97.62%
	YAKIMA WEST	67	1	11.00	0	100.00%		100.00%		100.00%
Exchanges in Neighboring States										
CLARKSTON		14	1	59.00	0	100.00%		100.00%		100.00%
TOTALS		5,432	450	94.64	137	97.48%	101	98.14%	110	97.97%

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WASHINGTON TROUBLE REPORT RATE - MARCH 2015

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE MAR-15	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
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	5,379	57	1.06	1.05	1.69	1.56	0.75	1.54	0.92	0.70	0.87	0.72	0.61	0.99
AUBURN		0	9,517	77	0.81	1.32	1.50	1.12	1.01	1.24	1.04	0.66	0.84	0.70	1.69	0.94
BAINBRIDGE ISLAND		0	5,484	47	0.86	0.90	1.60	1.91	1.06	1.23	0.89	1.15	0.95	0.99	0.82	0.70
BATTLEGROUND		0	5,566	52	0.93	0.98	1.12	1.95	1.56	1.55	0.88	1.10	1.29	1.18	0.80	0.89
BELFAIR		0	3,655	55	1.50	2.16	2.17	3.92	3.79	1.42	1.09	0.95	1.35	1.09	0.78	1.02
BELLEVUE		0	21,053	135	0.64	0.79	0.84	0.84	0.88	1.08	0.65	0.57	0.58	0.62	0.56	0.52
	BELLEVUE GLENCOURT	0	9,244	55	0.59	0.57	0.55	0.58	0.69	1.02	0.49	0.49	0.56	0.50	0.42	0.28
	BELLEVUE-SHERWOOD	0	11,809	80	0.68	0.96	1.06	1.04	1.02	1.13	0.78	0.64	0.60	0.71	0.66	0.70
BELLINGHAM		0	13,439	58	0.43	0.49	0.62	0.53	0.50	0.43	0.50	0.55	0.55	0.39	0.50	0.41
	BELLINGHAM LUMMI	0	896	6	0.67	0.44	0.99	0.43	0.43	0.32	1.27	1.36	2.09	0.10	1.14	0.62
	BELLINGHAM REGENT	0	12,543	52	0.41	0.50	0.60	0.54	0.51	0.43	0.45	0.49	0.45	0.41	0.46	0.40
BLACK DIAMOND		0	1,397	22	1.57	1.91	2.32	1.89	2.73	1.88	2.21	1.51	1.64	1.29	0.94	1.46
BREMERTON		0	19,979	94	0.47	0.53	0.45	0.54	0.51	0.49	0.46	0.42	0.46	0.42	0.47	0.41
	BREMERTON CROSBY	0	1,747	19	1.09	1.70	1.91	1.84	1.44	1.42	1.58	1.62	1.91	1.42	1.70	0.87
