



CenturyLink™

Mark S. Reynolds
Vice-President of Public Policy, NW Region
1600 7th Avenue, Room 3206
Seattle, Washington 98191
(206) 345-1568 - voice
(206) 343-4040 - facsimile

March 4, 2014

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 Nos. UT-921192, UT-950200, UT-991358, UT-030704, UT-061625

Dear Mr. King:

Enclosed are the January 2014 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

STATE OF WASHINGTON,
UTILITY AND TRANSPORTATION
COMMISSION

2014 MAR -5 AM 11:15

RECEIVED
REGISTRATION MANAGEMENT

REDACTED

Washington Service Quality Summary Report - JANUARY 2014

METRIC DESCRIPTION	JANUARY 2014		
	NUM	DENOM	RESULT
OOS Tickets Cleared Within 48 Hrs	1,648	1,926	85.57%
OOS Tickets Not Cleared Within 48 Hrs	278	1	278
Number of OOS Exemptions	86	1	86
All Other Repairs Cleared LT < 72 Hrs	4,787	4,975	96.22%
All Other Troubles Cleared GTR > 72 Hrs	188	1	188
All Other Troubles Cleared GTR > 72 Hrs - Force Majeure	7	1	7
Physically Obstructed All Other Troubles Cleared > 72 Hrs	110	1	110
Repair Force Majeure Exclusions	13	1	13
Repair Physically Obstructed Exclusions	52	1	52
Installation Appointments Met	1,515	1,606	94.33%
Repair Appointments Met	2,691	3,137	85.78%
Provisioning Missed for Company Reasons	144	1	144
Provisioning Missed for Customer Reasons	467	1	467
% of Switches Delivering Dial Tone Within 3 seconds	5,822	5,822	100.00%

RECEIVED
 PROVISIONS MANAGEMENT
 2014 MAR -5 AM 11:15
 STATE OF WASH.
 UTIL AND TRANSP.
 COMMUNICATIONS

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - JANUARY 2014
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		49	4	18.25	1	97.96%		100.00%		100.00%
AUBURN		112	8	70.00	7	93.75%	1	100.00%	1	99.11%
BAINBRIDGE ISLAND		44	1	0.00	1	97.73%		100.00%		100.00%
BATTLEGROUND		60	4	101.25	0	100.00%	1	100.00%	1	98.33%
BELFAIR		30	1	107.00	1	96.67%	1	100.00%		100.00%
BELLEVUE		133	10	164.20	3	97.74%	2	100.00%	3	97.74%
	BELLEVUE GLENCOURT	46	4	63.75	0	100.00%		100.00%	1	97.83%
	BELLEVUE-SHERWOOD	87	6	231.17	3	96.55%	2	100.00%	2	97.70%
BELLINGHAM		110	7	61.43	2	98.18%	1	100.00%	1	99.09%
	BELLINGHAM LUMMI	5	1	19.00	0	100.00%		100.00%		100.00%
	BELLINGHAM REGENT	105	6	68.50	2	98.10%	1	100.00%	1	99.05%
BLACK DIAMOND		11	1	410.00	1	90.91%		100.00%	1	90.91%
BREMERTON		107	3	47.33	2	98.13%	1	100.00%		100.00%
	BREMERTON CROSBY	16	0		1	93.75%		100.00%		100.00%
	BREMERTON ESSEX	91	3	47.33	1	98.90%	1	100.00%		100.00%
	BREMERTON SUNNYSLOPE		0							100.00%
BUCKLEY		10	0		0	100.00%		100.00%		100.00%
CASTLE ROCK		14	2	118.00	0	100.00%		100.00%	1	92.86%
CENTRALIA		52	1	6.00	1	98.08%		100.00%		100.00%
CHEHALIS		53	2	41.50	0	100.00%		100.00%		100.00%
	CHEHALIS	38	0		0	100.00%		100.00%		100.00%
	CHEHALIS NAPAVINE	15	2	41.50	0	100.00%		100.00%		100.00%
CLE-ELUM		12	2	91.00	0	100.00%	1	100.00%		100.00%
COLFAX		13	0		1	92.31%		100.00%		100.00%
COLVILLE		43	0		1	97.67%		100.00%		100.00%
COPALIS(OCEAN SHORES)		11	1	143.00	0	100.00%	1	100.00%		100.00%
COULEE DAM		13	0		0	100.00%		100.00%		100.00%
CRYSTAL MTN			0							100.00%
DAYTON		13	0		0	100.00%		100.00%		100.00%
DEER PARK		25	0		0	100.00%		100.00%		100.00%
DES MOINES		116	7	95.00	1	99.14%	3	100.00%	1	99.14%
	DES MOINES	26	1	78.00	0	100.00%	1	100.00%		100.00%
	DES MOINES FEDERAL WAY	90	6	97.83	1	98.89%	2	100.00%	1	98.89%

