



RECEIVED
RECORDS MANAGEMENT
05 NOV -1 AM 11:15

STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

Qwest Corporation
512 12th Avenue, Suite 400
Olympia, Washington 98501
Phone: (360) 754-3241
e-mail: Holly.Dean@qwest.com

Holly Dean
Manager - Regulatory
Public Policy

October 31, 2005

Carole Washburn, Secretary
Washington Utilities and
Transportation Commission
1300 S. Evergreen Park Dr. SW
Olympia, Washington 98504-7250

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

Dear Ms. Washburn:

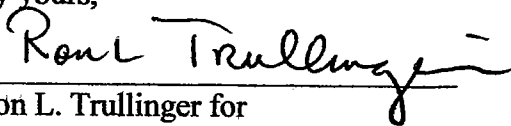
As reflected on the September 2005 Trouble Report filed on October 27, 2005, Crystal Mountain exceeded the Commission's Trouble Report standard in August and September. Enclosed is a revised Qwest Customer Service Guarantee Program Credits Report for September 2005 reflecting payment of Trouble Report credits to customers in the Crystal Mountain exchange as a result of exceeding the Trouble Report standard for two consecutive months. Please see page 7 of 8 of the attached for the revised information.

Pursuant to WAC 480-07-160(3), Qwest requests that the portions of these reports submitted on yellow paper be held confidential, as these documents contain valuable commercial information, the release of which would be detrimental to Qwest Corporation.

Please call me on (360) 754-3241 if you have questions or need additional information.

Very truly yours,

By



Ron L. Trullinger for
Holly Dean

Enclosures

Missed Appointments/Commitments - Install Residence (New Connect/Reconnect orders)									
Measurement Period	Number of Scheduled Appointments (dispatched orders)	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
YTD Total	125742	3515	7239	1130260	791	3858	11097		
Missed Appointments/Commitments - Install Business (New Connect/Reconnect orders)									
Measurement Period	Number of Scheduled Appointments (dispatched orders)	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
YTD Total	35947	1194	2971	102049	267	737	3708		

Missed Appointments/Commitments - Repair Residence									
Measurement Period	Number of Scheduled Appointments (dispatched tickets)	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets)	Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	Number Exclusions	
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
YTD Total	99525	5742	515	36672	725	1	1037		
Missed Appointments/Commitments - Repair Business									
Measurement Period	Number of Scheduled Appointments (dispatched tickets)	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets)	Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons	Number Exclusions	
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
YTD Total	12198	989	135	5033	108	1	246		

Missed Appointment/Commitment Credits Paid - Install Residence/Business (New Connect/Reconnect)		Number of RESIDENCE customers receiving credits for company missed appointments/commitments-Install		Total amount of missed appointments credits paid		Month Credit Paid Upon Credit Issued/Bill Date		Number of BUSINESS customers receiving credits for company missed appointments/commitments-Install		Total amount of missed appointments credits paid.		Month Credit Paid Upon Credit Issued/Bill Date	
Measurement Period													
January, 2005													
February, 2005													
March, 2005													
April, 2005													
May, 2005													
June, 2005													
July, 2005													
August, 2005													
September, 2005													
October, 2005													
November, 2005													
December, 2005													
YTD Total		3971		\$213,447				1742		\$96,648			
Missed Appointment/Commitment Credits Paid - Repair													
Measurement Period													
January, 2005													
February, 2005													
March, 2005													
April, 2005													
May, 2005													
June, 2005													
July, 2005													
August, 2005													
September, 2005													
October, 2005													
November, 2005													
December, 2005													
YTD Total		7370		\$368,500				932		\$46,600			

Baseline: VN U-40 2.2.2.B.1.b. / VN U-40 2.2.2.B.1.c a \$50 credit will be offered if the company fails to keep a guaranteed appointment or commitment.

Delayed Primary Exchange Alternative	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD # of credits paid
Residence # of completed orders for installation of primary service													288068
# of completed orders for primary service installed w/ 5 bus. days													284916
# of credits-First Month's Charge(HO Recurring)													2155
Amount of credit-First Month's Charge(HO Recur)													\$26,740.00
# of credits-Installation (HO NonRecur)													2157
Amount of credits-Installation (Ho NonRecur)													\$65,783.00
# of \$100 Bill Credits													2155
Amount of \$100 Bill Credits													\$227,650.00
# of Voice Mail Recurring Credits													0
Amount of Voice Mail Recurring Credits													\$0.00
# of Voice Mail Nonrecurring Credits													0
Amount of Voice Mail Nonrecurring Credits													\$0.00
#Cell Loaners													0
Amount of cell vouchers*													\$263.00
*Note: Cellular vouchers are paid to Verizon, for Qwest customers located in Washington using Verizon wireless loaner telephones.													
# of Remote Call Fwrdng-Recurring													12
Amount of Remote Call Fwrdng-Recurring													\$192.00
# of Remote Call Fwrdng-Non-Recurring													0
Amount of Remote Call Fwrdng-Non-Recurring													\$0.00
YTD Total Number of Credits Paid													6479
YTD Total Amount of Credits Paid	\$36,672	\$30,179	\$27,990	\$28,008	\$27,123	\$36,727	\$46,770	\$42,461	\$44,698	\$0	\$0	\$0	\$320,628.00