	BREMERTON ESSEX	0	17,826	71	0.40	0.42	0.32	0.41	0.43	0.40	0.36	0.29	0.32	0.31	0.32	0.36
	BREMERTON SUNNYSLOPE	0	406	4	0.99	0.49	0.00	0.49	0.24	0.00	0.00	0.72	0.00	0.70	0.93	0.92
BUCKLEY		0	1,051	23	2.19	1.81	1.98	1.49	2.11	1.47	1.63	1.27	1.41	1.21	1.61	0.67
CASTLE ROCK		0	2,139	45	2.10	1.81	1.84	1.73	1.27	1.80	1.66	1.73	1.23	1.39	0.99	1.20
CENTRALIA		0	3,666	39	1.06	1.14	2.07	1.25	1.18	1.14	0.98	1.18	1.12	0.94	0.97	1.24
CHEHALIS		0	5,740	50	0.87	1.09	1.24	1.07	1.02	1.08	1.04	0.65	0.83	0.92	1.39	0.79
	CHEHALIS	0	4,105	34	0.83	1.04	1.28	1.22	1.05	0.99	0.94	0.65	0.60	0.89	1.16	0.72
	CHEHALIS NAPAVALINE	0	1,635	16	0.98	1.22	1.15	0.67	0.96	1.32	1.32	0.65	1.42	1.00	1.97	0.98
CLE-ELUM		0	1,846	17	0.92	0.81	0.59	1.33	0.90	0.84	0.63	1.09	1.19	0.46	0.61	0.56
COLFAX		0	1,576	15	0.95	0.89	0.95	1.33	0.94	0.94	0.87	0.99	1.00	0.99	0.61	0.61
COLVILLE		0	4,860	43	0.88	0.86	0.88	1.30	0.61	0.80	0.62	1.18	0.92	0.96	1.14	1.07
COPALIS(OCEAN SHORES)		0	1,926	33	1.71	1.42	1.71	1.24	1.23	1.31	0.78	1.25	1.14	1.04	0.84	1.06
COULEE DAM		0	1,368	15	1.10	1.38	1.73	2.57	2.34	1.62	0.92	2.16	0.69	2.32	1.83	0.94
CRYSTAL MTN.		0	520	2	0.38	0.58	1.54	1.72	2.11	0.95	2.33	3.48	0.58	2.32	0.76	0.76
DAYTON		0	1,246	8	0.64	1.19	1.43	1.73	0.39	0.93	0.54	0.85	1.38	0.83	1.57	1.19
DEER PARK		0	3,722	32	0.86	1.87	0.98	1.00	0.84	1.09	0.88	1.57	2.36	0.78	0.89	0.74
DES MOINES		0	9,181	90	0.98	1.61	1.47	1.13	1.30	1.35	0.72	0.98	0.98	0.74	0.87	0.87
	DES MOINES	0	3,613	36	1.00	1.48	1.33	1.32	1.43	1.30	0.75	1.10	1.17	0.85	0.86	0.85
	DES MOINES FEDERAL WAY	0	5,568	54	0.97	1.69	1.56	1.01	1.22	1.39	0.70	0.90	0.86	0.67	0.87	0.88
EASTON		0	434	3	0.69	0.23	1.15	1.39	1.36	0.91	0.91	3.19	1.13	1.12	1.11	0.44

