



CenturyLink™

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October 25, 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 September 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 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

**CONFIDENTIAL**

2013 OCT 28 PM 1:02

STANLEY W. WILSON  
DIRECTOR OF COMMUNICATIONS  
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

10/28/2013 1:02 PM  
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Washington Service Quality Summary Report - SEPTEMBER 2013

METRIC DESCRIPTION	JANUARY 2013			FEBRUARY 2013			MARCH 2013		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	2,289	2,544	89.98%	1,867	1,994	93.63%	2,026	2,090	96.94%
OOS Tickets Not Cleared Within 48 Hrs	255	1	255	127	1	127	64	1	64
Number of OOS Exemptions	115	1	115	81	1	81	77	1	77
All Other Repairs Cleared LT < 72 Hrs	5,599	5,691	98.38%	4,018	4,084	98.38%	4,079	4,150	98.29%
All Other Troubles Cleared GTR > 72 Hrs	92	1	92	66	1	66	71	1	71
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	7	1	7	3	1	3	8	1	8
Physically Obstructed All Other Troubles Cleared > 72 Hrs	59	1	59	93	1	93	59	1	59
Repair Force Majeure Exclusions	41	1	41	16	1	16	42	1	42
Repair Physically Obstructed Exclusions	90	1	90	53	1	53	24	1	24
Installation Appointments Met	2,007	2,150	93.35%	1,955	2,047	95.51%	1,932	2,016	95.83%
Repair Appointments Met	2,747	3,218	85.36%	2,127	2,415	88.07%	2,111	2,351	89.79%
Provisioning Missed for Company Reasons	189	1	189	243	1	243	219	1	219
Provisioning Missed for Customer Reasons	529	1	529	499	1	499	511	1	511
% of Switches Delivering Dial Tone Within 3 seconds	6,673	6,673	100.00%	6,044	6,044	100.00%	6,686	6,688	99.97%

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - SEPTEMBER 2013

METRIC DESCRIPTION	APRIL 2013			MAY 2013			JUNE 2013		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	1,686	1,726	97.68%	1,990	2,044	97.36%	1,737	1,796	96.71%
OOS Tickets Not Cleared Within 48 Hrs	40	1	40	54	1	54	59	1	59
Number of OOS Exemptions	41	1	41	65	1	65	66	1	66
All Other Repairs Cleared LT < 72 Hrs	4,099	4,168	98.34%	4,367	4,410	99.02%	4,301	4,364	98.56%
All Other Troubles Cleared GTR > 72 Hrs	69	1	69	43	1	43	63	1	63
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	10	1	10	8	1	8	10	1	10
Physically Obstructed All Other Troubles Cleared > 72 Hrs	72	1	72	56	1	56	58	1	58
Repair Force Majeure Exclusions	27	1	27	55	1	55	73	1	73
Repair Physically Obstructed Exclusions	30	1	30	16	1	16	28	1	28
Installation Appointments Met	1,895	1,991	95.18%	1,930	2,020	95.54%	1,702	1,789	95.14%
Repair Appointments Met	1,938	2,163	89.60%	1,989	2,270	87.62%	2,031	2,335	86.98%
Provisioning Missed for Company Reasons	153	1	153	131	1	131	142	1	142
Provisioning Missed for Customer Reasons	477	1	477	490	1	490	486	1	486
% of Switches Delivering Dial Tone Within 3 seconds	6,466	6,468	99.97%	6,680	6,680	100.00%	6,233	6,234	99.98%

Blanks in the report indicate no activity for the measure.

Washington Service Quality Summary Report - SEPTEMBER 2013

METRIC DESCRIPTION	JULY 2013			AUGUST 2013			SEPTEMBER 2013		
	NUM	DENOM	RESULT	NUM	DENOM	RESULT	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	1,650	1,829	90.21%	1,673	1,899	88.10%	1,670	2,034	82.10%
OOS Tickets Not Cleared Within 48 Hrs	179	1	179	226	1	226	364	1	364
Number of OOS Exemptions	78	1	78	88	1	88	138	1	138
All Other Repairs Cleared LT < 72 Hrs	4,405	4,514	97.59%	4,381	4,490	97.57%	4,802	5,090	94.34%
All Other Troubles Cleared GTR > 72 Hrs	109	1	109	109	1	109	288	1	288
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	5	1	5	4	1	4	37	1	37
Physically Obstructed All Other Troubles Cleared > 72 Hrs	104	1	104	118	1	118	148	1	148
Repair Force Majeure Exclusions	16	1	16	38	1	38	56	1	56
Repair Physically Obstructed Exclusions	27	1	27	32	1	32	30	1	30
Installation Appointments Met	1,796	1,921	93.49%	1,857	2,001	92.80%	1,742	1,926	90.45%
Repair Appointments Met	2,177	2,517	86.49%	2,044	2,411	84.78%	2,165	2,567	84.34%
Provisioning Missed for Company Reasons	156	1	156	171	1	171	178	1	178
Provisioning Missed for Customer Reasons	560	1	560	545	1	545	540	1	540
% of Switches Delivering Dial Tone Within 3 seconds	6,448	6,448	100.00%	6,421	6,421	100.00%	6,249	6,249	100.00%

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - SEPTEMBER 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		55	6	4.50	0	100.00%		99.00%		100.00%
ABERDEEN-HOOJIAM		119	5	67.00	4	96.64%	3	100.00%		100.00%
AUBURN		43	1	11.00	0	100.00%		100.00%		100.00%
BAINBRIDGE ISLAND		46	2	73.00	2	95.65%	1	100.00%		100.00%
BATTLEGROUND		42	1	5.00	1	97.62%		100.00%		100.00%
BELFAIR		140	11	102.27	3	97.86%	2	100.00%	1	99.29%
BELLEVUE		70	4	49.25	2	97.14%	1	100.00%		100.00%
BELLEVUE GLENCOURT		70	7	132.57	1	98.57%	1	100.00%	1	98.57%
BELLEVUE-SHERWOOD		141	8	35.63	4	97.16%	2	100.00%		100.00%
BELLINGHAM		7	1	17.00	0	100.00%		100.00%		100.00%
BELLINGHAM LUMMI		134	7	38.29	4	97.01%	2	100.00%		100.00%
BELLINGHAM REGENT		16	1	308.00	2	87.50%		100.00%	1	93.75%
BLACK DIAMOND		139	3	36.00	4	97.12%		100.00%		100.00%
BREMERTON		12	0		1	91.67%		100.00%		100.00%
BREMERTON CROSBY		126	3	36.00	3	97.62%		100.00%		100.00%
BREMERTON ESSEX		1	0		0	100.00%		100.00%		100.00%
BREMERTON SUNNYSLOPE		6	0		1	83.33%		100.00%		100.00%
BUCKLEY		19	1	96.00	0	100.00%	1	100.00%		100.00%
CASTLE ROCK		59	0		0	100.00%		100.00%		100.00%
CENTRALIA		60	1	0.00	1	98.33%		100.00%		100.00%
CHEHALIS		41	0		1	97.56%		100.00%		100.00%
CHEHALIS		19	1	0.00	0	100.00%		100.00%		100.00%
CHEHALIS NAPAVINE		13	3	49.33	1	92.31%	1	100.00%		100.00%
CLE-ELUM		7	0		0	100.00%		100.00%		100.00%
COLFAX		51	1	2.00	1	98.04%		100.00%		100.00%
COLVILLE		17	2	21.50	0	100.00%		100.00%		100.00%
COPALIS(OCEAN SHORES)		15	0		0	100.00%		100.00%		100.00%
COULEE DAM		0	0		0					
CRYSTAL MTN.		4	3	6.67	0	100.00%		100.00%		100.00%
DAYTON		44	2	5.00	1	97.73%		100.00%		100.00%
DEER PARK		111	4	91.50	2	98.20%		100.00%	1	99.10%
DES MOINES		42	1	6.00	0	100.00%		100.00%		100.00%
DES MOINES FEDERAL WAY		69	3	120.00	2	97.10%		100.00%	1	98.55%