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
Blanks in the report indicate no activity for the measure.

Washington Orders Summary - JANUARY 2014
from RSOR and OP15A

EXCHANGE	WIRECENTER	TOTAL INWARD ORDERS	TOTAL PENDING INWARD ORDERS	AVERAGE AGE OF PENDING INWARD ORDERS (BUS DAYS)	INWARD ORDS NOT COMPLETED WITHIN 5 DAYS	PCT INWARD ORDS COMPLETED WITHIN 5 DAYS	INWARD ORDS NOT COMPLTD <= 90 DAYS FROM ORD DATE	PCT INWARD ORDS COMPLETED WITHIN 90 DAYS	INWARD ORDS NOT COMPLTD <= 180 DAYS FROM ORD DATE	PCT INWARD ORDS COMPLETED WITHIN 180 DAYS
STANDARD						90.00%		99.00%		
EASTON		3	0		0	100.00%		100.00%		100.00%
ELK		8	0		0	100.00%		100.00%		100.00%
ENUMCLAW		25	7	50.43	1	96.00%	1	100.00%	1	96.00%
EPHRATA		14	1	4.00	0	100.00%		100.00%		100.00%
GRAHAM		81	2	42.00	1	98.77%	1	100.00%		100.00%
GREEN BLUFF		11	1	26.00	0	100.00%		100.00%		100.00%
HOODSPORT		9	0		1	88.89%		100.00%		100.00%
ISSAQUAH		53	2	151.50	1	98.11%	1	100.00%	1	98.11%
KENT		207	13	63.15	9	95.65%	3	100.00%	1	99.52%
	KENT MERIDIAN	52	7	69.00	4	92.31%	1	100.00%	1	98.08%
	KENT O BRIEN	34	1	25.00	2	94.12%		100.00%		100.00%
	KENT ULRICH	121	5	62.60	3	97.52%	2	100.00%		100.00%
LIBERTY LAKE		2	0		0	100.00%		100.00%		100.00%
LONGVIEW-KELSO		144	6	35.67	2	98.61%		100.00%	1	99.31%
LOON LAKE		7	0		0	100.00%		100.00%		100.00%
MAPLE VALLEY		30	1	7.00	0	100.00%		100.00%		100.00%
MOSES LAKE		50	1	161.00	1	98.00%		100.00%	1	98.00%
	MOSES LAKE AFB	10	0		0	100.00%		100.00%		100.00%
	MOSES LAKE ALDER	40	1	161.00	1	97.50%		100.00%	1	97.50%
NEWMAN LAKE		11	0		0	100.00%		100.00%		100.00%
NORTHPORT		8	0		1	87.50%		100.00%		100.00%
OLYMPIA		237	6	84.17	9	96.20%	3	100.00%	1	99.58%
	OLYMPIA EVERGREEN	10	0		2	80.00%		100.00%		100.00%
	OLYMPIA LACEY	106	3	31.33	2	98.11%	1	100.00%		100.00%
	OLYMPIA WHITEHALL	121	3	137.00	5	95.87%	2	100.00%	1	99.17%
OMAK-OKANOGAN		39	1	204.00	0	100.00%		100.00%	1	97.44%
OROVILLE		9	1	20.00	0	100.00%		100.00%		100.00%
OTHELLO		35	4	76.75	0	100.00%		100.00%	1	97.14%
PASCO		63	2	5.00	0	100.00%		100.00%		100.00%
PATEROS		4	0		0	100.00%		100.00%		100.00%
POMEROY		8	0		0	100.00%		100.00%		100.00%
PT ANGELES		53	2	235.50	0	100.00%		100.00%	1	98.11%
	PT ANGELES JOYCE	3	0		0	100.00%		100.00%		100.00%

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

Blanks in the report indicate no activity for the measure.

