



CenturyLink™

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May 22, 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 April 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 26 AM 11:18  
STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

**REDACTED**

Washington Service Quality Summary Report - APRIL 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%

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - APRIL 2015

METRIC DESCRIPTION	APRIL 2015		
	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	1,277	1,411	90.50%
OOS Tickets Not Cleared Within 48 Hrs	134	1	134
Number of OOS Exemptions	55	1	55
All Other Repairs Cleared LT < 72 Hrs	3,222	3,352	96.12%
All Other Troubles Cleared GTR > 72 Hrs	130	1	130
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	7	1	7
Physically Obstructed All Other Troubles Cleared > 72 Hrs	79	1	79
Repair Force Majeure Exclusions	44	1	44
Repair Physically Obstructed Exclusions	53	1	53
Installation Appointments Met	1,239	1,361	91.04%
Repair Appointments Met	2,056	2,489	82.60%
Provisioning Missed for Company Reasons	155	1	155
Provisioning Missed for Customer Reasons	470	1	470
% of Switches Delivering Dial Tone Within 3 seconds	6,460	6,460	100.00%

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - APRIL 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		55	5	137.60	0	100.00%	1	98.18%	2	96.36%
AUBURN		84	16	88.00	5	94.05%	5	94.05%	3	96.43%
BAINBRIDGE ISLAND		44	0		0	100.00%		100.00%		100.00%
BATTLEGROUND		36	1	5.00	0	100.00%		100.00%		100.00%
BELFAIR		28	3	130.67	0	100.00%	1	96.43%	1	96.43%
BELLEVUE		180	21	72.14	7	96.11%	5	97.22%	2	98.89%
	BELLEVUE GLENCOURT	67	10	75.80	4	94.03%	3	95.52%	1	98.51%
	BELLEVUE-SHERWOOD	113	11	68.82	3	97.35%	2	98.23%	1	99.12%
BELLINGHAM		108	10	119.30	2	98.15%		100.00%	3	97.22%
	BELLINGHAM LUMMI	7	1	19.00	1	85.71%		100.00%		100.00%
	BELLINGHAM REGENT	101	9	130.44	1	99.01%		100.00%	1	97.03%
BLACK DIAMOND		10	2	283.50	0	100.00%		100.00%	2	80.00%
BREMERTON		147	8	152.13	4	97.28%	1	99.32%	5	96.60%
	BREMERTON CROSBY	12	2	147.00	0	100.00%	1	91.67%	1	91.67%
	BREMERTON ESSEX	134	5	143.00	3	97.76%		100.00%	3	97.76%
	BREMERTON SUNNYSLOPE	1	1	208.00	1	0.00%		100.00%	1	0.00%
BUCKLEY		2	0		0	100.00%		100.00%		100.00%
CASTLE ROCK		22	0		0	100.00%		100.00%		100.00%
CENTRALIA		47	3	70.00	1	97.87%	1	97.87%		100.00%
CHEHALIS		48	5	128.20	1	97.92%	3	93.75%	1	97.92%
	CHEHALIS	36	1	112.00	0	100.00%	1	97.22%		100.00%
	CHEHALIS NAPAVINE	12	4	132.25	1	91.67%	2	83.33%	1	91.67%
CLE-ELUM		14	4	17.00	1	92.86%		100.00%		100.00%
COLFAX		9	1	217.00	0	100.00%		100.00%	1	88.89%
COLVILLE		36	4	58.25	0	100.00%		100.00%	1	97.22%
COPALIS(OCEAN SHORES)		14	1	325.00	0	100.00%		100.00%	1	92.86%
COULEE DAM		7	2	27.50	0	100.00%		100.00%		100.00%
CRYSTAL MTN.		2	0		0	100.00%		100.00%		100.00%
DAYTON		9	2	81.50	0	100.00%	1	88.89%		100.00%
DEER PARK		42	3	26.00	1	97.62%		100.00%		100.00%
DES MOINES		87	9	62.44	2	97.70%	1	98.85%	2	97.70%