Source: 5 and 90 day data from RSOR completed orders  
180 day data from OP15A pending orders

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Washington Orders Summary - SEPTEMBER 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		5	1	17.00	1	90.00%		99.00%		100.00%
EASTON		17	1	8.00	0	100.00%		100.00%		100.00%
ELK		36	3	39.33	1	97.22%	1	100.00%		100.00%
ENUNCLAW		9	0		0	100.00%		100.00%		100.00%
EPHRATA		103	7	14.57	8	92.23%		100.00%		100.00%
GRAHAM		19	0		1	94.74%		100.00%		100.00%
GREEN BLUFF		4	0		0	100.00%		100.00%		100.00%
HOODSPORT		52	6	37.17	3	94.23%		100.00%		100.00%
ISSAQUAH		186	8	82.50	6	96.77%	1	100.00%	2	98.92%
KENT		42	2	179.00	2	95.24%		100.00%	2	95.24%
KENT MERIDIAN		34	1	14.00	1	97.06%		100.00%		100.00%
KENT O BRIEN		110	5	57.60	3	97.27%	1	100.00%		100.00%
KENT ULRICH		4	0		0	100.00%		100.00%		100.00%
LIBERTY LAKE		149	2	29.00	3	97.99%		100.00%		100.00%
LONGVIEW-KELSO		9	1	26.00	1	88.89%		100.00%		100.00%
LOON LAKE		43	3	22.33	1	97.67%		100.00%		100.00%
MAPLE VALLEY		50	4	26.75	0	100.00%		100.00%		100.00%
MOSES LAKE		9	1	4.00	0	100.00%		100.00%		100.00%
MOSES LAKE AFB		41	3	34.33	0	100.00%		100.00%		100.00%
MOSES LAKE ALDER		1	0		1	0.00%		100.00%		100.00%
NEWMAN LAKE		10	1	5.00	0	100.00%		100.00%		100.00%
NORTHPORT		317	21	50.57	12	96.21%	5	100.00%	2	99.37%
OLYMPIA		18	1	175.00	0	100.00%		100.00%	1	94.44%
OLYMPIA EVERGREEN		163	12	42.42	6	96.32%	2	100.00%	1	99.39%
OLYMPIA LACEY		136	8	47.25	6	95.59%	3	100.00%	1	100.00%
OLYMPIA WHITEHALL		42	3	41.67	0	100.00%	1	100.00%		100.00%
OMAK-OKANOGAN		20	0		1	95.00%		100.00%		100.00%
OROVILLE		23	2	77.00	1	95.65%	1	100.00%		100.00%
OTHELLO		80	3	22.67	2	97.50%		100.00%		100.00%
PASCO		6	0		0	100.00%		100.00%		100.00%
PATEROS		5	1	3.00	0	100.00%		100.00%		100.00%
POMEROY		64	2	187.00	1	98.44%	1	100.00%	1	98.44%
PT. ANGELES		6	0		1	83.33%		100.00%		100.00%
PT ANGELES JOYCE										

Source: 5 and 90 day data from RSOR completed orders  
180 day data from OP15A pending orders

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STANDARD		58	2	187.00	0	90.00%		99.00%		98.28%
PT. LUDLOW		8	1	12.00	0	100.00%		100.00%	1	100.00%
PT. ORCHARD		78	5	46.40	3	96.15%		100.00%	1	98.72%
	PORT ORCHARD COLBY	27	2	104.50	0	100.00%		100.00%	1	96.30%
	PT. ORCHARD	51	3	7.67	3	94.12%		100.00%		100.00%
PT. TOWNSEND		50	2	19.50	0	100.00%		100.00%		100.00%
PUYALLAP		124	4	23.50	1	99.19%		100.00%		100.00%
RENTON		185	8	58.63	4	97.84%	1	100.00%	1	99.46%
RIDGEFIELD		14	0		0	100.00%		100.00%		100.00%
ROCHESTER		27	0		0	100.00%		100.00%		100.00%
ROY		14	1	22.00	0	100.00%		100.00%		100.00%
SEATTLE		1,086	40	59.05	16	98.53%	10	100.00%	2	99.82%
	SEATTLE ATWATER	72	1	90.00	1	98.61%	1	100.00%		100.00%
	SEATTLE CAMPUS	45	2	35.00	1	97.78%		100.00%		100.00%
	SEATTLE CHERRY	141	11	72.36	4	97.16%	4	100.00%	1	99.29%
	SEATTLE DUWAMISH	59	2	14.50	3	94.92%		100.00%		100.00%
	SEATTLE EAST	127	6	94.33	0	100.00%	1	100.00%	1	99.21%
	SEATTLE ELLIOT	36	2	22.50	1	97.22%		100.00%		100.00%
	SEATTLE EMERSON	102	1	25.00	1	99.02%		100.00%		100.00%
	SEATTLE LAKEVIEW	103	2	19.50	0	100.00%		100.00%		100.00%
	SEATTLE MAIN	128	8	52.88	4	96.88%	3	100.00%		100.00%
	SEATTLE MERCER ISLAND (ADAMS)	31	0		0	100.00%		100.00%		100.00%
	SEATTLE PARKWAY	84	2	32.00	1	98.81%		100.00%		100.00%
	SEATTLE SUNSET	79	1	65.00	0	100.00%		100.00%		100.00%
	SEATTLE WEST	79	2	75.00	0	100.00%	1	100.00%		100.00%
		61	2	30.00	1	98.36%		100.00%		100.00%
		72	0		1	98.61%		100.00%		100.00%
		60	0		0	100.00%		100.00%		100.00%
		719	21	54.62	9	98.75%	1	100.00%	3	99.58%
	SPOKANE CHESTNUT	14	2	45.50	0	100.00%	1	100.00%		100.00%
	SPOKANE FAIRFAX	104	1	5.00	0	100.00%		100.00%		100.00%
	SPOKANE HUDSON	112	1	5.00	3	97.32%		100.00%		100.00%
	SPOKANE KEYSTONE	70	1	0.00	1	98.57%		100.00%		100.00%