WASHINGTON TROUBLE REPORT RATE - MARCH 2015

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE MAR-15	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				
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	1,477	17	1.15	0.54	1.47	2.51	1.12	1.31	0.72	2.64	1.78	1.20	1.24	0.98				
ENUMCLAW	0	3,289	25	0.76	1.78	2.27	1.96	2.67	2.57	1.33	1.40	1.38	1.20	1.39	0.80				
EPHRATA	0	1,557	9	0.58	0.50	0.37	1.10	1.03	0.71	0.59	0.46	0.29	0.62	0.50	0.77				
GRAHAM	0	5,858	59	1.01	1.52	1.69	1.47	1.15	1.06	0.91	0.83	1.35	0.85	0.96	1.65				
GREEN BLUFF	0	1,592	22	1.38	1.00	1.25	1.92	1.23	0.99	0.80	2.43	1.26	1.07	0.65	1.47				
HOODSPORT	0	1,142	5	0.44	0.96	2.42	1.45	1.18	1.16	1.14	2.01	1.29	1.04	0.88	1.11				
ISSAQUAH	0	8,292	59	0.71	0.95	0.74	0.66	0.84	0.98	0.55	0.96	0.65	0.54	0.63	0.71				
KENT	0	18,472	164	0.89	0.89	1.04	0.96	0.83	0.81	0.76	0.82	0.73	0.84	0.64	0.67				
				KENT MERIDIAN	0	5,884	66	1.12	1.51	1.55	1.44	1.28	1.02	0.86	1.08	1.01	1.13	0.75	0.85
				KENT O BRIEN	0	4,462	10	0.22	0.24	0.26	0.26	0.17	0.17	0.30	0.49	0.27	0.23	0.16	0.22
				KENT ULRICH	0	8,126	88	1.08	0.80	1.11	1.00	0.87	1.00	0.93	0.80	0.77	0.97	0.82	0.79
LIBERTY LAKE	0	436	6	1.38	0.23	0.44	0.87	0.87	0.64	1.26	0.42	0.20	0.60	0.20	0.59				
LONGVIEW-KELSO	0	11,377	110	0.97	1.02	1.26	1.55	1.41	1.65	0.87	0.75	1.07	0.93	1.46	1.18				
LOON LAKE	0	721	2	0.28	0.97	0.41	0.97	0.41	0.96	0.94	1.06	0.79	1.57	2.20	0.52				
MAPLE VALLEY	0	3,980	33	0.83	0.97	1.14	0.78	1.34	1.54	0.53	1.09	0.96	1.46	0.78	0.73				
MOSES LAKE	0	6,561	58	0.88	1.01	0.81	1.14	0.68	0.89	0.67	0.86	0.85	0.48	0.85	0.76				
				MOSES LAKE AFB	0	1,098	7	0.64	0.36	0.45	0.88	0.44	1.04	0.42	0.58	0.33	0.40	0.48	0.71
				MOSES LAKE ALDER	0	5,463	51	0.93	1.14	0.88	1.19	0.73	0.86	0.73	0.92	0.96	0.50	0.93	0.77
NEWMAN LAKE	0	847	0	0.00	0.70	0.93	1.97	0.34	1.14	0.11	1.56	1.56	0.77	0.99	0.86				
NORTHPORT	0	794	7	0.88	0.75	0.75	1.12	1.74	1.22	1.22	2.66	1.33	1.57	1.93	0.60				
OLYMPIA	0	28,452	210	0.74	0.93	0.89	1.04	0.90	0.87	0.64	0.70	0.90	0.64	0.83	0.73				
				OLYMPIA EVERGREEN	0	2,173	29	1.33	1.14	1.45	1.26	1.70	2.14	1.68	1.45	1.52	1.37	0.72	1.27
				OLYMPIA LACEY	0	12,027	97	0.81	0.92	1.01	1.09	0.85	0.91	0.63	0.77	0.84	0.64	1.12	0.57
				OLYMPIA WHITEHALL	0	14,252	84	0.59	0.91	0.71	0.97	0.81	0.65	0.49	0.53	0.85	0.53	0.60	0.77
OMAK-OKANOGAN	0	4,200	40	0.95	1.98	2.91	2.94	1.83	0.97	1.48	1.49	1.17	1.60	0.86	0.99				
OROVILLE	0	1,219	11	0.90	1.46	1.21	2.46	1.73	2.09	0.84	0.99	1.05	0.89	0.95	0.73				
OTHELLO	0	2,508	40	1.59	2.06	1.88	2.49	1.62	0.99	0.79	1.05	1.07	0.98	0.97	1.24				
PASCO	0	7,286	44	0.60	0.87	1.00	1.05	0.60	0.89	0.51	0.87	0.67	0.52	0.73	0.78				
PATEROS	2	457	11	2.41	0.44	0.87	2.82	0.85	4.18	3.56	9.98	1.48	0.36	1.08	1.63				
POMEROY	1	978	14	1.43	1.12	2.45	4.13	0.70	1.58	0.79	1.68	1.88	1.07	1.27	1.37				
PT. ANGELES	0	8,446	49	0.58	0.87	1.06	1.26	0.68	0.83	0.84	0.81	0.65	0.84	0.71	0.42				
				PT ANGELES JOYCE	0	743	9	1.21	1.60	1.59	1.33	1.44	1.69	1.69	1.67	1.15	1.39	1.63	0.63
				PT. ANGELES	0	7,703	40	0.52	0.80	1.01	1.26	0.61	0.75	0.75	0.72	0.61	0.79	0.63	0.40
PT. LUDLOW	0	1,311	8	0.61	0.53	0.37	3.38	0.51	1.72	0.85	0.35	0.41	0.74	0.67	0.86				