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 - APRIL 2015  
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLTD <= 90 DAYS FROM ORD DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLTD <= 180 DAYS FROM ORD DATE	PCT INWARD ORDS COMPLETED WITHIN 180 DAYS
STANDARD						90.00%		99.00%		
	DES MOINES	39	3	42.00	1	97.44%	1	97.44%		100.00%
	DES MOINES FEDERAL WAY	48	6	72.67	1	97.92%		100.00%	2	95.83%
EASTON		7	1	352.00	0	100.00%		100.00%	1	85.71%
ELK		5	2	23.50	0	100.00%		100.00%		100.00%
ENUMCLAW		26	0		0	100.00%		100.00%		100.00%
EPHRATA		10	0		0	100.00%		100.00%		100.00%
GRAHAM		82	2	21.00	0	100.00%		100.00%		100.00%
GREEN BLUFF		11	1	53.00	0	100.00%		100.00%		100.00%
HOODSPORT		6	0		0	100.00%		100.00%		100.00%
ISSAQUAH		52	5	20.80	0	100.00%		100.00%		100.00%
KENT		168	27	145.00	5	97.02%	4	97.62%	14	91.67%
	KENT MERIDIAN	43	9	139.89	2	95.35%	2	95.35%	5	88.37%
	KENT O BRIEN	23	3	125.33	0	100.00%	1	95.65%	1	95.65%
	KENT ULRICH	102	15	152.00	3	97.06%	1	99.02%	8	92.16%
LIBERTY LAKE		1	1	82.00	0	100.00%	1	0.00%		100.00%
LONGVIEW-KELSO		113	6	143.33	3	97.35%	1	99.12%	3	97.35%
LOON LAKE		9	0		0	100.00%		100.00%		100.00%
MAPLE VALLEY		26	2	112.00	0	100.00%		100.00%	1	96.15%
MOSES LAKE		42	4	34.75	0	100.00%	1	97.62%		100.00%
	MOSES LAKE AFB	8	0		0	100.00%		100.00%		100.00%
	MOSES LAKE ALDER	34	4	34.75	0	100.00%	1	97.06%		100.00%
NEWMAN LAKE		6	0		0	100.00%		100.00%		100.00%
NORTHPORT		9	1	14.00	0	100.00%		100.00%		100.00%
OLYMPIA		247	19	37.63	11	95.55%	4	98.38%		100.00%
	OLYMPIA EVERGREEN	17	1	20.00	2	88.24%		100.00%		100.00%
	OLYMPIA LACEY	123	6	15.17	3	97.56%		100.00%		100.00%
	OLYMPIA WHITEHALL	107	12	50.33	6	94.39%	4	96.26%		100.00%
OMAK-OKANOGAN		28	1	0.00	0	100.00%		100.00%		100.00%
OROVILLE		11	0		0	100.00%		100.00%		100.00%