Washington Orders Summary - JANUARY 2014
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%		
	PT. ANGELES	50	2	235.50	0	100.00%		100.00%	1	98.00%
PT. LUDLOW		16	0		0	100.00%		100.00%		100.00%
PT. ORCHARD		58	2	209.00	1	98.28%	1	100.00%	1	98.28%
	PORT ORCHARD COLBY	13	1	311.00	1	92.31%		100.00%	1	92.31%
	PT. ORCHARD	45	1	107.00	0	100.00%	1	100.00%		100.00%
PT. TOWNSEND		52	4	38.75	1	98.08%	1	100.00%		100.00%
PUYALLAP		109	6	40.17	3	97.25%	1	100.00%		100.00%
RENTON		154	12	88.17	0	100.00%	4	100.00%	2	98.70%
RIDGEFIELD		10	1	76.00	0	100.00%	1	100.00%		100.00%
ROCHESTER		21	0		0	100.00%		100.00%		100.00%
ROY		14	0		0	100.00%		100.00%		100.00%
SEATTLE		997	40	83.68	11	98.90%	14	100.00%	6	99.40%
	SEATTLE ATWATER	56	1	0.00	0	100.00%		100.00%		100.00%
	SEATTLE CAMPUS	30	0		0	100.00%		100.00%		100.00%
	SEATTLE CHERRY	144	14	92.71	2	98.61%	5	100.00%	3	97.92%
	SEATTLE DUWAMISH	60	5	80.00	0	100.00%	4	100.00%		100.00%
	SEATTLE EAST	114	3	188.67	0	100.00%	1	100.00%	1	99.12%
	SEATTLE ELLIOT	27	1	20.00	1	96.30%		100.00%		100.00%
	SEATTLE EMERSON	93	3	23.33	1	98.92%		100.00%		100.00%
	SEATTLE LAKEVIEW	95	3	13.67	1	98.95%		100.00%		100.00%
	SEATTLE MAIN	124	5	92.60	3	97.58%	2	100.00%	1	99.19%
	SEATTLE MERCER ISLAND (ADAMS)	28	1	88.00	0	100.00%	1	100.00%		100.00%
	SEATTLE PARKWAY	91	2	81.00	0	100.00%	1	100.00%		100.00%
	SEATTLE SUNSET	73	1	18.00	0	100.00%		100.00%		100.00%
	SEATTLE WEST	62	1	221.00	3	95.16%		100.00%	1	98.39%
SEQUIM		66	3	60.67	2	96.97%		100.00%	1	98.48%
SHELTON		63	1	44.00	0	100.00%		100.00%		100.00%
SILVERDALE		40	0		1	97.50%		100.00%		100.00%
SPOKANE		617	18	81.89	4	99.35%	3	100.00%	3	99.51%
	SPOKANE CHESTNUT	11	2	129.50	0	100.00%		100.00%	1	90.91%
	SPOKANE FAIRFAX	89	1	30.00	1	98.88%		100.00%		100.00%
	SPOKANE HUDSON	98	1	10.00	0	100.00%		100.00%		100.00%
	SPOKANE KEYSTONE	72	3	34.00	1	98.61%	1	100.00%		100.00%

Source: 5 and 90 day data from RSOR completed orders
180 day data from OP15A pending orders
Blanks in the report indicate no activity for the measure.