Source: 5 and 90 day data from RSOR completed orders  
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STANDARD										
	SPOKANE MORAN	44	5	103.20	0	90.00%		99.00%		99.00%
	SPOKANE RIVERSIDE	106	3	6.33	1	100.00%		100.00%	2	95.45%
	SPOKANE WALNUT	184	5	33.40	2	99.06%		100.00%		100.00%
	SPOKANE WHITWORTH	85	3	114.67	2	98.91%		100.00%	1	100.00%
SPRINGDALE		13	0		0	97.65%		100.00%		98.82%
SUMNER (BONNEYLAKE)		55	4	34.00	1	100.00%	1	100.00%		100.00%
TACOMA		764	17	49.94	8	98.18%	6	100.00%		100.00%
	TACOMA FORT LEWIS	30	0		0	96.95%		100.00%		100.00%
	TACOMA GREENFIELD	129	4	76.25	3	100.00%	2	100.00%		100.00%
	TACOMA JUNIPER	129	1	81.00	0	97.67%	1	100.00%		100.00%
	TACOMA LENNOX	109	6	9.33	0	100.00%		100.00%		100.00%
	TACOMA LOGAN	59	0		1	98.31%		100.00%		100.00%
	TACOMA MARKET (FAWCETT)	76	1	96.00	1	98.68%	1	100.00%		100.00%
	TACOMA SKYLINE	57	0		0	100.00%		100.00%		100.00%
	TACOMA WAVERLY-2	25	0		1	96.00%		100.00%		100.00%
	TACOMA WAVERLY-7	150	5	62.20	2	98.67%	2	100.00%		100.00%
VANCOUVER		414	12	25.58	4	99.03%	2	100.00%		100.00%
	VANCOUVER ORCHARDS	211	6	21.50	2	99.05%	1	100.00%		100.00%
	VANCOUVER OXFORD	134	3	13.33	0	100.00%		100.00%		100.00%
	VANCOUVER SALMON CRK(NORTH)	69	3	46.00	2	97.10%	1	100.00%		100.00%
WAITSBURG		2	0		0	100.00%		100.00%		100.00%
WALLA WALLA (INCL TOUCHET)		69	5	34.80	2	97.10%		100.00%		100.00%
WARDEN		4	0		1	75.00%		100.00%		100.00%
WINLOCK		9	0		0	100.00%		100.00%		100.00%
YAKIMA		211	10	47.90	5	97.63%	3	100.00%		100.00%
	YAKIMA CHESTNUT	153	8	33.75	4	97.39%	1	100.00%		100.00%
	YAKIMA WEST	58	2	104.50	1	98.28%	2	100.00%		100.00%
Exchanges in Neighboring States		26	2	6.50	0	100.00%		100.00%		100.00%
CLARKSTON		6,466	258	48.86	126	98.05%	43	100.00%	15	99.77%
TOTALS										

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 - SEPTEMBER 2013

WIRECENTER		STD	EXD	LINES	RPTS	SEP-13	AUG-13	JUL-13	JUN-13	MAY-13	APR-13	MAR-13	FEB-13	JAN-13	DEC-12	NOV-12	OCT-12
		CNT				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
ABERDEEN-HOQUIAM		0	6,546	99	151	1.08	0.94	0.78	1.09	1.11	1.11	1.26	0.96	1.13	1.20	1.52	1.65
AUBURN		0	11,496	123	107	1.03	0.91	0.92	0.82	0.84	0.84	1.06	0.78	1.34	1.38	1.27	0.97
BAINBRIDGE ISLAND		0	6,364	72	113	0.71	1.13	0.85	0.81	0.78	0.78	0.69	0.78	1.28	1.27	1.70	0.97
BATTLEGROUND		0	6,393	65	102	0.71	1.06	1.21	1.08	2.35	0.91	1.38	1.38	1.65	1.95	1.42	1.36
BELFAIR		0	4,350	60	138	0.91	1.22	1.03	0.75	0.59	1.13	2.64	1.59	1.47	1.97	1.97	0.98
BELLEVUE		0	24,844	167	068	0.57	0.77	0.69	0.57	0.57	0.57	0.53	0.67	0.89	0.83	0.94	0.71
	BELLEVUE GLENCOURT	0	10,411	59	057	0.41	0.70	0.40	0.56	0.44	0.35	0.57	0.57	0.53	0.60	0.79	0.49
	BELLEVUE-SHERWOOD	0	14,233	108	076	0.68	0.81	0.90	0.58	0.66	0.67	0.74	0.74	1.14	1.00	1.04	0.88
	BELLINGHAM	0	16,074	119	074	0.48	0.46	0.31	0.43	0.41	0.48	0.48	0.46	0.63	0.51	0.62	0.64
		0	979	8	082	0.91	0.80	0.40	0.49	0.59	0.39	0.39	0.58	0.58	1.25	0.95	2.84
	BELLINGHAM LUMMI	0	15,095	111	074	0.45	0.44	0.30	0.43	0.39	0.48	0.48	0.45	0.63	0.46	0.60	0.51
	BELLINGHAM REGENT	0	1,566	34	217	2.28	2.19	2.06	1.44	0.85	2.90	0.96	0.96	0.83	0.82	1.68	1.83
BLACK DIAMOND		0	22,002	96	044	0.70	0.52	0.39	0.43	0.29	0.38	0.42	0.42	0.66	0.75	0.82	0.51
BREMERTON		0	2,128	28	132	2.42	1.69	1.45	0.63	0.80	0.83	1.77	1.77	1.32	2.44	3.19	2.09
	BREMERTON CROSBY	0	19,415	67	035	0.52	0.40	0.27	0.41	0.22	0.32	0.32	0.26	0.56	0.54	0.54	0.32
	BREMERTON ESSEX	0	459	1	022	0.21	0.41	0.41	0.40	0.80	0.80	0.80	0.80	1.59	1.59	0.99	0.79
	BREMERTON SUNNYSLOPE	0	1,280	33	258	0.77	2.65	1.58	0.89	1.03	2.34	0.50	0.50	1.13	0.85	1.54	1.53
BUCKLEY		0	2,503	36	144	1.43	2.03	1.51	1.38	2.09	1.74	1.80	1.80	2.23	2.65	3.45	2.54
CASTLE ROCK		0	4,298	68	158	1.15	0.79	0.78	1.20	1.77	0.82	0.75	0.68	1.41	0.96	1.28	1.15
CENTRALIA		0	6,431	108	168	0.91	0.95	1.06	1.11	1.03	1.25	1.07	0.83	1.19	0.74	1.18	0.96
CHEHALIS		0	4,581	90	196	0.83	0.92	0.89	1.03	1.03	1.03	1.07	0.83	1.22	0.69	0.99	0.86
	CHEHALIS	0	1,850	18	097	1.12	1.01	1.46	1.30	1.03	1.70	0.31	0.31	1.12	0.86	1.66	1.20
	CHEHALIS NAPAVINE	0	2,046	29	142	0.93	0.87	0.38	0.62	0.52	0.42	0.60	0.60	0.79	1.10	1.00	1.13
CLE-ELUM		0	1,701	13	076	0.87	1.04	0.92	0.86	0.62	0.95	1.00	1.00	1.50	1.77	1.10	1.26
COLFAX		0	5,342	66	124	0.88	1.02	1.23	1.10	1.10	0.57	0.65	0.58	0.78	0.95	1.46	0.71
COLVILLE		0	2,295	49	214	1.11	1.62	1.39	1.93	0.80	1.17	1.12	1.12	1.89	1.91	2.35	1.24
COPALIS(OCEAN SHORES)		0	1,562	19	122	3.70	2.91	0.50	0.93	0.74	0.92	0.80	0.80	1.52	2.06	1.88	1.67
COULEE DAM		0	527	1	019	1.14	0.94	0.93	0.73	2.03	0.18	0.92	0.92	2.22	3.36	1.13	0.19
CRYSTAL MTN.		0	1,361	21	154	0.65	1.01	1.00	0.85	0.49	0.21	0.28	0.28	0.69	0.28	1.43	0.88
DAYTON		0	4,264	83	195	2.24	1.55	0.80	1.76	1.07	0.54	0.78	0.78	0.75	1.12	1.81	2.49
DEER PARK		0	11,268	96	085	1.00	1.24	0.78	0.60	0.88	0.84	0.68	0.68	1.29	1.14	1.27	0.85
DES MOINES		0	4,442	41	092	1.18	1.78	1.26	0.58	0.78	0.90	0.90	0.56	1.31	1.05	1.36	0.67
	DES MOINES FEDERAL WAY	0	6,826	55	081	0.88	0.90	0.46	0.61	0.94	0.79	0.79	0.76	1.27	1.21	1.21	0.96
EASTON		0	458	1	022	1.09	0.65	1.29	0.65	0.87	0.21	0.00	0.00	1.49	0.00	0.63	1.05
ENUMCLAW		0	3,849	52	135	1.24	1.50	1.34	0.95	1.12	1.57	1.38	1.38	1.40	1.43	1.64	1.04