Delayed Primary Exchange Alternative	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD # of credits paid
Business # of completed orders for installation of primary service													36594
# of completed orders for primary service installed w/i 5 bus. days													35505
# of credits-First Month's Charge(HO Recurring)													692
Amount of credit-First Month's Charge(HO Recur)													\$29,820.00
# of credits-Installation (HO NonRecur)													692
Amount of credits-Installation (Ho NonRecur)													\$53,246.00
# of \$100 Bill Credits													693
Amount of \$100 Bill Credits													\$81,635.00
# of Voice Mail Recurring Credits													0
Amount of Voice Mail Recurring Credits													\$0.00
# of Voice Mail Nonrecurring Credits													0
Amount of Voice Mail Nonrecurring Credits													\$0.00
#Cell Loaners													0
Amount of cell vouchers*													\$191.00
*Note: Cellular vouchers are paid to Verizon, for Qwest customers located in Washington using Verizon wireless loaner telephones.													
# of Remote Call Fwding-Recurring													0
Amount of Remote Call Fwding-Recurring													\$0.00
# of Remote Call Fwding-Non-Recurring													0
Amount of Remote Call Fwding-Non-Recurring													\$0.00
YTD Total Number of Credits Paid													2077
YTD Total Amount of Credits Paid	\$15,239	\$14,418	\$17,187	\$11,105	\$24,093	\$25,231	\$15,856	\$18,261	\$23,502	\$0	\$0	\$0	\$164,892.00

REPORT: Out of Service Customer Bill Credits									
Measurement Period	Condition not Cleared in 2 working days; # tickets missed	#Credits Paid (Actual)	Amount of Credit Paid (\$5.00 credit)	Condition lasting more than 7 Calendar Days; # tickets missed	#Credits Paid (Actual)	Total Amount of Credit Paid (One month's recurring charge, plus associated regulated features)	Month Credit Paid Upon Credit Issued/Bill Date		
Residence									
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
Total	1336	1107	\$5,530.87	67	53	\$795.53			
Business									
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
Total	115	90	\$449.30	6	4	\$62.89			
Total OOS									
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
Total	1451	1197	\$5,980.17	73	57	\$858.42			
Baseline: Each customer with an out-of-service condition not cleared within two working days will receive a \$5.00 credit. Each customer with an out-of-service condition lasting more than seven calendar days will receive credit of the monthly recurring charge. Credits do not apply due to emergency situations, unavoidable catastrophes, force majeure, work stoppage, inside wiring or customer premise equipment.									
**Repair tickets with a Disposition Code of 7, 8 or 9 will not be given credit; no trouble found when clearing the report Disposition Code 7 = Test OK, verify OK. Disposition Code 8 = Found OK in. Disposition Code 9 = Found OK Out.									

REPORT: Trouble Report Rate Bill Credits								
Total Trouble Report Rate								
Measurement Period	Exchange Out of Compliance	# of Customers Served	Actual Working Numbers Paid	Month Credit Paid				
January, 2005								
February, 2005								
March, 2005								
April, 2005								
May, 2005								
June, 2004								
July, 2005								
August, 2005								
September, 2005								
October, 2005								
November, 2005								
December, 2005								
YTD Total	1	680	680	N/A				
Residence								
Measurement Period								
January, 2005								
February, 2005								
March, 2005								
April, 2005								
May, 2005								
June, 2005								
July, 2005								
August, 2005								
September, 2005								
October, 2005								
November, 2005								
December, 2005								
YTD Total	1	560	560	NA				
Business								
January, 2005								
February, 2005								
March, 2005								
April, 2005								
May, 2005								
June, 2005								
July, 2005								
August, 2005								
September, 2005								
October, 2005								
November, 2005								
December, 2005								
YTD Total	1	120	120					

Baseline: Exceeds trouble report standard of 4.0 for month and either of the preceding month or four in 12 months. Credits do not apply related to customer premise equipment, emergency situations, extraordinary or abnormal conditions or disruptions caused by persons or entities other than Qwest.

REPORT: Dial Tone Speed Bill Credits					
Measurement Period	Wire Center Out of Compliance	# of Customers Served	Total Amount of Credit Paid (One month's recurring charge, plus associated regulated features)	Month Credit Paid	
January, 2005					
February, 2005					
March, 2005					
April, 2005					
May, 2005					
June, 2005					
July, 2005					
August, 2005					
September, 2005					
October, 2005					
November, 2005					
December, 2005					
YTD Total	0	0	0	N/A	

Baseline: All customers within a wire center will receive one month's recurring charge credit for any month in which customers within the wire center are unable to obtain dial tone within three seconds on at least 98% of calls placed during a normal busy hour. Credits do not apply due to emergency situations, unavoidable catastrophes, force majeure, work stoppage, inside wiring or customer premise equipment. Credits do not apply in any office serviced by an analog switch.