OTHELLO		23	3	87.33	0	100.00%		100.00%	1	95.65%
PASCO		63	5	93.60	0	100.00%	1	98.41%	1	98.41%

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STANDARD						90.00%		99.00%		
PATEROS		3	0		0	100.00%		100.00%		100.00%
POMEROY		6	1	58.00	0	100.00%		100.00%		100.00%
PT. ANGELES		62	4	49.00	2	96.77%	1	98.39%		100.00%
	PT ANGELES JOYCE	6	1	68.00	0	100.00%		100.00%		100.00%
	PT. ANGELES	56	3	42.67	2	96.43%	1	98.21%		100.00%
PT. LUDLOW		4	0		0	100.00%		100.00%		100.00%
PT. ORCHARD		81	3	17.00	2	97.53%		100.00%		100.00%
	PORT ORCHARD COLBY	35	0		0	100.00%		100.00%		100.00%
	PT. ORCHARD	46	3	17.00	2	95.65%		100.00%		100.00%
PT. TOWNSEND		36	5	143.40	0	100.00%		100.00%	2	94.44%
PUYALLAP		131	12	73.08	3	97.71%	2	98.47%	2	98.47%
RENTON		152	21	81.29	5	96.71%	5	96.71%	4	97.37%
RIDGEFIELD		11	1	334.00	0	100.00%		100.00%	1	90.91%
ROCHESTER		13	1	202.00	0	100.00%		100.00%	1	92.31%
ROY		11	2	24.00	2	81.82%		100.00%		100.00%
SEATTLE		845	96	93.39	33	96.09%	24	97.16%	21	97.51%
	SEATTLE ATWATER	52	7	73.14	0	100.00%	1	98.08%	1	98.08%
	SEATTLE CAMPUS	26	2	4.50	2	92.31%		100.00%		100.00%
	SEATTLE CHERRY	130	24	119.08	3	97.69%	10	92.31%	7	94.62%
	SEATTLE DUWAMISH	40	5	135.80	1	97.50%	1	97.50%	2	95.00%
	SEATTLE EAST	83	17	68.00	4	95.18%	4	95.18%	2	97.59%
	SEATTLE ELLIOT	28	3	60.00	2	92.86%	2	92.86%		100.00%
	SEATTLE EMERSON	88	8	73.63	4	95.45%	3	96.59%	1	98.86%
	SEATTLE LAKEVIEW	74	2	58.00	4	94.59%	1	98.65%		100.00%
	SEATTLE MAIN	92	6	86.17	4	95.65%	1	98.91%	1	98.91%
	SEATTLE MERCER ISLAND (ADAMS)	25	0		0	100.00%		100.00%		100.00%
	SEATTLE PARKWAY	78	10	77.10	2	97.44%		100.00%	2	97.44%
	SEATTLE SUNSET	67	6	94.50	2	97.01%	1	98.51%	1	98.51%
	SEATTLE WEST	62	6	168.50	5	91.94%		100.00%	4	93.55%
SEQUIM		48	1	92.00	1	97.92%	1	97.92%		100.00%
SHELTON		79	6	156.83	3	96.20%	2	97.47%	3	96.20%