Washington Orders Summary - JANUARY 2014
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%		
	SPOKANE MORAN	49	3	149.67	0	100.00%	1	100.00%	1	97.96%
	SPOKANE RIVERSIDE	84	3	27.33	0	100.00%		100.00%		100.00%
	SPOKANE WALNUT	137	3	11.67	2	98.54%		100.00%		100.00%
	SPOKANE WHITWORTH	77	2	253.50	0	100.00%	1	100.00%	1	98.70%
SPRINGDALE		15	0		0	100.00%		100.00%		100.00%
SUMNER (BONNEYLAKE)		53	4	53.00	0	100.00%	2	100.00%		100.00%
TACOMA		654	19	72.21	6	99.08%	3	100.00%	4	99.39%
	TACOMA FORT LEWIS	17	1	60.00	0	100.00%		100.00%		100.00%
	TACOMA GREENFIELD	91	4	136.50	1	98.90%	1	100.00%	2	97.80%
	TACOMA JUNIPER	109	4	92.50	1	99.08%	2	100.00%	1	99.08%
	TACOMA LENNOX	124	5	27.20	0	100.00%		100.00%		100.00%
	TACOMA LOGAN	63	1	9.00	0	100.00%		100.00%		100.00%
	TACOMA MARKET (FAWCETT)	63	2	112.50	1	98.41%		100.00%	1	98.41%
	TACOMA SKYLINE	56	0		0	100.00%		100.00%		100.00%
	TACOMA WAVERLY-2	20	1	0.00	0	100.00%		100.00%		100.00%
	TACOMA WAVERLY-7	111	1	26.00	3	97.30%		100.00%		100.00%
VANCOUVER		432	10	59.00	9	97.92%	2	100.00%	1	99.77%
	VANCOUVER ORCHARDS	218	5	55.60	2	99.08%	2	100.00%		100.00%
	VANCOUVER OXFORD	138	4	25.50	3	97.83%		100.00%		100.00%
	VANCOUVER SALMON CRK(NORTH)	76	1	210.00	4	94.74%		100.00%	1	98.68%
WAITSBURG		4	0		0	100.00%		100.00%		100.00%
WALLA WALLA (INCL TOUCHET)		48	7	79.43	1	97.92%	1	100.00%	2	95.83%
WARDEN		5	1	48.00	0	100.00%		100.00%		100.00%
WINLOCK		13	1	6.00	0	100.00%		100.00%		100.00%
YAKIMA		159	5	127.00	2	98.74%	1	100.00%	2	98.74%
	YAKIMA CHESTNUT	116	3	133.67	1	99.14%	1	100.00%	1	99.14%
	YAKIMA WEST	43	2	117.00	1	97.67%		100.00%	1	97.67%
Exchanges in Neighboring States										
CLARKSTON		24	0		2	91.67%		100.00%		100.00%
TOTALS		5,766	238	79.78	91	98.42%	55	99.05%	40	99.31%

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 TROUBLE REPORT RATE - JANUARY 2014