WASHINGTON TROUBLE REPORT RATE - MARCH 2015

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE MAR-15	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		
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	8,142	104	1.28	1.40	1.64	1.93	0.99	1.21	0.79	0.73	1.15	1.00	0.82	0.73		
		PORT ORCHARD COLBY	0	2,982	33	1.11	1.24	1.82	1.73	0.84	1.31	1.01	0.87	0.92	0.91	0.96	0.74
		PT. ORCHARD	0	5,160	71	1.38	1.50	1.54	2.05	1.08	1.15	0.66	0.65	1.28	1.05	0.75	0.72
PT. TOWNSEND	0	6,332	57	0.90	0.84	1.31	1.24	0.74	1.29	0.91	0.90	0.94	0.98	0.93	1.03		
PUYALLAP	0	10,720	85	0.79	0.94	0.97	1.04	0.85	1.10	0.89	1.05	0.71	0.69	0.76	0.89		
RENTON	0	16,741	220	1.31	1.34	1.12	1.17	0.91	1.27	0.74	0.74	0.78	0.74	0.83	0.69		
RIDGEFIELD	0	1,770	45	2.54	2.64	0.84	2.25	2.24	2.55	0.75	1.60	1.74	1.63	1.31	0.99		
ROCHESTER	0	2,602	24	0.92	1.31	1.22	2.65	1.77	1.61	2.20	1.57	1.00	1.64	1.01	0.96		
ROY	0	1,417	32	2.26	1.47	2.57	1.18	1.58	1.50	1.64	0.88	2.57	1.08	1.08	1.06		
SEATTLE	0	129,124	822	0.64	0.72	0.75	0.83	0.66	0.79	0.58	0.56	0.47	0.53	0.52	0.54		
		SEATTLE ATWATER	0	9,260	25	0.27	0.48	0.60	0.65	0.35	0.39	0.45	0.46	0.24	0.46	0.40	0.31
		SEATTLE CAMPUS	0	4,954	24	0.48	0.42	0.38	0.49	0.29	0.44	0.56	0.44	0.36	0.51	0.39	0.55
		SEATTLE CHERRY	0	14,015	145	1.03	1.17	1.19	1.03	0.89	1.19	0.83	1.02	0.67	0.57	0.79	0.90
		SEATTLE DUWAMISH	0	6,323	35	0.55	0.71	0.79	0.73	0.51	0.77	0.60	0.61	0.55	0.67	0.52	0.60
		SEATTLE EAST	0	14,679	82	0.56	0.59	0.73	0.73	0.56	0.76	0.52	0.65	0.48	0.54	0.45	0.48
		SEATTLE ELLIOT	0	4,497	9	0.20	0.11	0.22	0.18	0.22	0.22	0.19	0.11	0.23	0.15	0.23	0.35
		SEATTLE EMERSON	0	12,184	100	0.82	0.97	0.92	1.48	0.83	0.81	0.79	0.77	0.58	0.69	0.61	0.71
		SEATTLE LAKEVIEW	0	12,042	81	0.67	0.65	0.55	0.87	0.73	0.96	0.75	0.58	0.61	0.59	0.56	0.58
		SEATTLE MAIN	0	19,822	42	0.21	0.34	0.20	0.20	0.13	0.20	0.15	0.18	0.16	0.18	0.18	0.16
		SEATTLE MERCER ISLAND (ADAMS)	0	4,073	37	0.91	1.43	1.23	1.15	1.61	2.07	0.90	0.74	0.71	0.90	1.08	0.63
		SEATTLE PARKWAY	0	8,470	95	1.12	1.03	1.81	1.18	1.41	1.17	0.84	0.62	0.64	0.91	0.75	0.86
		SEATTLE SUNSET	0	9,847	65	0.66	0.71	0.64	1.02	0.82	0.69	0.66	0.48	0.47	0.46	0.46	0.51
		SEATTLE WEST	0	8,958	82	0.92	0.98	0.88	1.20	0.84	1.26	0.62	0.53	0.60	0.56	0.75	0.67
SEQUIM	0	7,337	48	0.65	0.69	1.08	1.00	0.67	0.97	0.60	0.70	0.58	0.91	0.69	0.58		
SHELTON	0	7,039	65	0.92	0.90	1.09	1.28	1.02	1.24	1.46	1.23	1.39	0.81	1.19	0.69		
SILVERDALE	0	5,721	45	0.79	1.31	1.02	1.11	1.08	0.64	0.80	0.66	0.90	0.73	0.51	0.55		
SPOKANE	0	52,907	425	0.80	1.16	1.22	1.25	0.84	0.83	0.79	1.03	1.15	0.94	0.79	0.75		
		SPOKANE CHESTNUT	0	1,239	15	1.21	1.53	1.43	1.19	0.71	0.47	0.78	0.85	2.96	1.20	0.89	1.77
		SPOKANE FAIRFAX	0	7,250	61	0.84	2.10	1.75	1.42	1.02	1.01	1.14	1.22	1.31	0.91	0.99	0.62
		SPOKANE HUDSON	0	5,682	74	1.30	1.35	1.41	1.42	1.10	0.99	0.70	1.44	1.41	1.09	1.01	0.81
		SPOKANE KEYSTONE	0	5,134	55	1.07	0.85	1.08	1.17	0.74	0.58	0.88	0.93	0.77	0.85	0.40	0.69
		SPOKANE MORAN	0	3,481	22	0.63	1.14	1.19	2.07	0.69	0.63	0.54	0.48	0.82	0.58	0.75	0.95
		SPOKANE RIVERSIDE	0	8,195	50	0.61	1.07	0.97	0.73	0.55	0.62	0.44	0.69	1.01	0.80	0.69	0.70
		SPOKANE WALNUT	0	14,091	86	0.61	0.85	1.15	1.06	0.80	0.67	0.73	0.85	0.81	0.85	0.80	0.74