Source: 5 and 90 day data from RSOR completed orders  
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STANDARD						99.00%		99.00%		
SILVERDALE		33	3	49.67	0	100.00%	1	96.97%		100.00%
SPOKANE		515	35	118.29	6	98.83%	5	99.03%	12	97.67%
	SPOKANE CHESTNUT	10	0		0	100.00%		100.00%		100.00%
	SPOKANE FAIRFAX	83	4	113.75	1	98.80%		100.00%	2	97.59%
	SPOKANE HUDSON	70	10	110.50	0	100.00%	2	97.14%	3	95.71%
	SPOKANE KEYSTONE	51	2	184.00	0	100.00%		100.00%	1	98.04%
	SPOKANE MORAN	29	3	135.67	0	100.00%		100.00%	1	96.55%
	SPOKANE RIVERSIDE	66	7	124.14	0	100.00%	1	98.48%	3	95.45%
	SPOKANE WALNUT	130	8	76.88	4	96.92%	2	98.46%	1	99.23%
	SPOKANE WHITWORTH	76	1	321.00	1	98.68%		100.00%	1	98.68%
SPRINGDALE		9	2	197.50	1	88.89%		100.00%	1	88.89%
SUMNER (BONNEYLAKE)		36	6	39.50	2	94.44%	2	94.44%		100.00%
TACOMA		566	49	95.57	10	98.23%	6	98.94%	14	97.53%
	TACOMA FORT LEWIS	20	1	217.00	0	100.00%		100.00%	1	95.00%
	TACOMA GREENFIELD	104	18	84.33	1	99.04%	2	98.08%	5	95.19%
	TACOMA JUNIPER	85	13	57.46	1	98.82%	1	98.82%	2	97.65%
	TACOMA LENNOX	115	5	103.60	4	96.52%	2	98.26%	1	99.13%
	TACOMA LOGAN	54	0		0	100.00%		100.00%		100.00%
	TACOMA MARKET (FAWCETT)	50	5	198.80	0	100.00%		100.00%	3	94.00%
	TACOMA SKYLINE	33	0		2	93.94%		100.00%		100.00%
	TACOMA WAVERLY-2	20	2	9.00	0	100.00%		100.00%		100.00%
	TACOMA WAVERLY-7	85	5	134.20	2	97.65%	1	98.82%	2	97.65%
VANCOUVER		351	13	131.31	4	98.86%	3	99.15%	4	98.86%
	VANCOUVER ORCHARDS	173	9	120.22	3	98.27%	1	99.42%	3	98.27%
	VANCOUVER OXFORD	122	4	156.25	1	99.18%	2	98.36%	1	99.18%
	VANCOUVER SALMON CRK(NORTH)	56	0		0	100.00%		100.00%		100.00%
WAITSBURG		1	0		0	100.00%		100.00%		100.00%
WALLA WALLA (INCL TOUCHET)		60	3	133.00	0	100.00%	1	98.33%	1	98.33%
WARDEN		8	0		1	87.50%		100.00%		100.00%
WINLOCK		17	1	268.00	0	100.00%		100.00%	1	94.12%
YAKIMA		165	5	49.80	4	97.58%		100.00%	1	99.39%

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STANDARD						90.00%		99.00%		
	YAKIMA CHESTNUT	125	4	53.25	4	96.80%			1	99.20%
	YAKIMA WEST	40	1	36.00	0	100.00%		100.00%		100.00%
Exchanges in Neighboring States										
CLARKSTON		15	1	64.00	1	93.33%	1	93.33%		100.00%
TOTALS		5,234	451	96.04	123	97.65%	85	98.38%	113	97.84%