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WIRECENTER	STD EXT CNT	LINES	RPTS	SEP-13	AUG-13	JUL-13	JUN-13	MAY-13	APR-13	MAR-13	FEB-13	JAN-13	DEC-12	NOV-12	OCT-12
				RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
STANDARD	0	1,945	20	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
EPHRATA	0	7,171	121	1.03	0.72	1.12	1.06	1.29	1.62	0.73	0.77	0.57	1.07	0.65	0.09
GRAHAM	0	1,774	16	0.90	1.79	1.27	1.47	1.30	0.81	0.96	0.84	1.51	1.09	1.75	0.97
GREEN BLUFF	0	1,347	9	0.67	0.59	1.39	1.17	1.16	0.65	1.29	0.64	1.34	2.45	1.60	1.03
HOODSPORT	0	9,967	70	0.70	0.75	0.62	0.48	0.65	0.52	0.86	0.52	1.21	0.82	0.92	0.56
ISSAQUAH	0	22,613	209	0.92	0.58	0.64	0.66	0.72	0.80	0.79	0.96	0.94	1.14	1.18	0.74
KENT	0	7,516	97	1.29	0.78	0.96	1.00	0.87	1.03	1.15	1.85	1.16	1.40	1.54	0.93
KENT MERIDIAN	0	5,122	21	0.41	0.18	0.27	0.27	0.40	0.26	0.20	0.22	0.44	0.56	0.34	0.25
KENT O BRIEN	0	9,975	91	0.91	0.64	0.59	0.60	0.77	0.90	0.83	0.67	1.03	1.24	1.34	0.85
KENT ULRICH	0	551	3	0.54	0.36	0.87	1.03	0.34	0.68	0.00	0.17	0.50	0.50	1.14	1.93
LIBERTY LAKE	0	13,687	199	1.45	1.13	0.96	0.93	1.47	1.08	0.93	1.05	1.52	1.76	1.98	1.41
LONGVIEW-KELSO	0	834	8	0.96	0.48	1.06	1.18	1.54	0.36	1.30	0.82	0.70	1.49	0.80	1.02
LOON LAKE	0	4,758	76	1.60	1.00	1.22	0.86	1.04	0.87	0.87	0.97	1.39	1.74	1.34	1.06
MAPLE VALLEY	0	7,895	101	1.28	0.93	1.09	1.19	0.76	0.86	1.07	0.76	0.83	1.04	1.01	1.10
MOSES LAKE	0	1,312	17	1.30	0.75	0.74	1.16	0.79	1.07	0.50	0.92	0.70	0.83	0.75	0.82
MOSES LAKE AFB	0	6,583	84	1.28	0.96	1.16	1.20	0.76	0.82	1.18	0.73	0.86	1.08	1.06	1.15
MOSES LAKE ALDER	0	985	4	0.40	1.57	0.68	2.42	0.67	1.24	1.05	0.66	0.47	1.29	1.28	1.46
NEWMAN LAKE	0	877	1	0.11	0.79	0.78	0.66	0.99	0.88	0.44	0.66	1.09	1.97	1.30	1.82
NORTHPORT	0	34,006	262	0.77	0.56	0.61	0.63	0.65	0.53	0.61	0.72	0.90	0.86	0.98	0.96
OLYMPIA	0	2,507	30	1.20	0.52	1.33	1.17	1.05	0.50	0.88	0.76	1.32	1.87	1.81	1.14
OLYMPIA EVERGREEN	0	15,256	94	0.62	0.60	0.53	0.58	0.54	0.43	0.59	0.66	0.76	0.69	0.84	1.01
OLYMPIA LACEY	0	16,243	138	0.85	0.53	0.57	0.60	0.69	0.64	0.58	0.76	0.96	0.87	0.98	0.88
OLYMPIA WHITEHALL	0	5,130	81	1.58	1.96	2.85	1.39	1.18	1.10	1.60	0.98	1.62	1.94	1.75	1.45
OMAK-OKANOGAN	0	1,465	40	2.73	1.44	1.96	2.02	1.26	1.26	1.18	0.79	1.90	2.04	3.73	1.76
OROVILLE	0	2,904	63	2.17	1.45	1.49	1.40	1.81	0.83	1.28	1.14	1.35	1.66	2.30	1.69
OTHELLO	0	9,287	68	0.73	1.15	0.88	1.06	0.59	0.88	0.52	0.59	1.13	1.03	1.13	0.78
PASCO	0	580	2	0.34	1.72	1.37	1.53	0.85	1.01	0.67	0.33	1.15	1.32	0.49	1.78
PATEROS	0	1,049	13	1.24	0.94	3.36	1.85	1.48	1.39	1.30	0.64	0.92	1.84	2.58	2.38
POMEROY	0	9,821	88	0.90	0.60	0.72	0.84	0.62	0.76	0.75	0.84	0.82	0.98	1.04	0.75
PT. ANGELES	0	857	14	1.63	1.16	1.14	0.92	0.68	0.80	1.70	1.13	2.50	2.59	2.02	0.78
PT ANGELES JOYCE	0	8,964	74	0.83	0.54	0.68	0.84	0.61	0.76	0.66	0.82	0.67	0.83	0.95	0.75
PT. ANGELES	0	1,668	19	1.14	1.41	0.75	0.69	0.90	0.61	0.60	0.76	0.97	0.96	0.63	0.63
PT. LUDLOW	0	9,932	132	1.33	0.98	1.08	0.78	1.07	0.87	1.03	1.14	1.79	1.60	1.77	1.18
PT. ORCHARD	0	3,670	71	1.93	1.03	1.36	0.90	0.91	0.95	1.04	1.26	2.44	2.13	2.40	1.36
PORT ORCHARD COLBY	0	6,262	61	0.97	0.96	0.92	0.71	1.17	0.83	1.02	1.07	1.41	1.28	1.39	1.07
PT. ORCHARD	0														

