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STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

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**Holly Dean**  
Manager - Regulatory  
Public Policy

December 9, 2004

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

Dear Ms. Washburn:

Enclosed is a revised Service Order Interval Missed Commitment Summary Report for October 2004. As originally reported, the Commitments Met Company Missed percentage reflected the Commitments Met "Combined" Missed percentage and incorrectly reflected year-to-date totals. This revised summary corrects year-to-date totals and correctly reflects the Commitments Met "Company" Missed percentage.

Also enclosed are revised Out-of Service Summaries (48 and 72 Hour) for July through September 2004. During a recent review of the programming code associated with these metrics, several errors were found and corrected. In terms of the Out-of-Service 48 Hour metric, no access exclusions had not been taken and should have been (where access to the premise was required, the technician arrived as scheduled but access was not available due to customer reasons). In addition, on the reports themselves, the number of exclusions previously reported did not reflect the total number of exclusions taken. They only reflected the number of exclusions pertaining to weather, fire, insects, rodents and trees. The revised report now reflects the total number exclusions including these, as well as outages caused by a third party and outages associated with force majeure events.

In terms of the All Other Troubles Cleared 72 Hour metric. Again, in reviewing the programming code and data associated with this metric, it was discovered that two columns of data were reversed on the reports, data associated with "All Other Repairs Cleared GTR > 72 Hours" and "Force Majeure All Other Troubles Cleared GTR > 72 Hours". In addition, not all of the exclusions allowed had been taken. Programming has been corrected and two categories of exclusions have been included, insects and rodents.

As Qwest began filing the 48 Hour report effective with its July 2004 reporting, no additional corrections are expected to this report. It should be noted, however, that the errors found as it pertains to the 72 Hour Report also apply to the January through June data and reports. Therefore, changes will be made to these reports and they will be filed under separate cover at a later date. Note: The October 2004 Out-of-Service Summary report is being refiled at this time noting that the All Other Troubles Cleared 72 Hour Reports for January through June will be revised and sent under separate cover.

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

cc: Mary Kimball  
Steve Johnson

Enclosures

WASHINGTON SERVICE ORDER INTERVAL MISSED COMMITMENTS SUMMARY  
 Revised October 2004

MONTH	TOTAL SOT=NTC	COMPANY MISSED	SUBSCRIBER MISSES	COMMITMENTS MET CO MSSD	Current MO (INWARD) SOT=NTC	TOTAL NOT COMPLETED WITHIN 5 BUSINESS DAYS	5 DAY (Greater than 10%)	90 DAYS NTC (INWARD)	TOTAL NOT COMPLETED WITHIN 90 DAYS	90 DAY (Greater than 1%)
JANUARY	219,501	750	696	99.66%	35,837	305	0.85%	45,881	19	0.04%
FEBRUARY	222,539	701	615	99.68%	36,841	281	0.77%	34,299	2	0.01%
MARCH	226,414	798	755	99.65%	41,356	318	0.77%	34,151	4	0.01%
APRIL	217,159	745	726	99.66%	40,287	329	0.82%	35,837	3	0.01%
MAY	213,226	690	682	99.68%	39,822	328	0.82%	36,481	1	0.00%
JUNE	193,931	758	761	99.61%	42,151	345	0.82%	41,356	4	0.01%
JULY	196,358	801	811	99.59%	45,584	389	0.85%	40,287	7	0.02%
AUGUST	189,887	860	713	99.55%*	42,088	376	0.89%	39,822	3	0.01%
SEPTEMBER	199,845	876	872	99.56%	44,720	429	0.96%	42,151	4	0.01%
OCTOBER	182,912	664	867	99.64%**	42,000	335	1.78%	45,584	4	0.01%
NOVEMBER										
DECEMBER										
YTD	2,061,772	7,643	7,498	99.63%**	410,686	3,435	0.84%	395,849	51	0.01%

NOTES:  
 1) The "Orders, Appointments and Held Orders / Percent Orders Not Met In 5 Business Days" results in the number of total orders handled during the month and the disposition of such.  
 2) The "Held Orders / Percent not Met in 90 Days" is a cumulative result; in other words, the result includes held orders from Prior months not yet completed.