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE JAN-14	RATE DEC-13	RATE NOV-13	RATE OCT-13	RATE SEP-13	RATE AUG-13	RATE JUL-13	RATE JUN-13	RATE MAY-13	RATE APR-13	RATE MAR-13	RATE FEB-13
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	6,046	76	1.26	0.82	1.17	1.10	0.97	0.96	0.92	0.71	1.17	0.83	1.02	1.07
PT. TOWNSEND		0	7,452	66	0.89	0.57	0.68	1.06	0.95	0.60	0.66	0.77	0.64	0.54	0.81	0.71
PUYALLAP		0	12,480	138	1.11	0.93	0.88	1.05	1.04	0.93	0.91	0.77	0.81	0.94	0.76	0.82
RENTON		0	19,462	245	1.26	0.94	0.85	1.05	0.80	0.75	0.73	0.70	0.79	0.75	0.75	1.18
RIDGEFIELD		0	1,964	27	1.37	1.66	0.95	0.74	1.91	1.02	1.00	0.90	1.12	0.74	0.96	1.62
ROCHESTER		0	2,858	40	1.40	1.38	1.36	0.79	1.52	0.88	1.94	1.63	0.73	0.92	1.27	1.23
ROY		0	1,539	25	1.62	1.23	1.60									
SEATTLE		0	148,020	1052	0.71	0.50	0.54	0.69	0.57	0.49	0.50	0.48	0.52	0.57	0.50	0.54
	SEATTLE ATWATER	0	10,667	49	0.46	0.29	0.22	0.42	0.45	0.30	0.30	0.31	0.41	0.41	0.27	0.25
	SEATTLE CAMPUS	0	5,577	31	0.56	0.28	0.26	0.45	0.39	0.46	0.42	0.34	0.29	0.53	0.44	0.54
	SEATTLE CHERRY	0	16,119	175	1.09	0.72	0.84	1.13	0.75	0.68	0.65	0.81	0.69	0.66	0.75	0.87
	SEATTLE DUWAMISH	0	7,232	58	0.80	0.45	0.60	0.74	0.58	0.85	0.63	0.37	0.55	0.54	0.43	0.64
	SEATTLE EAST	0	16,798	112	0.67	0.60	0.68	0.70	0.58	0.56	0.49	0.46	0.51	0.51	0.46	0.52
	SEATTLE ELLIOT	0	4,938	6	0.12	0.06	0.14	0.23	0.31	0.07	0.13	0.17	0.17	0.17	0.24	0.11
	SEATTLE EMERSON	0	14,137	125	0.88	0.68	0.74	0.87	0.76	0.50	0.63	0.55	0.74	0.87	0.72	0.69
	SEATTLE LAKEVIEW	0	13,822	121	0.88	0.63	0.55	0.54	0.71	0.51	0.57	0.55	0.55	0.62	0.40	0.59
	SEATTLE MAIN	0	22,391	30	0.13	0.08	0.14	0.17	0.15	0.17	0.17	0.13	0.18	0.16	0.20	0.19
	SEATTLE MERCER ISLAND (ADAMS)	0	4,724	47	0.99	1.01	0.79	0.96	0.71	0.96	0.57	0.61	0.56	0.51	0.62	0.58
	SEATTLE PARKWAY	0	9,965	114	1.14	0.76	0.76	1.36	0.76	0.62	0.77	0.72	0.77	0.74	0.77	0.92
	SEATTLE SUNSET	0	11,256	76	0.68	0.60	0.49	0.72	0.64	0.55	0.63	0.62	0.58	0.79	0.47	0.35
	SEATTLE WEST	0	10,394	108	1.04	0.45	0.82	0.75	0.69	0.48	0.50	0.55	0.60	0.82	0.71	0.74
SEQUIM		0	8,363	63	0.75	0.45	0.60	1.06	0.79	0.83	0.77	0.65	0.61	0.71	0.64	0.73
SHELTON		0	8,028	88	1.10	0.65	0.80	1.13	2.14	1.48	1.13	1.13	0.48	0.92	0.97	0.79
SILVERDALE		0	6,788	51	0.75	0.41	0.69	0.59	0.68	0.55	0.72	0.56	0.63	0.45	0.53	0.62
SPOKANE		0	61,445	458	0.75	0.73	0.91	0.84	1.08	1.17	0.96	1.00	0.87	0.72	0.78	0.77
	SPOKANE CHESTNUT	0	1,390	21	1.51	0.71	1.27	1.09	0.94	1.26	1.72	0.73	0.65	0.64	0.82	0.62
	SPOKANE FAIRFAX	0	8,671	60	0.69	1.12	1.03	0.82	0.96	1.09	0.97	1.21	1.01	0.72	0.67	0.67
	SPOKANE HUDSON	0	6,651	51	0.77	0.79	0.90	0.99	1.07	1.26	1.31	1.17	0.94	0.86	0.77	0.77
	SPOKANE KEYSTONE	0	5,921	30	0.51	0.67	0.93	1.09	1.04	0.97	0.80	1.00	0.87	0.57	0.59	0.69
	SPOKANE MORAN	0	3,979	38	0.96	0.92	0.94	0.83	2.34	1.95	0.81	0.89	0.67	0.72	0.65	0.56
	SPOKANE RIVERSIDE	0	9,458	61	0.64	0.49	0.68	0.69	0.85	0.96	0.61	1.01	0.86	0.61	0.71	1.04
	SPOKANE WALNUT	0	16,384	108	0.66	0.59	0.87	0.78	0.80	1.19	0.84	0.98	0.87	0.74	0.97	0.67
	SPOKANE WHITWORTH	0	8,991	89	0.99	0.74	1.03	0.81	1.40	1.07	1.31	0.81	0.86	0.81	0.79	0.90
SPRINGDALE		1	1,291	8	0.62	0.54	1.15	1.53	4.23	3.92	1.80	2.74	1.18	3.64	1.16	0.65
SUMNER (BONNEYLAKE)		0	7,009	109	1.56	1.36	1.00	1.39	1.38	0.97	0.83	1.00	0.93	1.18	1.19	0.85