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WIRECENTER	STD EXD CNT	LINES	RPTS	SEP-13		AUG-13		JUL-13		JUN-13		MAY-13		APR-13		MAR-13		FEB-13		JAN-13		DEC-12		NOV-12		OCT-12		
				RATE	RPTS	RATE	RPTS	RATE	RPTS	RATE	RPTS	RATE	RPTS	RATE	RPTS	RATE	RPTS	RATE	RPTS	RATE	RPTS	RATE	RPTS	RATE	RPTS	RATE	RPTS	RATE
STANDARD	0	7,789	74	4.00	0.60	4.00	0.66	4.00	0.77	4.00	0.64	4.00	0.54	4.00	0.81	0.71	4.00	0.93	4.00	0.71	4.00	0.93	4.00	2.96	1.03	4.00	0.67	
PT. TOWNSEND	0	12,968	135	1.04	0.93	0.91	0.77	0.81	0.94	0.94	0.94	0.94	0.94	0.94	0.76	0.82	1.12	0.78	1.11	0.83	1.11	0.83	1.11	0.78	1.11	0.83	1.11	
PUYALLAP	0	20,371	162	0.80	0.75	0.73	0.70	0.79	0.75	0.75	0.75	0.75	0.75	0.75	0.75	1.18	1.20	1.23	1.44	1.09	1.23	1.44	1.09	1.23	1.44	1.09	1.23	
RENTON	0	2,045	39	1.91	1.02	1.00	0.90	1.12	0.74	0.92	0.92	0.92	0.92	0.92	1.27	1.23	1.86	1.49	2.54	2.00	1.86	1.49	2.54	2.00	1.86	1.49	2.54	
RIDGEFIELD	0	2,956	45	1.52	0.88	0.49	0.50	0.48	0.52	0.57	0.57	0.57	0.57	0.57	0.50	0.54	0.72	0.64	0.86	0.61	0.72	0.64	0.86	0.61	0.72	0.64	0.86	
ROCHESTER	0	153,979	876	0.45	0.30	0.30	0.31	0.41	0.41	0.41	0.41	0.41	0.41	0.41	0.27	0.25	0.36	0.38	0.45	0.42	0.36	0.38	0.45	0.42	0.36	0.38	0.45	
SEATTLE	0	5,448	21	0.39	0.46	0.42	0.34	0.29	0.53	0.53	0.53	0.53	0.53	0.53	0.44	0.54	0.62	0.24	0.46	0.37	0.44	0.54	0.62	0.24	0.46	0.37	0.44	
SEATTLE ATWATER	0	17,213	129	0.75	0.68	0.65	0.81	0.69	0.66	0.66	0.66	0.66	0.66	0.66	0.75	0.87	1.13	0.96	1.55	1.08	0.75	0.87	1.13	0.96	1.55	1.08	0.69	
SEATTLE CAMPUS	0	7,618	44	0.58	0.85	0.63	0.37	0.55	0.54	0.54	0.54	0.54	0.54	0.54	0.43	0.64	0.87	0.66	1.00	0.69	0.43	0.64	0.87	0.66	1.00	0.69	0.69	
SEATTLE CHERRY	0	16,674	96	0.58	0.56	0.49	0.46	0.51	0.51	0.51	0.51	0.51	0.51	0.51	0.46	0.52	0.70	0.59	0.70	0.46	0.52	0.70	0.59	0.70	0.46	0.52	0.46	
SEATTLE DUWAMISH	0	4,541	14	0.31	0.07	0.13	0.17	0.17	0.17	0.17	0.17	0.17	0.17	0.17	0.24	0.11	0.15	0.23	0.29	0.31	0.24	0.11	0.15	0.23	0.29	0.31	0.29	
SEATTLE EAST	0	15,740	119	0.76	0.50	0.63	0.55	0.74	0.87	0.87	0.87	0.87	0.87	0.87	0.72	0.69	0.95	0.73	1.03	0.67	0.72	0.69	0.95	0.73	1.03	0.67	0.67	
SEATTLE ELLIOT	0	14,224	101	0.71	0.51	0.57	0.55	0.55	0.55	0.55	0.55	0.55	0.55	0.55	0.40	0.59	0.89	0.77	0.93	0.63	0.40	0.59	0.89	0.77	0.93	0.63	0.63	
SEATTLE EMERSON	0	23,162	35	0.15	0.17	0.17	0.13	0.18	0.16	0.16	0.16	0.16	0.16	0.16	0.20	0.19	0.19	0.14	0.19	0.21	0.20	0.19	0.19	0.14	0.19	0.21	0.21	
SEATTLE EMERSON	0	4,949	35	0.71	0.96	0.57	0.61	0.56	0.51	0.51	0.51	0.51	0.51	0.51	0.62	0.58	0.52	0.81	1.22	1.04	0.62	0.58	0.52	0.81	1.22	1.04	1.04	
SEATTLE LAKEVIEW	0	10,706	81	0.76	0.62	0.77	0.72	0.77	0.74	0.74	0.74	0.74	0.74	0.74	0.77	0.92	0.88	1.16	1.25	0.82	0.77	0.92	0.88	1.16	1.25	0.82	0.82	