WASHINGTON TROUBLE REPORT RATE - MARCH 2015

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE MAR-15	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	
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	
				0.79	0.93	1.02	1.56	1.05	1.37	1.04	1.56	1.70	1.32	0.80	0.70	
SPRINGDALE		0	1,219	14	1.15	1.06	1.30	0.81	1.83	2.53	0.87	3.30	2.51	1.26	3.06	2.19
SUMNER (BONNEYLAKE)		0	6,071	95	1.56	1.47	1.14	1.24	1.58	2.25	0.92	0.65	0.85	0.96	0.87	1.10
TACOMA		0	58,281	465	0.80	1.01	1.06	0.92	0.99	0.94	0.74	0.73	0.68	0.74	0.78	0.72
		0	1,185	5	0.42	0.42	0.08	0.33	0.24	0.32	0.33	0.81	0.48	0.47	0.39	0.46
		0	7,571	75	0.99	1.05	1.07	0.91	1.08	0.72	0.68	0.81	0.62	0.88	0.88	0.96
		0	8,156	61	0.75	0.88	0.83	0.86	1.11	0.71	0.67	0.74	0.70	0.68	0.92	0.63
		0	9,018	89	0.99	1.36	1.38	1.39	0.93	1.47	1.45	0.89	0.77	0.92	1.06	1.01
		0	5,750	57	0.99	1.68	1.68	1.06	1.02	0.94	0.80	0.84	0.82	0.86	0.94	0.78
		0	7,808	32	0.41	0.46	0.56	0.61	0.50	0.67	0.39	0.29	0.36	0.40	0.42	0.31
		0	6,089	62	1.02	1.00	1.29	0.96	1.13	1.25	0.53	0.71	1.07	0.87	0.82	0.85
		0	2,631	21	0.80	1.28	0.97	1.21	1.49	1.04	0.57	1.52	0.45	0.65	0.51	0.74
		0	10,073	63	0.63	0.83	1.01	0.71	1.11	0.88	0.64	0.58	0.67	0.69	0.61	0.58
VANCOUVER		0	33,976	242	0.71	0.88	0.86	1.00	0.93	1.03	0.82	0.81	0.76	0.74	0.71	0.83
		0	17,094	109	0.64	0.77	0.76	0.94	0.71	0.98	0.79	0.81	0.72	0.63	0.72	0.83
		0	10,112	66	0.65	0.84	0.75	1.00	1.11	0.88	0.59	0.68	0.70	0.60	0.61	0.73
		0	6,770	67	0.99	1.22	1.26	1.13	1.26	1.40	1.22	1.02	0.94	1.22	0.87	0.99
WAITSBURG		0	316	11	3.48	2.22	0.31	1.22	1.21	1.52	0.00	1.51	1.52	2.11	1.47	1.17
WALLA WALLA (INCL TOUCHET)		0	7,045	48	0.68	0.74	1.39	1.64	0.52	0.46	0.83	0.62	0.55	0.55	0.46	0.60
WARDEN		0	611	12	1.96	2.62	1.94	1.90	1.88	1.55	1.23	1.22	0.75	1.90	1.87	0.86
WINLOCK		0	1,435	12	0.84	0.48	0.96	0.82	0.95	0.94	1.41	0.40	0.93	1.18	0.78	0.39
YAKIMA		0	18,951	126	0.66	0.81	0.90	0.81	0.65	0.64	0.75	0.72	0.69	0.58	0.53	0.42
		0	12,479	86	0.69	0.74	0.90	0.84	0.68	0.75	0.77	0.74	0.74	0.59	0.54	0.37
		0	6,472	40	0.52	0.92	0.89	0.76	0.60	0.43	0.70	0.67	0.58	0.56	0.49	0.51
Exchanges in Neighboring States																
CLARKSTON		0	2,817	48	1.70	1.62	1.84	2.38	1.45	1.26	1.34	2.64	1.50	1.42	1.15	1.77
TOTALS		0	626,570	5,060	0.81	0.97	1.04	1.11	0.91	0.98	0.76	0.82	0.80	0.74	0.75	0.72

WASHINGTON TRUNK BLOCKING SUMMARY - MARCH 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	475	4	0.84%

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Blanks in the report indicate no activity for the measure.

WASHINGTON TRUNK BLOCKING - MARCH 2015

	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072405	96			TOLL	TWO_WAY	2.73%	Blkng 032015@0900-1300hrs , 032515@1800hrs issued sa tgsr to customer
AP073982	168			TOLL	TWO_WAY	6.30%	Blkng 031215@1700-1800hrs, 031715@1800-1900hrs issued sa tgsr to customer
AP073995	120			TOLL	TWO_WAY	0.54%	1x blkng 030615@1000hrs issued sa tgsr to customer
AP077380	144			TOLL	TWO_WAY	1.97%	1xbikng 031615@1800hrs issued sa tgsr to customer

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Qwest Corporation d/b/a CenturyLink QC
 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - MARCH 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 - MARCH 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 - MARCH 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 - MARCH 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 - MARCH 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 - MARCH 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, Foilage, etc.)	RES			
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	RES			
Number of out of service repair reports cleared within seven calendar days	BUS			
Percentage of out of service repair reports cleared within seven calendar days	BUS			
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS			
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS			
Total amount of seven day out of service condition credits	BUS			
Total amount of seven day out of service condition credit exceptions	BUS			

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 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - MARCH 2015

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