WASHINGTON TROUBLE REPORT RATE - JANUARY 2014

WIRECENTER		STD EXD CNT	LINES	RPTS	RATE JAN-14	RATE DEC-13	RATE NOV-13	RATE OCT-13	RATE SEP-13	RATE AUG-13	RATE JUL-13	RATE JUN-13	RATE MAY-13	RATE APR-13	RATE MAR-13	RATE FEB-13
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
TACOMA		0	68,051	809	1.19	0.67	0.92	1.27	0.80	0.73	0.79	0.68	0.80	0.70	0.80	0.72
	TACOMA FORT LEWIS	0	1,367	7	0.51	0.36	0.22	0.71	0.21	0.35	0.76	0.21	0.67	0.39	0.59	0.19
	TACOMA GREENFIELD	0	8,911	126	1.41	1.02	1.31	1.48	1.05	0.67	0.97	0.95	1.02	0.80	1.03	0.78
	TACOMA JUNIPER	0	9,457	83	0.88	0.53	0.83	1.39	0.87	0.74	0.74	0.68	0.78	0.80	0.73	0.64
	TACOMA LENNOX	0	10,673	198	1.86	0.79	1.02	1.34	1.00	1.04	1.14	0.91	1.29	0.86	1.05	0.99
	TACOMA LOGAN	0	6,768	69	1.02	0.76	1.03	1.14	0.88	0.49	0.57	0.68	0.82	0.58	0.78	0.57
	TACOMA MARKET (FAWCETT)	0	8,935	82	0.92	0.35	0.43	0.74	0.47	0.56	0.56	0.44	0.35	0.41	0.42	0.51
	TACOMA SKYLINE	0	7,033	99	1.41	0.91	1.15	2.04	0.70	0.95	0.56	0.66	0.76	0.63	0.79	0.58
	TACOMA WAVERLY-2	0	3,052	36	1.18	0.62	1.10	1.56	0.81	0.77	0.54	0.79	0.69	0.66	0.47	1.18
	TACOMA WAVERLY-7	0	11,855	109	0.92	0.51	0.79	0.94	0.70	0.67	0.87	0.48	0.58	0.77	0.80	0.75
VANCOUVER		0	39,840	410	1.03	0.89	0.85	1.12	0.85	0.83	0.75	0.75	0.87	0.75	0.80	0.92
	VANCOUVER ORCHARDS	0	20,087	200	1.00	0.82	0.85	0.75	0.80	0.75	0.68	0.67	0.82	0.68	0.70	0.85
	VANCOUVER OXFORD	0	11,881	108	0.91	0.82	0.76	1.26	0.89	0.61	0.58	0.53	0.82	0.50	0.80	0.93
	VANCOUVER SALMON CRK(NORTH)	0	7,872	102	1.30	1.19	0.99	1.84	0.92	1.34	1.14	1.25	1.07	1.27	1.05	1.06
WAITSBURG		1	349	8	2.29	0.84	2.23	1.39	6.56	2.17	0.54	1.62	1.60	1.05	1.03	0.00
WALLA WALLA (INCL TOUCHET)		0	8,333	107	1.28	0.85	0.68	0.86	1.57	1.49	1.15	0.88	1.03	0.73	0.49	0.43
WARDEN		0	716	9	1.26	0.28	2.05	0.68	2.70	1.20	1.98	1.17	0.65	1.81	1.52	1.39
WINLOCK		0	1,574	17	1.08	1.57	0.56	1.12	1.61	0.98	0.73	0.60	1.32	0.24	1.50	0.96
YAKIMA		0	23,038	134	0.58	0.42	0.60	1.02	0.73	0.84	0.84	0.93	1.57	0.62	1.12	0.50
	YAKIMA CHESTNUT	0	15,330	79	0.52	0.45	0.52	0.57	0.63	0.63	0.75	1.08	1.89	0.59	1.18	0.53
	YAKIMA WEST	0	7,708	55	0.71	0.37	0.76	1.86	0.90	1.24	1.01	0.66	0.94	0.67	1.00	0.44
Exchanges in Neighboring States																
CLARKSTON		0	3,357	53	1.58	1.46	1.61	1.27	1.43	1.38	1.36	1.95	1.45	1.05	0.72	1.35
TOTALS		0	721,666	6933	0.96	0.72	0.79	0.99	0.94	0.83	0.83	0.77	0.79	0.73	0.76	0.75