SEATTLE LAKEVIEW	0	11,998	77	0.64	0.55	0.63	0.62	0.58	0.79	0.79	0.79	0.79	0.79	0.79	0.47	0.35	1.06	0.72	0.93	0.60	0.47	0.35	1.06	0.72	0.93	0.60	0.60	
SEATTLE LAKEVIEW	0	10,984	76	0.69	0.48	0.50	0.55	0.60	0.60	0.60	0.60	0.60	0.60	0.60	0.71	0.74	0.77	0.86	1.15	0.75	0.71	0.74	0.77	0.86	1.15	0.75	0.75	
SEATTLE MAIN	0	8,720	69	0.79	0.83	0.77	0.65	0.61	0.71	0.71	0.71	0.71	0.71	0.71	0.64	0.73	0.87	0.84	1.00	0.66	0.64	0.73	0.87	0.84	1.00	0.66	0.66	
SEATTLE MERCER ISLAND (ADAMS)	0	8,360	179	2.14	1.48	1.13	1.13	0.48	0.92	0.92	0.92	0.92	0.92	0.92	0.97	0.79	1.36	1.12	1.32	0.89	0.97	0.79	1.36	1.12	1.32	0.89	0.89	
SEATTLE PARKWAY	0	7,063	48	0.68	0.55	0.72	0.56	0.63	0.45	0.45	0.45	0.45	0.45	0.53	0.62	1.41	1.06	0.88	0.74	0.74	0.53	0.62	1.41	1.06	0.88	0.74	0.74	
SEATTLE PARKWAY	0	63,945	691	1.08	1.17	0.96	1.00	0.87	0.72	0.72	0.72	0.72	0.72	0.72	0.78	0.77	1.05	1.11	1.34	1.01	0.78	0.77	1.05	1.11	1.34	1.01	1.01	
SEATTLE PARKWAY	0	1,483	14	0.94	1.26	1.72	0.73	0.65	0.64	0.64	0.64	0.64	0.64	0.64	0.82	0.62	0.91	1.92	3.08	0.98	0.82	0.62	0.91	1.92	3.08	0.98	0.98	
SEATTLE PARKWAY	0	8,786	84	0.96	1.09	0.97	1.21	1.01	0.72	0.72	0.72	0.72	0.72	0.72	0.67	0.67	1.03	1.09	1.66	1.15	0.67	0.67	1.03	1.09	1.66	1.15	1.15	
SEATTLE PARKWAY	0	6,918	74	1.07	1.26	1.31	1.17	0.94	0.86	0.86	0.86	0.86	0.86	0.86	0.77	0.77	1.48	1.70	1.51	1.23	0.77	0.77	1.48	1.70	1.51	1.23	1.23	
SEATTLE PARKWAY	0	5,979	62	1.04	0.97	0.80	1.00	0.87	0.57	0.57	0.57	0.57	0.57	0.57	0.59	0.69	0.83	1.06	1.25	0.66	0.59	0.69	0.83	1.06	1.25	0.66	0.66	
SEATTLE PARKWAY	0	4,362	102	2.34	1.95	0.81	0.89	0.67	0.72	0.72	0.72	0.72	0.72	0.65	0.56	0.81	0.89	0.94	0.66	0.66	0.65	0.56	0.81	0.89	0.94	0.66	0.66	
SEATTLE PARKWAY	0	9,098	77	0.85	0.96	0.61	1.01	0.86	0.61	0.61	0.61	0.61	0.61	0.61	0.71	1.04	1.12	0.97	1.30	0.88	0.71	1.04	1.12	0.97	1.30	0.88	0.88	
SEATTLE PARKWAY	0	17,495	140	0.80	1.19	0.84	0.98	0.87	0.74	0.74	0.74	0.74	0.74	0.74	0.97	0.67	0.83	0.84	1.25	1.10	0.97	0.67	0.83	0.84	1.25	1.10	1.10	
SEATTLE PARKWAY	0	9,824	138	1.40	1.07	1.31	0.81	0.86	0.81	0.81	0.81	0.81	0.81	0.81	0.79	0.90	1.36	1.31	1.10	1.03	0.79	0.90	1.36	1.31	1.10	1.03	1.03	
SEATTLE PARKWAY	1	1,323	56	4.23	3.92	1.80	2.74	1.18	3.64	3.64	3.64	3.64	3.64	3.64	1.16	0.65	2.93	2.05	1.39	3.30	1.16	0.65	2.93	2.05	1.39	3.30	3.30	
SEATTLE PARKWAY	0	7,388	102	1.38	0.97	0.83	1.00	0.93	1.18	1.18	1.18	1.18	1.18	1.18	1.19	0.85	0.92	1.09	1.21	0.97	1.19	0.85	0.92	1.09	1.21	0.97	0.97	
SEATTLE PARKWAY	0	71,107	572	0.80	0.73	0.79	0.68	0.80	0.70	0.70	0.70	0.70	0.70	0.70	0.80	0.72	1.04	1.07	1.20	0.86	0.80	0.72	1.04	1.07	1.20	0.86	0.86	
SEATTLE PARKWAY	0	1,400	3	0.21	0.35	0.76	0.21	0.67	0.39	0.39	0.39	0.39	0.39	0.39	0.59	0.19	0.38	0.57	0.51	0.36	0.59	0.19	0.38	0.57	0.51	0.36	0.36	
TACOMA	0																											
TACOMA FORT LEWIS	0																											