\* Revised 10/04  
 \*\* Revised 12/04

WASHINGTON OUT OF SERVICE SUMMARY  
Revised July 2004

Measurement Period 2004	Total # of Out Of Service Tickets	Number of Tickets Out of Services Less Than 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Wrkng Dys)	% Missed (Less Than 2 Wrkng Dys)	Out of Service Less Than 7 Days	% Less Than 7 Days	# Missed (Less Than 7 Days)	% Missed (Less Than 7 Days)
January	18,504	18,119	97.92%	385	2.08%	18,499	99.97%	5	0.03%
February	12,496	12,395	99.19%	101	0.81%	12,496	100.00%	0	0.00%
March	13,294	13,231	99.53%	63	0.47%	13,291	0.98%	3	0.02%
April	11,979	11,909	99.42%	70	0.58%	11,975	99.97%	4	0.03%
May	14,058	13,806	98.21%	252	1.79%	14,056	99.99%	2	0.01%
June	14,162	14,054	99.24%	108	0.76%	14,156	99.96%	6	0.04%
<b>JAN-JUNE TOTAL</b>	<b>84,493</b>	<b>83,514</b>	<b>98.84%</b>	<b>979</b>	<b>1.16%</b>	<b>84,473</b>	<b>99.98%</b>	<b>20</b>	<b>0.02%</b>

	Total # of Out Of Service Tickets	Out of Service Cleared 48 Hours	% Out Of Service <= 48 Hours	Out of Service Not Cleared in 48 Hours	# Of Exemptions
*July	12646	12513	98.95%	133	131
August					
September					
October					
November					
December					
<b>JULY-DEC 04 TOTAL</b>	<b>12646</b>	<b>12513</b>	<b>98.95%</b>	<b>133</b>	<b>131</b>

Baseline(WAC 480-120-439(9)/480-120-440(1)): A company must repair all out-of-service interruptions within 48 hours, excluding Sundays and holidays, unless physically obstructed from doing so or due to interruptions caused by extraordinary or abnormal conditions of operation.

Measurement Period 2004	All Other Repair Tickets	All Other Repairs Cleared LT <=72 Hours	All Other Repairs Cleared GTR > 72 Hours	% All Other Repairs Cleared <= 72 Hours	Force Majeure All Other Troubles Cleared GTR > 72 Hours	Non Force Majeure All Troubles Cleared GTR > 72 Hours
January	7,342	7,264	37	98.94%	78	53**
February	5,686	5,653	8	99.42%	33	63**
March	5,989	4,971	5	99.70%	18	45**
April	4,919	4,899	10	99.59%	20	44**
May	5,236	5,189	53	99.10%	47	39**
June	5,463	5,438	4	99.54%	25	52**
*July	5,165	5,138	27	99.48%	5	37
August						
September						
October						
November						
December						
<b>YTD TOTAL</b>	<b>39,800</b>	<b>38,552</b>	<b>144</b>	<b>96.86%</b>	<b>226</b>	<b>333</b>

Baseline(WAC 480-120-440(2)): All "other" regulated service interruptions must be repaired within seventy-two hours unless the company is unable to make the repair because it is physically obstructed from doing so or because of force majeure, in which case the repair must be made as soon as practicable.

\* Revised December 2004

\*\* January through June 2004 will be restated at a later date.

WASHINGTON OUT OF SERVICE SUMMARY  
Revised August 2004

Measurement Period 2004	Total # of Out Of Service Tickets	Number of Tickets Out of Services Less Than 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Wrkng Dys)	% Missed (Less Than 2 Wrkng Dys)	Out of Service Less Than 7 Days	% Less Than 7 Days	# Missed (Less Than 7 Days)	% Missed (Less Than 7 Days)
January	18,504	18,119	97.92%	385	2.08%	18,499	99.97%	5	0.03%
February	12,496	12,395	99.19%	101	0.81%	12,496	100.00%	0	0.00%
March	13,294	13,231	99.53%	63	0.47%	13,291	0.98%	3	0.02%
April	11,979	11,909	99.42%	70	0.58%	11,975	99.97%	4	0.03%
May	14,058	13,806	98.21%	252	1.79%	14,056	99.99%	2	0.01%
June	14,162	14,054	99.24%	108	0.76%	14,156	99.96%	6	0.04%
<b>JAN-JUNE TOTAL</b>	<b>84,493</b>	<b>83,514</b>	<b>98.84%</b>	<b>979</b>	<b>1.16%</b>	<b>84,473</b>	<b>99.98%</b>	<b>20</b>	<b>0.02%</b>

	Total # of Out Of Service Tickets	Out of Service Cleared 48 Hours	% Out Of Service <= 48 Hours	Out of Service Not Cleared in 48 Hours	# Of Exemptions
*July	12646	12513	98.95%	133	131
*August	16,964	15,825	93.29%	1,139	223
September					
October					
November					
December					
<b>JULY-DEC 04 TOTAL</b>	<b>29,610</b>	<b>28,338</b>	<b>95.70%</b>	<b>1,272</b>	<b>354</b>

Baseline(WAC 480-120-439(9)/480-120-440(1)) A company must repair all out-of-service interruptions within 48 hours, excluding Sundays and holidays, unless physically obstructed from doing so or due to interruptions caused by extraordinary or abnormal conditions of operation.