WASHINGTON TRUNK BLOCKING SUMMARY - JANUARY 2014

TRUNK	# OF TRK GRPS	# OF TRK GRPS EXCEEDING STANDARD	% OF TRK GRPS BLOCKED
E911			
LOCAL			
TOLL			

Redacted Copy

Blanks in the report indicate no activity for the measure.

WASHINGTON TRUNK BLOCKING - JANUARY 2014

TRUNK GROUP ID	CIS	A LOCATION	Z LOCATION	TYPE OF CALLS CARRIED	DIRECTION	% BLOCK	DETAILS OF ACTION TAKEN TRUNK SERVICING RESPONSE
AP072411	144			TOLL	TWO_WAY	20.60%	1x blkng 12/27/13@0900-1000hr issue sa tgsr to the customer
AP072421	168			TOLL	TWO_WAY	6.73%	1x blkng 12/19/13@1500hr issue sa tgsr to the customer
AP073982	168			TOLL	TWO_WAY	3.28%	blkng 12/09/13@1200hr, 12/10/13@1800-1900hr 12/11/13@1800hr issued sa tgsr to the customer
AP074414	216			TOLL	TWO_WAY	1.93%	blkng 12/10/13@1900hr,12/11/13@1800hr issued sa tgsr to the customer
AP077380	144			TOLL	TWO_WAY	4.13%	1x blkng 12/11/13@1800 hr issued sa tgsr to the customer
AP081340	264			TOLL	TWO_WAY	1.11%	1xblkng 12/16/13 @ 1200 HR issued sa tgsr to the customer

Redacted Copy
Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JANUARY 2014

MEASURE	MARKET UNIT	JAN-14	FEB-14	MAR-14
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			

Redacted Copy
Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JANUARY 2014

MEASURE	MARKET UNIT	JAN-14	FEB-14	MAR-14
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			

Redacted Copy
Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JANUARY 2014

MEASURE	MARKET UNIT	JAN-14	FEB-14	MAR-14
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			

Redacted Copy
Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JANUARY 2014

MEASURE	MARKET UNIT	JAN-14	FEB-14	MAR-14
Number of Scheduled Appointments (dispatched orders)	RES			
Count of All Orders	BUS			
WA Completed Orders for Primary Service installed within 5 business days	BUS			
Number of credits-First Month's Charge(HO Recurring)	BUS			
Amount of credit-First Month's Charge(HO Recur)	BUS			
Number of credits-Installation (HO NonRecur)	BUS			
Amount of credits-Installation (Ho NonRecur)	BUS			
Number of Voice Mail Nonrecurring Credits	BUS			
Amount of Voice Mail Nonrecurring Credits	BUS			
Number of Remote Call Fwrding-Non-Recurring	BUS			
Amount of Remote Call Fwrding-Non-Recurring	BUS			
Number of out of service repair reports cleared within two working days	RES			
Percentage of out of service repair reports cleared within two working days	RES			
Number of out of service repair reports not cleared within two working days minus exceptions.	RES			
Percentage of out of service repair reports not cleared within two working days minus exceptions.	RES			
Total amount of two day out of service condition credits	RES			

Redacted Copy
Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JANUARY 2014

MEASURE	MARKET UNIT	JAN-14	FEB-14	MAR-14
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			

Redacted Copy

Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JANUARY 2014

MEASURE	MARKET UNIT	JAN-14	FEB-14	MAR-14
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			

Redacted Copy
Blanks in the report indicate no activity for the measure.

WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS - JANUARY 2014

MEASURE	MARKET UNIT	JAN-14	FEB-14	MAR-14
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			

Redacted Copy
Blanks in the report indicate no activity for the measure.