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WASHINGTON TROUBLE REPORT RATE - APRIL 2015

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE APR-15	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
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	5,327	50	0.94	1.06	1.05	1.69	1.56	0.75	1.54	0.92	0.70	0.87	0.72	0.61
AUBURN		0	9,412	74	0.79	0.81	1.32	1.50	1.12	1.01	1.24	1.04	0.66	0.84	0.70	1.69
BAINBRIDGE ISLAND		0	5,457	41	0.75	0.86	0.90	1.60	1.91	1.06	1.23	0.89	1.15	0.95	0.99	0.82
BATTLEGROUND		0	5,531	39	0.71	0.93	0.98	1.12	1.95	1.56	1.55	0.88	1.10	1.29	1.18	0.80
BELFAIR		0	3,611	102	2.82	1.50	2.16	2.17	3.92	3.79	1.42	1.09	0.95	1.35	1.09	0.78
BELLEVUE		0	20,941	139	0.66	0.64	0.79	0.84	0.84	0.88	1.08	0.65	0.57	0.58	0.62	0.56
	BELLEVUE GLENCOURT	0	9,174	56	0.61	0.59	0.57	0.55	0.58	0.69	1.02	0.49	0.49	0.56	0.50	0.42
	BELLEVUE-SHERWOOD	0	11,767	83	0.71	0.68	0.96	1.06	1.04	1.02	1.13	0.78	0.64	0.60	0.71	0.66
BELLINGHAM		0	13,365	65	0.49	0.43	0.49	0.62	0.53	0.50	0.43	0.50	0.55	0.55	0.39	0.50
	BELLINGHAM LUMMI	0	897	8	0.89	0.67	0.44	0.99	0.43	0.43	0.32	1.27	1.36	2.09	0.10	1.14
	BELLINGHAM REGENT	0	12,468	57	0.46	0.41	0.50	0.60	0.54	0.51	0.43	0.45	0.49	0.45	0.41	0.46
BLACK DIAMOND		0	1,375	17	1.24	1.57	1.91	2.32	1.89	2.73	1.88	2.21	1.51	1.64	1.29	0.94
BREMERTON		0	19,919	82	0.41	0.47	0.53	0.45	0.54	0.51	0.49	0.46	0.42	0.46	0.42	0.47
	BREMERTON CROSBY	0	1,743	15	0.86	1.09	1.70	1.91	1.84	1.44	1.42	1.58	1.62	1.91	1.42	1.70
	BREMERTON ESSEX	0	17,772	61	0.34	0.40	0.42	0.32	0.41	0.43	0.40	0.36	0.29	0.32	0.31	0.32
	BREMERTON SUNNYSLOPE	0	404	6	1.49	0.99	0.49	0.00	0.49	0.24	0.00	0.00	0.72	0.00	0.70	0.93
BUCKLEY		0	1,047	15	1.43	2.19	1.81	1.98	1.49	2.11	1.47	1.63	1.27	1.41	1.21	1.61
CASTLE ROCK		0	2,134	31	1.45	2.10	1.81	1.84	1.73	1.27	1.80	1.66	1.73	1.23	1.39	0.99
CENTRALIA		0	3,645	38	1.04	1.06	1.14	2.07	1.25	1.18	1.14	0.98	1.18	1.12	0.94	0.97
CHEHALIS		0	5,721	42	0.73	0.87	1.09	1.24	1.07	1.02	1.08	1.04	0.65	0.83	0.92	1.39
	CHEHALIS	0	4,089	30	0.73	0.83	1.04	1.28	1.22	1.05	0.99	0.94	0.65	0.60	0.89	1.16
	CHEHALIS NAPAVINE	0	1,632	12	0.74	0.98	1.22	1.15	0.67	0.96	1.32	1.32	0.65	1.42	1.00	1.97
CLE-ELUM		0	1,843	13	0.71	0.92	0.81	0.59	1.33	0.90	0.84	0.63	1.09	1.19	0.46	0.61
COLFAX		0	1,553	47	3.03	0.95	0.89	0.95	1.33	0.94	0.94	0.87	0.99	1.00	0.99	0.61
COLVILLE		0	4,822	35	0.73	0.88	0.86	0.88	1.30	0.61	0.80	0.62	1.18	0.92	0.96	1.14
COPALIS(OCEAN SHORES)		0	1,911	23	1.20	1.71	1.42	1.71	1.24	1.23	1.31	0.78	1.25	1.14	1.04	0.84
COULEE DAM		0	1,356	18	1.33	1.10	1.38	1.73	2.57	2.34	1.62	0.92	2.16	0.69	2.32	1.83
CRYSTAL MTN.		0	519	4	0.77	0.38	0.58	1.54	1.72	2.11	0.95	2.33	3.48	0.58	2.32	0.76
DAYTON		0	1,231	8	0.65	0.64	1.19	1.43	1.73	0.39	0.93	0.54	0.85	1.38	0.83	1.57
DEER PARK		0	3,705	23	0.62	0.86	1.87	0.98	1.00	0.84	1.09	0.88	1.57	2.36	0.78	0.89
DES MOINES		0	9,071	83	0.92	0.98	1.61	1.47	1.13	1.30	1.35	0.72	0.98	0.98	0.74	0.87
	DES MOINES	0	3,592	41	1.14	1.00	1.48	1.33	1.32	1.43	1.30	0.75	1.10	1.17	0.85	0.86
	DES MOINES FEDERAL WAY	0	5,479	42	0.77	0.97	1.69	1.56	1.01	1.22	1.39	0.70	0.90	0.86	0.67	0.87
EASTON		0	436	1	0.23	0.69	0.23	1.15	1.39	1.36	0.91	0.91	3.19	1.13	1.12	1.11