WASHINGTON TROUBLE REPORT RATE - SEPTEMBER 2013

WIRECENTER	STANDARD	STD EXT CNT	LINES	RPTS	SEP-13	AUG-13	JUL-13	JUN-13	MAY-13	APR-13	MAR-13	FEB-13	JAN-13	DEC-12	NOV-12	OCT-12
					RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
	TACOMA GREENFIELD	0	9,388	99	4.00	0.67	0.97	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
	TACOMA JUNIPER	0	9,781	85	0.87	0.74	0.68	0.78	0.80	0.80	0.73	0.84	1.01	0.99	1.28	0.88
	TACOMA LENNOX	0	11,558	116	1.00	1.04	1.14	0.91	1.29	0.86	1.05	0.99	1.22	1.48	1.20	1.05
	TACOMA LOGAN	0	7,272	64	0.88	0.49	0.57	0.68	0.82	0.58	0.78	0.57	0.94	1.08	1.27	0.64
	TACOMA MARKET (FAWCETT)	0	8,737	41	0.47	0.56	0.56	0.44	0.35	0.41	0.42	0.51	0.52	0.60	1.11	0.51
	TACOMA SKYLINE	0	7,315	51	0.70	0.95	0.56	0.66	0.76	0.63	0.79	0.58	1.48	1.29	1.39	1.07
	TACOMA WAVERLY-2	0	3,097	25	0.81	0.77	0.54	0.79	0.69	0.66	0.47	1.18	1.56	0.96	1.16	0.74
	TACOMA WAVERLY-7	0	12,559	88	0.70	0.67	0.87	0.48	0.58	0.77	0.80	0.75	0.88	0.85	1.02	0.81
	TACOMA WAVERLY-7	0	41,946	356	0.85	0.83	0.75	0.75	0.87	0.75	0.80	0.92	1.03	0.99	1.13	0.91
	TACOMA WAVERLY-7	0	21,339	170	0.80	0.75	0.68	0.67	0.82	0.68	0.70	0.85	0.92	0.90	1.08	0.91
	TACOMA WAVERLY-7	0	12,012	107	0.89	0.61	0.58	0.53	0.82	0.50	0.80	0.93	0.95	1.08	1.18	0.91
	TACOMA WAVERLY-7	0	8,595	79	0.92	1.34	1.14	1.25	1.07	1.27	1.05	1.06	1.41	1.07	1.18	0.91
	TACOMA WAVERLY-7	2	366	24	6.56	2.17	0.54	1.62	1.60	1.05	1.03	0.00	0.75	2.00	4.25	1.00
	TACOMA WAVERLY-7	0	8,762	138	1.57	1.49	1.15	0.88	1.03	0.73	0.49	0.43	0.73	0.78	1.44	1.02
	TACOMA WAVERLY-7	0	742	20	2.70	1.20	1.98	1.17	0.65	1.81	1.52	1.39	1.99	2.21	2.30	1.68
	TACOMA WAVERLY-7	0	1,613	26	1.61	0.98	0.73	0.60	1.32	0.24	1.50	0.96	1.55	1.95	1.35	1.59
	TACOMA WAVERLY-7	0	24,109	175	0.73	0.84	0.84	0.93	1.57	0.62	1.12	0.50	0.64	0.77	0.72	0.85
	TACOMA WAVERLY-7	0	15,799	100	0.63	0.63	0.75	1.08	1.89	0.59	1.18	0.53	0.69	0.70	0.69	0.81
	TACOMA WAVERLY-7	0	8,310	75	0.90	1.24	1.01	0.66	0.94	0.67	1.00	0.44	0.56	0.91	0.77	0.92
	TACOMA WAVERLY-7	0	3,505	50	1.43	1.38	1.36	1.95	1.45	1.05	0.72	1.35	1.21	1.57	1.43	1.90
	TACOMA WAVERLY-7	0	747,933	7,004	0.94	0.83	0.83	0.77	0.79	0.73	0.76	0.75	1.01	1.03	1.17	0.90
	TOTALS															

Exchanges in Neighboring States

CLARKSTON

TOTALS

WASHINGTON TRUNK BLOCKING SUMMARY - SEPTEMBER 2013

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911	126	0	0.00%
LOCAL	353	0	0.00%
TOLL	372	4	1.08%

WASHINGTON TRUNK BLOCKING - SEPTEMBER 2013

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072405	96	DESMWA01DS0	STTLWA0303T	TOLL	TWO_WAY	3.86%	1xbkng 090913@2200-2300hrs issue sa tgsr to the customer
AP072411	144	BLLVWAGLDS0	STTLWA0303T	TOLL	TWO_WAY	6.13%	bkng 09/16/13@0900-1100,1300hr 09/17/13@0900-1100,1300hr, 09/18/13@0900-1100hr, 09/19/13@1000hr, 09/20/13@1000hr issued sa tgsr to the customer
AP072415	168	STTLWA03DS0	STTLWA0303T	TOLL	TWO_WAY	2.35%	bkng 09/19/13@1200hr, 09/20/13@1500hr, issued sa tgsr to the customer
AP073995	120	STTLWADUDS0	STTLWA0303T	TOLL	TWO_WAY	4.41%	1x bkng 09/19/13@1000hr, issued sa tgsr to the customer

Qwest Corporation d/b/a CenturyLink QC  
 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - SEPTEMBER 2013

MEASURE	MARKET UNIT	JUL-13	AUG-13	SEP-13	YTD
Number of Scheduled Appointments (dispatched orders)	RES	4,496	4,441	3,898	48,241
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	RES	91	103	114	930
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	RES	251	263	278	2,194
Number of Scheduled Commitments (non-dispatched orders)	RES	34,059	35,161	34,634	308,498
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	RES	12	8	2	240
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	RES	67	73	67	685
Number Exclusions	RES	308	336	345	2,879
Number of Scheduled Appointments (dispatched orders)	BUS	821	784	742	8,484
Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	BUS	44	45	38	328
Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	BUS	171	160	159	1,350
Number of Scheduled Commitments (non-dispatched orders)	BUS	4,058	4,018	3,631	30,535
Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	BUS	9	15	24	85
Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	BUS	81	49	36	408
Number Exclusions	BUS	252	209	195	1,758
Number of Scheduled Appointments (dispatched tickets)	RES	4,816	4,625	5,476	43,823
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	RES	322	327	482	3,700
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	RES	15	20	17	197

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Qwest Corporation d/b/a CenturyLink QC  
 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - SEPTEMBER 2013

MEASURE	MARKET UNIT	JUL-13	AUG-13	SEP-13	YTD
Number of Scheduled Appointments (dispatched orders)	RES	4,496	4,441	3,898	48,241
Number of Scheduled Commitments (non-dispatched tickets)	RES	728	932	825	7,301
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	RES	33	38	38	332
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	RES	0	0	0	2
Number Exclusions	RES	30	48	59	491
Number of Scheduled Appointments (dispatched tickets)	BUS	785	822	912	7,423
Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	BUS	88	107	107	947
Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	BUS	11	11	13	126
Number of Scheduled Commitments (non-dispatched tickets)	BUS	168	150	148	1,284
Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	BUS	9	10	7	92
Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	BUS	1	1	0	5
Number Exclusions	BUS	13	22	27	203
Total amount of missed appointments credits paid	RES	\$5,625.00	\$6,937.50	\$7,612.50	\$66,150.00
Number of customers receiving credits for company missed appointments/commitments-Install	RES	229	283	310	2,690
Total amount of missed appointments credits paid	BUS	\$2,950.00	\$4,150.00	\$3,225.00	\$27,725.00
Number of customers receiving credits for company missed appointments/commitments-Install	BUS	59	77	65	524

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Qwest Corporation d/b/a CenturyLink QC  
 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - SEPTEMBER 2013