Measurement Period 2004	All Other Repair Tickets	All Other Repairs Cleared LT <=72 Hours	All Other Repairs Cleared GTR > 72 Hours	% All Other Repairs Cleared <= 72 Hours	Force Majeure All Other Troubles Cleared GTR > 72 Hours	Non Force Majeure All Troubles Cleared GTR > 72 Hours
January	7,342	7,264	37	98.94%	78	53**
February	5,686	5,653	8	99.42%	33	63**
March	5,989	4,971	5	99.70%	18	45**
April	4,919	4,899	10	99.59%	20	44**
May	5,236	5,189	53	99.10%	47	39**
June	5,463	5,438	4	99.54%	25	52**
*July	5,165	5,138	27	99.48%	5	37
*August	5,360	5,277	83	98.45%	5	50
September						
October						
November						
December						
<b>YTD TOTAL</b>	<b>45,160</b>	<b>43,829</b>	<b>227</b>	<b>97.05%</b>	<b>231</b>	<b>383</b>

Baseline: (WAC 480-120-439 (9)/480-120-440(2)): All "other" regulated service interruptions must be repaired within seventy-two hours unless the company is unable to make the repair because it is physically obstructed from doing so or because of force majeure, in which case the repair must be made as soon as practicable.

\*Revised December 2004

\*\* January through June 2004 will be restated at a later date

WASHINGTON OUT OF SERVICE SUMMARY  
Revised September 2004

Measurement Period 2004	Total # of Out Of Service Tickets	Number of Tickets Out of Services Less Than 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Wrkng Dys)	% Missed (Less Than 2 Wrkng Dys)	Out of Service Less Than 7 Days	% Less Than 7 Days	# Missed (Less Than 7 Days)	% Missed (Less Than 7 Days)
January	18,504	18,119	97.92%	385	2.08%	18,499	99.97%	5	0.03%
February	12,496	12,395	99.19%	101	0.81%	12,496	100.00%	0	0.00%
March	13,294	13,231	99.53%	63	0.47%	13,291	0.98%	3	0.02%
April	11,979	11,909	99.42%	70	0.58%	11,975	99.97%	4	0.03%
May	14,058	13,806	98.21%	252	1.79%	14,056	99.99%	2	0.01%
June	14,162	14,054	99.24%	108	0.76%	14,156	99.96%	6	0.04%
<b>JAN-JUNE TOTAL</b>	<b>84,493</b>	<b>83,514</b>	<b>98.84%</b>	<b>979</b>	<b>1.16%</b>	<b>84,473</b>	<b>99.98%</b>	<b>20</b>	<b>0.02%</b>

	Total # of Out Of Service Tickets	Out of Service Cleared 48 Hours	% Out Of Service <= 48 Hours	Out of Service Not Cleared in 48 Hours	# Of Exemptions
*July	12,646	12,513	98.95%	133	131
*August	16,964	15,825	93.29%	1,139	223
*September	13,865	13,642	98.39%	223	182
October					
November					
December					
<b>JULY-DEC 04 TOTAL</b>	<b>43,475</b>	<b>41,980</b>	<b>96.56%</b>	<b>1,495</b>	<b>536</b>

Baseline(WAC 480-120-439(9)/480-120-440(1))A company must repair all out-of-service interruptions within 48 hours, excluding Sundays and holidays, unless physically obstructed from doing so or due to interruptions caused by extraordinary or abnormal conditions of operation.

Measurement Period 2004	All Other Repair Tickets	All Other Repairs Cleared LT <=72 Hours	All Other Repairs Cleared GTR > 72 Hours	% All Other Repairs Cleared <= 72 Hours	Force Majeure All Other Troubles Cleared GTR > 72 Hours	Non Force Majeure All Troubles Cleared GTR > 72 Hours
January	7,342	7,264	37	98.94%	78	53**
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May	5,236	5,189	53	99.10%	47	39**
June	5,463	5,438	4	99.54%	25	52**
*July	5,165	5,138	27	99.48%	5	37
*August	5,360	5,277	5	98.49%	83	127
*September	5,171	5,125	46	99.11%	3	49
October						
November						
December						
<b>YTD TOTAL</b>	<b>50,331</b>	<b>48,954</b>	<b>195</b>	<b>97.26%</b>	<b>312</b>	<b>509</b>

Baseline: (WAC 480-120-439 (9)/480-120-440(2)): All "other" regulated service interruptions must be repaired within seventy-two hours unless the company is unable to make the repair because it is physically obstructed from doing so or because of force majeure, in which case the repair must be made as soon as practicable.

\* Revised December 2004

\*\* January through June 2004 will be restated at a later date.