WASHINGTON TROUBLE REPORT RATE - APRIL 2015

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE APR-15	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
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	1,463	10	0.68	1.15	0.54	1.47	2.51	1.12	1.31	0.72	2.64	1.78	1.20	1.24
ENUMCLAW		0	3,267	30	0.92	0.76	1.78	2.27	1.96	2.67	2.57	1.33	1.40	1.38	1.20	1.39
EPHRATA		0	1,546	8	0.52	0.58	0.50	0.37	1.10	1.03	0.71	0.59	0.46	0.29	0.62	0.50
GRAHAM		0	5,811	61	1.05	1.01	1.52	1.69	1.47	1.15	1.06	0.91	0.83	1.35	0.85	0.96
GREEN BLUFF		0	1,587	21	1.32	1.38	1.00	1.25	1.92	1.23	0.99	0.80	2.43	1.26	1.07	0.65
HOODSPORT		0	1,129	8	0.71	0.44	0.96	2.42	1.45	1.18	1.16	1.14	2.01	1.29	1.04	0.88
ISSAQUAH		0	8,216	52	0.63	0.71	0.95	0.74	0.66	0.84	0.98	0.55	0.96	0.65	0.54	0.63
KENT		0	18,303	127	0.69	0.89	0.89	1.04	0.96	0.83	0.81	0.76	0.82	0.73	0.84	0.64
	KENT MERIDIAN	0	5,809	59	1.02	1.12	1.51	1.55	1.44	1.28	1.02	0.86	1.08	1.01	1.13	0.75
	KENT O BRIEN	0	4,444	17	0.38	0.22	0.24	0.26	0.26	0.17	0.17	0.30	0.49	0.27	0.23	0.16
	KENT ULRICH	0	8,050	51	0.63	1.08	0.80	1.11	1.00	0.87	1.00	0.93	0.80	0.77	0.97	0.82
LIBERTY LAKE		0	433	1	0.23	1.38	0.23	0.44	0.87	0.87	0.64	1.26	0.42	0.20	0.60	0.20
LONGVIEW-KELSO		0	11,301	93	0.82	0.97	1.02	1.26	1.55	1.41	1.65	0.87	0.75	1.07	0.93	1.46
LOON LAKE		0	712	9	1.26	0.28	0.97	0.41	0.97	0.41	0.96	0.94	1.06	0.79	1.57	2.20
MAPLE VALLEY		0	3,943	38	0.96	0.83	0.97	1.14	0.78	1.34	1.54	0.53	1.09	0.96	1.46	0.78
MOSES LAKE		0	6,504	47	0.72	0.88	1.01	0.81	1.14	0.68	0.89	0.67	0.86	0.85	0.48	0.85
	MOSES LAKE AFB	0	1,100	8	0.73	0.64	0.36	0.45	0.88	0.44	1.04	0.42	0.58	0.33	0.40	0.48
	MOSES LAKE ALDER	0	5,404	39	0.72	0.93	1.14	0.88	1.19	0.73	0.86	0.73	0.92	0.96	0.50	0.93
NEWMAN LAKE		0	841	6	0.71	0.00	0.70	0.93	1.97	0.34	1.14	0.11	1.56	1.56	0.77	0.99
NORTHPORT		0	788	4	0.51	0.88	0.75	0.75	1.12	1.74	1.22	1.22	2.66	1.33	1.57	1.93
OLYMPIA		0	28,215	153	0.54	0.74	0.93	0.89	1.04	0.90	0.87	0.64	0.70	0.90	0.64	0.83
	OLYMPIA EVERGREEN	0	2,167	20	0.92	1.33	1.14	1.45	1.26	1.70	2.14	1.68	1.45	1.52	1.37	0.72
	OLYMPIA LACEY	0	11,902	72	0.60	0.81	0.92	1.01	1.09	0.85	0.91	0.63	0.77	0.84	0.64	1.12
	OLYMPIA WHITEHALL	0	14,146	61	0.43	0.59	0.91	0.71	0.97	0.81	0.65	0.49	0.53	0.85	0.53	0.60
OMAK OKANOGAN		0	4,178	63	1.51	0.95	1.98	2.91	2.94	1.83	0.97	1.48	1.49	1.17	1.60	0.86
OROVILLE		0	1,213	12	0.99	0.90	1.46	1.21	2.46	1.73	2.09	0.84	0.99	1.05	0.89	0.95
OTHELLO		0	2,489	34	1.37	1.59	2.06	1.88	2.49	1.62	0.99	0.79	1.05	1.07	0.98	0.97
PASCO		0	7,201	34	0.47	0.60	0.87	1.00	1.05	0.60	0.89	0.51	0.87	0.67	0.52	0.73
PATEROS		2	459	14	3.05	2.41	0.44	0.87	2.82	0.85	4.18	3.56	9.98	1.48	0.36	1.08
POMEROY		1	979	9	0.92	1.43	1.12	2.45	4.13	0.70	1.58	0.79	1.68	1.88	1.07	1.27
PT. ANGELES		0	8,367	38	0.45	0.58	0.87	1.06	1.26	0.68	0.83	0.84	0.81	0.65	0.84	0.71
	PT ANGELES JOYCE	0	741	8	1.08	1.21	1.60	1.59	1.33	1.44	1.69	1.69	1.67	1.15	1.39	1.63
	PT. ANGELES	0	7,626	30	0.39	0.52	0.80	1.01	1.26	0.61	0.75	0.75	0.72	0.61	0.79	0.63
PT. LUDLOW		0	1,295	8	0.62	0.61	0.53	0.37	3.38	0.51	1.72	0.85	0.35	0.41	0.74	0.67