MEASURE	MARKET UNIT	JUL-13	AUG-13	SEP-13	YTD
Number of Scheduled Appointments (dispatched orders)	RES	4,486	4,441	3,898	48,241
Total amount of missed appointments credits paid	RES	\$5,575.00	\$5,900.00	\$9,075.00	\$70,925.00
Number of customers receiving credits for company missed appointments/commitments-Repair	RES	223	235	362	2,832
Total amount of missed appointments credits paid	BUS	\$1,300.00	\$2,275.00	\$2,675.00	\$20,625.00
Number of customers receiving credits for company missed appointments/commitments-Repair	BUS	26	46	52	414
Count of All Orders	RES	6,063	6,063	5,432	52,535
WA Completed Orders for Primary Service installed within 5 business days	RES	5,989	5,973	5,341	51,777
Number of credits-First Month's Charge(HO Recurring)	RES	31	55	48	425
Amount of credit-First Month's Charge(HO Recur)	RES	\$391.50	\$729.00	\$641.25	\$5,622.75
Number of credits-Installation (HO NonRecur)	RES	31	55	48	425
Amount of credits-Installation (Ho NonRecur)	RES	\$899.00	\$1,674.00	\$1,472.50	\$12,911.50
Number of Voice Mail Nonrecurring Credits	RES				11
Amount of Voice Mail Nonrecurring Credits	RES				\$140.00
Number of Remote Call Fwrding-Non-Recurring	RES	3	3		20
Amount of Remote Call Fwrding-Non-Recurring	RES	\$125.00	\$250.00		\$1,175.00
Count of All Orders	BUS	1,228	1,157	1,034	10,650
WA Completed Orders for Primary Service installed within 5 business days	BUS	1,184	1,111	989	10,327

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 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - SEPTEMBER 2013

MEASURE	MARKET UNIT	JUL-13	AUG-13	SEP-13	YTD
Number of Scheduled Appointments (dispatched orders)	RES	4,496	4,441	3,898	48,241
Number of credits-First Month's Charge(HO Recurring)	BUS	23	35	20	194
Amount of credit-First Month's Charge(HO Recur)	BUS	\$1,200.00	\$1,710.00	\$1,020.00	\$9,840.00
Number of credits-Installation (HO NonRecur)	BUS	23	35	20	194
Amount of credits-Installation (Ho NonRecur)	BUS	\$1,920.00	\$2,736.00	\$1,632.00	\$15,744.00
Number of Voice Mail Nonrecurring Credits	BUS	545	804	464	4,954
Amount of Voice Mail Nonrecurring Credits	BUS	\$9,142.00	\$12,630.00	\$8,778.00	\$79,870.00
Number of Remote Call Fwrding-Non-Recurring	BUS	81	70	72	773
Amount of Remote Call Fwrding-Non-Recurring	BUS	\$4,825.00	\$3,825.00	\$4,200.00	\$44,700.00
Number of out of service repair reports cleared within two working days	RES	1,519	1,567	1,587	14,864
Percentage of out of service repair reports cleared within two working days	RES	95.59%	94.77%	89.31%	95.74%
Number of out of service repair reports not cleared within two working days minus exceptions.	RES	70	86	190	661
Percentage of out of service repair reports not cleared within two working days minus exceptions.	RES	4.41%	5.23%	10.69%	4.26%
Total amount of two day out of service condition credits	RES	\$295.00	\$350.00	\$807.20	\$2,675.28
Total amount of two day out of service condition credit exceptions	RES	25	35	62	308
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES	3	3	7	33
Number of two day out of service condition credit exceptions for Weather Related Events	RES	0	2	15	28
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	RES	1	2	3	20

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Qwest Corporation d/b/a CenturyLink QC  
 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - SEPTEMBER 2013

MEASURE	MARKET UNIT	JUL-13	AUG-13	SEP-13	YTD
Number of Scheduled Appointments (dispatched orders)	RES	4,496	4,441	3,898	48,241
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	RES	21	28	37	227
Number of out of service repair reports cleared within two working days	BUS	268	280	299	2,694
Percentage of out of service repair reports cleared within two working days	BUS	95.37%	94.59%	94.32%	96.39%
Number of out of service repair reports not cleared within two working days minus exceptions.	BUS	13	16	18	101
Percentage of out of service repair reports not cleared within two working days minus exceptions.	BUS	4.63%	5.41%	5.68%	3.61%
Total amount of two day out of service condition credits	BUS	\$60.00	\$70.00	\$89.00	\$380.00
Total amount of two day out of service condition credit exceptions	BUS	12	13	16	77
No. of 2-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	BUS	1	0	0	4
Number of two day out of service condition credit exceptions for Weather Related Events	BUS	0	0	1	1
Number of two day OOS condition credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	BUS	0	0	1	3
No. of two day OOS credit exceptions because customer requested date beyond standard commitment date	BUS	11	13	14	69
Number of out of service repair reports cleared within seven calendar days	RES	1,603	1,672	1,831	15,772
Percentage of out of service repair reports cleared within seven calendar days	RES	99.63%	89.94%	99.67%	99.80%
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	RES	6	1	6	32
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	RES	0.37%	0.06%	0.33%	0.20%
Total amount of seven day out of service condition credits	RES	\$54.21		\$0.11	\$351.57

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Qwest Corporation d/b/a CenturyLink QC  
 WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - SEPTEMBER 2013

MEASURE	MARKET UNIT	JUL-13	AUG-13	SEP-13	YTD
Number of Scheduled Appointments (dispatched orders)	RES	4,496	4,441	3,898	48,241
Total amount of seven day out of service condition credit exceptions	RES	5	5	2	29
No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	RES	0	0	0	1
Number of seven day out of service condition credit exceptions for Weather Related Events	RES	0	0	0	0
Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	RES	1	0	0	3
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	RES	4	5	2	25
Number of out of service repair reports cleared within seven calendar days	BUS	291	309	331	2,864
Percentage of out of service repair reports cleared within seven calendar days	BUS	100.00%	100.00%	99.70%	99.86%
Number of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS	0	0	1	4
Percentage of out of service repair reports not cleared within seven calendar days minus exceptions.	BUS	0.00%	0.00%	0.30%	0.14%
Total amount of seven day out of service condition credits	BUS	\$23.14		43.58	\$76.64
Total amount of seven day out of service condition credit exceptions	BUS	2	0	1	4
No. of 7-day OOS credit exceptions for Damage Outside Qwest Control: eg. Vandalism, Customer, Vendor	BUS	0	0	0	0
Number of seven day out of service condition credit exceptions for Weather Related Events	BUS	0	0	0	0
Number of seven day OOS credit exceptions for Other Phenomena (eg. Rodents, Foliage, etc.)	BUS	0	0	0	0
No. of 7-day OOS credit exceptions because customer requested date beyond standard commitment date	BUS	2	0	1	4

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