WASHINGTON TROUBLE REPORT RATE - APRIL 2015

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE APR-15	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
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	8,078	81	1.00	1.28	1.40	1.64	1.93	0.99	1.21	0.79	0.73	1.15	1.00	0.82
	PORT ORCHARD COLBY	0	2,955	23	0.78	1.11	1.24	1.82	1.73	0.84	1.31	1.01	0.87	0.92	0.91	0.96
	PT. ORCHARD	0	5,123	58	1.13	1.38	1.50	1.54	2.05	1.08	1.15	0.66	0.65	1.28	1.05	0.75
PT. TOWNSEND		0	6,268	31	0.49	0.90	0.84	1.31	1.24	0.74	1.29	0.91	0.90	0.94	0.98	0.93
PUYALLAP		0	10,669	94	0.88	0.79	0.94	0.97	1.04	0.85	1.10	0.89	1.05	0.71	0.69	0.76
RENTON		0	16,602	135	0.81	1.31	1.34	1.12	1.17	0.91	1.27	0.74	0.74	0.78	0.74	0.83
RIDGEFIELD		0	1,755	19	1.08	2.54	2.64	0.84	2.25	2.24	2.55	0.75	1.60	1.74	1.63	1.31
ROCHESTER		0	2,587	40	1.55	0.92	1.31	1.22	2.65	1.77	1.61	2.20	1.57	1.00	1.64	1.01
ROY		0	1,405	11	0.78	2.26	1.47	2.57	1.18	1.58	1.50	1.64	0.88	2.57	1.08	1.08
SEATTLE		0	128,002	870	0.68	0.64	0.72	0.75	0.83	0.66	0.79	0.58	0.56	0.47	0.53	0.52
	SEATTLE ATWATER	0	9,192	24	0.26	0.27	0.48	0.60	0.65	0.35	0.39	0.45	0.46	0.24	0.46	0.40
	SEATTLE CAMPUS	0	4,939	14	0.28	0.48	0.42	0.38	0.49	0.29	0.44	0.56	0.44	0.36	0.51	0.39
	SEATTLE CHERRY	0	13,914	106	0.76	1.03	1.17	1.19	1.03	0.89	1.19	0.83	1.02	0.67	0.57	0.79
	SEATTLE DUWAMISH	0	6,266	36	0.57	0.55	0.71	0.79	0.73	0.51	0.77	0.60	0.61	0.55	0.67	0.52
	SEATTLE EAST	0	14,569	100	0.69	0.56	0.59	0.73	0.73	0.56	0.76	0.52	0.65	0.48	0.54	0.45
	SEATTLE ELLIOT	0	4,475	11	0.25	0.20	0.11	0.22	0.18	0.22	0.22	0.19	0.11	0.23	0.15	0.23
	SEATTLE EMERSON	0	12,072	83	0.69	0.82	0.97	0.92	1.48	0.83	0.81	0.79	0.77	0.58	0.69	0.61
	SEATTLE LAKEVIEW	0	11,940	137	1.15	0.67	0.65	0.55	0.87	0.73	0.96	0.75	0.58	0.61	0.59	0.56
	SEATTLE MAIN	0	19,471	66	0.34	0.21	0.34	0.20	0.20	0.13	0.20	0.15	0.18	0.16	0.18	0.18
	SEATTLE MERCER ISLAND (ADAMS)	0	4,046	29	0.72	0.91	1.43	1.23	1.15	1.61	2.07	0.90	0.74	0.71	0.90	1.08
	SEATTLE PARKWAY	0	8,392	93	1.11	1.12	1.03	1.81	1.18	1.41	1.17	0.84	0.62	0.64	0.91	0.75
	SEATTLE SUNSET	0	9,806	113	1.15	0.66	0.71	0.64	1.02	0.82	0.69	0.66	0.48	0.47	0.46	0.46
	SEATTLE WEST	0	8,920	58	0.65	0.92	0.98	0.88	1.20	0.84	1.26	0.62	0.53	0.60	0.56	0.75
SEQUIM		0	7,257	62	0.85	0.65	0.69	1.08	1.00	0.67	0.97	0.60	0.70	0.58	0.91	0.69
SHELTON		0	6,963	56	0.80	0.92	0.90	1.09	1.28	1.02	1.24	1.46	1.23	1.39	0.81	1.19
SILVERDALE		0	5,640	22	0.39	0.79	1.31	1.02	1.11	1.08	0.64	0.80	0.66	0.90	0.73	0.51
SPOKANE		0	52,358	453	0.87	0.80	1.16	1.22	1.25	0.84	0.83	0.79	1.03	1.15	0.94	0.79
	SPOKANE CHESTNUT	0	1,228	8	0.65	1.21	1.53	1.43	1.19	0.71	0.47	0.78	0.85	2.96	1.20	0.89
	SPOKANE FAIRFAX	0	7,169	59	0.82	0.84	2.10	1.75	1.42	1.02	1.01	1.14	1.22	1.31	0.91	0.99
	SPOKANE HUDSON	0	5,585	71	1.27	1.30	1.35	1.41	1.42	1.10	0.99	0.70	1.44	1.41	1.09	1.01
	SPOKANE KEYSTONE	0	5,080	37	0.73	1.07	0.85	1.08	1.17	0.74	0.58	0.88	0.93	0.77	0.85	0.40
	SPOKANE MORAN	0	3,451	25	0.72	0.63	1.14	1.19	2.07	0.69	0.63	0.54	0.48	0.82	0.58	0.75
	SPOKANE RIVERSIDE	0	8,157	47	0.58	0.61	1.07	0.97	0.73	0.55	0.62	0.44	0.69	1.01	0.80	0.69
	SPOKANE WALNUT	0	13,941	142	1.02	0.61	0.85	1.15	1.06	0.80	0.67	0.73	0.85	0.81	0.85	0.80

WASHINGTON TROUBLE REPORT RATE - APRIL 2015

WIRECENTER	STD EXD CNT	LINES	RPTS	RATE APR-15	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		
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	7,747	64	0.83	0.79	0.93	1.02	1.56	1.05	1.37	1.04	1.58	1.70	1.32	0.80
SPRINGDALE	0	1,217	13	1.07	1.15	1.06	1.30	0.81	1.83	2.53	0.87	3.30	2.51	1.26	3.06		
SUMNER (BONNEYLAKE)	0	6,000	85	1.42	1.56	1.47	1.14	1.24	1.58	2.25	0.92	0.65	0.85	0.96	0.87		
TACOMA	0	57,842	368	0.64	0.80	1.01	1.06	0.92	0.99	0.94	0.74	0.73	0.68	0.74	0.78		
	0	1,184	0	0.00	0.42	0.42	0.08	0.33	0.24	0.32	0.33	0.81	0.48	0.47	0.39		
	0	7,543	52	0.69	0.99	1.05	1.07	0.91	1.08	0.72	0.68	0.81	0.62	0.88	0.88		
	0	8,088	48	0.59	0.75	0.88	0.83	0.86	1.11	0.71	0.67	0.74	0.70	0.68	0.92		
	0	8,955	85	0.95	0.99	1.36	1.38	1.39	0.93	1.47	1.45	0.89	0.77	0.92	1.06		
	0	5,712	48	0.84	0.99	1.68	1.68	1.06	1.02	0.94	0.80	0.84	0.82	0.86	0.94		
	0	7,747	26	0.34	0.41	0.46	0.56	0.61	0.50	0.67	0.39	0.29	0.36	0.40	0.42		
	0	6,030	33	0.55	1.02	1.00	1.29	0.96	1.13	1.25	0.53	0.71	1.07	0.87	0.82		
	0	2,601	17	0.65	0.80	1.28	0.97	1.21	1.49	1.04	0.57	1.52	0.45	0.65	0.51		
	0	9,982	59	0.59	0.63	0.83	1.01	0.71	1.11	0.88	0.64	0.58	0.67	0.69	0.61		
VANCOUVER	0	33,719	258	0.77	0.71	0.88	0.86	1.00	0.93	1.03	0.82	0.81	0.76	0.74	0.71		
	0	16,942	108	0.64	0.64	0.77	0.76	0.94	0.71	0.98	0.79	0.81	0.72	0.63	0.72		
	0	10,050	77	0.77	0.65	0.84	0.75	1.00	1.11	0.88	0.59	0.68	0.70	0.60	0.61		
	0	6,727	73	1.09	0.99	1.22	1.26	1.13	1.26	1.40	1.22	1.02	0.94	1.22	0.87		
WAITSBURG	0	313	3	0.96	3.48	2.22	0.31	1.22	1.21	1.52	0.00	1.51	1.52	2.11	1.47		
WALLA WALLA (INCL TOUCHET)	0	6,946	43	0.62	0.68	0.74	1.39	1.64	0.52	0.46	0.83	0.62	0.55	0.55	0.46		
WARDEN	0	600	7	1.17	1.96	2.62	1.94	1.90	1.88	1.55	1.23	1.22	0.75	1.90	1.87		
WINLOCK	0	1,428	13	0.91	0.84	0.48	0.96	0.82	0.95	0.94	1.41	0.40	0.93	1.18	0.78		
YAKIMA	0	18,789	97	0.52	0.66	0.81	0.90	0.81	0.65	0.64	0.75	0.72	0.69	0.58	0.53		
	0	12,387	69	0.56	0.69	0.74	0.90	0.84	0.68	0.75	0.77	0.74	0.74	0.59	0.54		
	0	6,402	28	0.44	0.62	0.92	0.89	0.76	0.60	0.43	0.70	0.67	0.58	0.56	0.49		
Exchanges in Neighboring States																	
CLARKSTON	0	2,777	39	1.40	1.70	1.62	1.84	2.38	1.45	1.26	1.34	2.64	1.50	1.42	1.15		
TOTALS	0	621,387	4,670	0.75	0.81	0.97	1.04	1.11	0.91	0.98	0.76	0.82	0.80	0.74	0.75		

WASHINGTON TRUNK BLOCKING SUMMARY - APRIL 2015

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	125	0	0.00%
LOCAL	353	0	0.00%
TOLL	477	1	0.21%

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WASHINGTON TRUNK BLOCKING - APRIL 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	1.77%	bking 042215@1700hrs 042315@1700hrs 042415@1200hrs and 1xbking 043015@1700hrs issue sa tgsr to customer

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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 - APRIL 2015

MEASURE	MARKET UNIT	APR-15	MAY-15	JUN-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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MEASURE	MARKET UNIT	APR-15	MAY-15	JUN-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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MEASURE	MARKET UNIT	APR-15	MAY-15	JUN-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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MEASURE	MARKET UNIT	APR-15	MAY-15	JUN-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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MEASURE	MARKET UNIT	APR-15	MAY-15	JUN-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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MEASURE	MARKET UNIT	APR-15	MAY-15	JUN-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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MEASURE	MARKET UNIT	APR-15	MAY-15	JUN-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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